



Summer 2023 Release Highlights



AMCS Platform: Building for change and innovation – transforming the user experience, driving agility, automation and insights

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We selected the AMCS Platform for Recycling as we value the deep scrap expertise of the AMCS team. We are confident that the new solution is technologically advanced and secure to support our digital future. “

-Bastian Endrulat

RVT Rohstoffverwertung

1. Overview: The AMCS Platform Summer 2023 Release

Digital Transformation to simplify and speed the path to increased revenue

Here you will find a summary of the key feature highlights of this release including:



- Summer Release Overview- Key Themes
- Key Feature Highlights and Customer Business Value

This Summer 2023 Release demonstrates our continued commitment to a digital transformation that drives increased productivity, efficiency, and margins for our customers. What does digital transformation mean to the AMCS Group? It involves continual customer-led growth and leveraging leading technologies in the AMCS Platform and its User Experience. The goal? Simplify, streamline, and automate processes to ensure our customers enjoy the highest levels of productivity, efficiency, and business performance.

The three key themes that Summer 2023 Release reflects are:

- 1 Orders to cash – get paid faster.**
 Anywhere in the business there are orders to process, AMCS Platform gets you paid faster and with less effort. Faster, seamless orders-to-cash improves your cashflow and your bottom line.
- 2 Intelligent asset and resource.**
 Maximize use of existing container and truck assets to save money and increase resource utilization to improve sales and ROI (Return on Investment).
- 3 Purchase to pay for Recyclers – Purchase and pay faster with assured compliance.**
 Gain control, visibility, and compliance on material purchases and supplier payments. Digitizing seller identification, regulatory compliance, and payments will boost your efficiency.

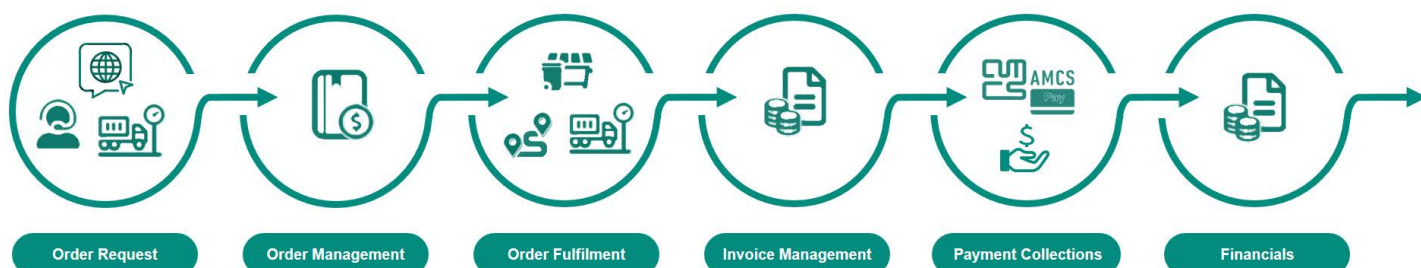
1. Transforming Order to Cash automation to maximize and accelerate cashflow

In our uncertain business environment of inflationary costs and rising interest rates, operators must automate the key stages of their order to cash cycle. All points in the workflow are addressed, from order management to fulfilment, charging, billing, collections, and payment.

Why automation and digitalization?

Each manual or disconnected step in the process adds time, cost and the potential for errors. In successive AMCS Platform releases, we have optimized and streamlined each step of the order to cash cycle, adding increasing levels of automation to reduce manual effort and errors and increase speed, accuracy, and cashflow.

Order to Cash Process



Graphic: AMCS Platform Order to Cash Process Flow

The Summer 2023 release continues the digital transformation journey! Now, the automation focus is on the later cycle stages: invoicing, collections, and payments. Streamlining and automating these high impact processes helps our customers boost their cashflow.

New refinement – The job scheduler.

The Summer 2023 AMCS Platform automation process has been refined. Now, you can fully automate the timing of the batch generation process through our job scheduler. This removes any need for manual intervention after initial workflow configuration. The resulting process is now up to four times faster than earlier releases. This release also reflects further enhancements of key invoicing generation and electronic delivery processes. They are designed to reduce the effort associated with ensuring that your customers receive accurate and timely invoices, so they can pay you on time. Because late payments cost you time and money.

New refinement – The Collection process.

A revamped collection process provides higher levels of control and configurability of key delinquency reminder policies and procedures, including increased automation of statement and reminder letter generation. This provides improved visibility over all relevant customer communications and helps increase timely receipt of payments and reduce delinquent payments.

2. Grow sales and margin with Intelligent Asset and Resource Management



Operators are increasingly focused on driving higher utilization and financial returns from their extensive investment in existing containers and fleet.

Container inventory Management and Insights.

This release launches a new Equipment Inventory function designed to provide your team with real-time control and insight into all dimensions of container inventory. Data includes count by size and type, location, service activity, and availability for sale. This ensures operators maximize their financial return from containers investment and ensures that there are always sufficient containers available to meet market demand -- maximizing revenue and margins.

In Summer 2023, AMCS also delivers a range of usability and feature enhancements in the Transport area designed to drive greater productivity from both planners and your fleet.

Updated Fleet Maintenance UI.

The AMCS Fleet Maintenance solution's UI will be refreshed in July 2023. These exciting changes both provide a more modern UX and deliver consistency with AMCS Platform. Users will now have consistency in look and feel when working in both Platform ERP (Enterprise Resource Planning) and Fleet Maintenance.

3. Digitizing the Purchase to Pay process for recyclers to drive efficiency



In the AMCS Platform Summer 2023 release, we evolve our digital transformation of the procure to pay process for recyclers. Features provide a focus on key steps including seller authentication, compliance, and disbursement payments.

This provides recyclers with an opportunity to migrate from common cash and check based payments to new digital payment channels. These include paying to debit card, pre-paid credit cards, and a variety of digital wallets. The entire process is automated.

These emerging technologies provide you with a lower cost and higher efficiency alternative to cash and manual payment processes. In addition, you can reduce risk of the amount of cash-on-hand re-assign cash-management and disbursement staff to higher-value activities.

But wait, there's more!

There are a host of other innovative new features and enhancements in this Summer release not specifically called out in this summary document available to view in User Guides on the [Customer Support Portal Link](#) (requires log in).

The features listed below form part of our Summer Release issued at the end of June unless there is an asterisk (*) with the month of an updated scheduled for either end July or end August 2023.

2. Transforming Order to Cash automation to maximize cashflow



Introduction

Accelerating the order to cash cycle is a critical process for each operator as it plays a vital role in ensuring a healthy cash flow, optimizing working capital and ensuring customer satisfaction with a smooth invoicing and payment process.

In successive Platform releases, we are optimizing and streamlining each step of this cycle, with a particular focus on increasing levels of automation of these key financial processes to simplify, streamline and connect all the workflows and data.

In this Summer 23 release, the focus is on the later cycle stages, namely invoice automation delivery as well as cash collections management. These high impact processes ensure that customers will receive timely invoices and payment reminders to ensure prompt collection of payments with controls to manage the risk of bad debts. action with a smooth invoicing and payment process.

