

# Streamline Your Customer Communications



Reduce costs, save time and enhance customer service with the waste industry's most used digital communications platform.

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# Why Partner With ReCollect?



## We Don't Just Build Tools. We Help You Foster Change.

Hi, we're ReCollect - a tight-knit team of passionate, authentic and purpose-driven people committed to changing the waste and recycling industry, one organization at a time.

Our mission? To arm companies like yours with communication technology and best practices that make a measurable impact on your business and our planet.

To reach our goal, we've hired the best of the best. Technology experts. Efficiency ninjas. Highly experienced waste professionals who have served in companies like yours and have a deep understanding of an ever changing industry.

With 11 million users, over 525 customers and years of experience serving private waste haulers like you, we've learned a little about how to help you streamline communications, save time and money and teach customers how to recycle right.

[Learn More About Our Team](#)

## Your Customers Will Love Using Our Tools



11 Million households served



925 Million recycling notifications sent



5.5 Million active reminders



Over 525 customers and growing fast

# Why Use Our Tools?

Our suite of digital communication tools are proven to help waste haulers:

 Reduce volume and length of inbound calls

 Save time while reducing costs

 Grow your customer base

 Amplify important and timely messages

 Build long-term trust

 Enhance your customer service strategy

 Lower contamination

## How Are We Different?

 **We're Custom Branded To You**  
You've worked hard to build a trusted brand. Keep 100% of it. It's your brand customers see - not ReCollect.

 **Industry-Leading Expertise and Support**  
Lean on our *40 combined years* of solid waste industry, sustainability and tech experience.

 **100% Secure**  
We only use best-in-class security tools and modern software development practices, conducting and certified through annual security audits by a third party auditor: Information Systems Audit and Control Association (ISACA)

 **Full Accessibility Compliance**  
Being accessible is the right thing to do. We also hire a 3rd party auditor to annually confirm our [WCAG 2.1 AA & Section 508 compliance](#).

 **Fully Editable, Unlimited Materials**  
Fully control, upload and edit unlimited materials - even from a smartphone.

 **Extensive Promotion Strategy and Templates**  
Our highly experienced and knowledgeable team will build an extensive campaign strategy and communications plan customized to your program.

 **Easy To Use For Staff**  
Our tools are simple and intuitive for you and your staff to use. Easily train staff to manage and update information.

 **Success Packages**  
Get full control over the level of support you need from our highly experienced team.

 **Easy To Use For Customers**  
Our real-time digital tools are accessible from any tablet or smartphone and are easy to use and learn and native to iPhone and Android.

# Maximize Efficiency While Saving Time



## Customer Service and Operations

- Reduce pressure on your customer service team.
- Lower call volumes and shorten call times.
- Maintain operational efficiency by streamlining pickup requests. Easily educate new staff on program rules and requirements.



