



Chart of Account List

Account	Type	Detail type
Primary Business Checking	Bank	Checking
Money Market	Bank	Money Market
Accounts Receivable (A/R)	Accounts receivable (A/R)	Accounts Receivable (A/R)
Inventory Asset	Other Current Assets	Inventory
Uncategorized Asset	Other Current Assets	Other Current Assets
Undeposited Funds	Other Current Assets	Undeposited Funds
Accumulated Depreciation	Fixed Assets	Accumulated Amortization
Dumpsters	Fixed Assets	Accumulated Amortization
Trucks	Fixed Assets	Accumulated Amortization
Portable Toilets	Fixed Assets	Accumulated Amortization
Accumulated Amortization	Other Assets	Accumulated Amortization of Other Assets
Goodwill	Other Assets	Accumulated Amortization of Other Assets
Loan Costs	Other Assets	Accumulated Amortization of Other Assets
Accounts Payable (A/P)	Accounts payable (A/P)	Accounts Payable (A/P)
Capital One	Credit Card	Credit Card
SBA Loan	Long Term Liabilities	Notes Payable
Member Equity	Equity	Owner's Equity
Opening Balance Equity	Equity	Opening Balance Equity
Owner's Investment	Equity	Owner's Equity
Owner's Pay & Personal Expenses	Equity	Owner's Equity
Retained Earnings	Equity	Retained Earnings
Appliance Disposal	Income	Service/Fee Income
Billable Expense Income	Income	Sales of Product Income
Equipment Rent	Income	Service/Fee Income
Hook Lift Haul	Income	Service/Fee Income
Interest Income	Income	Other Primary Income
Landfill Receipts	Income	Service/Fee Income
Load & Go	Income	Service/Fee Income
Portable Toilet-Event	Income	Service/Fee Income
Portable Toilet-Service	Income	Service/Fee Income
Portable Toilet-Additional Service	Income	Service/Fee Income
Relocate Dumpster	Income	Service/Fee Income
Returned Check Charge	Income	Service/Fee Income
Sales of Product Income	Income	Sales of Product Income
Scrap Metal	Income	Service/Fee Income
Shipping Income	Income	Sales of Product Income
Tire Disposal	Income	Service/Fee Income
Trip Charge	Income	Service/Fee Income
Unapplied Cash Payment Income	Income	Unapplied Cash Payment Income
Cost of Goods Sold	Cost of Goods Sold	Supplies & Materials - COGS
Accounting & Professional Services	Expenses	Legal & Professional Fees
Advertising & Marketing	Expenses	Advertising/Promotional
Amortization	Expenses	Advertising/Promotional
Ask My Accountant	Expenses	Utilities
Bad Debts	Expenses	Bad Debts