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Invoice Generation and Delivery

Full Automation via the Job Scheduler – Set and Go*

It is now possible to full automate timing of the batch invoice generation process through our job scheduler and this removes the need for any manual intervention, providing the flexibility to run these processes at any time of their choosing (e.g., out of hours), releasing financial staff to focus on higher value tasks.

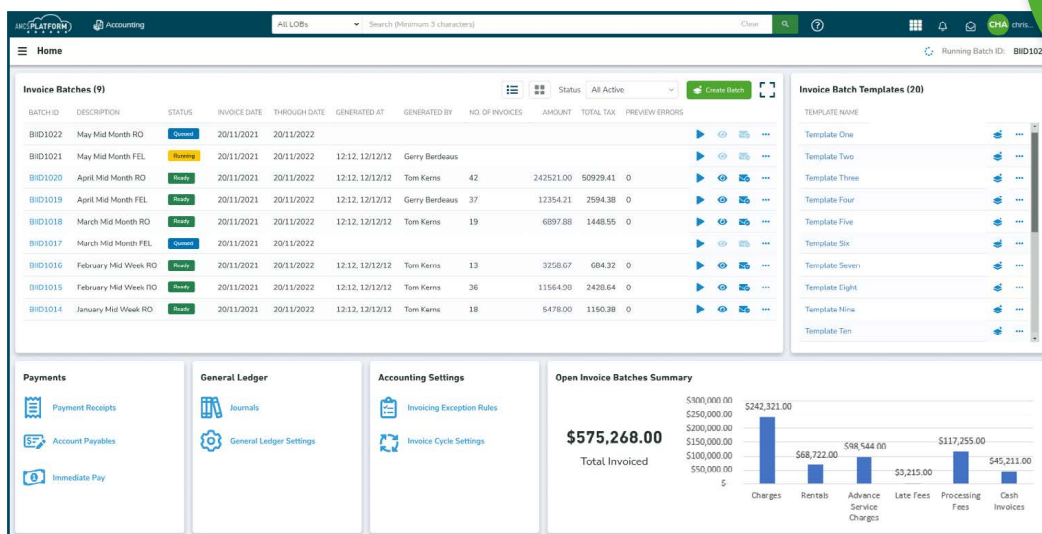
Reduced Invoice Generation Times



We continue to optimize the performance of the invoice generation processes with the time required reduced by a factor of three, compared to earlier releases. This saves valuable time and provides flexibility and choice.

Streamlining of Processes – Streamline, simplify and automated

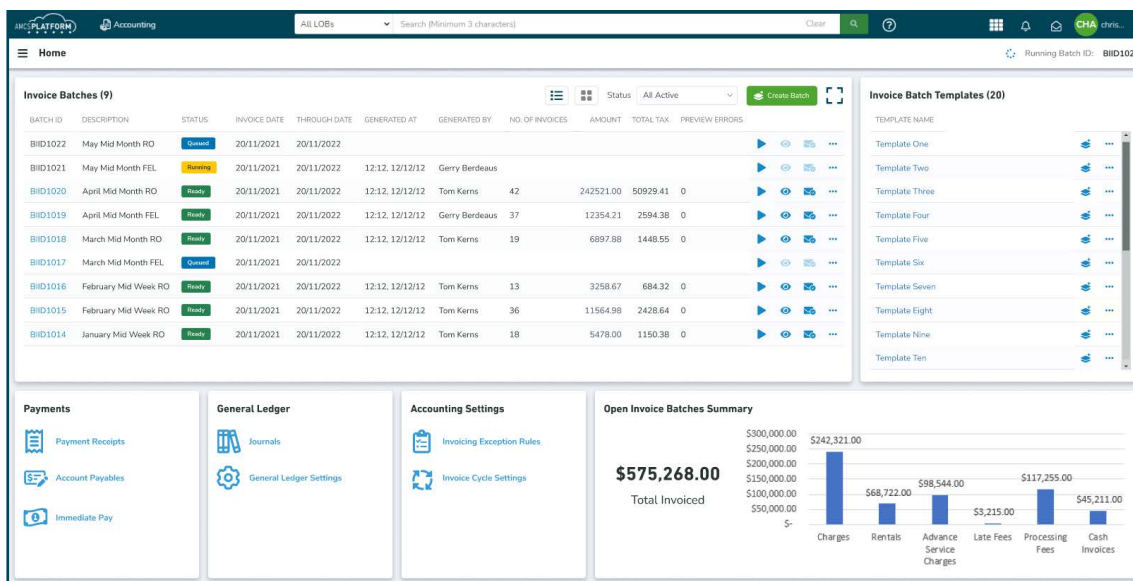
Our new streamlined Invoice Cycle concept provides greater flexibility in decisions on which customers to invoice within the same invoice batch.



Screen: Invoice Cycles streamlining, simplifying, and speeding up invoice generation

Invoice & Financial Documentation Delivery- Greater performance and auditability

The new cloud-based SMTP service in Platform has been extended to include the email delivery of credit and debit notes, thus reducing the burden on customer email servers. This will provide improved performance and auditability with ability to view when a document was sent, received, and opened by customers. This will evolve in future releases to encompass a wider range of financial documents including statements and reminders. There are also new rules allowing the option to exclude from delivery invoices, bills, and customers with certain characteristics (e.g., zero amounts, credit balances) from invoice delivery.



Screen: Accounting Dashboard – Control and Insights at your fingertips

Cash Collections Management

Delinquent customers and bad debts slow cash flow and reduce revenues and margin and it is critical to have collection automation to ensure that operators have control and insights over this area to reduce the risk of delinquent payments and increase timely receipt of payments.

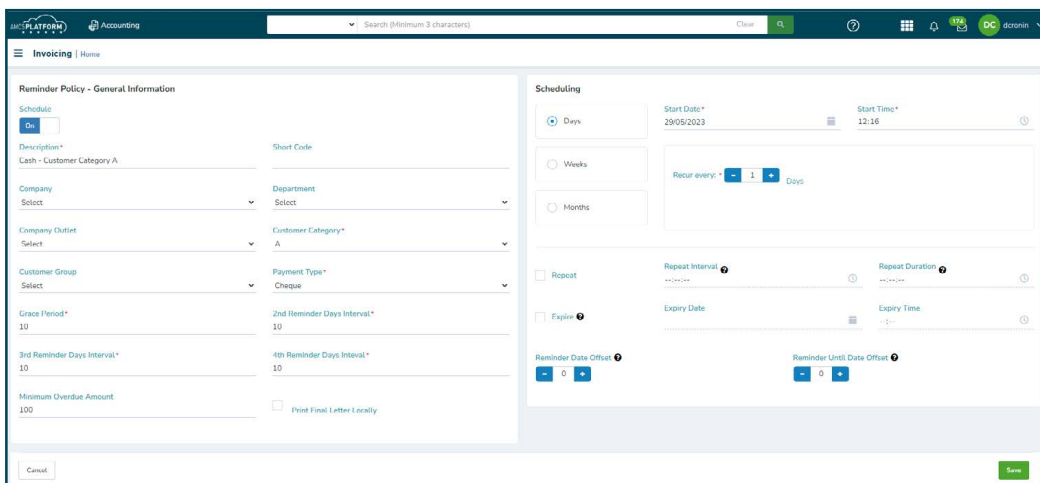
A new **Cash Collections Management** module provides higher levels of control and configurability of key credit control policies including delinquency reminder notices and procedures, including increased automation of statement and reminder generation and improved visibility over all relevant customer communications. This will deliver reduced delinquent payments and increase timely receipt of payments.



