



Customer Zone

User Guide

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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.

The dashboard interface includes a navigation menu on the left, a main content area with site details, financial summaries, and document access, and a right-hand sidebar for notifications and user management.

Navigation Menu: A vertical list on the left side containing: Dashboard, Current Sites, Documents, My Office, Weights Reports, Waste Transfer Notes, Transactions, Requests, and Logins.

View your Site Details: A card showing site ID **804576**, address **1 Covent Garden Close**, and a **My Office** link.

Download useful Documents and Posters: A card showing **N/A** for documents and a **More info** link.

Customer Zone: A card with a **User Guide** link.

Your Current Balance and Make a Payment: A card showing a **BALANCE** of **£0.00** with a **My Office** link.

View latest Invoices and Payments: A card showing **INVOICE PAYMENTS** of **£0.00** with a **More info** link.

Notifications / Log out: A notification bell icon with a '2' badge and a **Log out** button in the top right corner.

Disclaimer: A blue banner at the bottom states: "All information shown is subject to month end checks".

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

Current Sites

Show 10 entries

Search:

Office	Phone	Contact	Balance
Stacey - Test Site 2 - 812240 - 2 Covent Garden Close - LU4 8QB			£0.00

Showing 1 to 1 of 1 entries

Previous 1 Next

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'.

The screenshot displays a web interface for a customer portal. The main content area is titled 'Documents' and shows a list of documents. The table has the following columns: Description, Type, Uploaded Date, Office, and Actions. The 'Actions' column contains 'Remove' and 'Download' buttons for each document. A red callout box with the text 'Click to download your chosen' points to the 'Download' button for the 'PPE Waste Poster' document. A 'Chat now' button is located on the right side of the table.

Description	Type	Uploaded Date	Office	Actions
Docket: R1898633 - Account: 804576	Problem Jobs	26/06/2020 08:56	Customer Portal - 804576 - 1 Covent Garden Close - LU4 8QB	Remove, Download
Docket: R1898633 - Account: 804576	Problem Jobs	26/06/2020 08:36	Customer Portal - 804576 - 1 Covent Garden Close - LU4 8QB	Remove, Download
Infinity Recycling Scheme	General Document	25/06/2020 09:40	Public Document	Download
Wheelie Bin Signage	General Document	25/06/2020 09:39	Public Document	Download
Waste Journey - What Happens to your waste	General Document	25/06/2020 09:39	Public Document	Download
PPE Waste Poster	General Document	25/06/2020 09:39	Public Document	Download
PPE Advice	General Document	25/06/2020 09:39	Public Document	Download
Waste Management Licence - MK	Compliance Documents	25/06/2020 09:38	Public Document	Download
Waste Management Licence - WB	Compliance Documents	25/06/2020 09:38	Public Document	Download
Waste Management Licence - Luton	Compliance Documents	25/06/2020 09:38	Public Document	Download

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.

The screenshot displays the 'My Office' web interface for account 'Stacey Test - 804576'. The account details include:

- Account Number: 804576
- Customer: Stacey Test
- Balance: £0.00
- Alpha: Stacey Test
- Address: 1 Covent Garden Close, Luton, Beds, Beds
- Contact: Stacey Boylston
- Phone, Mobile, Email: (fields are present but empty)

