



# Financial Services Procedure

**SUBJECT: Additional Garbage and Cart Delivery Procedure**

**NO: UBO P1.16**

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**EFFECTIVE: August 10, 2015**

- The Utility Billing Office (UBO) division of Financial Services Department receives emails daily from the Solid Waste Department for recycle carts, garbage carts, and carts collected.
- The garbage carts get a one-time delivery fee of \$10.00. If this is a second garbage cart then a one-time delivery charge and a monthly recurring \$10.00 charge will be entered. Only one person is dedicated to entering these charges which is the billing team lead.

Step 1 Receive the memo via email from the Solid Waste Water Department

Step 2 Enter the garbage carts listed by location ID# in H.T.E. Carts must be entered in a timely manner, as soon as email is received and no later than 3 days.

- a. Add \$10.00 >misc. charge entry> Add Misc. Charge Entry>Charge Code>M4> Charge amount 10.00>Reference # 081215 (date delivered)
- b. Work with customer, enter location ID, enter>right click on customer, go to customer/services> enter>enter>go to the last page that says (Customer Services Maintenance), click on SW component>right click, change, go to the component maintenance>add component>click 2<sup>nd</sup> garbage cart>right click select, start date is the delivery date.

Step 3 After entering the billing team lead will notify the Solid Waste Dept. via email that the process has been completed, Reply All.

Step 4 Once all carts have been entered and Solid waste notified, the email is filed in the folder on the shared directory:

K: /UBO/solid waste retention/by groups/additional garbage carts

- Retention policy is three years.