

To: [REDACTED]
From: james | personal genius
Sent: Sun 7/29/2018 3:16:55 PM
Subject: Re: Introduction!

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! [REDACTED]

Sent from my iPhone

On Jul 26, 2018, at 8:29 AM, james | personal genius <james@personalgenius.co> 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 [REDACTED] instead of [REDACTED]

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] 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
<james@personalgenius.co> wrote:

Monday, please.
I've ordered replacements to be shipped to the Whole Foods amazon locker by my home. I'll pick them up this weekend 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] 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
<james@personalgenius.co>
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]

oml> wrote:

Fantast
ic!
Gloria
na, can
you
watch
for the
equipm
ent to
arrive
via the
link on
wed,
and
once it
arrives,
if
conven
ient, go
over
and
bring
inside?
Please
pick up
James
on
Thursd
ay 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
<james@personalgenius.co>

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.com/progress-tracker/package/ref=oh_aui_hz_st_btn?encoding=UTF8&itemId=jpmnsumtniopon&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] wrote:

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/mnr/schedules/sched_form.cfm

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

Gloryana: [REDACTED]

James: [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]