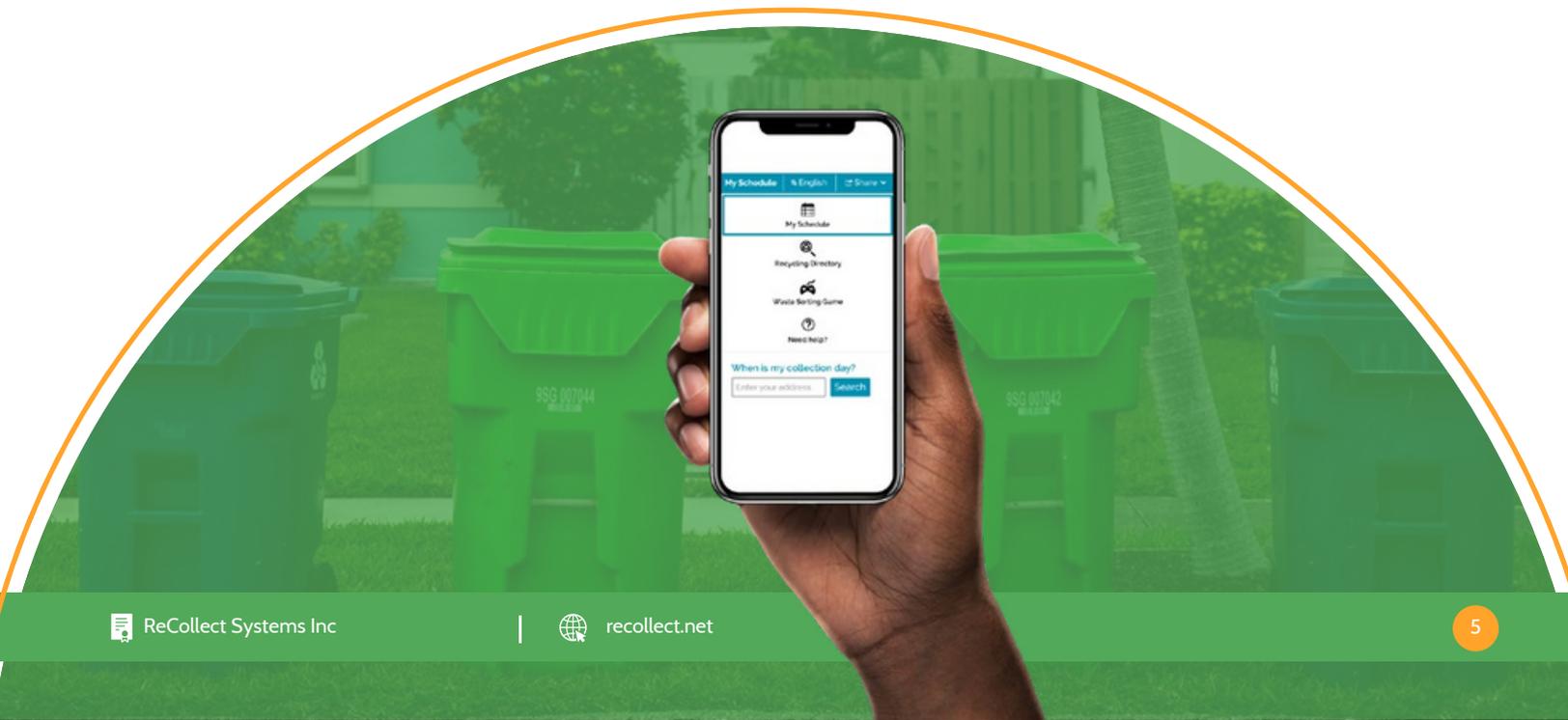
## Your Customer

- Save time by enabling self-service for common inquiries.
- Keep customers informed of holiday schedules and service delays without calling into a phone queue. Understand your customers' needs with insightful analytics.
- Your customers want to recycle right - help them do it.



## Your Brand

- You've worked hard to build your brand - keep it.
- Modernize your communication strategy for today's world - your customer expects it.
- Digital tools are meant to strengthen your relationship with customers - use them to build trust. Customer apps are becoming the norm - be one of the first, not last.



