TRASH FL⟳W

PRESENTS THE **TRASH TALK** NEWSLETTER

Meet Trash Flow Team Member Amy!

Amy is a programmer here at Trash Flow and has been with us for almost 5 years now! She has played an enormous part in building our internal software as well as the software our haulers utilize daily.

Amy was born and raised in Silicon Valley by her parents, both of whom are Vietnamese refugees and while she currently still resides in California, she will be relocating to Vermont in September. She is a lover of reading, roadside attractions, 90s/2000s pop music and movies, french fries, and a well made oatmilk latte. When she isn't working you may catch her on the hunt for lamps to add to her lamp collection - currently she has 6 and it is only getting bigger!

This June during our All Ivy week celebration, we were extremely fortunate to be able to welcome Amy to Vermont for all kinds of in person festivities and cannot wait to welcome her back this fall!

Tech Talk - FAQ's

After processing a report, is there a way to save those specific settings I chose?

Yes!

Step 1: Open a report and set your preferred settings

Step 2: Navigate to the top bar where you will see "Profile" and select it

Step 3: Then select "Save as New" and name your profile

Next time you open this report it will automatically open the last used profile and its settings. Don't forget! Multiple profiles can be made for each report.

My printer jammed halfway through printing a batch of bills. How can I finish printing without having to start from the beginning?

Step 1: To finish the print job, click Print → Email Bills → Cards from the Bill and Print menu

Step 2: Select the format you chose for the original print job. Also select a 'Sort' option, 'printer type', and the number of cards if you are printing on post cards.

Step 3: Under the 'Billing Action' drop down, select 'Resume Printing'. You will be shown a list of unfinished jobs in queue.

Step 4: Select the batch you would like to resume and continue.

When I try to open Trash Flow it says, 'Pick data source'

If you see this message there is a good chance your Server PC is not running. If this is the case then a restart may help!

Also, you may not be connected to the internet or not connected to the same network as you/the Server.

Product Highlights - Unified BillCom

Unified BillCom - Our unified billing and communications service!

After listening to the feedback on how Trash Flow is used within your business, our CEO and Designer George has come up with another way to save you time!
Our Senior Software Engineer, Ben, partnered with George to bring his vision of taking all of Trash Flow's billing solutions and combining them with email communication capabilities and a customer account portal.
After consuming a crazy amount of tacos, cookies, taking doggos for walks, and of course hard coding, we are excited to introduce you to our newly refined Trash Flow extension product, Unified BillCom, or as we call it, UBC!

What can UBC do for you?
Electronic Billing **-** UBC delivers billing and communication prowess, allowing you to ebill your customers along with embedded email communication features.

Email Communication **-** Email your customers their invoices each month - no more first of the month envelope stuffing and mailing fees

Customer Account Portal **-** Your customers will have access to their own account portal via TrashBilling.com, where they can access 6 months of their billing statements. They can also communicate directly with you via email, right through their portal!

Bulk Email **-** Not only can you invoice you customers via email, you can also keep customers up to date on route changes, payment reminders, holiday closings, rate updates...you name it! All within Trash Flow!

That's UBC in a nutshell! Meanwhile, our Programming team is hard at work in the lab creating even more ways to save you time!

Training Corner - New Route Optimization Tutorial Now Available!

We've just released a new YouTube tutorial for Route Optimization! Trash Flow's powerful add-on service Route Optimization (Route Opt) allows you to send billing reminders quickly and efficiently for all your daily routes. This guide shows you how to reduce driving distances and streamline your collection operations.

TRASH FLOW TUTORIAL
ROUTE OPTIMIZATION

What Route Opt Does
 Route Opt intelligently reorders your stops to create the shortest possible driving distance, saving time and fuel costs. The service handles up to 2,000 stops and can create 1-4 optimized routes from your existing data.

Key Features
- Automated shortest distance calculations
- Right-hand routing for automated side loader trucks
- Runs on our servers while you continue working
- Creates new routes without overwriting your originals

Getting Started
You will need the routing module, an active AVS subscription, and accurately mapped stops. Our new video covers the complete process from route selection to reviewing your optimized results. Watch our Route Optimization Tutorial on YouTube

Questions about Route Opt or other features? The Trash Flow team is here to help, contact us anytime at 800.852.5199

Dogs Of Ivy!

Meet Django!

Django is the tech team mascot known for being a sweetheart and also a little weirdo. He roams the Tech Support area like a furry black shark, constantly in search of treats. He greets everyone like an old friend, and if he really likes you he will jump up and cover you in slobber.

e loves his days at Ivy - it's his perfect place, a building full of other dogs and people who love them. If there's water - he is in it, you can usually find him in the frog pond here at Ivy in the spring, or in the river when the spring pools dry up. Summer is a bit too much for him, even here in Vermont, but when the temperatures drop and snow flys he comes into his own and loves walking through the woods to the snowmobile trails behind Ivy. He also loves being on the hunt for wild berries and stealing a tomato or two from the garden!

