

**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](mailto: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 you 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](mailto: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,

 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](mailto: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](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/schedule\\_form.cfm](http://as0.mta.info/mnr/schedules/schedule_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]