

**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 are:

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.


Understanding your new Waste Management invoice.

What means what?

Invoice Legend

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
11. Services being billed
12. Detailed credit and adjustment information
13. Payment coupon (please include with payment for proper posting)
14. Important messages

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INVOICE

Customer Name: CUSTOMER NAME
 Account Number: 123-1234567-1234-1
 Invoice Date: March 1, 2002
 Invoice Number: 1234567-1234-1
 Terms: Due Upon Receipt

Current Invoice Amount	\$105.66	Total Amount Due	\$130.66
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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 your Big Trash day is the 2nd Thursday of every month!

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. All payments will be posted to your oldest outstanding invoice.

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	Paying by credit card? Please fill out the reverse side of the Payment Coupon.
Invoice Date	March 1, 2002	Your Invoice Number
	1234567-1234-1	
Terms	Total Due	Amount Paid
Upon Receipt	\$130.66	

Waste Management introduces WM ezPay! Pay your WM bill on-line at www.wm.com

228567800061240006664200000010466000000159

1234567890

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

1234567890

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

The above is a sample invoice for illustration purposes only.

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.

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NEW INVOICE

**Quicker to read.
Faster to pay.
The NEW Invoice.**

The NEW Waste Management.

