



NEW SETUP SCRIPT WALKTHROUGH

PowerTerm®

Power Script Language

For WebConnect

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SCRIPT START

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Make sure that you have a referencing/neighboring account up in addition to the appropriate Scope of Service in Green Pages.

*Most importantly, make sure CAPS Lock is on.

11/29/2017 Work With Customers
12:19 PM Sorted By Service Name
TN/AL/KY-181A-Active Hauling

Position to the following:
Service Name.....

Type options, press Enter.
1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|-------------|---------------------------------|----------------------|------|
| 169-259494 | ;LKJ | ST STREET | RS |
| 169-76015 | #1 CHINESE | KET PLACE DR | CM |
| 371-22533 | #1 CHINESE | OLLEGE ST | CM |
| 113-500909 | A & A AUTO | Y 107 | CM |
| 405-53984 | A & A CARWA | EE NOTCH ST N | CM |
| 169-75328 | A & A CONCRETE SHAVING & DRILLI | TAULEYS GAP | CM |
| 372-108870 | A & A CONSTRUCTION (T) | 1207 MCGAVOCK ST | RO |
| 441-88405 | A & A DISCOUNT | 3400 26TH ST N | CM |
| 268-7267107 | A & A EXPRESS | 3495 US HIGHWAY 45 S | CM |
| 169-111615 | A & A GRAPHIC SERVICES | 6565 CHAPEL HILL RD | CM |
| More... | | | |

PowerTerm InterConnect

Make sure you are in the correct library before continuing with this script.
- You should have a neighboring account pulled up
- You should have the SOS up in Green Pages for reference
- ALL Y or N answers must be in CAPS

OK

F3=Exit F5=Refresh F6=Add Customer F7=Global View
F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys
Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

→ → 11/002

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

11/29/2017

12:19 PM

Work With Customers
Sorted By Service Name
TN/AL/KY-181A-Active Hauling

Position to the following:

Service Name.....

Type options, press Enter.

1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|-------------|--------------------------------|----------------------|------|
| 169-259494 | ;LKJ | SCREEN 1 STREET | RS |
| 169-76015 | "1 CLINE | PLACE DR | CM |
| 371-22835 | "1 CLINE | LEGE ST | CM |
| 113-500909 | A & A AL | 107 | CM |
| 405-53984 | A & A CARWASH & COIN LAUNDRY | 611 THREE NOTCH ST N | CM |
| 169-75328 | A & A CONCRETE SAWING & DRILLI | 14500 PAULEYS GAP | CM |
| 372-108870 | A & A CONSTRUCTION (T) | 1207 MCGAVOCK ST | RO |
| 441-88405 | A & A DISCOUNT | 3400 26TH ST N | CM |
| 268-7267107 | A & A EXPRESS | 3495 US HIGHWAY 45 S | CM |
| 169-111615 | A & A GRAPHIC SERVICES | 6565 CHAPEL HILL RD | CM |

More...

F3=Exit F5=Refresh F6=Add Customer F7=Global View

F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys

Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

This gives you a chance to cancel the script in the event you started it by accident

11/29/2017 Work With Customers
12:19 PM Sorted By Service Name
TN/AL/KY-181A-Active Hauling

Position to the following:

Service Name.....

Type options, press Enter.

1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|-------------|--------------------------------|----------------------|------|
| 169-259494 | ;LKJ | SCREEN 1 STREET | RS |
| 169-76015 | #1 CHINE | PLACE DR | CM |
| 371-22533 | #1 CHINE | LEGE ST | CM |
| 113-500909 | A & A AL | 107 | CM |
| 405-53984 | A & A CARWASH & COIN LAUNDRY | 611 THREE NOTCH ST N | CM |
| 169-75328 | A & A CONCRETE SAWING & DRILLI | 14500 PAULEYS GAP | CM |
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| 268-7267107 | A & A EXPRESS | 3495 US HIGHWAY 45 S | CM |
| 169-111615 | A & A GRAPHIC SERVICES | 6565 CHAPEL HILL RD | CM |

More...

F3=Exit F5=Refresh F6=Add Customer F7=Global View

F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys

Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

* SYSTEM

05/037

SCREEN 1

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11/29/2017

12:21 PM

ADD A NEW CUSTOMER

WMASTRNG

TRMAS18

Customers last
name and then
first name (Last,
First)

Type choices, press Enter.

Customer type R R=Residential, C=Commercial, O=Roll-off

L=Landfill, M=Master

Company code 169 CHR, 064, 066, 067, 068, 090, 113...

Options to call:

Biographical information . . . Y

Credit Information Y

Billing Information

Service information

Customer Attributes

Sales information

Internal comments Y (Y=Yes,N=No)

Routing comments Y (Y=Yes,N=No)

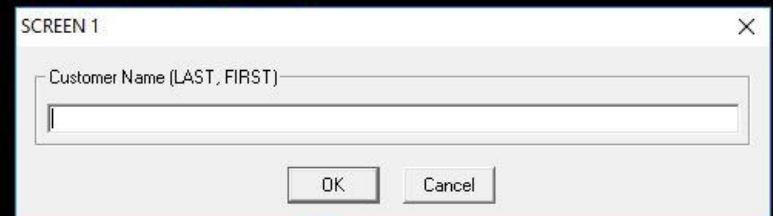
Equipment Y (Y=Yes,N=No)

Profile sheet N (Y=Yes,N=No)

Enter extra charges N (Y=Yes,N=No)

Pre-Pay Information N (Y=Yes,N=No)

F3=Exit F4=Prompt F12=Cancel



12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service.Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr

Addr2

City

St

Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

AutoPay

Billing.Address

Paperless

Name

WM.com

Contact

Addr

Attn to

City

St

Zip

Country US

Phone

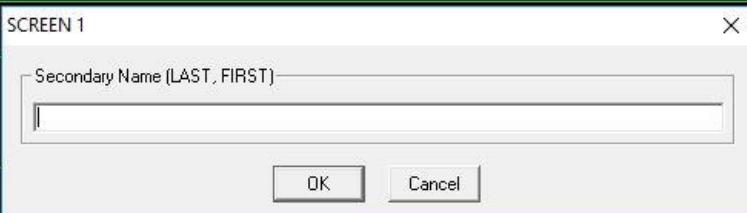
Ext

Fax

Mobile

E-Mail

Status



F3=Exit

F5=Refresh

F12=Previous

05/010

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12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr

Addr2

City

St

Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

AutoPay

Billing Address

Paperless

Name

Contact

WM.com

Addr

Attn to

City

St

Zip

Country US

Phone

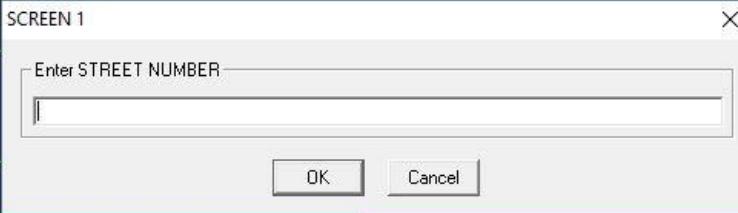
Ext

Fax

Mobile

E-Mail

Status



F3=Exit F5=Refresh F12=Previous

[BACK TO INDEX](#)

06/010

12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr 146

Addr2

City

St

Zip

Country

US

Phone

Ext

Fax

Mobile

E-Mail

Status

Billing Address

Name

Contact

Addr

Attn to

City

St

Zip

Country

US

Phone

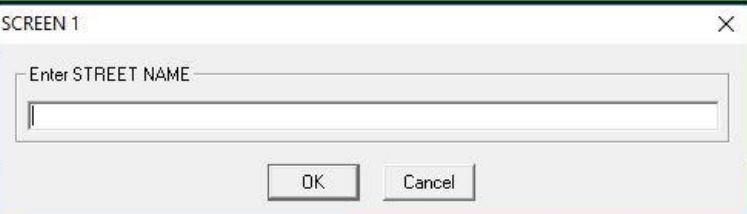
Ext

Fax

Mobile

E-Mail

Status



F3=Exit F5=Refresh F12=Previous

06/021

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12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service.Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr 146 DOWN RD

Addr2

City

St

Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

Billing.Address

Name

Contact

Addr

Attn to

City

St

Zip

Country US

Phone

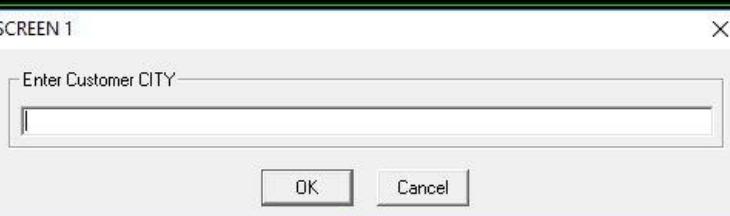
Ext

Fax

Mobile

E-Mail

Status



F3=Exit F5=Refresh F12=Previous

08/010

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12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr 146 DOWN RD

Addr2

City NASHVILLE

St

Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

State

AutoPay

Billing Address

Whats the state?