# The Collection Calendar

*“When is my next collection day, and what is being collected?”*

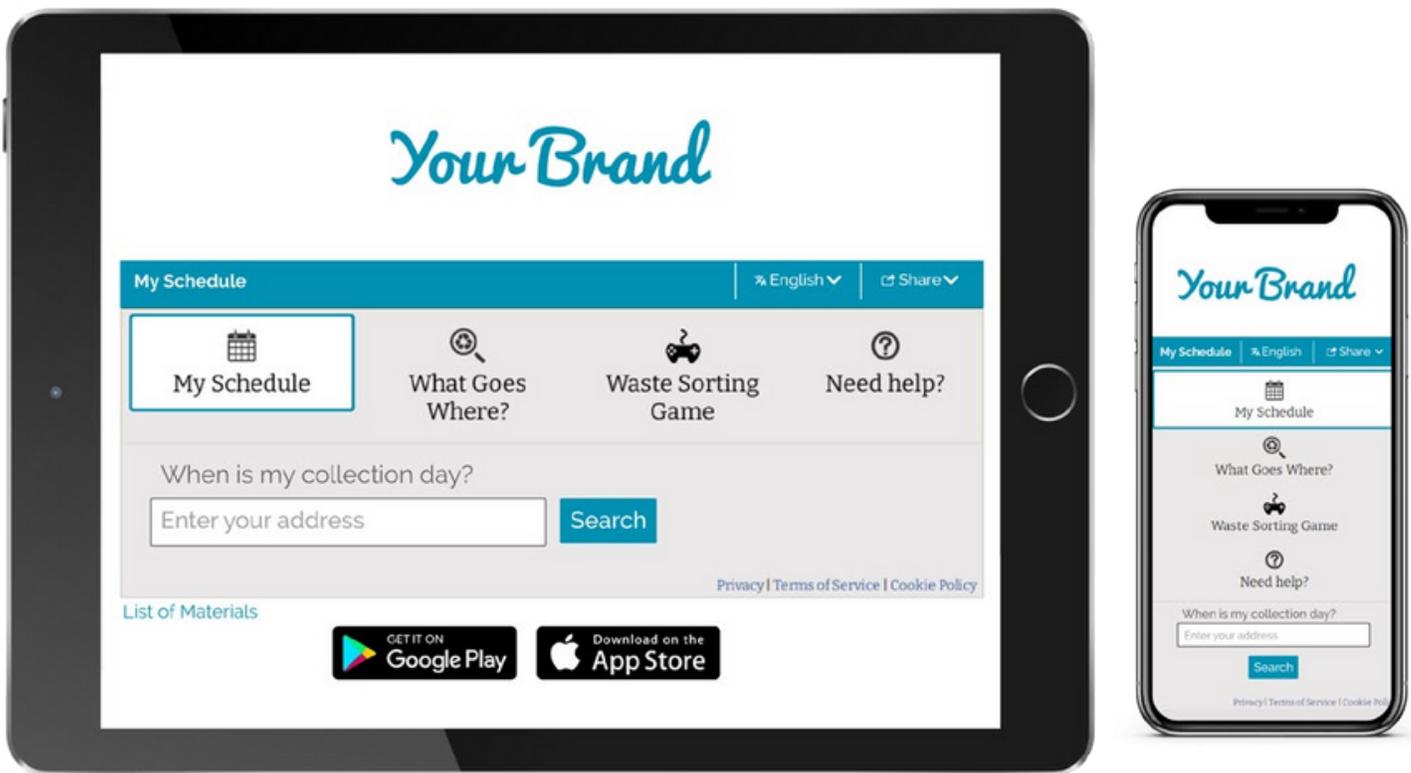
Customers often get confused about collection days - especially during holidays. Services get disrupted. Sometimes it’s the weather, sometimes it’s a mechanical breakdown.

Traditionally, communicating important changes to customers was done with printed calendars, website PDFs and other costly, static formats that are quickly becoming obsolete. Missed collection dates, special events and service disruptions all mean more phone calls and missed opportunities.

Communicate your schedule changes easily, fast and in digital real-time with the Collection Calendar. It’s easy to use, and even easier to manage for you or staff.

Your customers access the calendar from your website tool or downloadable mobile app on any device and simply search for their collection schedule by entering their address.

They can then subscribe to receive collection day reminders and notifications via mail, Twitter, mobile app notification, text message or an automated phone call.



# The Collection Calendar



## Benefits:

- Reduce call volumes and average call length
- Save timed means reduced costs
- Eliminate costly printed materials and calendars
- Reduce reliance on costly call centers
- Communicate schedule changes in real-time
- Help customers 'self-serve'
- Enhance your customer service strategy



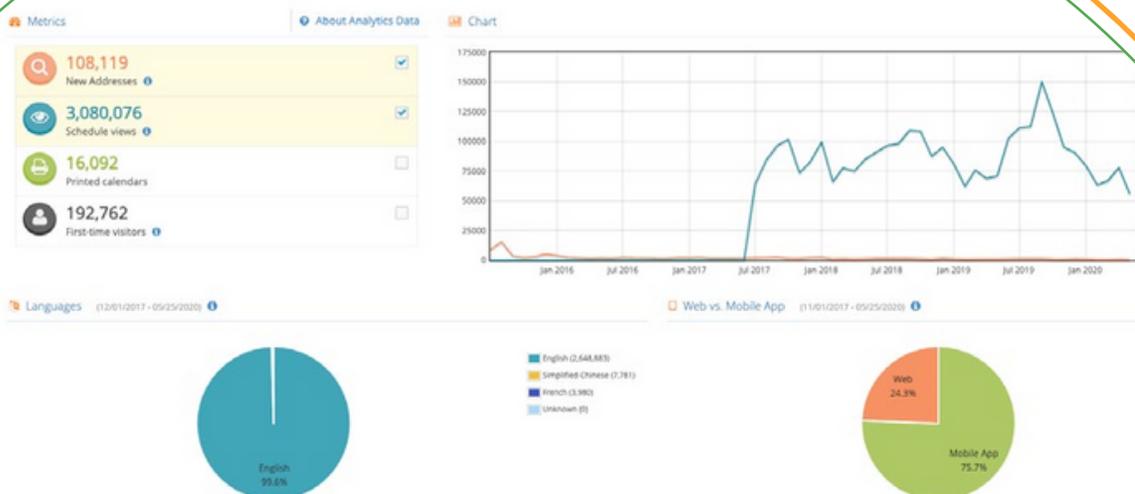
*ReCollect's communication tools allow us to do more, with less. They allow us to better engage our customers and offer the quality of customer support we strive for.*

