

# TRASH FLOW

PRESENTS THE

## TRASH TALK

NEWSLETTER



### Meet Trash Flow Team Member Michelle!

Michelle is a Training Specialist within our Training Department. She is known for her welcoming persona, and ability to understand the needs of individual customers and their businesses. Michelle is a much sought-after resource as a Trainer for new clients on our Trash Flow software.

Spending time with her 8 grandchildren is a passion, so frequent travel to her native central New York State area is

necessary to visit with those who don't live just around the corner. In Spring, Summer and Fall, Michelle can usually be seen with kayaks strapped to her car roof, ever-ready for a paddle in any of Vermont's amazing lakes and rivers.

### Tech Talk

Container Placements and Routes: A commonly misunderstood feature of Trash Flow is Container Tracking and how it interacts with Routes. It can be a little daunting at first, but with a bit of setup, it can make managing the addresses of your customer's and/or Containers they have a more smooth and simple process. Fun Fact - normally, a customer's physical address is what shows on a Route sheet or TeleRoute by Default. However, if the customer has a Container Placement with a different address than the customer's physical address - the address listed on the Container Placement will show instead! There are lots of other helpful configurations that allow you the flexibility to manage each account in the way that suits it and you best.



## Big News Below!



# Product Highlights - Trash Flow Mobile

## Trash Flow Mobile is coming out of beta!

Trash Flow Mobile is a secure, mobile-optimized website that allows you to access some of the features of Trash Flow when away from your desktop PC. The first phase of Trash Flow Mobile, releasing to you now, is reporting. You will have the power to view your route sheets, get a list of your customers, or even check your accounts receivable from the comfort of your tablet or favorite browser. Soon, we plan to expand Trash Flow Mobile to help you accomplish more while on the go!

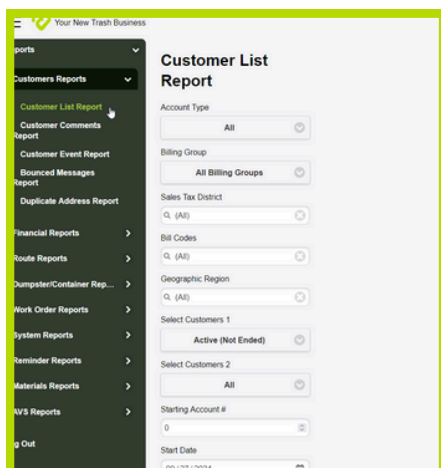
Get started with Trash Flow Mobile quickly and easily!

### Prerequisites:

- You must use our cloud service to store your database.

### Setup:

- Trash Flow Mobile setup can be accessed on your desktop installation of Trash Flow.
- From the Trash Flow tilebar click **System** -> **Setup** -> **TF Mobile Setup**.
- Check the box to Enable TF Mobile. Change the Mobile Timeout (minutes) value if desired, after this many minutes without using the app you will automatically be logged out.
- If you enter your email address, you will receive an email containing a link to access Trash Flow Mobile and a confirmation that Trash Flow Mobile has been activated.
- If you use our Access Control module, you will use your regular credentials to access Trash Flow Mobile. If you do not have Access Control, the setup form will allow you to create credentials.
- You do not need to check Update Database Info unless there's been a very recent change to your Cloud data (changing the password, renaming the database, etc.).
- Click OK to enable.



### Using Trash Flow Mobile:

Reports appear in the same order as they do in Trash Flow, and working with them is almost identical.

- Tap Reports -> [the category of reports you want] -> [the report desired].
- Utilize the dropdowns and checkboxes to generate your chosen data fields.
- Choose a report format, and click “OK” to generate the report.

If you have further questions about Trash Flow Mobile, contact your Trash Flow salesperson at (800) 852-5199 or one of our tech support professionals at (800) 708-8642.



## Joke Break

Apparently adding herbs to your garbage can make it smell better, but I don't have thyme for that rubbish.

## Training Corner

### What Do We Know?

Our Training Specialists know the ins and outs of Trash Flow. We not only have expert knowledge of the software, we are critical thinkers and experienced problem-solvers. We work alongside haulers to tailor a training curriculum to fit individual needs and learning styles. Our goal is for you to confidently run your business and maximize your Trash Flow Experience.

### What Do We Do?

Some of you have worked closely with the Training Team as part of your On-Boarding process with Trash Flow. However, did you know that you don't have to be a new customer to schedule a training appointment? With an active service contract, additional training is always available!

Is there a process that is unclear?

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?

Feel free to reach out to us to schedule a one-hour training session with one of our Trash Flow Training Specialists!



