TRASH FLOW

PRESENTS THE **TRASH TALK** NEWSLETTER

Meet Trash Flow Team Member John!

John has been with Trash Flow since April of 2012, making his way towards completing his 13th year with us! He is a Sales Consultant and the Sales Team Lead, so you may have spoken to him while making your decision to join the Trash Flow Family. John is a person who looks at the fine details both in his work and for the haulers he works with while maintaining a big picture vision. His years of experience here come in handy both within the organization but also outside of the company - being able to give advice, honest feedback and support to current clients and potential new clients. Outside of Trash Flow, John is a husband and father with a blended family that includes 9 children, three of which are triplets. John is a sports fan, specifically football. He is a HUGE NY Giants fan, to which he likes to joke it is not easy to be these days, and even has his own NY Giants focused podcast

A Note From Our CEO George on Our Price Change

Winter is coming to an end up here in the North country of Vermont. I have even snuck out on my motorcycle for a couple of short rides. I am so jealous of any of you who can ride all year round. I hope all of you made it through the winter safe and happy.

Ivy Computer and Trash Flow are happy and healthy. We have moved into our new building making room for continued growth and have continued to make improvements to Trash Flow. The rebirth of our General Ledger/Payroll package Ivy Bucks is in Beta Testing. Windows native with a great new look and a whole host of additional features, it takes the original Ivy Bucks to a whole new level while maintaining it's straightforward simplicity. Our focus remains as it has always been to create a high-quality product, function-focused, with an emphasis on saving you time. The less time you spend on your computers, the more time you spend making money or with your family and friends.

While we have been doing that the waste-hauling industry has been changing. Many of the competitors we have known over the years have gone away, either through acquisition or just closing up shop. When your software supplier just up and disappears, it can make things very difficult. It is a whole other thing to make that change in an organized and planned process. Every other day another hauler does this when they transition to Trash Flow. Ivy Computer, Inc. -- Trash

Flow's parent company -- is working to establish a financial structure where that won't happen, and we will have more information on that later in the year. We want to always be in a position where you can count on us to be there for you as long as you want us.

As the CEO of Ivy Computer, I feel it is my responsibility to tell you that Trash Flow and its related products are going to be going through a price increase soon. It has been a very long time since we set our current prices, and the product has changed dramatically since then. The cost of doing business including maintaining highly skilled and hard-working staff has also increased as I am sure you are aware. Trash Flow is a powerful and effective product, that is just going to keep growing and evolving making it an even better value for you, our haulers. Our focus on designing it in a manner that saves you time makes it an effective tool for everything from 1 Truck operations to major multi-location haulers. Ivy Computer is also structured in a way where we continue to invest in the products and company, We are investing in Trash Flow by making it better, more feature-filled, faster, and more flexible, We are investing in Ivy as we look at adding more product lines like Ivy Bucks.

39 years ago, it was me on a Gateway AT computer on the dining room table. The simple easy-to-use software we developed back then allowed for the success we enjoy today. Continuing that principle of simple and easy-to-use will allow us to continue to grow for decades to come, and that is what we plan to do.

I'm looking forward to the year to come and will be excited to hear how you like the things we are doing to save you time and make your lives easier.

Tech Talk - FAQ's

Can I reset a customer's TrashBilling.com password?
Open up your customer's account in Trash Flow and click on "File" at top left and there will be an option called "Clear TB Password". Your customer will be able to set a new password after this.
(Learn more about this below in the Trash Billing Toolbox)

When I try to open Trash Flow, why does it say "pick data source"?
If you see this message there is a good chance your Server PC is not running, if it is, a restart may help. Alternately, you may not be connected to the internet, or you may not be connected to the same network as your Server.

Can I bulk send customers emails?
With Trash Billing you have the ability to send bulk emails to a Route via Route Sheets or through the Customer List report using all their filters. In each report you will want to go to "Report Format" dropdown and select "Bulk Email". This will send an email to all customers with a Billing email on file who apply to your report's settings. Make sure you have a '.doc' or '.docx' file type with what you want your email to say. You will select this file in the next screen after selecting OK. If you choose to preview document you will need to hit [X] at top right and finally you will type your Subject line and a Message Type you think best suits your message.

Product Highlights - Recurring Work Orders

Recurring Work Orders will Save You Time!

This past November, the Recurring and On-Call Work Orders feature was released to Trash Flow users.

Prerequisites:
- You must be on version 3.02.054+
- You must have either our Container Tracking or Commercial Billing modules. If interested, please speak with a Trash Flow sales representative at (800) 852-5199.

What is a Recurring Work Order?

A recurring work order allows you to set up service that runs on a repeating regular schedule. For example, you would want to set up a recurring work order if your customer wants their container emptied and returned every two weeks.

