

AMCS Platform Solution Overview

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1. Introduction

Thank you for your interest in AMCS Platform: an enterprise grade cloud and software platform that is designed based on the best practice processes of thousands of customers with some of the most complex logistics operations in the world. Our platform is inspired by market trends, driving automation and delivering end-to-end standardisation and optimisation of all your business processes. We enable our clients across the globe to automate, de-carbonize and optimize the most challenging logistics across the waste and recycling and other highly complex resource distribution operations, from fuel and building materials to food and livestock. In this document you will find a short synopsis of each of the modules that comprise the AMCS Platform to help you better understand the details included in the proposal you have received from our Sales team.

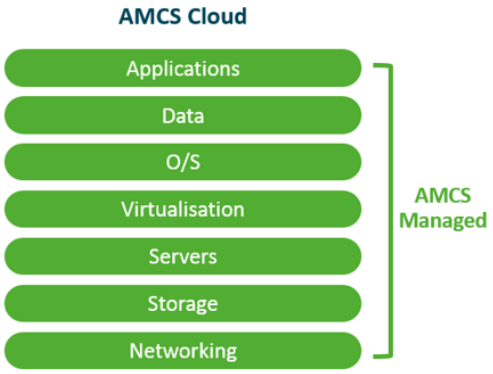
2. Solution Overview

This section details at a high level the range of modules that comprise the overall AMCS Platform. The solution consists of the following elements which are detailed in the subsections below:

- AMCS Enterprise Management
- AMCS Customer Portal
- AMCS Smart Dispatch & Mobile
- AMCS Cross-Route Optimization
- AMCS Scale
- AMCS DAT
- AMCS Mobile Yard Management
- AMCS Subcontractor Portal
- AMCS Salesforce Connector
- AMCS APIs
- AMCS Datamart
- AMCS Pay
- Master Route Optimisation
- AMCS Vision AI
- AMCS Fleet Maintenance
- AMCS Telematics
- AMCS Vehicle Technology
- AMCS Platform Academy

One of the key benefits of the AMCS Platform is its availability as a SaaS (Software as a Service) solution.

AMCS delivers a 100% fully managed solution, managing and maintaining the full technology stack as depicted below:



This brings the following direct benefits to our customers.

- **Scalability**
  Increased agility and flexibility as AMCS can scale the solution in line with our customer's business growth, on-boarding of new business acquisitions and ongoing operational fluctuations. The application layer is configured to automatically scale out resources based on performance metrics. This occurs without down time.

- **Rapid Implementation**
  Setup is easy and quick compared to in-house IT. The Service can be stood up in hours not months allowing in-house IT to focus on strategic projects that drive your business forward.

- **Robust Service Level Agreements**
  Guaranteed uptime and availability (99.9%) and pro-active system performance management. AMCS has a dedicated team who proactively monitor and fine-tune performance, leveraging real-time monitoring and alert technologies. AMCS use cloud native services provided by the Microsoft Azure cloud platform as the foundation to the AMCS Platform SaaS offering. These services, otherwise known as Platform-as-a-Service (PaaS) services provide many benefits such as high availability (HA), scalability, and security.

- **Business Continuity**
  AMCS has a built-in disaster recovery plan as part of the solution with guaranteed RTO/RPO targets of 2 hours and 10 minutes respectively. * *see below for definition*

- **Frequent, Easy Updates**
  Faster deployment of software upgrades and maintenance releases managed by AMCS Dev Ops team.

- **Lower Setup & Infrastructure Costs**
  No capital expenditure or depreciation over time. AMCS charges are annual payments rather than a large upfront cost.

- **Lower Maintenance Costs**
  Operational maintenance and performance is managed directly by AMCS. This reduces the need for in-house IT expertise on Database, Storage and Network topology.

- **Accessibility**
  The AMCS SaaS solution can be securely accessed from any connected device, which facilitates home working and saves on office space.

- **Security**
  Security is managed by AMCS and provides industry best practices and technologies including Anti-Virus/ Malware protection, Firewall/Network security and well as Data encryption in transit and at rest.

- **Industry Compliance**
  AMCS is a Microsoft Gold Partner and the AMCS SaaS Solution is deployed on Microsoft Azure which maintains the highest industry compliance across various industries.

*

Recovery Point Objective (RPO):
RPO defines the point in time that a service will be recovered to. i.e. It is the maximum targeted period in which data might be lost from an IT service due to a major incident
Recovery Time Objective (RTO):
In case of a recovery - the recovery time objective defines the expected time of recovery. i.e. how long it will take to get the service back online.

2.1. AMCS Enterprise Management

The AMCS Enterprise Management (ERP) system is specifically designed for the waste & recycling industry to enhance productivity and increase profitability through integration and efficient use of today's latest technologies in mobile communications, weighing and RFID.

Designed around industry best practice, it streamlines operations to enhance productivity, reduce costs, increase profitability and drive overall company revenue.

