



# Reconomy SiteBuddy™ app user manual

# Reconomy SiteBuddy app user manual

## Contents

1

Login

2

Choose your **path**

3

Create your **order**

4

**Movements**

5

Movement **options**

6

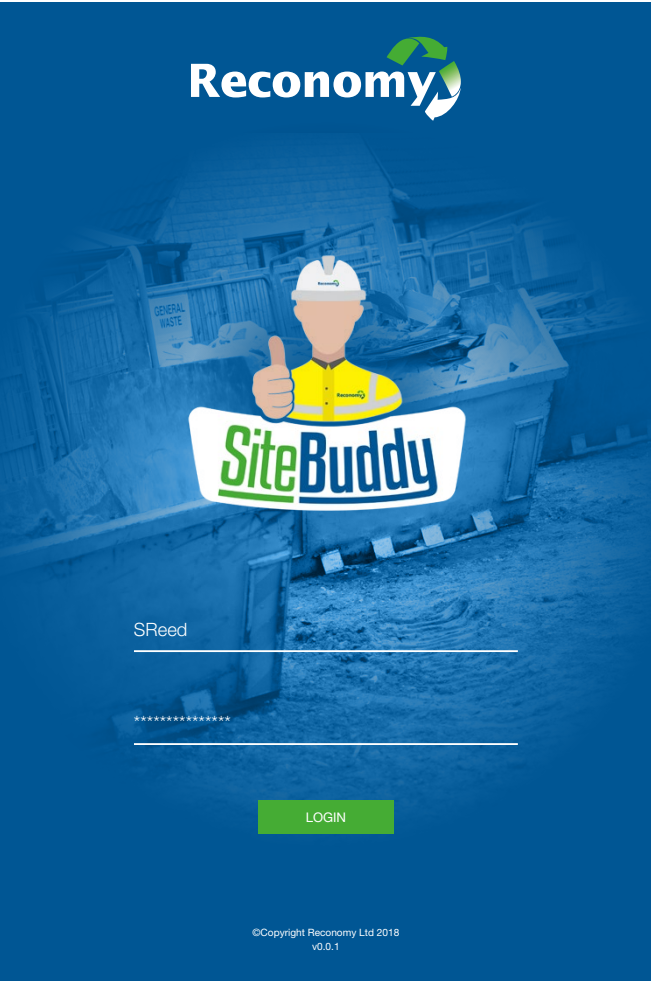
**Raise** service log

[Back to contents](#)

# Login

1

Once SiteBuddy has been installed on your smartphone, you will be prompted to enter your login details. You will need your username and password to access the app.



- ←

Username
- ←

Password
- ←

When ready, press 'LOGIN'.

[Back to contents](#)

# Choose your path

2

Once logged in, you have two options for how to proceed  
- view current movements or start a new order.



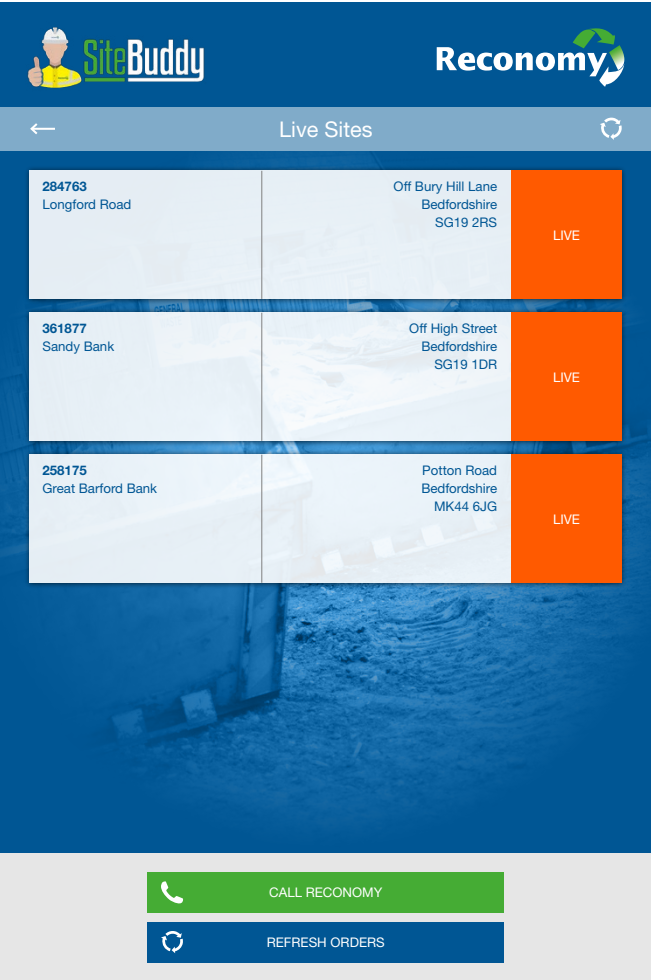
- ← **'Movements'**  
View existing movements scheduled to happen within the next seven days or that have taken place during the past seven days.
- ← **'New Order'**  
Place a new order for an exchange, off-hire, or siting (of an additional skip / container).

