

Waste **WORDS**[®]

The Quarterly Newsletter for Facilities using WasteWORKS Software

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In Their Own Words:

This quarter we're featuring two customers, one is our long-time customer from IA, Black Hawk County, and the other is new customer, Leavenworth County, KS. Both were nice enough to contribute information about their operations, as well as some kind words about our products and service!



Leavenworth, KS is located just to the Northwest of Kansas City and is the county seat for the County of Leavenworth. It was the first city incorporated in the state of Kansas and is as rich in history as anywhere in the country. Home to Fort Leavenworth, known as the "Post that opened the West", Leavenworth hosted such historical figures as Abraham Lincoln, Lewis and Clark on their journey west, native son Buffalo Bill Cody, and was home to Wild Bill Hickok for a time.

These days, Leavenworth is synonymous with prisons. In addition to the United States Disciplinary Barracks or USDB (the only maximum security prison in the Department of Defense), the city hosts a federal maximum-security penitentiary, the Lansing Correctional Facility, and a privately operated prison called the Corrections Corporation of America. This isn't a reputation that they shy away from either. In fact, Leavenworth is so familiar with prisons that its tourism bureau borrowed "Doin' Time in Leavenworth" as the city's slogan!

Leavenworth County recently added WasteWORKS to manage their Solid Waste Operations and as you'll see, they've certainly put it to good use.

"The Leavenworth County Solid Waste Dept. operates a 200TPD transfer station which accepts MSW, C&D, Recycling, and E Waste from Citizens and Haulers. We also operate a HHW facility. The county operates this facility on a 2m a year budget generated from gate fees and solid waste assessments.

The Department used to weigh in and out all loads, print tickets then hand enter those into a billing and tonnage spread sheet for recordkeeping. The WasteWORKS program has now simplified our billing and recordkeeping, as well as giving us detailed financial spreadsheets to track our revenue, tickets per hour and amount of time our customers are on site, which increases productivity. We even use this program to track incoming HHW estimates.

The customer service, attention to detail and training from Waste Works staff has been excellent.

Thanks WasteWORKS"

Mark Wilson, Director of Solid Waste

Black Hawk County, IA



"Black Hawk County, Iowa joined the WasteWORKS family way back in 1996, but recently updated their installation with some new technology and a plan for increasing efficiency. The result was an automated solution that increased efficiency and site security. The following information was provided by Brett Vette from the Black Hawk County Solid Waste Department.

"The Black Hawk County Landfill near Waterloo, Iowa accepts nearly 59,000 loads hauling in approximately 180,000 tons of solid waste per year from a five county area. Our site was equipped with one inbound and one outbound scale but we had wait times which were causing problems for our major haulers.

After discussing possible solutions we made the decision to install a second outbound scale and equip it,

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Latest WasteWORKS Versions:

WasteWORKS v. 7 (7.605)

WasteWORKS-SQL (1.306)

The NEW WasteWIZARD



Vision camera is now a built in option for the WasteWIZARD enclosure!

Carolina Software introduces the latest in scale lane automation technology. The recently redesigned WasteWIZARD system now features an industrial, stainless steel enclosure, a professionally developed electrical and wiring system, and an integrated camera system for use with the WasteWORKS Vision System. The new WasteWIZARD system is the perfect automated addition for WasteWORKS sites, and a great upgrade for existing WasteWIZARD installations. Call today for information about adding the NEW WasteWIZARD to your site!

WasteWORKS Training

On-site and remote training and assistance are available from Carolina Software.

Our technicians can visit your site(s) and provide hands-on training for WasteWORKS and our other products. Each visit is customized to meet your needs and is a great way to help new employees get up to speed quickly, brush up on reporting and billing functions, or just to learn what's new with the latest version of WasteWORKS. An upgrade is included.

Remote training is also available. For customers who simply want a few hours of dedicated time or even a whole day, remote assistance is a great option! (requires high speed internet connection).

