QuickTRASH Training Supplement

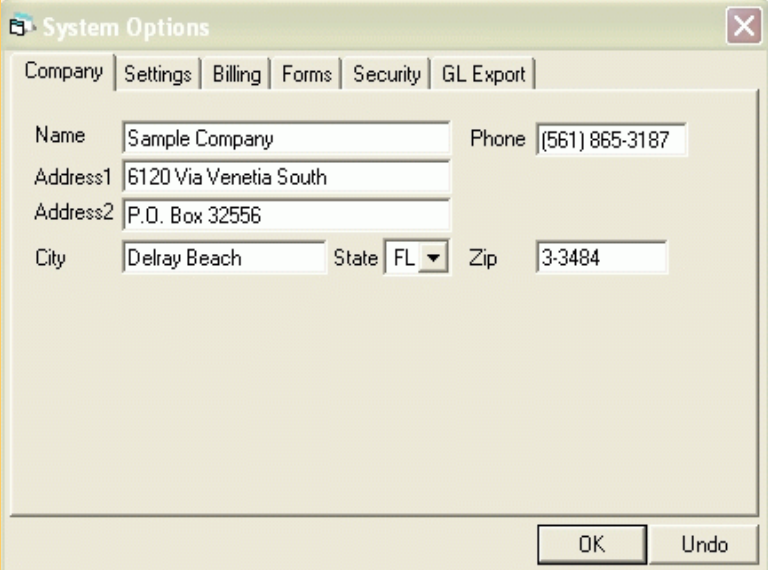## 2005

Quick TRASH

Super Software. Sensibly Priced.

BUSINESS MANAGEMENT FOR REFUSE HAULERS

Table of Contents

Setting up the System

- **System Options** must be defined prior to setting up anything else in the database.

- Company Tab
  - Company name
  - Company address
  - Company phone number.
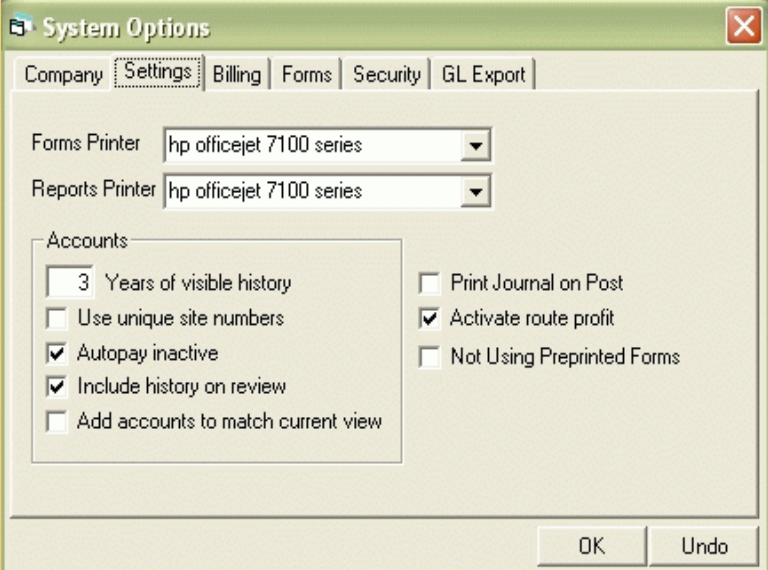
Select each tab and fill in the requested information. Each tab is displayed on the following pages.

System Setup Tabs – Settings Tab

- **Settings Tab**
  - Select the form types to be used
  - Select your report printer
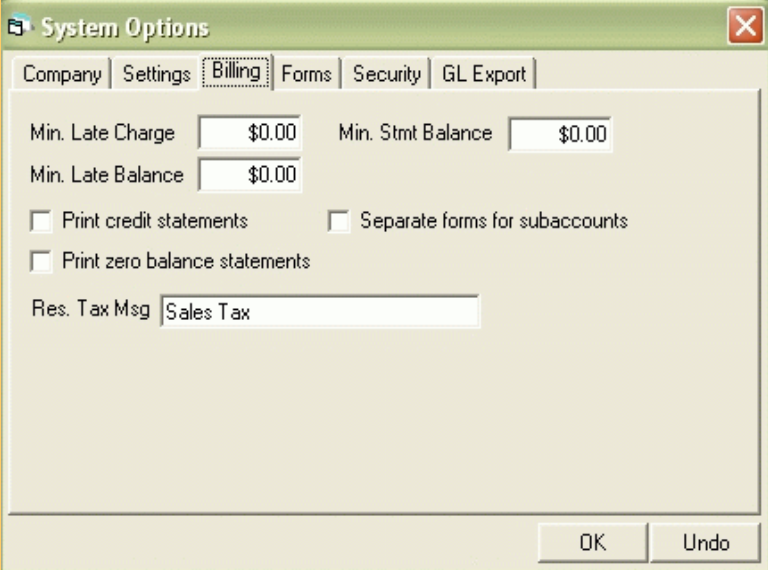 - Check the options that are right for your company

