



**CUSTOMER**  
**ZONE**

**USER GUIDE**



# CUSTOMER ZONE MENU

The Customer Zone Menu appears on the left hand side of the screen. From here you can navigate to all of the sections contained within this guide.

The image shows a screenshot of the ASH Customer Zone interface. On the left, a dark blue sidebar contains a menu list with items: Dashboard, Current Sites, Documents, My Office, Waste Transfer Notes, Transactions, Requests, and Logins. A red callout box with white text says "MINIMISE THE MENU BY CLICKING THE THREE LINES" pointing to the hamburger menu icon in the top right of the sidebar. Another red callout box with white text says "MENU LIST" pointing to the menu items. The main content area is divided into three overlapping panels. The top panel shows a "Transactions" table with columns: Transaction Number, Transaction Type, C/D, Net, Vat, Gross, Reference, Outstanding Amount, and Transaction Date. The middle panel shows a summary card with "N/A" for Current Sites, Documents, and Recent Transactions, and a large "£169.14 Pay Now" button. The bottom panel shows account details and a table of scheduled collections with columns: Product, Qty, Book Name, Collection Day, Collection Frequency, and Next Collection Date.

**MINIMISE THE MENU BY CLICKING THE THREE LINES**

**MENU LIST**

Transaction Number	Transaction Type	C/D	Net	Vat	Gross	Reference	Outstanding Amount	Transaction Date
25010	Direct Debit	Credit	£306.18	£0.00	£306.18	Direct Debit	£0.00	01/10/2018
90885	Payment	Credit	£411.30	£0.00	£411.30	Credit Card	£0.00	10/09/2018
52811	Invoice	Debit	£169.14	£28.79	£197.93	52811	£169.14	01/10/2018

Product	Qty	Book Name	Collection Day	Collection Frequency	Next Collection Date
1000 LITRE GENERAL WASTE	1	WINDIE RIA	Tuesday	Weekly	16/10/2018

The following pages detail all of the options in the menu list, along with navigation tips to find the information you require.

# DASHBOARD

The Dashboard Screen shows your general account information, such as recent invoices, current balance, site information and your available documents. Updates to your account are highlighted by the bell icon next to your account details. This is the screen you will see upon logging in to your account.

The dashboard interface features a red header bar with the ASH logo and a notification bell icon. A dark blue sidebar on the left contains navigation icons. The main content area is divided into several sections:

- SITE INFORMATION:** A callout box pointing to the 'Current Sites' widget, which displays 'N/A' and a 'More info' link.
- ACCOUNT DOCUMENTS:** A callout box pointing to the 'Documents' widget, which displays 'N/A' and a 'More info' link.
- ACCOUNT DETAILS:** A callout box pointing to the 'RECENT INVOICES/TRANSACTIONS' widget, which displays a balance of '£169.14' and a 'Pay Now' button.
- CURRENT BALANCE:** A callout box pointing to the large '£169.14' balance display.
- LATEST INVOICE:** A callout box pointing to the 'RECENT INVOICES/TRANSACTIONS' widget.

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# CURRENT SITES

If you operate multiple sites, you will be able to select which site you would like to view from this page.

You can return to this page using the second icon on the left hand side, to change between your sites.

The screenshot shows a web application interface for 'Current Sites'. At the top left is the ASH logo. Below it is a sidebar with several icons. The main content area has a title 'Current Sites'. Below the title is a search bar and a table. The table has three columns: 'Office', 'Phone', and 'Contact'. The table is currently empty, with the text 'No data available in table' displayed. Below the table is a pagination bar showing 'Showing 0 to 0 of 0 entries' and 'Previous' and 'Next' buttons. A red vertical line points from a blue button labeled 'SITE LIST' to the table area. At the bottom left of the page, there is a copyright notice: 'Copyright © 2018 Ash Waste Services. All rights reserved.'

# DOCUMENTS

The third tab on the left hand side opens the Documents page, where you will be able to view this user guide, system generated account letters, and scanned correspondence we have recieved from you.

The screenshot shows the ASH Documents page. At the top left is the ASH logo. Below it is a sidebar with navigation icons. The main content area is titled 'Documents' and contains a search bar, a table with columns 'Description', 'Uploaded Date', 'Office', and 'Actions', and pagination controls. A red vertical line points from a blue callout box labeled 'DOCUMENT LIST' to the table area.

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# MY OFFICE

The My Office Tab details your account overview. Here you can see your account details, the type of collections you have, the collection day, and your future collection details.

The screenshot shows the ASH My Office web interface. At the top is a red header with the ASH logo and a menu icon. Below the header is a navigation sidebar with icons for Home, My Office, My Account, My Collections, My Transactions, My Profile, and My Notifications. The main content area is divided into several sections:

- ACCOUNT DETAILS:** A callout box pointing to the top section of the main content area, which contains account information.
- CONTACT DETAILS:** A callout box pointing to the right side of the main content area, which contains contact information.
- COLLECTION INFORMATION:** A callout box pointing to the left side of the main content area, which contains a table of collection details.
- COLLECTION SCHEDULE:** A callout box pointing to the middle of the main content area, which contains a table of collection details.
- NEXT COLLECTION:** A callout box pointing to the right side of the main content area, which contains the next collection date.

