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If you would like to discuss or finalize this over the phone, I've provided both of my numbers below. I am frequently on my phone, so if you reach my voicemail, please leave a message. I will return your call promptly.

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Wednesday, March 17, 2021 5:52 PM

To: Carol Tract <carolt@transitsystems.com>

Cc: Jennie Norris <norrisfamilyx6@gmail.com>; John Norris <Norris4Homes@gmail.com>

Subject: Re: Need supplies for your upcoming move or shipment?

Hi Carol,

We want to move forward - please let me know what the next steps are. We have someone packing and boxing up smaller items. Your quote shared your company will pack, crate (mirrors), pad, protect, etc. the furniture. How exactly is it being shipped? Is it on a truck or in a container?

All the best,

Jennie

On Wed, Mar 17, 2021 at 11:03 AM Carol Tract <carolt@transitsystems.com> wrote:

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Hi Jennie,\$

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With your move or shipment coming up, TSI would like to help you get ready. If you need boxes, bubble wrap, tape, or any other packing supplies, you can purchase those items [here](#). Questions about how to safely transport your goods? Give me a call and I can help you with that (reference quote #1371316).\$

I'm looking forward to hearing from you!\$

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Carol Tract\$

carolt@transitsystems.com\$

1-800-626-1257\$

www.tsishipping.com\$

Check out our reviews on [Shopper Approved!](#)\$

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[Click here for supplies](#)\$

TSI (Transit Systems, Inc.)\$
999 Old Eagle School Road, Ste 114\$
Wayne, PA 19087\$

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We will only email you regarding your quote request. To receive no further emails, click here: [Unsubscribe](#)\$

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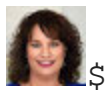
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OK... Will get this signed and will have to expedite as the house is selling to buyers who want a quick close.

Jennie

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Hi Carol,

Are there any documents for us that state the items we paid for will arrive as scheduled? I want to make sure we are protected. I have heard horror stories about carriers that hold furniture hostage for more money - and I do not wish to experience that. The credit card payment agreement has no terms or conditions on it so I need to see an actual moving agreement before we pay.

Contact info for us would be:

JOHN NORRIS (303)717-9664

JENNIE NORRIS (303)717-7918

Address for Delivery: 955 E 58th Avenue, Unit K, Denver CO 80216

NorrisFamilyx6@gmail.com

All the best,

Jennie



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Hi Jennie,

I've attached a copy of the invoice and the terms and conditions you would receive upon booking.

I've been here for 16 years and the company has been around for 31. I'd like to think that is because we are an extremely ethical company. While I cannot guarantee delivery of all of your furniture (because occasionally items do get lost), I can assure you that we will not hold your furniture for hostage. In fact, the reason that we handle all payment through credit card is so that you always have the credit card company behind you, should we not hold up our end of the bargain. It's a quick call to them and the money is back in your account and it is incumbent on us to prove that we did indeed deliver your furniture. You can also check out our ratings on the BBB and shopperapproved.com.

Should you decide to move forward with TSI, we require a deposit of 2k at the time of scheduling, with the balance being paid for after pick up but prior to delivery.

I am also available by phone to discuss your concerns as well.

From: Jennie Norris <norrisfamilyx6@gmail.com>

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Hi Carol,

Do you have what you need for our shipment? What is the date they will be there to pick up our items?

I have not seen an updated agreement that shows our payment for the deposit and insurance - so please make sure to copy me on anything sent.

All the best,

Jennie



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Hi Jennie,

Yes, we have everything we need for now. Your documents are probably going to your spam folder. Dispatch is working on the pick up and will be reaching out with a date/time once that becomes available. Everything will be picked up by 4/9.



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Hi Carol,

We will need to know the exact date they will be there as there is no one at the property and they will have to be let in and supervised per the estate docs and trustee instructions. We do have a local contact who has been going through items and packing things for other family members - and she will be there for this process.

Thank you,

Jennie



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Hi Carol,

Could you please respond to my last email as far as the exact window of time that we can expect to pick up? At what point will you have that information for us so we can coordinate things?

Jennie



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Hi Jennie,

Website is showing this is set for 4/9. Are you saying that Diane hasn't been contacted yet?



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I will check and let you know.

Jennie

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We never gave you her information so how could the movers reach out to her?

We just need to know for ourselves what time they are arriving so we can let her know.

We don't need for more people calling Diane because she's focused on other things and is under pressure.

Please interact with John on this and text or call him to get a firm time of arrival.

His cell is 303-717-9664

And please have the movers call him today or tomorrow. I know from running a business where I have to coordinate deliveries and pickups the day before is usually when the schedule is set. The moving company can give a window of time to let the client know what to expect.

And we would like their contact info anyway as we should be provided that in case we or they have any questions on the pick up day, transport, and delivery in Denver.

Thank you!

Jennie



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We have Diane Brooks 925-788-1145 listed as the shipper. You'd like me to switch this to John as the main contact now?

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

WE SELL BOXES

<https://www.tsishipping.com/supplies>

From: Jennie Norris [mailto:norrisfamilyx6@gmail.com]

Sent: Wednesday, April 07, 2021 12:06 PM

To: Carol Tract <carolt@transitsystems.com>

Cc: John Norris <john4re88@yahoo.com>; Jennie Norris <norrisfamilyx6@gmail.com>

Subject: Re: tsi quote 1371316

We never gave you her information so how could the movers reach out to her?

We just need to know for ourselves what time they are arriving so we can let her know.

We don't need for more people calling Diane because she's focused on other things and is under pressure.

Please interact with John on this and text or call him to get a firm time of arrival.

His cell is 303-717-9664

And please have the movers call him today or tomorrow. I know from running a business where I have to coordinate deliveries and pickups the day before is usually when the schedule is set. The moving company can give a window of time to let the client know what to expect.

And we would like their contact info anyway as we should be provided that in case we or they have any questions on the pick up day, transport, and delivery in Denver.

Thank you!