**Jason Utgaard**  
General Manager  
Momentum Recycling



## Features:

- Shift schedules to account for holidays or any level of complexity in real-time.
- Easily update the collection schedule anytime with our drag and drop interface.
- Easily send out any other important announcements, events or notifications.
- Add educational content to reminders to reinforce your messaging.
- Provide free printer-friendly collection calendars - unique for every address.
- Custom-brand our tools to your organization, so your customers see you as the provider



# The Waste Wizard

*“Where does this go?”*

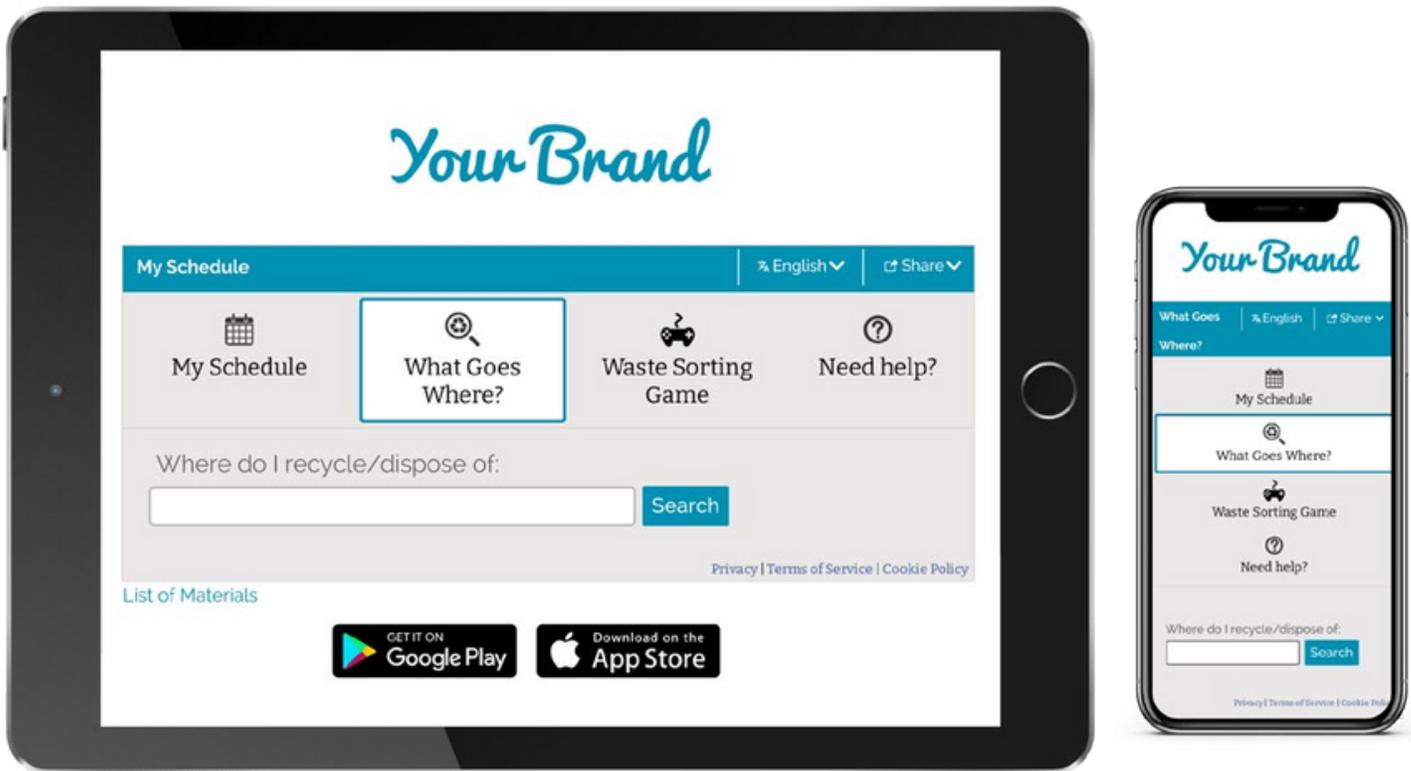
That’s the question every recycling educator or communications professional is hoping their customers will have the right answer to.

