

WasteWORKS

The Quarterly Newsletter for Facilities using WasteWORKS Software

WIZARD
Waste**WORKS**
WALKER

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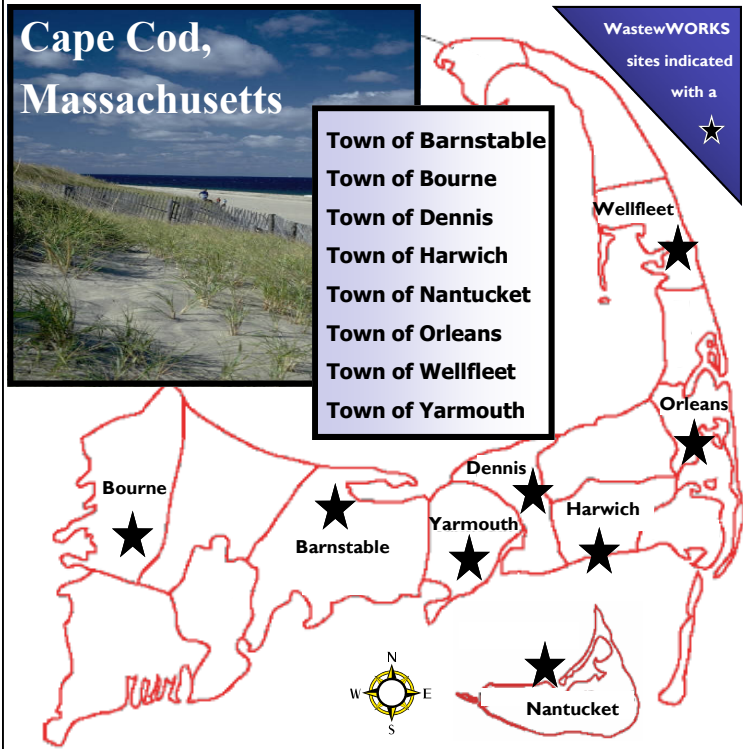
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Cape Cod, Massachusetts



- Town of Barnstable
Town of Bourne
Town of Dennis
Town of Harwich
Town of Nantucket
Town of Orleans
Town of Wellfleet
Town of Yarmouth



Summer has arrived and for the towns and islands of Cape Cod, this means that the islands are full of summer residents, tourists, and of course, their trash. Though the Cape is now a destination for all seasons, the majority of visitors only come when the water gets warm- or at least above 60 degrees! This fragile, 65 mile stretch of pristine beaches (400 miles of shore line), abundant wildlife, quaint fishing towns and natural beauty attracts throngs of visitors each year and struggles to balance the almost overwhelming inevitability of growth with the foresight and planning to keep it in check.

Cape Cod is located on the eastern

shore of Massachusetts and has only been an island for about 90 years. That's right, the federal government financed the construction of the Cape Cod Canal, beginning construction on the project in 1909. Completed in 1916, it separated the Cape from the mainland, which is now accessible by two bridges and also by boat.

For many obvious reasons, Cape Cod is one of the most popular tourist destinations in the country. The east-facing Atlantic beaches, designated as a National Seashore in 1961, boasts miles of open, sandy beaches and protected parks and public access areas. And for all of those history buffs, Cape Cod has as rich and interesting a past as any region of the U.S. The Mayflower Pilgrims made land near the current Provincetown in 1620 and formed a self-governing community before making their way to Plymouth Colony on the other side of Cape Cod Bay.

Where does it go?

To handle the inevitable mountains

Cape Cod continued on next page



Ordering Forms

Ordering WasteWORKS tickets, statements and invoices from Carolina Software is as easy as ever. Just fax in your completed order form and we'll take care of the rest. If you don't have an order form, just call Carolina Software or visit our website for our on-line order form!



www.wasteworks.com

Update:

Spotlight on Automation

Carolina Software, Inc., developer of the industry's leading solid waste management software, WasteWORKS, is now leading the way with the latest technology in scale lane automation! WasteWIZARD automation turns your scale lane into an express lane.

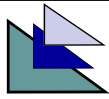


WasteWALKER Version 2:

The power of WasteWORKS in the palm of your hand!

The new WasteWALKER Version 2 has been released and is now available for installation at your WasteWORKS facility. WasteWALKER now features a color screen, up to five line items per transaction, manual weight transactions, and an intuitive volume based entry format, which calculates cubic yards by simply entering the length, width and height of a container. It's the most powerful and flexible hand-held ticketing device in the industry, and it can be used for almost any situation requiring the power of WasteWORKS in a mobile package.





Cape Cod Continued:

of trash produced by the migrating summer visitors, as well as the year-rounders, the Cape's collection of townships relies on a series of transfer stations and recycling centers to collect the refuse and move it off the island. Almost all of the Cape's waste is collected at town transfer stations and shipped to the SEMASS Resource Recovery Facility (incinerator facility operated by American Refuel Company) in



The Cape's annual migration of visitors, seen here relaxing in the summer sun at one of the many public beaches.

