



# SiteBuddy™ user manual



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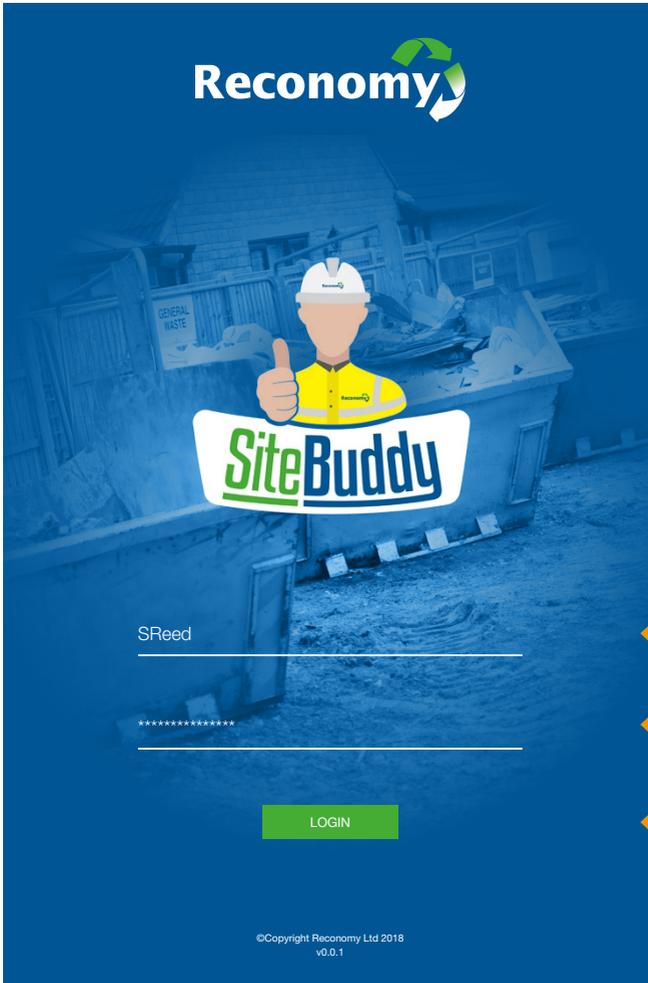


## Contents

# 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'.

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# Choose your path

2

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

**Reconomy**

Welcome  
Biggleswade Home Builders Ltd

Movements      New Order

LOG OUT

**SiteBuddy**

Your waste management experts

- Skip and container hire
- Hazardous waste disposal
- Muck away and site clearance
- Welfare and site services

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## '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).

# 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.

The screenshot displays the 'Live Sites' screen in the Reconomy mobile app. The header includes the 'SiteBuddy' logo and the 'Reconomy' logo. Below the header, there is a navigation bar with a back arrow and a refresh icon. The main content area is a list of three live sites, each with a unique ID, address, and a 'LIVE' status indicator. The sites are:

Site ID	Address	Status
284763	Longford Road Off Bury Hill Lane Bedfordshire SG19 2RS	LIVE
361877	Sandy Bank Off High Street Bedfordshire SG19 1DR	LIVE
258175	Great Barford Bank Potton Road Bedfordshire MK44 6JG	LIVE

At the bottom of the screen, there are two buttons: a green button with a phone icon labeled 'CALL RECOMONY' and a blue button with a refresh icon labeled 'REFRESH ORDERS'.

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

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

# 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.

**SiteBuddy** **Reconomy**

← Live Products ↻

<b>The Great Skip Co</b> Quantity: 2 12yd Builders skip - general waste	<b>Last Service:</b> Exchange <b>Last Service Date:</b> 13-02-2018 <b>Next Service Date:</b> None	PLACE ORDER >
<b>Ace Skips hire</b> Quantity: 1 4yd Builders skip - general waste	<b>Last Service:</b> Exchange <b>Last Service Date:</b> 03-02-2018 <b>Next Service Date:</b> None	PLACE ORDER >
<b>The Great Skip Co</b> Quantity: 2 8yd Builders skip - general waste	<b>Last Service:</b> Exchange <b>Last Service Date:</b> 01-02-2018 <b>Next Service Date:</b> None	PLACE ORDER >