Jennie

On Wed, Apr 7, 2021, 1:56 AM Jennie Norris <norrisfamilyx6@gmail.com> wrote:

I will check and let you know.

Jennie

On Mon, Apr 5, 2021, 9:25 AM Carol Tract <carolt@transitsystems.com> wrote:

Hi Jennie,

Website is showing this is set for 4/9. Are you saying that Diane hasn't been contacted yet?

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

Error! Filename not specified.

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Sunday, April 4, 2021 10:38 AM

To: Carol Tract <carolt@transitsystems.com>

Cc: John Norris <john4re88@yahoo.com>; Jennie Norris <norrisfamilyx6@gmail.com>

Subject: Re: tsi quote 1371316

Hi Carol,

Could you please respond to my last email as far as the exact window of time that we can expect to pick up? At what point will you have that information for us so we can coordinate things?

Jennie

On Fri, Apr 2, 2021, 5:14 PM Jennie Norris <norrisfamilyx6@gmail.com> wrote:

Hi Carol,

We will need to know the exact date they will be there as there is no one at the property and they will have to be let in and supervised per the estate docs and trustee instructions. We do have a local contact who has been going through items and packing things for other family members - and she will be there for this process.

Thank you,

Jennie

On Thu, Apr 1, 2021 at 11:59 AM Carol Tract <carolt@transitsystems.com> wrote:

Hi Jennie,

Yes, we have everything we need for now. Your documents are probably going to your spam folder. Dispatch is working on the pick up and will be reaching out with a date/time once that becomes available. Everything will be picked up by 4/9.

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

Error! Filename not specified.

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Thursday, April 1, 2021 1:56 PM

To: Carol Tract <carolt@transitsystems.com>

Cc: Jennie Norris <norrisfamilyx6@gmail.com>; John Norris <john4re88@yahoo.com>; John Norris <Norris4Homes@gmail.com>

Subject: Re: tsi quote 1371316

Hi Carol,

Do you have what you need for our shipment? What is the date they will be there to pick up our items?

I have not seen an updated agreement that shows our payment for the deposit and insurance - so please make sure to copy me on anything sent.

All the best,

Jennie

On Thu, Mar 18, 2021 at 9:41 AM Carol Tract <carolt@transitsystems.com> wrote:

Hi Jennie,

That is great news. Yes, my carrier will protect and wrap all of the furniture items as well as crating of the large mirror. I'd be happy to call you if you can provide your phone number.

The quote I returned to provides a two man professional moving team with inside pick up, blanket wrapping of all furniture items, and inside delivery. Your items would travel on a secure truck with similar furniture items – no freight.

The vast majority of our shipments pick up within 15 business days and deliver within 20 business days of pick up, with a pre-call 1-2 days in advance to set appointments. We do offer 1 and 2 week priority pick up windows of your choosing at an additional cost of \$350.00 and \$100.00 respectively.

Our shipments are automatically covered at \$.60/lb. If you would like to purchase additional coverage (recommended) , we offer insurance at a cost of \$6.00/\$100.00 of value. I can also discuss a blanket insurance option over the phone. (just easier to explain on the phone).

To move forward, I would need names, addresses, phone numbers as well as billing information and credit card payment to proceed. A deposit of 50% is due at the time of scheduling. . I've attached a credit card authorization form should you prefer email.

If you would like to discuss or finalize this over the phone, I've provided both of my numbers below. I am frequently on my phone, so if you reach my voicemail, please leave a message. I will return your call promptly.

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

Error! Filename not specified.

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Wednesday, March 17, 2021 5:52 PM

To: Carol Tract <carolt@transitsystems.com>

Cc: Jennie Norris <norrisfamilyx6@gmail.com>; John Norris <Norris4Homes@gmail.com>

Subject: Re: Need supplies for your upcoming move or shipment?

Hi Carol,

We want to move forward - please let me know what the next steps are. We have someone packing and boxing up smaller items. Your quote shared your company will pack, crate (mirrors), pad, protect, etc. the furniture. How exactly is it being shipped? Is it on a truck or in a container?

All the best,

Jennie

On Wed, Mar 17, 2021 at 11:03 AM Carol Tract <carolt@transitsystems.com> wrote:

Hi Jennie,

With your move or shipment coming up, TSI would like to help you get ready. If you need boxes, bubble wrap, tape, or any other packing supplies, you can purchase those items [here](#). Questions about how to safely transport your goods? Give me a call and I can help you with that (reference quote #1371316).

I'm looking forward to hearing from you!

Carol Tract

carolt@transitsystems.com

1-800-626-1257

www.tsishipping.com

Check out our reviews on [Shopper Approved!](#)

[Click here for supplies](#)

TSI (Transit Systems, Inc.)
999 Old Eagle School Road, Ste 114
Wayne, PA 19087

We will only email you regarding your quote request. To receive no further emails, click here: [Unsubscribe](#)

[Unsubscribe](#)



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Hi Carol,

I just left a mssg on your "direct" line. Btw, in the 3x I've called that number, it goes right into voicemail and I've not been able to get ahold of you personally. They should also have Diane Brook's contact information, don't you think? You haven't asked for that?

We need to know:

FW: Carol and Bob please give input

Inbox

INBOX/Family

John Tract johnt@transitsystems.com via transitsystems.onmicrosoft.com

Tue, May 4, 8:26 AM

to norris4homes@gmail.com, NORRISFamilyx6@gmail.com, john4re88@yahoo.com, Robert

Jennie-

First, I sincerely apologize for the issues that you are having with your shipment.

I have listened to recorded calls and have spoken with Bob and Carol so, I am pretty well versed on all of this. I'm very sorry that you feel that you have been duped but, we have been up front with you from the start. The issues at pickup could have been avoided if you were present to make sure that the movers took exactly what you expected them to take, nothing more and nothing less. We have to rely on the shipper because the movers are not expected to know what to take based on their paperwork (shippers change their minds on the day of pickup more often than not). We do thousands of shipments a year and we have been doing this for 31 years now. The inventory that you gave to Carol over the phone was used to generate your price quote. She made it perfectly clear that the final charges would be based on the final inventory. The inventory that was picked up was considerably more than what you were quote was based on. That is not us bating and switching. You agreed to pay the final charges if we would apply a 10% discount and as a sign of good faith, we agreed to that.

