

Customer Register

Training Session

City of New York
Business Integrity Commission
100 Church Street, 20th Floor
New York, NY 10007

- Why do we have the Customer Register?
 - Overview of the Customer Register
 - In-Depth Definition of the fields
 - Customer Register Demo
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Why do we have the Customer Register?

- Make sure that the private carting industry is fair and competitive.
 - Ensure that no customer is being charged above the rate cap.
 - Analyze the business to carter ratio to check for businesses without carters and bring them into compliance.
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- Register is bi-annual.
 - The submission periods are:
 - January - June – Mailed out Late June – Due last day in July.
 - July - December – Mailed out late December (after Christmas Holiday) – Due last day in January.
 - If you don't receive a register, call to confirm it was mailed out!
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- Register must be submitted with a CD/DVD/Floppy of Data file
 - Must send with Signed and Notarized Certification
 - Can also scan Certification (signed and notarized) and send customer register data file via email to customerregister@bic.nyc.gov
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- 55 Columns
 - Arranged from Field A to Field BC
 - Register MUST have standardized information
 - Each customer must have its own record, even if two businesses share the same address.
 - If a section of the register does not apply or you do not have information for that area, place an “NA” or “NONE” in the field.
 - Register is broken up into 5 sections:
 - Geographic Service/Billing Information
 - Contract/Sales Information
 - Rate/Billing Information
 - Putrescible Information
 - Recyclable Information
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Geographic Service/Billing Information

Items:

- A. CARTER'S BIC LICENSE NUMBER (will be the same for all records)
- B. NAME OF CUSTOMER BUSINESS (use business or trade name)
- C. ACCOUNT NUMBER (Carter's account number for customer)
- D. CUSTOMER AUTHORIZED REPRESENTATIVE (must include first and last names)
- E. SERVICE ADDRESS - NUMBER
- F. SERVICE ADDRESS - STREET
- G. SERVICE ADDRESS - CITY
- H. SERVICE ADDRESS - NEW YORK
- I. SERVICE ADDRESS - ZIP (5 digits)
- J. SERVICE ADDRESS - TELEPHONE NUMBER (area code & tel. number)
- K. SERVICE ADDRESS - FAX (area code & tel. number)
- L. CUSTOMER E-MAIL ADDRESS
- M. BILLING ADDRESS - BLDG. NUMBER
- N. BILLING ADDRESS - STREET
- O. BILLING ADDRESS - CITY
- P. BILLING ADDRESS - STATE
- Q. BILLING ADDRESS - ZIP (5 digits)
- R. BILLING ADDRESS - TELEPHONE NUMBER (area code & tel. number)
- S. BILLING ADDRESS - FAX (area code & tel. number)
- T. TYPE OF BUSINESS (see business codes sheet)

Contract/Sales Information



- U. DATE SERVICE TO CUSTOMER BEGAN (MM-DD-YY)
- V. HOW WAS CUSTOMER OBTAINED IF KNOWN (Manner in which customer was obtained: customer initiated, carter solicitation, broker, or unknown)
- W. CURRENT SALESPERSON (Name of Salesperson who solicited or handled the account)
- X. BROKER (Name of Broker who solicited account)
- Y. WRITTEN CONTRACT (Yes/No)
- Z. IF ON CALL CUSTOMER – Please check here
- AA. ★ DATE OF LAST WASTE STREAM SURVEY (OR WAIVER) CONDUCTED. (If no waste stream survey was conducted, indicate by checking None in field AB).
- AB. ★ NONE – Check if no waste stream survey has been conducted or waiver collected.
- AC. ★ REFUSAL TO SIGN WASTE STREAM SURVEY OR WAIVER (Check if customer refused to sign off on a
___ waste stream survey or waste stream waiver.

