

# WAM WEB SERVER ORDER FORM

A subscription to WAM Web Services is \$960 per year, per WAM database. This includes access to the WAM Web Server and all of the free services provided with it.

For your initial subscription to the WAM Web Server, you pay a prorated subscription fee for the remainder of the calendar year. Subscription fees are non-refundable. However, there is no requirement that you continue and the only thing you have to do to cancel is not pay. If you do not pay the bill you are sent for the upcoming calendar year, your subscription is automatically cancelled.

## WAM WEB SERVER CC AUTHORIZATION

Subscribing to the WAM Web Server also allows you to sign up for optional on-request type services. In order to provide these at the lowest possible cost, we have made them as automatic as possible. This includes how we bill them. We do not send out bills for these services. We bill any services used each week via the payment authorization you have on file with us (below).

Each of the optional services listed below are described on an attached description page. Please circle YES for each one that you want to allow or circle NO if you do not want enabled.

Yes / No Email Center                      Yes / No Web Billing (requires additional [signup form](#))

Yes / No Call Center                      Yes / No Off-Site Quick Backup

Yes / No Mail Center                      Yes / No Text Messaging Center

Yes / No Web Ordering (WAM-Hauler Only)

Yes / No Automatically renew my yearly web subscription fee in January (\$960 per database)

*I understand and agree to all terms and conditions regarding the use and payment of Web Services. I authorize use of the payment method I have on file for payment for any on-request service. I understand that I can cancel authorization to any of the above on-request services at any time by faxing or mailing the request to WAM Software, Inc. but that any use of these services up until the cancellation is received will be charged to me. I understand that this authorization will expire two years after the last use of any of these services. I agree to fill out a new authorization form should my payment information change. I agree to pay all charges incurred in another manner if my payment is declined. I understand that I must have a valid payment method on file or my ability to access on-request services may be suspended. I understand that I must have an active WAM Web Server subscription in order to access the WAM Web Server and that I must be on current continuous support in order to subscribe to the WAM Web Server.*

Name \_\_\_\_\_

Company \_\_\_\_\_

Serial# \_\_\_\_\_ Date \_\_\_\_\_



**PAYMENT AUTHORIZATION**  
**First Year of Web Services**

FORM 3-101

I authorize WAM Software, Inc. to charge the payment method I have on file for a prorated annual sum of \$80/month, for the remaining months in this calendar year, to purchase my initial yearly subscription to the WAM Web Server.

I understand that I will be sent a bill for future annual subscription renewals unless “Automatically renew my yearly web subscription fee” is marked Yes above.

Form 3-C00 “Payment Method Authorization” stating the bank account or credit card to use for payment must accompany this form or must have been previously given and “on file” with us. I understand that I can change my Form 3-C00 “Payment Method Authorization” at any time and the payment method reflected on any new Form 3-C00 will be classified as the payment method that I have “on file” for the purposes of this “Monthly Recurring Support Fee Authorization”.

**Note: You only have to complete this page if you do not currently have a WAM Web Server subscription.**

Signature \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Company \_\_\_\_\_ Serial# \_\_\_\_\_

When completed, email this form to [finance@wamsoftware.com](mailto:finance@wamsoftware.com) or fax to 775-322-1165.

# WAM WEB SERVER

## *2023 Services and Pricing*

The WAM Web Server is an internet server set up exclusively for WAM clients. A subscription to this server allows you to access all of its free services and the option to access its fee-based services. You must be on continuous support in order to obtain a subscription to the WAM Web Server. This is because the interface to it is constantly changing due to enhancements we are making, updates to Windows, and changes in internet communication procedures and internet security. We must be able to update you to the latest version so as to keep you current with all of these changes.

It is important to note that the WAM Web Server has a number of security features built in to prevent unauthorized access to your information. While we do not publish what these security measures are (for obvious reasons), one of them is that the connection is an SSL secure connection similar to the security that banks and online payment companies use.

*The Online Account Lookup, Online Bill Pay, eBills and Web Ordering features described below can be seen by going to our [sample Account Lookup Page](#). (Use Acct# **100010** and Password **1001**).*

### **ONLINE ACCOUNT LOOKUP (FREE WITH SUBSCRIPTION)**

This allows your customers to look up their balances on the internet.

