

Pillsbury, Clare (CI-StPaul)

From: Haas, Sarah (CI-StPaul)
Sent: Wednesday, June 29, 2022 8:56 AM
To: Pillsbury, Clare (CI-StPaul); grevering.sph@gmail.com; Support (Zendesk)
Subject: RE: FW: FW: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Follow Up Flag: Follow up
Flag Status: Completed

Clare

I think Mary is saying it should be reversed. The payment was lost and not applied to the account during Qtr1 so they sent it for assessment. It was "found" and applied later. WM failed to update the City with that information. We can remove the assessment and remove it from the hauler payment.

Sarah Haas **Garbage Program Manager**

She/Her/Hers

Public Works

25 4th St. West, Floor 800

Saint Paul, MN 55102

P:651-266-6216

sarah.haas@stpaul.gov

www.StPaul.gov



SAINT PAUL
MINNESOTA

From: Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>
Sent: Tuesday, June 28, 2022 5:13 PM
To: grevering.sph@gmail.com; Support (Zendesk) <support@saintpaul.zendesk.com>
Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>
Subject: RE: FW: FW: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

I did read all your emails. Can you give me a call about this one? I think that will help clarify some things that I may not be understanding. I am almost done for the day but should be free between 1:00 and 4:30 tomorrow afternoon. My email is in my signature.



SAINT PAUL
MINNESOTA

Clare Pillsbury

Management Assistant I - Citywide Garbage Program

Pronouns: she/her/hers

Department of Public Works

800 City Hall Annex

25 West Fourth St

Saint Paul, MN 55102

P: 651-266-8862

Clare.Pillsbury@ci.stpaul.mn.us

www.StPaul.gov

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, June 28, 2022 5:00 PM

To: Support (Zendesk) <support@saintpaul.zendesk.com>

Cc: Haas, Sarah (CI-StPaul) <Sarah.Haas@ci.stpaul.mn.us>; Pillsbury, Clare (CI-StPaul) <Clare.Pillsbury@ci.stpaul.mn.us>

Subject: FW: FW: FW: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

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

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, June 28, 2022 4:58 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: FW: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Did you read any of the notes I had on the original e-mail

Their payment got lost – it was applied elsewhere on 1.21.22 – it took until May to find it – so when they find it they use the date that the original payment was posted to the wrong account.

I have it all spelled out.

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, June 28, 2022 4:55 PM

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

Subject: [EXTERNAL] FW: FW: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - 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: Tuesday, June 28, 2022 4:53 PM

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

Subject: Re: FW: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Thank you Mary. How is that possible since the unpaid invoice would have been sent to the city to be assessed on 4/5/2022?

Best,

Clare Pillsbury

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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 Tue, June 28 at 16:43, Consortium wrote:

Please see WM update.

Greg Revering

Chief Manager

St. Paul Haulers LLC.

grevering.sph@gmail.com

763-295-2054

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

Sent: Tuesday, June 28, 2022 4:43 PM

To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>

Subject: RE: FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

It was applied to the 1st Qtr Billing well after 4.1.22

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, June 28, 2022 4:29 PM

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

Subject: [EXTERNAL] FW: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see question from Clare.

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: Tuesday, June 28, 2022 4:28 PM

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

Subject: Re: FW: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Thanks Mary! Based on what I can see, the payment that was originally submitted in January was applied to the Q2 2022 invoice. Is that correct?

Best,

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 Tue, June 28 at 12:47, 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: Tuesday, June 28, 2022 12:34 PM
To: 'grevering.sph@gmail.com' <grevering.sph@gmail.com>
Subject: RE: FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

I have no idea where her payment was sent, where it originally got applied or where they found it.

But it looks like it took until May to find it – it was applied to the account using the original date it was posted to some account.

We can reverse that amount off of the holding account if you would like

Let me know

1st Qtr 2022 Billing - 64 gal trash plus taxes.

01/06/22	MISC TAX	INV T1A	6.84	6.84
01/06/22	MISC TAX	INV T1I	19.63	26.47
01/06/22		INV 06A	70.11	96.58
01/21/22	IVR-MC	PMT SLB	96.58	.00
04/05/22	ST PAUL BAL	PMT MSC	96.58	96.58-

2nd Qtr 2022 Billing - 64 gal trash plus taxes and a payment .

04/05/22	MISC TAX	INV T1A	6.84	89.74-
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04/05/22 MISC TAX	INV T1I	19.63	70.11-
04/05/22	INV 06A	70.11	.00
04/25/22 IVR-MC	PMT SLB	96.58	96.58-
	Tot	96.58-	

Notes on the account

03/15/2022 11:10:00 ABRAZIEL

CCI STATING SHE PAID BUT LOOKING IN WMCONNECT THERE HAS BEEN NO PAYMENT SHE PROVIDED ME WITH A CONFIRMATION NUMBER STARTING WUTH 64278 AND I HAD TO LET HER KNOW THAT OUR CONIRMATION NUMBER STARTS WITH 800. CUSTOMER D ISCONNECTED CALL