System Setup Tabs – Billing Tab

- Billing Tab
  - Define billing options
    - Late Charges
    - Balances
    - Printing Instructions
    - Statement Tax Message
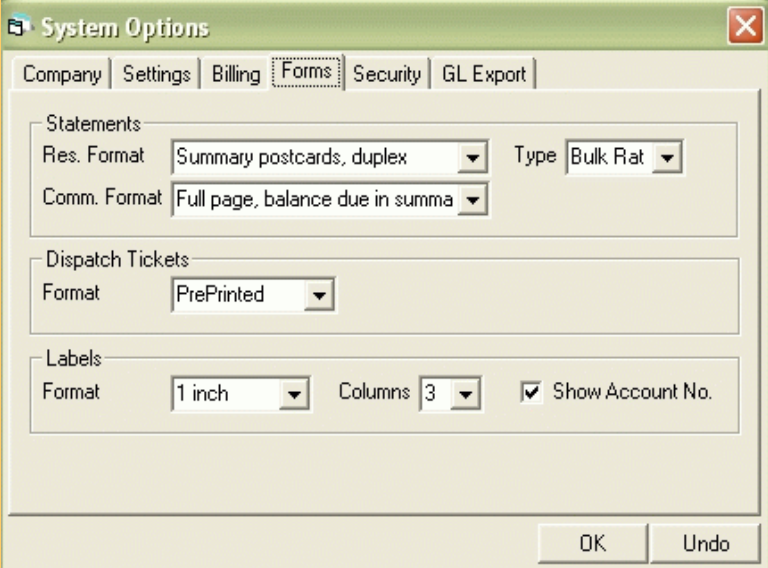
System Setup Tabs – Forms Tab

- **Forms Tab**
  - This tab is used for defining printing options.
  - Fill in this information only if the company will be using preprinted forms.

System Setup Tabs – Security Tab

- Security Tab
  - This feature is optional.
  - Check Activate Security if you want to turn this feature on.
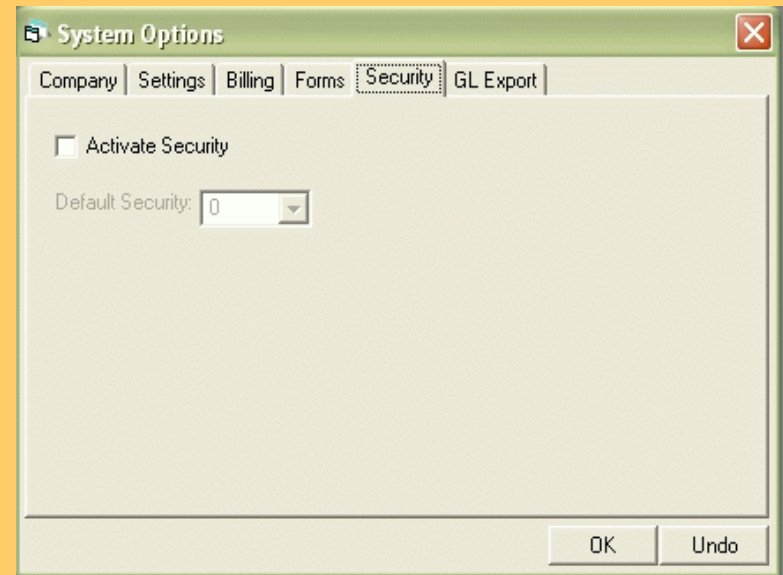 - Select the level of security desired.

System Setup Tabs – GL Export Tab

- GL Export Tab
  - This screen is only used if one or more of the following will be used:
    - QuickBooks Export
    - Mapping
    - NY Cards

Your **QuickTRASH** Trainer will explain how to set up this form.

Setting up Codes

Certain codes must be set up in **QuickTRASH** before processing can begin.

