

Clare Pillsbury

Sep 26 10:57

To

Consortium,

Sarah Haas

Hello,

We've received an Assessment Inquiry for 679 Maryland Ave E, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 12739

Ticket Requester: Alberto Reynoso Arellano

Ticket Requester Email: (if available) spjcleaningservice@gmail.com

Ticket Request Phone Number: (if available) +16514242707

Property ID #: 202922430209

Property Address: 679 Maryland Ave E, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 2 (April - June)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$111.04

Hauler: Waste Management

Ticket Comments: Property owner stated that they paid their Q2 2022 invoice in May 2022. They spoke with WM today and they said that there were no payment received. **Please see attached proof of payment and confirm whether this payment was received.** It appears as though there were two payments made to WM on 5/3/2022. One was for \$96.58 and the other was for \$203.37.

Thank you,

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

<https://www.stpaul.gov/garbage>

679 Maryland 2nd Proof of Payment_May 3.jpg

679 Maryland Proof of Payment_May 3.jpg



Clare Pillsbury

Sep 29 09:40

To

Consortium,
Sarah Haas

Have we received a response on this one? **If not, please respond by tomorrow at 10:00 AM.**

Best,

Clare Pillsbury

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Clare Pillsbury

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Consortium

Sep 29 12:48

To

Clare Pillsbury,
Sarah Haas

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

I had to send the e-mail from Monday with the back up to my person in Phoenix to see if she can find the payments.

Mary Patch

Mary,

Please see request from Clare.

Recycling is a good thing. Please recycle any printed emails.



Consortium

Sep 29 12:50

To

Clare Pillsbury,

Sarah Haas

Please see WM question.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

So where is the attachment for this one

See below

MP

Mary,

Please see request from Clare.

Recycling is a good thing. Please recycle any printed emails.



Clare Pillsbury

Sep 29 16:30

To

Sarah Haas,
Consortium

Thanks Mary! It should have been in the original email that I sent you. I have attached it to this email as well. Greg, can you make sure that the attachment gets to Mary when you forward it.

Best,

Clare Pillsbury

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Clare Pillsbury
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IMG_20220918_225244_01.jpg

IMG_20220918_225246_01.jpg

IMG_20220918_225241_01.jpg



Clare Pillsbury

Oct 05 13:14

To

Sarah Haas,
Consortium

Have we received a response on this yet? If not, please respond by the end of the day tomorrow.

Thank you.

Clare Pillsbury

--

Clare Pillsbury
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Consortium

Oct 10 12:49

To

Clare Pillsbury,

Sarah Haas
Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

This is the information I got – so he needs to check with his bank since both payments were reversed back to him – not enough info to process them.

So here is the information that I got back from WMSC on those payments:

This payment was returned back to the customer along with another payment for account 500-446213. He didn't provide enough information to apply the payments. Provide the trace number below as proof for his bank. I think if he looks for the return on his statement he will find it.

Trans Code	Bill ID	Customer Account No	Customer Name	Amount	Trace
No	Date	Time			
21	1750000001	8633308906	ALBERTO		
REYNOSO	203.37	043000090000087	5/19/2022	11:54 PM	
21	1750000001	8633308906	ALBERTO		
REYNOSO	96.58	043000090000133	5/19/2022	11:54 PM	

So he needs to check with his bank as well his statements after that one that he sent. So he sent the proof that it was taken out but he never saw it when it was put back in and he's probably already spent it to ☹️

FYI

Thank you Mary. I will reach out to the property owner and wait to hear back from you regarding the payment research request.

Best,

Think Before You Click: This email originated **outside** our organization.

image002.png



Clare Pillsbury

Thursday 09:29

To

Sarah Haas,
Consortium

Thank you Mary! Was the other account you mentioned for 779 Cortland PI? The property owner is contesting the assessment for that property as well.

Best,

Clare Pillsbury

--

Clare Pillsbury

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Clare Pillsbury

Thursday 09:49

To

Sarah Haas,
Consortium

Also, the property owner was wondering what information they need to include with their payments. They stated that they followed the instructions provided to them by a Waste Management CSR as to where they needed to send the payment and were confused as to why the payment was not applied. Please let us know where the property owner should be sending their payments and what information they need to include.

Thanks!

Clare Pillsbury

--

Clare Pillsbury

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Consortium

Thursday 13:26

To

Clare Pillsbury,
Sarah Haas

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

He changed something since his last payment that went thru was on 02/11/22 OTP-PRE-VISA
PMT SLB 96.58 .00

Since then there have been issues with the payments he has made for this account and the one on Cortland PL

He needs to figure out what he changed.

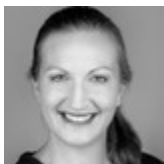
The only suggestion I have – is mail your payments to the lockbox - you can put both remits and one check into an envelope and mail it off.

Mary Patch

Mary,

Please see additional questions.

image001.png



Clare Pillsbury

Friday 14:31
To
Sarah Haas,
Consortium

Thank you Mary! Is it not possible for you to see what information the property owner failed to include in the payment? The reason that I ask is that the property owner pays through their bank and wanted to be able to tell them what was missing.

Also, please send the lockbox address where they should send the payments to. **As there is a legislative hearing for this property next week, we will need this information by Monday at 12:00 PM.**

Best,

Clare Pillsbury

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Clare Pillsbury
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Consortium

Saturday 15:16
To
Clare Pillsbury,
Sarah Haas
Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.
grevering.sph@gmail.com

763-295-2054

That is something he needs to figure out with his bank.

He might not have given them the correct unique ID number for each account.

Or his routing information was incorrect.

Mary Patch

Mary,

Please see question from Clare.

image002.png



Consortium

Saturday 15:17

To

Clare Pillsbury,

Sarah Haas

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

I have no idea

Mary Patch

Mary,

Please see question from Clare.

image002.png



Clare Pillsbury

Today 10:15

To

Sarah Haas,

Consortium

Thank you Mary! Please provide the address of the lock box where the property owner should send their future payments by **1:00 PM today**. The property owner wants to make sure that they are sending all invoices to the correct address. If you don't know the address, please send instructions on where we can find that information,

Best,

Clare Pillsbury

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Clare Pillsbury

Today 12:01

To

Sarah Haas,
Consortium

Also, we need the following information as well:

- All records of contact with this property owner as well from Q2 - Q3 2022
- Date for when the payments made on 5/19/2022 were returned to the property owner. They claim that they were not returned until September. If that was the case, why did it take so long to return the payments?

Since this is new information that we are requesting, you can wait until tomorrow at 12:00 PM to respond.

Best,

Clare Pillsbury

--

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Consortium

Today 13:09

To

Clare Pillsbury,

Sarah Haas

Please see update from WM

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>

Date: October 17, 2022 at 1:03:22 PM CDT

To: grevering.sph@gmail.com

Subject: RE: FW: FW: FW: FW: FW: FW: FW: FW: FW: FW: 679 Maryland Ave E, Saint Paul, Minnesota, 55106 - (Quarter 2 (April - June)) - Assessment Inquiry

I would have no idea - the money was returned to him when someone figured out they had no place to apply it.

It doesn't happen overnight – there are procedures everyone has to follow.

Mary Patch