

Gee, Erika

From: carolyn <carolyn@veratex.nyc>
Sent: Wednesday, February 11, 2026 2:22 PM
To: Gee, Erika
Subject: Re: FREIGHT QUOTE PLEASE

Thank you very much Erika!
Sincerely,
Carolyn

On 2026-02-11 14:03, Gee, Erika wrote:

> Been going back and forth with Saia. They already had this shipment
> loaded and dispatched for delivery 2/2 @ 1013 am - we didn't receive
> the email notifying receiver wouldn't be able to receive until 2/2 @
> 10:42am. Since it was already out for delivery prior to notification,
> Saia refusing to remove the redelivery fee as their driver did still
> attempt delivery 2/2 but couldn't get in. Since this was weather
> related and not really the receivers fault, but also not their drivers
> fault, they are willing to split the redelivery fee in 1/2. They will
> reduce to \$105.15.
>
> Erika Gee // Manager of Customer Service & 3PL Altamahaw, NC
> Ph: 800-729-0081 Ext. 22546
> <https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408058499%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIslIAiOiJXaW4zMilSkFOljoITWFpbClslldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=2DLm6ga5gXjp1Yz%2Bk%2BRVjGC8i2uBISbtWWK%2FIUYC9%2Fo%3D&reserved=0>
>

>> On February 11, 2026 at 11:33 AM EST egee@glenraven.com wrote:

>>
>> Reviewing with Saia. This shipment was already loaded on their truck
>> and OFD on 2/2 before we received the email stating receiver would be
>> closed. Will keep you updated once I hear back.

>>
>> Erika Gee // Manager of Customer Service & 3PL Altamahaw, NC
>> Ph: 800-729-0081 Ext. 22546
>> <https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408121101%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIslIAiOiJXaW4zMilSkFOljoITWFpbClslldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=OIBvcnLLhIPMig6ljcDN4h0JrqBbT1q6XL8BmckTx8%3D&reserved=0> [1]

>>
>> On February 11, 2026 at 11:28 AM EST carolyn@veratex.nyc wrote:

>>
>> Here is the link for the tracking. Don't know why they went back on
>> Tuesday, when we told them that Cherryville was closed.

>>
>>
> https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.
> saia.com%2Ftrack%2Fdetails%3Bpro%3D10765816320&data=05%7C02%7CEGee%40g
> lenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1e
> bf247ab86d66%7C0%7C0%7C639064345408142776%7CUnknown%7CTWFpbGZsb3d8eyJF
> bXB0eU1hcGkiOnRydWUsIlYiOilwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoiTWFpbC
> IsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=eOg5rpCYlStsZvK5wWkk9TGl9rkKNsGM
> 8I0O9QLyEtQ%3D&reserved=0

>> [2]

>>
>> Thank you,
>> Carolyn

>>
>> On 2026-02-11 10:48, Gee, Erika wrote:
>>> Saia took this one out for delivery on 2/2 and receiver wasn't
>> able to
>>> receive due to the weather. But since their driver still attempted
>>
>>> they are charging for redelivery. Let me reach out to Saia and see
>> if
>>> anything can be done.

>>>
>>> Erika Gee // Manager of Customer Service & 3PL Altamahaw, NC
>>> Ph: 800-729-0081 Ext. 22546

>>>
>>
>
https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408163004%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOilwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoiTWFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=O1e0z9uJvEahnmBY3WzagBGAGKifdaGirfcZd%2FZGW8%3D&reserved=0

>> [1]

>>>
>>>> On February 11, 2026 at 10:42 AM EST carolyn@veratex.nyc wrote:

>>>>
>>>> Good morning Erika,
>>>>
>>>> I have received the invoice 11675874 for this shipment. Why are
>> we
>>>> being charged for re delivery?
>>>> Cherryville said that SAIA had not shown up before I informed you
>>
>>>> that
>>>> they were snowed in.
>>>>
>>>> Would you please look into this and let me know?

>>>>
>>>> Thank you,
>>>> Carolyn
>>>>

>>>> On 2026-02-02 10:34, Gee, Erika wrote:

>>>>

>>>>> Understood. It looks like Saia is showing this as already on

>>>>> their

>>>>> truck and OFD today. If they are not able to get in they will

>>>>> bring

>>>>> back to their terminal. I will give them and a call and make

>>>>> sure they

>>>>> dont reattempt until Wed / Thursday.

