



Melissa Brown <melissa.brown@jlahome.com>

RE: JESSYLYN JAMES/PRO 461241081

2 messages

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

Mon, Feb 23, 2026 at 7:56 AM

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

To: "Kirksey, Dorothy" <Dorothy.Kirksey@sefl.com>, JLA Home <JLAHome@chrobinson.com>, cstraffic <cstraffic@olliix.com>

Cc: "Cooper, Salei" <Salei.Cooper@sefl.com>, Lisa Petros <lisa.petros@jlahome.com>

[@cstraffic](#) please provide disposition for damaged freight.

CHR 544635772

20913742

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: Kirksey, Dorothy <Dorothy.Kirksey@sefl.com>

Sent: Monday, February 23, 2026 8:44 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: Kirksey, Dorothy <Dorothy.Kirksey@sefl.com>; Cooper, Salei <Salei.Cooper@sefl.com>

Subject: JESSYLYN JAMES/PRO 461241081

[EXTERNAL EMAIL] CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. ...

Good morning,

Please see your bol attached.

We held one dresser due to damage; it is chipped in two places on the top.



Please provide disposition.

Thanks,



Dorothy Kirksey

OS&D/Administrative Specialist III | Southeastern Freight Lines

Raleigh, NC


P: 919.781.7460 | E: dorothy.kirksey@sefl.com

WE ARE HERE TO SERVE!

Storage charges will begin 48 hours after 1st notification

****Disposition received after 3:00pm EST, will be processed the next business day.****

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. Please note that any views or opinions presented in this email are solely those of the author and do not necessarily represent those of the sender of the e-mail. The sender of the e-mail accepts no liability for any damage caused by any virus transmitted by this email. (PPS)

 **46124108.B00.pdf**
96K

Melissa Brown <melissa.brown@jlahome.com>

Mon, Feb 23, 2026 at 8:15 AM

To: JLA Home <JLAHome@chrobinson.com>, "Kirksey, Dorothy" <dorothy.kirksey@sefl.com>

Cc: cstraffic <cstraffic@olliix.com>, "Cooper, Salei" <Salei.Cooper@sefl.com>, Lisa Petros <lisa.petros@jlahome.com>

Hello,

See below for the item cost. The customer's invoice is attached. Can I get a copy of the delivery receipt showing one item received and one item refused please? The damaged item can be salvaged for the claims process or discarded. We do not need it returned.

Damaged item	item cost	item freight cost	Total
MPS137-0117	\$585.38	115.93	701.31

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

 **20913742 customer invoice.pdf**
114K