Paperless

Name

OK

Cancel

WM.com

Contact

Addr

Attn to

City

St

Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

F3=Exit

F5=Refresh

F12=Previous

08/044

[BACK TO INDEX](#)

12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr 146 DOWN RD

Addr2

City NASHVILLE

St TN Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

AutoPay

Billing Address

Paperless

Name

Contact

OK

Cancel

Addr

Attn to

City

St Zip

Country US

Phone

Ext

Fax

Mobile

E-Mail

Status

WM.com

F3=Exit F5=Refresh F12=Previous

08/051

[BACK TO INDEX](#)

12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr 146 DOWN RD

Addr2

City NASHVILLE St TN Zip 37211 Country US

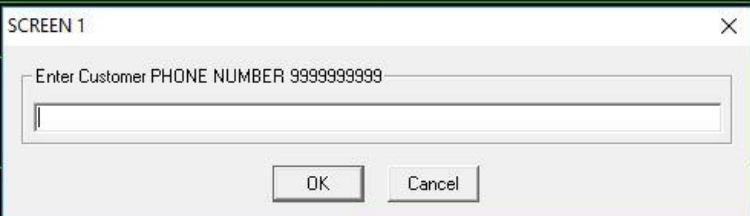
Phone Ext

Fax

Mobile

E-Mail

Status



AutoPay

Paperless

WM.com

Billing Address

Name

Contact

Addr

Attn to

City

Phone Ext

St Zip

Country US

E-Mail

Status

Fax

Mobile

F3=Exit F5=Refresh F12=Previous

Customers
phone number
must NOT have
any SPACES and
MUST be a ten
digit number

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09/010

| | | | | | | | | | | | |
|----|----|----|----|----|----|----|----|----|-----|-----|-----|
| F1 | F2 | F3 | F4 | F5 | F6 | F7 | F8 | F9 | F10 | F11 | F12 |
|----|----|----|----|----|----|----|----|----|-----|-----|-----|

12:22 PM

Customer Biographical Information

11/29/2017

Customer Number: 169-259719 Customer ID: 00166-50330-50114

Service Address

Focus Tier:

Residential

Name JASON, DELI

Contact

Addr 146 DOWN RD

Addr2

City NASHVILLE St TN Zip 37211 Country US

Phone 9999999999

Ext

Fax

Mobile

E-Mail

Status

SCREEN 1

AutoPay

Billing Address

Paperless

Name

Contact

WM.com

Addr

Attn to

City

Enter Customer EMAIL

OK

Cancel

Phone

Ext

St

Zip

Country US

E-Mail

Status

Mobile

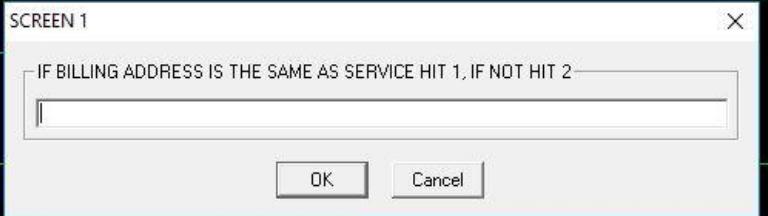
F3=Exit F5=Refresh F12=Previous

Customers Email

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10/010

Here you have the option of having the script fill out the billing address for you if it is the same as service. Hit 1 if both addresses are the same OR Hit 2 to manually enter the billing address.

12:22 PM Customer Biographical Information
 Customer Number: 169-259719 Customer ID: 00166-50330-50114
 Service Address Focus Tier:
 Name JASON, DELI
 Contact _____
 Addr 146 DOWN RD
 Addr2 _____
 City NASHVILLE St TN Zip 37211 Country US
 Phone 9999999999 Ext _____ Fax _____ Mobile _____
 E-Mail _____
 Status _____

 AutoPay
 Paperless
 WM.com
 Billing Address
 Name _____
 Contact _____
 Addr _____
 Attn to _____
 City _____ St _____ Zip _____ Country US
 Phone _____ Ext _____ Fax _____ Mobile _____
 E-Mail _____
 Status _____

F3=Exit F5=Refresh F12=Previous

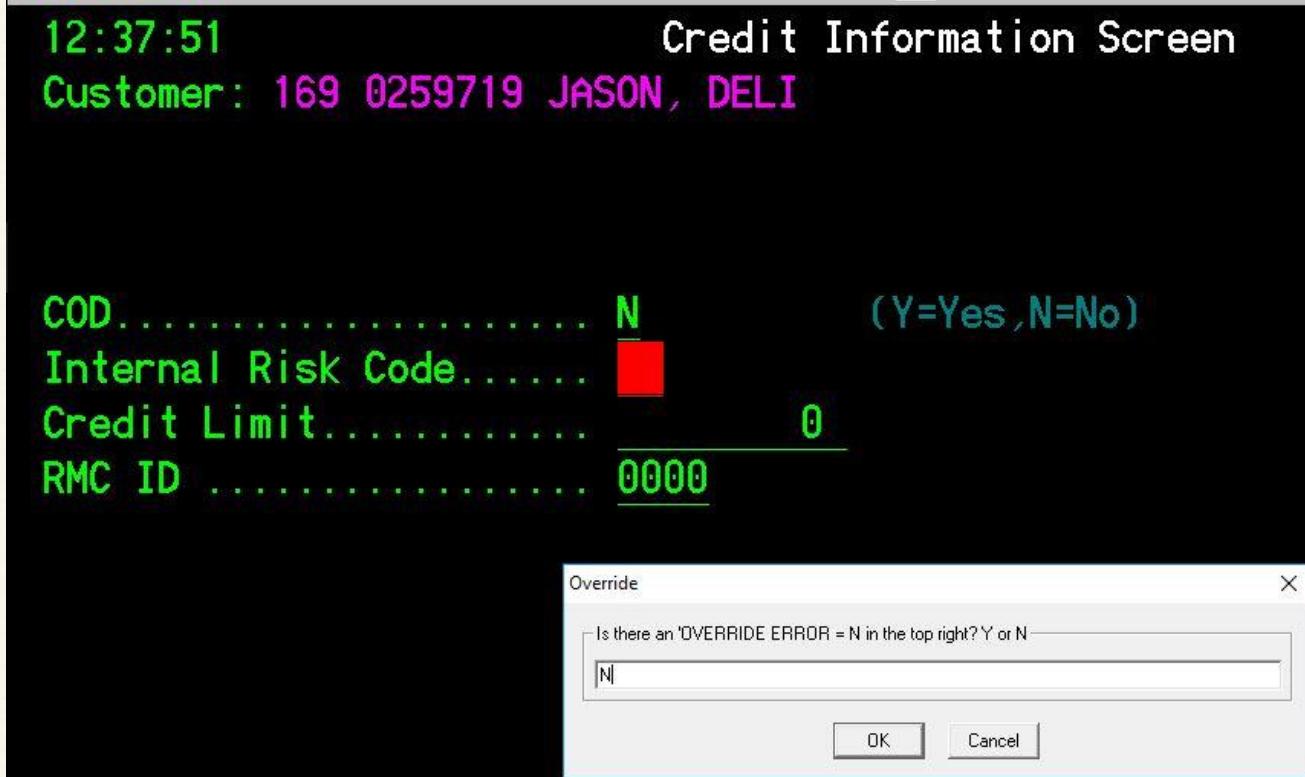
DUPLICATE & CLEANSING

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If the Credit Information Screen (displayed here), you can choose “N” for the next 5 pop-ups. Occasionally you will have the “Duplicate Account” screen pop-up that will be noticeable behind the pop-up.



This will be for
the “**OVERRIDE
ERR = N**” that
you sometimes
find on screen 1.
As in the
previous slide, in
most cases you
can choose “N”.



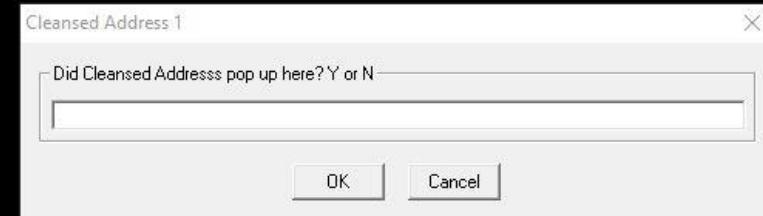
F4=Prompt F5=Refresh

Internal Risk Code is not valid, Press F4 on field to select Valid Value

This is if the
“CLEANSED
ADDRESS” screen
populates. You
will notice this
because it will be
a completely
different screen.
Again, if this
comes up on the
CIS (Credit
Information
Screen) you can
hit “N”.