How To Set Up Recurring Work Orders:
- Create a Work Order from the customer account, container placement, dispatch window, etc.
- Choose the location.
- Choose your Work Order Action.
- Set Work Order Schedule to Recurring.
- A new window appears. Choose how often you want to service the container.
- If you know the customer will only have the container for a given period: check Ends and pick the last date they would get service. Otherwise, leave this option unchecked.
- Click Submit to save the schedule and return to the work order creation window.
- Make any other needed changes and click OK to finish creating the work order.
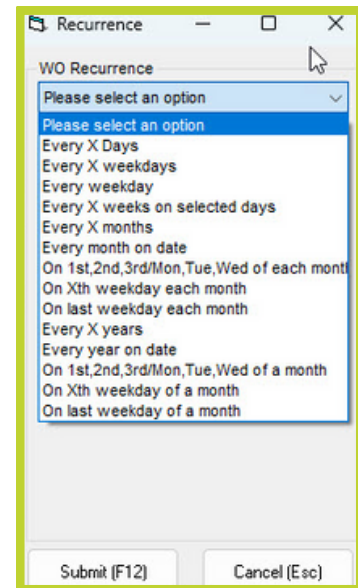
More info

You may also access this guide from within Trash Flow, using the "?" on your System button, or by clicking System → More → Help. Contact your Trash Flow tech support professionals at (800) 708-8642 if you have further questions about using Recurring and On-Call Work Orders.

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Training Corner - Help Shape Our New Video Tutorials!

What's Coming

Our initial video series will feature quick, easy-to-follow tutorials, designed to help both new and experienced users navigate Trash Flow more effectively. Whether you're looking to streamline your waste management processes, better understand reporting features, or optimize your collection routes, these tutorials will provide clear, step-by-step guidance.

We Want Your Input!

While we have many topics in mind, we want to ensure our content addresses YOUR specific needs and questions. What aspects of Trash Flow would you like to see explained in a video tutorial? Perhaps you'd like to learn more about: Setting up custom billing groups, Generating detailed analytics reports, Using our mobile application to view reports, Adding customers to routes, etc...

Share Your Thoughts!

Your feedback is invaluable in helping us create content that truly serves your needs. Please take a moment to email the team with:
- Topics you'd like to see covered in our tutorials
- Specific features you find challenging to use
- Any questions you frequently find yourself asking about Trash Flow
- Is a refresher needed on one of the modules?
- Is there a desire to learn how to utilize reports more effectively?
- Has a new employee been hired?

We'll be launching our first set of videos in the new year, and your input will help shape our content calendar. Stay tuned for the channel link and our first tutorials! Thank you for being part of our community and helping us make Trash Flow even more user-friendly.
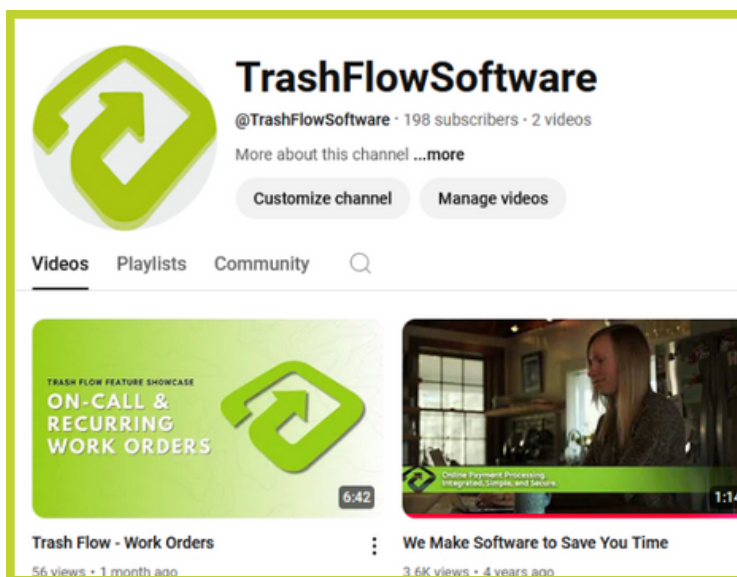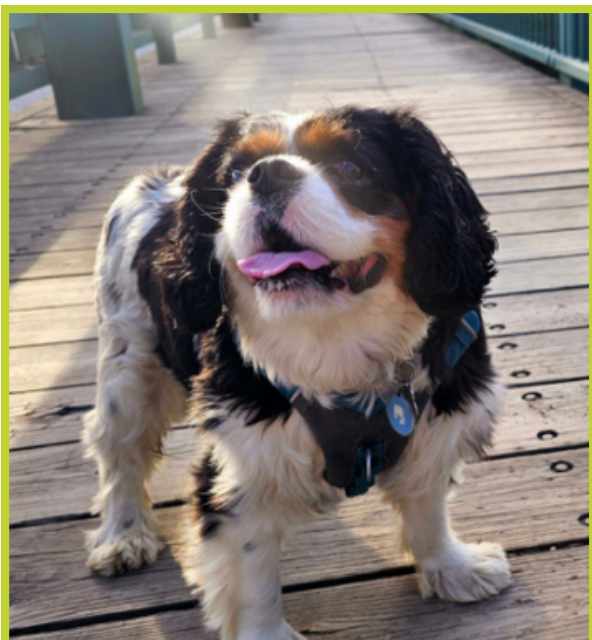
Dogs Of Ivy!

