

**NEWSLETTER**

Volume 3  
Issue 4  
Fall 2007

**WHAT'S INSIDE:**

Page 2:

- Subsidies Part II
- Tips & Tricks: Ctrl-Enter

Page 3:

- Support (continued)
- Termination of Contract Support for 3.X

Page 4:

- Recent Updates

**Geoware Inc.**

101 Randall Drive  
Unit B  
Waterloo, Ontario  
N2V 1C5

1.800.900.4252  
(sales)  
1.800.387.4876  
(support)

[www.geoware4.com](http://www.geoware4.com)

## GEOWARE SUPPORT: WE ARE LISTENING

In 2006, Geoware Inc. implemented a continuous improvement process to better meet our customers' needs regarding GEOWARE support. The process included surveying customers to determine what areas required improvement, then implementing new processes and controls to monitor our progress. As you may recall, it was through this continuous improvement process that we extended our in-office support to 7:00am – 7:00pm (EST).

We are happy to report that over the last year, our response time and time taken to close calls have both significantly improved. The chart below provides statistics regarding time to close calls, comparing September 2006 and September 2007.

Although there has been significant improvement, we recognize that a number of support calls are still taking more than two days to close.

*Closed Calls Statistics – September 2006 vs. September 2007*

	<i>September 2006</i>	<i>September 2007</i>
Average Business Hours to close a call	151	68
Percentage of calls closed within 2 days	30 %	65 %
Percentage of calls closed within 1 day	25 %	58 %

*(continued on page 3)*

### UPCOMING GEOWARE TRAINING

Geoware Inc. is now offering special training days for administrators and management. October 30, the deadline to sign up for one of our Fall 2007 sessions is fast approaching. Sessions are being offered in Waterloo, Kingston and Calgary and will cover the following topics:

- Understanding Control Totals and Reconciliation
- Reporting with Scalehouse Services
- Transaction Editing in 4.1
- GEOWARE 4.1 Configuration & Reports

Please contact [sales@geoware4.com](mailto:sales@geoware4.com) for more information or to register.

Further training opportunities will be offered next February and November. Mark your calendars!

### TIPS & TRICKS: CTRL - ENTER

Most GEOWARE 4.1 operators are aware that pressing the **Enter** key while a button is in focus will activate it. However, the button in the bottom right corner of the data-entry screen can be activated at any time by pressing the **Ctrl** and **Enter** keys together. This works no matter what the button is labeled (NEXT, FINISH, CONFIRM, WASTE LOAD).

For example, after entering a licence, while focus is still in the licence field, pressing **Ctrl-Enter** will trigger the **WASTE LOAD** button.

The screenshot shows a 'Data Entry' window titled 'Visit Identification'. It contains four input fields: 'Vehicle Licence' with the value 'ABC123', 'Vehicle ID', 'Hauler No', and 'Hauler Name'. At the bottom right, there are two buttons: 'CLEAR' and 'WASTE LOAD'. The 'WASTE LOAD' button is circled in red.

## A LOOK AT SUBSIDIES – PART II

Subsidy programs are often implemented in the waste management industry to recognize exceptional situations that require exemptions or reductions from the standard fee structure. For example, subsidies are often developed so that a subset of customers qualify for a fee reduction on the first few loads within a designated time period.

In our last newsletter, we looked at how subsidies can influence residents' perspectives on the costs of managing waste. This part of our four-part series discusses how subsidies can be used to control when and how often customers use facilities. Future articles will include: how GEOWARE can be used to report lost revenue to council and citizens; and how subsidies can affect waste diversion.

### Using Subsidies to Manage Customer Behavior

In GEOWARE, subsidies may be configured to have a number of different filters ranging from which facilities offer a subsidy, to what

A well-advertised time or day based subsidy can influence when residents use waste management facilities.

material types may be used, to weight ranges for which the subsidy is applicable. In addition to these types of filters, subsidies can be configured so that they may only be applied during specific times of day or specific days of the week. A well-advertised time or day based subsidy can influence when

residents use waste management facilities. For example, suppose Saturday afternoons are extremely busy with residential customers, but you don't want them coming at the same time as commercial

and municipal vehicles during the week. A subsidy can be configured to be applied only on weekdays after 4:00pm, with the goal of spreading out residential loads throughout the week while not slowing down busy commercial times.