[Back to contents](#)

# Create your order (live sites)

3.1

If you choose to create a new order, this is the first screen you will see. This screen will list all of your live sites, allowing you to select which site the new order is for.



Select the site you wish to place a new order for.



'REFRESH ORDERS' to view the most up-to-date live sites.

[Back to contents](#)

## Create your order (live products)

## 3.2

Once you have selected a live site, the next screen will list all of the live products currently on that site.



Select the product you wish to place a new order for.

**'CALL RECONOMY'** if you require a service which is not currently actively on site.

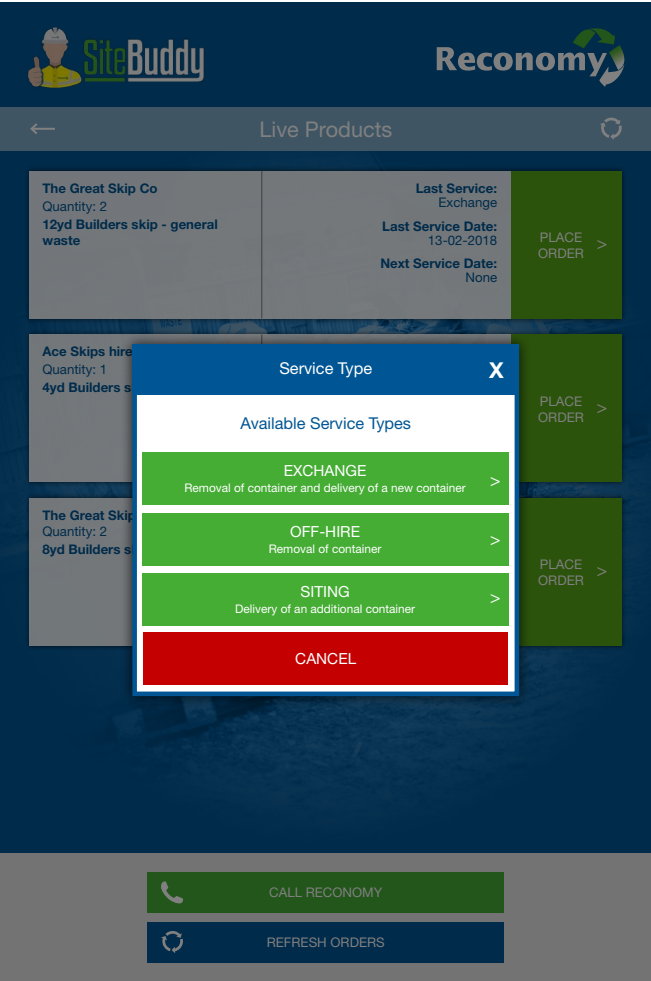
'REFRESH ORDERS'  
to view the most up-to-  
date live products.

[Back to contents](#)

# Create your order (service type)

3.3

Choose what type of service you require for the selected product.



## 'EXCHANGE'

The removal of a full container, and the siting of a new container.

## 'OFF-HIRE'

The final removal of a container. This will be removed from your live products, should the quantity fall to zero.

## 'SITING'


The siting of an additional container, which is the same specification as the existing container and for the same waste stream.

[Back to contents](#)


# Create your order (new movement)

3.4

Enter the appropriate details relating to the new movement you are creating.



SiteBuddy



Reconomy

New Movement

Longford Road  
Off Bury Hill Lane  
Bedfordshire  
SG19 2RS

Product:	12yd Builders Skip
Waste Type	General waste
EWG Code:	170904
Service Type:	Exchange
Order Number:	9513270
Quantity: <i>(required)</i>	<div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div></div> <div><div><input type="radio"/></div><div><input checked="" type="radio"/></div><div><input type="radio"/></div><div><input type="radio"/></div><div><input type="radio"/></div></div>

Other Instructions

Please enter any other instructions

Print Name *(required)*

Sam Reed

CONFIRM

The site name and address are displayed to confirm where the order is being booked for.

