Daniels Communication Tree

Have a question or concern about your account? Here's who to talk to!



Account Information

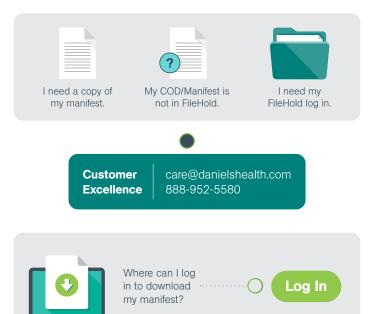
Who is my account manager?

Customer Excellence

customerservice@medigreenwaste.com

- ► I haven't seen an invoice. Where are you sending them?
- I would like to update my account information. Who do I talk to?

Manifest



Billing

800-652-9203

- ► I have a question about my invoice or statement.
- I don't agree with a charge on my invoice.
- ► I need a copy of my invoice.
- ► I want to update my billing contact information.

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Visit our <u>billing page</u> If you need additional assistance:

Customer Excellence customerservice@medigreenwaste.com 800-652-9203

I would like to make a payment.



Contact Accounts Receivable arus@danielshealth.com 312-546-8900, option 2

Daniels Communication Tree

Service

- I want to set up a new site.
- I need to add additional containers to my site.



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Sales Team

- What is the status of my installation?
- ▶ I need to schedule a pickup.
- ▶ I need to cancel or reschedule a pickup. ▶ I need a waste report.
- ▶ I need a copy of my service schedule.
- ▶ When is my next pick up?



Random & Imperfect Things That Happen

- What happens if a driver missed my stop?
- I dropped something in a sharps container that I need to get out.
- I lost my account details and don't know what I'm paying for.
- > One of the Daniels staff didn't deliver a great experience. I would like to talk to someone about the experience I've had.
- I have an issue that I cannot get a resolution to, I need to escalate my problem to someone that can make things happen.



Help us improve the Daniels Experience

danielshealth.com/experience