Another way to control the volume of residential customers is to use subsidies to limit the number of free or discounted loads they receive. Instead of offering free small loads (which increases the volume of traffic),

allow a limited number of larger free subsidized loads. These limits can be configured in GEOWARE based on vehicle licence. For instance, a subsidy could be set up so that each resident (based on their licence) would receive one free subsidized load a month with a fairly high maximum weight. If a customer comes in a second time during the same month, they will be required to pay for the load. This program could greatly influence traffic at facilities where the same people bring in small loads on a regular basis.

- Michelle Benes

### JANUARY RATE CHANGES

If you need assistance with upcoming rate changes (especially for the new year) please contact Geoware Support as soon as possible so that we can schedule resources to help you.

# GEOWARE SUPPORT: WE ARE LISTENING

*(continued from page 1)*

The graph shown here provides more detail with regard to the time taken to close support calls reported in September 2007.

Generally, calls that take more than two days fall into one of the following two categories:

1. The issue reported requires development effort.

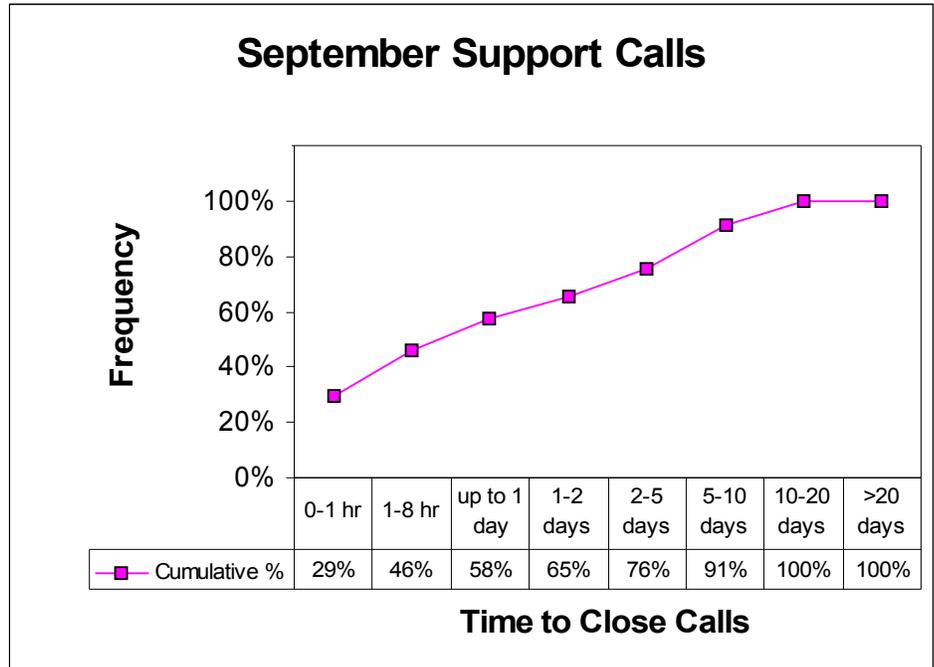
When this occurs, development resources must be assigned, the issue must be investigated and a solution implemented.

2. We are waiting for more information or feedback from the customer to confirm the resolution of the problem.

A call cannot be closed until we have confirmed that the issue is resolved. Even if the issue was addressed immediately, the call will remain open until the

support team is able to verify the resolution. Thus, please be sure to inform the support team as soon as possible once your issue is resolved.

*- Michelle Benes*



## TERMINATION OF CONTRACT SUPPORT FOR GEOWARE 3.X

On September 19, 2007 Mark Wills the President of Geoware Inc., announced the termination date of contract support for the GEOWARE 3.X generation of products. Support for version 3.3, that is systems that have not upgraded to at least GEOWARE 4.0 (administration) and 3.4 (scalehouse), will end on December 31, 2008. Support for systems running GEOWARE version 3.4 in the scalehouse will end on December 31, 2009.

