

Understanding your new Waste Management invoice. What means what?

Invoice Legend


Page 1

1. Your account number
2. Date of invoice
3. Your invoice number
4. Terms of your account
5. Current invoice amount
6. Total amount due
7. Number to call for service-related questions/change of address
8. Account summary – including previous balances, payments, credits and adjustments
9. Service period being billed
10. Service location summary
11. Service being billed
12. Payment coupon
13. Important messages

Page 2

14. Location where services were provided (may be different from invoice billing address)
15. Date of service
16. Ticket number
17. Detailed description of services provided
18. Quantity count or volume of service provided
19. Unit of measure
20. Per unit rate of service

Page 1 of 3



INVOICE

Customer Name: CUSTOMER NAME
 Account Number: 123-1234567-1234-1
 Invoice Date: March 1, 2002
 Invoice Number: 1234567-1234-1
 Terms: Net 30

Current Invoice Amount	Total Amount Due
\$628.75	\$718.75

Account Summary	
Acct Level PO#12345678901234567890123456	
Description	Amount
Previous Balance	500.00
Total Payments Received	350.00
Total Credits and Adjustments	60.00
Total Current Charges	628.75
Total Amount Due	\$718.75
Total Amount Past Due	90.00

Your current bill includes a past due amount. Please pay the total amount due as per contract terms, to avoid penalties. If payment has been made, please disregard notice. Thank you.

Don't forget to mark your calendars for Earth Day on April 22nd!


Thank you for your business!

Want to pay this bill on-line? Go to wm.com to learn more about WM ezPay and make a convenient secure payment.


Payments received after invoice date are not reflected.

Service Period:	Feb. 1, 2002 to Feb. 28, 2002
FOR ALL LOCATIONS	
Description	Amount
Roll-Off	628.75
Total Current Charges	\$ 628.75

Current Due	Over 30	Over 60	Over 90	Over 120	Total Due
\$628.75	\$75.00	\$15.00	\$0.00	\$0.00	\$718.75



Waste Management can supply roll-off boxes for your spring cleaning. Call 1-800-ROLL-OFF for more information and enter to win free tickets for a NASCAR event near you.

Payment Coupon	
Please detach and enclose this portion with your payment - do not send cash.	
	Your Account Number 123-1234567-1234-1
Waste Management of North Texas Waste Management Address Waste Management Address City, ST ZIP-4 1 (800) 555-5555 1 (800) 555-5555 (713) 555-5555	Your Invoice Number 1234567-1234-1
Terms Net 30	Total Due \$718.75
Amount Paid	Amount Paid

228567800061240006664200000010466000000159


1234567890

CUSTOMER NAME
 CUSTOMER ADDRESS LINE 1
 CUSTOMER ADDRESS LINE 2
 CITY, ST ZIP

Please make Check
 Payable To: WASTE MANAGEMENT OF NORTH TEXAS
 REMIT ADDRESS LINE 1
 REMIT ADDRESS LINE 2
 CITY, ST ZIP

FOR CHANGE OF ADDRESS OR ANY SERVICE ISSUES, CONTACT NUMBER ABOVE

Page 3 of 3



INVOICE

Customer Name: CUSTOMER NAME
 Account Number: 123-1234567-1234-1
 Invoice Date: March 1, 2002
 Invoice Number: 1234567-1234-1
 Terms: Net 30

Service Location: ID #123456789 Customer Service Name 1, Service Address 1, City, State, Zip

Date	Ticket	Description	Quantity	U/M	Rate	Amount
02/15/02	123456	Treatment, storage, and disposal PO#123456789012345678901234567890 Manifest #1234567890 Bin #1234567890 Transporter: CT1 State Tax	XX.XX	Tons	XX.XX	270.00
02/16/02	123457	Treatment, storage, and disposal PO#123456789012345678901234567890 Manifest #1234567890 Bin #1234567890 Transporter: MPE State Tax	XX.XX	Pounds	X.XX	25.00

Service Location: ID #123456789 Customer Service Name 2, Service Address 2, City, State, Zip

Date	Ticket	Description	Quantity	U/M	Rate	Amount
02/15/02	123458	Treatment, storage, and disposal PO#123456789012345678901234567890 Manifest #1234567890 Bin #1234567890 Transporter: CT1 State Tax	XX.XX	Tons	XX.XX	240.00
02/15/02	123459	Treatment, storage, and disposal PO#123456789012345678901234567890 Manifest #1234567890 Bin #1234567890 Transporter: MPE State Tax	XX.XX	Pounds	X.XX	25.00
Total Current Charges						\$628.75

Payments Received Detail

Date	Description	Amount
02/06/2002	Payment - Thank you	200.00
02/25/2002	Payment - Thank you	150.00
Total Payments Received		350.00

Credits and Adjustments Detail

Date	Description	Amount
02/06/2002	Fuel Surcharge Adjustment	20.00
02/25/2002	Adjustment	40.00
Total Credits and Adjustments		60.00

The above is a sample invoice for illustration purposes only. The new invoice format is being rolled out in stages. Should you receive an original invoice format, please pay in accordance with contract terms.

Why did the format of the invoice change?

Based on customer feedback, we have improved the functional design of your invoice in an effort to make it more user-friendly.

Where can I find the total amount due?

The total amount due for the current billing period is reflected on the remittance payment coupon. The new Account Summary section reflects all amounts due from previous billing periods.

Where can I find specifics on billing adjustments and other charges?

The Credits and Adjustments Detail section of your invoice details your billing adjustments and other charges.

Where can I find specifics on customer information?

Customer information is located at the top of the invoice.

Can I pay with a credit card?

Yes, credit cards are accepted in two convenient ways. You can make secure payments on-line with WM ezPay, or you can write your credit card information in the section provided on the back of your remittance payment coupon.

My question isn't answered here. Where can I find additional support?

For additional information, please call the customer service telephone number located at the top of your invoice or your remittance payment coupon for help.



Waste Management, Inc.

1001 Fannin, Suite 4000
Houston, TX 77002

NEW INVOICE

Easy to read. More information. Right at your fingertips.

The NEW Waste Management.



More information you need. Less of what you don't. Our new, easy-to-read invoice.

At the NEW Waste Management, we're focused on providing excellent service every day. And as a part of improving the way we handle your day-to-day business, we've listened to customers and improved our invoice. The NEW invoice, with the NEW design makes your invoice easier to read and pay.

The NEW invoice... Just one of the many improved service innovations designed to make your life a little more manageable.

Some of the new features you'll notice:

Easy-to-find essential information. All of your necessary, detailed information is available at a glance in the top right hand corner of the invoice – including your name, account number, invoice date, invoice number and account terms.

Comprehensive account summary. Everything from your complete account summary to service location and type of service billed to specific credits and adjustments to your account – you'll find it all in this new section.

Convenient payment coupon. Quick and easy information is again at your fingertips. Just pay and go.

Three easy ways to pay. Not only can you pay by check, you can also pay with a credit card – or you can make secure payments on-line with WM ezPay. This guide will help you with a quick walk-through of the new invoice, but if you have further questions – don't hesitate to contact your Waste Management representative.