The main feature highlights provided include:

Configurable Credit Control Reminder Policies - Control your Credit Management

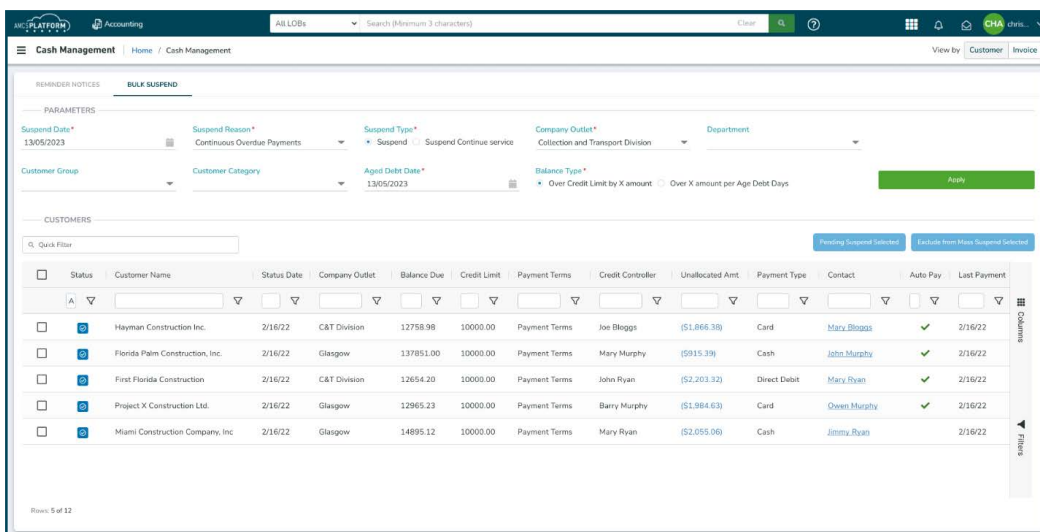
The release provides new higher levels of configurability and automation of reminder note rules policy to automatically generate reminders to remind customers of upcoming or overdue payments and the content can be configured by aged days category. Reminders can be sent selectively or in bulk. The reminder policy can be configured at a company outlet, customer category and payment type level. It is no longer necessary to print a statement before generating notifications. This ability to configure specific credit control policies will create future automation opportunities.



Screen: Accounting Dashboard – Control and Insights at your fingertips

Cash Collections Dashboard for Agents/Supervisors- Visibility and Control

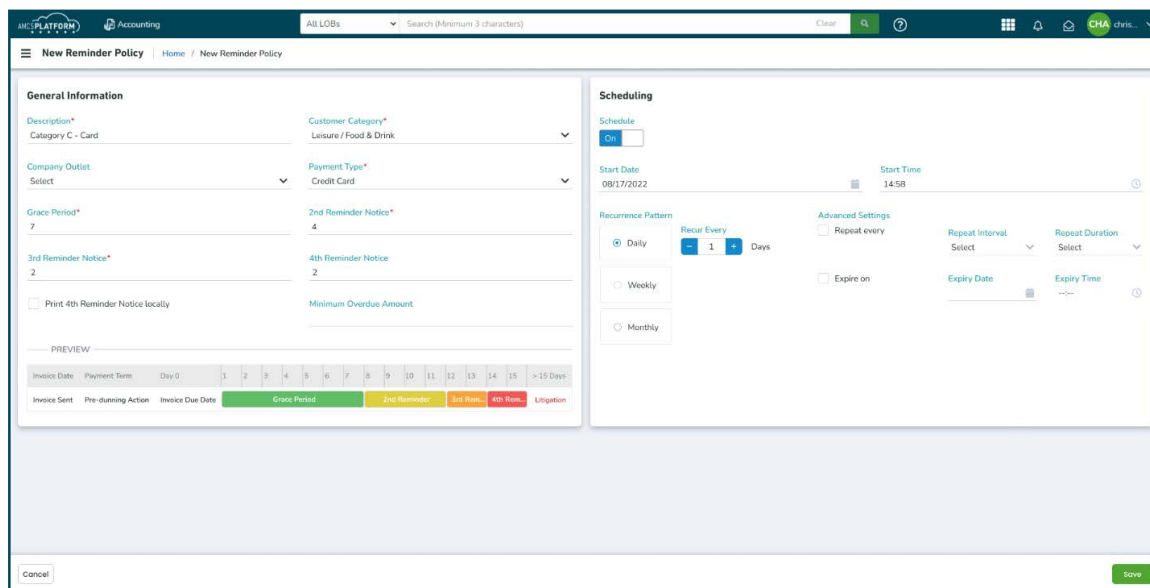
This role specific dashboard provides credit agents and supervisors with the control, insights, and automation to manage all aspects of collections management. This is a powerful dashboard that shows all the relevant credit details of each customer and their outstanding invoices per aged category in a clear, intuitive, and customizable fashion. Credit agents have all the necessary information and communication tools at their fingertips to engage with delinquent customers. It will evolve in future releases to provide access to show history of all customer communications and notes.



Screen: New Cash Collections Dashboard

Customer Service Status Automation – Bulk Suspend of Delinquent Customers

The first phase of the automation of customer service status changes will be a new bulk suspend feature to suspend service in line with credit policy for delinquent customers. Agents can review and approve automatically generate delinquent customer lists prior to suspension. This will evolve in future releases to encompass an expanded list of automated service status changes including closing as well the re-activation of service post receipt of payment etc.



Screen: Reminders Policy Set Up

Customer Business Value

Increased revenue and cashflow

- Improved cashflow and working capital by both generating invoices and collecting payments in a timelier fashion
- Reduced risk and cost of bad debts with an automated credit management policy
- Automated charging of past due payment fees and interest where applicable

Reduced financial administration costs to increase margins

- Automation of the key financial process of generating, delivering invoices and collection cash management will reduce the high costs associated with administration effort, errors, invoice queries and payment delays
- Automation will also free up your financial staff to focus on higher monetary value activities

Improved customer service

- Customers value receiving accurate and timely invoices and financial documentation



3. Maximizing asset and resource utilization to grow sales and margins



Introduction

This release sees the launch of a new Equipment Inventory function which delivers real-time control and insights into all dimensions of container inventory, including quantity by size and type, location, service activity and availability for sale.

It ensures operators are maximizing their financial return from their container investment, increasing service utilization, sales revenue and preventing loss of containers and unnecessary spend.

The release also delivers a range of enhancements in the Transport area designed to drive greater user experience and productivity from your fleet.

New Equipment Inventory Module

The new Equipment Inventory module builds on the strong foundational functionality in this area to provide operators with the ability to track and manage their investment and use of all their container assets.