12:37:51 Credit Information Screen
Customer: 169 0259719 JASON, DELI

COD..... N (Y=Yes ,N=No)
Internal Risk Code..... █
Credit Limit..... 0
RMC ID 0000



F4=Prompt F5=Refresh

Internal RisK Code is not valid, Press F4 on field to select Valid Value

12:37:51

Credit Information Screen

11/29/17

This is the
“Cleansed
Address” pop up
again. This
resolves any
billing address
issues.

Customer: 169 0259719 JASON, DELI

COD..... N (Y=Yes ,N=No)
Internal Risk Code..... █
Credit Limit..... 0
RMC ID 0000

Cleansed Address

Did Cleansed Addresss pop up here AGAIN? Y or N

OK Cancel

F4=Prompt F5=Refresh

Internal Risk Code is not valid, Press F4 on field to select Valid Value

[BACK TO INDEX](#)

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

12:37:51

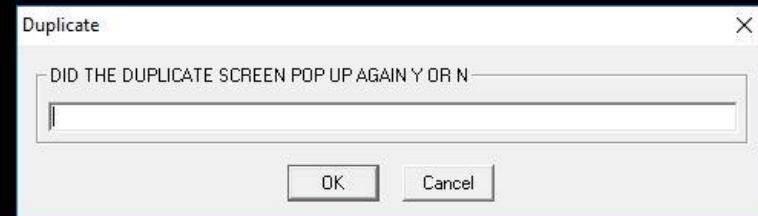
Credit Information Screen

11/29/17

This is the last
pop up of these
series and is the
duplicate screen
again.

Customer: 169 0259719 JASON, DELI

COD..... N (Y=Yes ,N=No)
Internal Risk Code..... █
Credit Limit..... 0
RMC ID 0000



F4=Prompt F5=Refresh

Internal Risk Code is not valid, Press F4 on field to select Valid Value

SCREEN 2

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12:40 PM Residential Customer Billing Information 11/29/2017
Customer: 169-259719 JASON, DELI Created 11/29/2017

Add mode ELIGIBLE FOR ADMIN FEE

This starts
SCREEN 2.
“Billing Cycle”
MUST be a Cycle
for our area.
Anything else
entered will
display a try
again option.

Billing cycle _____

Bill to customer _____

Status codes _____

Tax profile _____

Finance charge _____

Invoice type _____

Price group _____

User code _____

Parcel number _____

Credit limit _____

Customer P.O. _____

National Account _____

Centrally Billed Serviced Controlled

County code _____

Municipality _____

Start date _____

Cancel date _____

PayTerms: _____

Rating/Units _____

Map code/Coord _____

Date _____

Date _____

N _____

Risk Code NA _____

RMC ID 0000 _____

Promise to pay: _____

Credit Application on file N _____

Source System _____

Source Acct# _____

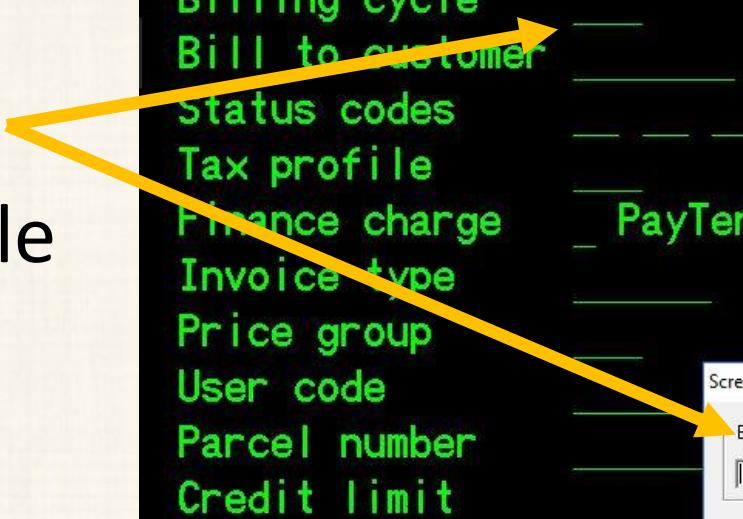
Current balance: .00 _____

Print Inv Y _____

Screen 2

Billing Cycle : RQ1, RQ2 ext.

OK Cancel



12:40 PM Residential Customer Billing Information 11/29/2017
Customer: 169-259719 JASON, DELI Created 11/29/2017
Add mode ELIGIBLE FOR ADMIN FEE

Fill out the rest
of SCREEN 2 by
answering the
questions as they
are presented.

**“Finance
Charge” must
equal “3” or “X”
(no quotations).
If not you will be
prompted to try
again.**

Print Inv Y

| | | | |
|------------------|------------|----------------------------|------|
| Billing cycle | RQ1 | Map code/Coord | |
| Bill to customer | | Date | |
| Status codes | XI | Date | |
| Tax profile | | N | |
| Finance charge | PayTerms: | Rating/Units | |
| Invoice type | | | |
| Price group | | I Risk Code | NA |
| User code | | RMC ID | 0000 |
| Parcel number | | Promise to pay: | |
| Credit limit | | Credit Application on file | N |
| Customer P.O. | | Source System | |
| National Account | Serviced | Source Acct# | |
| Centrally Billed | Controlled | Current balance: | .00 |
| County code | | | |
| Municipality | | | |
| Start date | | | |
| Cancel date | | | |

Screen 2
What is the FINANCE CHARGE?
3
OK Cancel

“PayTerms” also must be valid and cannot be skipped, or you will be asked to try again.

12:40 PM Residential Customer Billing Information 11/29/2017

Customer: 169-259719 JASON, DELI Created 11/29/2017

Add mode ELIGIBLE FOR ADMIN FEE

Billing cycle RQ1

Bill to customer

Status codes XI

Tax profile

Finance charge 3 PayTerms:

Invoice type Rating/Units

Price group

User code

Parcel number

Credit limit

Customer P.O.

National Account

Centrally Billed Serviced Controlled

County code

Municipality

Start date

Cancel date

Map code/Coord

Date

Date

N

Risk Code NA

RMC ID 0000

Promise to pay:

Credit Application on file N

Source System

Source Acct#

Current balance: .00

Print Inv Y

Screen 2

What are the PAYTERMS?

DUR

OK Cancel

08/031

12:40 PM Residential Customer Billing Information 11/29/2017
Customer: 169-259719 JASON, DELI Created 11/29/2017

Add mode ELIGIBLE FOR ADMIN FEE

Print Inv Y

| | | | |
|------------------|-----------------|----------------------------|------|
| Billing cycle | RQ1 | Map code/Coord | |
| Bill to customer | | Date | |
| Status codes | XI | Date | |
| Tax profile | | N | |
| Finance charge | 3 PayTerms: DUR | Risk Code | NA |
| Invoice type | Rating/Units | RMC ID | 0000 |
| Price group | | Promise to pay: | |
| User code | | Credit Application on file | N |
| Parcel number | | Source System | |
| Credit limit | | Source Acct# | |
| Customer P.O. | | Current balance: | .00 |
| National Account | Serviced | | |
| Centrally Billed | Controlled | | |
| County code | | | |
| Municipality | | | |
| Start date | | | |
| Cancel date | | | |



“County Code”
and
“Municipality”
are Mandatory
and CANNOT be
skipped.

**“DATE” MUST be
in the following
format
(MMDDYYYY)
and example :
01012018 . No
new account can
be backdated or
dated beyond 1
year in the
future.**

12:40 PM Residential Customer Billing Information 11/29/2017
Customer: 169-259719 JASON, DELI Created 11/29/2017
Add mode ELIGIBLE FOR ADMIN FEE

Billing cycle RQ1
Bill to customer _____
Status codes XI _____ Print Inv Y
Tax profile _____
Finance charge 3 PayTerms: DUR Rating/Units _____
Invoice type _____
Price group _____
User code _____
Parcel number _____
Credit limit _____
Customer P.O. _____
National Account _____
Centrally Billed Serviced Controlled
County code DAVTN
Municipality ANTTN
Start date _____
Cancel date _____

Map code/Coord _____ Date _____
Date _____ N _____
Risk Code NA _____
RMC ID 0000 Promise to pay:
Credit Application on file N
Source System _____
Source Acct# _____
Current balance: .00

Screen 2
Start Date? _____
OK Cancel

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

19/019

SCREEN 5

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12:44 PM

Customer Services

11/29/2017

Customer: 169-259719 JASON, DELI

Add mode

- - - - - Routes - - - - -

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|-------|-----|--------|-----|-----|-----|-----|--------|--------------|
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | | | | | | | | Waste: | |
| Occurs: | | Auto: | | | | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |

Screen 2

Did the START DATE range WARNING pop up?

 OK Cancel

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh
F11=CSF/LDC Services F12=Previous F24=More Keys

01/001

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12:44 PM

Customer Services

11/29/2017

If this account is
billing to a
Master account
(which was
entered on
previous screen
(SCREEN 2). You
will be asked
about master
bill. If populated
in the
background type
Y.