Geoware Inc. has contractual commitments with several

customers to provide support for 3.X systems beyond the period covered by this announcement. These commitments will of course be honoured. Where license agreements allow the software may continue to be run for the duration of the license period. However, no further license extensions will be provided for version 3.X beyond December 31, 2009.

The long notice period will allow customers who are still running the GEOWARE 3.X software adequate time to plan for an upgrade to GEOWARE 4.X or develop an

alternate solution. There may be a period of per call support offered beyond the stated termination dates. A decision on this possibility will be made at a later date.

This announcement only affects a small number of customers. If you are one of those affected you will be contacted by your Account Manager within the next few weeks. In the mean time if you have any questions or concerns please contact your Geoware Inc. Account Manager.

*- Tracy Hyndman*

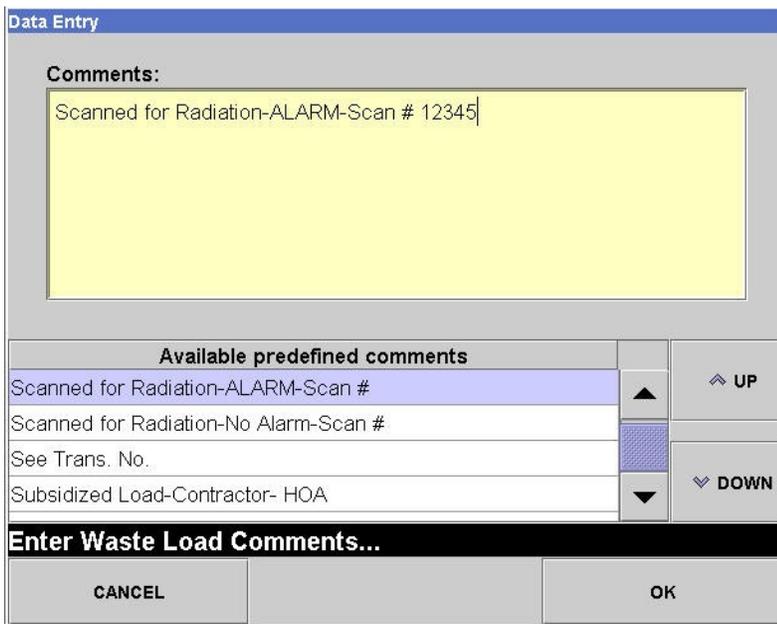
# RECENT GEOWARE UPDATES

### GEOWARE 4.1

Several new features have been successfully deployed into the GEOWARE 4.1 Scalehouse Processing application. These include:

#### Predefined Comments

A set of predefined comments can now be used to help users quickly enter blocks of text that are frequently used in the load comments.



*The New Comments Data Entry Screen*

#### Multi-line NuMedia Display with Sliding Text

The software driver for the NuMedia display has been modified to support multiple lines and sliding text messages. Now long messages regarding site rules or upcoming events can be presented on these displays when they are not presenting weights and fees during the processing cycle.

#### Post Script Printer Support

Tickets can now be generated on any printers that have PostScript 3 support. This new support is ideal for mixed processing/office environments where the scalehouse processing system occasionally generates receipts or tickets on laser printers.

Several issues have been addressed through software corrections, including:

#### Faster Ticket Reprinting

An optimization was introduced so that when reprinting receipts, the system will only present users with the applicable ticket formats based on the activity being processed. When there is only one relevant ticket, it will be reprinted immediately after the reprint function is selected.

### GEOWARE 4.0

The GEOWARE 4.0 Scalehouse Services and Data Warehouse applications were updated as follows:

#### Transaction By Customer Detail

Calculation of average gross, tare and net weights was adjusted to take into account a load that is comprised of multiple portions.

#### Audit Trail Reports

In order to provide more room for transaction details, the load comments are now presented in the second line only if present.

#### Offence Listing

Each offence should now be listed only once if the original load was edited.

#### **How to Update**

Instructions for updating GEOWARE 4.0 and 4.1 are now available on our website at [www.geoware4.com](http://www.geoware4.com).

- David Petro

**To receive an electronic copy of future newsletters, please email:**  
**[michelleb@geoware4.com](mailto:michelleb@geoware4.com)**