

TRASH FLOW

PRESENTS THE

TRASH TALK

NEWSLETTER

Meet Trash Flow Team Member Jeremie!



Jeremie is an Implementation Specialist and is the department lead within our Trash Flow customer success team where he has proudly been serving haulers for over 3 years! He is half American and half French so he is fluent in both English and French which is a fun fact not a lot of folks know about him.

When not working he enjoys spending time with his daughter Clara who was welcomed into the world just 3 months ago! He also enjoys playing a variety of games in his free time including board games such as Wingspan, Spades, Magic the Gathering, and Ticket To Ride, as well as a variety of video games including Hollow Knight and Elden Ring due to their ability to tell compelling stories and challenge the player to do better. He also has a deep love for rock music, whether it be indie rock, 80s rock, punk rock, etc... His most favored bands include Gorillaz, Almost Monday, Caravan Palace, and Twenty One Pilots.

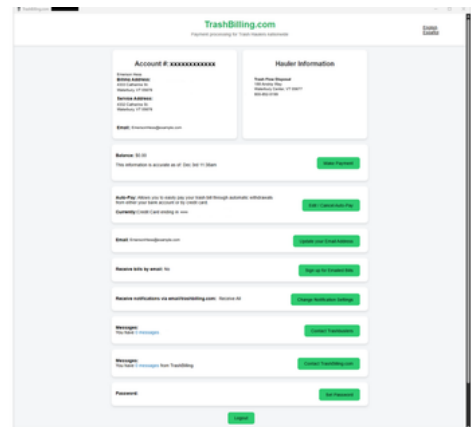
What Haulers are Saying

"I've been asking a lot of questions and learning a great deal, and I really appreciate the support your team has provided. Over the past month and a half, your guidance has already helped us improve our processes and make them more accurate and efficient." -
Amanda (Office Manager)

Trash Billing Payment Processing Toolbox

Viewing Customer Online Billing Portals

Knowing how to properly assist your customers and communicate with them effectively is a HUGE asset to running a business, but it becomes even more of a necessity when it involves billing and payments. Customers want to ensure they will receive their service with no late fees, and you want to ensure you receive your money on time from your customers. Our main goal in Trash Billing is to ensure you have the resources you need to safely and quickly process customer payments and make it simple for your customers to get the questions and concerns they have answered. Conversations with customers go far smoother when you are, quite literally, both on the same page, which is why one of the most recent hauler favored updates was the ability to view customer Trash Billing screens in Trash Flow.



How to use this feature: To view exactly what your customer sees when they login to their TrashBilling.com account: **open the customer account and click File > View TB.com**. A new window will open displaying view-only version of your customer’s account at TrashBilling.com. This is a great tool for having productive conversations with your customers regarding how their name/address appears, line items in their billing history, scheduled payments, basic navigation of the site, and more.

Not seeing this feature? If you click on “File” and do not see this option, you are not on a recent enough version of Trash flow to use this feature. Please give us a call if you would like assistance updating!

Tech Talk - Applying Surcharges

Many haulers are feeling the same pressure right now with rising fuel costs and the impact it has on day-to-day operations. One way to manage some of these increases is by using surcharges, and Trash Flow gives you flexible tools to do that. We’ve outlined the steps below to help you get set up, or you can follow our Trash Flow Help article.

If you’d prefer to walk through it together, feel free to reach out to Tech Support at 800-708-8642, or submit a live chat through Trash Flow or our website—the Trash Flow tech team is always happy to help.

Getting Started with Surcharges: Surcharges can be configured two ways.

- Either a fixed dollar amount, or
- A percentage-based charge applied to existing bill codes.

They can be triggered during:

- Regular charge assessments
- TipTicket Creation
- Work order processing

Before you begin: All surcharges require that bill codes be created for this specific purpose.

- If you do not already have these types of bill codes set up, set them up by following the instructions in our [Trash Flow Help article](#)
- If the bill codes to be used with surcharges are already set up, the procedure below will guide you through the process.

How to create a surcharge: All surcharges require that bill codes be created for this specific purpose.

1. Navigate to: System > Setup > Lists > More > Surcharges.
2. Enter a name for your surcharge (e.g., "Fuel Surcharge") and press Enter. Click Yes to create a new surcharge if prompted.
3. Assign bill codes to the applicable activity types.
 - Click into the relevant field (e.g., Res. Assess Code).
 - Begin typing and select the appropriate bill code (such as your fuel code).
4. Double-click the bill code to assign it.
5. Repeat for other activity types if needed.
6. Click OK to save.

Assigning the surcharge: You have two options.

- Bulk Assignment (by Bill Group): Call tech support.
- Manual Assignment (per customer):
 1. Open a customer account.
 2. Go to the Misc tab.
 3. Enter the surcharge name in the Surcharge field.
 4. Double-click to assign it.

Once assigned, the surcharge will automatically apply when the selected activities occur.

A quick note: Surcharges are not retroactive—they'll only apply to charges and activities going forward after the surcharge is assigned.

Tech Tip - Effective Communication over Email

The Tech team regularly assists haulers with customer communications over email and has noticed some key trends. A few simple habits can go a long way toward making sure your emails land where they should—and keep everyone on the right side of the rules.

