



Melissa Brown <melissa.brown@jlahome.com>

ORDER RELEASE-SD3-OLLIIX Order 20909687/PO ZGNUY489J

9 messages

no_reply@jlahome.com <no_reply@jlahome.com>

Thu, Jan 22, 2026 at 10:43 AM

To: cstraffic@olliix.com, fengjing@syncsoftinc.cn, gladesh.magsacay@jlaphilippine.com, helen.chen@jlahome.com, sv3.ship@ship8.com, zhuwenjun@scmhome.com

Hello –

This order is released. Please process. If the order cannot be shipped by the ship date on the BOL, please let Customer Service know.

***Please confirm that the BOL# is printed on the carton labels. EEC has been updated to print the BOL# on the labels.

Ship Date: 1/23/26

Shipping with: AAA Cooper Transportation

Carrier Order No.: 1718915665

BOL#: 541882717

BOL File Link: https://ssr-edcphag0a7acehhu.z01.azurefd.net/pdf/chrobinson/DOC_1712592657.pdf

Shipping Instruction:

Thank you,

Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>

Tue, Feb 10, 2026 at 5:04 PM

To: JLA Home <jlahome@chrobinson.com>

Cc: "cstraffic <cstraffic@olliix.com>" <cstraffic@olliix.com>

Hi CHR Team,

We're checking the status of a shipment for this order where the customer reports that the final delivery arrived, but the chairs were not delivered. Could you please confirm whether the chairs are still in transit and provide any available tracking updates?

The customer was expecting the chairs by Friday, so an update at your earliest convenience would be greatly appreciated.

Thanks,

Gladesh
Olliix Customer Service
1-855-842-4358
CS@Olliix.com

From: no_reply@jlahome.com <no_reply@jlahome.com>

Sent: Friday, January 23, 2026 2:43 AM

To: cstraffic@olliix.com <cstraffic@olliix.com>; fengjing@syncsoftinc.cn <fengjing@syncsoftinc.cn>; Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>; Helen Chen <helen.chen@jlahome.com>; sv3.ship@ship8.com <sv3.ship@ship8.com>; zhuwenjun@scmhome.com <zhuwenjun@scmhome.com>

Subject: ORDER RELEASE-SD3-OLLIIX Order 20909687/PO ZGNUY489J

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'JLA Home' via cstraffic <cstraffic@olliix.com>

Wed, Feb 11, 2026 at 7:02 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>

To: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>, JLA Home <JLAHome@chrobinson.com>

Cc: "cstraffic <cstraffic@olliix.com>" <cstraffic@olliix.com>

Good morning Gladesh,

POD indicates that 1 pallet with 2 cartons were delivered. There's no indication of missing cartons or damage to pallet/shrinkwrap. It's a AAA load so this would have been palletized by the shipper, not the carrier.

Thank you.

BRIAN BUTLER (He/Him)
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

brian.butler@freightquote.com

www.chrobinson.com

[901 W Carondelet Drive | Kansas City, MO 64114](#)

After Hours:

Coverage Schedule (CST/CDT)

Weekdays: 4:00pm-8am

Weekends: 24 Hours

Contact: 24HRBS-483@chrobinson.com

Phone: 866-286-2022

BOLS can be accessed through your Navisphere online login. Don't know your login, ask me how to access it!

From: Gladesh Magsacay <gladesh.magsacay@jlapilippine.com>

Sent: Tuesday, February 10, 2026 7:04 PM

To: JLA Home <JLAHome@chrobinson.com>

Cc: cstraffic <cstraffic@olliix.com> <cstraffic@olliix.com>

Subject: Re: ORDER RELEASE-SD3-OLLIIX Order 20909687/PO ZGNUY489J

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'Brian Butler' via cstraffic <cstraffic@olliix.com>
Reply-To: Brian Butler <Brian.Butler@chrobinson.com>
To: JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
Cc: "cstraffic <cstraffic@olliix.com>" <cstraffic@olliix.com>

Wed, Feb 11, 2026 at 7:03 AM

Forgot to attach POD...

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[Quoted text hidden]

 **pod 20909687.pdf**
217K

Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
To: JLA Home <JLAHome@chrobinson.com>
Cc: "cstraffic <cstraffic@olliix.com>" <cstraffic@olliix.com>

Wed, Feb 11, 2026 at 10:19 AM

Thank you for the update! I'll check with the customer and follow up if needed.

From: JLA Home <JLAHome@chrobinson.com>
Sent: Wednesday, February 11, 2026 11:02 PM
To: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>; JLA Home <JLAHome@chrobinson.com>
Cc: cstraffic <cstraffic@olliix.com> <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20909687/PO ZGNEY489J

[Quoted text hidden]

Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>
To: JLA Home <jlahome@chrobinson.com>
Cc: "cstraffic <cstraffic@olliix.com>" <cstraffic@olliix.com>

Wed, Feb 11, 2026 at 4:28 PM

Hello Brian,

I received a response from the customer stating with certainty that the pallet was not delivered. Please see below message.

So much for your message. The address for delivery, was my residence office. And I I know with certainty it was not delivered. Perhaps the pallet is still sitting at the shippers facility. Is it possible to check with the delivery company where they delivered it It should've been delivered to **8625 Pipewell Ln. 45243** Wondering if there's any possibility that these items could be quickly shipped?