Rate/Billing Information



AD ★ MONTHLY CHARGE FOR COLLECTION

AE RATE CHARGED BY VOLUME (per cubic yard)

AF RATE CHARGED BY WEIGHT (per 100 pounds)

AG TOTAL BILLING FOR REPORTING PERIOD (Total billing for reporting period for all services performed for this customer)

AH OTHER FINANCIAL ARRANGEMENTS (Any other financial arrangements performed other than those determined by AD or AG.) Yes/No Include "On Call" Putrescible and Recyclable pick-ups.

AI SERVICES PERFORMED (List all services performed for this customer – Putrescible, Recyclable, C&D, Other)

Putrescible Information



AJ. PUTRESCIBLE – AMOUNT OF WASTE (Monthly amount of waste collected by volume or weight)

AK. PUTRESCIBLE - VOLUME OR WEIGHT (Indicate whether waste was picked up by volume or weight)

AL. ★ PUTRESCIBLE – ROUTE (Use carter's code for route customer is on)

AM. ★ PUTRESCIBLE – NUMBER OF REGULAR SCHEDULED PICKUPS PER WEEK

AN. PUTRESCIBLE – TRANSFER STATION(S) OR DESTINATION(S) - (Transfer Station or other Destination - See Destination Code)

AO.PUTRESCIBLE – SECOND TRANSFER STATION OR DESTINATION, if used

AP.SPECIAL CONDITION FLAG: (enter "**M**" if carter collects **infectious medical waste**)

AQ.PUTRESCIBLE: TYPE OF SET OUT (explain what was set out by customer - Bags, Containers, Compactor, other)

Recyclable Information



AR. RECYCLABLE – AMOUNT (Amount of recyclables picked up by volume or weight)

~~AS. RECYCLABLE - VOLUME OR WEIGHT (Indicate whether recyclables were picked up by volume or weight)~~

~~AT. RECYCLABLE ROUTE – Only if recyclable route is different (use carter's route designation)~~

~~AU. ★ RECYCLABLE – NUMBER OF REGULAR SCHEDULED PICKUPS PER WEEK~~

AV. RECYCLABLE – TRANSFER STATION OR OTHER DESTINATION (see **Transfer Station & Destination Codes**)

AW. RECYCLABLE – SECOND TRANSFER STATION OR OTHER DESTINATION, ~~if used~~

AX. RECYCLABLE MATERIAL 1 (See recyclable Codes)

AY. RECYCLABLE MATERIAL 2 (See recyclable Codes)

AZ. RECYCLABLE MATERIAL 3 (See recyclable Codes)

~~BA. RECYCLABLE: TYPE OF SET OUT (explain what was set out by customer - Bags, Containers, Compactor, Bales or other)~~

BB. ★ TOTAL REGULAR SCHEDULED PICKUPS PER WEEK (All pickups including ~~putrescible~~, recyclable, construction and demolition)

BC. COMMENTS (Section for any miscellaneous information, can be used as a narrative section if needed)

- A – Carters BIC License Number
 - This is the License number provided to you by the BIC.
 - If your BIC number is 9999 then each customer must have 9999 in this field.
 - No other numbers should be in this field
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- B – Name of Customer Business
 - Name of the Customer Business you are servicing
 - If customer is part of a brokerage agreement, put the Customer Name NOT the Broker's name.
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- C – Customer Account Number
 - This must be the account number you use to identify your customers.
 - If you do not have one for your customer, note NA or NONE.
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- D – Customer Authorized Representative
 - This must name (First and Last if possible) the contact person at each business you service.
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- E – Service Address – Number
 - This must note the number for the building you service.
 - **EXAMPLE:** 100 Church Street
 - The E field in the register must **ONLY** contain 100.
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- F – Service Address - Street
 - This must note the Street you service.
 - EXAMPLE: 100 Church Street
 - The F field in the register must ONLY contain Church Street.
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- G – Service Address – City
 - Field must note city of pickup (ie: Corona, Brooklyn, Flushing, etc.)
 - If possible, please use full name and not abbreviations.
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- H – Service Address – New York
 - Must note “NY” as these should only be customers picked up within the 5 boroughs.
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- I – Service Address - Zip