Information about the product being ordered and confirmation of the type of service you have selected.

Select the quantity of movements, up to a maximum of five. Once selected you will then be asked to choose a preferred time slot.

Click 'CONFIRM' when ready to continue to the next page.



[Back to contents](#)



# Create your order (schedule)

3.5

Enter the appropriate details relating to the new movement you are creating.



New Movement

Movement 1

Date:26 FEBRUARY 2018

Time:

Movement 2

Date:28 FEBRUARY 2018

AM

PM

Anytime

CANCEL

CONFIRM

Select the date the movement is required for.

Select the time the movement is required for.

Available options are AM, PM, or Anytime.



Click 'CONFIRM' when ready to continue to the next page.

[Back to contents](#)

# Create your order (completion)

3.6

Enter the appropriate details relating to the new movement you are creating, and sign when ready.



←

New Movement

4

5

☐

☐

Movement Dates/Times for Order

26 February 2018

Anytime

28 February 2018

Anytime


Other Instructions

Please enter any other instructions

Print Name (required)

Sam Reed

Signature (required)



CLEAR SIGNATURE

CONFIRM

← Confirmation of date and times selected.

← Add any instructions specific to the order. This will be sent in addition to any special instructions specified on the account.

← Name and signature are required to confirm the order.



← Click 'CONFIRM' when ready to place the order.

[Back to contents](#)

# Create your order (confirmation)

3.7

This screen reviews all the details of the order you have placed.



←

Confirmation of Order

Thank You for Your Order


Longford Road  
Off Bury Hill Lane  
Bedfordshire  
SG19 2RS

Product:	12yd Builders Skip
Waste Type	General waste
EWC Code:	170904
Service Type:	Exchange
Order Number:	9513270
Quantity:	2
Movement Dates/Times for Order	
26 February 2018	Anytime
28 February 2018	Anytime
Other Instructions	

Ordered by:

Sam Reed

Signature:



CLOSE

← Summary of requested order.

← Click 'CLOSE' when ready to continue to the next page.

[Back to contents](#)

# Movements (overview)

4.1

This page is accessible by clicking 'Movements' from the home screen, and displays a list of orders for all your sites and the details of each order.



←

Movements

↻

Accepted Orders

▼

20-02-2018

Exchange

9513270

Product Ordered

12yd Builders skip - general waste

Longford Road

Off Bury Hill Lane

Bedfordshire

SG19 2RS

>

Accepted

Completed Orders

▼

08-02-2018

Exchange

9381653

Product Ordered

4yd Builders skip - general waste

Sandy Bank

Off High Street

Bedfordshire

SG19 1DR

>

Completed

16-02-2018

Exchange

9464735

Product Ordered

8yd Builders skip - general waste

Great Barford Bank

Potton Road

Bedfordshire

MK44 6JG

>

Completed

 CALL RECONOMY

 REFRESH MOVEMENTS


- ← Click this button for additional actions, including creating a new movement and creating a service log (see section 6).
- ← Status of the order.
- ← Click to view further information about the order.

[Back to contents](#)

# Movements (further information)

## 4.2

If you click to view further information about the order, you will be taken to this page.



Movements

Booking ref: 9513270

Order status: Complete

Order details

Ordered date

20-02-2018

Service date

24-02-2018

Supplier

The Great Skip Co

Service type

Exchange

EWC code

170904

Longford Road

Off Bury Hill Lane

Bedfordshire

SG19 2RS

Customer contact

Sam Reed

Product ordered

12yd builder waste - General waste

Order instructions

Please call Bob on 07851639751 30 minutes before service.

Special instructions

Site opening times: 8-5 Monday to Friday and 7-12pm Saturday only.  
No services outside of these times.

Purchase order

PO-20180210/01

Completion details

POR ref

POD-067839

Weight

10.526

Disposal site

BBR589-Bedford Road, Bedford MK40 1SR

Landfill diversion rate

92%

Value

£360.40

CLOSE

← 'Order status' displayed here.

← This section appears when a movement is complete.

