Tasha Newman

From: Mayreth Leos <mayreth.leos@paycomonline.com>
Sent: Wednesday, September 25, 2024 10:12 AM
To: Tasha Newman
Cc: 'Mark Magers'; 'Christina Girod'
Subject: RE: RE: 11V28 RE: Returned Direct Deposit

Good morning Tasha,

Thank you for your patience. My banking team reviewed both deposits and confirmed there was some confusion on the check date being requested when we first asked for the trace number.

The previous trace number provided was for check date of **8/30 which was returned.** The deposit for check date **8/16** was not returned and shows as successful. I have included both trace numbers below.

Check date of **8/30** was returned to your account on 9/6.

Client Code	CLIENT NAME	Employee Name	Return Reason
OKC 11V29	AMERICAN PRODUCER SUPPLY CO LLC	SHOCK, JEFFREY	R02-Account Closed

8/16/24:

The trace number is **021000020091878**

As of today, **there is not a direct deposit return** nor an NOC (Notice of Change) for this deposit.

Please ensure the employee provides the trace number to their bank's ACH Department to try and locate the funds.

Thank you!

8/30/24:

The trace number for this deposit is **021000020107653.**

The receiving bank is returning the funds to us with a Return Code of **R02 - Account Closed** .

Please let me know if you have any further questions.

Thank you,
Mayreth Leos | Paycom Specialist

3489 State Highway 121 N | Grapevine, TX 76051
800.580.4505



If you need to contact my direct supervisor, Elmer Caceres, for any reason, you may do so at elmer.caceres@paycomonline.com or 800.580.4505.

From: Mayreth Leos
Sent: Tuesday, September 24, 2024 4:41 PM
To: Tasha Newman <tashan@americanproducers.com>
Cc: 'Mark Magers' <markm@americanproducers.com>; 'Christina Girod' <christinag@americanproducers.com>
Subject: RE: [EXTERNAL EMAIL]RE: 11V28 RE: Returned Direct Deposit

Good afternoon Tasha,

Thank you for letting me know, I have reached out to my banking team to confirm the return date for this deposit. I will provide an update as soon as they confirm.

Please let me know if you have any further questions.

Thank you,
Mayreth Leos | Paycom Specialist
3489 State Highway 121 N | Grapevine, TX 76051
800.580.4505



If you need to contact my direct supervisor, Elmer Caceres, for any reason, you may do so at elmer.caceres@paycomonline.com or 800.580.4505.

From: Tasha Newman <tashan@americanproducers.com>
Sent: Tuesday, September 24, 2024 11:19 AM
To: Mayreth Leos <mayreth.leos@paycomonline.com>
Cc: 'Mark Magers' <markm@americanproducers.com>; 'Christina Girod' <christinag@americanproducers.com>
Subject: [EXTERNAL EMAIL]RE: 11V28 RE: Returned Direct Deposit

Good afternoon Mayreth,

We still have not received the funds from the returned deposit mentioned below. Are you able to tell us when we should be expecting the money for this?

Tasha Newman
HR/Payroll Specialist | American Producers Supply
111 Third Street, Marietta OH 45750
740.373.5050 x 1181 | fax: 740.434.0095

From: Tasha Newman <tashan@americanproducers.com>
Sent: Thursday, September 5, 2024 9:13 AM
To: 'Mayreth Leos' <mayreth.leos@paycomonline.com>
Cc: 'Mark Magers' <markm@americanproducers.com>; 'Christina Girod' <christinag@americanproducers.com>
Subject: RE: 11V28 RE: Returned Direct Deposit

Thank you for your help!

Tasha Newman
HR/Payroll Specialist | American Producers Supply
111 Third Street, Marietta OH 45750
740.373.5050 x 1181 | fax: 740.434.0095

From: Mayreth Leos <mayreth.leos@paycomonline.com>
Sent: Thursday, September 5, 2024 9:07 AM
To: Tasha Newman <tashan@americanproducers.com>
Cc: 'Mark Magers' <markm@americanproducers.com>; 'Christina Girod' <christinag@americanproducers.com>
Subject: RE: 11V28 RE: Returned Direct Deposit

Good morning,

Our banking team confirmed these funds are being returned from the receiving bank.

The trace number for this deposit is **021000020107653.**

The receiving bank is returning the funds to us with a Return Code of **R02 - Account Closed** .

Please let me know if you have any further questions.

Thank you,
Mayreth Leos | Paycom Specialist
3489 State Highway 121 N | Grapevine, TX 76051
800.580.4505

If you need to contact my direct supervisor, Elmer Caceres, for any reason, you may do so at elmer.caceres@paycomonline.com or 800.580.4505.

From: Mayreth Leos
Sent: Wednesday, September 4, 2024 4:59 PM
To: Tasha Newman <tashan@americanproducers.com>
Cc: 'Mark Magers' <markm@americanproducers.com>; 'Christina Girod' <christinag@americanproducers.com>
Subject: 11V28 RE: [EXTERNAL EMAIL]Returned Direct Deposit

Good afternoon,

Thank you for reaching out, I would be happy to assist.

I have requested a trace number for this direct deposit from my banking team. I will get this over to you as soon as they provide this.

Please let me know if you have any further questions.

Thank you,
Mayreth Leos | Paycom Specialist
3489 State Highway 121 N | Grapevine, TX 76051
800.580.4505

If you need to contact my direct supervisor, Elmer Caceres, for any reason, you may do so at elmer.caceres@paycomonline.com or 800.580.4505.

From: Tasha Newman <tashan@americanproducers.com>
Sent: Wednesday, September 4, 2024 3:50 PM
To: Mayreth Leos <mayreth.leos@paycomonline.com>
Cc: 'Mark Magers' <markm@americanproducers.com>; 'Christina Girod' <christinag@americanproducers.com>
Subject: [EXTERNAL EMAIL]Returned Direct Deposit
Importance: High

Good afternoon Mayreth –

We had an employee tell us that he didn't receive his direct deposit for the 8/16 check date. We issued him a paper check in its place. We had the same issue with the employee for the 8/30 check date. Also issued a paper check as replacement.

I checked the client action center looking for the returns, and only the 8/30 check is showing. Is there a way to trace where the deposit for the 8/16 check went? The voucher number for the check is 585388155DD, and the employee is Jeffrey Shock. Please let me know if you need additional information.

Thank you,

Tasha Newman
HR/Payroll Specialist | American Producers Supply
111 Third Street, Marietta OH 45750

740.373.5050 x 1181 | fax: 740.434.0095



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