

- ☒ REMOVE WASTE.
- ☒ REDUCE PAPERWORK.
- ☒ RESPOND QUICKLY.
- ☒ REPORT DYNAMICALLY.
- ☒ REDEFINE RESPONSIBILITIES.
- ☒ RESET EXPECTATIONS.

Welcome to WMSolutions.com.

Your job just got easier.

You'll appreciate what we remove – and what we provide.

At Waste Management, we've spent a lot of time getting to know customers just like you.

Not just the materials they generate but the things that go along with it, too – like regulations, permits, profiles and reports.

Armed with that knowledge, we set out to create a solution that handles all the aspects of your job. The result is an online resource called WMSolutions.com.

Here, you can manage your account – and the materials we remove – with a higher level of efficiency. Forms get pre-populated (think tax return software). Transactions are organized and instantly accessible (think online banking). Knowledge and information is transparent and shared (think global networking). And the nearest treatment facility, based on the specific waste type you enter, is quickly presented (think store locator).

In the end, our customers – that's you – are free to spend more time managing their business and less time managing paperwork.

Managing materials? That's just the beginning of our story.

SAVE time.

YOUR APPROVAL TIME COULD BE CUT IN HALF BY USING AN ELECTRONIC SIGNATURE INSTEAD OF A TRADITIONAL HARDCOPY PROFILE.



HERE'S HOW:

- With all forms on WMSolutions.com, you're only asked questions specific to your materials. That means fewer questions and more time to focus on other things
- All forms are completed online – no more hand-written, hand-filed paperwork. Professionalism up, errors down
- Electronic forms also mean no printers, no fax machines, no wasted paper, and no problems
- Electronic processes save trees, ink, phone calls and postage. That's a green message on several fronts
- If your state requires its own supplemental forms, we'll auto-fill the appropriate areas, using the information you've already entered in your electronic profile

You've got requirements.

We've got solutions.

Technology done right makes life easier. Nowhere is that more apparent than in the intuitive design of WMSolutions.com.

It's simple. Let us take on the work of completing forms required to manage the materials you need handled. Here's how fast and easy goes from a goal to a reality:

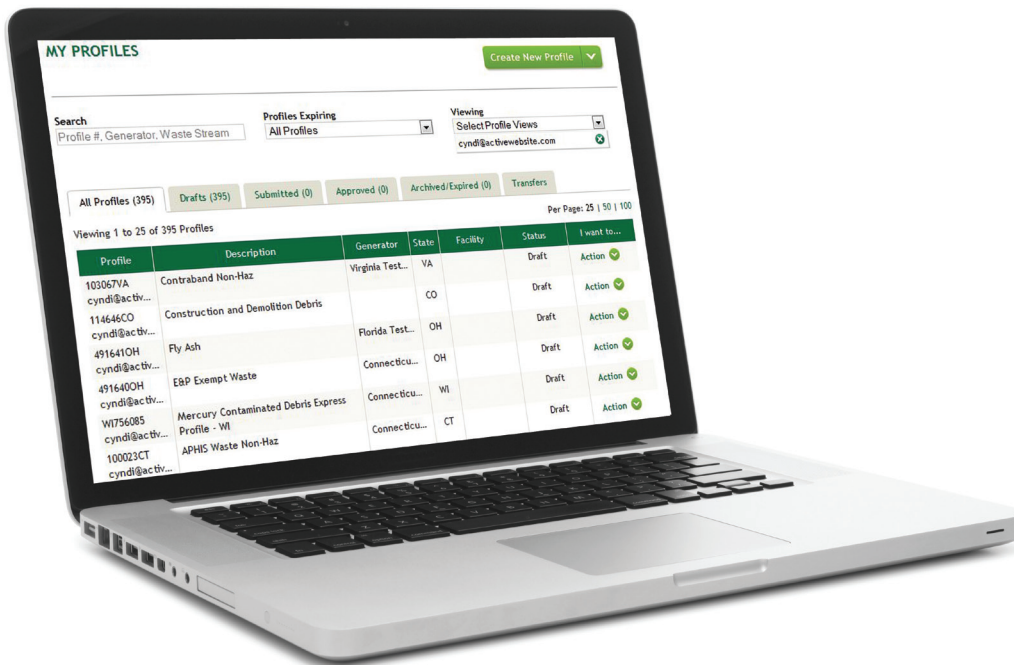
- **E-signature – the next generation of speedy submittals.** With it, you can conduct business online by submitting official forms from anywhere – your home office, a remote location, and even from the hood of your pickup truck. Now, your business can travel at the speed of the Internet, rather than traditional mail service or a fax machine.
- **EZ Profile™ – a simplified form that saves you time.** In fact, one electronic form is the only form you need to describe your hazardous or non-hazardous waste. It's easy to fill out and even easier to submit with your electronic signature.
- **Smart Profile™ Process – an interactive process that expedites approvals.** In advanced terms, the process utilizes an environmental business intelligence to make filling out forms easy, customized and efficient. In simple terms, the answers you provide drive the next series of questions. By only presenting you with relevant new fields, your time and effort is significantly reduced. You'll even be presented with suggested testing parameters and suitable management facilities via appropriate instructional messages.
- **EZ Renewal™ – an intuitive approach to renewals.** "Quick submittal" is the two-word summary of the EZ Renewal process. Here, renewals are sent automatically – you don't have to think about it. If your profile hasn't changed, just log on and click "renew." If it has changed, updates you make will be transferred to your existing electronic profile.