Bank Charges & Fees	Expenses	Bank Charges
Cell Phone	Expenses	Office/General Administrative Expenses
Charitable Contributions	Expenses	Charitable Contributions
Credit Card Processing Charges	Expenses	Bank Charges
Depreciation	Expenses	Advertising/Promotional
Dues & Subscriptions	Expenses	Dues & subscriptions
Fleet Manager/GPS	Expenses	Dues & subscriptions
Hauling Supplies	Expenses	Supplies & Materials
Insurance	Expenses	Insurance
Insurance:Liability Insurance	Expenses	Insurance
Insurance:Truck Insurance	Expenses	Insurance
Insurance:Workers Comp Insurance	Expenses	Insurance
Interest Paid	Expenses	Interest Paid
Internet	Expenses	Office/General Administrative Expenses
Landfill / Disposal	Expenses	Other Business Expenses
Licenses and Permits	Expenses	Other Business Expenses
Meals & Entertainment	Expenses	Entertainment Meals
Office Supplies & Software	Expenses	Supplies & Materials
Portable Toilet Supplies	Expenses	Supplies & Materials
Postage & Delivery	Expenses	Office/General Administrative Expenses
Printing and Reproduction	Expenses	Office/General Administrative Expenses
QuickBooks Payments Fees	Expenses	Other selling expenses
Reimbursable Expenses	Expenses	Supplies & Materials
Rent & Lease	Expenses	Rent or Lease of Buildings
Repairs & Maintenance	Expenses	Repair & Maintenance
Royalty Fee	Expenses	Finance costs
Salaries and Wages	Expenses	Payroll Expenses
Supplies & Materials	Expenses	Supplies & Materials
Taxes	Expenses	Taxes Paid
Taxes:Business Tax	Expenses	Taxes Paid
Taxes:Estimated Tax	Expenses	Taxes Paid
Taxes:Franchise & Exise Tax	Expenses	Taxes Paid
Taxes:Payroll Tax	Expenses	Taxes Paid
Taxes:Property Tax	Expenses	Taxes Paid
Taxes:Sales Tax	Expenses	Taxes Paid
Telephone	Expenses	Office/General Administrative Expenses
Travel	Expenses	Travel
Truck Fleet Expenses	Expenses	Auto
Truck Fleet Expenses:Fuel	Expenses	Auto
Truck Fleet Expenses:Repair & Maintenance	Expenses	Auto
Truck Fleet Expenses:Tires	Expenses	Auto
Truck Fleet Expenses:Wrecker Service	Expenses	Auto
Unapplied Cash Bill Payment Expense	Expenses	Unapplied Cash Bill Payment Expense
Uncategorized Expense	Expenses	Other Miscellaneous Service Cost
Utilities	Expenses	Utilities
Other Miscellaneous Expense	Other Expense	Other Miscellaneous Expense
Reconciliation Discrepancies	Other Expense	Other Miscellaneous Expense

Note: Items listed in red are required.



Credit Account Information (Example)

At Griffin Waste, we want our dedicated employees to have the right tools to better serve our clients. Below you will find a brief example on how to educate the client about our credit card processing terms & conditions via email.

Thank you for contacting Griffin Waste Services regarding dumpster service! We look forward to working with you!

I have attached our credit terms & agreement along with a Credit Card on File form. The completed forms can be faxed or emailed to the contact below. The credit card will be used for the initial order to verify the card. Once the completed credit terms are received and approved, you agree to our Net 15 payment terms. If payment falls outside of our Net 15 terms, the credit card on file will be charged for any past due balance.

Thanks again, & we look forward to working with you in the future!

Sincerely,

Griffin Waste Services

www.griffinwaste.com



Gmail Response Template (Example)

We want you to be prepared for everyday communications with our customers. Below you will find a brief example on how to best communicate with our clients via email in a friendly, yet professional manner.

Hi, _____

Sincerely, Thank you for contacting Griffin Waste Services regarding information about our dumpsters.

We rent 10 yd. open top dumpsters (12' L x 8' W x 4' D), which is about the size of a midsize car in your driveway, here in _____, _____ for \$_____ - includes _____ days & _____ tons of debris. All delivery, sales tax & haul charges included. We recommend at least 1 day notice. If outside of _____, _____, please call for location specific pricing.

Please give the office a call at _____ to answer any additional questions and to schedule a delivery of a dumpster!

We look forward to doing business with you!

Sincerely,

Griffin Waste Services

www.griffinwaste.com



Invoice Template (QuickBooks)

This example Griffin Waste invoice from QuickBooks Online features comprehensive details, including the franchise location, billing address, invoice number, due date, etc. It provides a clear and organized summary of charges, ensuring clients have all the necessary information at a glance.

Griffin Waste Services - Knoxville
PO Box 5278
Knoxville, TN 37928 US
+1 8652818300
knoxville@griffinwaste.com



INVOICE

BILL TO

Better Living Homes
11400 Parkside Drive
Suite 130
Knoxville, TN 37934

INVOICE # 33408
DATE 12/07/2021
DUE DATE 12/07/2021
TERMS Due on receipt

DELIVERY ADDRESS
12509 Daisy Field Lane

JOB NAME
Lot 21

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
12/07/2021	2 Ton Haul	10 yd Haul & 2 Ton	1	275.00	275.00
12/07/2021	Dumpster Rental	Includes (5) Days Rent and Sales Tax	1	5.00	5.00