## Dogs Of Ivy

### Meet Barkley!

Barkley is a 12 year old Bagle Hound (Basset and Beagle Mix), His hobbies include breakfast, lunch, and dinner (food in general, of course). His hobbies also include impressing the lady dogs on Ivy Computer campus with his Hound bark and short but strong presence. He also loves quality time and naps with his person's young daughter. His favorite season just so happens to be Hoodie Weather so he is thriving in this fall season.



## Trash Billing ToolBox

### What is a Prenote?

A prenote (abbreviation for prenotification) is a zero-dollar transaction that merchants like Trash Billing use to verify the routing and account number on ACH transactions (sometimes known as direct deposit transactions). When the Trash Billing system reads a routing and account number that had not previously been used in a Trash Billing transaction, it will initiate a \$0.00 transaction to be sent to that customer's financial institution. The financial institution reviews the information contained in that transaction's file to verify if this is a valid account for this type of transaction.

Some of the questions a financial institution's system "asks" when it receives a prenote

- Do the routing and account numbers match to a valid ACH account in their system?
- Is the account open?
- Is this account set up for this type of withdrawal? Or does it restrict withdrawals (like a savings account)?
- Has this account been restricted because of bank policy or a compliance rule?

The bank then either replies to the prenote with a decline or does not reply to the prenote which means that it was accepted.

Once the banking information has gone through the prenote process, the customer's payment information will not need to go through the prenote process again unless they change the routing number and account number that they use for payments on their account.

### How do prenotes affect my deposits from Trash Billing?

This process will not affect the timing of funds you receive for ACH transactions.



### **How do prenotes affect my customers?**

If an email is on file within the customer account, your customers will see an email notification for any transaction where we send a prenote to their bank. Within that first email that the customer receives, there will be a time frame with specific dates for when Trash Billing expects the financial institution to respond to the prenote. Then, if the account is validated by the financial institution, your customer will receive a second email saying the transaction is being submitted. The customer should see the live payment reflected in their account with their financial institution shortly after the date that the prenote was validated.

### **Do other transaction types (credit/debit cards, RPPS, ARC) go through the prenote process?**

No, only transactions submitted with a routing and account number on the ACH network go through a prenote verification process.

### **My customer's account was invalidated after a prenote but the payment did not decline: What happened here?**

In some circumstances, a financial institution may issue what is known as a "Change Code". When Trash Billing receives a change code, the transaction may be processed under that adjusted information. However, it may only make this exception once, Trash Billing is not able to process future payments with the original, incorrect, information. The corrected information from their financial institution is communicated to the customer via email if they have an email on file. This way the customer can submit the correct information in the future.

### **Are there any actions that my staff need to take when dealing with a prenote?**

No, the prenote system is completely automated and any declines or change codes are sent from the customer's financial institution. There is no direct action for staff who utilize Trash Billing to take regarding prenotes.

However, Trash Billing does always recommend that trash haulers stay up to date with the most recent version of Trash Flow. Updating your Trash Flow software means that you are able to take advantage of security-related updates and many user conveniences. This includes instances such as when Trash Billing expanded the information visible within your Trash Flow for customer declines.

Please never hesitate to reach out to the team at Trash Billing with your questions. If your customers have questions about prenotes that you do not feel confident answering - you can always give them the Trash Flow number and Trash Billing can speak with them. We are always happy to provide as much guidance and insight as we can!

## **Trash Flow in The Community - Green Up Day**



Team Members stepped out to put in the work for Vermont Green Up Day! A holiday where we get our recycled Green Up bags and clean up rubbish or other items throughout our environment!

## Trash Flow in The Community - Philanthropy Committee

### **Donations made to Montpelier Downtown Community Association DBA Montpelier Alive and Barre Up**

On July 10th of 2023 Vermont was hit by a large flood that left businesses destroyed, homes in disrepair and a large part of our beautiful state in complete disarray. Unfortunately, on the one-year Anniversary of this tragic event, Vermonters were once again devastated by similar mass flooding. This was then accompanied by many other small floods throughout the state which has left community members struggling continuously.

Montpelier and Barre, Vermont, two cities close to our home base in Waterbury Center, created organizations to help assist community members and aid in the reconstruction of towns: Montpelier Alive and Barre Up. To pay tribute to our neighbors and do what we can to assist our community, our Philanthropy Committee here at our parent company Ivy Computer Inc. elected to designate a sum of our donation funds to these two organizations.

Vermont is a beautiful state that we here at Trash Flow feel incredibly lucky to call home, and we feel hopeful that our efforts will play a role in helping our communities recover from these devastating impacts. We would like to send our best wishes to anyone within the Trash Flow family that has been affected by the recent floods and natural disasters felt throughout the country!



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