From aluminum cans to ziplock bags, our Waste Wizard helps your customers quickly learn what goes in what bin. It’s built on search technology that’s simple, intuitive and easy to use for your customers.

Quickly provide specific instructions on how your customers should dispose of materials in your area. All in digital, real-time.

Need robust insights? Our comprehensive analytics and reporting dashboard helps you to quickly understand what materials customers search the most. This helps you to tackle recycling problems in a strategic and data- driven way, building campaigns to target the misunderstood materials first.

Your program information always stays accurate, up to date, and accessible in real-time for everyone.



# The Waste Wizard



## Benefits:

- Lower contamination and wishcycling
- Reduce call volumes and average call length
- Save time, reduce costs
- Engage and educate your audience
- Help customers 'self-serve'
- Build a stronger brand
- Build long-term trust
- Change recycling behavior



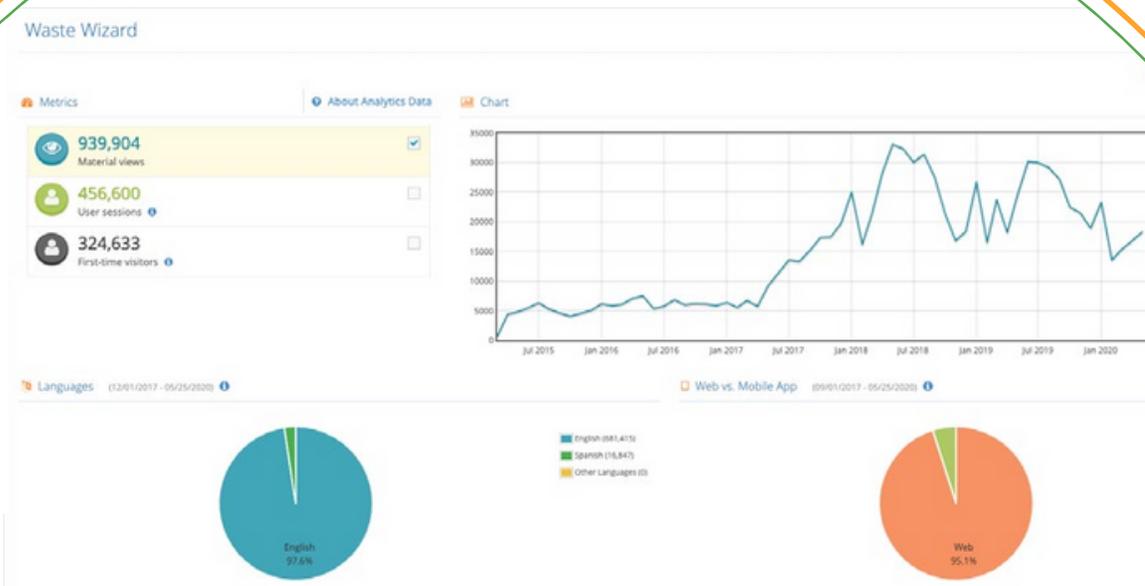
*The Waste Wizard is brilliant. Having the information, making it easy for people to ask questions about how to deal with things in their households or businesses, is really helpful. It takes the guesswork out.*

**Laura Leebrick**  
Governmental Affairs Manager  
Rogue Disposal and Recycling



## Features:

- Provide real-time, specific instructions on how your customers should dispose of materials in your area. Harness our “fuzzy” search technology to deliver results regardless of typos or misspellings.
- Leverage our pre-existing database of thousands of items to help you get started.
- Add, modify, and delete items and materials or instructions at any time.
- Easily access detailed stats and analytics on the “most searched” items and more.
- Custom-brand our tools to your company, so your audience sees you as the provider.