- Customer will be responsible for dumpster damage and agrees not to overload dumpster.
- Customer agrees to place only material in the container that is suitable for disposal. The waste placed in the container will not be liquid including paint, used oil, antifreeze or lead acid batteries. Customer will assume and be responsible for any fine, violation or penalty from the content of the container. Mattresses, White Goods (Major Appliances) and Tires must be placed on top of the load for an additional charge. Mattress - \$30 Major Appliance - \$30 Tire - \$4
- GWS will not be responsible for any surface or subsurface damage created by the container or by the truck used to haul or handle container. Customer should mark and advise driver of possible crush hazards such as septic tanks, drain lines or pipes.
- GWS is not responsible for any injury sustained while loading or using container. GWS will only be responsible for injury while servicing or hauling container.

PAYMENT 280.00
BALANCE DUE **\$0.00**



Invoice Template (Docket)

This example Griffin Waste invoice from Docket features details that can be helpful to both you & the customer. It provides a clear and organized summary of charges, ensuring clients have all the necessary information at a glance.

Griffin Waste Services - Knoxville PO Box 5278 Knoxville, Tennessee 37928 ☎ (865) 281-8300 ✉ knoxville@griffinwaste.com			
Bill To: Better Living Homes 11400 Parkside Drive Suite 130 Knoxville, Tennessee 37934	Service Address: 2248 Misty Mountain Circle Knoxville, Tennessee 37932	Invoice No: 46404 Invoice Date: 04/12/2024 Due Date: 04/12/2024	
Summary of Work			
Rental Date: Apr 12, 2024 Rental: Standard Task No: 17553			
Your rental is scheduled for arrival on April 12, 2024. This rental will come with a weight allowance of 2 tons. If you exceed your weight allowance you will be charged at a rate of \$80.00 per ton for the additional weight. This rental will come with a rental length of 7 days. If you exceed your rental length, you will be charged at a rate of \$5.00 per day for the additional days. Concrete/Dirt/Asphalt Material - HALF DUMPSTER MAX LOAD (Dry Run Fee Minimum of \$100 charged for any overloaded dumpsters)			
Line Items			
DESCRIPTION	QUANTITY	RATE	AMOUNT
2 Ton Haul 10 yd Haul & 2 Ton	1	\$339.00	\$339.00
			Subtotal \$339.00
			Total \$339.00
Payments & Refunds			
DATE	DETAILS	AMOUNT	
04/12/2024	Card Better Living Homes: - **** 0285	\$339.00	
			Total Paid \$339.00
Terms and Conditions			
1. Griffin Waste Services (GWS) will provide a dumpster onsite for the expressed purpose of containing waste and for transport to a disposal location. Customer will be responsible for damage to the dumpster beyond reasonable wear and tear and agrees not to overload the dumpster.			
2. Customer agrees to place only material in the dumpster that is suitable for disposal. The waste placed in the dumpster will NOT be liquid, including paint, used oil, antifreeze, lead acid batteries, propane tanks, logs, or stumps. Dirt/Concrete/Asphalt/Stone related material - HALF DUMPSTER MAX. Shingles (30 sq Max).			
A Dry Run Fee (Minimum \$100) will be charged for any overloaded dumpsters.			
Mattresses, White Goods (Major Appliances), and Tires must be placed on top of the load for an additional charge.			
Mattress/Box Spring - \$35 Major Appliance - \$30 Tire - \$4			
Customer will assume and be responsible for any fine, violation, or penalty arising from the content of the dumpster.			
3. Customer is responsible for the placement of the dumpster. If the dumpster is placed off pavement, and we cannot pick up, the customer is responsible for the trip charge and any additional rent incurred outside of the 7 days included.			
4. GWS is not responsible for any surface or subsurface damage created by the dumpster or by the truck used to haul or handle the dumpster. Customer should mark and advise the driver of possible crush hazards such as septic tanks, drain lines, or pipes.			
5. GWS is not responsible for any injury sustained while loading or using the dumpster. GWS will only be responsible for injury while servicing or hauling the dumpster.			
Thank you for your business!			