- This must note the Zip code of the address you pick up at.
 - Please only use 5 digit zip codes, do not use 5 digit +4. (ie: 10007 not 100072345)
 - EXAMPLE: 100 Church Street, New York, NY 10007
 - The I field in the register must ONLY contain 10007.
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- J – Service Address – Telephone Number
 - Must only contain area code and telephone number.
 - Ie: 212-676-6219 must be in hyphenated format.
 - If there is an extension write as main telephone number, note extension in the comments field.
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- K – Service Address - Fax
 - Must only contain area code and fax number.
 - Same Notes as telephone number
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- L – Customer Email Address
 - Must note customer email if known
 - If not, state NA or NONE in the field.
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- M – Billing Address - Number
 - This must note the number of the building you send your invoices to.
 - **EXAMPLE: 100 Church Street**
 - The M field in the register must contain 100.
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- N – Billing Address - Street
 - This must note the Street you send your invoice to.
 - **EXAMPLE:** 100 Church Street
 - The N field in the register must contain Church Street.
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- O – Billing Address - City
 - This must note the City you send the invoice to.
 - EXAMPLE: 100 Church Street New York, NY 10007
 - The O field in the register must contain New York.
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- P – Billing Address - State
 - This must note the State/Province/etc that you send the invoice to.
 - EXAMPLE: 100 Church Street New York, NY 10007
 - The P field in the register must contain NY.
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- Q – Billing Address - Zip
 - This should note the Zip code of the address you pick up at.
 - Please only use 5 digit zip codes, do not use 5 digit +4. (ie: 10007 not 100072345)
 - **EXAMPLE:** 100 Church Street, New York, NY 10007
 - The I field in the register must **ONLY** contain 10007.
 - **EXCEPTION** is when billing is done outside the US.
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- R – Billing Address – Telephone Number
 - Must only contain area code and telephone number.
 - Ie: 212-676-6219 must be in hyphenated format.
 - If there is an extension write as main telephone number, note extension in the comments field.
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- S – Billing Address - Fax
 - Must only contain area code and fax number.
 - Same notes as Telephone Number
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• T – Type of Business

Use these codes to indicate a customer's type of business

<u>Code</u>	<u>Business Type</u>
B1	Retail - Non-food/Service Business (service businesses include nail salon, hairdresser, dry cleaner, etc.)
B2	Retail - Food (deli, salad bar, fruit & vegetable store, butcher, pizza, bakery, take-out food primary business)
B3	Wholesale - Non-food
B4	Wholesale - Food (wholesale produce market, wholesale meat market)
B5	Restaurant (include bars)
B6	Hotel - Small (up to 15 floors)
B7	Hotel - Big (16 or more floors)
B8	Medical Office/Dental Office/Optical Office, Pharmacy (for <u>infectious medical waste</u> ; not for hospital, which is B15)
B9	Automobile Repair (gas station, auto glass, body shop)
B10	Office Building - Small (up to 10 floors)
B11	Office Building - Medium (11 to 20 floors)
B12	Office Building - Large (21 or more floors)
B13	Light Manufacturing (laboratory, metal workshop, commercial bakery, printer)
B14	Heavy Manufacturing (auto salvage yard, factory, brewery)
B15	Institution (college, university, hospital, nursing home, church, synagogue, etc.)
B16	Professional Office (such as lawyer, accountant, medical-related office but not infectious medical waste)

SEE INSTRUCTION SHEET

- U – Date Service to Customer Began
 - This field must note in DD/MM/YYYY format (01/21/1999 – January 1, 1999) when customer was obtained by company for service.
 - If unknown, place NA, NONE, or 99/99/9999 in field.
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- V – How Customer Was Obtained
 - This field must note how the customer was obtained, acceptable causes are:
 - Customer Initiated: Customer called carter for service
 - Carter Solicitation: Carter called customer for service
 - Broker: Broker made the contact between customer and carter
 - Unknown: NA or NONE should be used if unknown.
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- **W – Current Salesperson**

- This field must note the person who is currently in charge of that account.

