

Bratcher, Mike, EMNRD

From: Monte Bell <Monte.Bell@riatacg.com>
Sent: Tuesday, February 19, 2019 10:07 AM
To: Debi Moore
Cc: David Cain
Subject: RE: Longfellow - State 20B Release Sampling Status - (Fed Ex HELP tracking # 774195274413 and Email Exchange)

Debi

No problem to sample again this week. Please communicate the delay, if needed, with the NMOCD. Thank you.

Regards

Monte Bell
Longfellow Energy LP
16803 N. Dallas Parkway
Addison, TX 75001
(972) 590-9930 Direct
(405) 306-7989 Mobile

From: Debi Moore [mailto:Debi@sportenvironmental.com]
Sent: Monday, February 18, 2019 3:46 PM
To: Monte Bell <Monte.Bell@riatacg.com>
Subject: [EXTERNAL] Longfellow - State 20B Release Sampling Status - (Fed Ex HELP tracking # 774195274413 and Email Exchange)

Monte,

I regret to inform you that Fed Ex lost the samples associated with the Longfellow State 20B release delineation sampling. FedEx and Test America have looked everywhere and the cooler was never found (see email chain below). So weird! We'll need to resample the release site and provide an update to the OCD. We'd like to perform sampling again this Wednesday if acceptable to you. We'll perform the site visit at no charge to Longfellow so you don't have any duplicate charges. It may not help...but I've never had this happen before. My apologies.

Please let me know if we have your permission to resample this week.

Thank you for your understanding,
Debi Moore



DEBI SPORT MOORE, ME, REPA, CESCO, RSO
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From: Debi Sport Moore <Debi@sportenvironmental.com>
Date: Sunday, January 27, 2019 at 2:37 PM
To: Lisa Monroe <Lisa.Monroe@testamericainc.com>
Subject: Re: [EXTERNAL] HELP tracking # 774195274413: Sport Env. / Midland Texas Area [ref:_00Dj0HiO8._500f1or4EY:ref]

Bummer! It's got to be somewhere.



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From: "Monroe, Lisa" <Lisa.Monroe@testamericainc.com>
Date: Sunday, January 27, 2019 at 2:28 PM
To: Debi Sport Moore <Debi@sportenvironmental.com>
Subject: Fwd: [EXTERNAL] HELP tracking # 774195274413: Sport Env. / Midland Texas Area [ref:_00Dj0HiO8._500f1or4EY:ref]

Argh, no sighting of the missing cooler yet...

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Julie Berle <jberle@fedex.com>
Date: 1/27/19 1:16 PM (GMT-06:00)
To: "Monroe, Lisa" <Lisa.Monroe@testamericainc.com>
Cc: "Doci, Arta" <Arta.Doci@testamericainc.com>, Premierglobalsupport <premierglobalsupport@fedex.com>, "Gambill, Jennifer" <Jennifer.Gambill@testamericainc.com>, "Funderburg, Josh B." <Josh.Funderburg@testamericainc.com>
Subject: Re: [EXTERNAL] HELP tracking # 774195274413: Sport Env. / Midland Texas Area [ref:_00Dj0HiO8._500f1or4EY:ref]

-External Email-

Lisa- Unfortunately we haven't gotten anything more today from PCS.

Sent from my iPhone

On Jan 27, 2019, at 10:27 AM, Monroe, Lisa <Lisa.Monroe@testamericainc.com> wrote:

Any updates today?

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Julie Berle <jberle@fedex.com>

Date: 1/26/19 7:41 PM (GMT-06:00)

To: "Doci, Arta" <Arta.Doci@testamericainc.com>

Cc: Premierglobalsupport <premierglobalsupport@fedex.com>, "Gambill, Jennifer" <Jennifer.Gambill@testamericainc.com>, "Monroe, Lisa" <Lisa.Monroe@testamericainc.com>, "Funderburg, Josh B." <Josh.Funderburg@testamericainc.com>

Subject: Re: [EXTERNAL] HELP tracking # 774195274413: Sport Env. / Midland Texas Area [ref:_00Dj0HiO8._500f1or4EY:ref]

-External Email-

Hi Arta- Sorry for the trouble. We're working on this. I requested an Overgoods search yesterday but no match has been recovered at this point.

