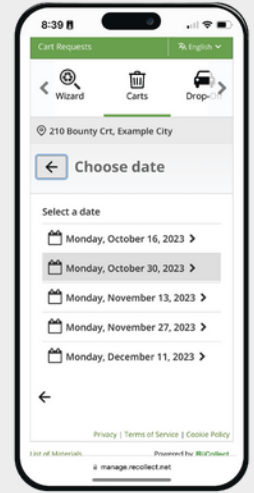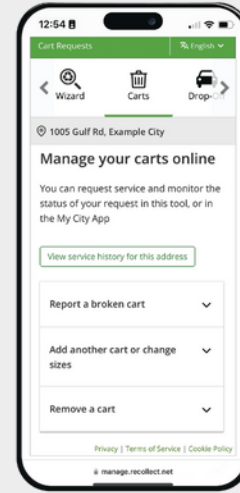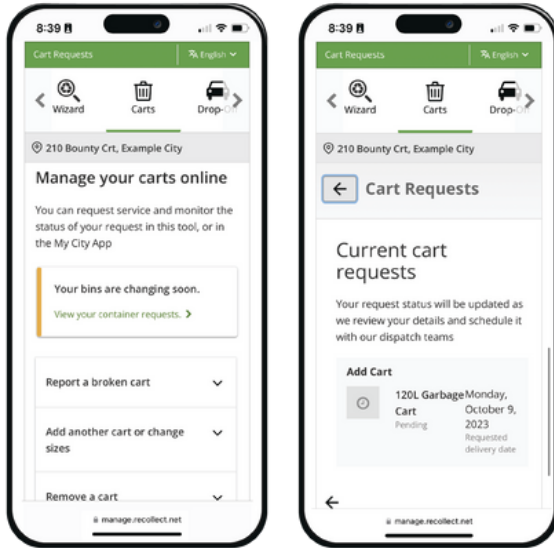**Routeware**

Service Request

Waste technology is enabling municipalities to serve residents anytime, anywhere via mobile or online.

Service Request allows people a full range of self service options to order or manage their waste collection. People 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.

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

Allow people to self serve.

Reduce waiting time.

Reduce confusion and wasted effort.

The Self-Serve Advantage
Reduce call volume by letting people 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, people can stay informed and easily report discrepancies.

24/7 Accessibility
People 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

10,000+ Vehicle Installs

30 Million Households

1B Recycling Notifications
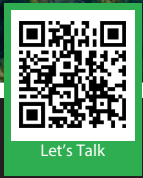
Learn more about Routeware and our complete suite of solutions today.

Let's Talk

Routeware routeware.com