

**To:** [REDACTED] james | personal genius  
**From:** [REDACTED]  
**Sent:** Mon 7/30/2018 1:59:07 PM  
**Subject:** Re: Introduction!

very odd on the package...

YES, our house is walkable from the train...but it is up hill also...up to you! it's a beautiful day...

On Jul 30, 2018, at 9:57 AM, james | personal genius [REDACTED] wrote:

K.

You realize that according to Apple & Google maps, your home is a 15 minute walk from the station, right? Granted, I'm hauling an additional 40lbs of crap, but...

I made the train, so I'm on my way. USPS left a voicemail last night saying the missing box was scanned "at the house". No indication of where the driver left the package or even if it was the correct house, but they're sticking to their story. ♦♦♂\*

Thank you,

James Ce  
your Personal Genius  
 Certified Support Professional 10.6  
<http://personalgenius.co>

On Jul 30, 2018, at 7:32 AM [REDACTED] wrote:

Morning. Confirming side door on garage side is unlocked. Ask the driver to drop you off by our garage doors or [REDACTED] (to the left of the house) for ease of getting in with your gear and amazon boxes. Please forgive the suitcases and clothes everywhere. We were home late and just left it messy! Keep in touch today! Thanks.  
Lesley

Sent from my iPhone

On Jul 29, 2018, at 11:16 AM, james | personal genius [REDACTED] wrote:

Ok. I received the parts last night, so I'm good to go. I'll text you if I have problems.

Thank you,

James Ce  
your Personal Genius  
□ Certified Support Professional 10.6  
<http://personalgenius.co>

On Jul 29, 2018, at 11:04 AM, [REDACTED] wrote:

Hi James. Jeffrey is flying back to NY today so I will be in city tomorrow. I will leave the side door by garage open for you. No alarm will be set. Just come in and make yourself at home! Make coffee and make our house work again! You can take a cab from train station. They are always there. Or Uber. Our address is:

[REDACTED]  
It's a 3/4 minute drive depending on lights.

Greatly appreciate all!

Sent from my iPhone

On Jul 26, 2018, at 8:29 AM, james | personal genius

wrote:

Hi.  
Gloryana mentioned the mail hold. If they were holding the box, it should have been noted in the tracking record. Instead the tracking says the package was loaded on a truck for delivery and left on your front porch.

I think it's more likely that the driver left the package at Oenoke Lane instead of

I've reserved Monday for you. Whatever we need to do to get it working.

Thank you,

James Ce  
your Personal Genius  
□ Certified Support Professional 10.6  
<http://personalgenius.co>

On Jul 26, 2018, at 10:13 AM, [REDACTED] [REDACTED] wrote:

James, I stopped  
our US mail since  
we are out of town.  
This may have  
something to do  
with our issue. I  
tried calling the  
stamford post office  
but it was an hour  
and 50 min hold  
Time. Anyway, you  
received a credit  
and have reordered.  
So all good. I  
forgot Gloryana is  
going on vacation  
herself Monday. If I  
am in city Monday  
you can still come.  
Take an Uber and  
we will get you in  
the house- as long  
as you are  
comfortable with  
that. We really  
want to get this  
done and I know  
you need to keep  
your work  
schedule.

Sent from my iPhone

On Jul 25, 2018, at 7:40 PM, james | personal genius

[REDACTED]

Monda  
y,  
please.  
I've  
ordere  
d  
replace  
ments  
to be  
shippe  
d to  
the  
Whole  
Foods  
amazo  
n  
locker  
by my  
home.  
I'll  
pick  
them  
up this  
weeke  
nd and  
bring  
them  
with  
me.

Thank you,

James Ce  
your Personal Genius  
 Certified Support Professional 10.6  
<http://personalgenius.co>

On Jul 25, 2018, at 9:30 PM [REDACTED]

[REDACTED]

[REDACTED] wrote:

Seriously!? Ugh  
Yes next week for sure. Monday? I need  
things to work! Tuesday?

Sent from my iPhone

On Jul 25, 2018, at 4:57 PM, james | personal  
genius [REDACTED] wrote:

Hi Lesley,  
USPS says they delivered the package  
to the front porch @ 1:37PM today, but  
Gloryana can't find it! USPS is  
“investigating” — which they say will  
take 2-3 days. In other words, it's gone  
missing and nobody knows where! (G  
says she'll look again later tonight, in  
case it's still on the truck and they  
deliver late, but I'm not optimistic.)

Amazon is refunding the order in the  
meantime, I can replace the order to be  
delivered to me here & bring it up with  
me, but they can't get it to me until  
Friday (earliest delivery to your house is  
Saturday now).

So.... would you like to schedule a day  
next week?

♦♦♂\*

Thank you,

James Ce  
your Personal Genius  
 Certified Support Professional 10.6  
<http://personalgenius.co>

On Jul 23, 2018, at 2:18 PM [REDACTED]

[REDACTED] wrote:

Fantastic! Gloriana, can you  
watch for the equipment to arrive  
via the link on wed, and once it  
arrives, if convenient, go over  
and bring inside? Please pick up  
James on Thursday at 11:15 from  
the New Canaan station :)  
Thanks to all!

Sent from my iPhone

On Jul 23, 2018, at 11:37 AM,  
james | personal genius

[REDACTED]  
wrote:

Hi!

I just placed the order  
on Amazon for the  
equipment. It is  
“guaranteed” to deliver  
to the house on  
Wednesday. Here is the  
tracking website, in case  
you want to keep tabs  
on it (I will be):

[https://www.amazon.co  
m/progress-  
tracker/package/ref=oh  
aui\\_hz\\_st\\_btn? encoding  
=UTF8&itemId=jpmnsu  
mtniopon&orderId=114-  
1997708-1655451](https://www.amazon.com/progress-tracker/package/ref=oh_aui_hz_st_btn?encoding=UTF8&itemId=jpmnsu_mtniopon&orderId=114-1997708-1655451)

We should be good for  
a Thursday install. The  
11:15AM arrival is the  
most civilized time line  
for me.

I expect the install to take several hours, during which there will be limited to no internet—including the AT&T mcell, if Gloryana relies on that for cell service.

Thank you,

James Ce  
your own Personal Genius  
 Certified Support Professional  
10.6  
<http://personalgenius.co>

On Jul 22, 2018, at 6:35 PM, [REDACTED]  
[REDACTED]

Hi James and Gloryana...  
G, James will place an order for all the items we need from Amazon...James, once the order is placed, please let us know the day of delivery and what day you would like to come out...Gloryana can pick you up from the New Canaan station...

Metro North train schedule:

[http://as0.mta.info/m\\_nr/schedules/sched\\_f](http://as0.mta.info/m_nr/schedules/sched_f)

[orm.cfm](#)

the 9:04am arrives  
10:19am and the  
10:04am arrives  
11:15am (reminder  
you have to transfer  
in Stamford)

Glorvana [REDACTED]

[REDACTED]  
James: [REDACTED]

[REDACTED]  
G, please let James  
know the  
make/model/color of  
your car you will  
pick him up in...

Thank you to you  
both!!! [REDACTED]