GAIN knowledge.

NEARLY 9 OUT OF 10 CUSTOMERS SURVEYED WOULD RECOMMEND WASTE MANAGEMENT TO OTHERS BECAUSE OF PROFILE AND WEB IMPROVEMENTS.

HERE'S HOW:

- Shared Viewing allows libraries of knowledge to be shared easily and efficiently
- Viewing can be set up as multi-dimensional or made available to managers only
- Creates an ideal knowledge-sharing tool, especially for companies with widespread geographic territories
- Records are made available for viewing only, they cannot be altered
- Puts all records in a safe, online storage location – no more lost or misplaced information
- Keeps information available even if the originator of the profiles leaves the company – data can be easily “reassigned” to the successor



All companies have knowledge.

Shared Viewing makes it accessible.

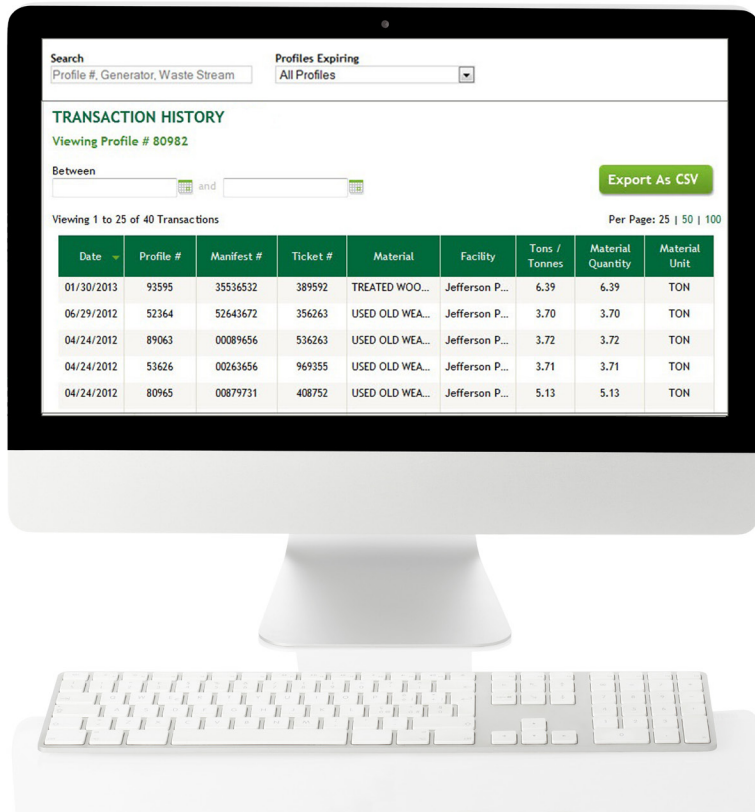
In today's business world, what's needed isn't more knowledge, just better access to what exists.

That's the basic idea behind Shared Viewing. It makes the information and time put into waste-stream submissions instantly available to others throughout the company. For those with locations throughout the country, this kind of accessibility can provide significant savings in terms of time and effort.

VIEW everything.

"I REALLY LIKE THE IMPROVED WEBSITE. IT'S EASY TO GET AROUND IN. SOMEBODY HAD A VISION."

**WASTE MANAGEMENT
INDUSTRIAL CUSTOMER**



HERE'S HOW:

- Paperless approval and record-keeping system
- Added control through managing of project volumes while they're occurring, not later on during the billing cycle
- Flexible enough to allow full historical reports of all transactions or single-profile views
- Simple enough for anyone with experience in online banking to easily grasp and utilize
- Allows for 24/7 access to run, view, print or download reports

Remember that transaction you submitted 263 days ago?

We do.

Yogi Berra once wisely said, "You can observe a lot just by watching." To that, we would add that you can observe a lot about your business by being able to access all your waste-stream transactional data.

Transactional reporting data from all non-hazardous profiles submitted over the last six years is now available via WMSolutions.com. You can view it, isolate it, measure it and learn from it. Soon, data from hazardous profiles will follow. This is something many customers have requested and it's something we're pleased to provide.

OUR TOOL. YOUR MOVE.



Send an email to WMSolutions@wm.com



Call our Technical Service Center at 800 963 4776



Contact your Industrial Account Manager

Put WMSolutions.com to work for you.