

TRASH FLOW

PRESENTS THE

TRASH TALK

NEWSLETTER



Meet Trash Flow Team Member Lucy!

Lucy has been a member of our Trash Billing Team for 2 years now, working as an Electronic Payment Specialist. Throughout her time with Trash Flow, Lucy has played an enormous role in assisting haulers with chargebacks, helping Spanish speaking customers with questions, and bringing a new set of experiences to a team that works closely with haulers daily.

She grew up in Colombia and is the fourth of technically 9 siblings. She grew up on a beautiful plain riding horses and playing with her siblings, far from screens or processed foods, which is how she chooses to continue enjoying her

life. She even learned to ride a motorcycle at fourteen and has always wanted to celebrate a birthday with a 30-day motorcycle trip! When she is not in-office helping haulers and their customers she loves enjoying wine, seafood, and anything that comes from the Earth (especially in gourmet form) and also loves hiking, paddle-boarding and skiing.

Customer Success Corner

Getting the Most out of Reports in Trash Flow

Summer is a busy season, which means it's the perfect time to make sure you're getting the most out of one of Trash Flow's most powerful tools: Reports. Today, we're walking you through the full Customer Reports section – five reports that can save you time and catch issues before they become bigger problems.

Where to Find Them:

From the Trash Flow TileBar, click **Reports > Customer Reports**.

Customer Reports Include:

Report	Availability
Customer List Report	Standard
Customer Comments Report	Advanced Billing only
Customer Event Report	Advanced Billing only
Bounced Messages Report	Trash Billing only
Duplicate Address Report	Standard

The Customer List Report

Let's start with the one you'll use most often. The Customer List Report is one of the most-used reports in Trash Flow – and for good reason! It offers a multitude of ways to filter and sort, making it a go-to tool for everyday account management.

Common ways teams put it to work:

- See how many active customers you have.
- Find customers who aren't assigned to a route.
- Catch ended customers who are still on a route.
- Spot customers with no rate on their account (i.e., possibly getting free service).
- See how many customers started – or ended – service within a date range.
- Find auto-pay accounts with an expired credit card on file.
- Identify which accounts are set up as Bill-To accounts.

Customer Comments Report

Shows comments and complaints about your employees that have been entered on customer accounts. It's most often used to see whether a particular employee has a history of complaints against them, or whether a customer has a history of complaining.

Customer Event Report

Tracks changes made to customer accounts, including bill group, rates/bill codes, suspended start and end dates, deleted charges, name/address changes, route changes, and any other account change – each with a date and time stamp. If you're using Access Control, you'll also see the initials of the user who made the change.

Bounced Messages Report

View messages and email bills that couldn't be delivered to the email address on a customer's billing account. Select the desired date range and "Show Details" when running the report to include the email address on the results.

Duplicate Address Report

Lists accounts that share an address with another account. There can be legitimate reasons for this setup – a roll-off container rental separate from weekly trash service, for instance – but the report is also a handy way to catch accounts that were created by accident, or to identify accounts that may no longer be active.

Tip: Not sure which report or filter combination gets you the answer you need? Reach out to the Customer Success team! We're happy to help you build the exact view you're looking for.

Email: training@trashflow.com

Phone Number: 800.708.8642



Joke Break

What has four wheels and flies?
A garbage truck.

Product Highlights: Ivy Bucks

Ivy Bucks is lightweight accounting software designed to help you run your business alongside Trash Flow.

A bit of history:

Ivy Bucks 2.0 and previous versions were DOS-based, and while feature-rich, contained some limitations we knew we wanted to move past.

Ivy Bucks 3.0 began development in 2020 under the direction of George, our designer, working alongside a team of four programmers. Building on our VB6 architecture, we introduced modernized controls that significantly improved the software's look and feel. The new version retains the core capabilities of earlier releases but delivers greater usability with a strong focus on user experience. Ivy Bucks has been brought forward into the modern era and can run on current Windows-based operating systems. Ivy Bucks entered beta in 2023 and officially launched in 2025. Since then, the same dedicated team of trainers, techs, and documentation specialists who support Trash Flow has stepped in to support our Ivy Bucks user base.