- **Late Penalty Charges**
- **Billing Group Codes**
- **Charge Codes**
- **Credit Codes**
- **Tax Item Codes**
- **Tax Group Codes**
- **Container Profiles**

Each screen is displayed on the following pages.

Codes – Late Penalty Charges

- Late Penalty Charges
  - This feature is optional.
  - In this screen you can set up multiple finance terms that can be charged to your delinquent customers at the end of each billing cycle.

Codes – Billing Groups

- **Billing Group Codes**
  - This code is **REQUIRED.**
  - This screen allows you to divide customers into different groups, according to their billing cycle.
  - At least one Billing Group must be set up in the system.

Codes – Charge Codes

- **Charge Codes**
  - This step is **REQUIRED**.
  - Setting up this screen will allow customers to be automatically charged a the end of each billing cycle. These are called "Recurring Charges".
  - Along with recurring charges, codes can be created for any extra service that might be provided to the customer.
  - Codes can be set up for any number of transaction charges.
  - All codes created in this screen can be accessed from the Customer Master Record for assigning them as recurring charges, or in the Sales and Adjustment screen for a one time charge.

Codes – Credit Codes

- **Credit Codes**
  - Credit Codes define the types of payments your company will accept.
    - Check
    - Cash
    - Credit Card, etc.

Codes – Tax Item Codes

- **Tax Item Codes**
  - This step is only required if you have to charge your customers tax.
  - This screen specifies tax types.

Codes – Tax Group Codes

- **Tax Group Codes**
  - If tax items were created, they need to be assigned to a tax group.
  - Tax groups can be whatever you want them to be.
    - State
    - County
    - City, etc.

Codes – Container Profiles

- Container Profiles
  - This feature is optional.
  - This screen describes the different types of containers with which your company deals.
  - With container tracking, you can see what containers are in the "yard" and what containers are at a customer's site.
  - Information on this screen is used by the Container Maintenance Screen and the Customer Master Screen.

Setting up Routes – Route Types

- Route Types
  - Route tracking is optional
  - Route Types defines a code for each different Type of Route i.e. residential, commercial, recycle, etc.

Setting up Routes – Route Detail

- Route Detail
  - Route tracking is optional
  - Route Detail further defines the different Route Types, i.e., residential 1, residential 2, etc.

Route Codes window:

Type	Number	Mon	Tue	Wed	Thu	Fri	Sat	Sun
CR	001	13	8	9	8	9	8	0
RC	002	0	0	0	0	0	0	0
RC	003	0	0	0	15	0	0	0
RR	002	1	16	0	0	0	0	0
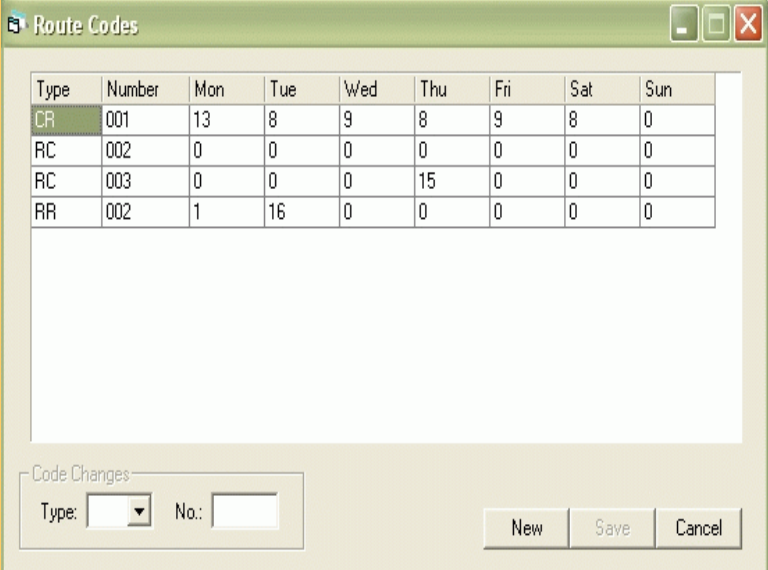
Code Changes Type: [▼] No.: [   ]   New   Save   Cancel

Setting up a New Customer

- The top of the **Customer Master** screen is used for Customer Site and Billing Information: Name, Address, Phone, etc.
- The bottom is used to set up and track a customer's data.
- The General Tab further defines and describes the customer.