Rochester. The increase in tonnage between the winter months to the peak tourist months in the summer is dramatic. To state it plainly, "it really goes up in the summer", says Joan Baker with the Town of Wellfleet's Solid Waste Department. The Wellfleet Solid Waste Transfer Station handles as much as four times the waste in the summer months!

Bourne to Recycle

The last stop as you exit the Cape by land is the Town of Bourne. Though Bourne does operate a fully permitted MSW landfill (the only one on the Cape), they, like the other Cape towns, are contracted to haul the majority of their waste to the SEMASS facility in Rochester. They also act as the recycling hub for 13 out of 15 of the Cape's townships. "We receive sorted recyclables from most of the other towns, which we bale and prepare for transfer", said Dan Barrett, Operations Manager for the Town of Bourne's Department of Integrated Solid Waste Management (ISWM). Efficient diversion and community recycling programs are important parts of every solid waste plan, but especially when that plan involves having to transfer all waste long distances to inland facilities. The transfer costs offset by the sale of recycled materials makes good fiscal sense, in addition to the environmental impact of curbing unnecessary waste.

The Off Season

Solid waste on the Cape is as seasonal as the visitors, so this leaves months of down time, but not idle hands. Unlike many of the service related industries on the Cape, who rely on temporary help for the summer months or simply shut down altogether, many of the towns' solid waste departments simply operate at a lesser capacity

and find creative ways to keep their employees busy.

From construction of new buildings, to roads, to just about anything else that needs to be done, employees keep busy doubling for carpenters and construction crews during the long off-season.



Carolina Software now offers

Level 2 On-site Support!

In addition to the industry leading support WasteWORKS customers already receive, Carolina Software is taking customer service to a new level. Many WasteWORKS, WasteWIZARD and WasteWALKER users already include a yearly visit as a part of their successful operations. So, Carolina Software is now making this service available to all of our customers!

Benefits include:

- Training and more training! Employee turnover can leave you in a bind. Our on-site technicians can provide thorough training for those new employees and for the WasteWORKS veterans too!
- File Maintenance and data cleanup! We can provide assistance with data archiving and adjustments to file transfers!
- New site? No problem! Our yearly visit is the perfect time to move in to that new scale house!
- Upgrades! There's no need to worry about installing those upgrades. Our on-site staff will move you to the very latest version of all your Carolina Software programs!

Sign up for **Level 2** support today! Call 910-799-6767, extension 2.



Did You Know?

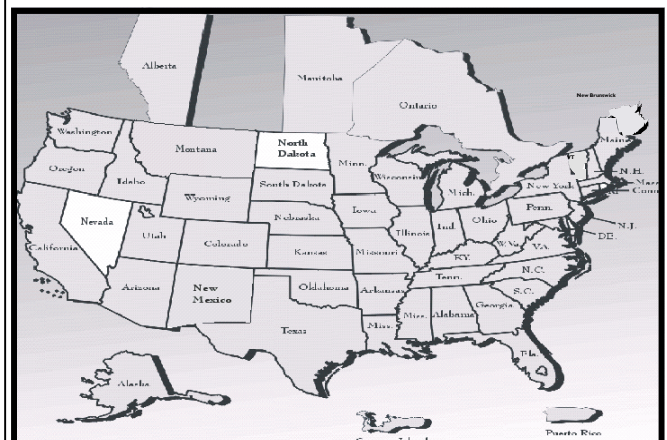
Here are the answers to some common WasteWORKS questions.

Oops! We accidentally closed out the wrong accounting period. What should we do?

- WasteWORKS version 6.9x allows users to correct balance forward dates by simply closing out the correct one. If you have closed your accounting period incorrectly, go to the menu option 'Utilities', and then down to 'Close Accounting Period'. Enter the correct date to update the accounting period. That's it! If you have questions about closing your accounting period, please refer to the WasteWORKS help file or call our support staff at 910-799-6767, ext. 1.

Our landfill requires each vehicle to weigh in and out for every load. Is there a way to quickly retrieve outbound vehicles from the hold file without pulling up the 'Get Held' list?

- Yes! With WasteWORKS version 6.9x, users may retrieve held vehicle numbers by simply entering the vehicle number in the 'Vehicle' field on the ticket screen. When adding vehicles to the system, simply leave the 'Don't automatically get this vehicle from hold' field blank and leave the tare weight at zero. When these vehicles are put on hold, they may be retrieved by entering the vehicle number in the vehicle field of the ticket screen. That's it!



WasteWORKS States Update:

Since WasteWORKS was first introduced in 1987, the number of installed customers and geographic locations has increased dramatically. Locations in which facilities are using WasteWORKS include the areas shaded in gray.