Benefits at a glance:

- Supports multiple lines on business in a single system
- Revenue assurance and margin optimisation
- Significantly improve customer service and management
- Effectively manages the industry's complexities in pricing

2.1.1. Functionality Overview

AMCS Enterprise Management contains the following high-level functionality:

	Account Relationship Management	For all accounts, be they customers or suppliers, our Contract & Price Management functionality enables the effective & efficient management of contracts. Functionality includes • Customer & Material Supplier Lifecycle Management • Account Status Management • 360° Customer View • Advanced Customer Search • Communication Management • Order Change Management • Detailed Customer Activity Views
	Contract & Price Management	For all accounts, be they customers or suppliers, our Contract & Price Management functionality enables the effective & efficient management of contracts. Functionality includes • End-to-End Contract Management

		• Service Agreements with support for complex supplier & customer billing structures • Support for effective dates & expiry of prices • Support for automated calculation of price breaks & allowances based on weight thresholds across single & multiple loads • Multi-level pricing • Price change management & indexing
	Waste Industry Business Flows	• Municipal workflows • Commercial & Industrial workflows • Construction & Demolition workflows • Recycling workflows • Weighbridge/Scale workflows
	Master Route Management	• Master Route Management • Assignment of new recurring collection service points • Resequencing of Master Routes • Management of container audits by Master Route
	Activity Confirmation	• Driver debrief & Route Confirmation • Job Confirmation workflows (internal & subcontractor) • Full collection history by vehicle & route • Exception management of complete & incomplete activities
	Materials Management	AMCS Platform Outbound Operations module provides scrap & recycling operations with the necessary tools to manage all aspects of outbound operations from: • Managing shipping loads • Outbound orders • Destination weighing confirmation • Transfer management • Intra Company transfer reconciliation The solution is also designed to help recycling operations address some other common challenges such as improving staff visibility of outbound orders fulfilment levels, improving visibility on expected cost / revenue as well as digitising and standardising the order fulfilment process. As a result, end-users have the capability to communicate more easily on material availability and monitor order fulfilment levels. Production Management provides Recycling operations with the necessary tools to digitise production planning. This includes the scheduling of production shifts, creation of material transformation recipes and, using those material transformation recipes, recording the output from the shifts as well as recording actual downtime and productive hours. It is fully integrated with our Inventory Management module i.e. materials that are transformed through a production shift are decremented from the inventory and the output materials added to the inventory on completion of the production shift.
	Accounts Control	Our Accounting module provides the Finance & Billing teams with the tools to manage their AR & AP Billing and streamline each step of the Order to Cash cycle. This includes: • Fully automated end of month invoicing

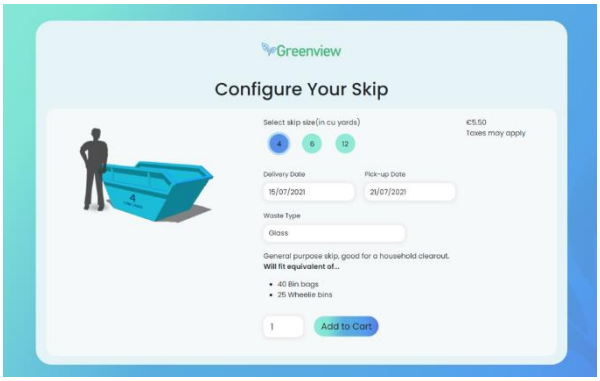
		• Invoice & Financial Documentation Delivery with greater performance & auditability
		• Cash Collections Management module including:
		  ○ high levels of control and configurability of key credit control policies including delinquency reminder notices and procedures
		  ○ increased automation of statement and reminder generation
		  ○ improved visibility over all relevant customer communications.
		• Batch processing of AR & AP payments
		• Cash Collections Dashboard for Agents/Supervisors to improve visibility and control
		• Customer Service Status Automation – Bulk Suspend of Delinquent Customers
		• Credit Note Approval & Writeoff Management
		• Support for Immediate/Cashier type AP Payments
		• General Ledger Export Configuration
		The General Ledger Export module is designed to derive and record general ledger journals from the financial transactions generated by the other AMCS modules. Complete and eligible transactions in AMCS Platform are selected by the GL for accounting generation based on criteria entered by the user. The General Ledger accounting engine builds individual journal lines for each eligible transaction, assigns appropriate account coding, and creates journal batches ready for export to an external application.

	Sub-Contractor Management	• Maintain Sub-Contractor records & billing terms for multiple contractor types • Manage time-based Cost Agreements • Perform Supplier Bill Matching
	Equipment Inventory	Container Management can now be managed in the Equipment Inventory application on the AMCS platform. Yard managers can use this application to get a complete view of all containers in the system, their location, as well as managing exceptions & easily adding new containers into the system. • Container Stock • Scheduling & completion of container jobs • Container level serial number & RFID tracking • Customer container auditing • Consumable Inventory • Exception management
	Vehicle Management	• Set up & configuration of vehicle types & vehicles • Manage safety checks by vehicle type • Manage availability & rostering of vehicles
	Reporting & Analytics	Reporting & Analytics encompasses the numerous tools made available in AMCS Enterprise Management to enable operators to easily analyse & understand the Operational & Financial performance of their business and therefore to determine profitability of their services, operations and customers. Given the millions of data points collected

