

Pillsbury, Clare (CI-StPaul)

From: Greg Revering <grevering.sph@gmail.com>
Sent: Thursday, December 30, 2021 5:02 PM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: Fwd: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

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

Please see update from WM.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: December 30, 2021 at 4:47:44 PM CST
To: grevering.sph@gmail.com
Subject: RE: FW: FW: FW: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

This is the response I got

From what I can see the 4/25 payment was returned due to NSF, so the customer made a 1 time payment on 5/20 from a different checking account. Making a 1 time payment doesn't update your recurring payment information unless you request to change it permanently. It looks like he has changed it now though.

Here is the original issue and he paid that separately by doing a one-time payment – but he didn't update his information at that time and just by making a payment from another account doesn't fix the issue.

04/25/21 RECUR-ACH	PMT SLB	94.84	
04/30/21 DECL-ACH-RCR	PMT SLB	94.84	
05/20/21 OTP-PRE-ACH	PMT SLB	94.84	

So that is why this declined

07/26/21 RECUR-ACH	PMT SLB	94.84	.00
07/29/21 DECL-ACH-RCR	PMT SLB	94.84	94.84
08/27/21 FIN CHRG	FIN LPR	4.74	99.58
09/27/21 FIN CHRG	FIN LPR	4.74	104.32
10/05/21 ST PAUL BAL	PMT MSC	104.32	.00

He has now fixed his information and payment should now come out of the correct account.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, December 29, 2021 3:47 PM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

FYI

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>
Sent: Wednesday, December 29, 2021 3:46 PM
To: Sarah Haas <sarah.haas@ci.stpaul.mn.us>; Consortium <grevering.sph@gmail.com>
Subject: Re: FW: FW: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Thank you Mary. I will wait for you to update us on your conversation with Phoenix.

Clare Pillsbury

--

Clare Pillsbury

City of Saint Paul

Department of Public Works - Garbage

651-266-6101

garbage@ci.stpaul.mn.us

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

On Wed, December 29 at 15:36, Consortium wrote:

Please see update from WM.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Patch, Mary <mpatch@wm.com>
Sent: Wednesday, December 29, 2021 3:21 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

I have forwarded this e-mail onto our Phoenix location – there is a person there that can research this for me and she will let me know what she finds out.

Yes he did make two payments to us in October

10/07/21 OTP-PRE-ACH PMT SLB 94.84 - this one was probably to pay for the 3rd Qtr billing - but we had sent that off to the city/county on 10.5.21 and it was for a total of \$104.32 because of two finance charges at \$4.74 each. His payment made in July was declined on 7.29.21 and he should have received notice of that issue at the same time. So why did it take him till October to pay us for 3rd Qtr?

The next payment

10/25/21 RECUR-ACH PMT SLB 94.84 94.84- paid for his 4th Qtr billing.

So he has a credit balance on his account of \$94.84

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Wednesday, December 29, 2021 2:24 PM

To: Patch, Mary <mpatch@wm.com>

Subject: [EXTERNAL] FW: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Mary,

Please see the information and request below.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

From: Clare (City of Saint Paul) <support@saintpaul.zendesk.com>

Sent: Wednesday, December 29, 2021 1:34 PM

To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>

Subject: 314 Toronto St, Saint Paul, Minnesota, 55102 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 314 Toronto St, Saint Paul, Minnesota, 55102. Please forward to Waste Management for their input.

Ticket Requester: Alexandria Lauritson

Ticket Requester Email: (if available) alauritson@me.com

Ticket Request Phone Number: (if available) 16514971243

Property ID #: 122823220096

Property Address: 314 Toronto St, Saint Paul, Minnesota, 55102

Quarter Pending Assessment is for: Quarter 3 (July - September)

Billing year for Pending Assessment: 2021

Pending Assessment Amount: \$104.32

Hauler: Waste Management

Ticket Comments: Property owner received a declined card notice in April. They updated the account information online prior to the July billing, however the Waste Management billing system reverted to the old payment and it was declined. The property owner then called Waste Management and made a payment for Quarter 3 and Quarter 4 on October 6 and October 7.

Please explain why the billing reverted to the old payment method and provide the following information for Q2 - Q4 2021:

- Itemized breakdown of invoice (including late fees)
- Credits applied to account
- Payment history (date, amount, and method)
- Contact with property owner

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>

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