NOTE: Please make sure spelling of name is correct. Make name's standardized.

ie: John Doe should not show as John Doe, J. Doe, Doe J., Doe etc.

- X – Broker
 - If customer was introduced to carter by way of a Broker, name the brokerage firm here.
 - Also name the person who the contract was made with at the Broker.
 - EXAMPLE: John Doe Waste Broker – John Doe
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- Y – Written Contract
 - This field notes whether a customer has a written contract with the customer.
 - Must only contain YES and NO.
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- Z – On Call Customer
 - If the customer is an On Call customer, meaning that they do not get regularly scheduled pickups, place a X in the field where the customer may be on call.
 - All other instances in this field should have an NA or NONE.
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- AA – Date of Last Waste Stream Survey (or waiver) Conducted
 - Must note the date that the last waste stream survey was conducted for a customer
 - If customer declined, indicate in field AC with an X
 - Fill out all remaining fields here with an NA or NONE if data is unknown.
 - If no survey was conducted, indicate in field AB with an X
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- AB – NONE
 - This field must be X'd off only if a customer has not been given a waste stream survey.
 - All other fields must include an NA or NONE.
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- AC – Refusal to Sign waste stream survey
 - If customer refused to sign waste stream survey, indicate an X in the field.
 - All other areas must include NA or NONE.
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- AD – Monthly Charge for Collection
 - This field should note the monthly rate that customers are charged for pickup (before tax).
 - There should be NO TEXT in this field, it must only contain numbers. Since it is assumed currency, Do not use dollar signs (\$)
 - Example: 132.20
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- AE – Rate Charged by Volume (Cu/Yd)
 - This field notes the rate that customers are charged Per Cubic Yard.
 - This field should only contain numbers. Since it is assumed that it is by Cubic Yard, do not put 15.89 CuYd or any variation.
 - Since this field is an assumed currency field, do not put a dollar sign (\$)
 - Example: 15.89
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- AF – Rate Charged by Weight (per 100 lbs.)
 - This field notes the rate that customers are charged Per 100 lbs..
 - This field should only contain numbers. Since it is assumed that it is per 100lbs, do not put 10.42 /lbs. or any variation.
 - Since this field is an assumed currency field, do not put a dollar sign (\$).
 - Example: 10.42
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- AG – Total Billing for Reporting Period
 - This field should note the total billing amount that customers are charged for the full six month period (before tax).
 - There should be NO TEXT in this field, it must only contain numbers. Do not use dollar signs (\$)
 - Example: 3200.59
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- AH – Other Financial Arrangements
 - This field must signify if you have had any other extra duties outside of regular pickup for customers.
 - This includes on call recyclable and Putrescible customers.
 - This field should only signify YES or NO.
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- AI – Services Performed
 - This field must note what types of services are performed for a customer.
 - Must be noted as:
 - Putrescible - P
 - Recyclable - R
 - C&D - CD
 - Other – O
 - If there are multiple services per customer, separate with a comma (P,R,CD).
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- AJ – Putrescible – Amount of Waste
 - This field must note the total amount of waste picked up by a customer per month.
 - This field should include Numbers only, as it is implied in the next field as to whether it is for volume or weight. So do not place Volume or Weight in this field.
 - Example: 120.00
 - Wrong: 120.00 cu/yd
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- AK – Putrescible – Volume or Weight
 - This field must note the weighted type of Putrescible waste you are picking up from the customer.
 - Must be expressed as VOLUME or WEIGHT
 - Any other iteration is not accepted.
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- **AL – Putrescible - Route**
 - This field must note the route that your customer is on.
 - Should a route not be available or there is no route information, you must signify NA or NONE.
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- AM – Putrescible – Number of Regular Scheduled Pickups per Week
 - This field must note the number of regularly scheduled pickups per customer in a week.
 - This field should be numerical, so if a customer is picked up six times a week, the field should show 6.
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- AN – Putrescible – Transfer Station
 - This field must note the PRIMARY Transfer Station you bring your waste to.
 - The coded list can be found in the customer register packet/mailing.
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- AO – Putrescible – Secondary Transfer Station
 - This field must note the SECONDARY Transfer Station you bring your waste to.
 - The coded list can be found in the customer register packet/mailing.
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- AP – Special Condition Flag
 - Should you haul medical waste from any customers, you must note so in this field by placing an M.
 - All other areas in this field must have an NA or NONE.
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- AQ – Putrescible – Type Set Out
 - This field must note the primary type of container that your customer places their waste out in
 - Acceptable container types are:
 - Bags – B
 - Container – Cnt
 - Compactor – Cmp
-

