

To: james | personal genius [REDACTED]
Cc: Gloryana Perez [REDACTED]
From: [REDACTED]
Sent: Thur 7/26/2018 2:31:04 PM
Subject: Re: Introduction!

Yes. I saw the package says delivered. Well whatever happened we have new stuff going to you!
Great on Monday! Thanks.

Sent from my iPhone

On Jul 26, 2018, at 8:29 AM, james | personal genius [REDACTED] > 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 Oenoke Lane instead of Oenoke Ridge.

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
[REDACTED]

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 <[REDACTED]> 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
[REDACTED] wrote:

Hi [REDACTED]
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:

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

@personalge
wrote:

Hi!

I just placed the order on Amazon for the
equip
ment.
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&itmld=jpmnsu_mtniopon&orderId=114-1997708-1655451](https://www.amazon.com/progress-tracker/package/ref=oh_aui_hz_st_btn?encoding=UTF8&itmld=jpmnsu_mtniopon&orderId=114-1997708-1655451)

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

I expect the install to take several hours,
during
which
there
will be
limited
to no
intern
et—in
cludin
g the
AT&T
mcell,
if
Glorya
na
relies
on
that
for cell
servic
e.

Thank
you,

James
Ce
your
own
Personal
Genius
*
Certified

Support
Professi
onal
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rsonalge
nius.co](http://personalge
nius.co)

On Jul 22, 2018, at 6:35 PM, [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/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: (203) 570-4686

James: (347) 827-0622

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

Thank you to you both!!! Lesley