		across the entire operation, this can often be a time-consuming & laborious task with high overhead costs. Our analytics offering is composed of a number of components including: • Embedded self-serve BI & Reporting tool • Self-Serve management of printed document layouts • Over 214 industry specific standard reports ship with Enterprise Management • Multi-level reporting dashboards including areas such as AR, Inventory & Scale
	System Administration	• User Access & Role Management • Outlet Management • System Configuration • Tax & Surcharge Configuration
	Digital InApp Training	• On-demand, embedded help that dynamically directs a user to complete common tasks or actions in a step-by-step manner • The In-App Guide reinforces the training and promotes full user proficiency and rapid user adoption. • Available for multiple Work Centers & in multiple languages

2.2. AMCS Customer Portal

The AMCS Customer Portal empowers your customers with instant-access account-specific information and functionality available online, anytime, through your own branded web portal. Our self-service secure solution enables waste and recycling operators to manage services such as:



- New customer sign-up for regional specific services & pricing including residential & Skip/Rolloff lines of business
- eCommerce-like shopping cart supporting purchase of multiple services
- Invoice management & payment processing
- Activity calendar & activity requests
- Customer reports
- Operator Insights
- Portal APIs for Mobile applications (Licenced separately)
- Support for Google Adwords landing pages

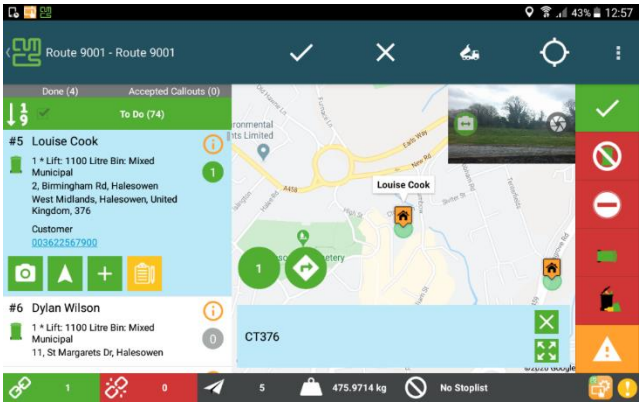
The AMCS Customer Portal allows your customers to log-in to a web application to manage their account. This includes viewing statements and invoices, viewing activity history and to maintain the customer profile and sites. The AMCS Customer portal is mobile friendly and is suitable for use on a variety of devices.

2.3. AMCS Smart Dispatch & Mobile

AMCS Smart Dispatch & Mobile is a combined dispatch & execution module for your logistics activities. It enables AMCS Platform customers to:

- Centralise their transport and logistics activities
- Accurately plan vehicle and driver rostering
- Create smart routes and schedules with accurately projected activity times

- Digitize all routes, schedules & container management activities directly to the cab for efficient paperless management of logistics using our Android based mobile application
- Supports multiple lines of business including Commercial Collections, Skip/Rolloff, Residential and Recycling process flows
- Mobile application supports multiple on-vehicle integrations & automated activity completion approaches including dynamic GPS matching, RFID, on-board weighing & event completion based on geofences.
- Manage and load balance work across the entire fleet
- Receive real time activity status updates from the cab so dispatchers have fully oversight on progress to plan
- Pro-actively react to changes & make updates in real-time

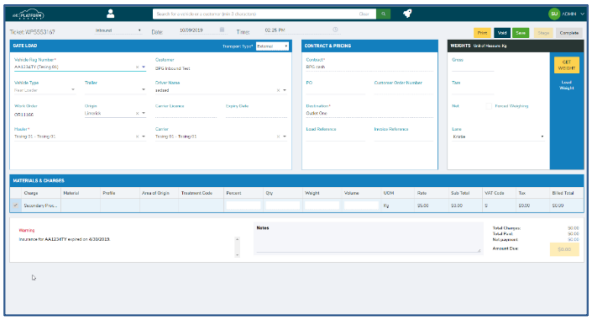


2.4. Cross Route Optimisation

In addition to Smart Dispatch functionality outlined above ,AMCS Cross Route Optimisation option adds an advanced additional tool within Smart Dispatch for dispatchers of Commercial Collection Routes. It enables dispatchers to easily perform complex functions using advanced planning algorithms. Tasks such as planning of new callouts onto available routes and load balancing of activities across multiple routes are completed on a more automated basis and can also help the dispatcher respond to adverse events such as service delays, truck unavailability or breakdown. This is achieved using digital road maps, distance and time calculations, terminal locations, resource information & detailed customer information including time window constraints to determine the most efficient manner of execution thus saving on resources costs for collection as well as reducing planning time.

