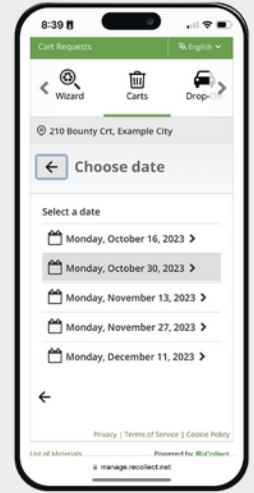
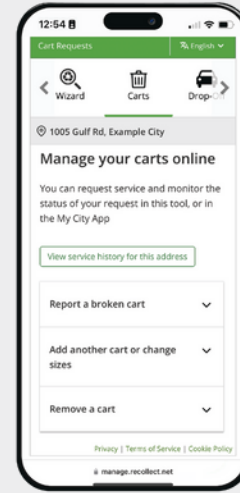
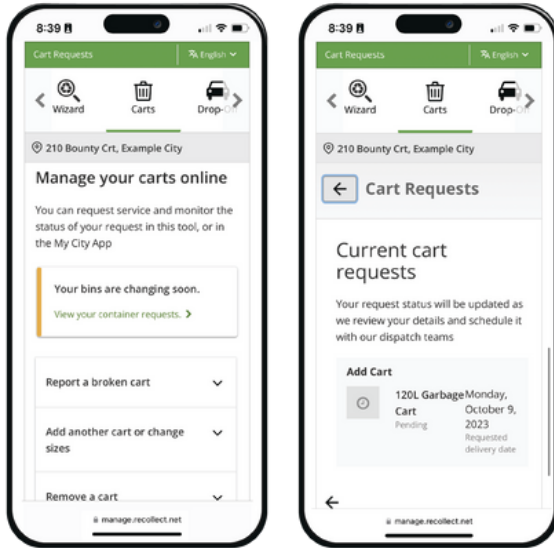


## Service Request



Waste technology is enabling haulers to serve customers anytime, anywhere via mobile or online.

Service Request allows customers a full range of self service options to order or manage their residential waste collection. Customers can choose start dates, service types (such as bulky item collection) and ask for size adjustments or repairs. Daily dispatch reports let you keep track of everything, while integration with your ticketing system ensures every request generates a ticket seamlessly.



### The Self-Serve Advantage

Reduce call volume by letting customers serve themselves, starting or modifying services, managing containers, and viewing schedules anytime.



### Accurate & Dynamic Pricing

Configure pricing by route or zone, container size etc.



### Smart Constraints & Validation

Ensure timely service requests by preventing overbooking or unrealistic start dates. Validate accurate information through photo uploads and require complete capture of information.



### Asset Tracking

By tracking container serial numbers, customers can stay informed and easily report discrepancies.



### 24/7 Accessibility

Customers can submit requests without waiting for office hours and access up-to-date information on-demand. Notifications ensure continuous engagement and satisfaction.

*“Lexington paid for the entire Routeware system via cost savings within the first year and has expanded use of Routeware into two additional divisions.”*

Eddie Dean, City of Lexington, KY

Effortlessly streamline waste collection. With this tool, you can:



Allow customers to self serve.



Reduce waiting time.



Reduce confusion and wasted effort.



Learn more about Routeware and our complete suite of solutions today.