Job Description (Lead Driver)

TITLE: Lead Driver

REPORTS TO: Assistant Division Manager

SUPERVISES: Driver Staff

JOB FUNCTION: Oversee the functions of the driver staff, new driver training, assist with truck fleet maintenance and dumpster delivery/pickup. Full time - 40 hours / week.

DUTIES & RESPONSIBILITIES:

- Provide daily supervision of driver staff and monitors to ensure proper and consistent performance of duties.
- Coordinate and perform new driver training to ensure safe driving and equipment operation of new staff. Continuing training of existing driver staff to ensure new or existing company policies are being followed.
- Work with Assistant Division Manager to ensure truck maintenance is maintained and current for company fleet. Manage weekly maintenance reports of driver staff, reporting needs to supervisor for needed repairs. May perform random inspections to ensure truck maintenance is current on truck fleet. Monitor and maintain supplies needed for truck fleet.
- Responsible for delivery and pick up of dumpster at customer job sites. All standard driver staff functions.

EDUCATION & EXPERIENCE:

- High school diploma or G.E.D. Two (2) years experience preferred in the operation of a dumpster trucking company.



Job Description (Management)

TITLE: General Manager

REPORTS TO: Owner

SUPERVISES: Driver Staff / Office Staff

JOB FUNCTION: Oversee the functions and scheduling of the staff, driver dispatch, truck fleet maintenance, all office and field operations and all duties assigned by owner. Full time - 40 hours / week.

DUTIES & RESPONSIBILITIES:

- Scheduling of entire staff, including drivers and Office Administrator. The General Manager will oversee and make proper changes. Ensure proper and consistent performance of duties and provide additional training or disciplinary action when necessary.
- Must be able to perform any of the functions required by the owner.
- Ensure truck and dumpster maintenance is maintained and current for company fleet. Manage weekly truck maintenance reports of driver staff, identify problems, and schedule any needed repairs. May perform random inspections to ensure truck maintenance is current on truck fleet. Monitor and maintain supplies needed for truck fleet.
- Tracking of the follow: sales, expenses, customers, giveaways, waste, payroll/overtime, costs of products, repairs and maintenance, and various other reports.
- Promotions/Advertising - Must do daily tracking of all promotional activity. This responsibility may be delegated to or shared with the Office Administrator.
- Supervise and perform customer order process, ensure order accuracy from initial customer call to the dispatch and delivery of the dumpster.

CHARACTER SETS:

Planning and Visioning:

- Forward Planning: This trait enables their staff and franchise to cope with frequent change.
- Being "on top of the detail" and meticulous: This trait provides comfort for both owners (who want to be assured the service is in safe hands) and for front-line staff (who want to know that their manager understands the implications of change and can provide advice and support).
- Able to organize the job set effectively rather than being obsessed by formal structures.



Job Description (Management - cont.)

Organizing and Connecting:

- Effective in securing adequate resources for doing the day-to-day work - evidenced in business planning and staff training. Instrumental in providing additional resources to field support.

Staffing and Supporting:

- Excel at promoting teamwork and strong communication: these traits are often manifested in the personal style of the manager being "approachable" and "listeners".
- Securing the right level of staff resources, protecting, and developing those resources.

Controlling and Challenging/Celebrating

- The General Manager is comfortable, even relishes, working in a performance and target driven environment. They tend to view performance indicators as relevant and meaningful to the service they are expected to deliver.

Leadership

- The General Manager can see the "big picture" with their feet firmly on the ground and focused on operational realities.
- They are champions of constructive change, multitasking, and enthusiastic about performance improvement.
- They foster good relations with employees - often as a means of ensuring their service gets the resources it needs.
- They support their teams energetically - especially through training and planning to prepare for change.

EDUCATION AND EXPERIENCE:

- BS Degree preferred. High school diploma or G.E.D required.
- Proficient computer skills, use of Microsoft Office, email, etc.
- Two years' experience preferred in the operation of a dumpster/trucking company
- Previous supervisor experience preferred.
- Mechanical truck knowledge preferred.