From what I am seeing (emails, texts and recorded calls), there is not a lack of communication from our end. I think the real issue is that we are unable to communicate exactly what you want to hear. I don't blame you for being frustrated. It is frustrating for us too when we can't get shipments delivered as quickly as our customers would like. We strive to make every move that we handle go as smoothly as possible and when they don't, we look for a quick and fair resolution. We are in the process of doing that now and Bob will reach out to you today with the answers to your questions.

John Tract

Vice President of Sales and Operations

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-4924 | Fax: 800-228-8131

Email: johnt@transitsystems.com

John

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Monday, May 3, 2021 5:47 PM

To: Robert Whitehead <Robertw@transitsystems.com>; John Tract <johnt@transitsystems.com>

Cc: Jennie Norris <norrisfamilyx6@gmail.com>; John Norris <john4re88@yahoo.com>

Subject: Please provide an update to our delivery - NORRIS

Hi John and Bob,

Bob, I called you late Friday to share what had happened with Leah and Carol. I have not received any calls today from you or anyone else on this matter.

John - you did not provide your last name or ext # for me and when I called the 800# the rep was not able to find your extension on a directory and gave me your email instead. I see you called me Friday morning and I did not see that on my phone so I appreciate you reaching out.

You shared you had been briefed about what has gone on with our shipment - and no one has emailed, texted or called us since Friday morning to provide solutions or an update.

We would like to know where our items are currently located in Denver and that would allow us to possibly arrange for the pickup ourselves. It is not like we do not have a slammed schedule with our businesses, however we also do not want our things sitting in some warehouse until mid-May when a delivery company feels like getting the work done.

Carol said on the phone we would negate our insurance coverage if we picked up on our own, which is not true and we did not appreciate her fear tactics. We paid for insurance - and so when/if we pick up ourselves, we will inspect each item for damage, etc. and I know once they are in our possession, if anything got damaged from the pick up to our warehouse delivery, that would be our responsibility.

This whole situation has been VERY frustrating as I shared on my calls to you, Bob, Friday afternoon. The fact that we get ZERO proactive communication is not a good company strategy.

We got a text from Leah from Walkboard Express - we don't even know WHO they are as we hired TSI for the move. . . and were never told our job would be handed off to some other company.

Leah texted me out of the blue to coordinate our delivery on Apr 21st - the day items arrived in Colorado. When she texted me I was sick - and we had not even been told that our items had left California! So if Carol or whoever had let us know, "Your items are IN TRANSIT - and will arrive in ___ days," that would have allowed us to prepare and tell Leah, "Yes - we have been expecting a call - and are ready."

Since we had disputes over how our items were packed and loaded, and fees that were charged - we believed our items were still being held in Calif until we paid our total amount due. Again, NO ONE TOLD US DIFFERENTLY.

It was not until the items were already here in Colorado that Leah reached out. I texted her back and let her know we had not been told our items had left Calif, and my husband would be in touch with her

because I was sick. She never once said, "We have to get this on the calendar now or there will be a big delay." Her response was, "There is no rush - just let me know when you are ready and we will deliver."

In fact - once again as the customer, we are in the dark. We do not know how this works. Do you have one company that drives the items out and then drops them at a place, and then some other company picks them up and delivers to us?

Had we known that, I would probably have opted for a different service as that doubles the handling of our items (loading, unloading, loading and unloading) versus being put on a truck in Danville, CA and dropped directly off to us in Denver, which is what we understood would be the case from our initial discussions with Carol.

Leah never texted or called us after April 21st. It was not until the next week that I texted her (Tues Apr 27th) and asked about getting our items that she responded. That was Wed morning. She stated in her text she would get right back to me after making a couple of calls.

Nothing.

I reached out to her again on Thursday late afternoon and asked for an update. So now this is 8 days from our initial text from her letting us know our items were here and ready for delivery.

She responded on Thursday telling me that she was having a hard time finding a delivery person - which I don't understand. If the company has been PAID to deliver our items, why is there now a HOLD UP of getting anyone to finish the job?

I texted back Thursday the 27th that it was not acceptable to us. She never responded.

We got a call from Carol instead on Friday morning. Leah has gone dark and has not bothered to contact us to coordinate anything more.

Let's talk about Carol.

She did a great job of selling us on the service with TSI. When I expressed concerns about pricing and how some companies give one price and then charge a lot more - and hold things hostage - she ASSURED us that would NOT happen with TSI. I asked for assurance in writing, to which she responded about how great the company history was and how long she had worked there, etc. and how that does not happen.

But it did.

Not only did she GROSSLY under-quote the pricing by thousands, but when we discuss any issue with her, she is defensive, talks over us, and instead of being solution oriented, says, "Well, I don't really know how to respond." This is from us sharing how we had to chase Leah down, or not getting info shared with us.

We called her about how the guys behaved on site - which was rude and rushed and impatient even though from our perspective, this is the JOB they were PAID To do. We shared how they left things behind and how we could not make head-nor-tails of their "list" of items as nothing matched what I sent to Carol and what she sent to us on the quote. Because Carol did not offer up any solutions, we asked to speak to Bob.

Carol touted her experience with properly pricing moves based on dimensions - and I provided specific measurements to her up front. She tried to chalk up the excess fees to the boxes that were loaded - as we did not know how many we would have - but we were able to refute that excuse as the boxes do not weigh 50lbs each and the one added piece of furniture was also not heavy. Carol messed up on her estimate. THAT was the first strike. She never acknowledged nor apologized for this and we had to escalate it to Bob - who did give us a 10% off for the situation.