Meet Billy! Mister Billy Triscuit Electricity Biscuit AKA Mister Snarfles is a 3.5 year-old Tri-Color Cavalier King Charles Spaniel. His favorite activities include sleeping, snoring louder than any human being, scouring the floor for anything edible or non-edible to put into his mouth, reading and replying to messages from friends via the bushes outside, going for car rides in his billybasket, giving kisses and doing backflips (when nobody's looking). His favorite games are "Rock", "Greenball", "Treat", and "Tug". His favorite place is on the riverfront in the warmer months, where he enjoys cooling off in the water after a long walk. He approaches new friends by performing an "Army Crawl" to let them know that he is safe, gentle and made of love. He doesn't typically engage with other dogs much because he thinks he's human. He enjoys wearing clothing, has a refined sense of style and will do anything to be your friend (as long as there are treats involved). Billy was put on this earth to provide peace, love, happiness and joy to all he encounters and he puts a lot of effort into that from day to day at Ivy.

Trash Billing ToolBox

Did you know a customer TrashBilling.com password can be reset in Trash Flow?!
On occasion a customer may forget their password or need to reset it. While TrashBilling.com offers a self-service option for customers to reset their own password, we have found that many customers prefer to have a more human centric experience or are unable to complete the password reset process themselves. For this reason, the Trash Flow software provides you with the ability to reset a customer's password directly from their account.

Steps:
- Go into the customer's account in Trash Flow.
- Navigate to and click the "File" drop down menu option and select "Clear TB Password".
- The customer may then log into their account and it will prompt them to set a new password.
- They will need to enter it in twice, and select the ReCAPTCHA stating "I am not a robot". If the customer inquires, let them know that Trash Billing passwords do not require a specific length or special characters.

Meet Your Techs
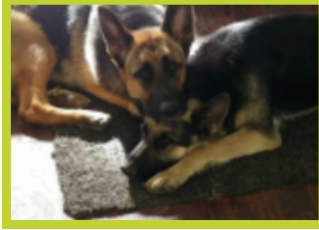
"Good morning, Trash Flow, how can I help you?" Trash Flow offers unrivaled, good old-fashioned, 24/7 - 365 day a year customer service from a real person. When you call that number, you're talking to someone here in Waterbury Center, VT (or maybe one of the towns around here if you're calling after hours and catching someone at home). No obstacle course to get through, just a phone line to a real person who is going to do everything in their power to solve your problem. But of course they're more than just the best darn Techs in the business. Each newsletter we'll be interviewing one of our Techs and publishing it, to give you a little more insight into who's on the other end of that phone. First up - our most senior Tech , Donnie Leach.

Meet Donnie!

How long have you been with Trash Flow?
As of today 7,588 days. But who's counting?

What did you do before becoming a tech here?
I ran my own roofing company and before that worked at IBM. IBM was just too corporatey for me though I made a lot of friends there and have a lot of good memories. I only stopped roofing because my body told me it was time. I have a lot of good memories from roofing as well. My fave? The day I watched a hawk fly right toward me from a distance and pass right over my head while carrying a snake. You don't get to see that every day. My least fave? I roofed a house right on the shores of Cape Cod in the middle of January by myself during one of the coldest winters I can remember.That was absolutely brutal.

We know you like to play guitar, how many do you currently have?
I own 4 guitars right now. A Rodriquez Classical, a first year run Peavey EVH Wolfgang, a 1969 Fender Strat that was my fathers, and a Schecter Reaper FR6 that my wife got me for Christmas (along with some Yamaha HS8 studio monitors). When my office space at home is remodeled, I plan to make that area my office/studio and (hopefully) produce guitar Youtube clips.

How did you get into guitar playing?
I started playing guitar when I was about seven years old but really got serious about it when I was around ten years old. I couldn't get enough of it. From there I had private teachers and some college (as long as we could afford it and for classical playing) . Then I got a summer job roadying the Joe Perry Project when Aerosmith split up for a while -- It was on that tour that I met my true mentor, Randy Rhoads when Ozzy was backed up by the JPP on his Blizzard tour. I've been a guitar freak ever since.