CALL RECONOMY

REFRESH ORDERS

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

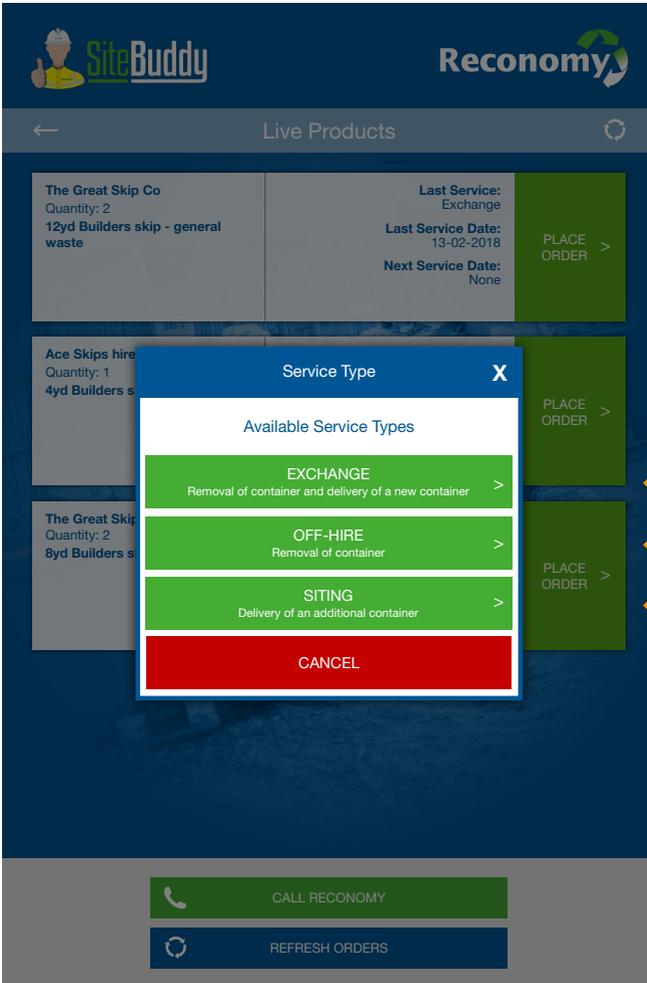
'CALL RECONOMY' if you require a service which is not currently active on site.

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

# 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.

# Create your order (new movement)

## 3.4

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

The screenshot shows a mobile application interface for creating a new movement. At the top, there is a blue header with the 'SiteBuddy' logo on the left and the 'Reconomy' logo on the right. Below the header is a light blue bar with a back arrow and the text 'New Movement'. The main content area is white and contains the following information:

- Site address: 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: (required) with radio buttons for 1, 2, 3, 4, and 5. The '2' option is selected.
- Other Instructions: A text input field with the placeholder 'Please enter any other instructions'.
- Print Name (required): Sam Reed
- A green 'CONFIRM' button at the bottom.

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.

# Create your order (schedule)

3.5

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

SiteBuddy Reconomy

← New Movement

Movement 1  
Date: 26 FEBRUARY 2018  
Time:

Movement 2  
Date: 28 FEBRUARY 2018  
Time:  
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.

# Create your order (completion)

## 3.6

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

SiteBuddy Reconomy

← 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.

# Create your order (confirmation)

3.7

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

**SiteBuddy** **Reconomy**

← 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.

# 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.

The screenshot shows the 'Movements' screen in the Reconomy app. At the top, there is a navigation bar with the SiteBuddy logo on the left and the Reconomy logo on the right. Below the navigation bar is a header with a back arrow, the title 'Movements', and a refresh icon. The main content area is divided into two sections: 'Accepted Orders' and 'Completed Orders'. Each section contains a list of orders. Each order card displays the date, exchange number, product ordered, site name, and address. A green bar at the bottom of each card indicates the status of the order. At the bottom of the screen, there are two buttons: 'CALL RECOMONY' and 'REFRESH MOVEMENTS'.

Order Date	Exchange	Product Ordered	Site Name	Address	Status
20-02-2018	9513270	12yd Builders skip - general waste	Longford Road	Off Bury Hill Lane Bedfordshire SG19 2RS	Accepted
08-02-2018	9381653	4yd Builders skip - general waste	Sandy Bank	Off High Street Bedfordshire SG19 1DR	Completed
16-02-2018	9464735	8yd Builders skip - general waste	Great Barford Bank	Potton Road Bedfordshire MK44 6JG	Completed

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.

# Movements (further information)

## 4.2

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

The screenshot shows the 'Movements' page in the SiteBuddy app. At the top, there is a navigation bar with the SiteBuddy logo on the left and the Reconomy logo on the right. Below the navigation bar, the page title 'Movements' is centered. The main content area is divided into several sections:

- 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
  - 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

At the bottom of the page, there is a green button labeled 'CLOSE'.

← 'Order status' displayed here.

← This section appears when a movement is complete.

