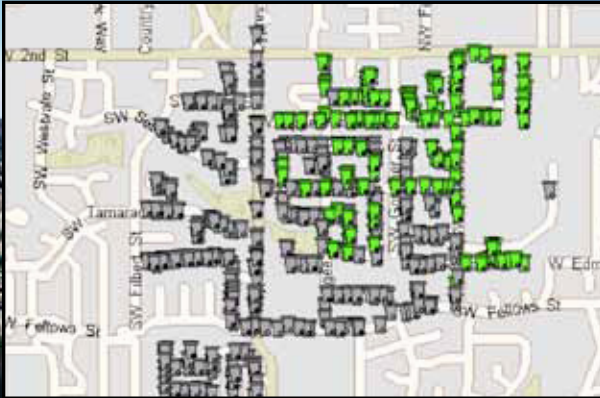


Automated Service Verification

Dramatically improve customer service and efficiencies



- Improve customer service
- Heighten accountability
- Ensure accurate billing
- Verify recycling credits
- Monitor driver and truck activity
- Track waste and recycling assets

Inefficient service verification is a critical issue for waste and recycling firms. FleetMind's fleet management solution ensures real-time and fully automated service verification to track individual container and customer activity.

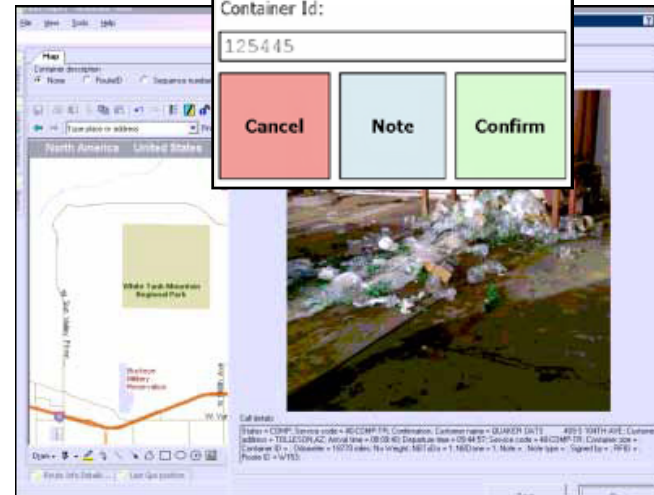
FleetMind takes service verification to a whole new level with the integration of RFID technologies to enable fully automated service verification. Using RFID tags, each garbage can or cart can be associated with a specific customer address. Drivers can quickly verify cart details by scanning these with handheld devices. Inventory management capabilities can update backend databases in real-time on service or replacement and repair requirements.

Fleet operations personnel now have immediate visibility into customer activity:

- Automatically select the customer being serviced when a container is lifted
- Verify accuracy of containers being serviced against driver run sheets
- Identify containers that have been moved, stolen or relocated

Civic Nb:	Street:	Suite:
204030	SHERIDAN ST	
Building Cat.:	Contact:	
	JOE WHITE	
Colour:	Capacity:	Unit:
Blue	90	24
Container Id:	125445	

Buttons: Cancel, Note, Confirm



The result – significantly improved customer service efficiencies!



California Waste Recovery Systems

California Waste Recovery Systems (Cal-Waste) is a privately owned, full service waste removal company providing commercial, industrial and residential collection services in Northern California.

The Problem

Customer Service Delays: Cal-Waste wanted to be able to quickly react to customer service requests for immediate service with detailed information about the call.

The Solution

The FleetMind onboard computer, FleetLink reporting system, and the interactive real-time FleetMap solution.

The Results

Within one year:

- Increased Operational Efficiencies: Reduced time for customer service reps to input a work request, and provide that precise order (special instructions, details, contact name/number) to the driver on his screen the next day.
- Service Verification: When a call comes in that requires immediate attention, Cal-Waste is now able to dispatch the entire work order to the driver task to ensure the promised service.



Western Oregon Waste

Western Oregon Waste (WOW) provides commercial, industrial and residential waste removal services to the McMinnville, Astoria and Warrenton areas of Oregon.

The Problem

Inefficient Service Verification: WOW needed a better way to verify service, track a vehicle's real-time location and identify reasons for missed service.

The Solution

The FleetMind solution was installed for all locations and fully integrated with WOW's Soft-Pak back office system.

The Results

- Improved Service Efficiencies: Customer service efficiencies increased with real-time service verification, and credits and write offs decreased accordingly.
- Improved Operations: Operations was able to dispatch daily calls and extras for roll-off and commercial business in real-time. This significantly cut down on missed call distribution within operations and kept the quality of service high.



U-Pak Disposals

U-Pak Disposals is a leading recycling services provider in the Greater Toronto and Southern Ontario area.

The Problem

- Inefficient Service Verification: U-Pak needed a more reliable way to confirm service completion and for customer service staff to have real-time access to data for issues resolution.
- Lack of Truck/Driver Visibility: U-Pak needed a real-time view into truck locations, progress and call times.

The Solution

The FleetMind on-board computer and driver terminal solutions.

The Results

- U-Pak has achieved the following benefits from the FleetMind system.
- 80% reduction in data entry times (from 10 minutes per route in roll off to less than 2 minutes) with real-time direct entry from the driver.
- Customer service efficiencies increased for dealing with missed calls.
- Decreased credits and write offs due to real-time service verification.
- Accurate service times for operations and pricing evaluations.
- Overall reductions in time for driver check in, dispatching and service verification.
- Cost reductions on maintenance and verification of driver usage of the rolling stock.
- Achievement of top grade fleet status for insurance purposes.

FleetMind Solutions

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