

## Tina Lee

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**From:** Richard Hicks  
**Sent:** Tuesday, April 6, 2021 9:12 AM  
**To:** Tina Lee  
**Subject:** FW: [Non-DoD Source] VA099 CSS# ticket needed for services provided by Trane 6/2018 (UNCLASSIFIED)  
**Attachments:** VA099 CSS# ticket needed for services provided by Trane 6/2018

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Tina please create a WO# and build the AFR with the attached invoice

Rick

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

From: Grenier, Scott Anthony CIV USARMY 99 RD (USA) <scott.a.grenier.civ@mail.mil>  
Sent: Tuesday, April 6, 2021 9:09 AM  
To: Richard Hicks <richard.hicks@cmimgmt.com>; Huson, Donald L CTR (USA) <donald.l.huson.ctr@mail.mil>  
Cc: Devlin, Thomas J CIV USARMY CENAP (USA) <Thomas.J.Devlin@usace.army.mil>; Tina Lee <Tina.Lee@cmimgmt.com>  
Subject: RE: [Non-DoD Source] VA099 CSS# ticket needed for services provided by Trane 6/2018 (UNCLASSIFIED)

CLASSIFICATION: UNCLASSIFIED

VA099 CSS29927  
Repair Trane HVAC system

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: Richard Hicks [mailto:richard.hicks@cmimgmt.com]  
Sent: Tuesday, April 6, 2021 8:53 AM  
To: Grenier, Scott Anthony CIV USARMY 99 RD (USA) <scott.a.grenier.civ@mail.mil>; Huson, Donald L CTR (USA) <donald.l.huson.ctr@mail.mil>  
Cc: Devlin, Thomas J CIV USARMY CENAP (USA) <Thomas.J.Devlin@usace.army.mil>; Tina Lee <Tina.Lee@cmimgmt.com>

Subject: [Non-DoD Source] VA099 CSS# ticket needed for services provided by Trane 6/2018

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

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Hi Scott ,

I have talked with Tom on this. Please provide a CSS# so we can get Trane paid for the services provided back in 6/2018. Don has said services were provided .

Here's the scope of work Trane completed - Trane Tracer SC-01 Deleted users no longer accessing Building Controller and added new

users. Upgraded controller firmware and backed up building controller.

Thanks ,

Rick

Rick Hicks

Project Manager Region 5

CMI Management Inc.

5285 Shawnee Road Suite #510

Alexandria,VA 22312

703-738-5301

Richard.Hicks@cmimgmt.com

From: Richard Hicks  
Sent: Monday, April 5, 2021 10:23 AM  
To: Devlin, Thomas J CIV USARMY CENAP (USA) <Thomas.J.Devlin@usace.army.mil>  
Subject: FW: [EXTERNAL] Trane Account 3926427 INV 39200392 VA099 Balance due from 6/6/2018 at VA099

Hi Tom ,

I have spent a few hours tracking this one down. It's an Old invoice for Trane / VA099 working on the Tracer system ..the short of it is I have no records in Maximo , ISG has no records and Don has no CSS history .But Don does remember Trane doing the work . I have spoken with Scott and Don , I would like a ticket opened so we can pay Trane \$ 486.00 ( 3 ) STK . Thoughts ?

Thanks

Rick

Rick Hicks

Project Manager Region 5

CMI Management Inc.

5285 Shawnee Road Suite #510

Alexandria,VA 22312

703-738-5301

Richard.Hicks@cmimgmt.com < Caution-mailto:Richard.Hicks@cmimgmt.com >

From: Richard Hicks  
Sent: Thursday, April 1, 2021 8:08 AM

To: Huson, Donald L CTR USARMY 99 RSC (USA) <[donald.l.huson.ctr@mail.mil](mailto:donald.l.huson.ctr@mail.mil)> <Caution-mailto:[donald.l.huson.ctr@mail.mil](mailto:donald.l.huson.ctr@mail.mil)>>  
Cc: Grenier, Scott Anthony CIV USARMY 99 RD (USA) <[scott.a.grenier.civ@mail.mil](mailto:scott.a.grenier.civ@mail.mil)> <Caution-mailto:[scott.a.grenier.civ@mail.mil](mailto:scott.a.grenier.civ@mail.mil)>>  
Subject: FW: [EXTERNAL] Trane Account 3926427 INV 39200392 VA099 Balance due from 6/6/2018 at VA099

Good Morning Don,

Did you get a chance to figure this one out ? As we discussed Monday, I have no records of this work in Maximo and I have researched this invoice and we / CMI were not involved with Trane per our records .

Here's the scope of work Trane completed - Trane Tracer SC-01 Deleted users no longer accessing Building Controller and added new

users. Upgraded controller firmware and backed up building controller.

Thanks,

Rick

Rick Hicks

Project Manager Region 5

CMI Management Inc.

