

Waste **WORDS**®

The Quarterly Newsletter for Facilities using WasteWORKS Software



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TWIN CHIMNEYS LANDFILL



WasteWORKS Customer Spotlight : Greenville County, SC

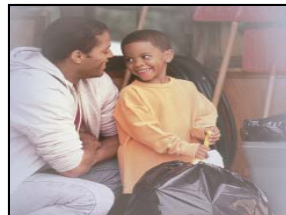
Bigger and better. This is not the first time Greenville County, SC has been featured in our WasteWORDS newsletter, and this is because they never stop striving to improve upon their already high standards for customer service and solid waste management. With the new Twin Chimneys Landfill, this commitment to quality has yielded a new, state-of-the-art solid waste facility that puts customer service and efficiency first.

In with the New

The opening of the new Twin Chimneys Landfill in southern Greenville County marks the closing of the old landfill in Enoree. With the Enoree landfill nearing capacity and lacking the space for any further expansion, the new Twin Chimneys site in Southern Greenville provides this fast-growing county with breathing room for the future. Even with the inevitable delays associated with the construction of a new landfill and scale facility, some keen planning made for a smooth transition to the new facility as the Enoree site reached capacity. This smooth transition

was also aided by a fine tuned public relations program that kept the public informed and involved during every phase of this pro-

The new user-friendly landfill will give Greenville area citizens faster and easier drop offs with less waiting.



- **The large concrete and asphalt area has enough room for up to 40 vehicles at a time.**
- **No more heavy lifting and maneuvering garbage to the dumpster. Citizens can back their cars or trucks up to the pad and easily remove garbage on to the pad.**
- **One-stop drop off for garbage and recyclables.**
- **A covered roof protects citizens from rain and inclement weather.**

ject. Nobody wants a new landfill in their backyard, but communication and education go a long way towards convincing the public that they are part of the process and the ultimate beneficiaries of a convenient new facility— and not just

subject to it!

Customer Service is the Key

Anyone who has been to the new Twin Chimneys landfill can tell you that it is somewhat out of the way. Finding an appropriate site for a new landfill that not only satisfies the need for space, but also satisfies the public and meets the standards of strict governmental and environmental regulation, can mean many times choosing a site that is a bit further away than

at the site. The logic being that you might have to drive a little further to get



More like a cockpit than a scale house, weigh masters at Greenville's Twin Chimneys site provide 'ground control' for landfill traffic.

to Twin Chimneys, but you won't have to spend a whole lot of time waiting in line or unloading. Large,

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Become a WasteWORDS Focus Customer!

Tell us about your operations and you could be featured in the next WasteWORDS Customer Spotlight. We're inviting WasteWORKS customers to submit a short editorial about their site(s). This is your opportunity to tell us, and our hundreds of other customers around North America, why your site is special. Editorials should include information about your facilities (including facts and figures), your communities, special programs and anything else that makes your site unique and interesting. We will review editorials and select one each quarter to be included in our WasteWORDS Customer Spotlight. Please e-mail your entries to info@wasteworks.com and include "WasteWORDS Entry" in your subject line. (Please limit entries to 500-600 words. Carolina Software staff will edit entries and contact you for final approval.)

SIGN UP FOR THE NEWSLETTER ON-LINE - Just visit www.wasteworks.com!

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covered unloading areas that can accommodate multiple vehicles and that provide a single drop-off point for both garbage and recyclables, as well as new tools like the mobile, WasteWALKER ticketing system for processing per-load and cubic yard transactions, without requiring a stop on the scales, are all important for creating a high level of service and a reason to make the trip. This high level of service makes the public happy and it also means that Greenville County has one of the most efficient sites around!

The Twin Chimneys Landfill in Greenville, SC is making use of the latest in image capture technology with WasteWORKS Vision.



A Vision for the Future

The Twin Chimneys Landfill is a showcase for how technology can be used to increase the efficiency of scale house activity and provide enhanced security at the same time. The scale lane automation stations utilize several new technologies to provide automated ticketing, security and enhanced communication between the

drivers and scale house staff. For automated transactions, WasteWIZARD provides express lane ticketing and WasteWORKS Vision captures an image of each driver, combining the driver's picture with the text from the ticket. For non-automated transactions, weigh masters have both audio and video communication capabilities, and high

WasteWORKS® for Containers
Make roll-off management easy!

WasteWORKS now offers even more functionality with the addition of *Container Billing*, a module with features for roll-off management. *Container Billing* helps track containers so you know where you put it, who has it, and what day of the week you're going to pick it up. Now you can use the power of WasteWORKS to manage your container business!

- Easily manage work orders, service locations and routes.
- Generate your rental charges and billing with ease.
- Maximize efficiency with a simple, easy-to-use interface.



speed pneumatic tubes allow for the exchange of money without requiring drivers to leave the comfort of their vehicles. Every detail was scrutinized in the planning of this new facility and a visit to the site reveals the results. With all of this planning and a commitment to working with the community, both during and after the construction of the landfill, the County now has a functional and efficient new site with room for the future and the community has a landfill that was created with the environment and their needs in mind. It is something to be proud of.

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! We've updated our on-line order form to make online ordering easier than ever!

www.wasteworks.com

Update: Spotlight on Automation

WasteWIZARD™

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.

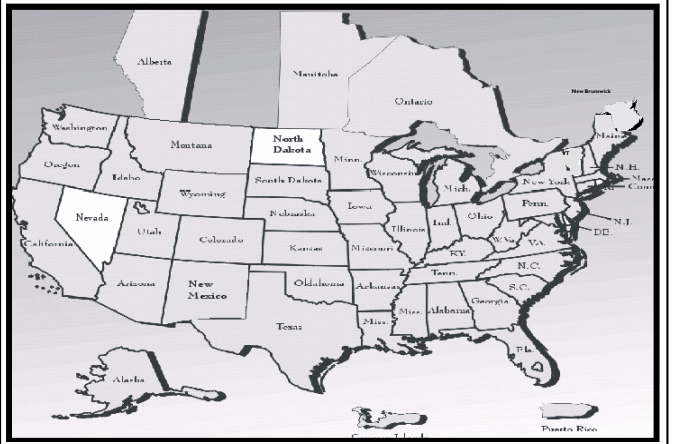
Scale lane automation for facilities using the WasteWORKS software package.

Did You Know?

Here are the answers to some common WasteWORKS questions.

How can I make sure I have the latest version of WasteWORKS?
 Just visit our website (www.wasteworks.com) to see what's new and then call Carolina Software support to request an upgrade. Our technicians will work with you to ensure that you have the right version for your operations.

Does Carolina Software provide on-site support?
 Yes! Carolina Software technicians can provide on-site support for things like upgrades, training and assistance with new hardware. In addition, Level 2 Support is available and provides customers with a yearly, on-site upgrade visit. Call Carolina Software today to schedule an on site visit or for more details on Level 2 Support! 910-799-6767.



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.