First, the tone of messages should always remain professional, messages that come across as threatening, overly harsh, or repetitive are more likely to get flagged as spam (or worse, create unhappy customers). It's perfectly fine to include due dates and service reminders, but steer clear of anything that sounds like a collection notice. Also, never ask customers to send sensitive information like credit card numbers or Social Security numbers over email—that's a big no-no. And be sure to respect your customers' communication preferences, if they've said they don't want certain types of emails, we've got to honor that. Lastly, sending the same (or very similar) message multiple times in a short window can trigger spam filters and lead to bounced emails. A little spacing and variety helps keep things running smoothly.

The Trash Flow system monitors outgoing messages to make sure everything lines up with these guidelines, so following these tips will help you avoid any hiccups. At the end of the day, clear, respectful, and well-timed emails are the best way to make sure your customers get the information they need—without getting lost in the junk folder.

Programming Product Highlights - Feature Requests

Did you know? You can submit feature requests to the Trash Flow team that you deem valuable. Any features that may help you save more time throughout your day, make navigating your Trash Flow system easier, or streamline your operations even more are features that we want to hear about! The work we do daily within our customer support teams and our development teams all come down to doing our best to help all our Trash Flow haulers, and receiving feature requests allows us to keep doing that and getting better at it.



Have a feature request idea? Our tech team would love to talk you through the idea to get all the facts we need before sending it off to our programming team. Simply reach out to our tech team via:

Call us: 800.708.8642

Email us: tech@trashflow.com



Joke Break

What pickup line did the trash man use to get his wife? He said: "Dang honey you smell like garbage... Can I take you out?". And she has been unable to refuse him ever since!

Training Corner - Using the Message Tab in Trash Flow

The **Message** Tab in Trash Flow helps you keep all customer communications organized in one place. Here's a quick overview of what it can do:

1. Receive customer messages directly

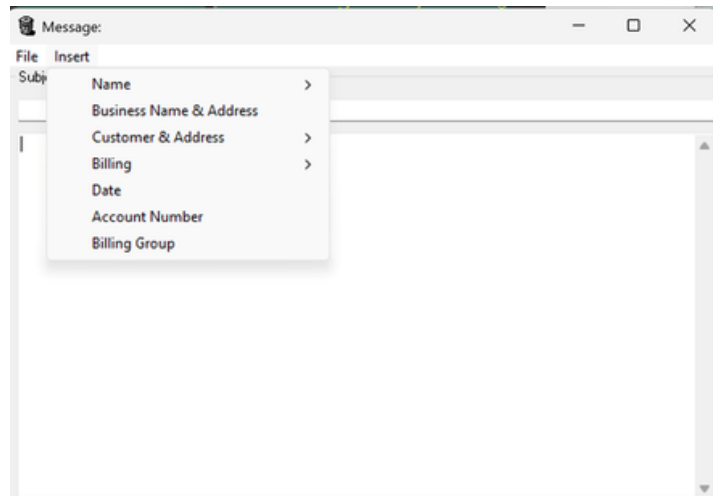
- Customers can send you messages from their TrashBilling.com account.

2. View and track new messages easily

- New messages appear in your Notifications and the Customer Message Tab.

3. Store bulk email communications -

Any bulk emails you send are also stored in the Message Tab, so you always have a complete communication history in one place.



A Handy Feature You Might Not Know About: Message Templates

Want to save time? Trash Flow allows you to create **message templates** for situations where you send similar messages to different individual customers.

How To Create a Message Template

1. Navigate to **Reports > System Reports and Info > Edit Message Body**.
2. Use the **Insert** option at the top of the window to personalize your message with customer-specific information.
3. When you are finished creating the message, click **File > Save As**. Trash Flow automatically saves the message in the correct working directory.
4. Give the message a clear, descriptive name and save it.

Helpful tip: Naming templates by purpose makes them much easier to find later.

Examples of Template Messages

- **New Customer Welcome Message** - Share valuable information such as pickup times, billing due dates, and general service guidelines.
- **Trash Overflow Notice** - A standard message to send to customers when they leave extra trash or trash outside of the Cart.
- **Expired Credit Card Notice**
- **Declined Payment Message**
- **Service Suspension Notice**

Sending a Template Message

1. Navigate to the **Messages** tab
2. Select **Send New Message**.
3. Click the dropdown menu (it will initially say None).
4. Choose the template you would like to send, and you are all set!

Questions? Our Technical Support team is available to help you create, save and send messages. Contact us at 800-708-8642.



Dogs of Ivy!

Meet Isobel (Izzy)!

Izzy is a 1 1/2 year old Pembroke Welsh Corgi and Black Lab mix. She spends most of her days either with her human in the programming department of Ivy Computer or with her Dagny (her other dog dad). Izzy loves coming to work because it gives her the opportunity to get as many treats and pets as she wants, but she HATES to be confined to her humans office, she would much rather be playing with her friends. She also loves harassing cats, going for walks (unless they're guided), rope toys & bones, and ice cubes. She is as lovable as she is adorable, but don't be fooled, she has quite the attitude and does not like other sentient beings of any kind getting attention while she is in proximity.