

# Making Good Things Better

Transaction speed, traffic control, and proper billing are but three challenges being addressed with new scales and new software packages.

By Lynn Tilton

Whether it's a collection route, a transfer station, or a landfill, ongoing improvements in scales and software are making a complicated operation simpler to deal with. Simplicity leads to greater profitability and simultaneously provides a higher level of service for the customer. Simplicity also helps keep costs under control so customers are less likely to get greatly distressed when they get the bill.

## Correct Billing Comes First

It seems no matter how simple an operation may be, something gets lost in the process. Take, for example, a Midwest rolloff company with 18 vehicles averaging eight stops per day that manually traced its billings. "There were problems with lost work orders, delivery without a work order to the wrong place, or simply failure to fill out the form," explains Peter Shroyer, vice president and director of business development for Soft-Pak Inc., located in San Diego. "When they began using our i-Pak software, they realized a 10%–15% increase in billings just from accurate tracking alone."

A California customer utilizing the software was able to reduce the head count at the main office by two—yet improve its customer-service level. Shroyer adds, "Proper training is the most important aspect with any business-critical software. Without the right training you'll never maximize the software's capability and therefore never receive all of the system benefits. We deal with all sizes of waste-collection companies, from mom-and-pop operations up to some of the largest publicly held businesses in the industry. Amount of training depends on the size of the operation. Say, for 10 users, a minimum of two days is needed for administrative training for those who actually run the system.

Then there's another five days for user training that the administrators participate in. Proper training—backed up by an experienced, accessible support staff—is critical to success of both the provider and the user."

