TrashBolt Client Requests

Guide to Completion Times

Here at TrashBolt we pride ourselves on quality work done in a timely manner. Depending on the type of request, our team will often complete the work within 1 business day.

With that in mind, we thought it would be helpful to share with you how long it takes to complete various types of requests such as map maintenance, price changes, service option changes, promo codes, or adding a new service area.

The completion times listed are estimates and assume that all communications and questions are answered in a timely manner. Delays in responding to requested information will result in longer completion times. At times we receive an high number of requests at once, in this case we will provide an estimated timeline based on the current backlog of requests.

Type of Maintenance of Change(s) Requested

Maintenance or Changes to Mapping

- **Simple Mapping Maintenance for 1 – 3 Zones**

  These types of requests involve a minor change to an existing service zone or zones.

  - Typical Completion Time: 1-2 business days
- **Extensive Remapping Requests**

  Clients requesting major mapping changes such as changes to routes, service days, and polygons should plan well ahead of the required implementation time as changes of this nature typically take 2-4 weeks.

  - Typical Completion Time: 2-4 weeks (Depending on the number and type of changes requested)

Price Changes (With or Without Service Option Changes)

The time required to implement price changes depends on the number of service zones affected. A service option change includes things like adding recycling to an area or changing the frequency of pickups or can sizes available.

- Simple Change (1-3 zones with a price change to the primary service type only)
  - Typical Completion Time: 1-2 business days
- Extensive Pricing Changes (More than 3 zones with price changes to multiple service options.)
  - Typical Completion Time: 1-2 weeks

Promo Codes

- Add a New Promo Code
  - Typical Completion Time: 2-3 Business Days
- Cancel or Change an Existing Promo Code
  - Typical Completion Time: 1- 2 Business Days

Adding a Service Area

*New Service Area Service Options and Pricing are Identical to an Existing Area

- 1-2 New Areas – Clearly Defined Map Boundaries with No Exclusion Zones. Pricing and service options are the same as an existing area.
    - Typical Completion Time: 2-3 Business Days
- 3-5 New Areas – Clearly Defined Map Boundaries with No Exclusion Zones. Pricing and service options are the same as an existing area.
    - Typical Completion Time: 3-4 Business Days

New Service Area(s) – new pricing and service options. No Exclusion Zones

*New Service Area Service Options and Pricing are **Not** Identical to an Existing Area

- 1-2 New Areas – Clearly Defined Map Boundaries with No Exclusion Zones. New pricing and/or service options are clearly outlined.
    - Typical Completion Time: 3-4 Business Days
- 3-5 New Areas – Clearly Defined Map Boundaries with No Exclusion Zones. New pricing and/or service options are clearly outlined.
    - Typical Completion Time: 4-5 Business Days
- 5 or More New Service Areas - Clearly Defined Map Boundaries with No Exclusion Zones. New pricing and/or service options are clearly outlined.
    - Typical Completion Time: 7-10 Business Days

New Service Area(s) – new pricing and service options. With Exclusion Zones

- 1-2 New Areas – Clearly Defined Map Boundaries with Exclusion Zones. New pricing and/or service options are clearly outlined.
    - Typical Completion Time: 5-7 Business Days
- 3-5 New Areas – Clearly Defined Map Boundaries with Exclusion Zones. New pricing and/or service options are clearly outlined.
    - Typical Completion Time: 6-8 Business Days
- 5 or More New Service Areas - Clearly Defined Map Boundaries with Exclusion Zones. New pricing and/or service options are clearly outlined.
    - Typical Completion Time: 9-12 Business Days

Panda Doc Template Changes

- Change to Terms and Conditions
    - Typical Completion Time: 1- 2 Business Days
- New Template
    - Typical Completion Time: 1- 2 Business Days
- Change Template Design Elements (Logo, fonts, layout)
    - Typical Completion Time: 2-3 Business Days