



Melissa Brown <melissa.brown@jlahome.com>

RE: bol#552165770/pro#72140607-2

3 messages

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

Mon, May 11, 2026 at 9:54 AM

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

To: Melissa Geibel <Melissa.Geibel@aaacooper.com>, JLA Home <JLAHome@chrobinson.com>, cstraffic <cstraffic@ollix.com>

Cc: Lisa Petros <lisa.petros@jlahome.com>

[@cstraffic](#)

Please advise disposition

20928495

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

Review all BOLs for accuracy before shipping.

From: Melissa Geibel <Melissa.Geibel@aaacooper.com>
Sent: Monday, May 11, 2026 11:27 AM
To: JLA Home <JLAHome@chrobinson.com>
Subject: Fw: bol#552165770/pro#72140607-2

[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,

This shipment was refused due to damage. Please send a disposition and value. Thank you for your time in this matter.



Melissa Geibel

Operations Manager

Direct: (414)-481-1400



Please update records to show my new email address of melissa.geibel@aaacooper.com

Also update records to show dispatch email is mke.dispatch@aaacooper.com

From: Melissa Geibel <Melissa.Geibel@aaacooper.com>
Sent: Monday, May 11, 2026 11:22 AM
To: Melissa Geibel <Melissa.Geibel@aaacooper.com>
Subject:

Get [Outlook for iOS](#)

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5 attachments



IMG_1189.jpeg
2997K



IMG_1188.jpeg
3245K



IMG_1192.jpeg
2429K



IMG_1190.jpeg
2677K



IMG_1191.jpeg
3390K

Melissa Brown <melissa.brown@jlahome.com>

Mon, May 11, 2026 at 10:14 AM

To: JLA Home <JLAHome@chrobinson.com>, Melissa Geibel <melissa.geibel@aaacooper.com>

Cc: cstraffic <cstraffic@ollifix.com>, Lisa Petros <lisa.petros@jlahome.com>

Hi Melissa,

The value of the item is below. The customer's invoice is attached.

Please open up the box a little and send more pictures of damage to the actual item. Once I have more pictures of damage to the actual item, you can discard the product.

Damaged item	item cost	item freight cost	Total claim amount
MPS137-0117	585.38	259.71	845.09

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

Melissa.brown@jlahome.com

[Quoted text hidden]

 **20928495 invoice.pdf**
109K

Melissa Brown <melissa.brown@jlahome.com>

Mon, May 11, 2026 at 10:16 AM

To: "sv3.ship" <sv3.ship@ship8.com>, "sv3.op" <sv3.op@ship8.com>

Cc: CS Traffic <cstraffic@ollifix.com>

SD3,

Can you forward the signed BOL for this damaged shipment when you get a moment, please? 20928495

Thank you

Melissa Brown

Customer Service Manager

E & E Co. , Ltd dba JLA Home

925-583-9305

[Quoted text hidden]

5 attachments



IMG_1189.jpeg
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IMG_1190.jpeg
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