



WELCOME TO MIAMI'S COMPOSTING COMMUNITY

WELCOME!

You're now part of our composting community initiative in Miami that offers a convenient and affordable compost pickup service. You'll be helping us achieve our goal of reducing environmental impact by diverting food waste from landfills and recycling into high quality soil to create a sustainable cycle.



OUR SERVICE

We provide you with a container that we service weekly. You collect your food scraps and after 6 months, you get the choice to receive compost back or donate it to a local community garden.

NEED HELP?

 information@compostforlifemiami.com

 portal.compostforlifemiami.com

 compostforlifemiami.com



GETTING STARTED

CUSTOMER PORTAL

The screenshot displays the Customer Portal interface. At the top right, it says "Customer" and "Your address" with a location pin icon. Below this is a pink navigation bar with links: "Dashboard", "Shop", "Account & Billing" (with a dropdown arrow), "Service & Support" (with a dropdown arrow), "Give \$10, Get \$10" (with a heart icon), and a three-dot menu icon. On the far right of the navigation bar is a calendar icon. The main content area is divided into two columns. The left column contains a table with account details: "Service Address" (Your address), "Account Status" (Active), "Current Subscription" (X Subscription, with "Renews on xx/yyyy" below it), and "Next Service" (Month, Day, Year). The right column contains a table titled "Your Environmental Impact" (with a help icon) showing: "Total Est. Weight Diverted" (451.00 lbs), "Gallons of Gas Avoided" (20.26), "Seedlings Planted" (3.0), and "Miles Driven Offset" (452.67 miles).

Service Address	
Service Address	Your address
Account Status	Active
Current Subscription	X Subscription Renews on xx/yyyy
Next Service	Month, Day, Year

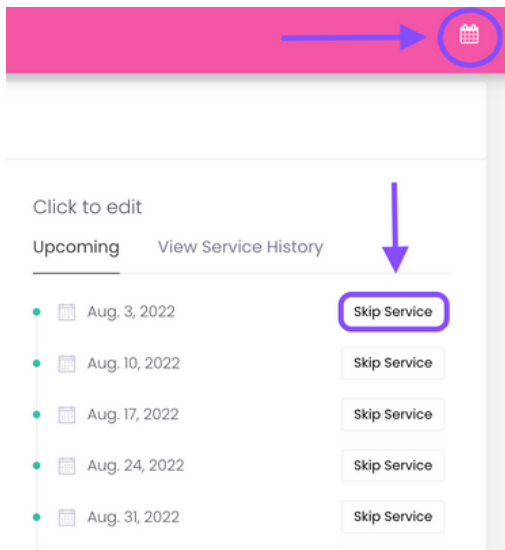
Your Environmental Impact	
Total Est. Weight Diverted	451.00 lbs
Gallons of Gas Avoided	20.26
Seedlings Planted	3.0
Miles Driven Offset	452.67 miles

Upon signing up, you should've been invited to join our customer portal. This portal makes managing your account super easy. By logging in, you can see when your next service is coming up, your current subscription, and your environmental impact. Other features on our portal include:

- **Shop**— at our shop, you can *claim your free compost* as well as purchase many other items that are available for sale.
- **Account and Billing**— here you can update your account details, change your payment method, see your billing history, and reset your password.
- **Service and Support**- here you review FAQs, request customer service, report a missed pickup, request to cancel your subscription, and more.
- **Referral Link**- here you can access your personalized link to refer a friend. If your friend signs up, both receive \$10.00 off your next invoices.
- **Gift Cards**- by clicking the three dots, you can purchase or redeem a giftcard.

SKIPPING SERVICE

Are you going out of town? Or maybe you didn't cook as much and your bucket is not full yet? That's okay! Skipping your next service is super simple, just follow these next steps:



- Log in to the client portal
- Go to service and support> service calendar or click on the calendar icon all the way to the right.
- You'll be able to see a list of all your upcoming service dates. Next to every date, you'll see the option to skip that service.
- Click on the date you'd like to skip and you're set.

IMPACT

As of January of 2024, we have diverted **2,452,757 lbs** of food scraps from landfills. To put it in simpler terms, this is equivalent to CO2 emissions from:

**1,105,660
LBS
OF COAL
BURNED**



**111,068-GAL
OF GAS**



**192 HOMES'
ENERGY USE
FOR A YEAR**



Get excited; as part of Compost for Life, you'll be helping us to make this number and our impact grow!

CONTAMINATION

Any unwanted/ non-compostable materials are considered contaminants. They can be burdensome to remove and can lower the value of the finished compost product. Physical contaminants of most concern are the Big Three: **Plastics (including plastic bags), glass and produce stickers.**



If our drivers detect contaminants in your food scraps, they are trained to flag it on the spot, which triggers a customer notification. Contamination creates lots of extra work for us at the farm, but we know it will take some time for the staff to learn and get used to composting. Therefore, the contamination fee of \$30 that we charge for every occurrence is **waived for the first 3 instances** of contamination.

Additionally, if employees need smaller bags or containers to collect the scraps and then transfer to the bigger containers, please make sure they **abstain from using plastic bags**. We offer 5-g buckets, 2.5-g kitchen caddies, and a variety of sizes of bio compostable bags to conveniently collect food scraps and later transfer to the bigger containers without having to use any plastic. You can find all of these products on our shop or inquire about them through email.

! *To avoid contaminating your compost, make sure you become familiar with the food waste we accept (see list attachment). Please note that this excludes any type of animal protein. When in doubt, feel free to ask us via email at information@compostforlifemiami.com.*

HELPFUL INFORMATION

EXAMPLES OF DETECTED CONTAMINATION



Aluminum Cans



Plastic Bag



Animal Protein

COMPOST FARM EXPERIENCE AND TEAM BONDING

Interested in having your team visit the farm and bond over having a hands-on learning experience? We offer this opportunity to all of our commercial accounts. Some of the activities include:

- Compost talk
- Sifting compost
- Packaging compost
- Delivering a compost donation to a local farmer

If you are interested, shoot us an email to inquire more about it!



WHAT HAPPENS WITH THE FINISHED COMPOST?

As a composter, you are able to claiming your free compost every 6 months. To claim your free compost, simple follow the steps below:

- Login to the client portal and click on shop
- Add the free compost with a soul to your cart
- Check out. Your free compost will be delivered on your next service date!

Don't want any compost back? No worries! We donate unclaimed compost to local community gardens and farms.

Some of the recipients of these donations have been Green Haven, Blue Horizon Farm, Aloha Redlands Farm, Health in the Hood, South Beach Victory Garden, North Beach Community Garden, and French Farms, amongst others.



CUSTOMER SERVICE

Thank you for choosing to compost with us! Should you have any questions or concerns, you can always reach us at information@compostforlifemiami.com. We try our best to reply within 24 hours. However, if it's something urgent, please state that on the subject line so we know to prioritize it.