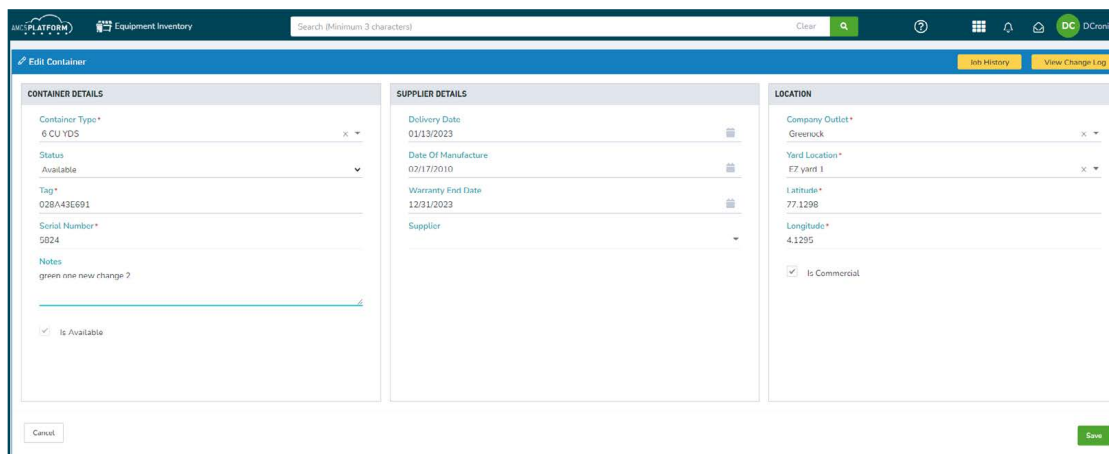
Serialized Inventory or Non-Serialized or Both Modes? – The Choice is Yours

The new automation allows for the management of inventory in either serialized or non-serialized modes or in both.

Non-serial mode will provide the quantity of container types by location (e.g., operator yard, customer location etc.) whereas serial mode allows tracking of each individual container asset by serial number of tags to allow viewing of GPS location, activity & service history etc.

This choice and flexibility allow an operator to decide the preferred mode based on asset cost, frequency of container movement between customer site and own yard etc.

For example, an operator may choose to operate in non-serial mode for low-cost carts while using serial mode for high-cost and high activity containers such as Roll-Offs. The operator also has choice in which types of serial tagging to employ such as RFID (Radio Frequency Identification) tags, serial numbers, barcodes and QR codes.



Screen: Serial Container Asset Record

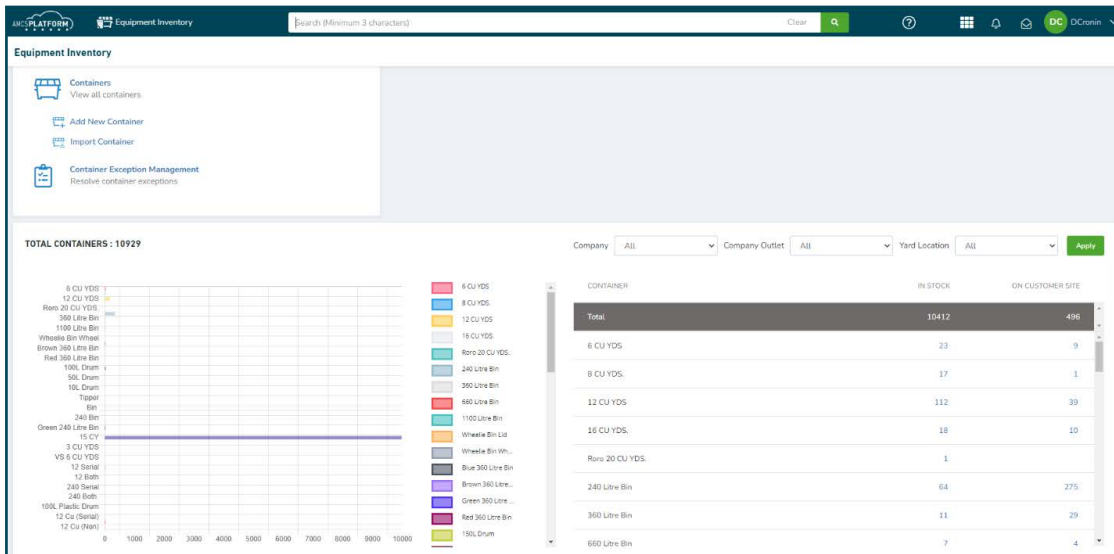
Inventory Equipment Dashboard – Visibility, Control, and Insights

There is a role-based dashboard designed to provide the yard container manager with a real-time picture of every dimension of your container inventory including:

- Count and availability of containers by type/size across your yards
- Location of containers by operator yard (with precise location), repair yard location and customer location
- Count of containers by type/size at each individual customer site
- Status of containers – available or unavailable (e.g., requiring repair, washing etc.)
- Availability of containers for hire today.
- For serialized mode, the history of the serial activity on each individual container can be viewed

The dashboard is highly performant allowing the easy and rapid sorting and filtering of thousands of container records to allow the search for specific containers.

This real-time picture of your inventory means that you have the tools to ensure that you always have containers for hire, you understand where you can improve the utilization of low earning containers and you can take an informed decision prior to spending on new containers or repairs. It can also prevent leakage of containers as customers and staff will know that individual containers with serials can be tracked.



Screen: Equipment Inventory Dashboard

Driver Mobile Support – Minimizing driver input effort and errors

The AMCS Mobile application minimizes any burden for drivers when moving containers in/out of yard stock by minimizing keystrokes to select/confirm the serial of the container or in the future by simply scanning a code to ensure that your inventory of containers is always up to date.

There is also a Container Exception Management Tool to identify and quickly resolve any serial data anomalies such as duplicates, incorrect serial numbers etc. New container data can be readily uploaded to Platform or downloaded for analysis.

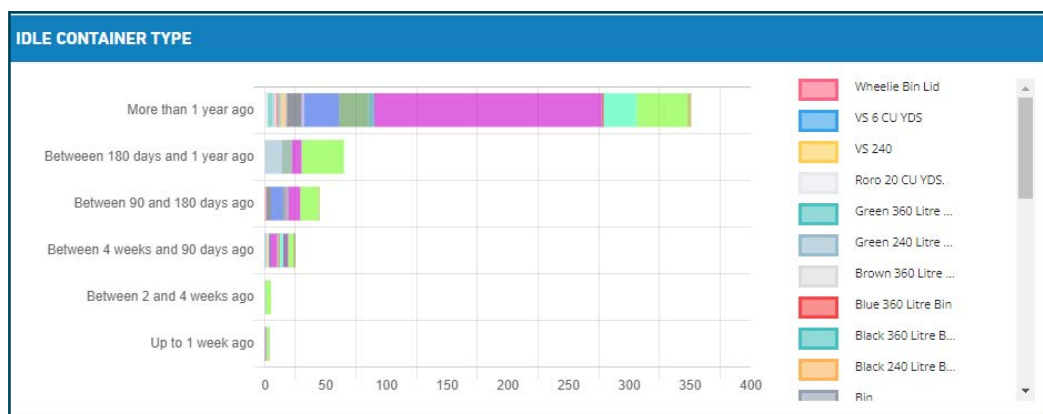
Conflict Tag	Conflict Serial No.	Container Type	Yard Location	Request Date	Customer Name	Order No.	Ticket No.	Driver Name	Action
<input type="checkbox"/>	2210m	12 Serial	VS	Apr 21, 2023	Cont3	OR11831	JP55911	p MD	Exchange
<input type="checkbox"/>	3110m	12 Serial	Paik's Test	Apr 21, 2023	Cont3	OR11831	JP55911	p MD	Exchange
<input type="checkbox"/>	3110m	12 Serial	VS	Apr 21, 2023	Cont3	OR11831	JP55912	p MD	Exchange
<input type="checkbox"/>	777999m	12 Serial	VS	Apr 21, 2023	Cont3	OR11831	JP55913	p MD	Exchange
<input type="checkbox"/>	66000	12 Serial	VS	Apr 21, 2023	Cont3	OR11831	JP55913	p MD	Exchange
<input type="checkbox"/>	FP7	16 CU YDS	VS	Apr 25, 2023	Ferg1	OR11847	JP55919	Ferg Driver	Exchange
<input type="checkbox"/>	FR6	16 CU YDS	VS	Apr 25, 2023	Ferg1	OR11847	JP55919	Ferg Driver	Exchange
<input type="checkbox"/>	S27033	V5 9CU	VS	Apr 27, 2023	Skipassort2	OR11853	JP55940	V S	EXC W/O weighing
<input type="checkbox"/>	Paul2	12 Tag	VS	May 3, 2023	Cont5	OR11858	JP55952	p MD	Remove
<input type="checkbox"/>	xynusdag	12 CU YDS	VS	May 17, 2023	Kantavika Caldwell-Pope	OR11927	JP55982	Takumi Fujiwara	Container Drop

