TRASH FLOW

PRESENTS THE

TRASH TALK

NEWSLETTER



Meet Trash Flow Team Member Jeff!

Jeff is a treasured member of our Tech Support team!
Jeff spends his days at the Trash Flow office speaking with haulers and assisting them with any questions or issues they are having. He enjoys getting the opportunity to not only assist our haulers, but to also connect with them and share stories.

When Jeff is not at the office you can find him playing the drums, taking photographs or planning a Disney trip. Drumming is a big passion of Jeff's, and he has explored that and recording engineer work in a variety of bands including hardcore, heavy metal, hard rock, and jam. He is an avid Star Wars fan and has been since 1977 and then in 2008 his wife introduced him to Disney, and he's been a huge fan of that ever since. Jeff and his wife Michelle got engaged at Disney and now make it a regular vacation spot. Jeff even had the pleasure of meeting Larry the Cable Guy at a Star Wars Tour (pictured above), which was an incredibly fun addition to an already incredible trip!

What Haulers Are Saying

"Every time I call the Trash Flow office, the staff that answers is always so sweet and quick to help, which is much appreciated. Our company came from quickbooks so every time we needed help or had a question about something we would have to go through long phone wait times on hold and then once we finally got a representative there would be a language barrier which made things very frustrating, we would try to use google to find an answer about their software because calling them would just be a headache."

- Macey (Office Manager)

Customer Success Corner - Posting Reports in Trash Flow

Ever wonder where your money went, or where it came from? Posting Reports have the answer. They track the payments and charges posted to accounts in Trash Flow and can save you real time at the end of the day, month, and quarter.

Finding Your Financial Reports

Click the **Reports** tile in the center column of your Trash Flow window, then select **Financial Reports** from the Report Types on the right. Most of our extensive financial reports fall into two groups, **Posting Reports** and **Receivables**. To reach Posting Reports, follow **Reports > Financial Reports > Posting Reports**, where you will find five reports.

The Posting Report: Your Go-To

One of the most-used financial reports, it can be filtered and sorted many ways.
Need a spreadsheet? Select **Report Format > Export to CSV**. Common uses:

- See money received or billed in a selected time period.
- Count charges for a particular service.
- Review charges and payments entered by a user.
- Compare residential and commercial revenue.
- Check taxes owed for a month or quarter.
- See revenue by town or county.
- Compare electronic payments to cash and checks (with Trash Billing).
- Review credits and write-offs.

Other Posting Reports

Deposit Slip: Lists detailed check payments and a total cash amount. Print it and take it to the bank with a deposit slip and the day's money or use it to verify the check and cash payments posted in a chosen time period.
Entered Deposits Report (Advanced Billing only): Like the Deposit Slip, but you can also specify a time range. This helps when you record payments and take them to the bank, then enter more payments later the same day.
Payment Reconciliation Report: Compare each day's deposits with your bank statement to catch discrepancies.
Payments Summary Report: See payment totals by day, week, month, or year, plus electronic processing fees by payment type.

Want to Learn More?

If you would like more information on any of these reports, consult your **Help Menu** in Trash Flow or reach out to your Customer Success team.



Joke Break

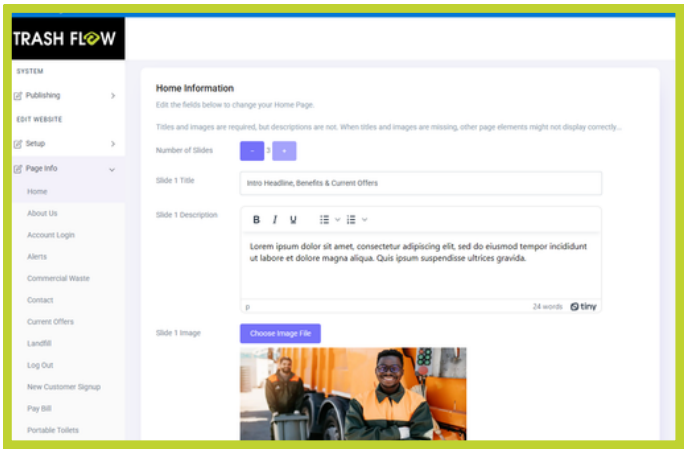
What do you call a conversation between two garbage cans?

Trash talk.

Product Highlights: Trash Flow Hauler Websites

Hauler Websites Beta is Live!

Our programmer, Jeff, has been working hard to bring you a new business tool we like to call Trash Flow Hauler Websites. Trash Flow Hauler Websites helps you craft a quality, professional website to showcase your business and the services you offer, all from the comfort of Trash Flow. Our user-friendly website creation tool allows you to customize your website's text, colors, images, and pages.



After much hard work, we are now beta testing this new service with Trash Flow haulers! Our Customer Success team works closely with any Trash Flow haulers that are interested in being a part of the beta to ensure a smooth setup and document all experiences and feedback.

Interested in being part of the Trash Flow Hauler Website beta?
To get started with the Hauler Website beta, please email beta@trashflow.com or call your Salesperson now at 1-800-852-5199.



Dogs of Ivy

Meet Bear!
Bear is a 63 year old (or perhaps 9 years old as the humans say) male mix of Pug, Akita, Cattle Dog and Boxer. Although his name is Bear, he goes by many nicknames including Bubba, Bubbaloodle, BeargleBorgle, Himba, and more!

When in the office Bear enjoys chasing his tail in meetings and sneaking past his gate at his human's cubicle so he can make new friends. He also really loves when we have office BBQs because he LOVES hotdogs.

When Bear isn't in the office he enjoys licking the ears of his sister, a Husky-mix named Rogue. Chilling in bed or in the back of the car listening to his dad's grunge 90s tunes, getting ear scritches, and running the length of the backyard to race cars from across the fence.

Trash Billing Payment Processing ToolBox

Processing customer payments comes with a lot of information that can seem confusing, but Trash Billing is here to make it easy with plentiful resources and our toolbox tips!

This Season's Toolbox Tip: Understanding Customer Account Types

Each customer account in Trash Flow is designated as an account type of **Residential**, **Commercial**, or **Contract**. This account type can then be used when creating charges, adding terms to customer bills, and running reports. If you use Trash Billing, appropriate account types will also ensure that your customer payments process correctly.

When Trash Billing is enabled, you can process payments using a customer's routing and bank account numbers. This is typically referred to as an ACH payment. When an ACH payment is taken in Trash Flow, Trash Billing creates a file containing payment instructions for the processing of the payment through the financial network. Each payment that enters the network has a certain Standard Entry Class Code (SEC code) assigned to it. This SEC code tells the customer's bank how the payment was authorized and processed. SEC codes change depending on the bank account type, whether personal or business. If the SEC code used doesn't match the customer's account type, the bank may decline the payment.

When you select the account type in Trash Flow, it informs Trash Billing which SEC code to send with the payment. For example, if a residential customer pays with their personal checking account but their account is set to Commercial in Trash Flow, their bank may decline the payment. Residential account types are for personal bank accounts, while Commercial and Contract account types should be used for business accounts.

It's also important to note that when taking an ACH payment, you should confirm whether the account being used is a checking or savings account. This information is also sent in the payment file and if it's incorrect, it may cause the payment to decline.

We recommend reviewing your customers' account type and confirming the bank account type before processing an ACH payment.

Trash Flow Behind the Scenes



Fall was full of fun at Trash Flow's headquarters including a delicious fall picnic and a costume contest full of tricks and treats!