



Waste Industries USA, Inc.

Built on Service. Fueled by Growth. Driven by Performance.



Waste Industries USA, Inc.

Industry:

Waste Disposal and Recycling

Challenge:

Make payment easier for customers by offering electronic billing options (or complete set of solutions for bill payment)

IRP Solution:

In partnership with ExpressBill, provide Waste Industries with auto-pay and pay-by-phone options.

Results:

- Cost-effective delivery of bills.
- Less manual labor and human error.
- Quicker payment turnaround.

The IRP Advantage:

- Multiple solutions for bill presentment and payment.
- Cutting-edge technology that fulfills client requirements.
- Responsive team members to build custom solutions.
- Higher productivity and increased cash flow.

Before Waste Industries began working with IRP, they used another outsource company for their 100,000 monthly invoices. However, faced with unhappy customers who were not receiving their bills on time or getting someone else's bill, Waste Industries needed a more reliable process for their print and mail needs. With IRP, Waste Industries has found a responsive and dependable partner that provides numerous solutions for print and electronic billing.

The pay-by phone solution has allowed Waste Industries to accept credit card payments by telephone at any of its 50 branch locations with no charge to the customer. The payment is then processed with real-time verification and automatically uploaded to Waste Industries' computer system. The result has been a reduction in manual labor and human error. Cash flow has also increased because payments are being made much more quickly. Waste Industries is now accepting over \$750,000 a month in electronic payments. The benefits to the company will only increase as more customers discover the ease of the pay-by-phone method.

Customers have also been able to set up automatic electronic payment by establishing certain rules that meet their needs. These rules might be the type of credit card to charge, the maximum amount that can be paid per month and the type of correspondence (such as e-mail) used to confirm payment.

With IRP and its partner, ExpressBill, Waste Industries has been able to incorporate additional services as needed. For example, they recently requested the ability to do credit card reversals when a customer may have made an overpayment. Another capability is that each branch can now preview their bills before they are sent. While the competition still relies on faxed samples to approve bills, Waste Industries has been able to cut costs and time through electronic bill preview, providing a quicker turnaround.

As a mutually beneficial partnership, Waste Industries is continuing to look to IRP to provide new options and enhance their e-billing capabilities.

"With IRP, we work as a team. They offer flexible and comprehensive solutions. IRP is helping us set the standard in our industry. E-billing is going to become a more significant factor in the future and IRP has helped prepare us now. Their solutions save money in multiple areas – from bill presentment (delivery) and back-end processing to labor costs and paper volume (usage)." – Phyllis Mews, E-Billing Manager, Waste Industries

"Companies always want to make it easy for customers to pay their bills by giving them as many options as possible. We did that with E-billing. We took a look at what we were paying to process credit card payments and compared it to the solution that CTP offered. When we took the entire process into account, they were very favorable. Everywhere you look, there are savings."

— Brandon Peacock, Web & Communications Manager, Waste Industries