Screen: Container Exception Management and Resolution Tool

Leverage new and enhanced inventory related functionality of the AMCS Platform

The new Equipment Inventory module is complemented by a range of new/enhanced features designed to boost the financial return from container investment.

- **Enhanced Idle Container** dashboard allowing the identification of slow-moving containers for follow up action
- Improved automation of **container inactivity rental charges** to bill for a rent after a no fee grace period
- Support for **Clustered Containers for the Dutch Municipal model**, providing controlled pass-based access to containers shared by residents.



Screen: Idle Container Analysis to identify slow moving containers

Customer Business Value

Increase Sales Revenue

- Boost sales by always having sufficient containers available to meet customer and market demand in line with weekly and seasonal patterns
- Maximize revenue with inactivity rental charges
- Identify idle or low service activity containers to boost revenue

Reduce Container Costs and Increased Margin

- Drive greater container utilization and financial return on your container investment by gaining a greater control on the location, availability status and service activity on your container assets
- Reduce the unnecessary costs of purchasing new containers when you can now maximize the use and return on existing ones
- Minimize the risk of cost leakage of lost containers (theft, damage, oversight) by maintaining greater control on the location and availability of your container assets

Increase Customer Service

- Avoid disappointing customers by not having sufficient (or the correct) containers to meet their service requirements



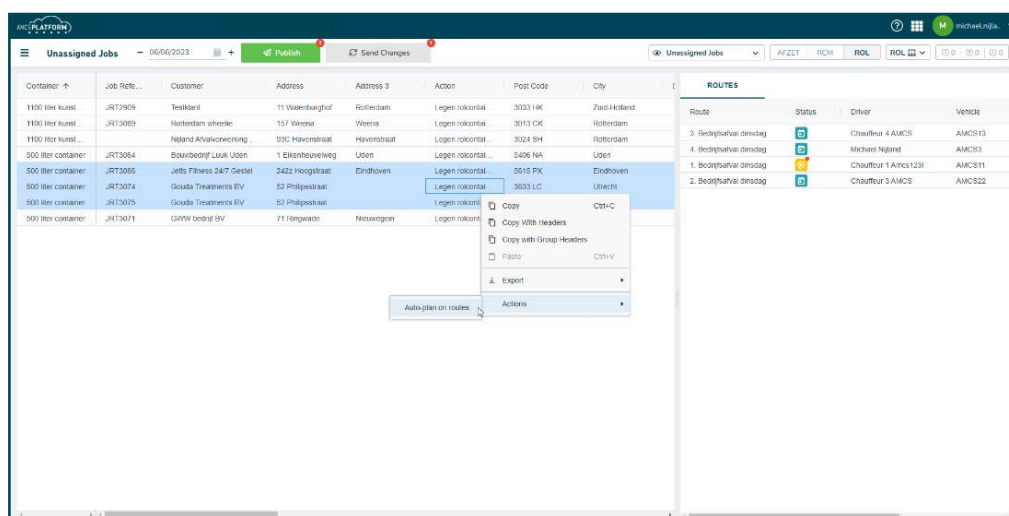
Improved User Experience and Productivity across Transport Solutions



Boosting the Productivity of the Transport Planner for both Round and Roll-Off schedules

A new planning view called the **Unassigned Job Manager** has been introduced and it provides a full-size grid to allow the planner a more complete view of all the jobs which can be grouped by material and container type with extensive sorting and filtering features to optimize planning and scheduling. In addition, the planner can now more readily view details in grids such as drivers notes, customers sites and disposal sites etc.

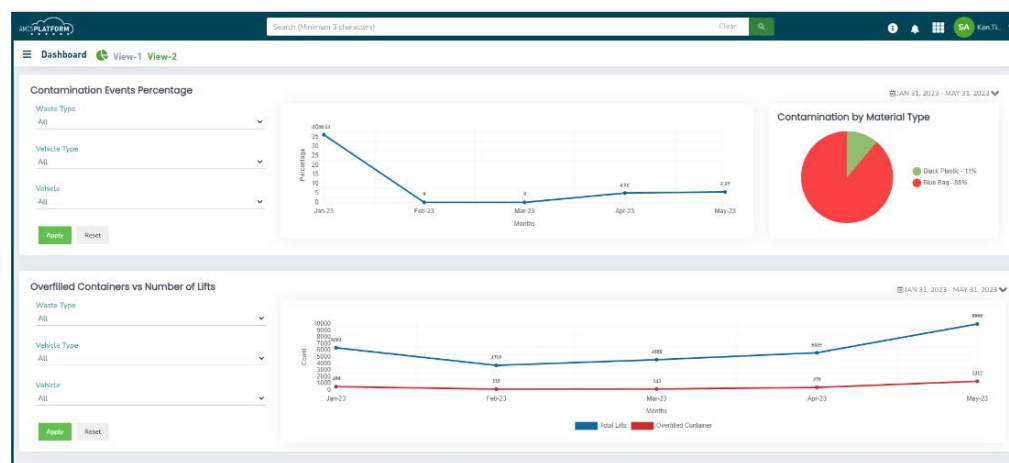
A new **Route Allocation Dialogue** feature automates the adding of jobs to routes, showing only compatible routes and providing the closest stop on a route, thus making it easier to select the best route and sequence for a job.

