










# INVOICE CHARGE TYPES & AVOIDANCE TIPS

To bring transparency to your invoice, here is a list of common charge type definitions, some tips to help avoid them and how RoadRunner can help resolve charges.

CHARGE TYPE	WHAT IT IS	HOW TO AVOID IT
 <p><b>DRY RUN / TRIP FEE</b></p>	Containers are empty or can't be serviced due to obstacles being in the way. A hauler will issue a small trip fee and wait until containers are full instead of the more costly option of hauling an empty/mostly empty container to the landfill.	Stage equipment in cleared areas (no parked cars, locked gates, etc.) during the pickup window. Ask your customer success manager for meter-based scheduling options to optimize your haul schedule.
 <p><b>CONTAMINATION FEE</b></p>	There are <a href="#">contaminants or unacceptable materials</a> in your containers, making it difficult to process or resulting in containers not being serviced.	Train your staff on the importance of avoiding contamination and proper disposal processes for waste and recycling materials. You can also request additional signage or training materials to help employees recycle correctly.
 <p><b>EXCESS YARDAGE / OVERAGE FEE</b></p>	Waste or recycling exceeds the rim of the container, preventing the closure of the lid. Trash may also be on the ground.	Ensure you have enough container space to accommodate all the material you are producing. Work with your RoadRunner service team to ensure that your container size and service frequency meet your needs.
 <p><b>CONTAINER REMOVAL CHARGE</b></p>	The removal of a container due to the termination of a contract, no longer needing the equipment and/or hauler swap.	During implementation, choose the proper container sizes to accommodate your waste generation and eliminate the need to remove it down the road.
 <p><b>CONTAINER DELIVERY CHARGE</b></p>	A one-time charge that is applied for the delivery of a new or temporary container.	Schedule more frequent pickups or switch to an on-demand pickup schedule to eliminate needing additional containers.
 <p><b>EXTRA PICKUP FEE</b></p>	You require collection service in excess of your service agreement.	Plan for busy seasons by talking to your account rep in advance to adjust pickup schedules.
 <p><b>LATE FEE</b></p>	Charges assessed monthly against any past-due balances. Your containers may not be serviced until the balance is paid.	Pay your bills on time, and consider <a href="#">enrolling in auto-pay</a> to avoid late fees.

