

We want to take this opportunity to thank you for your business in 2019. We hope to continue our partnership for years to come.

We have recently implemented an exciting new program to streamline our work order and communication process with our customers. We believe this will enhance our customer relations and provide added value for your business and peace of mind.

Close The Loop

We're implementing our Close The Loop program to provide you step by step communication and confirmation of the work our clients need to have completed. The process is quite simple and straightforward. Once a work order is complete, the email on file for that service address receives an auto-generated electronic communication from Meridian Waste. The work order will describe the work to be done, the date of completion, and sharing contact information if additional follow-up is needed. It's pretty simple - and for those of you who are not on-site, it helps give you the peace of mind that the project was completed in a timely manner allowing you focus on more pressing needs and issues.

 Disbatch to confirm dosed WO and entered into Soft-Pak by COB or the next day by Works Order noon Closes WO #, Description, Date, Time Aligns with Customer #, Customer email/phone #, Service address, Company Code, Company Location Info **CCG Pulls Data** (similar to Customer Welcome email) from Soft-Pak Auto issued via CCG at 6pm EST daily (only send once but wish to capture same day WO closes as well as next day WO closures) Customer Email Preference 1 = Email; If no email, call customer (share WO message & secure email) / Phone Call Meridian Waste is pleased to inform you that Work Order # has been completed. Details follow: Customer #, Date, Time, Service Location, Description Thank you for allowing Meridian Waste to service your account. If you have any questions, please contact: Message Company Location Info (Name, Email, Phone, Website)

Our goal is to make taking out the trash a little earlier than it was before!

The idea isn't original, but we here at Meridian Waste believe we may be one of the first to implement this communication tool within the solid waste industry.

Please remember to check out our website at www.meridianwaste.com for the latest zip code database of the areas we serve. Have a safe and happy holiday season, and enjoy the start of the New Year!

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