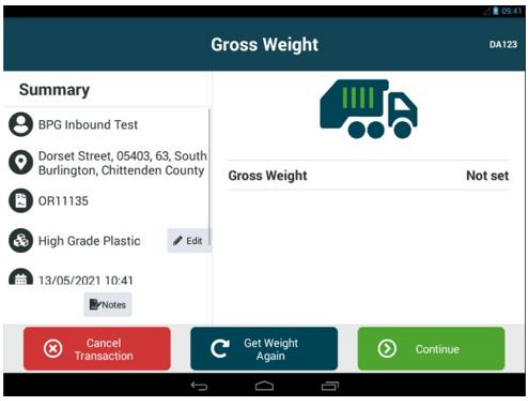
2.5. AMCS Scale

The AMCS solution includes the comprehensive AMCS Scale component which covers all aspects of weighbridge-based work for both inbound and outbound loads. This includes all forms of inbound loads including those scheduled on your own fleet or those of a haulier, customer or supplier while outbound loads include transfers to internal sites or external disposal locations as well as material sale transactions. The weighbridge solution is browser based with an intuitive user interface enabling loads to be turned around quickly & efficiently. The AMCS Scale solution can be used to manage all physical weighbridges in the business and allows for a central view and central control of all activities.



2.6. AMCS DAT

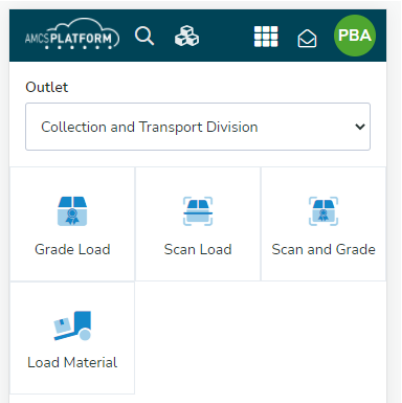
AMCS Driver Assisted Terminal software enables drivers to self-serve on inbound & outbound loads at a tipping site. This reduces the resource requirements to support the operation while enabling secure out of hours site access if required. The DAT allows identification of the driver & vehicle including via RFID tag/card before enabling the driver to select from the available order or activity that the load will be weighed against. The gross & tare weights are captured against the transaction in an intuitive workflow that also enables the driver to print a docket for the transaction. The DAT supports inbound & outbound loads including inbound gate, scheduled transfers, job & route weighings as well as scheduled material sales.



2.7. AMCS Mobile Yard Management

The AMCS Mobile Yard Management application empowers all mobile workers in an MRF to perform a wide range of their daily tasks in a consistent and accurate manner and to record this in a powerful yet intuitive mobile application. On completion of tasks, updates are available in real time in the AMCS Platform to the MRF office staff where all necessary follow up actions can be completed. The application covers a range of common MRF tasks including:

- Standard & Advanced Grading of inbound & outbound loads supporting features such as capturing contamination, container deductions, barcode scanning, load location & photo capture to ensure suppliers & customers are paid or charged based on the actual quality of the material received or sold, be it primary weighing charges or secondary processing fees
- Capturing Compliance Information where the material being received is subject to legislative requirements e.g. scrapping of vehicles. It can enable operators to capture multiple pieces of information prior to processing certain types of materials such as the Vehicle Identification Number
- Order Fulfilment enables yard operators to capture all necessary information in real-time whilst loading materials for planned outbound loads



2.8. AMCS Subcontractor Portal

The AMCS Subcontractor Portal is designed to automate subcontractor processes to support business growth and profitability. The AMCS Subcontractor Portal supports sending jobs out to subcontractors and receiving back completion data. The portal also supports receiving supplier invoices, overall subcontractor management and performance monitoring. The subcontractor portal acts as an automated window for third party suppliers into AMCS Enterprise Management. Some key positive business outcomes of this solution include:

- Major reduction in time from initial order to work completion using purely digital systems. This facilitates a shorter lead time between order and conformation and thereby reduces delays in payments.

- Fully automated cost tracking for suppliers ensures an accurate position with respect to certain suppliers is also known and up to date allowing for accurate cost management.

- Bulk job assignments and bulk job confirmations (paperwork) can be exchanged through the portal thereby adding significant efficiency to the sub-contracting management process.

2.9. AMCS Salesforce Connector

AMCS provides a unique CRM connector for Salesforce. This connector enables real time access to critical Enterprise Management data in the CRM user interface. The key benefits of the AMCS Dynamics CRM Connector are as follows:

- **Single Sign-on (SSO) to CRM**
  CRM users can see Customer data from AMCS Platform within the CRM user interface without having to login again.

- **Realtime visibility of AMCS Platform ERP Data within CRM enabling better Customer Service**
  Users will have real-time visibility of the Customer Account; encompassing data from AMCS Platform including Activity Calendar, Active Orders, Account Balance, Invoices, Payments etc.

- **360-degree view of the Customer in one place**
  Through this offering the CSRs can have the best of both worlds – CRM and ERP enabling them to have a 360-degree view of the Customer in one application.