Customer Master Tabs – History Tab

- History Tab
  - This screen is used to view transaction (payments, invoice) history.
  - There is no manual input into this screen.

| | General | History | Billing | Routes | Containers | Rate Sheet | Cc ◀ ▶ |

Reference	Date	Desc	Qty	Amount	Tax	Total	Balance
100053	03/20/02	PPP -		-300.00	0.00	-300.00	0.00
100000	03/01/02	03/01/02-03/31/02 Bill 100000 Prep...		300.00	0.00	300.00	300.00

| New | Save | Delete | Cancel | Exit | | | | 3 years | |

Customer Master Tabs – Billing Tab

- Billing Tab
  - This is the screen where "recurring charges" are assigned to the customer.
  - Any charge assigned here will be automatically charged at the end of the billing cycle.
  - Multiple charges may be assigned to each account.

General	History	Billing	Routes	Containers	Rate Sheet	Cc

Charges

Code	Description				
Qty	Size	Rate	Amount	Tax	Total
F10	Front End 10 Yd Service				
2	10	150.00	300.00		300.00

Routes

Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun
CR	✔	✔	✔	✔	✔	✔	
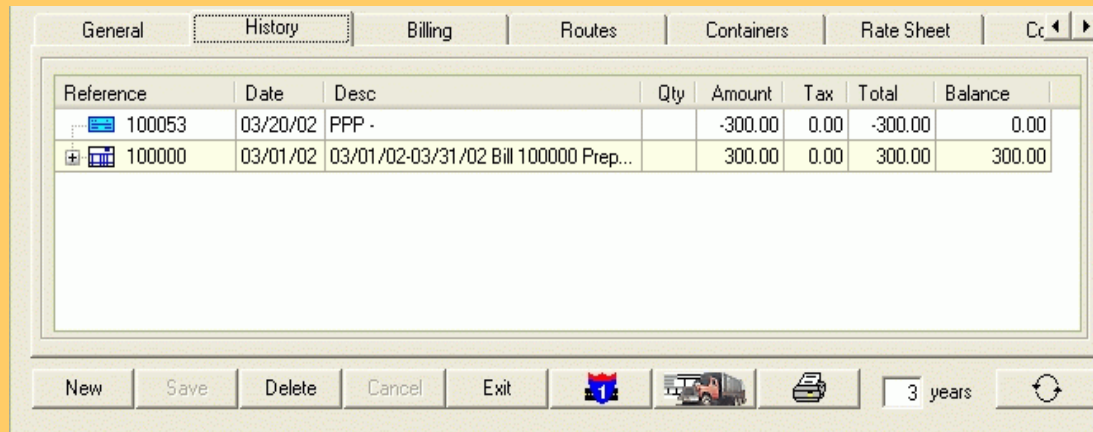
New | Save | Delete | Cancel | Exit

Customer Master Tabs – Route Tab

- **Route Tab**
  - This tab assigns a route to a customer.
  - A customer can be set up on more than one route

Customer Master Tabs – Containers Tab

- Containers Tab
  - This tab assigns containers between the company and the customer.
    - From "yard" to customer
    - From customer to "yard"
    - From customer to customer

Customer Master Tabs – Rate Sheet Tab

- **Rate Sheet Tab**
  - This tab allows you to specify a "special" charge code rate for this customer.
  - The special rate will override the default charge code rate (other than recurring charges).

Customer Master Tabs – Collection Tab
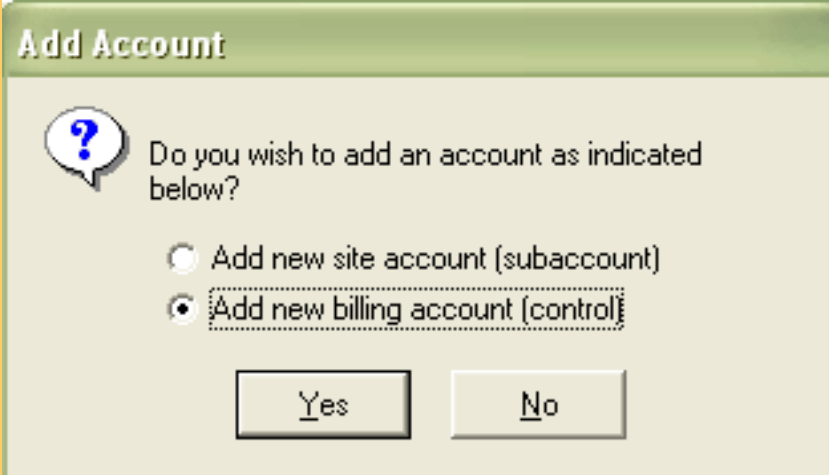
- Collection Tab
  - This tab is used for logging calls made to the customer relating to collections.