Instead of taking responsibility as the rep for the company WE PAID THOUSANDS to deliver items from my husband's Mom's place - Carol lacks the training and knowledge on how to deal with clients who are upset or with situations that do not go as planned. She should NEVER get defensive, blame the customer or be unhelpful. Yet that is what we have experienced now 3 times with her in 3 separate conversations

You know how you respond, Carol? You say, " I am very sorry for all of this. Let me make some calls and get back to you in an hour (or other reasonable timeframe)." Then you FOLLOW UP - you don't tell the client, "This is the best we can do. Take it or leave it." - which is basically what she said to us on the phone on Friday.

Well - Carol, we DO NOT accept it - and are going over your head - and that is why we contacted, you, Bob and John.

As a customer - we have had ASK repeatedly for information on HOW this will happen - and still - to this day - we have not been provided ANY documentation on what to expect. I put the request in emails and in texts.

I got NO response from your team as to what we should expect, the process, our responsibility, what could cause delays, etc. NOTHING.

Sharing with the customer the next steps such as "Your items will be put on a truck and driven to your state where we will offload them to a secure warehouse. From there, we will coordinate the delivery of your items." Better yet - do all of this BEFORE any items are put on a truck - give the customer the opportunity to say, "Do NOT offload our things to a 3rd party warehouse - but deliver them to us at the location."

So what we believe has happened is TSI shipped our items and Walkboard Express received them. Then Walkboard is responsible for having some other 3rd party moving company pick up our items and get them to us?

Is that correct? We NEVER would have had 2 other companies involved in handling our items - and it sounds like Leah's company does not have their own, dedicated movers to handle delivery of items they were contracted to do by TSI. ALL of this should have been told to us UP FRONT by CAROL - as the sales rep. NONE of it was.

We feel duped. We feel disappointed and very frustrated.

ALL of this could have been avoided had PROACTIVE COMMUNICATION occurred.

We are the customers. It should NOT be up to us to have to drag information out of TSI reps. The questions and info we are asking for is not complicated and is standard operating procedure for TSI, right? So WHY didn't we get ANY proactive information about what to expect, how it will work, and so forth? And after we ASKED multiple times, why didn't we get any answers?

We both own companies - I deliver and pick up furniture every single day. I coordinate all the logistics - and I KNOW to be up front in communication with my clients so they don't have to guess when we will be doing our staging work. Giving excuses for why we won't be able to do something is not acceptable. Making it happen - finding solutions - that is what I do every single day.

That is what we expect from TSI. No excuses. Solutions that make us happy. There are LOTS of delivery companies in Denver. There are LOTS of moving companies with trucks - who are insured, etc.. I could make a call right now and get someone to get me my things this week. I should not have to do that. WHY HASN'T THAT BEEN DONE BY TSI or WALKBOARD?

We expect a response from this email.

We want to know where our items are now. Who has them, phone number, location address and a contact person.

We want to know if there has been any success in getting our items scheduled with Walkboard partners - as promised - to arrive this week.

We want to know IF we decide to pick up ourselves, what sort of refund we would receive, and We want to know HOW our particular job got so messed up. From the gross underestimate of fees to the tune of thousands of dollars, to the crappy attitudes the movers in Danville had - their haste, their neglect to get all our items that, by the way, cost us AN ADDITIONAL \$500 to ship to us via FedEx (mirror they forgot to wrap and load, and an ottoman they forgot - even though BOTH ITEMS WERE TAGGED) . . . to the lack of information and now - just expecting us to suck it up and wait until Walkboard finds someone who is willing to deliver our items - NONE of it is acceptable.

We look forward to your response.

Sincerely,

Jennie & John Norris

303-717-7919

303-717-9664

Jennie Norris <norrisfamilyx6@gmail.com>

Tue, May 4, 2:15 PM

to John, norris4homes@gmail.com, john4re88@yahoo.com, Robert, me

Hi John,

I am just now getting to read the email response. We appreciate you responding - and want to share that your response is not accurate as far as how information was provided to us. Carol was not up front with us from the start - not as far as what the costs would be based on the specific info we sent her nor the process for how our items go from California to Colorado. You wrote, "The inventory that was picked up was considerably more than what you were quote was based on." We did NOT add a bunch more furniture - that is a 100% false statement. You can look at the specific list I provided to Carol with ALL the dimensions of the furniture. If she did not provide that to you before you responded, I would be happy to give that to you. We added 1 desk that was 80 lbs. There were more boxes than originally planned but they are about 18 lbs each - the small home depot size boxes. There is NO WAY that would

have added 1400 lbs which is what Carol was OFF by in her estimate - and that cost us thousands MORE than planned.

When we asked her about this - as ultimately everything is based on weight - she said, "I have been doing this for a long time and based on the dimensions am able to calculate the accurate weight of an item." So by her own admission, she is an expert at estimating based on dimensions, and said she did not need to know the weight as she estimates based on dimensions. She was off by over 1000 lbs. Therefore, from our perspective, it IS a bait and switch. Tell a customer one thing to get their business, grossly underestimate so it seems like it is the best deal, and then jack up the price on them when the actual weight is done. THAT is exactly what happened. Why is no one admitting that the process for how you estimated our particular job got botched? Why is there no accountability for Carol - the rep we dealt with? Instead, we read in your reply that is OUR FAULT for the 1400 lb underestimate in weight and thousands more in costs. HOW did the estimate end up so FAR OFF? It was NOT due to us adding 1400 lbs MORE of weight. The ONLY explanation is that CAROL grossly underestimated and underbid our job.

We HAD a person present during the pick up - Diane Brooks. She had carefully tagged all items and showed them to the movers. They were rude, hasty and acted off-put because they had to do what they were being paid to do. Unacceptable. Please do NOT put ANY blame on us for their lack of professionalism and rudeness, and ultimately the lack of getting the correct items on the truck. Even the day prior to the pick up, Carol had not provided accurate information for us to share with Diane who had to be on site and let the movers into the property. She wrote back to ME asking if I had given Diane info - and my response was how can I provide information that I do not know? Again, instead of pointing fingers outward at the customer, take a look internally at your employees and figure out what went wrong. We cannot change the past, but you can learn from it. If you deflect and blame the customer, nothing will change.