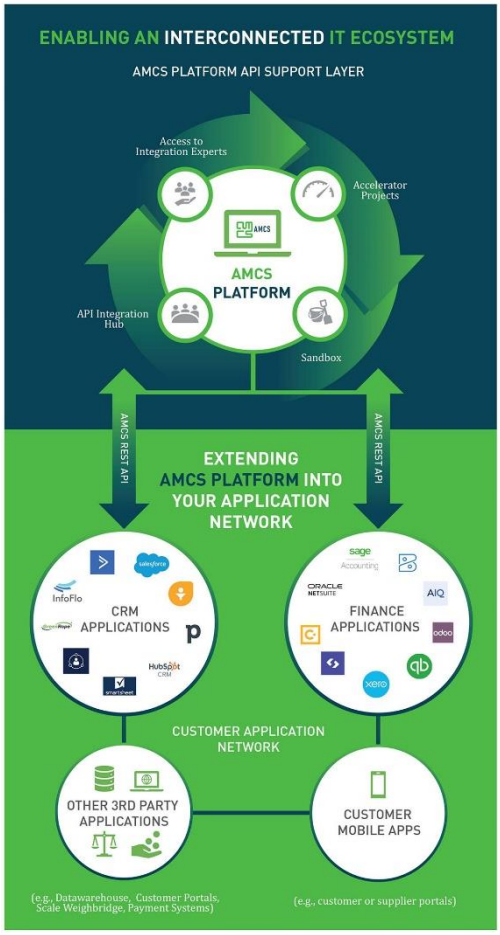
- **Creation of a Customer Record Seamlessly from Enterprise Management**
  Once a prospect becomes a Customer, at the end of the Sales Funnel, the Customer's record is created in the AMCS Platform.

2.10. AMCS APIs and Integration Toolkit

AMCS recognizes the importance and critical nature of application integration for all our customers. To facilitate this, AMCS has invested heavily in developing tools and interfaces that simplify the integration process and reduce the burden of customisation and its associated cost of ownership.

AMCS Platform offers an open and extensible architecture using REST APIs. We have developed a platform with integration and future app development in mind by evolving the platform for 3rd Party integrators and our customers to allow seamless integration of third-party applications. Our Integration Toolkit includes:

- API Accelerator Programme including provision of an Accelerator Project & Sandbox as well as access to the API Integration Hub and Integration Experts
- Prebuilt scheduled jobs which run on the AMCS Platform
- Standard GL Extracts
- Standard Integration Connectors framework with pre-built connectors to widely used packages e.g. Salesforce, Microsoft Dynamics



2.11. AMCS Datamart

For third-party BI and reporting, the normalised nature of an operational database can be difficult to use efficiently. To overcome this challenge, AMCS provide a "star schema" DataMart to support both performance and ease of use of third-party BI and reporting. The DataMart architecture contains an ETL (extract, transform, load) component and a denormalized database. The solution extracts information from the complex data structures in the core Enterprise Management operational database, collates/joins and transforms the data into a denormalized dataset and loads into the DataMart star schema. This is then readily consumable by any BI/reporting engine (e.g. MS Power BI, SAP, Cognos), the DataMart contents are constantly being extended by both roadmap activity and customer request.

2.12. AMCS Pay

AMCS Pay is an integrated payment solution for initiating payments via AMCS Platform, Customer Portal, and Scale. AMCS Pay supports multiple channels of payments from CSR Web UI, AutoPay, Customer Portal, and from Scale through Integrated payment terminals and many more value-add features such as Request to Pay/Pay by Link, IVR automated phone payments and Mobile Bill Presentment. AMCS Pay supports multiple methods of payments including Card, ACH, Canadian EFT, One-Time Sale, Recurring Payments, Tokenisation of sensitive card data and Stored Credentials Payments, Wallet Payments such as Apple & Google payments. The solution works out of the box with minimum setup and testing required to go live. There is no requirement for development or maintenance of a custom integration to a third-party payment provider.

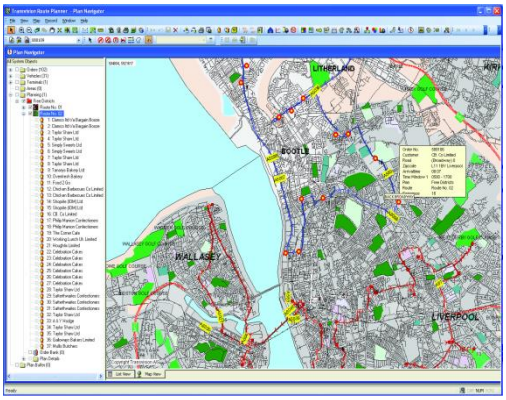
AMCS has a dedicated payments organization who focus on building new payments features to make payment acceptance easy, ensuring compliance with standards such as PCI, and supporting customers to provide easier ways to pay, such as the "AMCS Request to Pay" service which allows for payment requests to be sent directly to end customers to request payment against an invoice or account. All payments processed by AMCS Pay is allocated directly to the customers AMCS Platform account at the end of processing so ensure full picture of payments records are available for operations and finance processes.