03/15/2022 11:46:46 LCLEVEL4

JOYANNE CI WAS WITH AGENT OVER 20MINS AND AGENT RESEARCHED AND REQ A SUP

03/15/2022 12:11:09 KBRUESCH CREATED CASE BIL / BNT CASE 11507016

03/15/2022 12:11:13 KBRUESCH

***ESC CALL**CUSTOMER CALLED IN TO SEE WHERE HER PAYMENT IS AT ..I DID

NOT NSEE ANY PAYMENT FOR THE MONTH OF 01/22 THE COFERMATION # THAT W

AS GIVEN TO ME IS 6427865051106861303257 SAID IT WAS DONE ONLINE AND

THATS THE # TGHAT WAS GIVEN TO HER ..STAES THAT SHE PD THRU MC ENDDI

NG IN 9658 CUST SAID THIS WAS DONE ON 01212022 AND TAKEN FROM HER BAVK

ON 01222022...CAN WE PLZ SEE IF WE CAN FIND IT THANK YOU ...I WILL B

E WAITING FOR YOUR REPLY ..THANK YOU

03/15/2022 12:11:37 KBRUESCH

ESC CALL *CCI TO SEE WHERE HER PAYMENT WAS AT I SUBMITTED A TKT TO L

OCATE THE FUNDS ..WILL CK IN ON THIS MATTER ..AWAITING REPLY

03/21/2022 10:36:42 SCRAWFO1

CCI TO SEE IF PAYMENT WAS LOCATED. WILL CALL BACK IN A FEW DAYS

03/29/2022 10:43:51 FLROUTE SEQUENCE NUMBER CHANGED FOR SERVICE

64T FROM 2070.00 TO 1450.00 IN ERL BATCH U032966946

04/07/2022 13:12:44 ESBNOTES CAAG SCRAWFO1 JOY CI TO SEE BALANCE

INFORMED BALANCE REMAINING IS FOR CURRENT QUARTER FOR APRIL AND

NOTHING PAST DUE

04/20/2022 12:32:54 ESBNOTES CAAG SBATES JOY CALLED TO MAKE PAYMENT

CARD DID NOT CLEAR WILL CALL BANK FOR MORE INFO

04/22/2022 13:33:16 CMASON3

JOYANNE CI - ADVISED HER WE DID NOT RECIEVED A PAYMENT FROM HER FROM JAN

- MAR THAT IS WHY SHE IS RECIEVING A BILL FROM THE CITY OF SAINT PAUL IN

THE AMOUNT OF 64.39

04/22/2022 13:41:49 BWILLI32

ESC - SPOKE TO JOYANNE REGARDING PAYMENT DUE FROM CITY OF SAINT PAUL, SH

E STATED SHE SENT OVER PROOF OF PAYMENT, NO PROOF OF PAYMENT RECEIVED. J

OYANNE WILL RESEND

04/22/2022 14:33:04 RTODD3

JOYANNE CALLED WITH INFORMATION FOR BELINDA. EMAIL WOULD NOT GO THROUGH

SO SENT IT TO ME. I FORWARDED IT TO BELINDA ALONG WITH OTHER INFO

VIA CHAT. CUSTOMER RELIVIED AND STILL WILL WAIT ON BELINDA TO CALL BACK

05/06/2022 16:58:51 BWILLI32

REACHED OUT FOR UPDATE ON PAYMENT RESEARCH. TEAM WAS WAITING FOR LAST 4
DIGITS OF CC NUMBER. SUBMITTED PER ABOVE NOTES
FOUND IN CYBERSOURCE WILL HAVE MJAMES GET POSTED. LTACKMAN 05-31-22 TI
CKET 10474570

04/22/2022 16:31:13 BWILLI32

RECEIVED EMAIL, FORWARDING FOR PAYMENT RESEARCH

04/25/2022 09:15:33 MAHO

PAYMENT RESEARCH SUBMITTED FOR BWILLI32, [CONF:FN0000010474570](#).

From: grevering.sph@gmail.com <grevering.sph@gmail.com>

Sent: Tuesday, June 28, 2022 11:30 AM

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

Subject: [EXTERNAL] FW: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Mary,

Please see request from Clare.

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: Tuesday, June 28, 2022 10:44 AM
To: Consortium <grevering.sph@gmail.com>; Sarah Haas <sarah.haas@ci.stpaul.mn.us>
Subject: Re: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106 - (Quarter 1 (January - March)) - Assessment Inquiry

Have we received a response for this inquiry? **If not, please respond by tomorrow at 12:00 PM.**

Thank you!

Clare Pillsbury

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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, June 22 at 17:29, Clare Pillsbury wrote:

Hello,

We've received an Assessment Inquiry for 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 9338

Ticket Requester: Joy Hurley

Ticket Requester Email: (if available) joy_hurley@hotmail.com

Ticket Request Phone Number: (if available) +16517765529

Property ID #: 202922440017

Property Address: 795 Hyacinth Ave E, Saint Paul, Minnesota, 55106

Quarter Pending Assessment is for: Quarter 1 (January - March)

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$64.39

Hauler: Waste Management

Ticket Comments: Property owner stated that they paid their Q1 2022 invoice on January 21, 2022. They stated that they were working with Belinda at Waste Management and sent them proof of the payment. However, Belinda never got back to her. **Please confirm whether the payment was received and provide the following information for Q1 - Q2 2022:**

- Itemized breakdown of invoice
- Payment history
- Contact with property owner

Thank you,

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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.