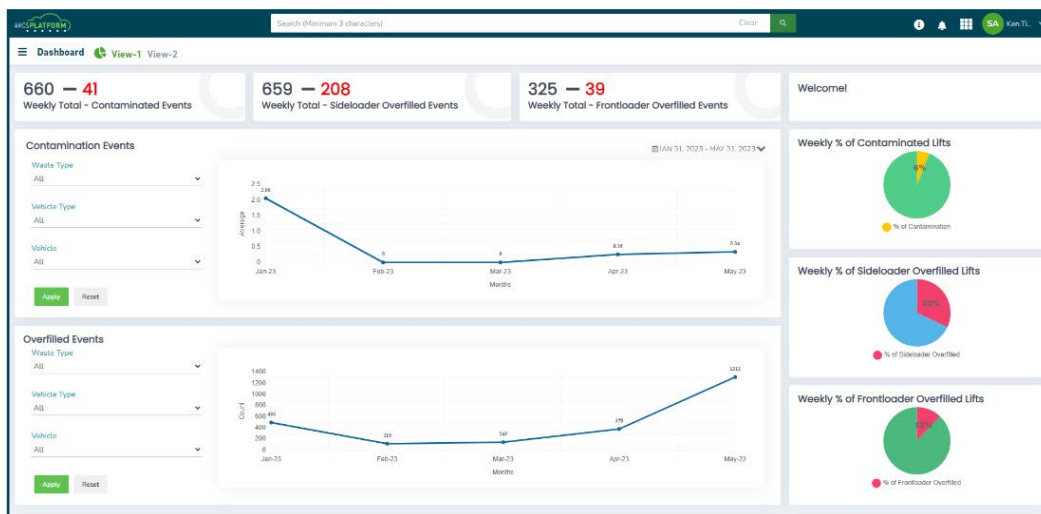


New **Multi-Shift Scheduling** support allows for rostering a vehicle and drivers across multiple team boards on the same day, making it easier to adding drivers for Roll-Off work.

AMCS Vision – Full Integration into Platform and two new dashboards

Two new highly intuitive dashboards provide a summary overview of both contamination and overfill events, and these viewed can be filter to a more granular levels to view such exceptions by vehicle type, vehicle registration and material type. This provides insights, control, and decision support for follow up actions such as charging and/or education.





Customer Business Value

Improved Planner Productivity

These enhancements are designed to improve the daily productivity of the planner, allowing them to work more efficiently by driving greater utilization of their fleet and staff resources and better customer service.

Increased Sales Revenue and Margin

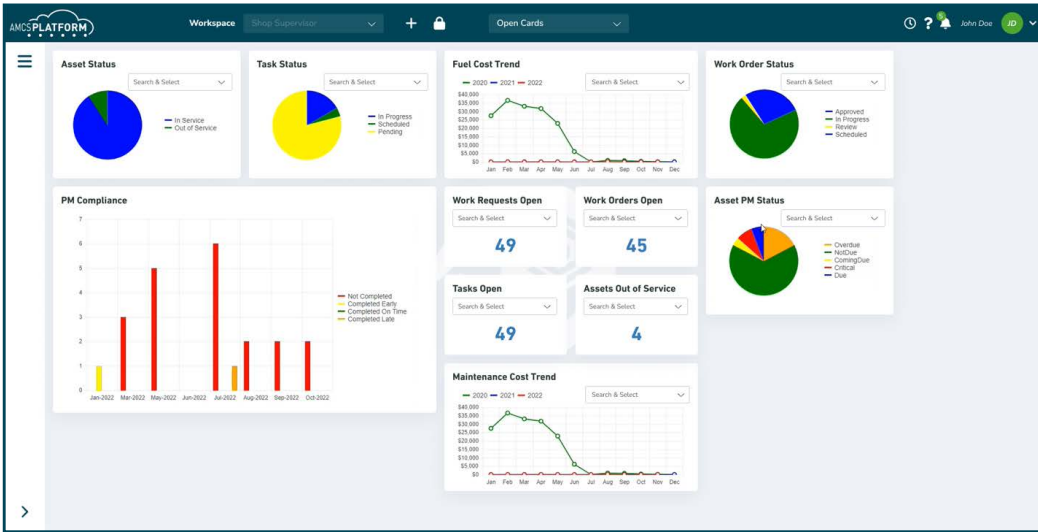
By maximizing the utilization of their fleet, this will release additional service capacity which can then be sold to new customers.

The integration of AMCS Vision AI (Artificial Intelligence) will open new sources of automated revenue generation for both overfill and contamination events.

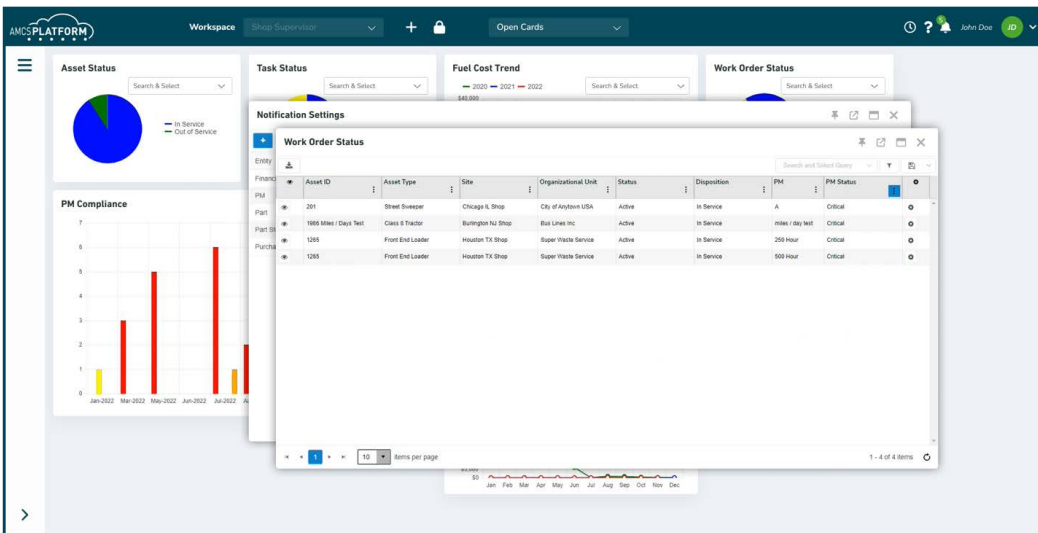
AMCS Fleet Maintenance – Refreshed UI to Modernize and Align with AMCS Platform

AMCS Fleet Maintenance will have a new UI with a mini release in July 2023. The new UI delivers an updated and more modern user experience. Equally important, these exciting changes deliver consistency with AMCS Platform. Users will now have consistency in menus, navigation, etc. Now have consistency in look and feel when working in both Platform ERP and Fleet Maintenance.