Customer: 169-259719 JASON, DELI

Add mode

- - - - - Routes - - - - -

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|-------|-----|--------|-----|-----|-----|-----|--------|--------------|
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | | | | | | | | Waste: | |
| Occurs: | | Auto: | | | | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |

Screen 2

Did the master bill pop up? Y or N

OK Cancel

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh
F11=CSF/LDC Services F12=Previous F24=More Keys

[BACK TO INDEX](#)

In areas such as Alabama, there is a State Disposal Fee (L6T). If this is needed type Y. If not N.

| Quantity | Svc | Charges | Routes | | | | | | | Msc | Extended Amt |
|----------|-----|---------|---------|-------|-------------------------|--------|-----|-----|-----|--------|--------------|
| | | | Mon | Tue | Wed | Thu | Fri | Sat | Sun | | |
| | | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | Screen 5 | | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | Do you need to add L6T? | | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | | | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh

F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

12:44 PM

Customer Services

11/29/2017

Customer: 169-259719 JASON, DELI

Add mode

----- Routes -----

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|---|-----|--------|-----|-----|-----|-----|--------|--------------|
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Screen 5 | | | | | | | Waste: | |
| Occurs: | | Auto: | Do you have a service line to enter? Y or N | | | | | | | Tax: | |
| Occurs: | | Auto: | | | | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | |

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh

F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

[BACK TO INDEX](#)

12:44 PM

Customer Services

11/29/2017

If you do have a service line to add we will start from left to right. Beginning with

1. Quantity
2. SVC
3. Charges
4. Route
5. Occurs.

| | | Routes | | | | | | | | | | |
|---|-----|---------|-------|-----|--------|-----|-----|-----|-----|--------|--------------|------|
| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt | |
| 1 | 2 | 3 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | | |
| Occurs: | 5 | Auto: | Rate: | | Yards: | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | | | | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | | | | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | | | Waste: | | Tax: |
| No services defined | | | | | | | | | | | | |
| F1=Detail F3=Exit F4=Prompt F5=Refresh F11=CSF/LDC Services F12=Previous F24=More Keys | | | | | | | | | | | | |
| No services have been defined | | | | | | | | | | | | |

12:44 PM

Customer Services

11/29/2017

Customer: 169-259719 JASON, DELI

Add mode

- - - - - Routes - - - - -

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|---------|---------|----------------------------------|-----|--------|-----|-----|--------|-----|------|--------------|
| 1 | | | | | | | | | | | |
| | Occurs: | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| | Occurs: | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| | Occurs: | Auto: | Screen 5 | | | | | Waste: | | Tax: | |
| | Occurs: | Auto: | LINE OF BUISNESS, 96T, RBG, RBN? | | | | | Waste: | | Tax: | |
| | Occurs: | Auto: | | | | | OK | Cancel | | | |
| | Occurs: | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| | Occurs: | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| | Occurs: | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh

F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

06/011

12:44 PM

Customer Services

11/29/2017

Charge or (RATE).
Enter by format
of 12.00 . This is
to include the
dollar amount,
decimal and
cents amounts
even if zeros.

| Quantity | Svc | Charges | Routes | | | | | | | Extended Amt |
|----------|-----|---------|--------|-----------------------------------|--------|-----|-----|-----|--------|--------------|
| | | | Mon | Tue | Wed | Thu | Fri | Sat | Sun | |
| 1 | 96T | | | | | | | | | |
| | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | | | | | | | | |
| | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | | | | | | | | |
| | | Occurs: | Auto: | Screen 5 | | | | | Waste: | Tax: |
| | | | | What is the RATE? example : 12.00 | | | | | | |
| | | | | | | | | | OK | Cancel |
| | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | | | | | | | | |
| | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | | | | | | | | |
| | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | | | | | | | | |
| | | Occurs: | Auto: | Rate: | Yards: | | | | Waste: | Tax: |
| | | | | | | | | | | |

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh
F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

12:44 PM

Customer Services

11/29/2017

Route Number
will position its
self on the
correct day
automatically
after entering
out of SCREEN 5.
As a placeholder
it will be put on
Monday (it will
change)

Customer: 169-259719 JASON, DELI

Add mode

- - - - - Routes - - - - -

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|-------|-----|--------|-----|-----|--------|-----|------|--------------|
| 1 | 96T | 12.00 | | | | | | | | | |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| Occurs: | | Auto: | | | | | | Waste: | | Tax: | |
| Occurs: | | Auto: | | | | | | Waste: | | Tax: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: | |

Screen 5

What is the ROUTE NUMBER

OK Cancel

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh

F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

“OCCURS” will be
“Y” for weekly,
“O” for odd and
“E” for even. If
“Y” it will be left
blank.

12:44 PM Customer Services 11/29/2017

Customer: 169-259719 JASON, DELI

Add mode

| Routes | | | | | | | | | | | |
|----------|-------|---------|-----|--------|-----|-----|-----|--------|-----|-----|--------------|
| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
| 1 | 96T | 12.00 | 888 | | | | | | | | |
| Occurs: | Auto: | Rate: | | Yards: | | | | Waste: | | | Tax: |
| Occurs: | Auto: | Rate: | | Yards: | | | | Waste: | | | Tax: |
| Occurs: | Auto: | | | | | | | Waste: | | | Tax: |
| Occurs: | Auto: | | | | | | | Waste: | | | Tax: |
| Occurs: | Auto: | Rate: | | Yards: | | | | Waste: | | | Tax: |
| Occurs: | Auto: | Rate: | | Yards: | | | | Waste: | | | Tax: |
| Occurs: | Auto: | Rate: | | Yards: | | | | Waste: | | | Tax: |
| Occurs: | Auto: | Rate: | | Yards: | | | | Waste: | | | Tax: |

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh
F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

[BACK TO INDEX](#)

07/012

12:44 PM

Customer Services

11/29/2017

This is asking if you have additional services such as Yard waste or Recycle. If you do, you will just repeat the previous steps.

| Quantity | Svc | Charges | Routes | | | | | | | Extended Amt |
|----------|-----|---------|--------|--|--------|-----|-----|--------|-----|--------------|
| | | | Mon | Tue | Wed | Thu | Fri | Sat | Sun | |
| 1 | 96T | 12.00 | 888 | | | | | | | |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: |
| Occurs: | | Auto: | | Screen 5 VERIFY - Do you have another service line to enter? Y or N | | | | | | |
| Occurs: | | Auto: | | | | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: |
| Occurs: | | Auto: | Rate: | | Yards: | | | Waste: | | Tax: |

No services defined

F1=Detail F3=Exit F4=Prompt F5=Refresh

F11=CSF/LDC Services F12=Previous F24=More Keys

No services have been defined

08/002

LDC

[BACK TO INDEX](#)

In areas that offer LDC (Lost Damaged Container) answer the questions appropriately

12:44 PM Customer Services 11/29/2017

Customer: 169-259719 JASON, DELI
Add mode

----- Routes -----

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
| | | | | | | | | | | | |

CSF/LDC Account Level Fee Screen

ATTN: Customer has the following services eligible for CSF fee:
MAS proposes the following line item be added to customer services:

Proposed CSF/
Screen 5

| Qty | CSF/LDC Svc |
|------|-------------|
| 1.00 | LDC |

Does this account have a container? Y or N

Bottom

Press enter to add proposed fees or modify qty & charges as appropriate.
Enter=Save F9=Toggle F20=Exclude account F12=Cancel

06/002

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

5250 Display S-2 Caps Wrap Hold On Line

12:44 PM

Customer Services

11/29/2017

Customer: 169-259719 JASON, DELI

Add mode

- - - - - Routes - - - - -

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
|----------|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|

CSF/LDC Account Level Fee Screen

ATTN: Customer has the following services eligible for CSF fee:
MAS proposes the following line item be added to customer services:

| Proposed CSF/ | | Screen 5 | |
|---------------|-------------|-----------------------------------|----------------------|
| Qty | CSF/LDC Svc | Do you need to enter LDC? Y or N. | |
| 1.00 | LDC | | <input type="text"/> |

OK Cancel

Bottom

- Press enter to add proposed fees or modify qty & charges as appropriate.
- Enter=Save F9=Toggle F20=Exclude account F12=Cancel

In areas that offer LDC (Lost Damaged Container) answer the questions appropriately

12:44 PM

Customer Services

11/29/2017

Customer: 169-259719 JASON, DELI

Add mode

----- Routes -----

| Quantity | Svc | Charges | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Msc | Extended Amt |
|----------|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|
|----------|-----|---------|-----|-----|-----|-----|-----|-----|-----|-----|--------------|

CSF/LDC Account Level Fee Screen

ATTN: Customer has the following services eligible for CSF fee:
MAS proposes the following line item be added to customer services:

| Proposed CSF/ | | Screen 5 | |
|---------------|-------------|--------------------------------------|----------------------|
| Qty | CSF/LDC Svc | What is the QUANTITY? example : 1.00 | |
| 1.00 | LDC | | <input type="text"/> |

Bottom

- Press enter to add proposed fees or modify qty & charges as appropriate.
- Enter=Save F9=Toggle F20=Exclude account F12=Cancel

If you are adding LDC for just one container then Qty would be 1.00, if two 2.00 and so forth.