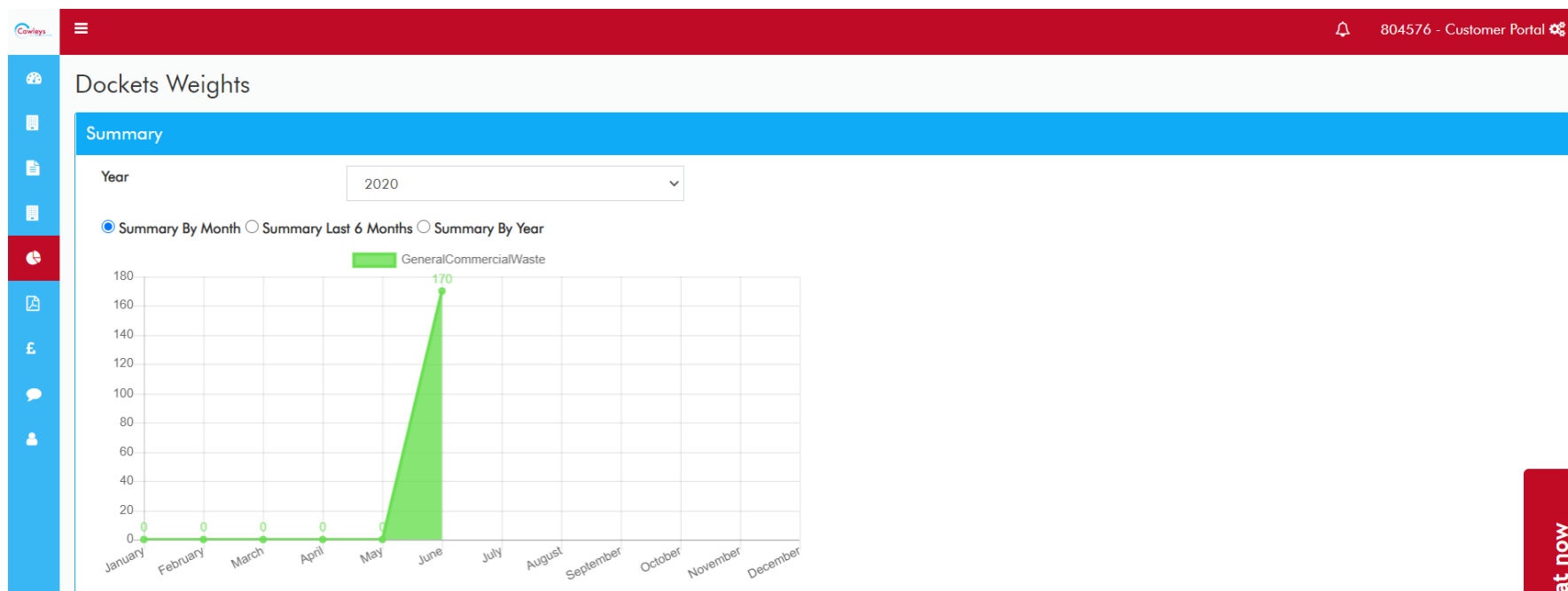
The 'Scheduled Collections' tab is active, showing a table with the following data:

Product	Qty	Collection Day	Collection Frequency	Next Collection Date
CART1100 General Commercial Waste	1	Monday	Weekly	15/10/2018
CART1100 General Commercial Waste	1	Monday	Weekly	15/10/2018

A red callout box with the text 'View your collection schedule and next collection date here' has two arrows pointing to the 'Collection Day' and 'Next Collection Date' columns of the table. The interface also shows a search bar, a 'Showing 1 to 2 of 2 entries' indicator, and navigation buttons for 'Previous', '1', and 'Next'.

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.

Skips Transfer Notes

Show 10 entries

Job Number	Skip Type	Confirmed Date	Address
No data available in table			

Filter by Job Number

Filter by Confirmed Date

Showing 0 to 0 of 0 entries

Previous Next

Trades Transfer Notes

Show 10 entries

Docket Number	Container	Completed Date	Quantity	
R1900810	CART1100 General Commercial Waste	29/06/2020	3	Transfer Note
R1900808	CART1100 General Commercial Waste	29/06/2020	1	Transfer Note
R1900788	CART1100 General Commercial Waste	29/06/2020	1	Transfer Note
R1897188	CART1100 General Commercial Waste	25/06/2020	1	Transfer Note

Filter by Docket Number

Showing 1 to 4 of 4 entries

Previous 1 Next

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.

The screenshot displays the 'Transactions' page in the Conleys Customer Portal. The page header shows the user is logged in as '804576 - Customer Portal'. The main content area features a table of transactions with the following columns: Transaction Number, Transaction Type, C/D, Net, Vat, Gross, Reference, Outstanding Amount, and Transaction Date. A 'Pay Now' button is located at the top left of the table. The table contains several rows of data, including payments and invoices. A sidebar on the left provides navigation options, and a 'Chat now' button is positioned on the right side of the page.

Transaction Number	Transaction Type	C/D	Net	Vat	Gross	Reference	Outstanding Amount	Transaction Date
56605	Payment	Credit	£2.64	£0.00	£2.64	MRNPU078161006356214	£0.00	29/06/2020
316065	Invoice	Debit	£2.20	£0.44	£2.64	316065	£0.00	29/06/2020
56533	Payment	Credit	£4.32	£0.00	£4.32	MRNPU078161006346730	£0.00	26/06/2020
316026	Invoice	Debit	£3.60	£0.72	£4.32	316026	£0.00	25/06/2020
316012	Payment	Credit	£1.92	£0.00	£1.92	MRNPU078161006330398	£0.00	23/06/2020
316019	Invoice	Debit	£1.60	£0.32	£1.92	316019	£0.00	23/06/2020
56193	Payment	Credit	£1.20	£0.00	£1.20	MRNPU078161006107400	£0.00	17/06/2020
56194	Payment	Credit	£1.20	£0.00	£1.20	MRNPU078161006167772	£0.00	17/06/2020
<input type="checkbox"/> 310247	Invoice	Debit	£13.40	£2.68	£16.08	310247	£16.08	31/05/2020
<input type="checkbox"/> 310360	Invoice	Debit	£13.40	£2.68	£16.08	310360	£16.08	31/05/2020