Why I Developed Waste Management Panda Software for Trash Pickup Companies

Hi [Trash Pickup Company Name],

My friend Tom called me one day with a request. He wanted software developed for a trash company to manage pickups and dumpsters, allowing customers to pay their bills online. Given my experience as a software developer since the 1990s, I assured Tom I could assist. However, that wasn't the extent of Tom's requirements. Here's a breakdown of everything he wanted:

For Customers:

I should tell you that Tom had a database of customers, thousands of them. It took him hours and hours to record their payments every month, track who moved, who stopped paying, who was seasonal customers and more. Most of them did not have an email address but had phone numbers and half of them were either outdated or changed their phone number. On top of that Tom offered senior discounts and really had no way to track who was a senior and who was not. Additionally when a customer needed something extra picked up like bags or other things, there was no way track that kind of thing. Furthermore, many of Toms customers were older and did not even use a computer. With that being said here is what Tom asked for;

- **Easily import all customers into the new system from a spreadsheet.**
- **Customers To Be able to pay their bills online or still pay with or without an online account.**
- **Customers to be able to still pay with Check or Cash.**
- **Customers to be able to ask for additional items to pick up easily online.**
- **Customers to be able to list unwanted items that another customer can use.** He said they can advertise it on his site for sale or give away free.
- **Be able to see all his customers on a map.** Their house locations so he can put them on correct routes
- **Customers be able to advertise on his website locally.** Garbage companies have thousands of "local" customers to advertise too. This system lets you charge your customers easily to advertise on your website. You get to approve or disprove their ads before they pay you for their advertisements.
- **Customers to be able to subscribe to his newsletters.**

- **Be able to Easily deactivate and reactivate seasonal customers automatically.**

- **Customers to be able to print out their own invoices past and current.**

- **Customer to be able to prepay in advance for their trash or dumpster pickup service.** Many of his customers like to pay for several months at a time or for the whole year!

- **Customers to be notified when Their trash is being picked up so they do not forget to set it out.**

- **Customer to be informed about the company policies.** Bag limit, not accepted items, etc.

- **Customers to be able to print out their own payment coupon book for the year.**

- **Customer to get a Birthday card on their birthday in email.**

- **Customers to have their own referral link.** So that when they referred someone to his company they get credit for it

- **For new Customers to be able to sign up and auto create their first invoice.** *If a new customer signed up at the end of the month their first invoice will just be for that week and not the entire month.*

- **Track Senior Discounts and only apply it to their monthly invoices.** No senior discounts on additional items that need picked up just regular monthly invoices.

- **Automatically Add Late fees to customer invoices for late payments**

For Routes

Routes on other platforms seem to be really difficult to figure out. Setting up a route and editing a route on this software is easy as pie and you have step by step instructions within the system.

- **To Easily Create a Route and edit it in the software.** Other software platforms make you jump through hoops just to create a route.

- **Easily add Laborers, Helpers or Throwers to the route**

- **Easily add comments to the route for mangers, dispatchers and drivers.**

- **Assign mass customers to routes based upon their address location.**

- **Order customer pickups on routes.** This way if another driver has to cover the route they know what order to pick up the customers.

- **Display map of entire route on manager, dispatcher and driver portals.**

- **Display print out of entire route that additionally shows the customers that are shut off.**

- **Have a Driver portal where drivers can begin and end a route**

- **Easily set price for pickup on the route per each customer.**

- **Set route status to active or non-active**

- **Show Route on Home Page**

- **Print all unpaid invoices for a route**

- **Print all mailing labels for customers on a route**

- **Real time tracking for the route**

Dumpsters & Equipment

- **Track all Equipment with Geo Location** so he can see where all his dumpsters are on a map.

- **See who is in possession of a piece of equipment at any given time.**

- **Import information about vehicles from a VIN number.**

- **Show dumpsters for rent so customers can rent them out easily.**

- **Keep and inventory of all equipment.**

Employees, Drivers, Laborers, Mechanics, Dispatchers & Mangers

- **Track all employees.**

- **Time clock for employees to clock in and out everyday**

- **Pay Roll**

- **Auto Taxes**

- **Snap Shot of Paycheck for the week**

- **Each employee has their own portal to login and track their own activities and time clock.**
  - **Mangers: Have access to everything**
  - **Dispatchers: Have access to everything except money flow items and options**
  - **Drivers: only have access to what pertains to their job and equipment**
  - **Laborers: have access to time clock**
  - **Mechanics: have access to time clock & equipment.**

- *Note: Only managers can edit paycheck and time clock*

Company

So, to keep updated on everything it is important that the company is given reports and be able to check on the financial health of the company at any given time. Within this system we have several different types of reports. Some of which get emailed to your every morning and every afternoon. Along with that we have different features to help you manage all these things and give you snapshots into the welfare of your company.

- **Track Tax Exemptions for Company**
- **Provide income and expense reports**
- **Daily Email reports include:**
  - **Recent sign-ups**
  - **Money Owed To Company**
  - **Money Received**
  - **Active and Non-Active accounts**
  - **Accounts not assigned to routes**
  - **Published posts**
  - **User listings**
  - **Ads running and waiting to be approved**
  - **Much More**
- **Graph reports and printed reports**

There is a lot more programmed into the application but that is why there is a manual, website and YouTube channel dedicated to the technical support of this application. If someone is interested they can go to https://wastemanagement-software.com and download the entire manual or simply do a search on that site to see how something is done. Furthermore, if you do a simple Google Search for "**Waste Management Panda Software**" we should pop right up the search engine. However, most people just like to contact me directly to ask questions and that is fine with me. You can text or call 571.882.1932 or email me at max@a1websitepro.com.

In The End, What was most important to Tom and his staff?

The most important thing to Tom and his staff was access to me, the developer. He did not want directed to some help desk or sales staff trying to sell him more things he didn't need or have time for. Anytime Tom or his Staff have a problem they contact me directly. However, as time goes on I get contacted by them less and less. It has been about a week since I heard from them last. The program is easy to master and there are instructions on every page. I included videos as well to help instruct them on different situations and how to handle them.

Best,

Maximus McCullough

Founder, Waste Management Panda Software