

LeafTurner

Gardenbags and garden bin collection service

Upgraded online account access 24 hours a day, 7 days a week

www.gardenbags.co.nz

Feedback from our regular customers and our research has told us that people want a simplified billing process, and an easier way to understand the collection cycle. That is, previous collections, present and future collections and a better way to skip a collection.

So, we have improved the ease at which you can get information about your account, manage your account and communicate with Greenfingers.

We have also changed our payment cycle and billing reminders system to better suit your lifestyle. See over page for more information.

You can gain online access by entering your customer number on the homepage along with the last four digits of your phone number as your PIN. We encourage you to make use of the website so you have all the information you need at your fingertips at an instant.

We have created webpages that have the information you said you need and all the details of your account such as:

- check collection dates
- order a spare bag for an extra collection
- have a pickup skipped/postponed
- request a calendar
- check your account balance
- update your email address
- update access information



Burswood Drive, Burswood, Manukau City

Next Collection (Week Beginning) :	Mon, 5 Jul 2010
Your Coming Collections Are :	2 Aug, 2010 30 Aug, 2010 27 Sep, 2010
Your Last Collection Was On :	25 Oct, 2010 22 Nov, 2010 20 Dec, 2010
Your Collection Colour Week Is :	Yellow
Your Collections Occur Every :	28 Days
Collections In Advance :	2
You Currently Owe :	Nothing Owing
Your Last Payment :	\$40.00 on Thu, 27 May 2010 by Deposit

Misc Details (Please update as necessary)

Email Address : karen@xtra.co.nz

Sample page of www.gardenbags.co.nz

Please turn over for more information about our upgraded web pages and the new billing cycle.



LeafTurner

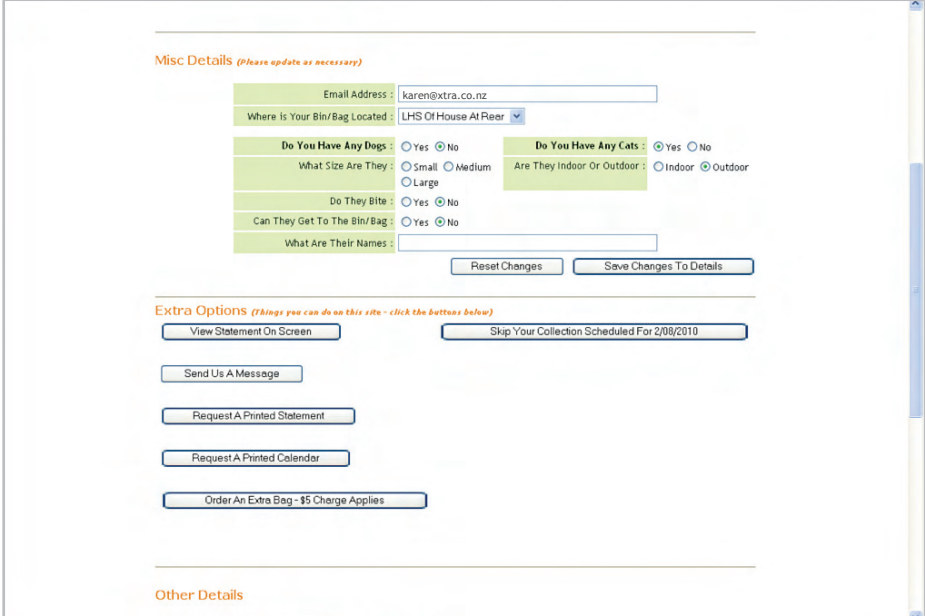
New billing cycle - convenient & reliable - new efficient payment options

Less time on bills

Our research also found that many customers want to receive invoices less often. We think this is a good idea. Fewer billing cycles mean less time on office administration for you and for us. Of course, using less paper printing bills is cost efficient and better for the environment.

Therefore, we have moved to a prepay cycle of 6 months as our standard. You can also elect to pay for 12 months by selecting this option on our website.

On-line you can change your billing cycle back to 4 months should you find the 6 monthly payment difficult. Or you can call 0800 82 00 01.



Misc Details (Please update as necessary)

Email Address : karen@xtra.co.nz

Where is Your Bin/Bag Located : LHS Of House At Rear

Do You Have Any Dogs : Yes No

What Size Are They : Small Medium Large

Do They Bite : Yes No

Can They Get To The Bin/Bag : Yes No

What Are Their Names : _____

Do You Have Any Cats : Yes No

Are They Indoor Or Outdoor : Indoor Outdoor

Reset Changes Save Changes To Details

Extra Options (Things you can do on this site - click the buttons below)

View Statement On Screen Skip Your Collection Scheduled For 2/08/2010

Send Us A Message

Request A Printed Statement

Request A Printed Calendar

Order An Extra Bag - \$5 Charge Applies

Other Details

When you go on-line and register your email address we will send an email to you when it is time to make your next payment. See sample webpage above.

www.gardenbags.co.nz

Skipping greenwaste collections

Remember, you are able to skip a couple of greenwaste collections each year. This can be organised online. But this needs to be done by 3pm on the Friday before your collection week.



We are pleased to enhance our continuous drive for efficiency at Greenfingers.