*Cost: Free with WAM Web Server subscription.*

*Other possible costs:*

- 1) Any cost regarding the creation of a public website (i.e., domain name, hosting, creation, custom email addresses, etc.).*
- 2) If you already have a web site, you will need your web designer to add a link so your customers can click a button to access Online Account Lookup. Your web designer may charge for this.*
- 3) If you do not have a web site, or you are unhappy with it, we have a company that will set one up for you at a reasonable cost, including the link to the Online Account Lookup.*

### **ONLINE BILL PAY (FREE WITH SUBSCRIPTION)**

This allows your customers to pay their bills online as well as sign up for autopay. This is an option that is allowed within the Online Account Lookup. The buttons "Pay by Debit or Credit Card" and "Pay by Check" relate to Online Bill Pay.

*Cost: Free with WAM Web Server subscription.*

*Other possible costs:*

- 1) Optional – If you want the credit cards to be processed online (instead of the credit card information just sent back to you, you will need an online credit card company to process them). We currently use Authorize.Net, which can be set up to just be a "gateway" to your credit card processor or, upon their acceptance of your application; they will act as both the "gateway" and the credit card processor.*

### **CREDIT CARD CENTER (FREE WITH SUBSCRIPTION)**

This allows you to automatically process your recurring credit card payments.

*Cost: Free with WAM Web Server subscription.*

*Other costs: Your gateway and merchant account processor normally charge a small per transaction and/or percentage fee to process the credit cards. The last page of this form is the contact information for a low-cost merchant processor we currently work with. You may also return that page and we will get them in contact with you.*

## WEB ORDERING

A subscription to WAM Web Ordering allows for this feature. Web Ordering allows existing customers to request extra pickups (extra toter pickups, Christmas tree pickups, white goods pickups, etc.) that will be automatically added to your system as One-Time transactions. Contact Tech Support for a further description of how Web Ordering works.

*Cost: There is a one-time setup cost of \$500 for Web Ordering. The yearly maintenance cost after that would be included free with your subscription to Web Services.*

## WEB BILLING

A subscription to WAM Web Services allows for the additional Web Billing feature. Web Billing is fully described in the [Web Billing signup form](#). A brief description is that the billing information for your customers is automatically loaded onto our secure web server as you do billing in WAM. Your customers may then view their current or past bills online. You are also able to send out a “billing” email to them that contains a link that takes them directly to their bill. The “View Bill History” button, when signed into the [Sample Customer Portal](#), relates to Web Billing.

*Cost: The cost is fully described in Web Billing documentation. A short description of cost is 11¢ per bill uploaded; bills remain on the web for 18 months which translates to one-sixth of a cent per month per bill.*

## DATA TRANSFER FOR WAM HANDHELD (*not currently available*)

This allows for the transfer of information from your office to Handheld units and from the Handheld units back to your office.

We are currently working to be 100% integrated with [Optimoroute](#) to make this available to our clients again. Currently, you may use any other company you like, and we will customize WAM to work with them.

*Cost: Free with WAM Web Server subscription for the first three months.*

*Other costs:*

- 1) *There are a number of other costs associated with equipping your fleet with in-truck Handheld units other than the transferring of data. Call Tech Support to get further information.*

## OFF-SITE QUICK BACKUP

This is an off-site backup of your WAM customer data (only). It is critical that you keep some type of off-site backup of your customer data at least once per month. You should be doing this for all your data (WAM and all other) on a consistent basis in some other manner. We even provide a more comprehensive non-Web Services product (Cloud Backup) that helps you do this for all of your data. Even if you are doing off-site backups of your data in some other manner, you should still use the free option of this service to be a fail-safe in case something goes wrong with your normal off-site backup procedures.

**Note:** Web systems are backed up by WAM Technical Support.

*Cost: One backup per calendar month free with WAM Web Server subscription; \$20 per additional backup within any calendar month.*

## CALL CENTER

This service makes automated telephone calls to your customers. It can be used to make collection calls, promote seasonal services, inform of route-day changes, inform of temporary route rescheduling due to inclement weather, etc. You may record the exact audio for the call or use one of our generic pre-recorded messages. Also, for an additional charge, we will record a custom message for you based upon text that you provide.

*Cost: \$25 per submission plus 10 cents per call per minute. For example, a job of 500 one-minute calls would be \$75, calculated as \$25 + \$50 (.10 \* 500 = 50).*

## **INDIVIDUAL TEXT MESSAGES (sending a text message directly from a customer's account)**

A subscription to the Text Messaging Center (described below) also allows sending individual text messages to a customer directly from their account.

