



Customer Portal

User Guide | Version 1.2

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Introduction

The Customer Portal is a collection of reports with which you can view various metrics, such as how much has been spent on hauling services, material types, and equipment types.

View these reports in your browser or export the data into your software of choice.



URL: customer.wasteharmonics.com

Request Access

Contact your Account Manager to request additional access for members of your company.

Logging in for the First Time

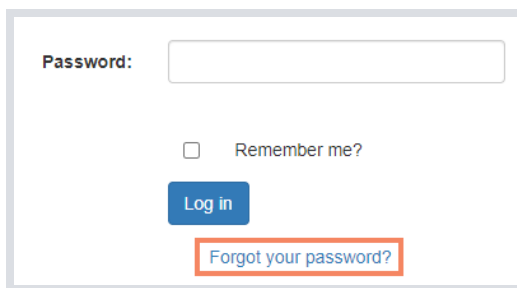
After your Waste Harmonics | Keter Account Manager grants you access to the Customer Portal, you will receive a username and password. When you sign in for the first time, you should change your password. After changing your password, use the credentials to sign in.

Alternately, you can use single sign-on to sign in with your Microsoft account.

Local Account

When you sign in for the first time, you must reset your password.

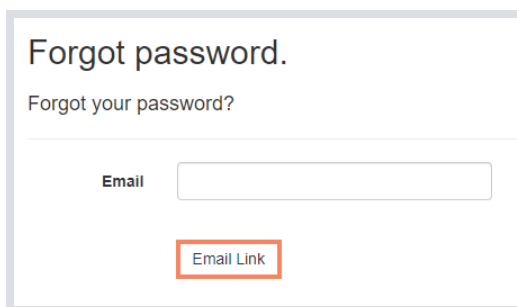
1. Go to customer.wasteharmonics.com/Account/Login.
2. Select **Forgot your password?**.



Password:
☐ Remember me?

The Forgot password page opens.

3. Enter your **Email**. Select **Email Link**.



Forgot password.
 Forgot your password?
 Email

If your account has been added to the Customer Portal, an email will be sent to the provided email address.

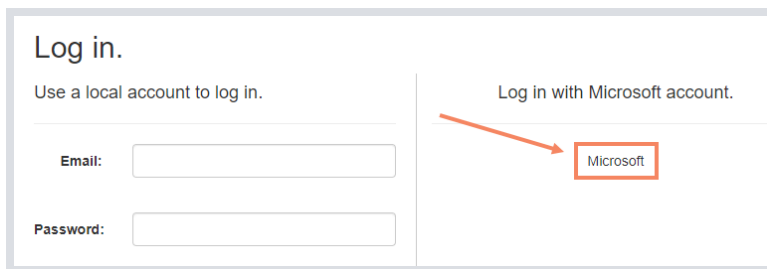
4. Open the email and follow the instructions to **change your password**.
5. Use the new credentials to sign in.

Microsoft Account

With Microsoft account sign in, you can sign in to the Customer Portal using your Microsoft account and Authenticator app.

To sign in:

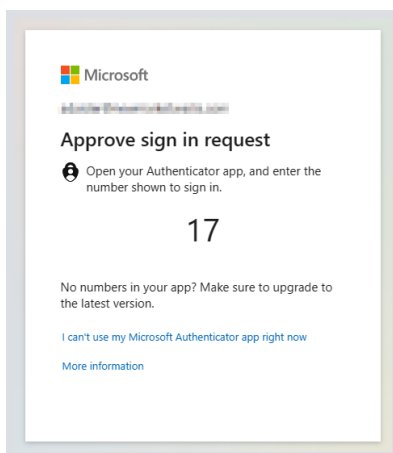
1. Go to customer.wasteharmonics.com/Account/Login.
2. Select **Microsoft**.



The screenshot shows a login page with two columns. The left column is titled 'Log in.' and contains the text 'Use a local account to log in.' followed by input fields for 'Email:' and 'Password:'. The right column is titled 'Log in with Microsoft account.' and contains a button labeled 'Microsoft'. An orange arrow points from the 'Microsoft' button to the right column header.

You are redirected to the Microsoft Log in page.

