

NEWSLETTER

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INTRODUCING: MANUAL SURCHARGES

Prompted by user feedback, a *Manual Surcharge* enhancement for GEOWARE 4.1 is now available. In previous versions of GEOWARE, a surcharge could be added to a load only through an offence. In reality surcharges are not always related to offences. In the past, special rates would often be created, and in some cases operators would even process a surcharge as a separate transaction.

Examples of surcharges that can now be easily added to a load by operators are:

- Refrigerant surcharges (CFC removal).
- Tire handling surcharges.
- Special waste burial surcharges.
- Compost Sales.

With the addition of this enhancement, a load with one or more surcharges is processed in one transaction. A single receipt that itemizes the weight-based fee and each surcharge is printed (shown here).

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WEIGHSCALE RECEIPT

Vehicle Licence :	APTE31	
Veh. Type :	Van	
Load Date :	08/04/11	
Load No. :	0117259	
Customer :	CASH	
Mat'l Type:	Mixed Solid Waste	
Entry :	08:24 08/04/11	
Exit :	08:25 08/04/11	
Gross Wt :	1700	kg
Tare Wt :	1500	kg
Net Wt :	200	kg
Fee :	\$	5.00
Tire Charge :	\$	10.00
Compost Sale :	\$	5.00
Total Fee :	\$	20.00
Payment :	\$	20.00 Debit

A thermal weighscale receipt showing a \$5.00 initial fee plus a two surcharges: one for a Tire Charge and one for a Compost Sale.

NEWSLETTER: E-MAIL OR SNAIL-MAIL?

For future newsletters, we will be changing our main form of distribution to e-mail. If you would prefer to receive a paper copy of the newsletter, please contact Kristina at kristinak@geoware4.com, otherwise please expect this summer's newsletter in your e-mail inbox.

A LOOK AT SUBSIDIES – PART IV

This article, which looks at how subsidies can influence waste diversion, is the last of our four-part series on subsidies. In the last three newsletters, we have covered:

- Replacing residential rates with subsidies,
- Using subsidies to manage customer behavior, and
- Configuring and reporting on subsidies.

Subsidies and Waste Diversion

Subsidies are a powerful tool, and when used creatively can increase waste diversion. One common example of this is when municipalities work with charitable organizations such as Goodwill or The Salvation Army. This approach promotes the idea of re-use to residents, making people more likely to donate their used goods to charity instead of paying for disposal. Only when something cannot be reused does the item end up in the landfill.

Consider the possibility of taking this idea to the next level. As discussed in our previous articles, using subsidies in GEOWARE allows you to track the true cost of disposal and how much customers are being subsidized. Suppose that by generating the *Transactions by Subsidy Summary Report*, you find that your subsidy program costs approximately \$200,000 per year.

One way to promote diversion is to slowly transfer subsidies from residents to organizations that play a role in diversion. Goodwill and the Salvation Army are good examples of these type of organizations, but there are plenty more, such as:

- Construction Re-stores (i.e. Habitat for Humanity),
- Appliance Repair Shops.
- Electronics Re-distribution Charities

One way to promote diversion is to slowly transfer subsidies from residents to organizations that play a role in diversion.

Once you have identified organizations and businesses in your community that support diversion, you can transfer some of the residential subsidy to them. Using the example above, you could reduce the residential subsidy by 10% and give 20 businesses a \$1000 subsidy. This results in no extra costs to the municipality while the amount of waste diverted is leveraged through the subsidy program.

Construction re-stores are a wonderful initiative to divert waste and promote the reuse of building materials and household items. An offer could be made to re-store businesses to subsidize

the disposal of items they collect which cannot be reused.

In the case of an appliance repair shop, the business owner could take broken appliances that would normally be sent to the landfill. If an item can be fixed and resold, that's great! If not, the new subsidy would cover the cost of disposal for the repair shop.

There are many existing charities that re-distribute used electronics to developing countries. Again, a subsidy could be offered to help them offset the cost of separating what can and cannot be reused.

The next step is to promote these businesses to residents and encourage people to divert their waste. Let people know that ABC Appliances will take broken white goods for free (with the intention of repairing and reselling), whereas bringing them to the landfill will cost \$10. Hopefully this incentive will increase reuse and help make landfills a last resort.

