

## Tina Lee

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**From:** Brenda Gerold  
**Sent:** Friday, June 19, 2020 2:30 PM  
**To:** Adam Colopy; Karlee Demain; Tina Lee  
**Cc:** Richard Hicks  
**Subject:** FW: VA048 - CSS PENDING - WO 12455 (UNCLASSIFIED)  
**Attachments:** DoD Update - Face Covers

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Tidewater Team,

Please inform your techs that it is mandatory to wear face coverings and follow social distancing CDC guidelines. (see email attachment).

Here's CSS# PENDING, ROUTINE (30 DAYS) service call work order #12455 for your action and a reminder to contact Rick Hicks if the service call exceeds \$450 so he can contact the COR for approval to repair. Don't forget to have your tech complete the service call certification of work form (COW) and to provide before and after pictures. Pics must be provided with the COW form.

NOTE: This is only approval for your tech to work on this scope of work. If site personnel requests other work to be completed outside of stated work - please ask them to put a service call request in with the AFOS or RFOS and then we can get their concerns addressed.

Thanks - Rick Hicks, CMI Management

Kindly reply so I will know you are in receipt of this email.

Very Respectfully,

Brenda Gerold  
Work Orders Service Desk / 99th - Region 5  
5285 Shawnee Road, Suite 510  
Alexandria, VA 22312  
703-738-5302  
99R5.Service@cmimgmt.com

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

From: Brenda Gerold  
Sent: Friday, June 19, 2020 1:26 PM

To: Grenier, Scott Anthony CIV USARMY 99 RD (USA) <scott.a.grenier.civ@mail.mil>; Richard Hicks <richard.hicks@cmimgmt.com>  
Cc: Williams, Angela Wanda CTR USARMY 99 RD (USA) <angela.w.williams.ctr@mail.mil>; Devlin, Thomas J CIV USARMY CENAP (US) <Thomas.J.Devlin@usace.army.mil>  
Subject: VA048 - CSS PENDING - WO 12455 (UNCLASSIFIED)

Acknowledged and processing service call work order # 12455 through Tidewater.

Very Respectfully,

Brenda Gerold  
Work Orders Service Desk / 99th - Region 5  
5285 Shawnee Road, Suite 510  
Alexandria, VA 22312  
703-738-5302  
99R5.Service@cmimgmt.com

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

From: Grenier, Scott Anthony CIV USARMY 99 RD (USA) <scott.a.grenier.civ@mail.mil>  
Sent: Friday, June 19, 2020 1:06 PM  
To: Richard Hicks <richard.hicks@cmimgmt.com>; Brenda Gerold <brenda.gerold@cmimgmt.com>  
Cc: Williams, Angela Wanda CTR USARMY 99 RD (USA) <angela.w.williams.ctr@mail.mil>; Devlin, Thomas J CIV USARMY CENAP (US) <Thomas.J.Devlin@usace.army.mil>  
Subject: FW: CSS (UNCLASSIFIED)

CLASSIFICATION: UNCLASSIFIED

Hi Brenda/Rick  
Please add to PM contract and send me a WO#. Our CSS System is down again.  
I will furnish you the CSS# when the system is working again.

Very Respectfully,

Scott A. Grenier  
Regional Facility Operations Specialist  
99th Div (R) DPW  
1741 E Belt Blvd  
Richmond, VA 23224  
Cell: 254.220.8083  
Office: 910.598.8339  
Email: scott.a.grenier.civ@mail.mil

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

From: Williams, Angela Wanda CTR USARMY 99 RD (USA)  
Sent: Friday, June 19, 2020 12:42 PM  
To: Grenier, Scott Anthony CIV USARMY 99 RD (USA) <scott.a.grenier.civ@mail.mil>  
Cc: Winfield, Christina M CIV USARMY (USA) <christina.m.winfield.civ@mail.mil>  
Subject: CSS (UNCLASSIFIED)

CLASSIFICATION: UNCLASSIFIED

Scott,

Please see request for VA048, CSS is down we as AFOS where instructed to send the RFOS.

- 1.) CSS Ticket Number:
- 2.) Service Call Priority (emergency, urgent, routine): Routine
- 3.) Name, Office and Command of Requestor: Angela W. Williams-Taylor,  
AFOS
- 4.) Type of Funding (COR Input)
- 5.) Paying Activity Code (PAC) (COR Input)
- 6.) Discover 18 June 2020.
- 7.) Specific craft designation(s): PM
- 8.) Callers'/AFOS description of the problem or requirement: Install  
cipher lock on the first office at the AMSA shop.
- 9.) POC is Christina Winfield at 910-598-9428
- 10.) Associated Asset ID number: VA048  
Description of equipment or system (type of equipment, size, serial number): : Install cipher lock on the first office  
at the AMSA shop.

Very Respectfully,

Mrs. Angela W. Williams-Taylor  
99th RD (DPW)  
AFOS AREA FACILITY OPERATIONS SPECIALIST (AFOS) REGION C10  
Contractor: Dawson  
Angela.w.williams.ctr@mail.mil  
Office: 910-598-8339  
Phone: 757.544.7039

CLASSIFICATION: UNCLASSIFIED

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