

#1142497 1076 Cumberland - Payment Research Results

Submitted	Received via	Requester			
May 15, 2025 at 12:24	Mail	Jeanette Wilson <jrwil1949@gmail.com>			
Status category	Ticket status	Type	Priority	Group	Assignee
Closed	Solved	Question	Normal	PW - Garbage	Jillian Barden

Total time spent (sec)	Time spent last update (sec)
34	34

Jillian Barden May 15, 2025 at 12:24

From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, May 15, 2025 11:49 AM
To: Lydia Kopf <Lydia.Kopf@ci.stpaul.mn.us>; Jillian Barden <Jillian.Barden@ci.stpaul.mn.us>
Subject: Fwd: Finance case FIN000001973762 has been resolved 1076 Cumberland

Think Before You Click: This email originated **outside** our organization.

Lydia,
Please see update from Mary.
Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: May 15, 2025 at 11:04:51 AM CDT
To: Greg Revering <grevering.sph@gmail.com>
Subject: FW: Finance case FIN000001973762 has been resolved 1076 Cumberland

It is all explained in the Resolution Comments

Mary Patch

From: WM ServiceNow <wm@service-now.com>
Sent: Monday, May 5, 2025 2:02 AM
To: Patch, Mary <mpatch@wm.com>
Subject: Finance case FIN000001973762 has been resolved



Finance case FIN000001973762 has been resolved

Dear Mary Patch,
Your case has been resolved, below are the resolution comments added to your case:

Resolution Comments:

Hello, I was unable to locate this payment with the given proof of payment. Please provide some more proof of payment so I can further research. If this is a Check payment, Please provide a copy of the check front and back to see what bank it was cashed. If this is an online payment, Please provide Trace ID of the payment, if this a card payment, Please provide confirmation number of the payment. I will resolve this ticket and open it back up within 10 days unless you have any more questions. Thank you.

All payment related transactions will post to the customers account within 24 hours. Please allow at least 24 hours before verification of case resolution.

[Confirm Resolution](#) [Re-open Case](#)

Case Details:

Category	Cash Applications - US
Subcategory	Batch Processing
Service	Item Research
Short Description	Missing Payment 148A G40-4537
Description	<p>Can you see if you can find that payment noted below - it is for account G40-4537 Jeanette R Wilson 1076 Cumberland St St Paul MN 55117 Should have been applied to invoice 201933 Unique ID 000215149122371</p> <p>Thanks</p> <p>Mary Patch Public Sector Sales Coordinator Upper Midwest mpatch@wm.com<mailto:mpatch@wm.com></p>

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MyWM<<https://www.wm.com/us/en/user/register?cmp=OTH-Outlook-EmployeeEmailSignature-ALL-OTHR-CESALESemailsig-V1-signature-AdoptionAccelerator>>

[cid:image001.png@01DBB...]

[GO TO FIN000001973762](#)

Finance Shared Services

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