SCREEN 39

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TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings

11/29/17
13:08:10

169 - 259719

RESIDENTIAL

Customer ID: 1665033050114 JASON, DELI

Position to Category:

Select from the list, press Enter

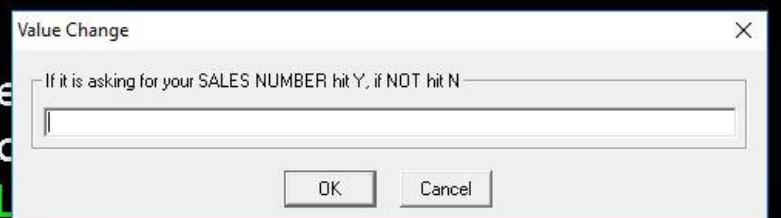
2=Change settings

4=Reset to standard settings

5=Display

8=History

| Sel | Category | Excl | Category | Reason | Approved By |
|-----|----------|------|------------|---------|-------------|
| - | *FUEL | N | FUEL | % | |
| - | *ENVIRO | N | ENVIRO CAT | 13.25 % | |
| - | *RCR | N | RCRCAT | 3.60 % | |



Bottom

F3=Exit F5=Refresh F8=All History

09/035

At this point in the script (after the LDC). If you chose to add LDC, you are then prompted to screen 39, if not you are sent to the [Value Change](#) Screen and come back to screen 39 later. Nothing will be skipped in either case. MAS just differently in each case.

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TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings

11/29/17
13:08:10

169 - 259719

Customer ID: 1665033050114 JASON, DELI

RESIDENTIAL

Position to Category: _____

Select from the list, press Enter

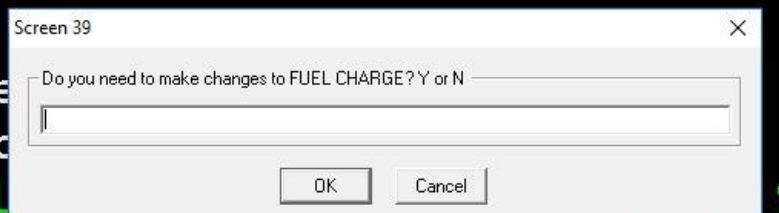
2=Change settings

8=History

4=Reset to standard settings

5=Display

| Sel | Category | Excl | Category | Reason | Approved |
|-----|----------|------|-------------|---------|----------|
| | | Flag | Description | | By |
| - | *FUEL | N | FUEL | % | |
| - | *ENVIRO | N | ENVIRO CAT | 13.25 % | |
| - | *RCR | N | RCRCAT | 3.60 % | |



Bottom

F3=Exit F5=Refresh F8=All History

14/002

You will be asked if you need to make changes to each line FUEL, ENVIRO, RCR individually. To see a detailed overview of changing these click [HERE](#).

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VALUE CHANGE SCREEN

[BACK TO INDEX](#)

Here the script is FIRST asking if you are on the Value Change screen. It is NOT asking for your employee number here. That will be asked in the next pop-up.

The account value has changed for this customer.

Customer New Start

Customer: 169-259719 JASON, DELI

Date of change 11/29/2017

Salesperson

Reason

Value Change

Description

If it is asking for your SALES NUMBER hit Y, if not hit N

OK

Cancel

Total charges: New Start

Account status: New Start

Service quantity: New Start

Total yardage: New Start

F4=Prompt No other command keys are available

01/001

[Back to Screen 39](#)

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Enter your sales number

The account value has changed for this customer.

Customer New Start

Customer: 169-259719 JASON, DELI

Date of change 11/29/2017

Salesperson _____

Reason

Value Change

Description

What's your SALES NUMBER?

OK

Cancel

Total charges: New Start

Account status: New Start

Service quantity: New Start

Total yardage: New Start

F4=Prompt No other command keys are available

09/035

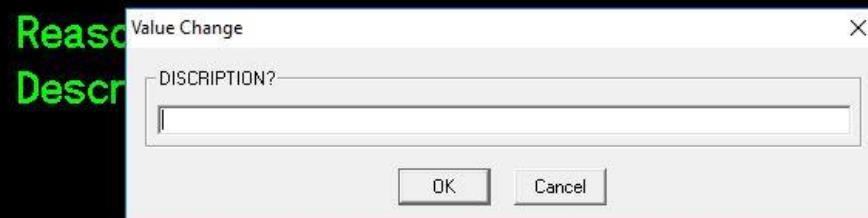
The account value has changed for this customer.

Customer New Start

Customer: 169-259719 JASON, DELI

Date of change 11/29/2017

Salesperson 269715



Total charges: New Start

Account status: New Start

Service quantity: New Start

Total yardage: New Start

F4=Prompt No other command keys are available

A value change reason code is required.

You MUST add a DISCIPTION to why you are changing a value on screen 5. In this case, you have created a NEW account.

SCREEN 31

[BACK TO INDEX](#)

TRMAS18

TN/AL/KY-181A-Active Hauling

11/29/2017

WMASTRNG

Available Customer Attributes

13:11:20

ADD NEW CUSTOMER MODE

169-259719 JASON, DELI

Residential

00166-50330-50114

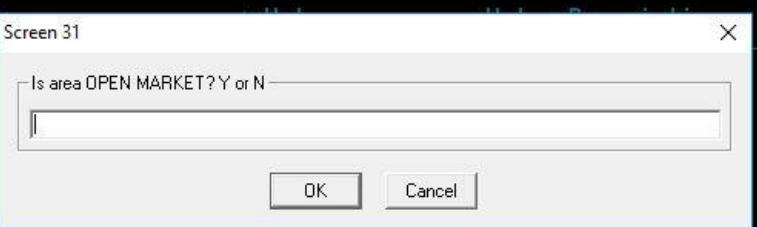
Position to Attribute Type: _____

Type option, press enter

2>Edit 8=History

Type Type Description

| | |
|------------|-----------------------------|
| CONTRTYPE | Contract Type |
| LIENTYPE | Residential Lien Type |
| ACCTSTATUS | Account Status |
| ACNTYPE | ACORN BU # |
| EXEMAUTCLS | Exempt From Auto Close |
| INVPRTFLAG | Invoice Print/No Print Flag |
| LD INVOICE | Local Distribution |
| NOSVCBLG | NO SERVICE, NO BILLING |



Y Print invoices for customers and archive *

More...

F2>Show Attached F3=Exit F5=Refresh F9=Insert F12=Previous F14=All Hist

A

+ 13/002

F1

F2

F3

F4

F5

F6

F7

F8

F9

F10

F11

F12

In areas that offer LDC (Lost Damaged Container) answer the questions appropriately

[BACK TO INDEX](#)

RESET

BRINGING THE ACCOUNT TO THE TOP OF THE LIST

11/29/2017
01:11 PM

Work With Customers
Sorted By Service Name

Local View
TRMAS18

TN/AL/KY-181A-Active Hauling

Position to the following:

Service Name..... JASON, DELI

Type options, press Enter.

1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|-------------|---------------------------|------------------------|------|
| 169-259719 | JASON, DELI | 146 DOWN RD | RS |
| 114-2041202 | JASON | X PETERS RD | CM |
| 130-39510 | JASON | CFARLAND BLVD E | CM |
| 268-7228398 | JASON | EBRIDGE UNIT A | CM |
| 114-2049761 | JASON | UMBERLAND AVE | CM |
| 169-191615 | JASON'S DELI | 4600 SHELBYVILLE | CM |
| 441-108170 | JASON'S DELI | 4700 HWY 280 | CM |
| 441-69684 | JASON'S DELI #13 | 4700 HWY 280 | CM |
| 441-68740 | JASON'S DELI BHR | 3032 JOHN HAWKINS PKWY | CM |
| 169-190737 | JASON'S DELI/JEN-TEX DELI | 410 N HURSTBOURNE PKWY | CM |

More...

F3=Exit F5=Refresh F6=Add Customer F7=Global View

F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys

Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

A →

→ 01/001

For the script to continue automating we need to bring the account created to the top of the list. Search here for the address of the account and then enter account number with no spaces.

