TRASH FLOW

PRESENTS THE TRASH TALK NEWSLETTER

Meet Trash Flow Team Member Melinda!

Melinda is an administrative assistant here at Trash Flow, so she spends a large portion of her day talking with our haulers, ensuring that they and their customers receive the best service possible. She works with haulers and their customers to meet all their needs to the best of her ability and also performs other administrative tasks such as billing and account updates.

When Melinda is not at work, you can usually find her with her family - playing with her kiddos, attending their sporting events, or during the winter months she typically is helping her husband with tapping maple trees to make Vermont maple syrup. During the summer months you can find them all at their campsite making the most of the long days and crisp summer nights. Melinda has lived in Vermont her entire life and now happily owns a hobby farm here consisting of goats, chickens, and pigs along with 4 indoor animals: 2 dogs (Cooper & Piper) and 2 cats (Poppy & Dola).

Training Corner - Your Guide to Running Tax Reports in Trash Flow

Tax reporting doesn't have to be complicated. With Trash Flow's built-in tax reporting features, you can generate accurate reports in just a few clicks. Here's what you need to know to make tax time easier.

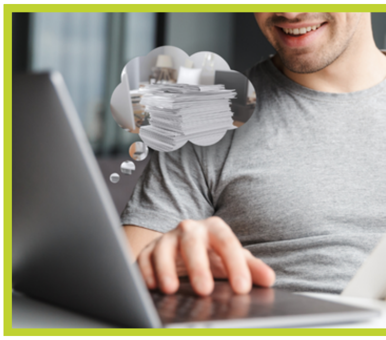
Getting Started: What You'll Need

Before running your first tax report, make sure you've completed these setup steps in Trash Flow:

1. Determine whether your business reports taxes on a cash basis (payments received) or accrual basis (charges billed).
2. Set up your fee descriptions and sales tax districts.
3. Assign customers to the appropriate tax districts.
4. Ensure all bill codes that should be taxable are properly marked.
5. Record all charges and payments for your reporting period.

Understanding Your Tax Obligations

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

When you're required to charge sales tax, you must report the amount collected and remit it to your state, county, or municipal authorities - typically on a monthly or quarterly basis. Once your Trash Flow system is properly configured, generating these reports takes just minutes.

Running Your Tax Report

Follow these simple steps:

1. Go to **Reports** > **Financial Report** > **Posting Reports** > **Posting Report.**
2. Enter your reporting period using the Charge Start Date and Charge End Date fields.
3. Check the box labeled Show Tax Report.
4. Click OK to generate your report.

Note: The default settings should work for most businesses. If you're unsure about any options, our Technical Support team is here to help.

Reading Your Results

Your tax report appears as an additional page at the end of your posting report. Scroll to the Tax Section, where you'll find either a cash or accrual section (use only the one that matches your reporting method). If you file with multiple tax authorities, you'll see separate sections for each district. For each district, you'll find three key numbers:

- **Amount**: The tax you've collected and need to remit to authorities.
- **Total**: Your complete income for that district (shown in bold), including both taxable and non-taxable sales.
- **Taxable**: The calculated taxable sales figure based on your tax rate and amount collected–this won't appear elsewhere in Trash Flow and may differ slightly from your total income if some charges aren't taxable.

Questions? Our Technical Support team is available to help you set up your tax reporting or answer any questions about reading your reports. Contact us at 800-708-8642.

Trash Flow Training Announcement

We are transitioning to Microsoft Teams!

We are excited to announce that our training department has implemented Microsoft Teams. This transition simplifies scheduling and allows us to deliver a more efficient and collaborative training experience.

What this means for you

- All training sessions will take place on Microsoft Teams.
- You will receive an invitation for each scheduled session with a link to join directly.
- Sessions will be recorded and shared afterward, so you can revisit the content anytime.

Tech Talk - Access Control

ICYMI: Access Control is now free with your Tech Support Service Contract!

Access Control gives you the ability to create users, assign logins, and manage users access to modules in Trash Flow. Creating these user logins helps keep your Trash Flow secure by giving you more control over who can access your Trash Flow system and the modules they are able to use.

