

TRASH FLOW

PRESENTS THE

TRASH TALK

NEWSLETTER

Meet Trash Flow Team Member Keith!



Keith has been with Trash Flow for nearly five years now! Starting out in Tech Support, Keith later joined the New Hauler team and eventually helped it grow to the point where it now has its very own Data Department.

Born and raised in Vermont, Keith has explored other states but always found a way back to the Green Mountain State. Outside of work, life is full -- raising a 17-year-old and tackling the ongoing renovation of a house built in the early 1900s keeps things interesting! When free time is found, you can usually find Keith in the garage working on the next project -- anything from tables to cabinets and even the occasional wooden sword.

Keith's favorite part of working in the Data Department? It is a lot like welding or building -- 90% preparation and 10% finish.

Getting everything lined up for a seamless process and then navigating the inevitable curves along the way is what makes the work exciting.

Meet Trash Flow Team Member Keith!

Trash Flow's bulk email feature makes it easy to keep your customers informed about important updates through timely messages directly to their inbox.

How to Create a Bulk Email

1. Navigate to Reports > System Reports & Info > Edit Bulk Email Body.
2. Type your message using the editor (format text, add lists, links, etc...).
3. Use the Tag menu to personalize with customer info (name, address, etc...).
4. Use the Insert menu to add images (e.g. logo) or tables (e.g. rate changes).



5. Click File > Save when done.
6. (Optional) Click Send a Test Email - F9 to preview the message.

Sending Your Email

Once your message is ready and saved, you can send it to selected customers using either the Customer List Report or the Route Sheet Report. Just choose the Bulk Email format when generating the report.

Real World Applications

- notify customers of holiday service changes
- announce rate increases
- alert auto pay users about upcoming payment runs
- communicate route-specific delays

For more guidance, check out the [Trash Flow Help](#) menu or reach out to our Tech Support team -- we're here to help!

Tech Talk - Contact Updates

The Trash Flow Tech Team asks that you please keep your contact information up to date.

When you call in to Trash Flow to speak to a tech, our system will check the phone number you called in from and pull up your account from there. However, if the phone number is not on your account it can be difficult for the tech to confirm that you're allowed to make requests on behalf of your business. Keeping your contact information up to date is especially important for after-hour emergency calls.

To avoid problems:

- Make sure all approved phone numbers are listed
- Remove phone numbers for anyone who is no longer allowed to act on behalf of your business

To update your contact information, please call **800-708-6642!**

We want to be able to assist you as quickly and efficiently as possible while keeping your account safe, so we appreciate your efforts. Thank you!

Programming Product Highlights - Cash Discounts

CEO and designer George, together with one of our Principal Software Engineers, Rene, set out to solve a frequent hauler request: reducing or offsetting credit card processing fees. After researching the legal landscape and reading a ton of boring processing rules, their answer was: Cash Discounts!

A cash discount is when you display slightly higher credit card prices as the listed price and offer a discount on that price for customers who pay with a cash equivalent. Instead of a surcharge (which is not uniformly allowed), haulers can offer a discount, shifting the cost burden to card users. This is a crucial distinction.

Trash Flow's global price change will help you increase the listed prices for all customers and automatically discount the amount for any customer who pays with a 'cash' equivalent.

The customer's bill will list both the full price and the discounted price for customers who pay with a cash equivalent (ACH, check, or cash).

Using cash discounts improves your cash flow, minimizes the risk of chargebacks, simplifies accounting, and decreases collection issues.

Interested in [cash discounts](#) or [Trash Billing](#)? Contact one of our incredible sales representatives at **800-852-5199!**



Joke Break

Why did the trash can go to therapy? It had too much baggage!



Dogs Of Ivy!

Meet Basil!

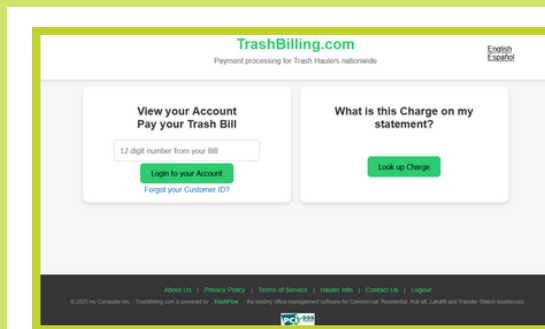
Basil (aka: Bagel or Bing-Bong) is one of Trash Flow's newest furry additions. She is a 5 month old tri-color Pembroke Welsh Corgi with enough energy to power an Olympic stadium!

You can usually find her running around the Ivy Computer campus with the other pups or working hard with her bully stick at her cubicle. She is very proud of her ability to sit, lay down, and give paw, and will share it with anyone when she gets the chance to! Basil's favorite game in the world is fetch with her orange ball. She can spend an entire afternoon fetching her ball with the Trash Flow Tech Department when given the opportunity. Basil is always here to lend a helping paw to her coworkers and our Trash Flow haulers!

Trash Billing ToolBox

TrashBilling.com has a new look!

TrashBilling.com is the hub for your customers to access their accounts, pay their bill, sign up for auto pay, and more! With that in mind, as we've progressed throughout 2025 and made many new changes, we also wanted to bring some modernization to the customer facing side of Trash Flow! The development was done with the goal of being easier to follow and more satisfying to look at. So far, we have received a lot of positive feedback from customers and users alike, and we hope you are liking it as well!



Phishing & Scam Call Alert: Stay Protected

We want to make all our valued customers aware of recent scam phone calls targeting haulers. Several customers have reported receiving calls from individuals falsely claiming to represent "Trash Flow" or "Merchant Services". These callers are attempting to gain access to personal or banking information under false pretenses.

Please Remember:

Trash Flow will never initiate a call demanding payment information

In some legitimate cases, we may take payment information over the phone to process a supply order, but only when you have initiated the request. If you ever receive a call that seems suspicious, hang up and contact us directly at 1-800-852-5199 to confirm whether it's legitimate. Scam attempts like this are unfortunately common, and we encourage your team to remain cautious when sharing financial details over the phone or online. We'd like to thank the haulers who brought this issue to our attention. Your vigilance helps protect everyone.

If you have any concerns or questions about a call or email you've received, please do not hesitate to reach out. We're always happy to help!

Behind The Scenes



Trash Flow in the Community

This fall Trash Flow team members have been hard at work in our community putting in the effort to prepare families for the winter and supply much needed food for the holidays. We were fortunate to pair with Wood4Good, a Vermont based organization that works to donate wood to help heat the homes of those in need. Our teams went out and spent the morning helping to chop and gather the firewood that will be donated to those families. We also had the opportunity to pair with our local food shelf. Trash Flow employees banded together to gather thousands of dollars worth of food that was donated for families in need as we head into the holiday season. We are very thankful for both of these organizations teaming up with us and hope to work with them again in the future!

WE MAKE SOFTWARE TO SAVE YOU TIME

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