As far as communication - we ASKED FOR INFORMATION WE NEVER RECEIVED. How is that OK? If we needed information that was not provided, and asked for it multiple times - and STILL have not received it - that is 100% TSI dropping the ball and lacking in proactive customer support. We should NOT have been left to guess at the pricing, process, or wonder where our things are and how to get them. It is NOT a matter of, as you wrote, "I think the real issue is that we are unable to communicate exactly what you want to hear." It is 100% a matter of us not getting ANY information about the process and logistics and having to take our time to figure out what is going on - versus Leah and Carol - and whoever the moving company is - being PROACTIVE and sharing next steps and expectations. Why was it up to US to reach out to Carol to ask WHEN the pick up was happening? WHY did it take US reaching out to Leah to find out what was going on with our delivery? WHY was it up to US to have to follow up after she dropped the ball on us? That is NOT a standard for customer service that is acceptable for a costly service.

We trusted TSI. We trusted we would be dealt with fairly and were provided accurate information to make decisions. We trusted the estimate provided. We trusted our things would be carefully loaded and transported. At this point, we are preparing to find damaged items based on the attitude of the loaders in Danville. We put our trust in a company and process that has failed based on the information provided to us and the expectations we had from what was told to us by your rep.

The fact that we are getting excuses and justification for how this whole thing was handled, reinforces our dissatisfaction with TSI. Instead of giving excuses and justifying poor employee service and an overall process that did not happen according to your "normal" process, why not apologize and accept the fact that your company should probably take a look at this situation and put some measures in place to avoid this in the future? Proactive communication and educating your clients UP FRONT is where I would start.

We appreciate answers to our questions today.

Thank you,

Jennie & John

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Tue, May 4, 3:26 PM

to John, norris4homes@gmail.com, NORRISFamilyx6@gmail.com, john4re88@yahoo.com

All,

We want to know where our items are now. Who has them, phone number, location address and a contact person.

Load is currently at the local agent's facility in Denver (80227). Let us know if you want to pick it up and we will get you the right contact, that info would change depending on the day and time of arrival.

We want to know if there has been any success in getting our items scheduled with Walkboard partners - as promised - to arrive this week.

First available delivery for that agent is still 5/11 unfortunately. If you DO want that date, please confirm right away so we can secure, don't want to lose that spot as well.

We want to know IF we decide to pick up ourselves, what sort of refund we would receive, and If you decide to pickup the shipment, you will get back a refund of \$500

We want to know HOW our particular job got so messed up.

As John said we do apologize that you feel this has been a negative experience. On our end, we do believe we follow our processes and did our due diligence. Regardless, we apologize for your experience, it's never the way we want to have jobs go.

Please let us know ASAP if you will be picking up (and when) or if we need to secure that 11th delivery date for you. Thanks very much.

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: John Tract <johnt@transitsystems.com>

Sent: Tuesday, May 4, 2021 10:25 AM

To: norris4homes@gmail.com <norris4homes@gmail.com>; NORRISFamilyx6@gmail.com <NORRISFamilyx6@gmail.com>; john4re88@yahoo.com <john4re88@yahoo.com>

Cc: Robert Whitehead <Robertw@transitsystems.com>

Subject: FW: Carol and Bob please give input

...

[Message clipped] [View entire message](#)

Jennie Norris <norrisfamilyx6@gmail.com>

Tue, May 4, 8:02 PM

to sensationalhomestagingco, Robert, John, norris4homes@gmail.com, john4re88@yahoo.com

Please provide us the actual contact info for where our items are located so we can make inquiries about scheduling a pickup. Please also hold May 11th in the event that the facility cannot accommodate my schedule for getting the items.

- Jennie

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Wed, May 5, 9:46 AM

to me, John, norris4homes@gmail.com, john4re88@yahoo.com, sensationalhomestagingco

Ms. Norris I'm getting 100% confirmation (partner has several local locations) but I believe the load is in storage on Peakview Ave in Centennial CO. If you decided to pickup they would take your vaults out and put them on the dock for you to load your truck. I would be the contact person to arrange that (day and time).

As of now we still have to 11th reserved but would not be able to "hold" that past today. Can you advise if you want to pickup and we will get moving on having that scheduled, or if you want to keep the 11th delivery date?

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Tuesday, May 4, 2021 10:02 PM

To: Robert Whitehead <Robertw@transitsystems.com>

Cc: John Tract <johnt@transitsystems.com>; norris4homes@gmail.com <norris4homes@gmail.com>; john4re88@yahoo.com <john4re88@yahoo.com>; sensationalhomestagingco <sensationalhomestagingco@gmail.com>

Subject: Re: Carol and Bob please give input

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[Message clipped] [View entire message](#)

Jennie Norris <norrisfamilyx6@gmail.com>

Wed, May 5, 5:01 PM

to Robert, John, norris4homes@gmail.com, john4re88@yahoo.com, sensationalhomestagingco

My husband, John, has shared he wants to have your company arrange delivery.

- Jennie

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Thu, May 6, 7:35 AM

to me, John, norris4homes@gmail.com, john4re88@yahoo.com, sensationalhomestagingco

Thanks for that info, we have secured it with the movers so all set. We will update as it approaches with a time of arrival. Thanks very much.

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: Jennie Norris <norrisfamilyx6@gmail.com>

Sent: Wednesday, May 5, 2021 7:01 PM

...

[Message clipped] [View entire message](#)

Jennie Norris <norrisfamilyx6@gmail.com>

Thu, Jun 17, 4:07 PM

to sensationalhomestagingco, Robert, John, norris4homes@gmail.com, john4re88@yahoo.com, me

Hi Bob,

We have not had any follow up on the DAMAGED items that were shipped to us. I carefully made notes and took photos of things that were damaged when we took possession of the furniture. I sent a prior email asking how this is to be handled to TSI and got no response.