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DEL - DELIVERY

DLC – (CHARGEABLE) AND DEL – (NON-Chargable)

11/29/2017
01:13 PM

Work With Customers
Sorted By Customer Number
TN/AL/KY-181A-Active Hauling

Local View
TRMAS18

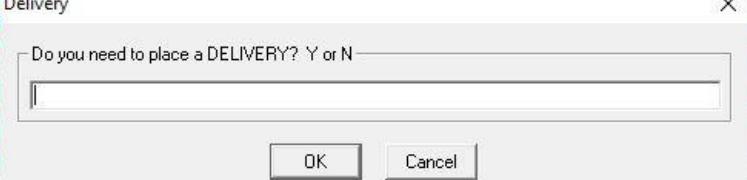
Position to the following:

Customer Number... 169 - 259719

Type options, press Enter.

1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|------------|--------------------------|-----------------------------|------|
| 169-259719 | JASON, D | x RD | RS |
| 181-1 | AIR COND | 1089 | MS |
| 181-2 | AMSIINO M | AR DR STE 640 | MS |
| 181-3 | BIND TEC | DOCH PIKE | MS |
| 181-4 | CANDLE LAMP | 1880 COMPTON AVE STE 101 | MS |
| 181-5 | CENTRAL WOODWORK | 717 MELROSE AVE | MS |
| 181-6 | CITY OF ALAMO | 2625 W GRANDVIEW RD STE 160 | MS |
| 181-7 | CITY OF BELLS | 2625 W GRANDVIEW RD | MS |
| 181-8 | CITY OF MEDINA | 2625 W GRANDVIEW RD | MS |
| 181-9 | CITY OF MILAN COMMERCIAL | 2625 W GRANDVIEW RD | MS |



More...

F3=Exit F5=Refresh F6>Add Customer F7=Global View
F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys
Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

* SYSTEM

11/002

If you need to deliver a container, then enter "Y" to create a DEL tkt. On the next screen, you will choose if chargeable or not

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01:16.PM

Customer Activity

11/29/2017

Customer: 169-259719 JASON, DELI

ADV FILTER OFF

Type options, press enter.

2=Maintain 3=Close 5=Display 6=Print 9=Void E=Email R=Resend Svc Conf

C
Opt N

Create New Ticket or Case

OCS CIs
Sts Vd

Category TKT

Subcategory

WMASTRNG

LPAR

Library 181A Delivery

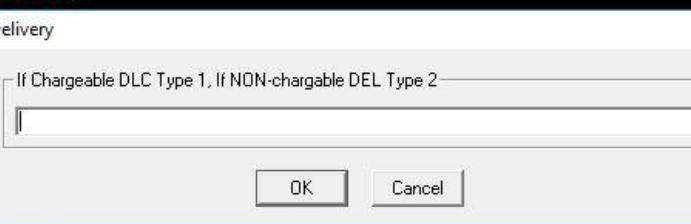
Company 169

Customer# 259

LOB R

Ticket Dispatch Date

F3=Cancel F4=Prompt ENTER=Create



F1=Open Tkts F2=Closed Tkts F3=Exit F4=Prompt F5=Refresh
 F6/Create New F7=Filter F8=Adv Search F9=Sort F10=Report
 F12=Previous F13=My Cases F15=Svc Ticket History F17=Top F18=Bottom

No data to display.

09/021

Enter “1” for CHARGEABLE or “2” for NON-chargeable

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01:16.PM

Customer Activity

11/29/2017

Customer: 169-259719 JASON, DELI

ADV FILTER OFF

Type options, press enter.

2=Maintain 3=Close 5=Display 6=Print 9=Void E=Email R=Resend Svc Conf

C

Opt N : Create New Ticket or Case : OCS CIs
Sts Vd

Category TKT

Subcategory DLC

LPAR WMASTRNG

Library 181A Delivery

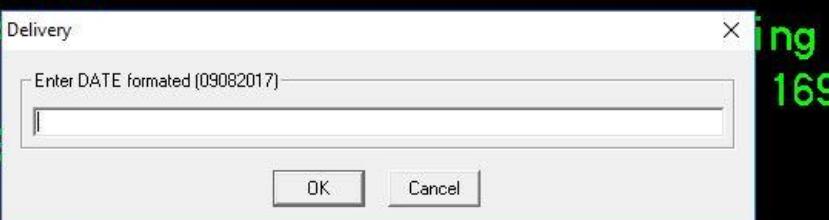
Company 169 Enter DATE formated (09082017)

Customer# 259

LOB R

Ticket Dispatch Date

F3=Cancel F4=Prompt ENTER=Create



Enter Date

| | | | | |
|---------------|----------------|------------------------|-----------|------------|
| F1=Open Tkts | F2=Closed Tkts | F3=Exit | F4=Prompt | F5=Refresh |
| F6=Create New | F7=Filter | F8=Adv Search | F9=Sort | F10=Report |
| F12=Previous | F13=My Cases | F15=Svc Ticket History | F17=Top | F18=Bottom |

No data to display.

15/030

1:19 PM

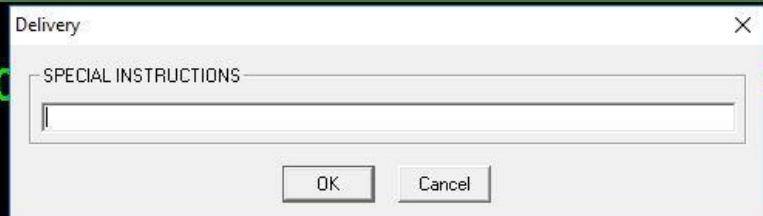
Dispatch Ticket Comments

11/29/2017

Customer: 169-259719 JASON, DELI
146 DOWN RD

NASHVILLE TN 37211

SERVICE TIMES: WINDO



= ____ TO ____

F3=Exit F5=Refresh F12=Previous

07/009

These are notes
on the back of
the tkt. Enter
any special
instructions
needed for the
delivery.

ADC – ADMINISTRATIVE CHARGE

[BACK TO INDEX](#)

11/29/2017

01:20 PM

**Work With Customers
Sorted By Customer Number
TN/AL/KY-181A-Active Hauling**

**Local View
TRMAS18**

Position to the following:

Customer Number... 169 - 259719

Type options, press Enter.

1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
 5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|------------|-----------------------------------|-----------------------------|------|
| 169-259719 | JASON, D Administrative Charge | x RD | RS |
| 181-1 | AIR COND | 1089 | MS |
| 181-2 | AMSIINO M | AIR DR STE 640 | MS |
| 181-3 | BIND TEC | DOCH PIKE | MS |
| 181-4 | CANDLE LAMP | 1880 COMPTON AVE STE 101 | MS |
| 181-5 | CENTRAL WOODWORK | 717 MELROSE AVE | MS |
| 181-6 | CITY OF ALAMO | 2625 W GRANDVIEW RD STE 160 | MS |
| 181-7 | CITY OF BELLS | 2625 W GRANDVIEW RD | MS |
| 181-8 | CITY OF MEDINA | 2625 W GRANDVIEW RD | MS |
| 181-9 | CITY OF MILAN COMMERCIAL | 2625 W GRANDVIEW RD | MS |

More...

F3=Exit F5=Refresh F6=Add Customer F7=Global View

F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys

Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

03/055

If you are waiving the ADC – Administrative Charge, type “Y”. If you are charging type “N”. If you negotiated the amount, you would have a chance to edit amount.

[BACK TO INDEX](#)

01:22.PM

Customer Activity

11/29/2017

Customer: 169-259719 JASON, DELI

ADV FILTER OFF

Type options, press enter.

2=Maintain 3=Close 5=Display 6=Print 9=Void E=Email R=Resend Svc Conf

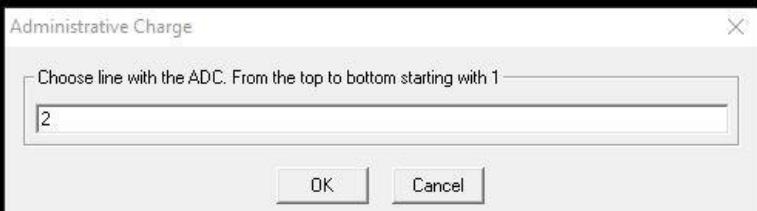
Case

Dispatch/Due

Lod Dump

OCS CIs

| Opt Number | Person | Date | Time | Typ | Site | Svc Description | Sts | Vd |
|------------|--------|----------|-------|-----|------|------------------|-----|----|
| 897962 | | 11/30/17 | 13:19 | DLC | | DELIVERY REL | N | |
| 897963 | | 11/29/17 | 13:22 | ADC | | SETUP CHARGE REL | N | |



Bottom

F1=Open Tkts

F2=Closed Tkts

F3=Exit

F4=Prompt

F5=Refresh

F6>Create New

F7=Filter

F8=Adv Search

F9=Sort

F10=Report

F12=Previous

F13=My Cases

F15=Svc Ticket History

F17=Top

F18=Bottom

12/002

F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12

Select the line in which the ADC was placed. In this case, it would be “2”. This will close the ADC and give you the chance to edit the amount if needed.