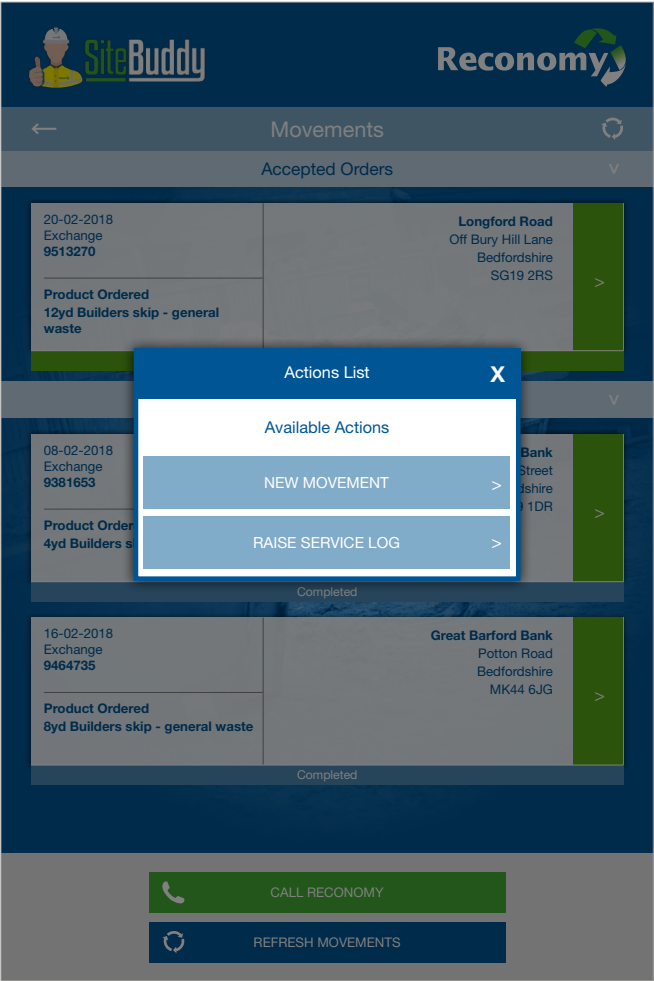
↩ Click 'CLOSE' to return to the 'Movements' overview page.

[Back to contents](#)

# Movement options

5

If you click the button for additional actions, you will be taken to this page.



Place a new order for an exchange, an off-hire, or a siting (of an additional skip / container).



This allows you to create a service log about an issue you've experienced with your order.

[Back to contents](#)

# Raise Service Log (creation)

## 6.1

To create a service log, enter the appropriate details.



←

New Service Log

Booking Reference

9513270

Service Date

20-02-2018

Product Ordered

12yd Builders skip - general waste

Service Type

Exchange

Type of Service Description

Please select one of the following

Late Service

General Servie Issues

Site Restrictions Not Followed

Transport Issues

Awaiting Call Back

Type of Service Description

Please tell us what went wrong with your service

SUBMIT SERVICE LOG

REQUEST CALL BACK

CALL RECOMONY

← Details of the movement that the service log is being raised against.

← Select which category best suits the issue you have experienced.

← Provide a brief summary of the issue.

Click here to 'SUBMIT SERVICE LOG.'



Click here to 'REQUEST CALL BACK' from your Account Coordinator within an hour to discuss the issue.

[Back to contents](#)

# Raise Service Log (confirmation)

## 6.2

Confirmation that your service log has been submitted.



←

New Service Log

Booking Reference

9513270

Service Date

20-02-2018

Product Ordered

12yd Builders skip - general waste

Service Type

Exchange

Type of Service D

Please select one of the

Late Service

General Service

Site Restriction

Transport Issue

Awaiting Call Back

Type of Service D

Please tell us what went wrong with your service

SUBMIT SERVICE LOG

REQUEST CALL BACK

CALL RECOMONY

Service Log Raised

X

We're sorry you had an issue with your order, your service log has been raised and we aim to respond within a working hour.

Service Log Number: SL-23456

Office Opening Hours  
7.30am - 5.25pm (Mon-Fri)  
8.00am - 12.00noon (Sat)

CONFIRM

← Please note down the displayed reference number, as you may need to quote it going forward.

[Back to contents](#)



# Useful information

Username

For dedicated support please call us on



01952 216 202



[Back to contents](#)



Search **Reconomy SiteBuddy**

## **Reconomy**

Kelsall House  
Stafford Court  
Stafford Park 1  
Telford  
Shropshire TF3 3BD

**01952 216 202**

**[sales@reconomy.com](mailto:sales@reconomy.com)**

**[reconomy.com](http://reconomy.com)**