Please follow up with me by tomorrow.

Thank you,

Jennie

Jennie Norris <norrisfamilyx6@gmail.com>

Sat, Jul 17, 11:35 PM

to Robert, John, John, John, sensationalhomestagingco, me

Why has no one responded?

Carol Tract carolt@transitsystems.com via transitsystems.onmicrosoft.com

Attachments

Apr 14, 2021, 8:14 AM

to NORRISFamilyx6@gmail.com

Hi John,

Inventory and weight certificate are attached. There was about triple the inventory units as was on the original quote. A lot appears to be boxes as well as some additional furniture items. I'm not sure if you had more than you thought, or if Diane wasn't clear on what to release to the team, but there is clearly a lot more inventory than you and I had discussed.

As you can see from the attachments, the weight increased from 1625 lb. estimated weight to 3090 lbs. actual weight, resulting in total charges with crating, packing, insurance of \$7749.72. You made a deposit of 50% of \$2275.26 resulting in a balance due of \$5474.46.

Please review and give me a call today to discuss and collect payment, or provide a good time to talk, and I am happy to call you. We'd like to ship your items out today but cannot do so until we collect payment.

Kind regards,

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

cid:image001.png@01D230FA.14B550F0

3 Attachments

Carol Tract carolt@transitsystems.com via transitsystems.onmicrosoft.com
Attachments
Apr 14, 2021, 9:13 AM
to norris4homes@gmail.com, NORRISFamilyx6@gmail.com

John & Jennie,

Sending this again as we are experiencing some email issues here . Wanted to make sure you had some time to review before we talk. Please see below.

Carol Tract

Senior Logistics Specialist

Transit Systems Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 x222 | Direct: 610-535-4922 | Fax: 800-228-8131

Email: carolt@transitsystems.com

cid:image001.png@01D230FA.14B550F0

WE SELL BOXES

<https://www.tsishipping.com/supplies>

3 Attachments

John Norris <norris4homes@gmail.com>

Apr 14, 2021, 10:22 AM

to Carol, NORRISFamilyx6@gmail.com

Hi Carol,

I just talked to Diane Brooks, she said the 4 movers were almost to the point of being rude after the 1st 1 hour. They were very impatient and gave off the attitude of, "we just want this to be over". Every-single-piece-of-furniture was marked with a green dot and she went around the condo twice and showed them everything YET, they left 2 pieces behind. This is a 1,600 sq ft, one story, condo not a large place to forget items! There were NO MORE furniture than what was on the list we gave you but yes there were 14 more boxes at approximately 20 lbs a piece, that's an extra 280 lbs not 1,465 lbs!! We feel this is a bait and switch on the part of Transit Systems!

There needs to be a compromise on the price because we got crappy service, they left 2 pieces of furniture behind and the poundage greatly shot up. We need to have a serious discussion because we chose Transit based on your original price NOT the overinflated price that you are giving us now! Yes based on the extra 12 Home Depot "small" boxes the price should go up a bit but not \$3,300!!

Thank you,

JOHN NORRIS, CLHMS, GRI, ASP, RENE
REALTOR, Broker Associate
eXp Realty: Serving Denver Metro
303-717-9664: Norris4Homes@gmail.com
Norris4Homes.com
South Metro Denver Realtor Association
Member of Institute for Luxury Home Institute

Don't keep us a secret! Your Referral is our best compliment. If you know of anyone that can use our real estate services, we would be honored to work with them.

Jennie Norris <norrisfamilyx6@gmail.com>

Apr 14, 2021, 1:51 PM

to John, Carol, me

Hi Carol,

The list I provided to you matches what your quote was and estimated weight which for many of the items was high. The mirror in the bathroom that I had on my list was missed by the guys so that would reduce the weight. The ottoman - they show they have it - and they do not have it on the truck and we need that to be sent to us by TSI on their dime as there was no reason for it to be left behind - it goes with the chair that is on the truck and this shows a lack of attention to detail, lack of care, and how rushed they were to get out versus doing a good and complete job. It leaves us feeling like we are going to receive our items with a lot of damage - and I am not looking forward to that battle.

They list a lamp on their paperwork - we did not have a lamp that was tagged so there should not have been any lamp. We do not have any bookshelves - so that is an error. And we asked Diane Brooks who shared the ONLY thing crated by them was the mirror - no other items required it and they did not have to do more work than what the original plan was. So for the movers to act the way they did means our things risk being mistreated out of their frustration. The bottom line is: This is their JOB. This is what they are PAID to do. There should have been ZERO attitude. We are not in charge of how they were contracted (hourly or by the job) and ultimately, we are not happy.

Furthermore, we cannot make heads or tails of their "list." It does NOT match what the quote had - and that is a problem. Is a bookcase really an armoire or a desk? They used their own terminology for what they decided to call something versus going off the quote you had provided to us. I don't feel that I should have to take MY time to sort this out - when I was super clear up front - sent dimensions and descriptions. Not only did they NOT provide proper descriptions, but I have no way to match up items based on dimensions as they did not provide any of that on their paperwork. Their paperwork is a mess - messy handwriting - lines drawn down that make no sense to us - I mean how am I supposed to try and figure out what is actually on that truck?

We did add a small 2 drawer file cabinet, a chair and ottoman (that they left), and the desk from the office, and the boxes. Otherwise, nothing was added - so we did not slip in a bunch of furniture as you stated on the phone - and I thought I had emailed the addition of the chair and desk, but regardless, this is very confusing due to the rushed nature of the guys on site, and the lack of following the ACTUAL QUOTE you prepared that listed all the items. They left things on the curb, they were rude to Diane and the other ladies on site, and were in a rush to just be done. I am sorry, but for the amount of money we are paying to have our items CAREFULLY transported to Denver, I am not confident in how things were handled and treated - based on how these guys behaved.

