TRASH FLOW

presents the **TRASH TALK** Newsletter

Jane receives the CEO respect award from CEO George Pierce

MEET TRASH FLOW TEAM MEMBER JANE

Jane came to Ivy Computer Inc. (the company that develops and supports Trash Flow) as a highly skilled administrative professional. Jane is now entering her 5th year with the company. During her time at Ivy Computer, Jane has provided outstanding customer service to our customers, vendors, and our employees.

Jane resides near the Waterbury area with her husband and two young children. During the Vermont winter months, Jane and her family spend quality time skiing and snowshoeing.

Jane is the first ever recipient of the CEO respect award.

The CEO Respect Award recipient is based on nominations from fellow employees who are tasked with *"sharing those moments and stories of your coworkers when they demonstrated respect. Even during tough conversations, when they listened instead of talked, when they reached out to help, when someone taught you how to be respectful"*. In October 2023 CEO George Pierce presented Jane with the first CEO Respect Award. Congratulations Jane!

PRODUCT SPOTLIGHT

Hands Free Teleroute

With safety and time savings in mind, we bring you a hands free version of Teleroute. This new feature will allow your drivers keep their hands on the wheel. Once they've selected a route, they can use voice commands to run their routes. Simply say "Route Picked Up" at each stop and your device will pick up the current stop and select the next one. We have a wide array of supported commands for both Routes and Work Orders, so your drivers can focus on their work. We even offer French and Spanish support.

Hands Free Teleroute is on the way very soon, likely by the new year. We will let you know when Hands Free Teleroute is live.

TECH TALK

Did you know you can scroll through Customer Accounts without closing the window? If you press the Page Up or Page Down Key on your keyboard, you can scroll customer by customer, without needing to hunt and peck! But wait, there's more. You can also use **'Step-Within'**

Step-Within is one of Trash Flow's lesser-known, but handy features! This feature allows you to filter/sort your customers for easy scrolling in the customer card. [Page Up/ Page Down]

For example, let's say you're scrolling through Customer Cards, sorted by Account# by default, but instead you wanted to instead scroll through only residential customers.

You can go to **File -> Step-Within -> Select Account Type "Residential"**
Using the "Step-Within" feature like this allows you to scroll straight to the next customer with a residential account type. This feature can be sorted in many other ways, including, but not limited to: Bill Group, Geographic Region, Source Co. Salesperson, and more!
Save even more time today, with this lesser-known feature!!

--Cole, Tech Support Specialist, Trash Flow

WHAT'S COMING

Trash Flow Mobile

Trash Flow Mobile has hit a slight delay in development but we still expect it to be available soon.

Trash Flow Mobile is the beginning of providing mobile capabilities to Trash Flow, and will start with reporting. You will be able to run all your favorite reports on your tablet or browser while sitting in your favorite chair during the commercials on the football game. Please note that TF Mobile only works with cloud base installations.

DOGS OF IVY: BELLA

Bella is a beloved companion to Sarah in our Sales department and is very grateful she gets to come to work every day! While here, she enjoys playing with her many dog friends, munching on treats from all her human friends, and loves to walk outside to sniff at the woods hugging our lovely offices. Bella sometimes plays basketball with other Ivy Fam (she's excellent at defense) and is always a little reluctant to leave at the end of the day, as she considers Ivy a second home.

TRASH BILLING TOOL BOX

Picking Up Web Payments and Sending Info to the Web

Trash Billing has many great features to save you time and Trash Billing's functions also help to better connect your customers to your business. Much of this connection is centered on the customer's account at TrashBilling.com. At TrashBilling.com your customers can see recent charges and transactions, enroll in emailed bills, send and receive messages from your business, and even message the Trash Billing department with technical questions about Trash Billing.

At the end of the day: the most popular feature of TrashBilling.com is the ability for customers to make payments directly to a trash hauling operation. But even this feature can facilitate communication between customers and trash haulers. Here is some detailed information about the "Pickup Web Payments" and "Send Info to the Web" functions that can help you and your customers be on the "same page" when it comes to payments.

The "Pickup Web Payments" Function

What is Picking up Web payments?
Picking up web payments is the act of retrieving the records of your customer's actions on TrashBilling.com into your Trash Flow account. When you select "Pickup Web Payments" in Trash Flow's Trash Billing window; TrashBilling.com will send to your Trash Flow account:

- Payments that customers have made at TrashBilling.com
- Auto Pay enrollments, changes, and cancellations
- If a customer has added a new email address or changed an email address on file
- Email billing enrollments

Picking up web payments isn't just for customer's actions at TrashBilling.com. It is also how the Trash Billing Department sends important information to your Trash Flow account including:

Responses from financial institutions such as:

- Declines
- Returns
- Change notices
- Trash Billing initiated reversals (initiated most often when a hauler specifically contacts Trash Billing to request help with a reversal)

What Does Picking Up Web Payments Not Do?

