

Transforming Waste Management Payments via Collaboration and Growth

How Carolina Software's WasteWORKS and CSG Forte streamlined payments

Company Overview

Carolina Software, Inc., the company behind WasteWORKS, has been a major player in the waste management industry since 1988. WasteWORKS is a comprehensive software solution used to manage solid waste facilities of all sizes. It offers a robust, reliable point-of-sale ticketing system that is customizable and scalable—from small, single-scale operations to massive multi-facility organizations that serve hundreds of thousands of customers annually.

Evolving Needs

Industry demands and customer requests called for adaptation

As industry views regarding merchant fees changed, a significant portion of Carolina Software's government customer base sought an integrated payment solution capable of **managing service fees** within the WasteWORKS platform, allowing them to pass credit card transaction fees to their own customers. Doing so was crucial to controlling costs. With CSG Forte, WasteWORKS operators can transfer these payment service fees directly to their customers at the point of sale.

Additionally, Carolina Software was eager to equip the WasteWORKS platform to accept **online bill payments**. Digital payment options streamline collections, reduce administrative overhead and improve cash flow, key factors for greater efficiency and a more modern, customer-friendly experience. As noted by Chris Plapp, Carolina Software's Technical Director: "Our customers were looking for a solution that could handle these online payment needs efficiently," she said. "That was a big demand."



144K+

payment transactions
processed by CSG Forte
each month

WasteWORKS customers appreciate Forte's:



Service fee
management options



In-person card
payment capabilities



Online bill payment
flexibility



Card-on-file feature

Winning Results

Driving success through partnership

Carolina Software's partnership with CSG Forte has yielded impressive results. WasteWORKS users are now processing millions of dollars of their own revenue every year using Forte's platform. James credits Forte's offerings with streamlining WasteWORKS users' operations. "Forte understands our business, our customers and our products," he said. "The communication is top-notch."

It's the solid communication and continued collaboration that has allowed the companies to solve challenges, strengthening the relationship between Carolina Software and CSG Forte, and paving the way for growth. Chris Plapp appreciates that the partnership has both addressed the immediate needs of WasteWORKS users and set the stage for future success. "We're excited about the continued partnership with Forte," she said.

James echoed that sentiment: "It's been a win-win for everyone involved. We're looking forward to what the future holds."

WasteWORKS and CSG Forte have elevated payment management efficiency for solid waste operations by introducing seamless transaction workflows, maximizing revenue collection and enhancing customer engagement at every step. Our advanced systems are designed to eliminate payment complexities and minimize administrative mistakes while providing organizations of all sizes and their customers with effortless options for submitting and receiving payments.



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— **James Blanton**
Carolina Software CFO

If you're searching for a way to modernize your financial processes, improve accuracy and create a more convenient experience for your employees and customers, [reach out to us today](#). Discover how CSG Forte's [forward-thinking solutions](#) can bring transformative improvements to your payment procedures and deliver lasting benefits to your organization.