Could there have been any old labels on the cooler?

Sent from my iPhone

On Jan 26, 2019, at 2:24 PM, Doci, Arta <Arta.Doci@testamericainc.com> wrote:

Julie - I am sorry to bother you, but this is a new client. Would appreciate anything you can do to find the cooler. Thanks much. Arta

Sent from my iPhone

On Jan 25, 2019, at 9:04 PM, FOC-PremierGlobalSupport <premierglobalsupport@fedex.com> wrote:

-External Email-

Good day Lisa,

I hope you are having a great week. I deeply regret the inconvenience

this has caused. I have forwarded the message you provided to the station. I updated the trace case open and asked them to continue to locate the package. I also have searched the package in Overgoods Department, unfortunately, we are unable to find a match for this package. I will monitor for updates and let you know as soon as the information is made available to us.

Thank you for your patience in this matter. Have a great day.

Jonathan S.
FedEx Premier Customer Service

----- Original message -----

From: FOC-PremierGlobalSupport <premierglobalsupport@fedex.com>
Date: 1/25/19 4:57 PM (GMT-06:00)
To: "Gambill, Jennifer" <Jennifer.Gambill@testamericainc.com>, "Doci, Arta" <Arta.Doci@testamericainc.com>
Cc: "Monroe, Lisa" <Lisa.Monroe@testamericainc.com>, "Funderburg, Josh B." <Josh.Funderburg@testamericainc.com>, jilberle@fedex.com
Subject: RE: [EXTERNAL] HELP tracking # 774195274413: Sport Env. / Midland Texas Area []

-External Email-

Good afternoon Arta,

I hope your day is off to a good start! I would be more than happy to research this for you. A trace has already been opened regarding this issue and sent it to the local facility to investigate. For your records, you may reference Case ID# 0125916420. Please allow 24-48 hrs for an update. I have also set you up to receive a delivery notification to inform you when the packages are delivered to the recipient address. I offer my sincerest apologies for any inconvenience this may cause to you and your customers.

Thank you for choosing FedEx. I hope you have a wonderful day. Happy New year!

Warmest Regards,

Chandra M.
FedEx Premier Customer Service

----- Original Message -----

From: Doci, Arta [arta.doci@testamericainc.com]

Sent: 1/25/2019 12:47 PM
To: jennifer.gambill@testamericainc.com;
premierglobalsupport@fedex.com
Cc: lisa.monroe@testamericainc.com;
josh.funderburg@testamericainc.com; jlberle@fedex.com
Subject: [EXTERNAL] HELP tracking # 774195274413: Sport Env. /
Midland Texas Area

Dear FedEx:

Can you please help us ASAP on tracking number 774195274413 (with
FedEx case number 0125916420)?

ARTA DOCI, PMP & SIX SIGMA MASTER BLACK BELT
Director of Logistics

TestAmerica
THE LEADER IN ENVIRONMENTAL TESTING

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Arvada, CO 80002
Tel 720.320.6010
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From: Gambill, Jennifer
Sent: Friday, January 25, 2019 10:43 AM
To: Doci, Arta
Cc: Monroe, Lisa; Funderburg, Josh B.
Subject: Sport Env. / Midland Texas Area

Good Afternoon Arta,

And hope you are having a great Friday!

I wanted to reach out to you to see if you can provide some assistance with FedEx in the Midland Texas area. Sport Env. dropped off a cooler at one of the pack and ship locations. Attached is a picture of the cooler with air bill. Josh Funderburg went by the pack and ship and confirmed that FedEx did pick up and took it back to the warehouse. The FedEx associates at the warehouse are searching their area and trucks. If the

cooler made it back on a truck without an air bill is there an area at the airport where this cooler could be held?

The tracking number is 774195274413 and our case number with FedEx is 0125916420. The cooler is blue with a white lid.

Thanks in advance for all you help!

- Jennifer

JENNIFER GAMBILL

Project Manager

TestAmerica

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ref:_00Dj0HiO8._500f1or4EY:ref