5285 Shawnee Road Suite #510

Alexandria,VA 22312

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[Richard.Hicks@cmimgmt.com](mailto:Richard.Hicks@cmimgmt.com) <Caution-mailto:[Richard.Hicks@cmimgmt.com](mailto:Richard.Hicks@cmimgmt.com)>

From: Richard Hicks  
Sent: Tuesday, March 30, 2021 3:15 PM

To: Huson, Donald L CTR USARMY 99 RSC (USA) <[donald.l.huson.ctr@mail.mil](mailto:donald.l.huson.ctr@mail.mil) < Caution-mailto:[donald.l.huson.ctr@mail.mil](mailto:donald.l.huson.ctr@mail.mil) >>  
Subject: FW: [EXTERNAL] ISG From Trane Account 3926427 INV 39200392 VA099 Balance due

Don do you have any idea what this was for .

From: Bobby Bennett <[bbennett@internationalsupportgroup.com](mailto:bbennett@internationalsupportgroup.com) < Caution-mailto:[bbennett@internationalsupportgroup.com](mailto:bbennett@internationalsupportgroup.com) >>  
Sent: Tuesday, March 30, 2021 1:22 PM  
To: Richard Hicks <[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com) < Caution-mailto:[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com) >>  
Cc: Shason Yavari <[shason.yavari@cmimgmt.com](mailto:shason.yavari@cmimgmt.com) < Caution-mailto:[shason.yavari@cmimgmt.com](mailto:shason.yavari@cmimgmt.com) >>; Tim Merchant <[tmerchant@internationalsupportgroup.com](mailto:tmerchant@internationalsupportgroup.com) < Caution-mailto:[tmerchant@internationalsupportgroup.com](mailto:tmerchant@internationalsupportgroup.com) >>; Jackie Placeres <[jplaceres@internationalsupportgroup.com](mailto:jplaceres@internationalsupportgroup.com) < Caution-mailto:[jplaceres@internationalsupportgroup.com](mailto:jplaceres@internationalsupportgroup.com) >>; Debra Martinez <[dmartinez@internationalsupportgroup.com](mailto:dmartinez@internationalsupportgroup.com) < Caution-mailto:[dmartinez@internationalsupportgroup.com](mailto:dmartinez@internationalsupportgroup.com) >>; Michele (Shelle) Dubois <[mdubois@internationalsupportgroup.com](mailto:mdubois@internationalsupportgroup.com) < Caution-mailto:[mdubois@internationalsupportgroup.com](mailto:mdubois@internationalsupportgroup.com) >>  
Subject: RE: [EXTERNAL] ISG From Trane Account 3926427 INV 39200392 VA099 Balance due

Hey Rick,

We cannot find any reference to this ticket, i.e. no request from the government, no techs being dispatch, no communication with Trane, etc. This looks to be that the base personnel needed to change access granted to the system and it possibly the base requested it themselves.

Thanks.

Bobby

From: Bobby Bennett  
Sent: Monday, March 22, 2021 5:43 PM  
To: 'Richard Hicks' <[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com) < Caution-mailto:[richard.hicks@cmimgmt.com](mailto:richard.hicks@cmimgmt.com) >>; Tim Merchant <[tmerchant@internationalsupportgroup.com](mailto:tmerchant@internationalsupportgroup.com) < Caution-mailto:[tmerchant@internationalsupportgroup.com](mailto:tmerchant@internationalsupportgroup.com) >>  
Cc: Shason Yavari <[shason.yavari@cmimgmt.com](mailto:shason.yavari@cmimgmt.com) < Caution-mailto:[shason.yavari@cmimgmt.com](mailto:shason.yavari@cmimgmt.com) >>  
Subject: RE: [EXTERNAL] ISG From Trane Account 3926427 INV 39200392 VA099 Balance due

Hi Rick,

Over the past years, we have received invoices from large national subcontracts who provide services directly to the government or via other subcontractors. Many of these invoices were received several months late and turned out to not be ISG invoices, especially if they were invoiced directly to the government, as is the situation with this invoice. The fact there is no WO# or CSS# is a problem as Trane and other company know the invoicing process as they followed it for years. We will indeed look into it, but if we have no record of work requested or authorization provided, the invoice will be rejected and CMI should do the same. I'll give an update in a couple of days.

Thanks.

Bobby

From: Richard Hicks <richard.hicks@cmimgmt.com < Caution-mailto:richard.hicks@cmimgmt.com > >  
Sent: Monday, March 22, 2021 3:57 PM  
To: Bobby Bennett <bbennett@internationalsupportgroup.com < Caution-mailto:bbennett@internationalsupportgroup.com > >; Tim Merchant <tmerchant@internationalsupportgroup.com < Caution-mailto:tmerchant@internationalsupportgroup.com > >  
Cc: Shason Yavari <shason.yavari@cmimgmt.com < Caution-mailto:shason.yavari@cmimgmt.com > >  
Subject: [EXTERNAL] ISG From Trane Account 3926427 INV 39200392 VA099 Balance due

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Hi Bobby ,

The government has been receiving this invoice from Trane for service provided at VA099 on 6/06/2018 base year of the contract for Region 5 . It shows Tammy was the POC for ISG . Can you please look into this and get it paid / resolved . Trane did not have a WO# or reference number when we called them today . Please let me know when this has been resolved .

Thanks,

Rick

Rick Hicks

Project Manager Region 5

CMI Management Inc.

5285 Shawnee Road Suite #510

Alexandria,VA 22312

703-738-5301

Richard.Hicks@cmimgmt.com < Caution-mailto:Richard.Hicks@cmimgmt.com >

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CLASSIFICATION: UNCLASSIFIED