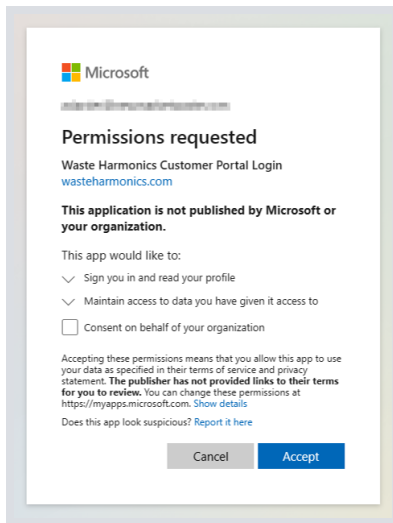
3. From the Microsoft Log in page, enter your **Email, Phone, or Skype**.
Select **Next**.
4. Enter your **Password**.
Select **Sign in**.
5. Use the **Microsoft Authenticator app** to approve the sign in by entering the provided code.



The screenshot shows the Microsoft 'Approve sign in request' page. It features the Microsoft logo at the top, followed by the text 'Approve sign in request'. Below this, there is an instruction: 'Open your Authenticator app, and enter the number shown to sign in.' The number '17' is displayed prominently in the center. At the bottom, there is a note: 'No numbers in your app? Make sure to upgrade to the latest version.' and two links: 'I can't use my Microsoft Authenticator app right now' and 'More information'.

Once approved, the page will automatically redirect you.

- From the Permissions requested page, select **Consent on behalf of your organization**. Select **Accept**.



The page redirects back to the Customer Portal with you logged in.

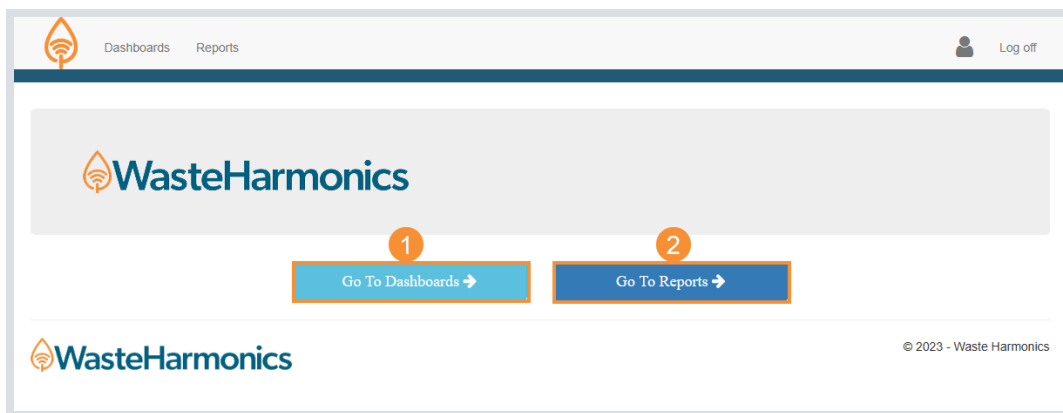
Navigating the Customer Portal

In this section, you'll learn how to navigate the Customer Portal.

For most, the Customer Portal is used to view the Customer Portal Report that contains a selection of sub-reports detailing service totals, equipment used, tonnage, support cases, etc.

Home Page

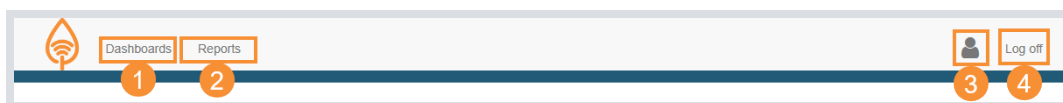
When you sign in, the first page you see is the Home page with two buttons.



- 1 **Go To Dashboards:** Customer-specific. If you have any added Dashboards, you will find them here.
- 2 **Go To Reports:** Access your Customer Portal Report.

Navigation Bar

The Navigation Bar features links to other areas of the Customer Portal.