I don't even know how things are handled on the receiving end. Does the service INCLUDE the labor for offloading all items into the warehouse or ? And we did get a call from someone who wanted to know where things were going, and to coordinate arrival estimated at around April 19th. I am not going to have things just dumped at the warehouse and have them leave so please let me know exactly what their service includes for delivery - and who is in charge. We don't want to be dealing with attitude or some mover who tries to cut services short to get to some other job.

Our frustration is that we expected an accurate quote. You based it on dimensions but the service is actually ALL about weight. You shared on the phone that with all your experience the dimensions are enough for you to get a good estimate on weight - so how could this be so far off?

We don't like having pricing nearly DOUBLED on us - as that to us IS a bait and switch: Give pricing that seems reasonable - get a commitment - and yet provide zero protection for the consumer as to a fixed rate that we can count on. Then nearly double the rate based on actual weight - but don't provide the customer any way of disputing that because the movers don't bother to properly document items being loaded. There are no photos, there are no proper descriptions of items, no weight per item, and no way for the customer to know what they have on the truck and what we should expect to be delivered.

Now our things are going to be held hostage until we pay the balance due and yet we have no opportunity to examine what is actually on the truck - the condition of the items on the truck - and what happens if things were damaged? We will be expected to file an insurance claim - and if it is anything like when we moved to our house a few months ago - the movers handed me a slip of paper for some third-party insurance provider and told me I had 2 weeks to submit a claim, etc. Will this be the same?

And I emailed you about this EXACT scenario and my concerns about how moving companies pull this on customers and was ASSURED by you that your company has been in business a long time and would not do that. How could the pricing be THIS off? Yes, more boxes than originally estimated were included - and we told you from the start we were not sure how many we would have. . . But the boxes are not heavy - they have breakable things in them and have a lot of paper/padding for items and that is why there are so many. Diane did not overpack boxes that contained china or other household items. And now we hope they will survive the angry handling by the frustrated movers - and believe me - we will be checking every box. If the weight is accurate, fine - but that is a BIG miss on the part of the person doing the estimating. To be off by a couple hundred pounds - OK. But 1600 pounds? Not OK.

We do want to pay in full until we can inspect all items - and there needs to be a provision for this. This invoice for added money is not what we planned for - and had we known it would be thousands of dollars more, we may have opted for another way to get things shipped. Whether it was intentional or not, the estimate we received is so far off the actual fees being charged - and so us, as the customer, of course are going to be upset at being charged far more than anticipated.

We do expect to hear from the owner or someone with authority to deal with this situation.

- Jennie and John

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com
Apr 14, 2021, 2:45 PM
to me, john4re88@yahoo.com, Carol

Good Afternoon Jennie and John,

I wanted to jump in here and see if I could help work through this weight situation. Our goal is to make sure our customers understand and are comfortable with the billing. First and foremost, I want to offer you the opportunity to go to the pickup terminal to inspect the items and verify another reweigh. This seems to be an easy step that would alleviate most of your concerns. I understand you are not in CA but could certainly send a representative.

I also want to address the movers conduct as you described it. I haven't spoken at length to the supervisor but will do so. If they were rude to your onsite contacts, I apologize in advance that isn't acceptable. I am going over the inventory sheets and will clarify them with the supervisor as well. At first glance the box count looks to be 40 versus an estimated 10. Item descriptions can vary between TSI and the handwritten inventory, so I want to clarify those before I quantify other additions.

I will get back you ASAP with further info. Please do let me know about having the shipment inspected and a reweigh witnessed as that should clarify things completely. Thanks very much.

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

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[Message clipped] [View entire message](#)

John Norris <john4re88@yahoo.com>

Apr 14, 2021, 4:12 PM

to me, Robert, Carol, John

Hi Bob,

I believe you are missing the point. The point of Jennie's email below is we were looking for an accurate quote- at least a 90% ball park quote. We gave the items with dimensions to Carol and she quoted us a price. If we knew it was going to be much higher, we might have gone with another mover. Yes, we understand that we told Carol 10-12 boxes vs. 37 boxes at an average of 20 lbs that is 25 boxes x 20 lbs average= 450 lbs, I'll even round it up to 500 lbs extra. Plus an extra desk at 100 lbs and a large chair at 65 lbs. That is about 665 lbs extra not 1,465 extra pounds. So we have a discrepancy of 800 lbs! That is not chump change..

We also know that not only did the movers leave behind a large gold framed mirror that was well marked but a matching ottoman that was right next to the large chair that they grabbed. Then from what it sounds like, the movers accidentally took some items that were not mine.. This is blatant incompetency.

We are looking for at least a *10%-15% discount* on this overall price due lack of a solid estimate, things that were left behind, things that were accidentally put on the truck and a poor attitudes from the movers and mainly, 800 lbs that seem to be unaccounted for?!

Thanks, John

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com
Apr 15, 2021, 9:48 AM
to John, me, Carol

John,

Without being onsite myself I have the documentation and CAT certified weight scales to use as verification. All movers use the final weight to complete billing so while I understand your frustration, I believe this would be the result either way. Industry standard on boxes is 35lbs each so between that and the added furniture items I think the believe the weights to be accurate. Additionally, the final "sign off" on the items to be taken is the responsibility of the onsite contact. I apologize if items weren't taken that should have been.

What I would like to do to resolve quickly and get the shipment moving to the destination is offer a 10% discount. That would be \$775 and bring your total to \$6974.72. Once approved, the shipment will be in transit and we can monitor for fastest and safest delivery. I will ensure your experience with the delivery team is more positive and professional as that is the standard for our teams.

Please advise ASAP, if approved we can get this moving today. Thanks in advance.

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: John Norris <john4re88@yahoo.com>

Sent: Wednesday, April 14, 2021 6:12 PM

To: norrisfamilyx6@gmail.com <norrisfamilyx6@gmail.com>; Robert Whitehead <Robertw@transitsystems.com>

Cc: Carol Tract <carolt@transitsystems.com>; John Norris <john4re88@yahoo.com>

Subject: Re: WBE-15-80920 / Diane Brooks / OA Docs 1371316

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[Message clipped] [View entire message](#)

Jennie Norris <norrisfamilyx6@gmail.com>

Apr 15, 2021, 2:39 PM

to Robert, John, Carol, me

Hi Bob,

We appreciate your solution. I will let John give you the final answer.