# Special Collection

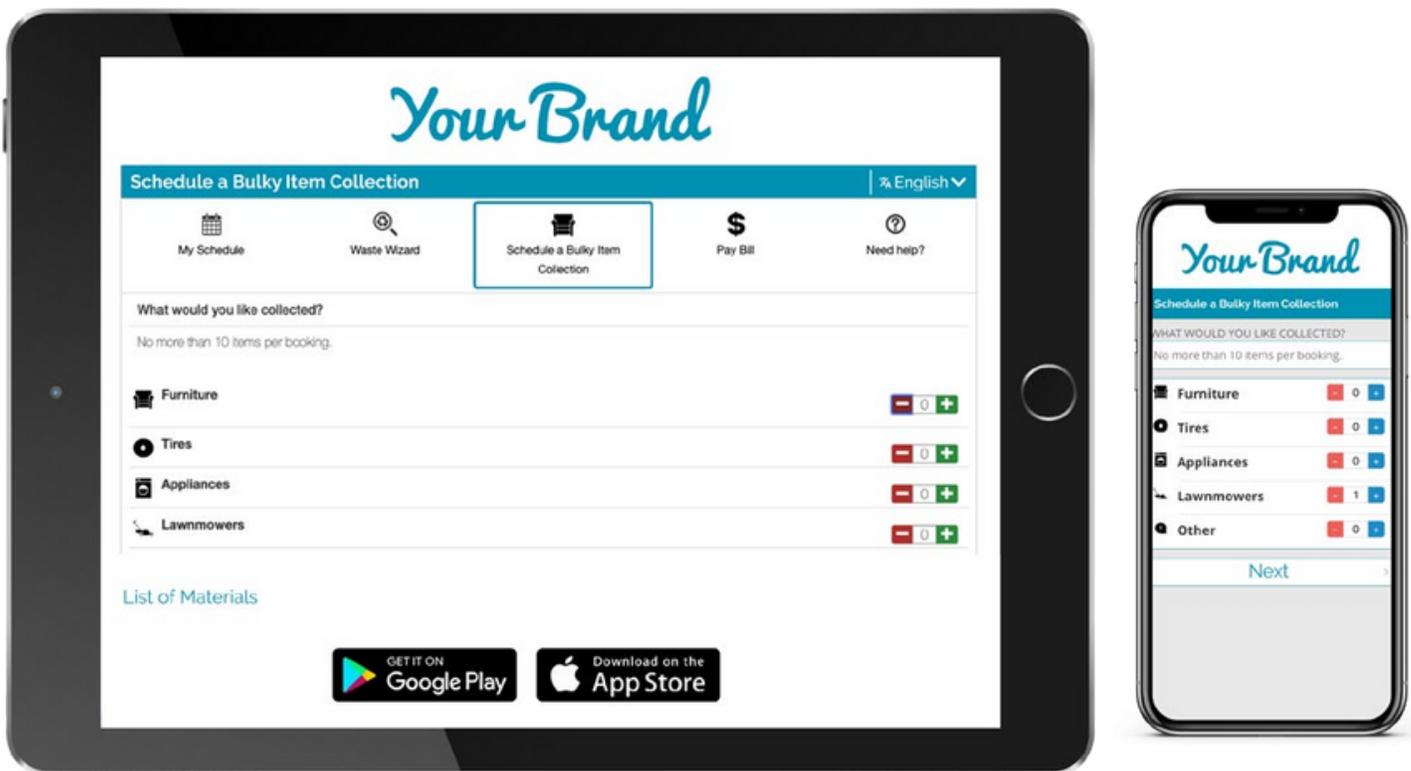
For most waste haulers, bulky items, household hazardous waste and yard waste represent an additional revenue stream.

However, traditional ways of booking bulky item pickups are slow, time-consuming and frustrating for both you and the customer.

Our Special Collection tool helps your customers to self-schedule and pay online for special collections, such as bulky items, household hazardous waste, yard waste.

Research shows us that over 60% of US consumers prefer online services over talking to a representative on the phone. At the same time, inbound calls jam up your phone lines and aren't scalable.

Waste haulers we serve have captured additional revenue, while reducing calls around seasonal pickup events with our Special Collection product.