Ultimate band - You on guitar, and who else is in?
Hmm... me on guitar, John Myung (Dream Theater) on bass, Alex Van Halen on drums (I love his style), Dino Jelusick on vocals and that's it. A power trio plus vocals. But I don't think that's going to happen any time too soon so for now I'll keep doing tech. Besides, I have two German Shepherds that like to eat, property taxes to pay and a Mustang that drinks high octane gas.

Trash Flow Help

Trash Flow Help Has Changed A Lot!
If you're like many other haulers you've been relying on Trash Flow Help for a long time. You've seen a lot of changes over the years, and you can look forward to more improvements in the future! When a prospect first downloads the demo version of Trash Flow they likely haven't met with a salesperson, may have never seen Trash Flow, might not have ever used billing and routing software at all—but they do have documentation showing them how to use almost every aspect of the program. Over the decades we've grown from a comb-bound manual to a file included in the program, and soon to a dedicated website. When we first looked at how to provide comprehensive, written instructions for Trash Flow, a single file within the program was the right way to go. The

Paper Manual from our original DOS Trash Flow Version from 1989

format was simple, it let us set up an index and a table of contents, and it worked fine in any version of Windows. The first version of the Trash Flow Help file was released sometime in summer 2010. We've added and updated files over the years until it now has more than 300 topics covering everything from entering a new customer to fine tuning your posting report options.

A Whole New Look!
As more of our customer base has gotten online it's time for an exciting move: starting soon Trash Flow Help will be stored on a modern website. This gives us access to some great new tools including:

The ability to fine-tune search results, returning certain pages near the top of the query.
Statistics on which pages get accessed most often and which ones might lead you to call us.
This will be a great way for us to keep our documentation up to date, but also a way to actively help you -- our haulers -- if you need to look up a topic related to a recent Trash Flow update or fix.

It doesn't end there. There is so much more we can do in the future. With a well-constructed website we can use multimedia aids such as animated click sequences to clarify a workflow, links to in-depth training videos, and determine where you were in Trash Flow before deciding to get help.
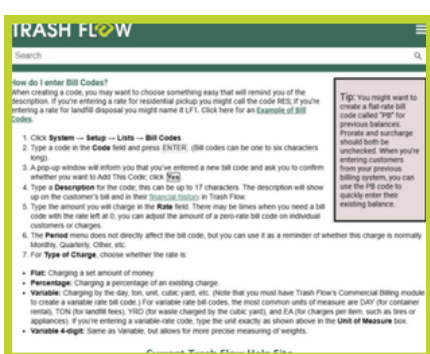
Now We Need Your Help!
Take a look at the image to the left, that is our current Trash Flow Help site that we are continuously developing to assist with any and all Trash Flow processes. We always do our best to make sure the Help site meets haulers' needs, but as we look ahead to putting the whole file on the web we plan to review all content more thoroughly than ever. If you see a page that could be improved, please tell us! And if you're wondering how to do something in Trash Flow and can't find the answer let us know that too. We do try to make our best guess as to which topic you might be looking for, so when you press F1 on your keyboard the Help site checks which windows you have open. In any case you can always look through the Table of Contents or use the Search function. If you can't find what you're looking for by all means let us know! Call and speak to us, or send a message to documentation@trashflow.com. We can't wait to hear from you!
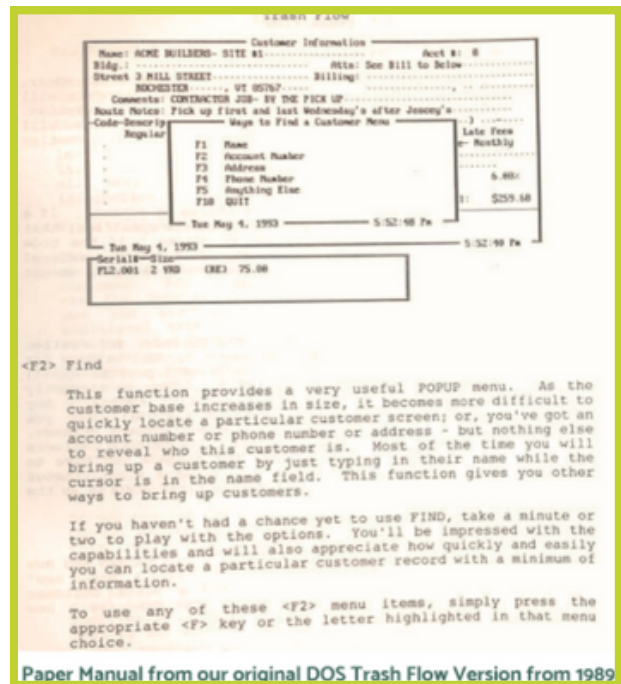
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