

Pillsbury, Clare (CI-StPaul)

From: Greg Revering <grevering.sph@gmail.com>
Sent: Wednesday, January 11, 2023 9:45 AM
To: Support (Zendesk)
Cc: Haas, Sarah (CI-StPaul); Pillsbury, Clare (CI-StPaul)
Subject: Fwd: 676 York Ave, Saint Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry
Attachments: CHECK 6291.docx
Follow Up Flag: Follow up
Flag Status: Flagged

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

Please see WM update.

Sent from my iPhone

Begin forwarded message:

From: "Patch, Mary" <mpatch@wm.com>
Date: January 11, 2023 at 9:44:06 AM CST
To: grevering.sph@gmail.com
Subject: RE: FW: FW: 676 York Ave, Saint Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Attached is a copy of her check and what she sent with it
She actually wrote out the check on 8.9.22 – now the million dollar question is - did she mail it to the Phoenix AZ address on the top of her letter or did she mail it to the address listed below – which is noted in the body of the letter we send out - I'm thinking she mailed it to the AZ address because her check ended up getting posted to an account out of that area.
They somehow in the research – found it and then moved it to her account.
It is always important that if mailing a check – it be sent here and with the stub attached to their invoice.

Mail Payment To: Waste Management of WI-MN
P.O. Box 4647
Carol Stream, IL 60197-4647

Mary Patch

From: grevering.sph@gmail.com <grevering.sph@gmail.com>
Sent: Tuesday, January 10, 2023 8:20 AM
To: Patch, Mary <mpatch@wm.com>
Subject: [EXTERNAL] FW: FW: FW: 676 York Ave, Saint Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - 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, January 10, 2023 8:20 AM

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

Subject: Re: FW: FW: 676 York Ave, Saint Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

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

Thank you,

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 Thu, January 5 at 14:53, Clare Pillsbury wrote:

Thank you Mary. Can you reach out to the agent to see what happened to the payment? The property owner is understandably confused about why it took so long tyo be applied to the account.

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, January 3 at 13:02, 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, January 3, 2023 11:07 AM

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

Subject: RE: FW: 676 York Ave, Saint Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

I show that the payment of \$62.26 that she states was sent in July 2022 and was cashed on 8.26.22 was not applied to her account until 10.14.22.

Yes it could have been cashed in August but hung up in unidentified cash if WM wasn't sure where to apply it.

These are some notes on her account - so I am assuming that it ended up in unidentified cash and when the PO talked to CE they reached out to CashApps to find the payment. I don't have access to that ticket and if you need further info I would have to reach out to the agent to see what she has.

10/10/2022 14:30:27 MPRATHER

ALSO WILL DO A PAYMENT RESEARCH

10/14/2022 LGONZALEZ MALAIKA PRATHER CORRECTION COMPLETED FN10885238

CK#6291, SEE TKT FOR DETAILS.

3rd Qtr Billing - 32 gal limited trash service, taxes and 3 finance charges.

07/06/22	MISC TAX	INV T1A	4.20	4.20
07/06/22	MISC TAX	INV T1I	12.05	16.25
07/06/22		INV 06A	43.05	59.30
07/28/22	FIN CHRG	FIN LPR	2.96	62.26
08/31/22	FIN CHRG	FIN LPR	2.96	65.22
09/30/22	FIN CHRG	FIN LPR	2.96	68.18
10/05/22	ST PAUL BAL	PMT MSC	68.18	.00

4th Qtr Billing – 32 gal limited trash service, taxes and two payments were applied.

10/05/22	MISC TAX	INV T1A	4.20	4.20
10/05/22	MISC TAX	INV T1I	12.05	16.25
10/05/22		INV 06A	43.05	59.30
10/14/22	6291	PMT SLB	59.30	.00
10/14/22	6291	PMT SLB	2.96	2.96-
10/18/22	6307	PMT SLB	59.30	62.26-
		Tot	62.26-	

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

Sent: Tuesday, January 3, 2023 10:27 AM

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

Subject: [EXTERNAL] FW: 676 York Ave, Saint Paul, Minnesota, 55106 - (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: Tuesday, January 3, 2023 10:14 AM

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

Subject: 676 York Ave, Saint Paul, Minnesota, 55106 - (Quarter 3 (July - September)) - Assessment Inquiry

Hello,

We've received an Assessment Inquiry for 676 York Ave, Saint Paul, Minnesota, 55106. Please forward to Waste Management for their input.

Ticket ID#: 16244

Ticket Requester: Gail Lannier

Ticket Requester Email: (if available) startwinkle55@msn.com

Ticket Request Phone Number: (if available) +16514282169

Property ID #: 292922420136

Property Address: 676 York Ave, Saint Paul, Minnesota, 55106

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

Billing year for Pending Assessment: 2022

Pending Assessment Amount: \$68.18

Hauler: Waste Management

Ticket Comments: Property owner stated that WM received a payment for quarter 3 in the amount of 62.26 in July and did not cash that check until 8-26-2022. The quarter 4 check was cashed on October 14th for \$59.30. **Please confirm whether the payment was recieved and how it was applied. Please also provide the following information for Q3 - Q4 2022:**

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

In the meantime, I will work with the property owner to get a proof of payment.

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.