In addition to this, AMCS can also support the Merchant's payment infrastructure through various services upon request including:

- **Payment Gateway** - Secure data transmission consulting
- **Review of Historical Processing** - Forensic analysis of prior statements
- **Key Supplier Contract Review** - Alignment of contracts
- **Mapping of Transactional Environment** - Transaction type, price and risk analysis
- **Payment Technology Assessment** - Review of secure payment data storage and transmission
- **ERP / CRM Experience** - Third party suppliers review and consulting
- **Omni Payments Experience** - Maximizing payment options for merchant
- **PCI & Security Review** - cardholder data security consulting
- **Chargeback Review** - fraud, fines, risk mitigation and chargeback challenge consulting
- **Service Fee Processing** - Shift of processing fees to cardholder consulting.

2.13. Master Route Optimisation

AMCS Master Route Optimisation uses the powerful planning algorithms of AMCS Route Planner solution working in tandem with AMCS Enterprise Management. With the continuous day-to-day challenges of new orders & order changes on Master Routes, the efficiency and quality of these routes will degrade over time. Master Route Optimisation provides powerful strategic, tactical and operational planning tools enabling companies to reduce costs significantly while respecting rules and constraints such as time windows and vehicle constraints. AMCS Master Route Optimisation enables periodic master route optimisation with support for seasonal plans and handling of large data volumes.



Users can create & manage routes based on digital road maps, distance and time calculations, detailed customer information, service and qualification demands, resource information, terminal locations and much more.

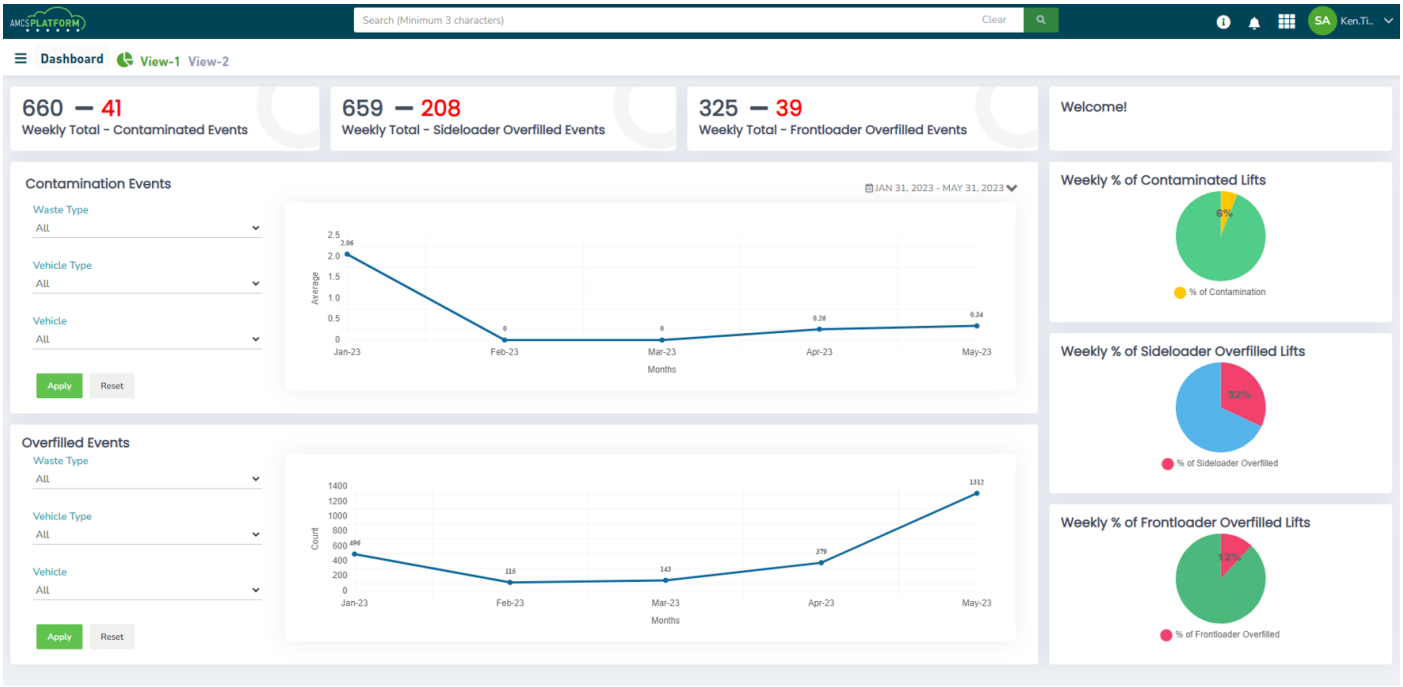
The system is equipped with advanced automatic planning algorithms which can reflect and handle the real-life challenges that exist within the waste and recycling industry. This results in improved efficiency and high-quality routes

2.14. AMCS Vision AI

AMCS Vision AI is our artificial intelligence driven, computer vision solution designed to provide operators with insights across their operations including material streams and service events. It leverages advanced AI machine learning and camera vision to detect images in a continuous video stream of material streams, service events etc. It consists of an AI monitoring unit and recording device which can be fitted and integrated into a collection vehicle. It will record images and our AI/ML engine will automatically read these images to detect target patterns (e.g. contamination, composition etc.) in order to provide actionable insights on the AMCS Platform portal and trigger follow up actions (e.g. alerts, notifications and financial charges). There are currently two particular areas of application:

- Providing granular insights into the material composition of collections to identify contamination and/or any specified target material
    - Automated Contaminated Management to identify material contamination and link to the producer
    - Material composition analysis to understand the breakdown of the material stream being collected and processed
    - Safety items such as hazards in the material stream, driver safety issues etc.
- The second application added is the ability to automatically detect overfilled containers without any driver interaction
    - Automated detection of overfilled events on both Fl & ASL collections
    - Recording location of these events so they can be charged back to the customer
    - Ability to export report of overfilled events

The solution also includes interactive dashboards to monitor ongoing trends for contamination & overfill events



2.15. AMCS Fleet Maintenance

The AMCS Fleet Maintenance module automates the control and administration of truck or vehicle fleets and other assets. Its real-time workflow management not only guides your work order process but delivers visual KPIs, dashboards, and self-service reporting to unlock hidden productivity and cost savings. Easy to implement and use, it can reduce downtime and maintenance costs, extend the life of equipment, reduce fuel, tire and parts costs while also increasing productivity, admin efficiency & regulatory compliance.

Support functions include:



- Preventive Maintenance Management
- Deep Analysis and Reporting including built-in Dashboards and KPI cards
- Work Order Workflow with Standard Repairs and Integrated Checklists
    - Mobile App Provides Anywhere Access
    - Drivers: Meters and Work Requests
    - Technicians: Work Order Workflow
- Management: Status and Approvals
- Asset Management
- Personnel/User Management
- Labor and Parts Cost Capture by Maintenance Category and GL
- Parts/Inventory/Storeroom Management with Top-Level Parts and Vendors
- Purchasing Workflow for Parts and Services
- Warranty Management and Claims for Assets and Parts
- Integrated Spending Management/Approval with Role Delegation

2.16. AMCS Telematics

AMCS Telematics is the next generation in intelligent telematics solutions. Once installed on your truck it gathers information through GPS and onboard diagnostic systems, so you have a clear picture at all times of the vehicle location, vehicle health and driver behaviour. It consists of an onboard tracking device which captures rich data for real time monitoring and reporting purposes. The AMCS Telematics solution includes a web-based portal that allows

you to view the overall performance metrics of your fleet as well as an ability to review past performance and to generate alerts based on events and geofences.

Assured Safety
AMCS Telematics provides a complete picture of any driver behaviour to allow for risk mitigation, driver feedback and training including:

- Speeding events
- Harsh braking
- Idle time
- Acceleration
- Collision detection

Easy Installation
AMCS Telematic devices can be simply plugged directly into your vehicles ODB II port or with an adapter if required and this install takes minutes.

Strengthened Compliance
AMCS Telematics provides full support to ensure regulatory compliance, including options for ELD and HoS regulations.

AMCS Telematic Portal
The AMCS Telematics devices report all their data into our web based AMCS Telematics portal where you can view anytime all the rich data originating from your vehicle. Our Platform portal provide comprehensive standard and custom reporting capabilities. It provides a full dashboard of KPIs to give you a complete picture of all aspects of your fleet performance. It includes mapping and geofence tools to track and generate alerts. Key fleet operational metrics supported include:

- Work performed: hours driven, Distance travelled.
- Speed of service: route duration, disposal times, Lifts per hour
- Events: Missed collections, Break times, Idle times.
- Safety: Speeding, Harsh breaking, Harsh acceleration
- Vehicle data: Engine hours, Faults, Fuel usage, Mileage



2.17. AMCS Vehicle Technology

AMCS Vehicle Technology is a modular offering supporting certified & uncertified on-vehicle container weighing, container identification using RFID & GPS Matching, stop-listing of containers for residential collections as well as GPS location of all lifts and real-time data transfer to the back office so dispatchers receive continuous progress updates.



AMCS Vehicle Technology brings a host of advantages to operators:

- Available for all makes and models of lifters on the market
- Expandable and modular design allows for future enhancements to customers' solutions
- Using our patented GPS container identification technology, identification can be achieved without RFID if required
- Remote diagnostics available on the Vehicle Data Hub results in faster repair time
- High-quality components (e.g. connectors are IP69K-rated for maximum protection) which are suitable for the harsh working environment
- Connection available for in-cab devices opens a world of mobile working making use of intelligent data
- Automatic logging of all lifts including GPS location to help identify fraud or protect revenue due to unbilled lifts
- Dynamic weighing system records container weights enabling pay=by-weight charging or excess weight charging for revenue protection
- Simplified system installation meaning reduced downtime for vehicles

Hardware options may also include that required to use AMCS Vision AI and AMCS Telematics, if supplied under this Proposal

2.18. AMCS Platform Academy

When you purchase an AMCS product, and particularly when you license AMCS Platform, you are embarking on a digital transformation within your business. We know that people are often fearful of change or resistant to it. So at the heart of any successful digital transformation project is training. With effective training, we can remove that fear of the unknown and enable your teams to use these new products effectively within your business, ensuring your maximise your ROI. That's why here are AMCS we've invested so heavily in AMCS Academy – our customer-focused product training solution.