[BACK TO INDEX](#)

1:24 PM

Subscription Ticket Close

11/29/2017

169-259719

JASON DELI

146 DOWN RD

NASHVILLE TN 37211

999 999 9999

Responsible _____ Rte _____ Send to TRMAS18 *DFT _____ Map Coord. _____
Reason code to close COM Requested by 999 999 9999

| | | | | | |
|-----|-----|-------|-------|---|---------------------|
| Svc | Qty | Rte | S | Do you need to adjust the ADC amount? Y or N | Special Information |
| SRU | | 1.00 | S | <input type="text"/> | |
| | | 40.00 | Price | <input type="button" value="OK"/> <input type="button" value="Cancel"/> | IVE (CHARGEABLE) |
| | | .00 | | | |
| | | .00 | Price | Reason code: | |
| | | .00 | | | |
| | | .00 | Price | Reason code: | |
| | | .00 | | | |
| | | .00 | Price | Reason code: | |
| | | .00 | | | |

Bottom

F3=Exit F4=Prompt F5=Refresh F10=Account balance F11=Payment history

Completion date is greater than today.

07/079

“Y” or “N” if you need to edit. If “Y” then enter the amount you advised customer you would charge.

NEW

[BACK TO INDEX](#)

11/29/2017

01:27 PM

Work With Customers

Sorted By Customer Number

TN/AL/KY-181A-Active Hauling

Local View

TRMAS18

Position to the following:

Customer Number... 169 - 259719

Type options, press Enter.

1=Biographical Info 2=Billing Info 3=Internal Comments 4=Routing Comments
 5=Services 6=Equipment 7=Balance Inquiry 8=Payment Inquiry +

| Op Number | Service Name | Service Address | Type |
|------------|--------------------------|-----------------------------|------|
| 169-259719 | JASON, D New Ticket | x RD | RS |
| 181-1 | AIR COND | 1089 | MS |
| 181-2 | AMSIINO M | AR DR STE 640 | MS |
| 181-3 | BIND TEC | DOCH PIKE | MS |
| 181-4 | CANDLE LAMP | 1880 COMPTON AVE STE 101 | MS |
| 181-5 | CENTRAL WOODWORK | 717 MELROSE AVE | MS |
| 181-6 | CITY OF ALAMO | 2625 W GRANDVIEW RD STE 160 | MS |
| 181-7 | CITY OF BELLS | 2625 W GRANDVIEW RD | MS |
| 181-8 | CITY OF MEDINA | 2625 W GRANDVIEW RD | MS |
| 181-9 | CITY OF MILAN COMMERCIAL | 2625 W GRANDVIEW RD | MS |



More...

F3=Exit F5=Refresh F6=Add Customer F7=Global View

F10=Sorting F11=Fold/Drop F13=My Cases F23=More Options F24=More Keys

Cust Color Code: Master Cut Off Cancelled Written Off Bankruptcy Vacation

11/002

You should always enter a NEW tkt. This will be for when the customer will be starting service.

[BACK TO INDEX](#)

01:30.PM

Customer Activity

11/29/2017

Customer: 169-259719 JASON, DELI

ADV FILTER OFF

Type options, press enter.

2=Maintain 3=Close 5=Display 6=Print 9=Void E=Email R=Resend Svc Conf

C

Opt N :

Create New Ticket or Case

OCS CIS

Sts Vd

N

Y

Category TKT

Subcategory NEW

LPAR WMASTRNG

Library 181A

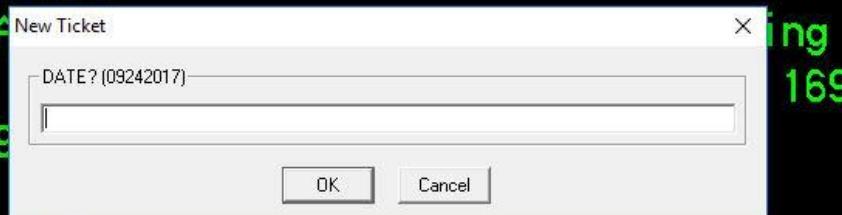
Company 169

Customer# 259

LOB R

Ticket Dispatch Date

F3=Cancel F4=Prompt ENTER=Create



Bottom

F1=Open Tkts

F2=Closed Tkts F3=Exit

F4=Prompt

F5=Refresh

F6=Create New

F7=Filter

F9=Sort

F10=Report

F12=Previous

F13=My Cases

F17=Top

F18=Bottom

15/030

F1

F2

F3

F4

F5

F6

F7

F8

F9

F10

F11

F12

Enter date of new service

[BACK TO INDEX](#)

169-259719 1:30 PM Subscription Ticket Entry 11/29/2017
 JASON, DELI
 146 DOWN RD
 NASHVILLE TN 37211
 999 999 9999
 Responsible _____ Rte _____ Send to TRMAS18 *DFT Map Coord.
 Reason code to close _____ Requested by _____
 1=Select
 Opt Svc Qty Service Waste Type
 96T 1.00 96 GAL fined
 Spc desc Price Waste Type
 LDC 1.00 LOST/DAMAGED EQUIPMENT OPT 888
 Spc desc Price Reason code Waste Type
 2.25 Bottom
 F3=Exit F4=Prompt F5=Refresh F10=Account balance F11=Payment history
 F12=Previous F13=Additional comments F17=Top F18=Bottom

New Ticket

REQUESTED BY?

09/042

| | | | | | | | | | | | |
|----|----|----|----|----|----|----|----|----|-----|-----|-----|
| F1 | F2 | F3 | F4 | F5 | F6 | F7 | F8 | F9 | F10 | F11 | F12 |
|----|----|----|----|----|----|----|----|----|-----|-----|-----|

Who has
 requested the
 service
 “Customer
 Name”

1:31 PM

Customer Internal Comments

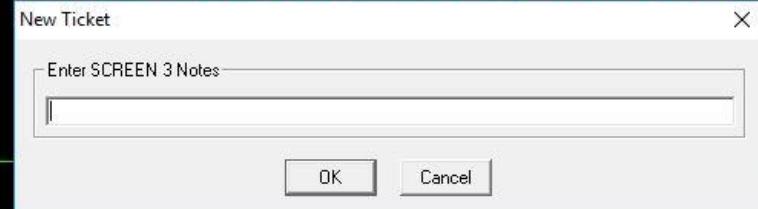
11/29/2017

Customer: 169-259719 JASON, DELI

Position to date

Enter Internal comments for this customer below.

11/29/2017 12:40:06 TRMAS18 added Risk Code NA to account.
11/29/2017 12:40:07 TRMAS18 ADDED CODE XI EXEMPT FROM ADMIN FEE
11/29/2017 13:11:17 TRMAS18 CSF/LDC transaction
Qty 1.00 LDC 2.25 added 11/29/2017 13:11:17
11/29/2017 13:20:41 TRMAS18 CREATED DLC TICKET 897962 FOR 11/30/2017
11/29/2017 13:22:51 TRMAS18 CREATED ADC TICKET 897963 FOR 11/29/2017
11/29/2017 13:31:27
11/29/2017 13:31:28



More...

F2=Date/Time Stamp

F15=Customer Activity

F3=Exit

F5=Refresh

F18=Bottom

F12=Previous

11/003

Brief but detailed notes on anything further needed to display on screen 3

SCRIPT END

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1:31 PM

Customer Internal Comments

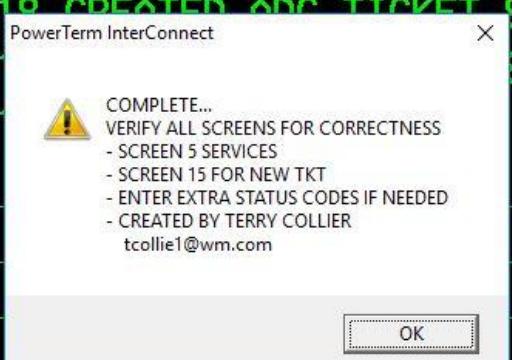
11/29/2017

Customer: 169-259719 JASON, DELI

Position to date

Enter Internal comments for this customer below.

11/29/2017 12:40:06 TRMAS18 added Risk Code NA to account.
11/29/2017 12:40:07 TRMAS18 ADDED CODE XI EXEMPT FROM ADMIN FEE
11/29/2017 13:11:17 TRMAS18 CSF/LDC transaction
Qty 1.00 LDC 2.25 added 11/29/2017 13:11:17
11/29/2017 13:20:41 TRMAS18 CREATED DLC TICKET 897962 FOR 11/30/2017
11/29/2017 13:22:51 TRMAS18 CREATED ADC TICKET 897963 FOR 11/29/2017
11/29/2017 13:31:27 TRMAS18
11/29/2017 13:31:28 TRMAS18
NONE



More...