Job Description (Office Administrator)

TITLE: Office Administrator

REPORTS TO: Owner

SUPERVISES: Driver Staff / Office Staff

DUTIES & RESPONSIBILITIES:

- Looking for an energetic & detail oriented person, as this position will involve strong customer service skills electronically and via telephone
- Answering phone calls, price quoting and placing customer orders
- Customer setup in database, invoicing and payment processing (QuickBooks experience preferred)
- Responding to customer emails and preparing documents
- Maintain general office files, job files, vendor files related to company operations
- Monitor and purchase office supplies
- Oversee maintenance of office facility and equipment
- Ability to work independently
- Perform other relevant duties when needed
- Monday - Friday (7:30 AM - 4:30 PM)

REQUIREMENTS:

- High school diploma or G.E.D
- 1+ years office administrator experience preferred
- Proficient in a variety of computer software applications: Microsoft Office & QuickBooks (1 Year)
- Neat handwriting, spelling and proper grammar use
- Pleasant telephone voice
- Multi-tasking and time-management skills, with the ability to prioritize tasks
- Ability to understand customer request and handle their needs efficiently and accurately
- Microsoft Office

BENEFITS & PAY:

- From \$16.00/hr.
- Employee Discount
- Full Time Employees Qualify for PTO



Landfill Rates

This document is beneficial to input local landfill rates by listing the name of the business, address, minimum amount charged, and the rate per unit. Additional notes can be included to offer further details or special conditions. This resource aims to create a comprehensive and user-driven guide to landfill pricing in various areas.

Example

Transfer Station (Kitchen/House/C&D)

Location: 111 Griffin Waste Street, City, State

Minimum Charge: \$30.00

Rate: \$60.00/Ton

Additional Notes: Closed 11:30-12:00 for Lunch

Location:

Minimum Charge:

Rate:

Additional Notes:



Price Sheet

Easily have access to your locations' mileage rates.

Example

Location: Knox Co.	Amount
Standard	\$339.00
20 - 30 Miles	\$365.00
30 - 40 Miles	\$415.00
40 - 50 Miles	\$465.00
50 - 60 Miles	\$515.00

Location:	Amount
Standard	\$
20 - 30 Miles	\$
30 - 40 Miles	\$
40 - 50 Miles	\$
50 - 60 Miles	\$
60 - 70 Miles	\$
	\$
	\$
	\$

Notes:



Products & Services

ITEM	TYPE	DESCRIPTION	INCOME ACCOUNT
2 Ton Haul	Service	10 yd. Haul & 2 Ton	Hook Lift Haul
2 Ton Haul - E&R	Service	10 yd. Haul & 2 Ton - Empty & Return	Hook Lift Haul
3 Ton MAX	Service	10 yd. Haul & Disposal - 3 TON MAX Weight Limit (1/2 Dumpster MAX)	Hook Lift Haul
3 Ton MAX - E&R	Service	10 yd. Haul & Disposal - 3 TON MAX Weight Limit - Empty & Return (1/2 Dumpster MAX)	Hook Lift Haul
Additional Rent	Service	Additional Day(s) Rent	Equipment Rent
Appliance	Service	Appliance Disposal	Appliance Disposal
Bad Debt	Non-Inventory		Bad Debts
Bounced Check	Service		Primary Business Checking (2852)
Bounced Check Fee	Service		Bounced Check
Disposal Charge	Service	Landfill/Ton (2 Tons Included)	Landfill Receipts
Dumpster Rental	Service	Includes (5) Days Rent & Sales Tax	Equipment Rent
FINAL ARTS	Non-Inventory	FINAL RTS - DUMPSTER REMOVED	Equipment Rent
Haul	Service	10 yd. Haul	Hook Lift Haul
Load & Go	Service	Load, Haul & Disposal (2 Tons Included)	Load & Go
Month End Rent	Service	Month End Rent	Equipment Rent
Relocate Dumpster	Service	Relocate Dumpster	Relocate Dumpster
Returned Check Charge	Service	Returned Check Charge	Returned Check Charge
Roof Dumpster	Service	10 yd. Haul & Disposal - 30 sq. Shingles MAX - 3 Ton MAX	Hook Lift Haul
Roof Dumpster - E&R	Service	10 yd. Haul & Disposal - (Empty & Return) - 30 sq. Shingles MAX - 3 Ton MAX	Hook Lift Haul
Sales	Service		Equipment Rent
Scrap Metal	Service	Scrap Metal Sale	Scrap Metal
Tire	Service	Tire Disposal	Tire Disposal
Trip Charge	Service	Trip Charge	Trip Charge