What are the benefits of the AMCS Academy?

Customers who use AMCS Academy reduce their onboarding time for new products as their users follow guided learning paths. They also minimise risk to the business through employee training because trained users are more consistent and proficient in their use of a system.

Users of AMCS Academy reduce support requirements because their users have access to convenient, searchable, bite-sized learning.

By making AMCS Academy available to your employees, you empower those employees by providing them with training on relatable scenarios for their business. Those employees can then easily apply their new product skills to their day-to-day work.

Organisations with poor onboarding processes are twice as likely to experience employee turnover, and when asked, employees report that they want training available anywhere and anytime they need to do their job. With that in mind AMCS Academy is crucial in improving employee satisfaction and retention for all customers using AMCS products.

The Role of AMCS Academy in Customer Education
AMCS Academy forms the foundation of your AMCS product education. Using AMCS Academy, we offers a comprehensive elearning library, consisting of short, micro-learning modules, designed to support the user in understanding key processes. The modules are grouped in tailored curricula that support each work centre and role.



Comprehensive
eLearning Programme



Work Centre
Curricula



Micro-learning
230+ Modular Lessons



Interactive
Responsive Content



Rapid
Assessment & Certification



Fully Hosted
Solution

In addition to AMCS Academy, users have access to In-App Guides. In-App Guides reinforce prior learning by providing contextual support and guidance whenever the user needs it, from within the AMCS Platform itself.



Launchers:
These are buttons placed on the Web UI
- Provide additional information about elements on screen
- Provide context to the user



Walkthrus:
Walk-thrus are a series of steps shown in interactive tip-balloons overlaid on the screen
- Give simple and straightforward directions to help users through a process
- Simplified training for new users



Launchers / Walkthru combination
- Provides an effective all in one lead in and guidance asset for the AMCS user

Scope for Customers

The scope of the AMCS Academy includes access to elearning courses for each work centre in AMCS Platform, as well as a selection of additional AMCS products. This includes:

- **Customer Service:** Get started with customer service on AMCS Platform. Learn to set up and manage customer accounts, manage customer queries and communications, process payments and invoices, or mange customer orders, jobs, and pricing.
- **Prices & Products:** Learn about contracts, service agreements, price management, and product pricing with this comprehensive course.
- **Smart Dispatch:** Get a comprehensive walk through of Smart Dispatch, and learn to manage team boards, resources, and planning and dispatching activities.
- **Scale:** Learn how to complete daily functions in the Scale work centre, and how to manage a weighing system using Scale.
- **Accounting:** Learn where to find accounting functions in AMCS Platform, how to generate invoice batches, how to apply payments and issue account payables, and learn to understand and configure GL export settings in AMCS Platform.
- **Reports & Analytics:** Learn how to run standard reports in AMCS Platform as well as creating self-serve report customized to the needs of your business.
- **And many more**…

2.19. AMCS Financials

AMCS Financials is a comprehensive SaaS based financial management system that is an integral part of the AMCS Platform. It provides Recycling organizations with full visibility and control over its financial, trading, and operational data and processes. Developed for companies with complex requirements, it is also easy to implement in smaller organizations. The financial management modules are fully integrated into the AMCS Platform, including master data management.

FEATURES AND CAPABILITIES

GENERAL LEDGER	Maintain the charts of accounts and controls, financial periods, ledgers, allocations, and more. Manage critical data with comprehensive reports.
ACCOUNTS RECEIVABLE	Manage customer accounts and improve collections by automating processes and tracking. Generate invoices, send statements, track commissions, and deliver reports.
ACCOUNTS PAYABLE	Manage vendor invoices, automate payment processing, predict cash requirements, track vendor balances, optimize available discounts, and deliver vendor reports.
CASH MANAGEMENT	Control daily transactions, cash balances, funds transfers, and account reconciliation.
CURRENCY MANAGEMENT	Conduct business internationally, manage international subsidiaries, and support multiple base currencies.
TAX MANAGEMENT	Support centralized tax configuration, management, and reports.
DEFERRED REVENUE ACCOUNTING	Automate deferred revenue calculations for revenue recognition in future periods in compliance with ASC 606 and IFRS 15.
MOBILE APPLICATIONS	Enter expense receipts, time, and other daily activities with a native mobile app.
RECURRING REVENUE MANAGEMENT	Manage recurring billing to improve cash flow, billing accuracy, and customer service.
FIXED ASSETS	Maintain complete visibility of fixed assets and depreciation calculations.
BANK FEEDS	Connect to over 14,000 financial institutions for automated bank transaction imports.
ADVANCED EXPENSE MANAGEMENT	Eliminate manual expense management processes with smart expense matching, push notifications, and automated transaction feeds.
INTERCOMPANY ACCOUNTING	Manage financial reporting, payments, cash management, and transfers within multiple business entities. Automate transactions posted between companies.
FINANCIAL REPORTING TOOL	Create reports without programming experience using the native Analytical Report Manager and modify hundreds of existing reports with ease.