

Waste **WORDS**

The Quarterly Newsletter for Facilities using WasteWORKS Software



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WasteWORKS...On the road again.



WasteWORKS...On the road again

Carolina Software's Customer Support Representatives do a great bit of traveling to assist WasteWORKS customers. Going to new and different places each week, our Support Representatives often come back to the office with unique experiences and stories to tell. This month we will spotlight some of the exciting recent travels of our staff.

Chasing storms in Kentucky

The life of a Carolina Software Support Representative involves hours of preparation and hours of travel to reach our customers. The usual on-site visit may involve troubleshooting and employee training; however, on a recent trip to Hopkins County Kentucky, Carolina Software employee Jon Fields was faced with a very different scenario...Tornadoes!

During this trip to Kentucky, a large cold front moving through the area spawned numerous tornados, including a large F-4 tornado that struck just 10 minutes up the road



One of the many damaged buildings in Madisonville, Kentucky.

from the Hopkins County Regional Landfill. Even though the new landfill was spared, the City of Madisonville was not so fortunate and suffered extensive damage. The tornado cut a large path through this area destroying many homes and businesses.

After this unexpected evacuation, finishing touches on the WasteWORKS installation were completed from the Hopkinsville Holiday Inn, the closest location not affected by power outages caused by this mammoth storm.

Our thoughts and prayers are with all residents affected by the Madisonville tornado.

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Waste **WORKS** FOR CONTAINERS

FROM THE LEADER IN SOLID WASTE MANAGEMENT SOFTWARE



Easily manage work orders, service locations and routes.

Generate your rental charges and billing with ease.

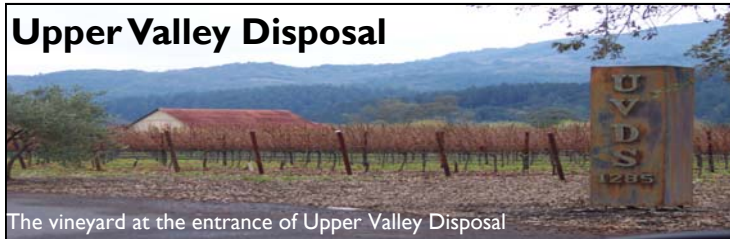
Simple, easy to use interface.

WasteWORKS now offers a container rental module for roll-off management. Call 910-799-6767, ext. 2 for more information.



Happy New Year from
Carolina Software!

Upper Valley Disposal



The vineyard at the entrance of Upper Valley Disposal

WasteWORKS in the Napa Valley

Chris Houchens has been very busy this year performing numerous WasteWORKS and WasteWIZARD installations. His latest trip was out to central California to install WasteWIZARD at the new

Quackenbush facility— part of the Upper Valley Recycle and Disposal Center (UVDS) in the Napa Valley region of California. The Pestoni family, owners of the UVDS facilities, also owns the Rutherford Grove Winery in the same area.

Established in 1993, the

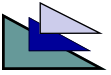
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Update: Spotlight on Automation

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.



Scale lane automation for facilities using the WasteWORKS software package.



Upper Valley Disposal
Continued:

Rutherford Grove Winery has been a destination for local and traveling wine tasters, and has established a reputation for producing some of the best wines in the area (Top 100 wine for the year 2004 – Sauvignon Blanc - San Francisco Chronicle). Guests at the winery can enjoy wine in the tasting room, or out in the vineyards and gardens to get the full experience. Go to www.rutherfordgrove.com for more information about this winery.

In addition to operating a large MRF, handling much of the region's

vast recyclable waste, the recycle and disposal center at Upper Valley also offers valuable compost and mulch for purchase. Upper Valley even offers a special compost created specifically for vineyard application, along with a "wine industries recycling program" that enables the recycling of winery pomace, cardboard, glass, shrink wrap, paper and vineyard stakes. Grape seeds are also put to good use, processed and then "cold-pressed" to produce grape seed oil, which is sold for cooking and cosmetic purposes.

To top things off, the Pestoni family also owns the Hotel D' Amici, a

wonderful bed and breakfast not too far from the Rutherford Grove Winery. The Hotel D' Amici provides guests a nice place to relax after a long day of touring the surrounding Wine Country.

WasteWORKS takes the Colorado tour.

Seasoned WasteWORKS veteran Allen Schwanke definitely had his hands full during a recent visit to Colorado. It just so happened that four of our Colorado WasteWORKS customers needed on-site assistance, and being one that will not back down from a challenge, Allen decided that it would be a great idea to tackle these four jobs in one week.

Landing in Denver, Allen hit the ground running and started his trek at the Waste Connections site in Castle Rock. After assisting our

customers in Castle Rock the journey ventured on four hours down the road to Grand Junction. From there Allen moved on to Pitkin County, home of the world famous Aspen Ski Resort where the lure of perfectly groomed slopes would have sidetracked anyone. Undeterred by the endless skiing possibilities there were still two more stops left in this trip. Next was the Castle Rock site to finish up, and then it was on to Fort Collins to the Larimer site to complete the long check list of places to go.

After getting back to the airport in Denver, four hotels and one thousand miles later, Allen claims that this was his "busiest week ever."

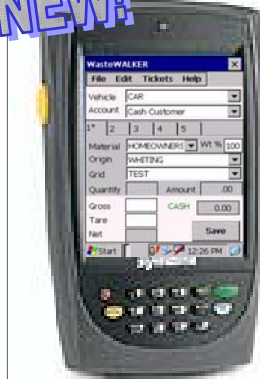
Are you a WasteWORKS Power User? Are you interested in creating customized reports from your WasteWORKS data? For customers who want to add additional power to their WasteWORKS reporting tools, Crystal Reports is the perfect addition. Carolina Software technicians are available for on-site assistance with the installation of Crystal Reports. Call Carolina Software today for more information!

WasteWALKER Version 2:

The power of WasteWORKS in the palm of your hand!

NEW!

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.



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 to order on-line! *****



www.wasteworks.com



Did You Know?

Here are the answers to some common WasteWORKS questions.

Our facility takes tires as an inbound material and an outbound material. Can WasteWORKS show me how many tires I have on-hand?

- Yes, the latest version of WasteWORKS provides users with a new inbound/outbound material relationship builder and a function to view on-hand amounts at any time during the work day. This new tool will be especially useful for MRF's and sites that need enhanced inventory management.

We currently use WasteWORKS' Balance Forward Accounting. Is it possible to switch to Open Invoice Accounting?

- Yes, WasteWORKS technicians can provide on-site assistance for customers choosing to migrate to Open Invoice Accounting. Please call our support department at 910-799-6767, ext. 1 for more information about WasteWORKS' Open Invoice Accounting.



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.