>>>>>

>>>>> Erika Gee // Manager of Customer Service & 3PL

>>>>> Altamahaw, NC

>>>>> Ph: 800-729-0081 Ext. 22546

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<https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408179800%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIslIAiOiJXaW4zMilslkFOljoITWFpbCIsIldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=tUL39aU%2FpVotI5e%2FDozyP4u8ERKyWMCZtF%2BsWTa3m7o%3D&reserved=0>

>> [1]

>>>>> [1]

>>>>>

>>>>>> On February 2, 2026 at 10:26 AM EST carolyn@veratex.nyc wrote:

>>

>>>>>>

>>>>>> Good morning Erika,

>>>>>>

>>>>>> I hope you are doing well.

>>>>>>

>>>>>> I have just been informed that Cherryville Public Warehouse is

>>

>>>>> snow

>>>>>> covered. They say trucks should be able to get in WED or

>> THURS.

>>>>>

>>>>>>

>>>>>> Please let the trucker know.

>>>>>>

>>>>>> Thank you,

>>>>>> Carolyn

>>>>>>

>>>>>> On 2026-01-26 13:32, carolyn wrote:

>>>>>>

>>>>>>> Good afternoon Erika,

>>>>>>>

>>>>>>> We would like to use QUOTE#1675874 USING SAIA.

>>>>>>>

>>>>>>>>>>

>>>>>>>> Carolyn

>>>>>>>>>>

>>>>>>>>>

>>>>>>>>>>>

>>>>

>>

https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408198102%7CUnknown%7CTWFPbGZsb3d8eyJfBxBOeU1hcGkiOnRydWU5IlYiOiLwLjAuMDAwMCI5IlAiOiJXaW4zMilSkFOljoiTWFpbiClldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=w6IcFZ%2BPkbvaOWII%2F2YpMIKOI%2FDjebItThiWSxT3oe0%3D&reserved=0

>>>>>>>>>>>

>>>>>>>>>>

>>>>>>>>>>>

[illegible]

>>>>>>>>>>>

>>>>>>>>>>>

>>>>>>>>>> A/C VERATEX, INC

>>>>>>>>> SHIPPING DOCK HOURS M-TH 7-12 & 12:30 – 3:45 PM.
>>>>>>>>>
>>>>>>>>> SHIPPING DOCK HOURS FRIDAY 7-12 & 12:30 – 2:00 PM.
>>>>>>>>> ATTN: MARC NORTON
>>>>>>>>> 518-725-3430

>>>>>>>>>> DELIVER TO:
>>>>>>>>>> A/C VERATEX INC
>>>>>>>>>> CHERRYVILLE PUBLIC WAREHOUSE
>>>>>>>>>> 600 WEST ACADEMY STREET
>>>>>>>>>> CHERRYVILLE, NC 28021
>>>>>>>>>>
>>>>>>>>>> DOCK HOURS M-F 7:30-3:00
>>>>>>>>>>
>>>>>>>>>> ATTN:SCOTT
>>>>>>>>>> 704-435-5465

>>>>>>>>> Thank you,
>>>>>>>>> Carolyn

>>>>> Links:

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>>>>>> [1]
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https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408215987%7CUnknown%7CTWFPbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUuIlYiOiwlLjAuMDAwMCIslIAiOiJXaW4zMlIsIkFOljoiTWFpbClslldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=%2B7ExnXqSXhC3bQ%2FsSjXhkH3ZaPYpXrksVJAVgQqwGhY%3D&reserved=0

>> [1]

>>>>> [1]

>>> Links:

>>> [1]

<https://nam11.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.glenravenlogistics.com%2F&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408231154%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMtIsIkFOljoitTWFlpbGlldUljoyfQ%3D%3D%7C0%7C%7C%7C&sdata=bpaes9pFxMqbo4E0kW755OQvP3141kbXHobG%2BMP7EM%3D&reserved=0>

>> [1]

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> Links:

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> [1]

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> [2]

<https://nam11.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.saia.com%2Ftrack%2Fdetails%3Bpro%3D10765816320&data=05%7C02%7CEGee%40glenraven.com%7C77ef5f0c19ef4a7aa64c08de69a2dd62%7C6fd4b340533844999b1ebf247ab86d66%7C0%7C0%7C639064345408268930%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMilslkFOljoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=CAhjXYNbAN3Or6MEfrdmybXeh24cpAo6V%2FBado3sCxx%3D&reserved=0>