Screen: Workshop Supervisor Workspace



Screen: Multiple Stacked Cards

Part ID	Description	Part Type	Supersedes	Core Of	Measures	Manufacturer	System Code	System Code Description	Assembly Code	Assembly Code Description	Assembly Code	Component Code	Component Code Description	Can Have Fractional	Status	Dispo
10502R	Marker Light Red	Part			Each	Grote Industries, Inc.	034	Lighting System	004	Bulbs, Fuses & Wiring	4	Bulbs, Fuses & Wiring	021	Lamp - Marker	No	Active
10502Y	MARKER LIGHT AMBER	Part			Each	Grote Industries, Inc.	034	Lighting System	002	Lamps - Tail, Stop, Turn & Lic. - C	013	Lamp Assembly - Rear Tail	013	Lamp Assembly - Rear Tail	No	Active
1190	Tailight LED	Part			Each	Grote Industries, Inc.	034	Lighting System	002	Lamps - Tail, Stop, Turn & Lic. - C	013	Lamp Assembly - Rear Tail	013	Lamp Assembly - Rear Tail	No	Active
15200C	Lamp Rectangular Clear	Part			Each	Grote Industries, Inc.	034	Lighting System	002	Lamps - Tail, Stop, Turn & Lic. - C	013	Lamp Assembly - Rear Tail	013	Lamp Assembly - Rear Tail	No	Active
15729	Mount, Stop & Tailight	Part			Each	Grote Industries, Inc.	034	Lighting System	002	Lamps - Tail, Stop, Turn & Lic. - C	013	Lamp Assembly - Rear Tail	013	Lamp Assembly - Rear Tail	No	Active
GF04-1049	Harness, Tailight	Part			Each	Grote Industries, Inc.	034	Lighting System	002	Lamps - Tail, Stop, Turn & Lic. - C	013	Lamp Assembly - Rear Tail	013	Lamp Assembly - Rear Tail	No	Active
SIX262-2L	Side Window Push Out	Part			Each	Grote Industries, Inc.	174	Bus Body	006	Bus Push-Out Side Window	4	Bus Push-Out Side Window	001	Window, Push-Out - Bus Bod.	No	Active
WV95CA	Amber Light Bar	Part			Each	Grote Industries, Inc.	034	Lighting System	006	Warning & Emergency Light	4	Warning & Emergency Light	004	Light Bar, Roof Mounted - Co.	No	Active

Screen: Parts List Card

Customer Business Value



Reduced Cost

- Reduced Training Cost with familiar UI

Increased Productivity

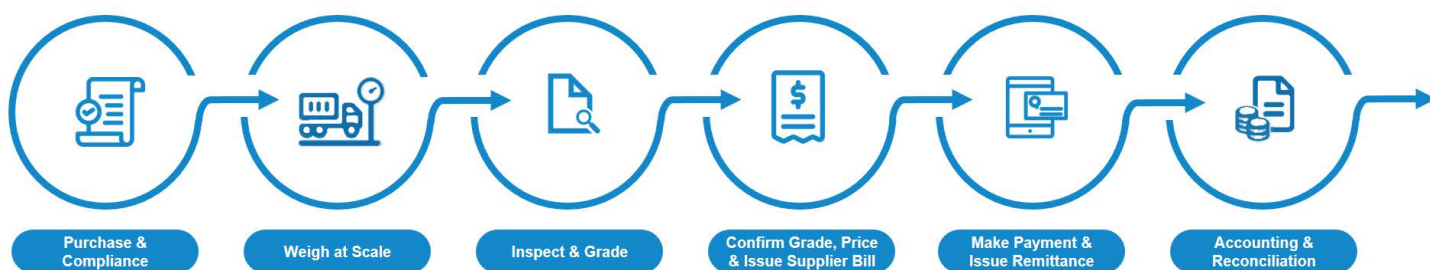
- Improved navigation means reduced time to decision and action. Easily interact with the solution to cut dead time out processes
- More intuitive environment means fewer errors, resulting in better data quality. Also, productivity will improve as the time spent correcting errors will trend downward



4. Digitalization of the Purchase to Pay cycle for recyclers to maximize productivity and efficiency

Introduction

In this release, we are continuing our digital transformation of the Purchase to Pay process for recyclers with a focus on key steps including seller authentication, compliance, and disbursement payments. We are providing recyclers with an opportunity to pay with conventional instruments such as cash, cash at EZCash ATM, check and ACH (Automatic Clearing House) based payments. In addition, integration to AMCS Pay will add new real-time digital payment channels including paying to debit card, pre-paid credit cards and a variety of digital wallets. These emerging technologies provide lower cost and higher efficiency alternatives to cash and manual payments.



Graphic: AMCS Purchase to Pay Process

New Feature Highlights

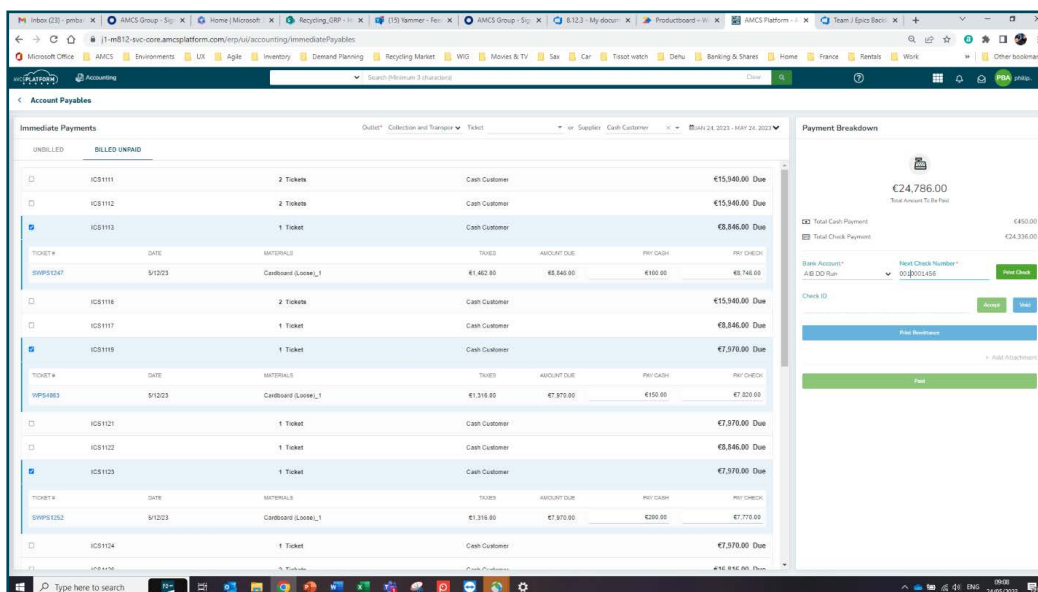
Seamless workflows between the scale and financial invoicing and payment processes to ensure fast and auditable processing of all material purchases, reducing delays, data entry errors and eliminating the need for any manual processes



Connections to a variety of third-party devices including scale indicators, cameras, ID scanners, signature pads and payment terminals. A new connector to the E-Seek ID scanner is now available. This real-time image and transaction capture ensures compliance with state/federal compliance regulations and reduces data entry effort and the risk of errors.

Disbursement payments are now embedded in the cash office workflow processes through our AMCS Pay solution. This provides support for conventional cash, check, and ACH payments for both immediate payments for cash customers as well as for account trade payable customers who are paid as part of a payable cycle.

- ➔ AMCS Pay will also allow payment via emerging real time digital channels including:
 - Pay to seller debit card
 - Load to physical pre-paid credit cards
- ➔ A new Supplier Authenticator function will allow the seller to enter their signature, photos, fingerprints, and other authentication details directly into the Platform on a mobile tablet without the need for connections to dedicated third party devices (e.g., hard-wired static cameras, specialist signature pads)
- ➔ A new feature allows the cash office agent to modify the scale ticket before billing to reflect any exceptions such as quantity or material mismatches, with such changes being fully auditable
- ➔ The Real-Time Inventory Management module which offered a weighted moving average cost valuation by accounting period has been extended to a fixed weighted average cost of goods calculation on shipment.