The table in the Collection Information section is as follows:

Product	Qty	Route Name	Collection Day	Collection Frequency	Next Collection Date
1100 LITRE GENERAL WASTE	1	WIDNES R24	Tuesday	Weekly	18/09/2018

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# TRANSFER NOTES

The fifth tab on the left hand side details your transfer notes, which show details of your recent collections. You can view the date the collection occurred, the weight collected, and also download a copy if required.

The screenshot displays the 'Trade' section of the ASH Waste Services Customer Zone. It features a table with the following columns: Docket Number, Container, Completed Date, Quantity, Serviced, Weight (Kgs), and Route. Two entries are visible, each with a 'Transfer Note' button. A search filter is provided below the table. The interface includes a sidebar with navigation icons and a top navigation bar. Red callout boxes highlight specific elements: 'COLLECTION DATE' points to the 'Completed Date' column; 'TRANSFER NOTE LIST' points to the 'Docket Number' column; 'COLLECTION INFO' points to the 'Quantity' column; and 'DOWNLOAD BUTTON' points to the 'Transfer Note' button.

Docket Number	Container	Completed Date	Quantity	Serviced	Weight (Kgs)	Route	
G2958400	1100 LITRE GENERAL WASTE	25/09/2018	1	1	60	WIDNES R24	<a href="#">Transfer Note</a>
G2947467	1100 LITRE GENERAL WASTE	18/09/2018	1	1		WIDNES R24	<a href="#">Transfer Note</a>

Showing 1 to 2 of 2 entries

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# TRANSACTIONS

The sixth tab details all recent transactions, with payment information, the ability to pay an invoice online, and the option to download previous invoices as required.

The screenshot shows the 'Transactions' page in the ASH Waste Services Customer Zone. The page features a table of transactions with columns for Transaction Number, Transaction Type, C/D, Net, Vat, Gross, Reference, Outstanding Amount, and Transaction Date. A 'Pay Now' button is visible next to the 'Outstanding Amount' column. The page also includes a sidebar with navigation icons, a search bar, and a footer with the ASH Waste Services logo and copyright information.

Transaction Number	Transaction Type	C/D	Net	Vat	Gross	Reference	Outstanding Amount	Transaction Date
<a href="#">New 596087</a>	<a href="#">Invoice</a>	<a href="#">Debit</a>	<a href="#">£155.85</a>	<a href="#">£31.17</a>	<a href="#">£187.02</a>	<a href="#">596087</a>	<a href="#">£187.02</a>	<a href="#">01/10/2018</a>
255010	Direct Debit	Credit	£356.16	£0.00	£356.16	Direct Debit	£0.00	01/10/2018
90885	Payment	Credit	£411.30	£0.00	£411.30	Credit Card	£0.00	10/09/2018
<a href="#">578011</a>	<a href="#">Invoice</a>	<a href="#">Debit</a>	<a href="#">£140.95</a>	<a href="#">£28.19</a>	<a href="#">£169.14</a>	<a href="#">578011</a>	<a href="#">£169.14</a>	<a href="#">01/09/2018</a>
<a href="#">567623</a>	<a href="#">Invoice</a>	<a href="#">Debit</a>	<a href="#">£155.15</a>	<a href="#">£31.03</a>	<a href="#">£186.18</a>	<a href="#">567623</a>	<a href="#">£0.00</a>	<a href="#">01/08/2018</a>
19422	Credit Note	Credit	£269.45	£53.89	£323.34	19422	£0.00	18/07/2018
564781	Return Payment	Debit	£548.46	£0.00	£548.46		£0.00	03/07/2018
236540	Direct Debit	Credit	£548.46	£0.00	£548.46	Direct Debit	£0.00	02/07/2018
<a href="#">559641</a>	<a href="#">Invoice</a>	<a href="#">Debit</a>	<a href="#">£187.60</a>	<a href="#">£37.52</a>	<a href="#">£225.12</a>	<a href="#">559641</a>	<a href="#">£0.00</a>	<a href="#">01/07/2018</a>
556927	Return Payment	Debit	£323.34	£0.00	£323.34		£0.00	05/06/2018

Showing 1 to 10 of 13 entries

Previous 1 2 Next

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**PAY NOW BUTTON**

**TRANSACTION LIST**

**TRANSACTION INFORMATION**

**DOWNLOAD BUTTONS**



# REQUESTS

The seventh tab allows you to send messages to request account details, change your collections schedules, or request additional account information.

The screenshot shows the 'Requests' page in the ASH Waste Services customer portal. The page features a red header with the ASH logo and a dark blue sidebar with navigation icons. The main content area is titled 'Requests' and includes a search bar, a table with columns for 'Notes', 'Type', 'Status', and 'Date', and a pagination control. A red vertical line is drawn through the table area, and three blue callout boxes with white text are positioned below it: 'REQUEST LIST' (pointing to the table), 'REQUEST STATUS' (pointing to the 'Status' column), and 'ADD A REQUEST' (pointing to the 'Add new Request' button). The table currently displays 'No data available in table' and 'Showing 0 to 0 of 0 entries'. The footer contains the copyright notice: 'Copyright © 2018 Ash Waste Services. All rights reserved.'



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