

Timeline of Communications Between Shipper, Carrier and Broker as of 9/13/2018

Date	Time (EST)	Company Contacted	Comments
These dates are approximate, several additional unanswered calls and calls placed to Charter Van Lines are not recorded.			
8/10/18	NA	Sky Van Line	Kimberly answered, stated items are still in California and waiting for drivers to return from East coast. Driver should return early next week and items will be loaded and shipped
8/21/18	NA	Sky Van Line	Eric answered, Items are in route and new estimated delivery should be between 25 and 28 of August.
8/28/18	NA	Sky Van Line / Charter Van Lines	Lucia answers and Eric unavailable, contact Charter who places me on short hold, relays update that items are in Georgia and will arrive in about a week. After call, immediately contact Sky to confirm, Lucia answers, Eric is unavailable, I confront Lucia about why Charter can reach Eric and she cannot, she then connects me to Eric. Eric confirms the one week timeline and when asked stated he was 95% confident that items will arrive on around Tuesday September 4. Delay reason given was issues with ELDs and recent government regulations and the company unable to "work out the kinks".
8/31/18	NA	Sky Van Line	Lucia answers, Eric not available to confirm we are still a go for Tuesday after holiday weekend, told Eric will call back when he is free with update.
The following dates and times are actual, all calls have been captured			
9/4/18	1250	Sky Van Line	No Answer
	1258	Charter Van Lines	Charter unable to reach Sky Van Line. Message left and will return call when update is received from Sky Van Line (recording available)
	1301	Sky Van Line	No Answer
	1550	Sky Van Line	No Answer
	1551	Sky Van Line	Lucia answers, unable to reach Eric, truck is assigned however no driver assigned in computer, Lucia will get driver info to contact directly in future, Eric will return call with update (recording available)
	1655	Charter Van Lines	No delivery date available, only route given with truck in Alabama then Georgia, South Carolina

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			and then Virginia. Items were previously reported to be in Georgia previously on about 28th of August (recording available)
	1939	Sky Van Line	No Answer
	1942	Sky Van Line	No Answer
9/5/18	1220	Sky Van Line	Lucia answered, Eric not in office yet, no updates available, Eric will call back when he gets in (recording available)
	1249	Charter Van Lines	Eric's direct contact number given (recording available)
	1350	Sky Van Line	Lucia answered, placed on hold to contact Eric, Eric not available
	1535	Eric's direct contact #	Eric answers, Eric was working in warehouse, claims to have no idea what I am talking about, and asked how I received the number. Eric was angry that I contacted him on this number, said he needed to go to his desk to call from office phone and would call back in 5 minutes. [phone call was never returned]
	1552	Sky Van Line	Lucia answered, Eric is not available (recording available)
9/6/18	1235	Charter Van Lines	No update, unable to reach Sky Van Line, will call back with update later (recording available)
9/7/18	1223	Sky Van Line	No Answer
	1317	Sky Van Line	No Answer
	1329	Sky Van Line	No Answer
	1333	Charter Van Lines	No updates available, unable to reach Sky Van Line
	1347	Sky Van Line	No Answer
9/10/18	1305	Sky Van Line	Lucia answers, said she was out on Friday, Eric will be in at 10
	1710	Sky Van Line	Lucia answers, no updates available and Eric not available (recording available)
	1800	Eric's direct contact #	No Answer

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	1845	Eric's direct contact #	No Answer
	1846	Sky Van Line	No Answer
	1935	Sky Van Line	No Answer
9/13/18	1310	Sky Van Line	No Answer
	1311	Sky Van Line	No Answer
	1320	Charter Van Lines	Got ahold of Lucia immediately, "stuff is in route", demanded a call back to Sky for better information and "exact location" and whether things are in storage or on a truck, placed on hold and Charter reached Eric, Things are still in Georgia and are in route (recording available)
	1750	Sky Van Line	No Answer