The screenshot shows the 'Ivy Bucks - Internal Testing' window. On the left is a menu with options: Transactions¹, Vendors³, Funding Source Management¹⁴, Payroll¹⁵, Review¹⁶, Reports¹⁷, Accounting Settings¹⁸, Maintenance¹⁹, Application Settings¹⁰, and Help¹¹. The main area displays financial data:

Bank Balances	
Account	Balance
Banks R Us	\$32,110.00
Banks R U	\$82,865.97

Credit Card Statuses	
No Credit Card Accounts	

Open Payables	
Due Today/Overdue	\$15.00
Due in next week	\$0.00
Due in 2 weeks	\$0.00
Due in 3 weeks	\$0.00
Due in 4 weeks	\$0.00

Receivables	
Account	Balance
Accounts Receivable	\$25.00

Ivy Bucks Basic

Contains:

- General Ledger
- Accounts Payable with Payables management
- Checking Account management

Ivy Bucks Payroll

Adds:

- Payroll Processing
- Paycheck printing and direct deposit file creation.
- Import Tax Information

Ivy Bucks Plus

Adds:

- Asset management
- Purchase orders
- Access Control
- Closing Dates
- Profit Centers
- Reminders
- Credit Card management

Ivy Bucks Cloud

Ivy Bucks stores your database in the cloud, giving you peace of mind over your data and eliminating the need for physical backups.

Tech Talk: Importance of Staying on Top of Updates

It's time to upgrade Trash Flow and Windows!

Updating your Trash Flow program is a great way to stay on top of the most important security improvements and access the most recent time saving features!

We've been working away to improve your Trash Flow experience. Update now to take advantage of all the improvements and to keep your system running tip-top! Here are some highlights of what you're getting with the most recent version of Trash Flow:

Improved Backup and Recovery

Trash Flow now includes a new backup file structure and an enhanced restore screen, making backup management more straightforward and recovery faster when needed. In addition, the new and improved OSBU (Off-Site Backup) feature allows backups to be securely uploaded and stored in the cloud, providing an extra layer of protection against hardware failures, disasters, or accidental data loss.

Notifications

- The new Notifications tab provides a centralized location for important system messages, including:
- Trash Billing notifications.
- TeleRoute updates.
- System alerts and other important messages.

The New Routing Screen

The routing screen has received a significant upgrade with a more modern user interface and drag-and-drop functionality, making route management faster, more intuitive, and easier to adjust as customer needs change.

Faster Performance

The reminders screen has been optimized for speed, reducing load times.

Enhanced Security with User Access Control

Organizations can now create individual Trash Flow usernames and passwords for each user. This provides greater accountability, better security, and more control over who has access to critical system functions.

Map Boundaries

The new map boundary tools help create routes based on geographic areas.

Trash Billing Enhancements

- Recent updates include:
- Transaction ID tracking for improved record keeping.
- The ability to view customers TrashBilling.com account information directly within Trash Flow.

Why Upgrade to Windows 11?

Microsoft ended support for Windows 10 in October 2025. Systems running Windows 10 no longer receive security updates, bug fixes, or other protections designed to keep your business safe.

- By upgrading to Windows 11, you will benefit from:
- Improved security and protection against emerging threats.
- Continued Microsoft support and updates.
- Better system performance and reliability
- Enhanced compatibility with current and future Trashflow features.

Don't miss out on the latest improvements. Contact our tech support team @ 800.708.8642 with any questions

Dogs of Ivy



Meet Tuvix!

Tuvix, named after a character shown once in an episode of Star Trek Voyager, is a $\frac{1}{4}$ chihuahua and $\frac{3}{4}$ Toy Fox Terrier and he is a little over 2 years old. Tuvix can be found running around with his friends, especially his best in-office friend Freiya or doing a bit of avid rodent hunting. He is known for howling mournfully at things he wants to chase when he's outside or friends he wants to greet, but don't let his confidence voice fool you – his sister is half his size, yet he still thinks he is smaller than her and is fully aware she's the boss.