Undeniably, there are many ways that subsidies can be used creatively to influence customer behavior. If you have any questions about implementing subsidies using GEOWARE, please do not hesitate to contact your account manager or sales@gewoare4.com.

- Dave Petro & Michelle Benes

MANUAL SURCHARGES

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Systems are configured with custom surcharge codes that generate either a flat fee or percentage based surcharge. Operators simply enter the surcharge code and the number of surcharge items (as shown in Figure 1). Operators can also add different surcharges to a single load using the Surcharge Manager (shown in Figure 2).

Manual Surcharges may currently be added during the inbound processing cycle. A further enhancement that provides this functionality for outbound processing has been sponsored by the Region of Waterloo and is currently in development.

The benefits of using surcharges include:

- Reflecting true costs and impacts of processing materials that require special handling or disposal.
- Allowing these extra costs to be paid by customers.
- The ability to monitor the number of loads with surcharges using a daily report.

For more information or to implement surcharges at your facility, please contact your account manager or sales@geoware4.com.

- Laura Benner & Michelle Benes

Figure 1: When adding a surcharge, operators enter a Surcharge Code and the number of surcharges to be applied.

Code	Surcharge	Count	Price
10	CFC Surcharge	2	\$20.00
250	Burial Surcharge	1	\$250.00

Figure 2: Operators use the “Surcharge Manager” to edit the surcharges added to a single load.

TIPS & TRICKS: <CTRL-ENTER>

In GEOWARE 4.1, operators know that pressing <Enter> brings focus to the next field and eventually the next screen. However, if you want to accept all defaults and immediately go to next screen, this can be done quickly by pressing <Ctrl><Enter>. This is especially helpful in screens such as the one shown here from the Editor where <Enter> would have to be pressed numerous times to navigate through all the fields before reaching the **NEXT>** button.

RECENT GEOWARE UPDATES

GEOWARE 4.1

The scalehouse application feature set continues to expand to meet all the requirements each deployment poses. Over the last quarter the following features have been implemented.

Pre-Payment Permission Based Refunds

GEOWARE 4.1 can now be configured to disallow refunds being issued for pre-payment (drawdown) accounts based on user permissions. This allows administrators to prevent weigh-scale operators from issuing refunds at waste management facilities.

Embedded Logo Support on Ticket Printers

The Epson TM-T88III and TM-T88IV thermal ticket printers now support an embedded logo to print on each receipt. Any gray scale image can be printed during GEOWARE 4.1's regular processing cycle.

Fee Masking

Customers can be configured to either show their fee on printed receipts or not. Customers can also be configured to only show the fee on the screen and not on the receipts. The fee masking applies to printing the fee on both tickets and remote displays.

Manual Surcharges

GEOWARE 4.1 now supports adding surcharges to a load manually by the weigh-scale operator. As noted in our feature article, this is very useful functionality when charging the customer extra for materials that require added disposal fees.

Scale Status Change Logging

Whenever the scale operator changes the status of the scale, an event is now generated that can be reviewed at a later time. The event will store information about the operator making the change along with the status to which the scale is being changed.

Configurable Ticket Messages

In the scalehouse application's configuration workspace, users can now create and modify a message to be printed on tickets/receipts.

GEOWARE 4.0

The GEOWARE 4.0 Scalehouse Services and Data Warehouse applications continue to grow in reporting scope.

Surcharge Report

A Surcharge Report (shown below) with summary and detailed listing options has been developed. The report format is similar to the Transaction By Customer Report so a full customer surcharge breakdown can be evaluated.

How to Update

Instructions for updating GEOWARE 4.0 and 4.1 are available on our website at www.geoware4.com.

- Aron Tennant

Transactions By Customer Surcharge Summary Report				
Material Type	Loads	Net Weight (tn)	Surcharge (\$)	Fees (\$)
9997 (COMMERICAL CASH)				
10 (Clean Fill)	1.00	0.10	\$30.00	\$35.00
11 (Mixed Solid Waste)	1.00	0.10	\$250.00	\$255.00
Customer Account Totals :	2.00	0.20	\$280.00	\$290.00
9999 (RESIDENTIAL CASH)				
11 (Mixed Solid Waste)	2.00	0.20	\$500.00	\$520.00
Grand Totals :	4.00	0.40	\$780.00	\$810.00

The new Surcharge Report available in GEOWARE 4.0.