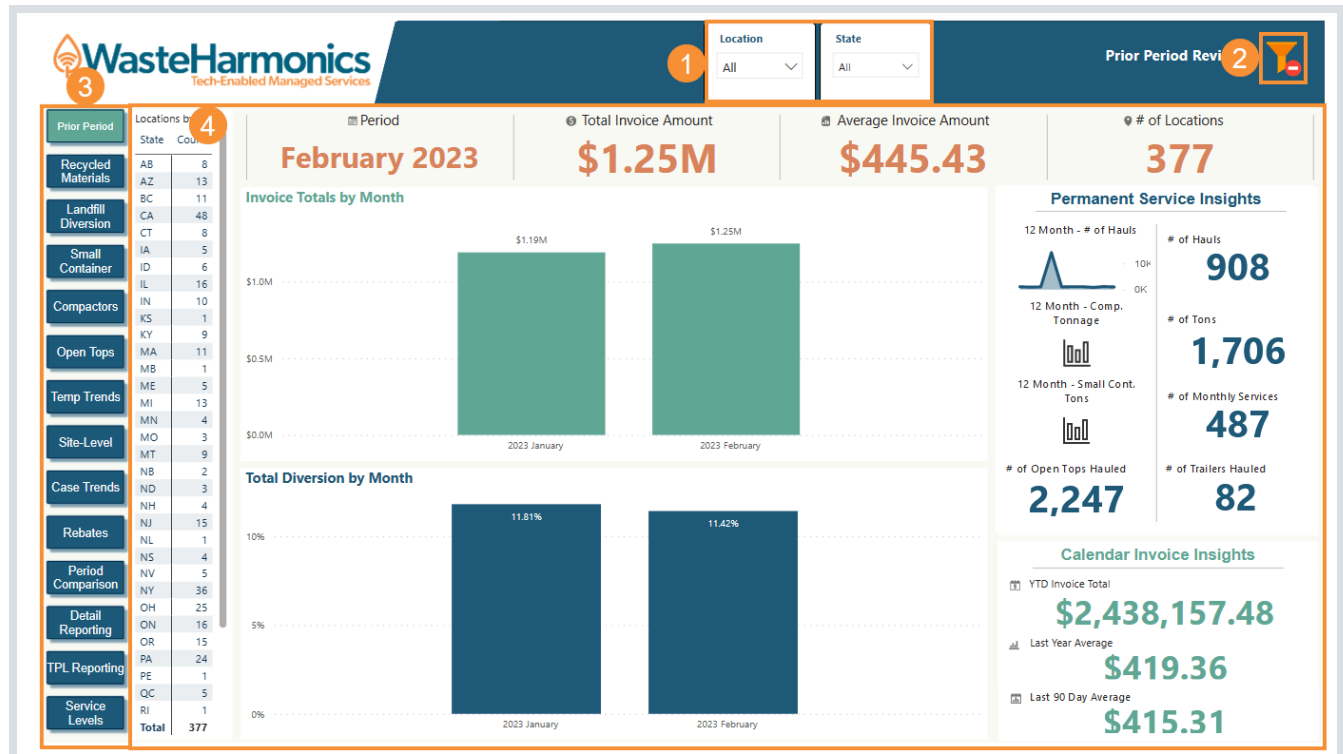
- 1 **Dashboards:** Customer-specific. If you have any added Dashboards, you will find them here.
- 2 **Reports:** Access your Customer Portal Report. Select **<Your Company Name> Customer Portal** to access your Customer Portal Report.
- 3 **Manage your account:** View your sign in settings.
- 4 **Log off:** Log out of the system.

4 **Log off:** Log out of the Customer Portal.

Features & Functionality

Use this section to familiarize yourself with the Customer Portal's functionality and options.

Elements

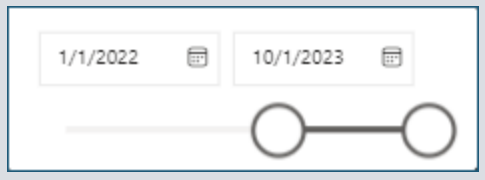
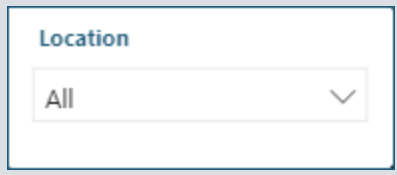


- Filters:** Change the report parameters such as date range, location, etc. Each report has its own set of filters
- Clear Filters:** Select to clear any set filters and return to the default view.
- Report Views Menu:** Select sub-reports. These include reports on materials, equipment, sites, support cases, etc.
- Report:** Report views and data are displayed in visual tiles and tables. Each report has its own set of visualizations.

