

From: [Alice Alvarado](#)
To: [Danette McWilliams](#)
Cc: [Saundra Farley](#); [Andrea Smith](#); [Jeremiah Jarrell](#)
Subject: RE: TMD Follow Up - 280 Unpaid Guardspeople
Date: Monday, October 25, 2021 1:07:15 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)

Per Ivan:

FYI issue with TMD 1) Server they were using for SFTP was not whitelisted with CPA to use 2) TMD did not know what account to use 3) CPA IT had to give TMD access to the correct directory for their account 4) TMD incorrectly placed the file in the wrong directory they were using the "Out" folder instead of the "In" folder 4) TMD with our assistance successfully placed the file in the correct location with help from CAPPS IT and CPA IT assistance but the file was named correctly but done without encryption. We will work with TMD to get the encryption applied correctly going forward

From: Danette McWilliams <Danette.Mcwilliams@cpa.texas.gov>
Sent: Monday, October 25, 2021 10:03 AM
To: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>
Cc: Saundra Farley <Saundra.Farley@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>
Subject: RE: TMD Follow Up - 280 Unpaid Guardspeople

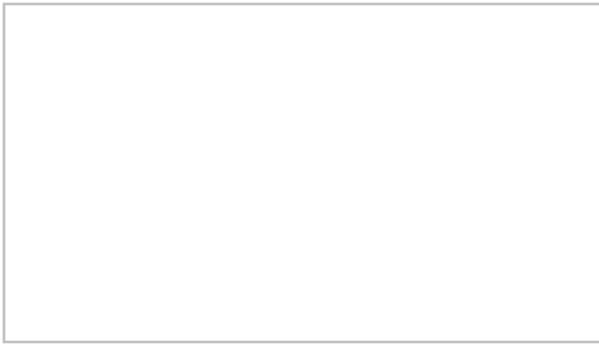
We are waiting on a response back from TMD on the status of the load file. We have confirmed with CAPPS IT that the server is up and we have the ability to receive the file once it is sent. As soon as I hear back from them I will let you know.

Thanks!

Danette McWilliams

CAPPS Help Desk
Production Support Payroll Analyst





CAPPS Help Desk: (512) 463-2277

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From: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>

Sent: Monday, October 25, 2021 9:55 AM

To: Danette McWilliams <Danette.Mcwilliams@cpa.texas.gov>

Cc: Sandra Farley <Sandra.Farley@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>

Subject: RE: TMD Follow Up - 280 Unpaid Guardspeople

Thank you Danette. I just let Rob know that we are ready to assist, but are in a holding pattern without the required information.

That being said – where are on the files from Thursday and Friday? Now that EFT is resolved, have they resubmitted and are those moving?

Thanks,
Alice

From: Danette McWilliams <Danette.Mcwilliams@cpa.texas.gov>

Sent: Monday, October 25, 2021 9:44 AM

To: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>

Cc: Sandra Farley <Sandra.Farley@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>

Subject: RE: TMD Follow Up - 280 Unpaid Guardspeople

I just heard back from the HR Director at TMD. According to the information they have, the last orders they have for 1LT Hohmann were from February, and those were paid in March. They have reached out to the Army side to see if he is on a payroll roster that has yet to be provided to TMD for process, and will let me know as soon as they hear back.

Thanks!

Danette McWilliams

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Production Support Payroll Analyst



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From: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>

Sent: Monday, October 25, 2021 8:19 AM

To: Danette McWilliams <Danette.Mcwilliams@cpa.texas.gov>

Cc: Sandra Farley <Saundra.Farley@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>

Subject: RE: TMD Follow Up - 280 Unpaid Guardspeople

Thank you!

If TMD does not show the one person we know of – the other 279 may not be “in the hopper” either!

From: Danette McWilliams <Danette.Mcwilliams@cpa.texas.gov>

Sent: Monday, October 25, 2021 8:16 AM

To: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>

Cc: Sandra Farley <Saundra.Farley@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>

Subject: RE: TMD Follow Up - 280 Unpaid Guardspeople

Good Morning again!

I just checked on the three payrolls that failed for TMD and there were a total of 82 payments that did not process. I'm not sure where they are coming up with 280 that did not get paid. I will reach out to TMD to get more information.

Thanks!

Danette McWilliams

CAPPS Help Desk
Production Support Payroll Analyst



CAPPS Help Desk: (512) 463-2277

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From: Alice Alvarado <Alice.Alvarado@cpa.texas.gov>

Sent: Monday, October 25, 2021 7:37 AM

To: Danette McWilliams <Danette.Mcwilliams@cpa.texas.gov>

Cc: Sandra Farley <Saundra.Farley@cpa.texas.gov>; Andrea Smith <Andrea.Smith@cpa.texas.gov>; Jeremiah Jarrell <Jeremiah.Jarrell@cpa.texas.gov>

Subject: TMD Follow Up - 280 Unpaid Guardspeople

Importance: High

As discussed, we have been contacted by Mr. Hegar regarding an estimated 280 guardsman who have not received their pay.

Here is information on one of them – can we see if this particular person was included in one of the failed jobs:



Jeremiah – with you out, I have texted and talked to Andrea. Either Danette or Sandra will provide an update as soon as they are in. It looks like TMD has inadvertently run the SPRS outbound twice and negated their attempt to run payroll. Waiting on confirmation.

Thanks,
Alice

Alice Alvarado

Department Manager – Statewide Fiscal Systems | alice.alvarado@cpa.texas.gov
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