



Melissa Brown <melissa.brown@jlahome.com>

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**FW: SEFL Pro 133465942**

4 messages

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'JLA Home' via [cstraffic](mailto:cstraffic@ollix.com) <cstraffic@ollix.com>  
Reply-To: JLA Home <JLAHome@chrobinson.com>  
To: "rachel.king@sefl.com" <rachel.king@sefl.com>, 'JLA Home' via [cstraffic](mailto:cstraffic@ollix.com) <cstraffic@ollix.com>  
Cc: JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Wed, Mar 25, 2026 at 10:02 AM

[@'JLA Home' via cstraffic](#) please see damage (attached) and advise.

CHR 547441529

20920887

Thank you.

**BRIAN BUTLER** (He/Him)  
Customer Account Specialist

O: 816.949.6681

Hours 0800-1630

[brian.butler@freightquote.com](mailto:brian.butler@freightquote.com)

[www.chrobinson.com](http://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](mailto:24HRBS-483@chrobinson.com)

Phone: 866-286-2022

**Review all BOLs for accuracy before shipping.**

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**From:** King, Rachel <[Rachel.King@sefl.com](mailto:Rachel.King@sefl.com)>  
**Sent:** Wednesday, March 25, 2026 11:49 AM  
**To:** JLA Home <[JLAHome@chrobinson.com](mailto:JLAHome@chrobinson.com)>  
**Subject:** SEFL Pro 133465942

[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 provide value and disposition for this shipment refused at delivery. Bottom of the dresser is punctured. BOL and photos attached.

Thank you.



Rachel King | FTW Inbound OS&D Investigations

5300 Martin St. Fort Worth TX 76119

Customer Service 817-483-3020 | OS&D 682-730-6992 | ext 18023

Reconsignment requests may delay delivery 24 to 48 hours

Storage fees begin 24 hours after date of this email if no disposition provided

Disposition received after 2:00pm CST will be processed next business day

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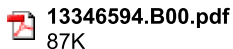
**3 attachments**



**IMG\_0767.jpg**  
177K



**IMG\_0766.jpg**  
221K



**13346594.B00.pdf**  
87K

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**Melissa Brown** <melissa.brown@jlahome.com>

Wed, Mar 25, 2026 at 11:00 AM

To: JLA Home <JLAHome@chrobinson.com>

Cc: "rachel.king@sefl.com" <rachel.king@sefl.com>, 'JLA Home' via cstraffic <cstraffic@ollnix.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Working on this, I will provide disposition shortly.

Melissa Brown

Customer Service Manager  
E & E Co. , Ltd dba JLA Home  
925-583-9305  
[Melissa.brown@jlahome.com](mailto:Melissa.brown@jlahome.com)

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**Melissa Brown** <melissa.brown@jlahome.com>

Wed, Mar 25, 2026 at 11:13 AM

To: JLA Home <JLAHome@chrobinson.com>, "rachel.king@sefl.com" <rachel.king@sefl.com>

Cc: 'JLA Home' via cstraffic <cstraffic@ollix.com>, JLA Home <JLAHome@chrobinson.com>, Lisa Petros <lisa.petros@jlahome.com>

Please see below for the value of this shipment, invoice attached. You can discard the damaged item or salvage it for the claims process. We do not need it back.

CHR rate	Damaged item weight	Damaged item	item cost	item freight cost	Total
197.32	198	MPS137-0117	780.51	197.32	<b>977.83</b>

Thank you

Melissa Brown  
Customer Service Manager  
E & E Co. , Ltd dba JLA Home  
925-583-9305  
[Melissa.brown@jlahome.com](mailto:Melissa.brown@jlahome.com)

[Quoted text hidden]

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 **customer invoice 20920887.pdf**  
111K

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**Melissa Brown** <melissa.brown@jlahome.com>

Wed, Mar 25, 2026 at 11:15 AM

To: Ollix Customer Service <cs@ollix.com>

Team,

Please follow up with the customer and issue credit for this order. I will handle the freight claim.

Thank you so much.

Melissa Brown  
Customer Service Manager  
E & E Co. , Ltd dba JLA Home  
925-583-9305  
[Melissa.brown@jlahome.com](mailto:Melissa.brown@jlahome.com)

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**3 attachments**



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177K



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221K

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87K