Filters

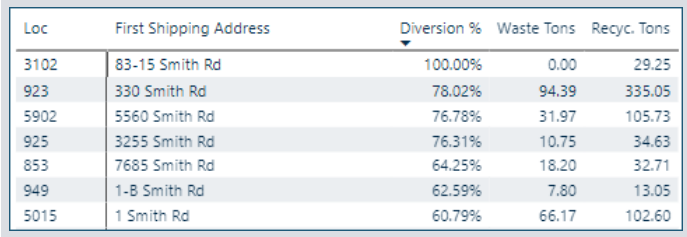
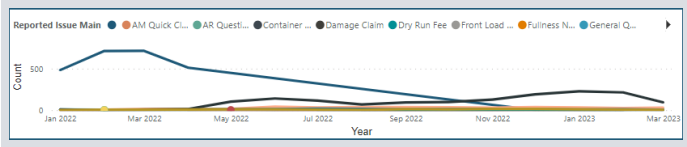
The reports feature filters that allow you to narrow down the data and visuals to specific locations, materials, and date ranges.

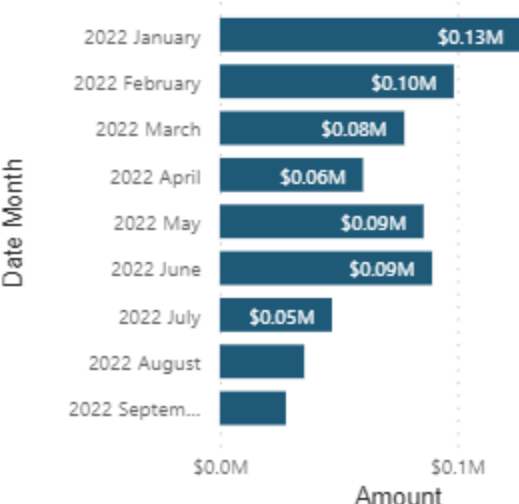
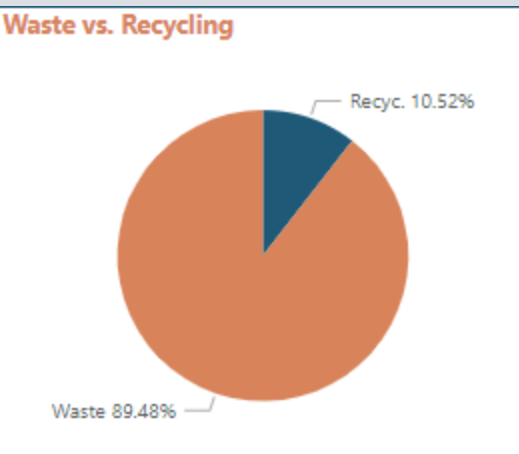
The following are some of the filters you will encounter while viewing reports.

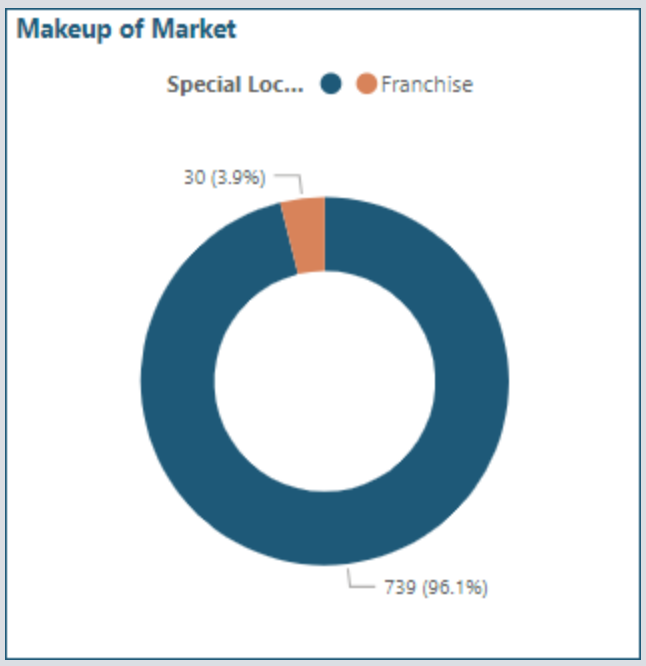
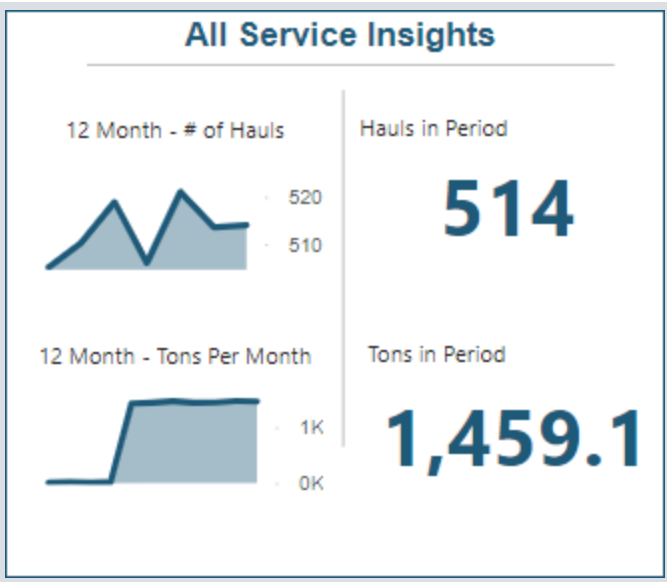
Type	Description	Example
Date Range	Enter a date range using the fields or with the sliders. References the invoice date (also known as "billing date") <i>not</i> the service date.	
Selection	Filter to one or more options.	