*Cost: The first 100 individual text messages are free each calendar month. If there are over 100, the cost is 10 cents per additional text message.*

## **TEXT MESSAGING CENTER**

This service sends text messages to cell phones of your customers. It can be used for payment reminders, routing changes, promotions, and more. You may type the exact wording for the text, and even optionally allow replies.

*Cost: \$25 per submission plus 10 cents per text message. For example, a job of 500 text messages would be \$75, calculated as  $\$25 + \$50 (.10 * 500 = 50)$ .*

## **EMAIL CENTER**

This service sends mass emails via the secure WAM Web Server. For example, instead of mailing out 400 collection letters (at a cost of around \$400), you could do an Email Job that sends them out for you at a substantial savings in cost.

*Cost: \$25 per submission plus \$10 per 1,000 emails sent. For example, a job of 400 emails would be \$35, calculated as  $\$25 + \$10$  (because it's between 1 and 1,000).*

## **MAILING CENTER**

This is like mailing house services in which we print and mail your bills and letters. As high-cost communication with your customers by mail goes more and more toward lower-cost communication by email, it will become increasingly expensive to maintain adequate printing/ mailing machinery. The Mailing Center will provide a quick and easy way to get this done.

*Cost: \$1.50 per piece (black & white)  
\$1.65 per piece (color)*

## **STAT DISPLAY SYSTEM (FREE WITH SUBSCRIPTION | WAM-HAULER ONLY)**

The Stat Display System allows displaying up-to-the-minute company statistics on popular internet browsers (regardless of whether the machine has WAM).

*Cost: There is a one-time setup cost of \$250 for the web page configuration of the Stat Display System.*

*Other costs: If you would like your stats to be displayed on a wall-mounted TV for example, costs would include the hardware and networking of the device(s). If you wish to view the stat information on a mobile device with internet access (such as a cell phone or tablet) this feature uses data on your mobile plan.*



THE PREMIER WASTE ACCOUNTING MANAGEMENT SOFTWARE

Hello!

You may automatically email receipts to your customers upon completion of a Credit Card Center job. Please fill in the fields below with the specific wording of your email receipt (sent to your customers). Please return via email to [techsupport@wamsoftware.com](mailto:techsupport@wamsoftware.com) or fax to 775-322-7592

**Website:** \_\_\_\_\_  
(e.g. [www.aaahauling.com](http://www.aaahauling.com))

**Email From Address:** \_\_\_\_\_  
(must be a domain email e.g. [billing@aaahauling.com](mailto:billing@aaahauling.com))

**Email Subject:** \_\_\_\_\_  
(e.g. *AAA Hauling Autopay Processed*)

**Email Body:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Example email body: Thank you for using automatic payments with AAA Hauling. Your payment of \$xxx.xx has been processed. It should be posted to your account within two business days. If you have any questions, please visit our website at [www.XXXXXXXXXX.com](http://www.XXXXXXXXXX.com) or call our office at 555-555-1212. Thank you.)



## **Integrate your Credit Card Acceptance**

***WAM's payment processing program, provided by Card Payment Services (CPS), provides lower rates to the waste industry.***

***If you are going to be accepting individual credit card payments on your website, over the phone or recurring payments; you will need to sign up for a Authorize.Net and Credit Card Processing Account with WAM's processing partner- CPS***

***CPS is a full-service credit card processing company that specializes in our industry. They have helped over 100 WAM users reduce their payment processing fees by 20%-40%. You will see a significant savings by taking advantage of Visa's and MasterCard's "utility rates."***

***If you would like to have someone from CPS reach out to you about setting up your account please email [andrew@cpspayments.com](mailto:andrew@cpspayments.com) or fax this to 888-972-0759 along with a recent processing statement for a no obligation, custom benefits analysis. You may also contact Andrew Caine directly at 888-408-2919 ext. 206***

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**Email or Fax a copy of your recent credit card processing statement for a no obligation, custom benefits analysis**

To: Andrew Caine      Email: [andrew@cpspayments.com](mailto:andrew@cpspayments.com)

Fax To: 888-972-0759

Company Name: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

***Email/Fax this form today to [andrew@cpspayments.com](mailto:andrew@cpspayments.com)/888-972-0759  
or Contact us at 888-408-2919 ext. 206***