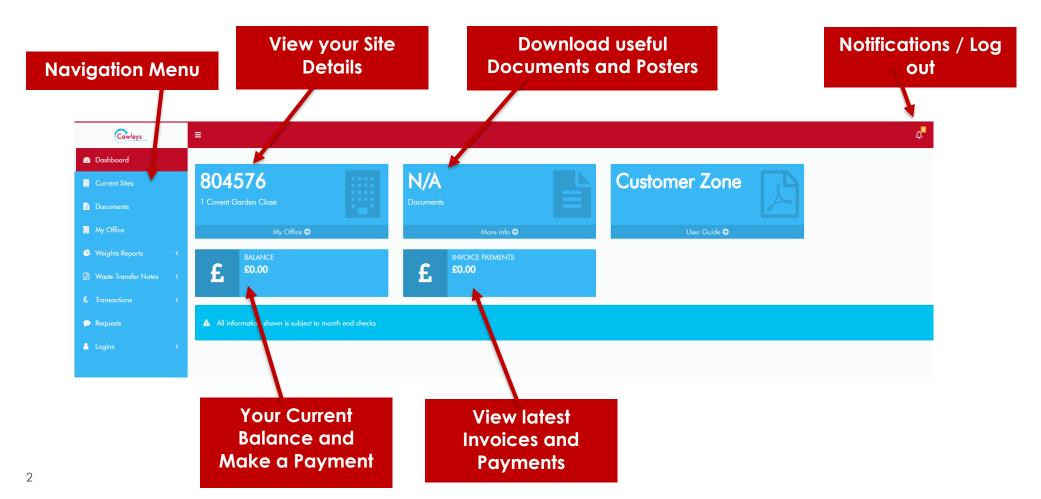# Customer Zone
User Guide

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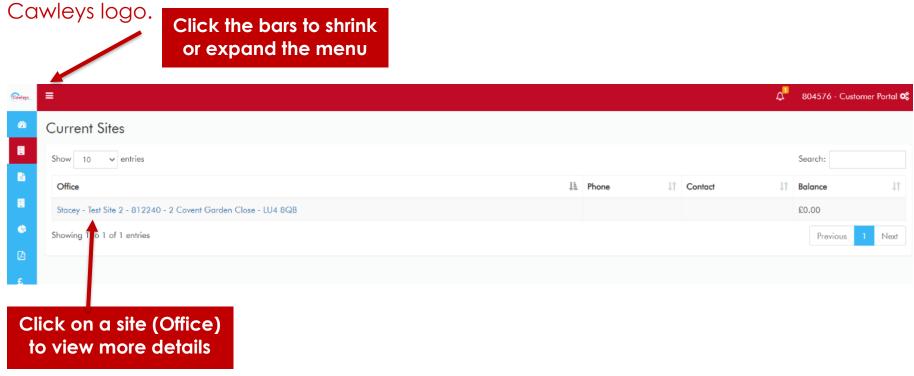
Cawleys
local recycling global responsibility

Your Dashboard

Your dashboard is your homescreen in the Cawleys Customer Zone. Navigate using the customer zone menu on the left hand side of the screen or use the short cut buttons on the dashboard. Updates and notifications to your account are shown on the right along with the sign out button.

Navigation Menu

View your Site Details

Download useful Documents and Posters

Notifications / Log out

Your Current Balance and Make a Payment
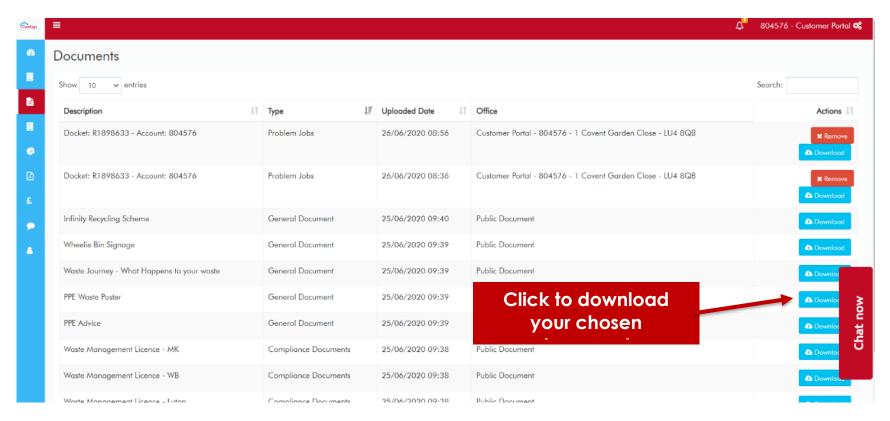
View latest Invoices and Payments

2

Current Sites

If you have multiple sites or locations these can be accessed by selecting 'Current Sites' from the menu bar. You can shrink the menu bar by clicking the bars to the right of the Cawleys logo.