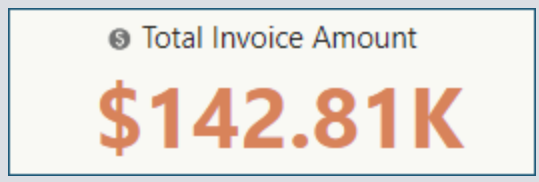
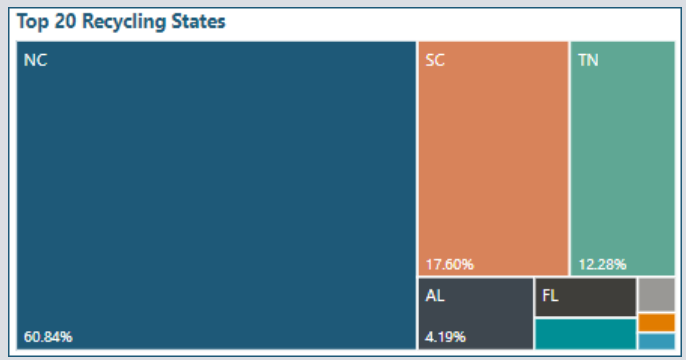

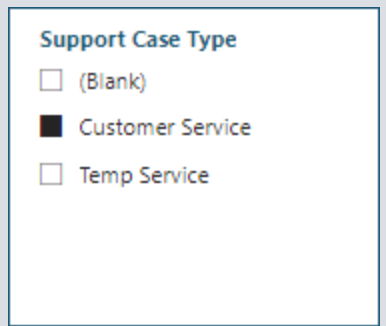
Visualizations & Data Views

The following are the basic types of visuals and data views you'll encounter while viewing reports.

Type	Description	Example
Table	A grid containing related data in a logical series of rows and columns.	
Line Chart	Emphasize the overall shape of an entire series of values, usually over time.	

Type	Description	Example																				
Bar Chart	Data presented in bar chart format.	<div><p>Amount by Month</p><table><thead><tr><th>Date Month</th><th>Amount</th></tr></thead><tbody><tr><td>2022 January</td><td>\$0.13M</td></tr><tr><td>2022 February</td><td>\$0.10M</td></tr><tr><td>2022 March</td><td>\$0.08M</td></tr><tr><td>2022 April</td><td>\$0.06M</td></tr><tr><td>2022 May</td><td>\$0.09M</td></tr><tr><td>2022 June</td><td>\$0.09M</td></tr><tr><td>2022 July</td><td>\$0.05M</td></tr><tr><td>2022 August</td><td></td></tr><tr><td>2022 September</td><td></td></tr></tbody></table></div>	Date Month	Amount	2022 January	\$0.13M	2022 February	\$0.10M	2022 March	\$0.08M	2022 April	\$0.06M	2022 May	\$0.09M	2022 June	\$0.09M	2022 July	\$0.05M	2022 August		2022 September	
Date Month	Amount																					
2022 January	\$0.13M																					
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2022 March	\$0.08M																					
2022 April	\$0.06M																					
2022 May	\$0.09M																					
2022 June	\$0.09M																					
2022 July	\$0.05M																					
2022 August																						
2022 September																						
Pie Chart	Shows the relationship of parts to a whole.	<div><p>Waste vs. Recycling</p><table><thead><tr><th>Category</th><th>Percentage</th></tr></thead><tbody><tr><td>Waste</td><td>89.48%</td></tr><tr><td>Recyc.</td><td>10.52%</td></tr></tbody></table></div>	Category	Percentage	Waste	89.48%	Recyc.	10.52%														
Category	Percentage																					
Waste	89.48%																					
Recyc.	10.52%																					