Django is a simple dog with simple needs - friends, scratches behind the ears, and lots and lots of treats.

Meet Your Techs
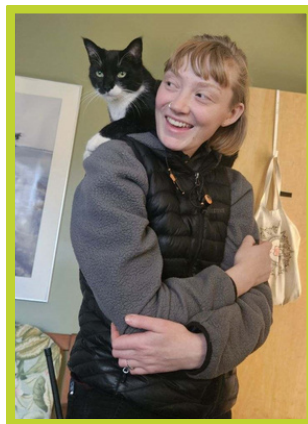
"Good morning, Trash Flow, how can I help you?" Trash Flow offers unrivaled, good old-fashioned, 24/7 - 365 day a year customer service from a real person. When you call that number, you're talking to someone here in Waterbury Center, VT (or maybe one of the towns around here if you're calling after hours and catching someone at home). No pesky robots or outsourced help, just a direct line or call back from 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. This month we're getting to know Lea!

Meet Lea!

Tell us a bit about yourself
I grew up in New Hampshire and moved to Vermont in 2022. I've loved living here. In my free time you can usually find me doing something creative like knitting, painting miniatures, or sewing funky patches on all my clothes. During October I am a scare actor for Nightmare Vermont which is the best way to spend the spooky season.

How long have you been with Trash Flow?
I have been with Trash Flow for 3 months, which doesn't sound like very long, but the team here is so fantastic and they have taught me so much!

What TV show would you recommend?
Ted Lasso! I think this is my favorite TV show ever! It is so funny and has the best characters and character arcs I've ever seen in a show. The characters are either so loveable, or you love to hate them which is really fun.

What's a superstitious belief that you believed in as a child (or still believe)?
I play a lot of tabletop roleplaying games that use dice, like Dungeons and Dragons, and a superstition I believe is that I have to have all my dice sitting with the highest number facing up or else my dice won't roll well.

Trash Billing ToolBox

Introducing: Courtesy Credits
Here at Trash Billing, we want to provide your business with as many resources as we can to help your business prevent chargebacks, and options to handle chargebacks when they do occur. While we have many preventative measures in place, we also recognize that the chargeback system is flawed. Big credit card companies have influenced the way regulations are written, and see how harmful that can be for small businesses. In an effort to reduce financial strain, we will soon be providing Courtesy Credits for certain qualifying chargebacks.

What is a Courtesy Credit?
If a disputed transaction meets all criteria, the customer will receive their funds back, but Trash Billing will credit the value of the disputed payment to your business, and your business will not be charged a fee.

TrashBilling.com
Payment processing for Trash Haulers nationwide

WHAT IS A CHARGEBACK?

A chargeback occurs when a customer disputes a transaction with their credit card issuer and requests a return of funds.

HOW DO I KNOW A CHARGEBACK HAS BEEN INITIATED?

As your payment processer, Trash Billing, will be notified that a chargeback has been initiated. We will then email you about the Chargeback with instructions for the next steps.

WHAT DO I DO NOW?

You will receive an email notification that will include information about the Chargeback claim and the transaction that initiated it.

TRASHFLOW.COM   800.852.5199

Qualifying Criteria
- Transaction must be less than $500.00
- Up to 5 Courtesy Credits within a 6-month period (Note: Courtesy credit eligibility is determined in the order that chargebacks are received)
- Two Courtesy Credits per customer account within a 5 year period.
- Transaction has not been refunded or partially refunded once your business has been notified of the chargeback

Additional Info:
- You will still be notified of all chargebacks via email from one of our Trash Billing team members.
- At the time you are notified over email, the email will also include whether or not the chargeback qualifies for the courtesy credit - there is no request needed from the hauler side for this.
- If a chargeback does not qualify for a courtesy credit, there are still other avenues for how to proceed, and we can assist you.
- Courtesy credits will automatically be applied in Trash Flow.

Behind The Scenes

All Ivy Week

At the end of June, Ivy Computer, Inc. (Trash Flow's parent company) invited all our hybrid, remote, and in-office employees to join together at our campus for a week full of fun, laughter, and good food!

All Ivy Week allowed us to bring our team together in so many ways, including putting some new faces to names, building teamwork skills, and giving our growing workforce the opportunity to reconnect in ways that have not been previously possible.

We appreciate all the understanding and patience of our haulers during our reduced phone availability that week, and we appreciate all the team members here at Ivy/Trash Flow who made All Ivy Week possible.

TRASH FLOW
WE MAKE SOFTWARE TO SAVE YOU TIME

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