Black Hawk County continued:

and the inbound scale with the WasteWIZARD Keypad Automated System from Carolina Software. Carolina Software worked very closely with us to get the setup we needed for our operation, through the development and the construction phases. The on-site technician who installed the final software and equipment was knowledgeable and flexible, working after hours and on Sunday to be ready for the switch on Monday, December 1, 2008. Driver training was held in the days ahead of our opening, the system is easy to use. Seventy-two percent of our tonnage and forty percent of our loads are processed using the Keypad Automated system. Ask any of our drivers or companies who use it and they will tell you 15-20 seconds on a scale with no wait times is great for their business.

I have been associated with Carolina Software for nearly 10 years and had installed WasteWORKS at



A driver's image, captured by the camera in one of Black Hawk County Landfill's four new WasteWIZARD automation systems.

my previous landfill. I can't say enough about them and the product. It works as advertised and any support needed is always there."



WasteWALKER V.4

WasteWALKER Version 4 features the latest in mobile hardware and WasteWORKS software technology.

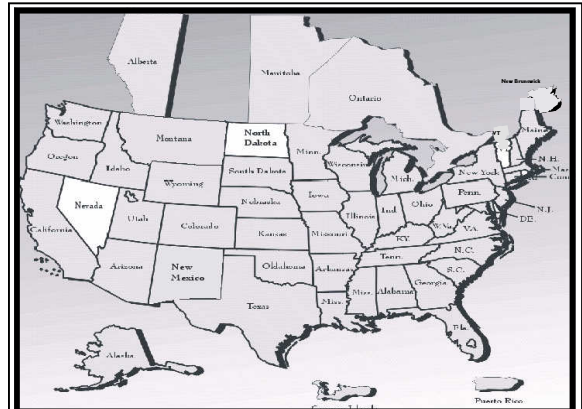
PowerPay Credit Card Processing

Carolina Software, in partnership with PowerPay, one of the most trusted payment processing providers in the US, has announced exclusive pricing for Carolina Software customers that can actually help *decrease* credit card processing fees. PowerPay's platform is now integrated with Carolina Software allowing credit transactions to flow immediately into your software eliminating the need to re-key sales at the end of the day.

The PowerPay payment processing solution provides you with:

- A simple, fast application process
- An all-in-one PC based payments solution that saves time and eliminates the need for an external, stand-alone point-of-sale terminal
- Full e-commerce support
- 24/7 technical support
- Advanced features such as recurring payment capability
- Easy access to transaction and batch history
- Superior value and competitive pricing - 9 out of 10 times PowerPay is able to match or better current processing rates

If you would like to learn more about integrating PowerPay's payment processing solutions with your business - and the exclusive pricing for Carolina Software customers - then contact PowerPay today at 877-775-6900 .



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.

WasteWORKS-SQL

WasteWORKS-SQL is available as a robust, off-the-shelf package for new customers and existing customers looking to expand on the proven capabilities of the industry's leading solid waste management software product.

WasteWORKS-SQL maintains the same flexible functionality

and simple usability of prior offerings, but provides users and management with expanded reporting capabilities, Windows level security and fast, efficient processing in a wide range of network environments. The new WasteWORKS-SQL combines all of the benefits of a SQL Server platform with an easy to

maintain, affordable, off-the-shelf solution for managing your facility.

Key Features:

- Combines the industry's leading off-the-shelf package for simple and efficient ticketing, billing and reporting with the power and security of MS SQL Server.
- Provides unlimited reporting

with WasteWORKS-SQL stock reports, Crystal Reports and MS Reporting Services. WasteWORKS stock reports run up to 20 times faster than with previous versions, even with large data sets and slower network connections.

- Real time calculation of customer balances and totals fields.

*****Ordering Forms Online*****

Using the WasteWORKS on-line order form at www.wasteworks.com means that you will have instant access to the latest products and prices. Start ordering your forms on-line today! If you don't have internet access at your site, you can still fax in your order to 910-799-1177.