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

# Movement options

5

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

The screenshot displays the 'Movements' screen in the SiteBuddy app. At the top, there are logos for 'SiteBuddy' and 'Reconomy'. Below the header, a 'Movements' title bar includes a back arrow and a refresh icon. Underneath, a 'Accepted Orders' section is visible with a dropdown arrow. Three order cards are shown, each with a date, exchange number, product name, and address. The first card is for '20-02-2018 Exchange 9513270' with '12yd Builders skip - general waste' ordered to 'Longford Road'. The second card is for '08-02-2018 Exchange 9381653' with '4yd Builders s' ordered to 'Bank Street'. The third card is for '16-02-2018 Exchange 9464735' with '8yd Builders skip - general waste' ordered to 'Great Barford Bank'. An 'Actions List' modal is open over the second order card, showing 'Available Actions' with two options: 'NEW MOVEMENT' and 'RAISE SERVICE LOG', both with right-pointing chevrons. At the bottom of the app, there are two buttons: 'CALL RECONOMY' with a phone icon and 'REFRESH MOVEMENTS' with a refresh icon.

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.

# Raise Service Log (creation)

## 6.1

To create a service log, enter the appropriate details.

The screenshot shows the 'New Service Log' form in the Reconomy app. The form is titled 'New Service Log' and includes the following fields and options:

- 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 Service Issues
  - Site Restrictions Not Followed
  - Transport Issues
  - Awaiting Call Back
- Type of Service Description:** Please tell us what went wrong with your service (text input field)

At the bottom of the form, there are three buttons: 'SUBMIT SERVICE LOG' (green), 'REQUEST CALL BACK' (blue), and 'CALL RECONOMY' (green with a phone icon).

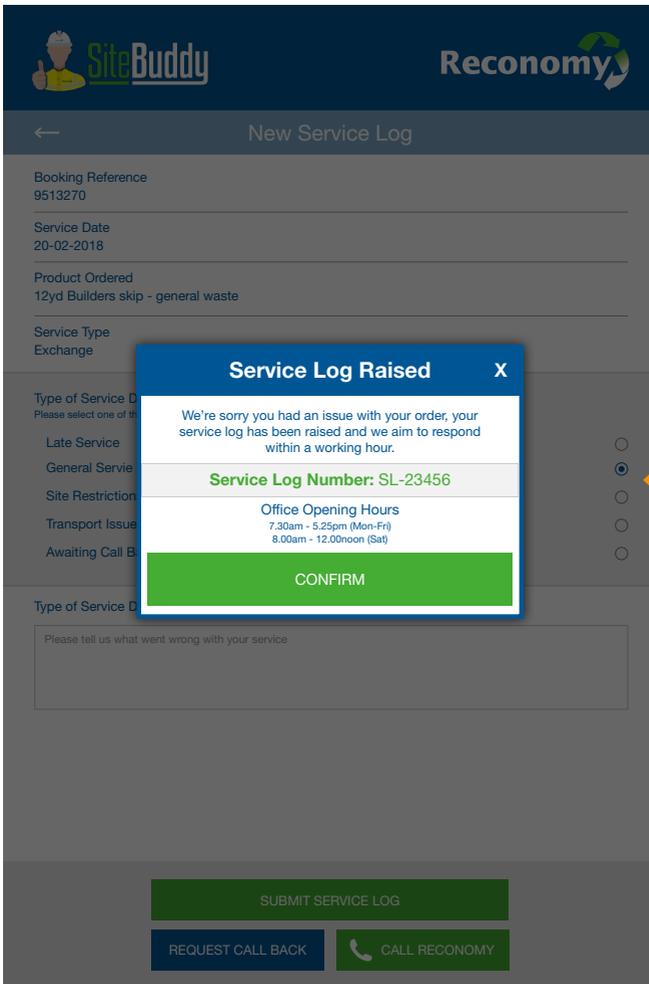
Annotations with orange arrows point to the following elements:

- Details of the movement that the service log is being raised against. (Points to the Booking Reference, Service Date, Product Ordered, and Service Type fields.)
- Select which category best suits the issue you have experienced. (Points to the radio button for 'General Service Issues'.)
- Provide a brief summary of the issue. (Points to the 'Type of Service Description' text input field.)
- Click here to 'SUBMIT SERVICE LOG.' (Points to the 'SUBMIT SERVICE LOG' button.)
- Click here to 'REQUEST CALL BACK' from your Account Coordinator within an hour to discuss the issue. (Points to the 'REQUEST CALL BACK' button.)

# Raise Service Log (confirmation)

## 6.2

Confirmation that your service log has been submitted.



The screenshot shows the 'New Service Log' form in the Reconomy app. The form fields are: Booking Reference (9513270), Service Date (20-02-2018), Product Ordered (12yd Builders skip - general waste), Service Type (Exchange), and Type of Service (Late Service). A confirmation dialog box is overlaid on the form, titled 'Service Log Raised'. The dialog contains the following text: '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.' Below this is the 'Service Log Number: SL-23456' in green. Underneath is the 'Office Opening Hours' section: '7.30am - 5.25pm (Mon-Fri)' and '8.00am - 12.00noon (Sat)'. At the bottom of the dialog is a green 'CONFIRM' button. An orange arrow points from the dialog to the right, towards the explanatory text.

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

# Useful information

Username

For dedicated support please call us on



**01952 216 202**



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