WASTE SERVICES



Royalty Payment Processing

Due by EOD Tuesday

1. In QBO (QuickBooks Online), click **'Reports'** on the left-hand column.
2. Under **'Sales and Customer'** category, click **'Sales by Customer Summary'**.
3. At top of report, **click the first drop-down menu** for **'Report Period'** and select **'Last Week'**.
This will filter your report for all sales by customer for last week.
4. Click **'Run Report'** button.
5. Verify your date range on the report (Should be all sales for last week).
6. Next, Login to ProfitKeeper
7. Click on **'To-Do List'**.
8. Under the **'To-Do List'**, you will find a list of things required to be completed.
9. For royalties, click on **'You have Royalty Reporter items to complete for your location'**.
10. Select the current week and input your Net Sales. This will automatically tally your 6% royalty amount along with your technology fee. **Be sure to account for this amount to be withdrawn from your end and assign Royalty Payments and Technology Fee to your General Ledger** (we would advise these as separate categories in your Chart Of Accounts).
11. Click **'I certify these amounts are correct'**.

Also, at the end of each month, please email a QuickBooks report covering the first through the last day of the month. Simply follow steps 1–4, then click the envelope icon to email the report to rachel@griffinwaste.com.

The ProfitKeeper training video is on the Franchisee Portal and the very beginning is submitting royalties.



Start Up Office Supplies List

EQUIPMENT & FURNITURE

- Desk
- Chair
- Filing Cabinet
- Telephone with Answering System
- Copier/Printer/Fax
- Computer
- Calculator
- Shredder
- Dry Erase Board
- Vacuum

SUPPLIES

- Copy Paper
- Note Pads
- Envelopes
- Stamps
- Pens
- Pen/Pencil Holder
- Stapler
- Staples
- Tape Dispenser
- Tape
- Paperclips
- File Folders
- Hanging File Folders
- Post-It™ Notes
- Scissors
- Dry Erase Board
- Dry Erase Markers
- Eraser
- Trash Can
- Trash Bags





Team Job Posting (Example)

Use this as a guide for post job listings for positions available at your location. This provides detailed instructions and examples to ensure clear and effective job postings. Refer to page(s) 29-32 for other job descriptions.

TITLE: Team Driver

DESCRIPTION (EXAMPLE):

- Griffin Waste Services is looking to fill an opening for a Team Driver immediately. Must have clean/-good driving record to be considered. MVR (Motor Vehicle Report) driving report will be requested. No CDL required for company equipment. This position requires the candidate with the ability to bend, stretch and lift a moderate amount of weight. Strong customer service/people skills with a positive attitude, as this position deals directly with our customers. Previous roll off dumpster experience would be preferred, but not required. This is a full-time position. Typical operating hours are Monday-Friday, 7:30 - 4:00. Compensation: \$14.00 - \$14.50 /hr.

Please email current resume with best contact information to _____

SUCCESS FACTORS:

- Strong work ethic, punctual, reliable that can maintain a solid attendance record
- Pleasant personality with good customer service skills. This position deals directly with our customers
- Teachable attitude that takes direction well
- Team player
- Ability to work in a flexible work environment without being micromanaged

COMPENSATION & BENEFITS:

- Earn PTO after 30 days of employment
- Bonus opportunities
- Healthcare reimbursement (ICHRA)
- Company cell phone
- Ability to drive company vehicle home (within 25 miles of business location)
- Starting \$14.00 - \$14/50/hr.