When you select "Pick up Web Payments" in Trash Flow's Trash Billing window: this action does not initiate any payments. Selecting "Pick up Web Payments" is simply gathering the record of already processed actions from TrashBilling.com and/or the Trash Billing department into your Trash Flow account.

How Often Should I Pick Up Web Payments?

Trash Billing recommends web payments get picked up at least twice a day. A simple schedule could be picking up web payments once in the morning, and once at the end of business day. If you have a high volume of transactions you may want to pick up web payments even more often. This will ensure the information in your Trash Flow account is most accurate and will help your business plan for route updates based on customer's payments or potential declines.

Using "Pick Up Web Payment" immediately before creating an Auto Pay batch is also HIGHLY recommended. This means that your Trash Flow account has the most up to date records when it takes that "snapshot" of the accounts selected for Auto Pay. Here is an example:

- Let's say that a hauler last picked up web payments at 9:00AM.
- At 10:00AM an auto pay customer successfully submits a payment at TrashBilling.com that pays off their balance due.
- At 12:00PM the hauler schedules their Auto Pay to run.
- The Auto Pay will still be using the picked-up records from 9:00AM and will not "see" the successfully submitted payment from 10:00AM.
- **This scenario results in this customer essentially paying their balance due twice or possibly experiencing a declined Auto Pay transaction.**

If the hauler from the scenario had, instead, picked up web payments at 11:55 and then scheduled their Auto Pay at 12:00PM: the customer's TrashBilling.com transaction would be visible to your Trash Flow account and would not include the customer in that afternoon's Auto Pay.

The "Send Info to the Web" Function

What is Sending Info to the Web?

Sending info to the web allows any changes, charges or payments you have applied to a Customer Card directly in Trash Flow to be reflected on TrashBilling.com. Selecting "Send Info to the Web" also combines the records from your Trash Flow with the previously "picked up" customer's actions at TrashBilling.com to most accurately update the customers' accounts on TrashBilling.com with any payments or changes they have made.

What Does it Look Like When I Send Info to the Web?

When TrashBilling.com takes the combined records of the previously "picked up" web payments and your office's actions in Trash Flow depending on the options you have selected in Trash Flow, customers should be able to see:
- TrashBilling.com and Trash Flow payments
- Updates to balances due
- New charges applied by the hauler
- Changes in contact information
- Auto Pay changes
- New messages

Customers can also see the last time that the trash hauler has updated the accounts by sending information to the web. Beneath their balance, they will see a line stating "This information is accurate as of: *date and time hauler last sent information to the web*"

What Does Sending Inform to the Web Not Do?
Similar to the "Pick Up Web Payments" function when you select "Send Info to the Web" in Trash Flow's Trash Billing window: this action does not initiate any payments. Selecting "Send Info to the Web"" is simply gathering the record of already processed actions from picked up TrashBilling.com actions and your own Trash Flow account and applies it to the customer's accounts at TrashBilling.com

How Often Should I Send Info to the Web?

Trash Billing recommends you should send info to the web any time after picking up web payments. Its also important to send info to the web any time you make an adjustment to a Customer Card such as applying new charges or after processing a transaction from your Trash Flow account. This will ensure that your customers are seeing accurate and up-to-date information in their account on TrashBilling.com. If you send out bills without sending information to the web; the customers will not see an accurate balance and may pay the wrong amount or nothing at all. If there is one take-away this article, we hope it is this:

There is no such thing as picking up web payments or sending info to the web too often

If you have any questions about Trash Billing, please do not hesitate to contact the Trash Billing Department.

TRASH FLOW IN THE COMMUNITY

Ivy Computer Inc. initiated a Philanthropy Committee in 2022 to facilitate company donations to charitable organizations. With over three decades in the Central Vermont business community, Trash Flow currently employs 67 people, including residents of Addison, Chittenden, Lamoille, Orange, and Washington counties.

Part of the Philanthropy's committee mission is to help with community initiatives, so when the opportunity presented itself to fully sponsor the Waterbury Acts of Kindness program facilitated by Revitalizing Waterbury, the committee did its part to provide funding for the program. Now in its third year, Waterbury Acts of Kindness is a unique program, where you can nominate someone who provided great service at a business, went above and beyond as a volunteer, did an otherwise thankless task, brightened your day, or did something else to help make our town a better place. Nominees can be anyone who lives in, works in, or positively impacts the Waterbury, VT community. All nominees receive $25 in Waterbury Bucks to spend at any local business participating in the program. Ivy Computer Inc. is proud to be the Waterbury Acts of Kindness program's main sponsor.

TRASH FLOW
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