Access Control can be enabled under **System** > **Setup** > **Access Control.**

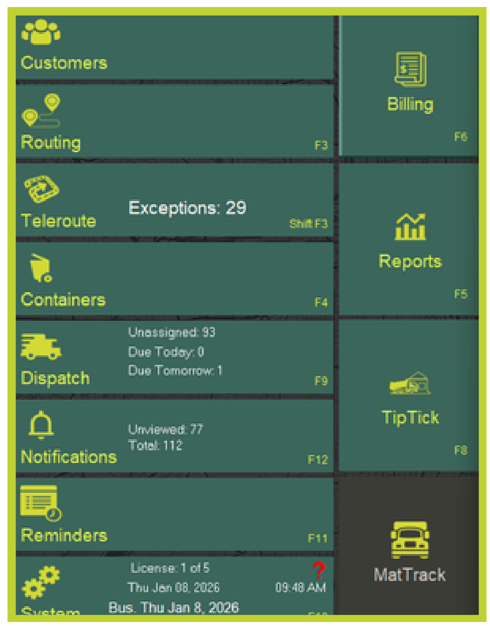
If you do NOT see this option, then all you need to do is update your Trash Flow which can be done by navigating to **System** > **Update** > **TF Update From Web.**

Examples of options you can toggle

- Process payments
- View customers
- Routing
- Deleting charges, and more!

Bonus: If you have Advanced billing, turning on Access Control will let you see which users are making changes on customer accounts on the activity tab of customer cards. To learn more, please contact our Tech Support Team at 800-708-8642.

Product Product Highlights - Trash Flow Notifications

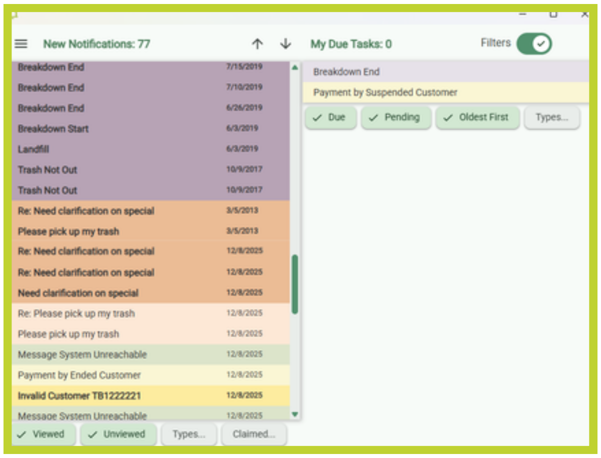


Introducing the new central system to streamline communication between our Trash Flow systems and yours! The Notifications tile replaced what was previously called Messages on your Trash Flow tilebar. Clicking the notifications tile opens a centralized window where you can view and process notifications from TeleRoute, Trash Billing, and more!

Organizational features include:

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.

- Notifications can be grouped into different categories. Easily use colors to help distinguish those categories within your notification list.
- Users can be assigned to different departments to help manage who should get which kinds of notifications.
- TeleRoute Exceptions will now be viewed and managed via the notifications screen.
- Any change or progression of a notification is logged for record keeping. This includes when a notification was created, who claimed the notification to their tasks, when a notification was assigned a due date, when a notification was completed, and changes to the assigned user or department of a notification.
- Notifications can be claimed as tasks and will appear within your task list.
- Tasks can be given due dates and will be stored within the notification archive upon completion.



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Joke Break

What do you call a love story in a landfill? Love at first dump! A landfill rom-com some might say.

Dogs Of Ivy!

Meet River!
River is a 3-year-old Siberian Husky full of love, excitement, energy, and prey drive. She is known for her beauty, her soft coat, her crazy energy, and her husky 'bark' which is more of a desperate squawk.
She loves coming into the office throughout the week to see all her puppy friends and beg for her weight in treats. When not at work she enjoys beating up her humans, hiking, swimming, hunting for small animals, and of course pouncing through the snow. Her crazy energy has earned her the nickname 'Goob', but when she isn't being an absolute goob, she can be extremely cuddly and adores a tummy rub.

Trash Billing ToolBox

Trash Billing Deposits

Payments collected from your customers are sent 2 business days after the date the payment is processed. Most financial institutions will make these funds available to you at the start of the following business day. **Please note,** holidays may effect the deposit schedule. Trash Billing will send out an alert if a deposit will be delayed due to a holiday.

1. How to see a deposit in Trash Flow:Click the green tile labeled **Billing**.
2. Click the smaller tile labeled **Trash Billing.**
3. In the new window, choose the dropdown labeled **Web Payments**.
4. Click **Deposit Report** from that dropdown.
5. Fill in the start and end date fields with the same date. It will be one business day prior to the day the funds post in your deposit bank account.

Deposit Schedule

Transaction Processed Date	"Date PD" Or "Post Date" In Trash Flow	Estimated Deposit date "In Bank" date in Trash Flow
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Monday
Thursday	Monday	Tuesday
Friday	Tuesday	Wednesday
Saturday	Wednesday (Seen as processed Monday)	Thursday
Sunday	Wednesday (Seen as processed Monday)	Thursday

Trash Flow in the Snow

It’s been a cold and rough winter, but our team has been out making the most of it! Snowmobiling, hiking, and sledding are just some of the fun activities folks have been getting up to!