Screen: Immediate Pay to Retail Scrap Supplier

Customer Business Value

Maximize Staff Productivity

The integrated and digitalized Procure to Pay workflows and processes between scale, cash office, payments, inventory, and financial accounting will eliminate manual effort, paperwork, and reconciliation effort, boosting productivity, efficiency, and security at the point of purchase.

Prepare for a cashless digital payments' future

The new AMCS Pay digital disbursement channels will allow scrap buyers over time to reduce the requirement to manage cash for supplier disbursements (reducing all the associated security /fraud risks and handling costs).

Assured compliance reporting of Seller data

Manage all aspects of compliance with embedded features such as our AMCS Supplier Authenticator for signature, customer image and fingerprint capture as well as connectors to third party devices such as scale cameras, documents, and license plate scanners to ensure efficient and full compliance reporting.



Other Key Highlights of the Summer 2023 Release

New Enhanced Capabilities for North American Municipal Market

This release extends the capabilities for operators who work on behalf of municipalities and who bill the residents directly (sometimes referred to as a Municipal Direct Subscriber model)

Residents can be assigned to a specific municipality to facilitate direct invoicing by the operator that is contracted to provide the services for the municipality.

A key capability provide in the new Cash Collections Management function is the ability to review and bulk suspend service for delinquent resident accounts.

This capability is designed so that it can be extended in future releases to also reactivate service on a suspended resident account once payment has been received.

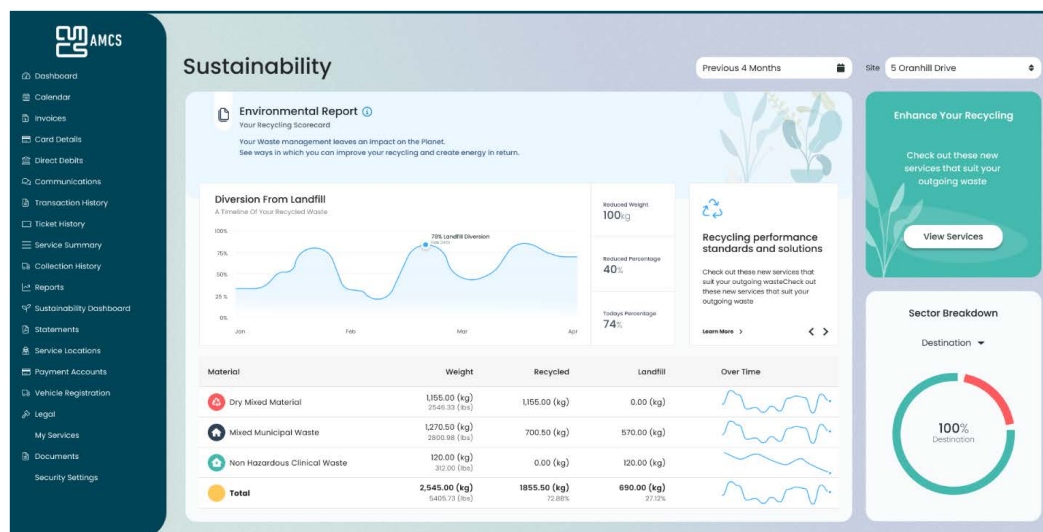
New Customer Sustainability Dashboard



A new Sustainability Dashboard on the AMCS Customer portal will allow the sharing with end customers of insights and datapoints into customers recycling and waste management information, such as percentage of arisings recycled, and amount recovered as energy.

This Dashboard will pull its datapoints from our existing LEED (Leadership in Energy and Environmental Design) (Leadership in Energy and Environmental Design) Report, which is a widely used green building rating system. This will provide customers with insights to improve their practices and support their regulatory and ESG (Environmental Social Governance) requirements.

The Real-Time Inventory Management module which offered a weighted moving average cost valuation by accounting period has been extended to a fixed weighted average cost of goods calculation on shipment.



Screen: Customer Sustainability Report on Porta

Transformed Duty of Care (United Kingdom Specific)

A digitally transformed Duty of Care (DOC) process, streamlines, simplifies, and automates the process of generating, delivering, and accepting this important annual compliance document for waste producers. This will reduce the administrative burden and costs for operators who charge for this compliance reporting service. It offers the following new features and benefits:

- Faster generation of Own and Subcontractor DOC's services managed from the same screen
- Usability enhancements include new notes record and DOC visibility on the calendar screen
- It is now possible to collate multiple site DOCs (Duty of Care) into a single headquarter DOC

Customer Service | All LOBs | Search (Minimum 3 Characters) | Clear | ID | John Doe

GENERATE PERIODIC DUTY OF CARE

Valid Until: 30/09/2022 | Company Outlet: All | Search | Show | Generate | See Cards | Export

<input type="checkbox"/>	Own / Subcontracted	Company Outlet	Customer	Site Name	Address	Type	Expiry Date	Start Date	End Date	Delivery M	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Ae Primary School	14 St John's Way, Dumfries, Dumfries & Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Sub-Contracted	Greenock	Dumfries and Galloway Board	Amsheld Primary School	// Corvial Lane, Dumfries, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Annan Academy	58 Main Street, Dumfries, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Applethorpe Primary School	56, 56 Stanley Road, Test Region, Annan, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Auchencrain Primary School	82 Corvial Lane, Dumfries, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Barron College	87 Stair Park, Castle Douglas, Dumfries and Galloway	Renewal	19/02/2023	20/11/2022	20/11/2023	Final	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Beattock Primary School	74 York Road, Harrogate, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Sub-Contracted	Greenock	Dumfries and Galloway Board	Belmont Primary School	33 High Street, Moffat, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Borgoe Primary School	89 Station Road, Stranraer, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Sub-Contracted	Greenock	Dumfries and Galloway Board	Brownhall Primary School	74 Park Road, Dumfries, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Brydekirk Primary School	66 Church Road, Brydekirk, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Caerlaverock Primary School	67 Victoria Road, Caerlaverock, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	
<input type="checkbox"/>	Own	Greenock	Dumfries and Galloway Board	Caliside Primary School	66 Church Road, Brydekirk, Dumfries and Galloway	New		20/11/2022	20/11/2023	Email	

Screen: Generation of Duty of Care Report for both Own and Subcontracted Services

Interactive Voice Response Support (Europe Specific)

A new cloud based IVR (Integrated Voice Recognition) channel service supports self-service account balance inquiries and payment acceptance with full compliance with PCI (Payment Card Industry) standards.

Recurring Discount and Fee Enhancements

This has been enhanced to add support for adding discounts and fees during customer on boarding, both from entering by an agent and self-service on the portal. The order creation and job creation screens will also display discount and fee details. Other improvements are made to the discount screen on the customer dashboard to better show the current discounts that apply. This update also enables Summary credit and rebill for invoices that contain recurring discounts and/or fees.

Enhanced Municipal and Residential Support (North American Specific)

New features have been added to support direct residential subscriber billing. In addition, a new bulk status change features allows operators to review, and mass suspend service to customers with past due invoices.

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- Easy sharing – quickly share videos, courses, and learning paths with colleagues
- Verifiable certifications – yours to print or share digitally

There are a host of other innovative new features and enhancements in this Summer release not specifically called out in this summary document available to view in User Guides on the **Customer Support Portal** (requires log in).



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