# Daniels Communication Tree



Have a question or concern about your account?

Here's who to talk to!

## **Account Information**

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

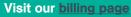




# **Billing**

- ▶ I have a question about my invoice or statement.
- ▶ I don't agree with a charge on my invoice.





If you need additional assistance:

- ▶ I need a copy of my invoice.
- ▶ I want to update my billing contact information.



#### **Customer Excellence**

care@danielshealth.com 888-952-5580, Option 3

▶ I would like to make a payment.



**Contact Accounts Receivable** 

arus@danielshealth.com 312-546-8900, Option 3

# Daniels Communication Tree



### **Service**

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



#### **Sales Team**

855-251-2655

- ▶ 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?



#### **Customer Service**

Fresno@danielshealth.com 559-834-6252

# **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.



## **Customer Excellence**

care@danielshealth.com 888-952-5580, Option 7

# Help us improve the Daniels Experience

danielshealth.com/experience