We also need to figure out the ottoman situation that was left behind. We will forego the mirror, but the ottoman goes with the chair that is on the truck - how do you recommend us getting that item that we paid to move (it was on the list) and was not loaded especially since their form shows an ottoman on it. What is that for if the one they were supposed to take is still in Danville? And of course we won't know what is actually on the truck until it arrives. Maybe a plan moving forward for clients to avoid this situation is to provide photos of items that are loaded on the truck - so it is visually documented. I take pics of every single house that I stage - my items in the house - I know what is there, what we have to pick up, etc. - and that, to me, seems like a step that would be needed in your business. Right now, as the customer, we are operating on blind faith, literally, and if items were taken that were not supposed to come - we now are burdened with figuring that out. Of course, we won't know until we see the truck and know what should be unloaded.

Is there an actual quantity of items summary (besides the # of boxes)? I didn't understand their paperwork at all. It was poorly written and confusing.

- Jennie

John Norris <john4re88@yahoo.com>

Apr 17, 2021, 1:20 PM

to Robert, me, Carol

Bob,

I wanted to make sure you saw Jennie's email from Thursday afternoon?

John

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Apr 19, 2021, 8:46 AM

to John, me, Carol

I did sorry for the delay, was out of office Friday. Typically, the movers onsite do a final walkthrough with the parties to ensure everything that they want taken, is taken. I will confirm if this was done or not this AM. Will also get a box total and a transit update.

Will reply soon!

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: John Norris <john4re88@yahoo.com>

Sent: Saturday, April 17, 2021 3:20 PM

To: Robert Whitehead <Robertw@transitsystems.com>; Jennie Norris <norrisfamilyx6@gmail.com>

Cc: Carol Tract <carolt@transitsystems.com>

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[Message clipped] [View entire message](#)

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Attachments

Apr 19, 2021, 11:10 AM

to John, me, Carol

Follow up here Jennie and John. Attached is the signed final walk through documentation, so unfortunately there isn't much we can do about the ottoman. I did confirm that there were 31 mover packed boxes on that inventory. I also gave them the go ahead to begin transit so let me know ASAP if the offered price reduction isn't acceptable. Otherwise, we will get that billed and move towards delivery.

Once everything is delivered and we get a final picture of the move, I will 100% move this to our QA Department for review and see if there is anything we can do for you. If any questions please let me know.

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: Robert Whitehead <Robertw@transitsystems.com>

Sent: Monday, April 19, 2021 10:46 AM

To: John Norris <john4re88@yahoo.com>; Jennie Norris <norrisfamilyx6@gmail.com>

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[Message clipped] [View entire message](#)

Attachments area

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Apr 21, 2021, 7:28 AM

to John, me, Carol

All just to follow up, this is in transit now and I am working on a delivery time frame. We will bill the remainder of the discounted total today and then, as I said earlier, see if we can do anything further after delivery when the job is completed.

Any questions or issues let me know, will reply back ASAP with dates!

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: Robert Whitehead <Robertw@transitsystems.com>

Sent: Monday, April 19, 2021 1:10 PM

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[Message clipped] [View entire message](#)

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Apr 21, 2021, 7:34 AM

to John, me, Carol

Shipment arriving in CO today and you guys should be getting a call to schedule the delivery today or tomorrow.

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: Robert Whitehead <Robertw@transitsystems.com>

Sent: Wednesday, April 21, 2021 9:28 AM

...

[Message clipped] [View entire message](#)

Jennie Norris <norrisfamilyx6@gmail.com>

Apr 27, 2021, 8:37 AM

to Robert, John, Carol, me

I paid this bill in FULL last week and have had ZERO communication from the delivery company as to when this delivery will take place. We live 45 minutes from the delivery location and need to specify when someone will be at the warehouse to receive. They cannot just show up nor call us en route. This needs to be coordinated.

Thank you,
Jennie

Robert Whitehead Robertw@transitsystems.com via transitsystems.onmicrosoft.com

Apr 27, 2021, 8:41 AM

to me, John, Carol

Our dispatcher Leah indicated that she has spoken with you through text, you weren't feeling well and would get back to her this week when you wanted to schedule delivery. Is that not accurate?

Bob Whitehead

Director of Operations

TSI Inc. | 999 Old Eagle School Road | Wayne, PA 19087

Phone: 800-626-1257 | Direct: 610-535-6537 | Fax: 800-228-8131

Email: robertw@transitsystems.com

cid:image001.png@01D230FA.14B550F0

From: Jennie Norris <norrisfamilyx6@gmail.com>
Sent: Tuesday, April 27, 2021 10:37 AM
To: Robert Whitehead <Robertw@transitsystems.com>; John Norris <john4re88@yahoo.com>; Carol Tract <carolt@transitsystems.com>
Cc: Jennie Norris <norrisfamilyx6@gmail.com>

...

[Message clipped] [View entire message](#)

Jennie Norris <norrisfamilyx6@gmail.com>
Apr 27, 2021, 11:36 AM
to Robert, John, Carol

that was to pay the bill so the delivery could be scheduled - and once that was done, I asked for someone to contact us regarding the actual delivery. She has to be proactive. I will see if I can find her text to me - and yes, I was sick with the virus.

- Jennie

Jennie Norris <norrisfamilyx6@gmail.com>
Apr 27, 2021, 11:42 AM
to Robert, Carol, John, me

I texted Leah - and asked questions about the process as no one has told us how this works. I don't know if we just tell them when to come or if they have other deliveries in the area and we are in a window of time, what the hours are, what days are available, etc. Education of customers is key - I don't like not knowing or wrongly assuming anything about how others work.