Master/Sub Accounts

- When adding a new Customer the system asks whether the new Customer is a Master or Sub Account.
- A Sub Account is another site address for the Master Account.
- A Master Account can have multiple Sub Accounts.
- Select Add new site account if the customer is a Sub Account of the existing Customer.
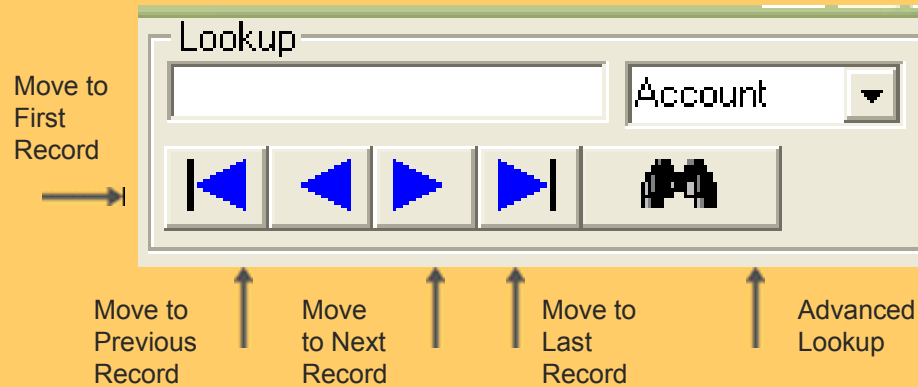- Select Add new billing account if the Customer is a Control or Master Account.

Add Account

? Do you wish to add an account as indicated below?

○ Add new site account (subaccount)
● Add new billing account (control)

[Yes]   [No]

The Lookup Box

Lookup

Move to First Record →

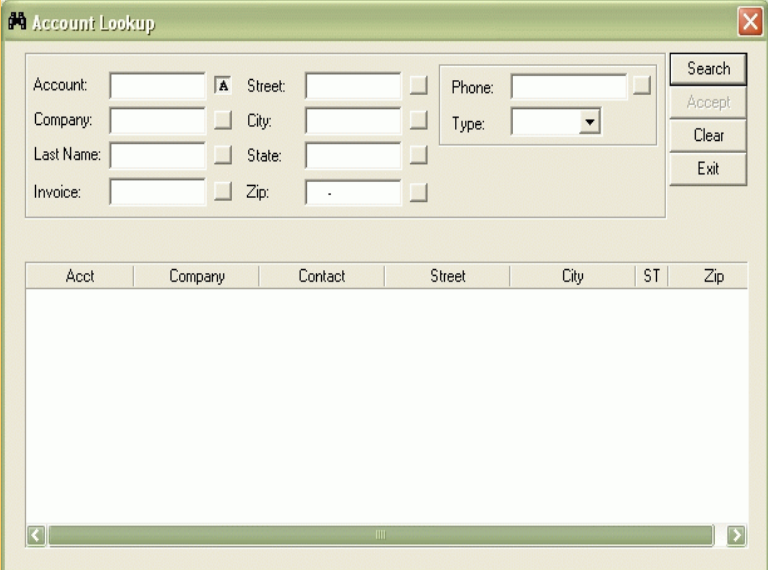Move to Previous Record

Move to Next Record

Move to Last Record

Advanced Lookup

- The lookup box finds customers that have already been set up in the system.
- You can lookup a customer by their Account, Name, Street, Phone, or Invoice by typing the information in and hitting enter.
- The blue buttons let you scroll through the records.
- Advanced Lookup is described on the next page.

Lookup: Advanced Lookup

- The Advanced Lookup expands the way to search for a customer.
- Type in the customer criteria and hit Search.
- The more information you enter the more defined the search.

Daily Processing – Sales and Adjustments

- The **Sales and Adjustments** screen is for entering any extra charges to the customer.
  - Sales
  - Special Service Charges
  - Adjustments
  - Returned Check Fees
  - Beginning Balances, etc.

- Transactions entered in this screen will remain in the Journal until posted.