- AR – Recyclable – Amount of Waste
 - This field must note the total amount of recyclable waste picked up by a customer per month.
 - This field must contain Numbers only, as it is implied in the next field as to whether it is for volume or weight. Do not place Volume or Weight in this field.
 - Example: 120.00
 - Wrong: 120.00 cu/yd
-

- AS – Recyclable – Volume or Weight
 - This field must note the weighted type of Recyclable waste you are picking up from the customer.
 - Must be expressed as VOLUME or WEIGHT
 - Any other iteration is not accepted.
-

- AT – Recyclable - Route
 - This field must note the route that your customer is on.
 - Should a route not be available or there is no route information, you must signify NA or NONE.
-

- AU – Recyclable – Number of Regular Scheduled Pickups per Week
 - This field must note the number of regularly scheduled pickups per customer in a week.
 - This field must be numerical, so if a customer is picked up six times a week, the field must show 6.
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- AV – Recyclable –Transfer Station
 - This field must note the PRIMARY Transfer Station you bring your recyclables to.
 - The coded list can be found in the customer register packet/mailing.
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- AW – Recyclable – Secondary Transfer Station
 - This field must note the SECONDARY Transfer Station you bring your recyclables to.
 - The coded list can be found in the customer register packet/mailing.
-

- AX – Recyclable Material 1
 - This field must note the recyclable code that you pick up from customers.
 - This field only contains the code you pick up.
 - This field must only contain ONE number.
 - Recyclable Codes:
 - 1 – Paper/Cardboard
 - 2 – Glass
 - 3 – Plastic
 - 4 – Aluminum Foil
 - 5 – Metal
 - 6 - Other
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- AY – Recyclable Material 2
 - This field must note the recyclable code that you pick up from customers.
 - This field only contains the code you pick up.
 - This field must only contain ONE number.
 - Recyclable Codes:
 - 1 – Paper/Cardboard
 - 2 – Glass
 - 3 – Plastic
 - 4 – Aluminum Foil
 - 5 – Metal
 - 6 - Other
-

- AZ – Recyclable Material 3
 - This field must note the recyclable code that you pick up from customers.
 - This field only contains the code you pick up.
 - This field must only contain ONE number.
 - Recyclable Codes:
 - 1 – Paper/Cardboard
 - 2 – Glass
 - 3 – Plastic
 - 4 – Aluminum Foil
 - 5 – Metal
 - 6 - Other
-

- BA – Recyclable – Type Set Out
 - This field must note the primary type of container that your customer places their recyclables out in
 - Acceptable container types are:
 - Bags – B
 - Container – Cnt
 - Compactor – Cmp
 - Bundles - Bnd
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- BB – Total Regular Scheduled Pickups per Week
 - This field must note the total number of regularly scheduled pickups (Putrescible and recyclable) per customer in a week.
 - This field must be numerical, so if a customer is picked up six times a week, the field must show 6.
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- BC – Comments Field
 - This field should show any miscellaneous information you want to explain for a particular customer. If for whatever reason, you need to explain more data in a field (like if there are more than three recyclable types) add it here in this field.
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Demo

Thank You!



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Questions?