Could you please reconfirm with the carrier the exact delivery location, including confirmation or any additional delivery photos beyond the POD?

Thank you for your assistance.

Thanks,

Gladesh
Olliix Customer Service
1-855-842-4358
CS@Olliix.com

From: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>

Sent: Thursday, February 12, 2026 2:19 AM

[Quoted text hidden]

[Quoted text hidden]

'JLA Home' via cstraffic <cstraffic@ollifix.com>

Thu, Feb 12, 2026 at 6:25 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>

To: Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>, JLA Home <JLAHome@chrobinson.com>, Jaime Lewis <jaime.lewis@aaacooper.com>

Cc: "cstraffic <cstraffic@ollifix.com>" <cstraffic@ollifix.com>

@Jaime Lewis can you get us in touch with the destination terminal on PRO 730557584, I'm thinking they delivered this PRO to the wrong address.

BOL provided to AAA shows consignee address as:


8625 Pipewell Ln

POD consignee address shows:

8635 Pipewell Ln

Consignee has not received this pallet. POD and BOL in attached PDF.

[Quoted text hidden]

 **DOC21220268185870.pdf**
901K

'Jaime Lewis' via cstraffic <cstraffic@ollifix.com>

Thu, Feb 12, 2026 at 7:14 AM

Reply-To: Jaime Lewis <jaime.lewis@aaacooper.com>

To: Misty Clemons <MISTY.CLEMONS@aaacooper.com>, JLA Home <jlahome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>

Cc: CS Traffic <cstraffic@ollifix.com>

Good morning,

PRO 73055758 has been Aged All Short in our system. That is why the POD is showing A/S as the signature. I have copied in the terminal if more information is needed.



AAA COOPER TRANSPORTATION
 P.O. Box 6827 Dothan, Alabama 36302
 (AACT) Local Direct: 912-966-2712
 www.aaacooper.com



Delivery Receipt

AACT Freight Bill Number	Page
73055758 -4	1 of 1

Consignee	CIN	PLT	PCS	HM	DESCRIPTION	WGTLBS	RATE
3659781 MACY HANSEN HOME 8635 PIPEWELL LN CINCINNATI OH 45243			1		2 CT DRY GOODS NMFC# 79300-3 CPH# 513-560-3200 PLEASE CALL CH ROBINSON @ 866-400-9216 OR EMAIL JLAHOME@CHROBINSON	149	
Received in good order except as noted. Show completed firm name and signature. Initials not accepted. Carrier must be notified within 5 days on all concealed damage. A/S (Received by - Print Name)							
X (Received by - Signature)							
Received Date _____							
STRETCH WRAP INTACT UNLESS OTHERWISE NOTED ABOVE							
3336137 SHIP8 311 INTERNATIONAL TRADE PKWY DS3 PORT WENTWORTH GA 31407	SAV	1	1	TTL (1 on 1 PLT) *PREPAID	149	PPD	
<input type="checkbox"/> Inside Delivery <input type="checkbox"/> Residential Delivery <input type="checkbox"/> Sort & Seg <input type="checkbox"/> Paid by: Ship/3P <input type="checkbox"/> Cons <input type="checkbox"/> Liftgate <input type="checkbox"/> Construction Site <input type="checkbox"/> Charge <input type="checkbox"/> Cash \$ <input type="checkbox"/> Check # _____							

Pickup Date	2026-01-23	Beyond Route/At	
PO Number	20909687	Prior Carrier/FB	
BOL Number	541882717	From	(AACT) To
Apt Contact		Phone	
Apt Date		Delivery Trailer:	
Delivered By Driver		536369	
(Print Name)			
Date/Time		Pieces	
Date/Time Picked: 2026-01-29 15:02:43 Pro: 73055758 -4			

DELIVER BY 01/27/2026
APPOINTMENT DELIVERY REQUIRED
RESIDENTIAL DELIVERY
LIFTGATE DELIVERY




Jaime Lewis
 Corporate Customer Support Specialist
 Office: (888) 715-7690

From: JLA Home <JLAHome@chrobinson.com>
Sent: Thursday, February 12, 2026 8:25 AM
To: Gladesh Magsacay <gladesh.magsacay@jlapillipine.com>; JLA Home <JLAHome@chrobinson.com>; Jaime Lewis <jaime.lewis@aaacooper.com>
Cc: cstraffic <cstraffic@olliix.com> <cstraffic@olliix.com>
Subject: RE: ORDER RELEASE-SD3-OLLIIX Order 20909687/PO ZGNEY489J

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 **DOC21220268185870.pdf**
901K

'JLA Home' via cstraffic <cstraffic@olliix.com>

Thu, Feb 12, 2026 at 7:18 AM

Reply-To: JLA Home <JLAHome@chrobinson.com>

To: Jaime Lewis <jaime.lewis@aaacooper.com>, Misty Clemons <MISTY.CLEMONS@aaacooper.com>, JLA Home <JLAHome@chrobinson.com>, Gladesh Magsacay <gladesh.magsacay@jlaphilippine.com>

Cc: CS Traffic <cstraffic@olliix.com>

Thank you, that makes sense then.

[@Gladesh Magsacay](#) freight is all short, this will have to be reshipped.

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