Daily Processing – Cash Receipts

- The **Cash Receipts** screen is where Payments are entered.
  - Cash payments
  - Credit adjustments

- Transactions entered in this screen will remain in the Journal until posted.

Daily Processing – Journal

- The **Journal** is a holding area for viewing transactions before they are posted to the Customer's Account.
  - Sales and Adjustments
  - Cash Receipts
  - Dispatching Work Orders
- **Journal** Entries are not manually entered but can be:
  - Edited
  - Deleted
  - Printed
  - Posted

Daily Processing – Auto Create Payments

- **Auto Create Payments** allows you to automatically apply payments received from the customer to a billing group instead of individually in the Cash Receipts Screen .

Daily Processing - Collections

- The **Collections** screen is used to track the Customer Collections process.

- Payment History can also be viewed on this screen.

- Notes entered here can be viewed on the Customer Master Screen.

- Notes entered on the Customer Master Screen can be viewed here.

Daily Processing – Re-sequence Routes

- The **Re-sequence Routes** screen is only used when Routing has been set up in the system.

- A customer is assigned a "Stop Number". This number signifies the customer's position as it appears in the route.

- With this screen the stop numbers can be adjusted so additional stops can be added to the route.

Daily Processing – Open Items

- The **Open Items** screen is used to view open transactions
  - Individual Charges
  - Individual Payments

- With this screen you can assign which payment is to be applied to which charge.
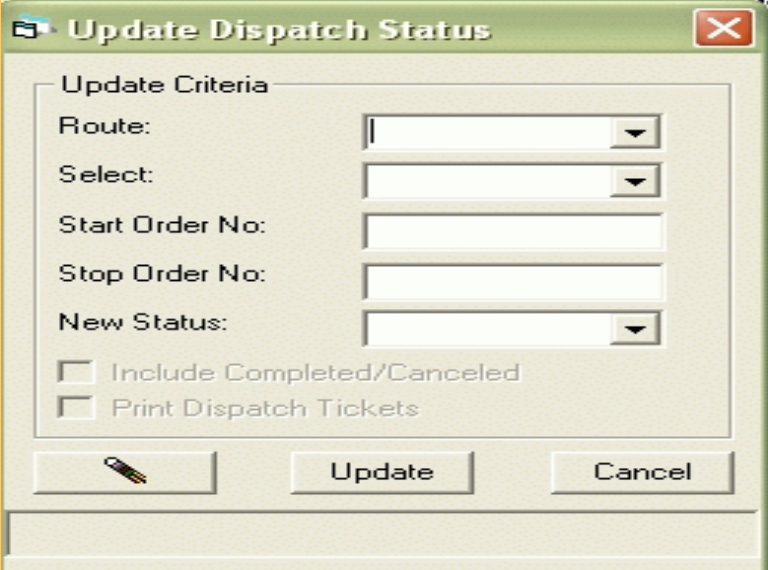
Dispatching – Entry/Maintenance

- **Dispatching Entry/Maintenance** is used for creating and editing Work Orders.

- The Ticket Tab gives general information about the order:
  - Drop off or Pick up of roll off containers
  - Scheduling painting containers
  - Any service for the customer

- The **Transaction Tab** lists the individual charges the customer will be billed.

- The **Detail Tab** shows the transactions for which the customer has already been billed.

Dispatching – Process & Print Tickets

■ The **Process Dispatch Tickets** Screen is use to manually change the status on a batch of tickets.

Dispatching – Process & Print Tickets

- The **Print Dispatch** Screen uses the same selection criteria as the proceeding screen for printing Dispatch Tickets.

Group Billing

- Group Billing
  - All customers in the group are billed at the same time.
  - Steps to follow for Group Billing:
    - Late Charges
    - Pre-Billing Report
    - Recurring Charges
    - Print Statements
    - Print Open Item (OI) Statements
- Group Invoices
  - Invoices are created for work done at time of service.
  - Steps to follow for Invoicing:
    - Create Invoices
    - Print Invoices
- Un-Bill Groups

Individual Billing

- Individual Billing
  - Each customer is billed individually.
  - Steps to follow for Individual Billing:
    - Recurring Charges
    - Print Statements
    - Print Open Item (OI) Statements

- Individual Invoices
  - Invoices are created for work done at time of service.
  - Steps to follow for Invoicing:
    - Create Invoices
    - Print Invoices

Contracts

- Contracts
  - This feature is optional.
  - This screen allows you to set up contracts with your customers.
  - The General Tab contains the name, address, and miscellaneous contract information.
  - The Service Tab lets you specify dates and dollar amounts associated with this customer's contract.
  - The Pickup Tab contains routing schedules and container data.
  - Contracts can be printed on preprinted forms.