# Special Collection



## Benefits:

- Capture additional revenue
- Help people book outside of regular business hours
- Reduce calls around seasonal pickup events



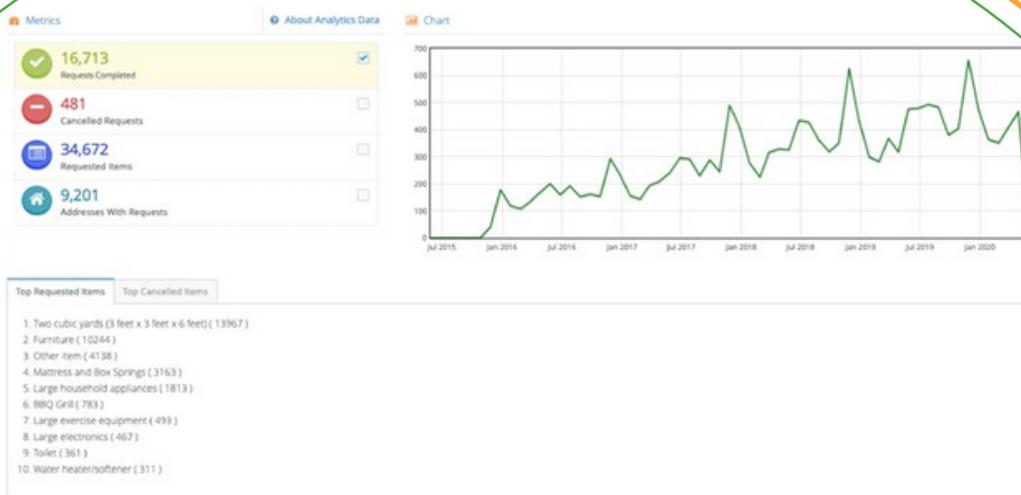
## Features:

- Enable customers to self-schedule and pay online for special collections, such as bulky items, household hazardous waste, yard waste.  
Allow customers to select a preferred collection date, or automatically select one based on a person's collection schedule or geographic location.
- Restrict the booking of special collections by the number of collections available per day, month, or years and other filters.
- People receive reminders in advance of the day their special collection is scheduled.  
Prompt customers with an appropriate window of time to cancel so that trucks do not make wasted trips.  
Receive a daily dispatch report with all special collections requested for the current or next day.
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*The tool has been helpful in organizing appointments. It's created schedules so that people know exactly when we are picking up. Because of that, it stops those callbacks*

**Josh Nagashima,**  
*Planner with the Refuse Division  
for the City of Honolulu.*



# The Waste Sorting Game

As a recycling educator, you can't be everywhere at all times - and there are only so many hours of staff time that can be spent educating customers.

And, without the right knowledge at the right time your customers will usually wishcycle. When they do, recycling streams become contaminated.

Enter our Waste Sorting Game. It's the perfect proactive addition to your communication programs, and works great in tandem with our Waste Wizard.

Players sort materials into specific waste streams and learn the fundamentals of your waste and recycling program. After the completion of the level (six correct choices), the player is rewarded with a choice of items from which to construct their personal, virtual park. The playful graphics, charming sounds and open, fun approach keep people engaged and learning at all times.

With our Waste Sorting Game, your customers can continue to level up their recycling knowledge and passively learn as they go, at their own pace, from any location.

The Waste Sorting Game's name, cart/bin shapes, colors, and background skyline can all be customized to your local area to improve impact and relevance.

Behind the scenes, our analytics dashboard reveals insights about what materials the population is sorting incorrectly. This data helps you shape and adjust your education strategy accordingly.



# The Waste Sorting Game



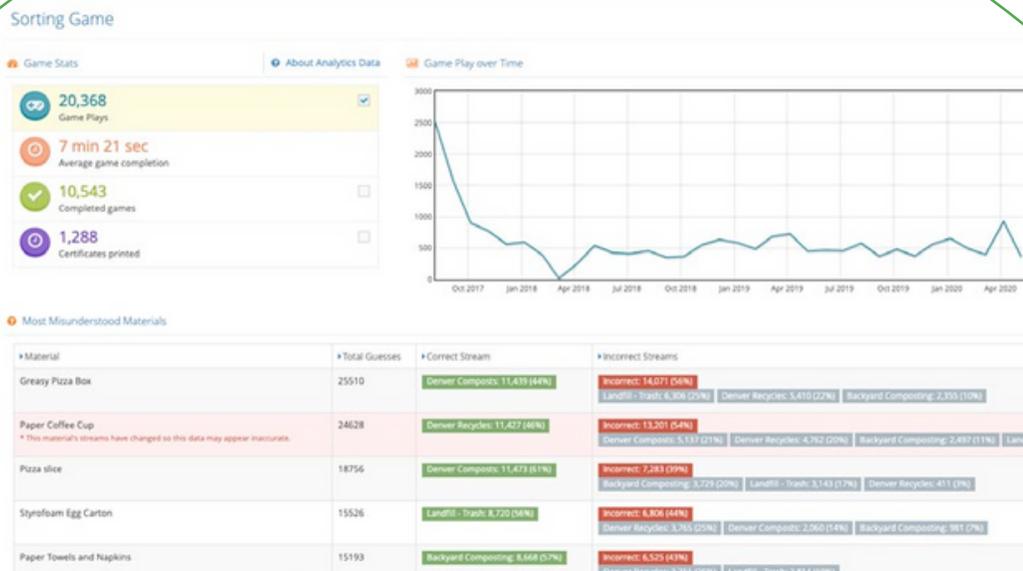
## Benefits:

- Lower contamination and wishcycling
- Reduce call volumes and average call length
- Save time, reduce costs
- Engage and educate your audience
- Help customers 'self-serve'
- Build a stronger brand
- Build long-term trust
- Change recycling behavior



## Features:

- Provide real-time, specific instructions on how customers should dispose of materials in your area.
- Customize the game to your brand, including the game name, Cityscape, drop off location names, cart (or bin) shapes and colors
- Get clarity on misunderstood terms, including the number of wrong guesses associated with the most frequently wrongly placed materials.
- Get monthly reports on the number of game plays and top misunderstood items.



# Always Secure, Always Accessible

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## Security

Trusted security is a requirement for every good company. Unfortunately, it's hard for everyone to know what good security and privacy look like.

The simplest reason to have good security is that without it, bad actors can access contact information and abuse the trusted relationship with customers you serve. Attacks can take the form of website defacement, inappropriate messaging, and theft of personally identifiable information.

To keep customer data as safe as possible, we make use of best-in-class security tools and modern software development practices to maintain a high level of security.

All of ReCollect's services operate exclusively over TLS (SSL) by use of [HTTP Strict Transport Security \(HSTS\)](#). This includes our public website, web widgets, REST APIs and admin tools.

ReCollect conducts annual security audits with a third party security auditor. This auditor is certified by the [Information Systems Audit and Control Association \(ISACA\)](#) as a Certified Information Systems Auditor, certified in Risk and Information Systems Controls (CRISC), and Certified in the Governance of Enterprise IT (CGEIT).

Learn more about our [strict commitment to keeping our systems safe](#).

## Accessibility

ReCollect conducts annual accessibility audits with a highly regarded, [CPWA certified accessibility auditor](#). ReCollect's web tools have been certified as conforming to the applicable Level A and Level AA success criteria of the [W3C WCAG 2.1 Guidelines](#). ReCollect tools are designed for inclusion, and we believe that they should be easy to use by everyone, regardless of age or disability.

ReCollect web tools have also been certified as compliant with Section 508 of the Rehabilitation Act of 1973.

# Your Journey with ReCollect

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## Consulting

Our consulting process starts the moment we have our first call with you, and is critical to long term success for your programs. We listen, ask deep questions about your programs, and get a full understanding of the complexities of your programs.



## Onboarding

You're busy and need to get up and running fast. Our Customer Success team is here to help you do just that. It all starts with discussing and solidifying your goals, and understanding how your programs are structured.



## Adoption

Once our technology is set up, it's time to announce and promote your tools. We help each and every customer with their promotion efforts.

It all starts with a customized Communications Plan tailored to your programs – complete with an extensive set of ready-made templates to help you rapidly promote your tools.



## Education

While your adoption growth is on pace, and we are analyzing metrics to prove goal achievement, we shift our discussion to education topics.

Once your customers are using the tool, you're learning. You're learning what they understand and what materials they have challenges with. What they respond to and don't respond to in campaigns. Everyone learns while we're generating actionable insights for you.



## Loyalty

Our customers are located throughout North America and overseas – and represent a diverse range of programs which each have unique guidelines, so there isn't much we haven't seen and successfully worked with.

We want to be invited to the table to offer our humble advice.

# Let's Get Started

ReCollect is proud to serve over 525 customers, and more than 50 private waste haulers in North America and the United Kingdom. And that list is growing.

We invite you to reach out. Let us help you build a path of long-term recycling education success.



## Level Up Your Customer Communications

Looking for a better way to truly save time and money while enhancing your customer service strategy? It all starts with a simple call. Click the button below to get the conversation started.

Let's Chat

Visit us our website at  
 [www.recollect.net](http://www.recollect.net)