F2=Date/Time Stamp
F15=Customer Activity

F3=Exit F5=Refresh
F18=Bottom

F12=Previous

x SYSTEM

13/009

F1

F2

F3

F4

F5

F6

F7

F8

F9

F10

F11

F12

[BACK TO INDEX](#)

This is the end of the script and displays a pop up that advises you to review the account for accuracy and that the script performed as needed.

SCREEN 39 - DETAILED

TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings

12/01/17
05:48:00

169 - 13134

Customer ID: 59543932004

WILLIS, NELSON

RESIDENTIAL

Position to Category: _____

Select from the list, press Enter

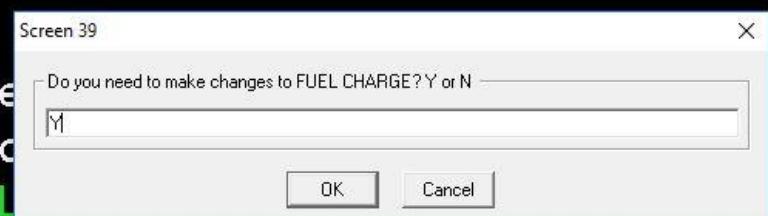
2=Change settings

4=Reset to standard settings

5=Display

8=History

| Sel | Category | Excl | Category | Reason | Approved |
|-----|----------|------|-------------|---------|----------|
| | | Flag | Description | | By |
| — | *FUEL | N | FUEL | % | |
| — | *ENVIRO | N | ENVIRO CAT | 13.25 % | |
| — | *RCR | N | RCRCAT | 3.60 % | |



Bottom

F3=Exit F5=Refresh F8=All History

→

→

14/002

F1

F2

F3

F4

F5

F6

F7

F8

F9

F10

F11

F12

Type "Y" if you need to edit what is being prompted. In this case, we are changing FUEL.

[BACK TO INDEX](#)

TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings Maintenance

12/01/17
05:48:43

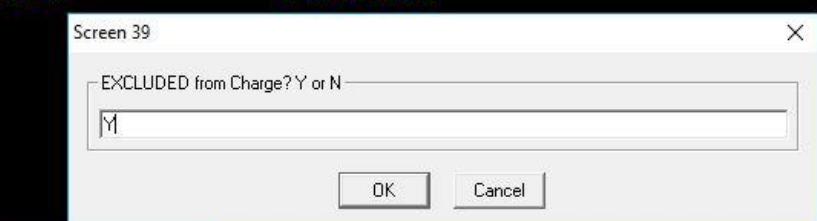
169-13134 WILLIS, NELSON
Customer ID: 59543932004

RESIDENTIAL

Exclude from Charge: N Y/N

Level: CORPORATE

Category....: FUEL FUELCAT



Level: SERVCODE

Rate.....:

Override Reason.....
Override Approved by.....

Last changed by user id.....

Last changed date and time.....

F3=Exit F4=Prompt F12=Previous

15/002

If you are EXCLUDING customer from all FUEL charges, you will type "Y" here. If you are just amending the amount and NOT EXCLUDING type "N"

[BACK TO INDEX](#)

TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings Maintenance

12/01/17
05:48:43

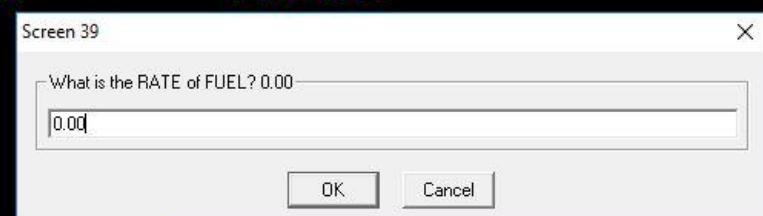
169-13134 WILLIS, NELSON
Customer ID: 59543932004

RESIDENTIAL

Exclude from Charge: Y Y/N

Level: CORPORATE

Category....: FUEL FUELCAT



Level: SERVCODE

Rate.....:

Override Reason.....
Override Approved by.....

Last changed by user id.....

Last changed date and time.....

F3=Exit F4=Prompt F12=Previous

14/021

If EXCLUDED you will enter 0.00 here. If not, enter the amount agreed.

[BACK TO INDEX](#)

TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings Maintenance

12/01/17
05:48:43

169-13134 WILLIS, NELSON RESIDENTIAL
Customer ID: 59543932004

Exclude from Charge: Y Y/N Level: CORPORATE

Category....: FUEL FUELCAT



Rate.....: 0.00 Level: SERVCODE

Override Reason.....
Override Approved by.....

Last changed by user id.....

Last changed date and time.....

F3=Exit F4=Prompt F12=Previous

16/030

Here we enter the REASON for an override. The pop up list the choices, and you MUST TYPE out your selection. If it is NEGOTIATED, you will Type "NEGOTIATED"

[BACK TO INDEX](#)

TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Invoice/Ancillary Charges Setup
Customer Level Settings

12/01/17
05:51:17

169 - 13134

Customer ID: 59543932004

WILLIS, NELSON

RESIDENTIAL

Select from the list, press Enter

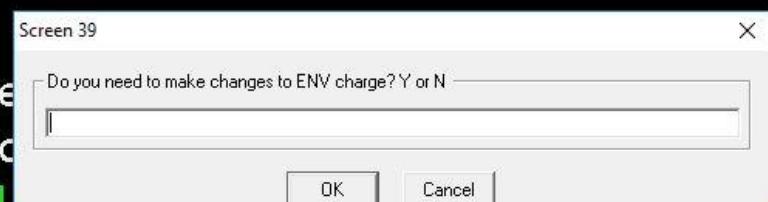
2=Change settings

4=Reset to standard settings

5=Display

8=History

| Sel | Category | Excl | Category | Reason | Approved |
|-----|----------|------|-------------|--------------|----------|
| | | Flag | Description | | By |
| * | FUEL | Y | FUEL | % NEGOTIATED | 218423 |
| * | ENVIRO | N | ENVIRO CAT | 13.25 % | |
| * | RCR | N | RCRCAT | 3.60 % | |



Bottom

F3=Exit F5=Refresh F8=All History

01/001

After that, you will be prompted if you need to make changes to the next in line. This case ENV.

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SCREEN 31 - DETAILED

TRMAS18

WMASTRNG

TN/AL/KY-181A-Active Hauling

Attached Customer Attributes

12/01/2017

07:13:23

169-13134 WILLIS, NELSON

00005-95439-32004

Residential

Position to Attribute Type: _____

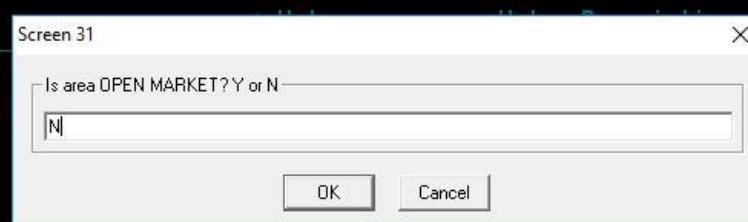
Type option, press enter

2>Edit 4=Remove 8=History

Type Type Description

CONTRTYPE Contract Type

LIENTYPE Residential Lien Type



Bottom

F3=Exit F5=Refresh F6>Show Available F12=Previous F14=All History

A

→ 13/002

If this is not an
OPEN MARKET
area then type
“N”.

[BACK TO INDEX](#)

TRMAS18
WMASTRNG

TN/AL/KY-181A-Active Hauling
Customer Attributes
Maintenance

12/01/2017
07:14:19

169-13134 WILLIS, NELSON
00005-95439-32004

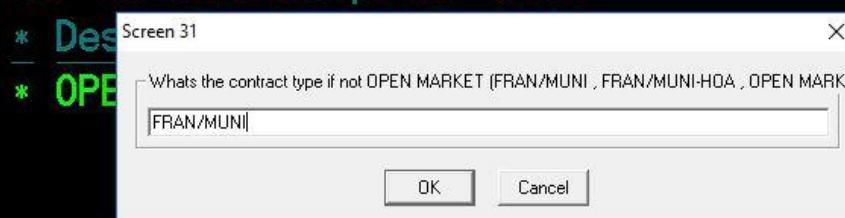
Residential

Attribute Type CONTRTYPE Contract Type

Enter Value or clear to delete, press enter

Value

OPEN MARKET



Bottom

F3=Exit F4=Prompt F5=Refresh F12=Previous

→ 12/003

A → F1 F2 F3 F4 F5 F6 F7 F8 F9 F10 F11 F12
5250 Display 12:3 Caps Wrap Hold On Line

Here you will HAVE TO TYPE the section you are needing. In this example “FRAN/MUNI” was typed.

[BACK TO INDEX](#)



Any issues or questions with script please contact :

Terry W. Collier

tcollie1@wm.com