Contract Renewal

- Contract Renewal
  - Select one group or all groups
  - Select by Start or Expiration Date
  - All contracts that meet the criteria will be renewed
  - For a list of contracts set to expire run the Contracts Expire Report in Daily Reports.

Employees

- The **Employee** feature is optional.
- In this screen, you can set up your Drivers, Technicians, Clerks and Salespeople.
- There are required fields when setting up an employee:
  - Code
  - Name
  - Type
  - A code for an employee can be their initials, first name, employee number, etc.

Truck Codes

- Truck Codes
  - Codes must be entered in order to track vehicles.
  - This screen shows the different types of vehicles used by your company.

Truck Maintenance

- Truck Maintenance
  - This screen gives details of each vehicle.
  - This screen is also used for tracking maintenance information for each vehicle.

Late Notices

- This screen will allow you to send out **Late Notices** to customers that are over 30, 60, or 90 days past due.

- **Late notices** can be in the form of a statement or postcard.

- **Late Notices** can also be sent to the customer in letter format by using the Mass Mail Module.

Letters

- The **Letters** screen allows you to create a letter to be sent to one or more customers.
  - Customer names, addresses, balances, among other fields, can print on the letters.
  - Letters can not be printed from this screen.
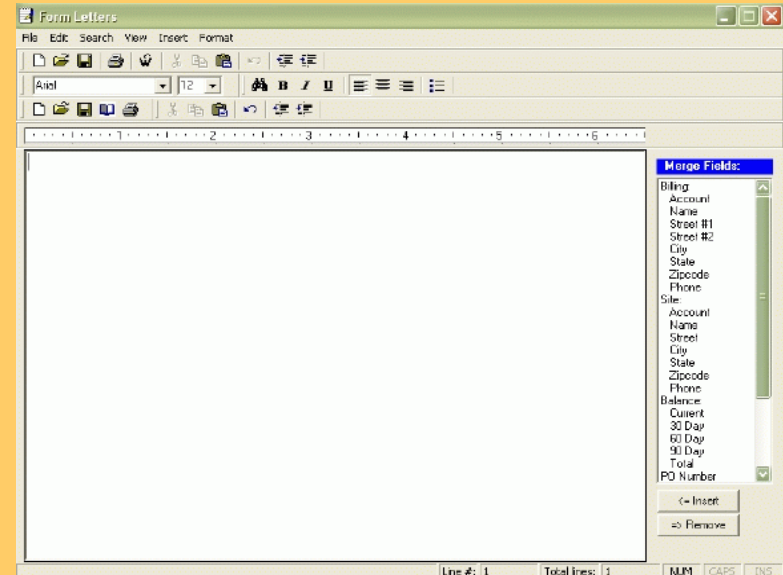
Mass Mail

- The **Mass Mail** module allows you to print **Letters** out to a group of customers.

Month End

- **Month End** resets the dollar amount fields on the Truck Maintenance Screen back to zero.

- **Month End** does not effect Truck Maintenance History.

Reports

- Billing Code

- Route List

- Customer Reports
  - Customer List
  - Aged Balances
  - Account Review

- Collections

- Dispatch List

- Tax Reports

- General Ledger
  - Missing Tax GL
  - Missing Code GL
  - GL Summary

- Container List

- Contracts Expiring

- Trucks
  - Truck List
  - Preventive Maintenance

The Analyze Tab – Route Profit

- The **Route Profit** report will only be accurate if you have routes assigned to your customers.

- After selecting a route number the system will automatically calculate route totals.

- Totals can be viewed by the day or month.
  This report can be printed by hitting the Print button.

Analyze Tab – Charges

- This screen can increase or decrease rates for one or all charge codes that are setup in the system.

- This screen can also be used to increase or decrease the recurring charge rates that are assigned to your customers.

Analyze Tab – Map Route

- This feature requires **DeLorme Street Mapping Software**.

- This screen will allow you to see all customers on a route displayed on a Street Atlas.

- You can then define the stop sequence and get driving directions.

- The Street Atlas and driving directions can also be viewed for a single customer from the Customer Master Screen.