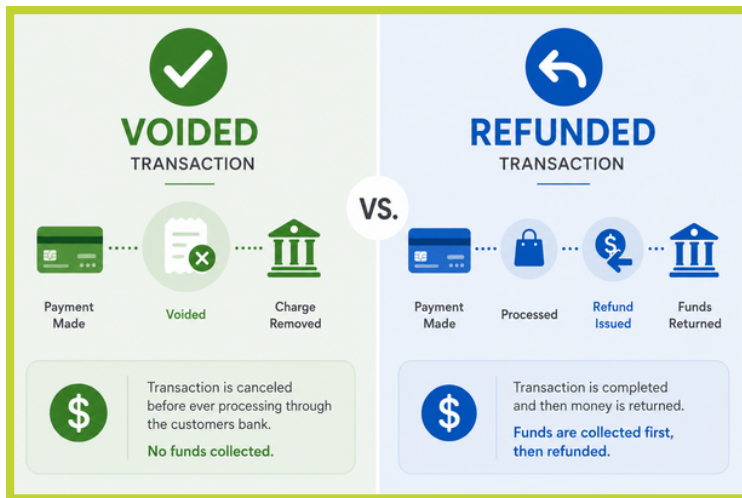
When he is done with his long day of work, he loves to go home to play chasing toy games or chew on his bully stick to help him wind down for his day. When he is feeling relaxed enough to lay down, he has about twenty beds for him to choose from and he will use each and every one of them at least once.

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 Seasons Toolbox Tip: Understanding the Difference Between a Void and a Refund

When a payment needs to be reversed, it's important to understand whether it will be considered voided or refunded. While both prevent a merchant from keeping the payment, they occur at different stages of the processing timeline.



Void:

A void cancels a transaction before it has been fully processed or settled. Since the funds have not yet been transferred, the payment is essentially canceled before completion.

What this means:

- No money is transferred to the merchant.
- The customer may see a pending authorization on their account, but it will typically disappear once their bank releases it. Voids are generally the fastest way to reverse a payment.

At this stage, the only option is to cancel the transaction in full. You cannot void a partial payment. This customer account activity is viewable in Trash Flow.

Refund:

A refund is issued after a transaction has already settled. Because the original payment has been completed, a separate transaction is required to return the funds to the customer.

What this means:

- The original payment remains on the customer's account.
- A separate credit transaction is processed to return the funds.
- Refunds typically take longer to appear on the customers card statement because they must move through the banking networks.
- Since the original transaction is settled, you now have the option to return the full value of the transaction, or a partial amount.

How Processing Timelines Affect Your Options

Whether a payment can be voided or must be refunded depends on where it is in the processing cycle.

Credit Card Transactions

- **Before settlement:** The transaction can usually be voided.
- **After settlement:** The transaction must be refunded.

Most credit card transactions settle at the end of the processing day, although exact timing may vary.

ACH Transactions

- ACH payments begin processing after they are submitted and are sent through the ACH network in scheduled batches. Trash Flow sends batches daily (except for weekends and federal holidays) at 2:00pm EST.
- If an ACH payment has not yet entered processing, it may still be possible to **void** it.
- Once the ACH file has been processed or transmitted, the payment generally cannot be voided and, if appropriate, a **refund** must be issued after the funds have settled.

Why It Matters:

Acting quickly can make a significant difference. If an error is identified before a transaction settles, a void is typically faster and simpler for both the merchant and the customer. Once a transaction has settled, a refund is the appropriate method for returning funds, but additional processing time should be expected.

If you're ever unsure whether a transaction is still eligible to be voided, contact the Trash Billing Team as soon as possible so they can determine the best course of action.

Email: billing@trashbilling.com

Phone: (800) 262-4489

Trash Flow Behind the Scenes



All Ivy Week 2026 was another success!! For one whole week all members of our parent company Ivy Computer, Inc remote and non-remote came together for good food, yummy dessert, fun games, and team building events!

Thank you to all members of our team for making this possible and to all our haulers for their patience throughout that week!