

# 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?



### Customer Service

Atlanta@danielshealth.com  
470-613-9997



## Manifest



I need a copy of my manifest.



My COD/Manifest is not in FileHold.



I need my FileHold log in.

**Customer Excellence**

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



Where can I log in to download my manifest?

**Log In**

## Billing

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



Visit our **billing page**

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

usa@danielshealth.com  
855-251-2655

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



### Customer Service

Atlanta@danielshealth.com  
470-613-9997



## 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](https://danielshealth.com/experience)