Click the bars to shrink or expand the menu

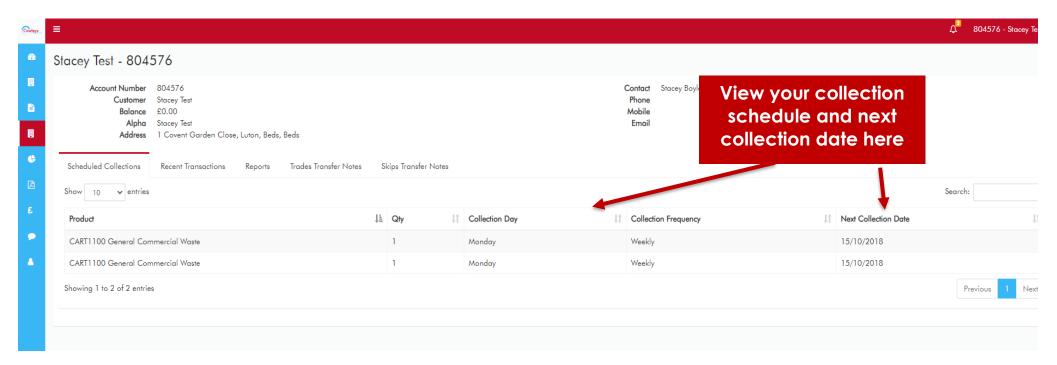
Click on a site (Office) to view more details

Documents

Useful documents are available to download in this section ranging from our Waste Carrier's License and other compliance documentation to posters, service and recycling guides. You will also be able to see photographs relating to failed collections which are classified as 'Problem Jobs'.
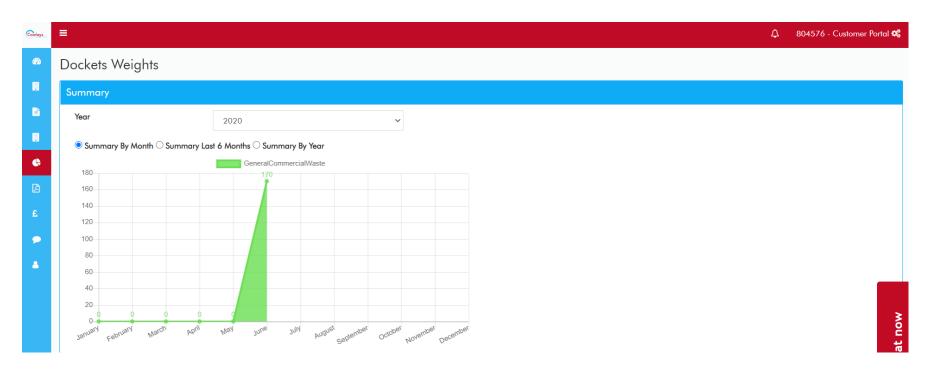

Click to download your chosen

My Office

Here you can see an overview of your account including your account details, scheduled collection frequency and days and the date of the next collection. Using the tabs you can view your most recent transactions, reports and your Waste Transfer Notes for both scheduled trade waste collections (sacks, carts and RELs) and skip collections including rollons and palletised waste.
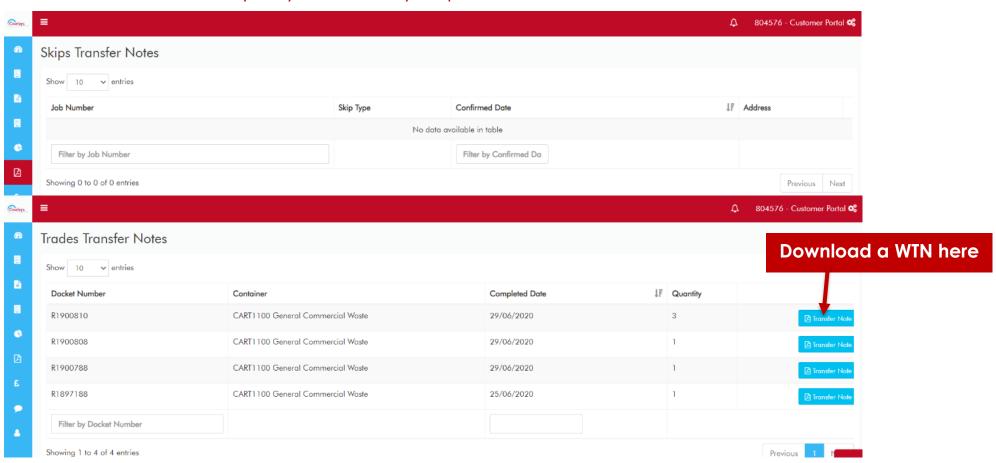
Reports

You can view summary waste reports through the main menu **Weights Reports** option or the **Reports** tab on **My Office**. Reports only reflect eurocart (wheelie bin) and REL (Rear End Loader) work. Skips, rollons and palletised waste are not currently incorporated.

Waste Transfer Notes

You can download your individual transfer notes for trade and skip work here. These can also be emailed directly to you should you prefer.

Download a WTN here

Transactions

Your invoices will be available to download in Transactions. You can also view and make invoice payments here. You can choose to view all recent transactions or only invoices available to pay by selecting Invoice Payment.