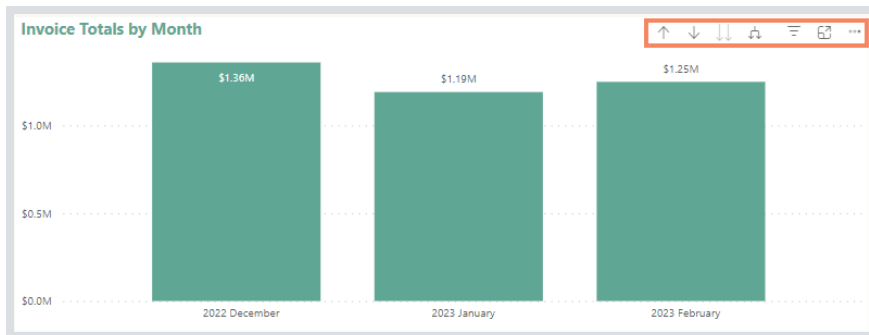
Type	Description	Example
Doughnut Chart	<p>Like pie charts.</p> <p>Shows the relationship of parts to a whole. The center is blank and allows space for a label or icon.</p>	 <p>Makeup of Market</p> <p>Special Loc... 30 (3.9%)</p> <p>Franchise 739 (96.1%)</p>
Insights	<p>Provides a series of simple data views for a particular topic.</p>	 <p>All Service Insights</p> <p>12 Month - # of Hauls</p> <p>Hauls in Period: 514</p> <p>12 Month - Tons Per Month</p> <p>Tons in Period: 1,459.1</p>

Type	Description	Example
Card	A single data point.	 <p>A card visualization with a light yellow background and a dark blue border. It displays the text "Total Invoice Amount" in dark blue, followed by a large, bold, orange "\$142.81K".</p>
Treemap	Chart of colored rectangles, with size representing value.	 <p>A treemap visualization titled "Top 20 Recycling States". It shows five colored rectangles representing different states and their percentages: NC (dark blue, 60.84%), SC (orange, 17.60%), TN (green, 12.28%), AL (dark grey, 4.19%), and FL (teal, 4.19%).</p>
Map	Associates both categorical and quantitative information with spatial locations.	 <p>A map visualization of North America, showing the United States and parts of Canada. The text "NORTH AMERICA" is centered over the continent. The Atlantic Ocean is labeled on the right. The map includes a Microsoft Bing logo and copyright information: "© 2023 Microsoft Corporation Terms".</p>
Slicer	A standalone chart that can be used to filter the other visuals on the page.	 <p>A slicer visualization titled "Support Case Type". It contains three options, each with a colored square and a label: a white square for "(Blank)", a dark blue square for "Customer Service", and a light blue square for "Temp Service".</p>

Options

Each visualization has additional options to focus on the tile specifically and filter further without affecting the rest of the tiles in the report.

The following are the types of options you'll encounter while viewing reports.



Type	Description
↑	Drill Up Show the data at a higher level of granularity.
↓	Drill Down Show the data at a lower level of granularity.
⇅	Go to the next level in the hierarchy.
⇅	Expand all down one level in the hierarchy.
≡	Filters and Slicers Hover over to view the filters and slicers affecting the visual.
🔍	Focus Mode Open the tile to a new page to focus solely on its view

Type	Description
------	-------------

More Options

Select the triple ellipses icon to open a menu with additional options:

- **Export data:** Export the data and download it in a specified file format.
- **Show as a table:** Displays the data being used to create the visual.
- **Spotlight:** Highlight the visual on the page, which causes all other visuals to fade to near transparency.

Report Views

Your Customer Portal has a selection of report views curated for a variety of topics. The following is a list of possible views.

NOTE

Your portal may not have every view available. Contact your Account Manager for additional options.

IN THIS TOPIC

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Prior Period

Invoice amounts for the last period billed.



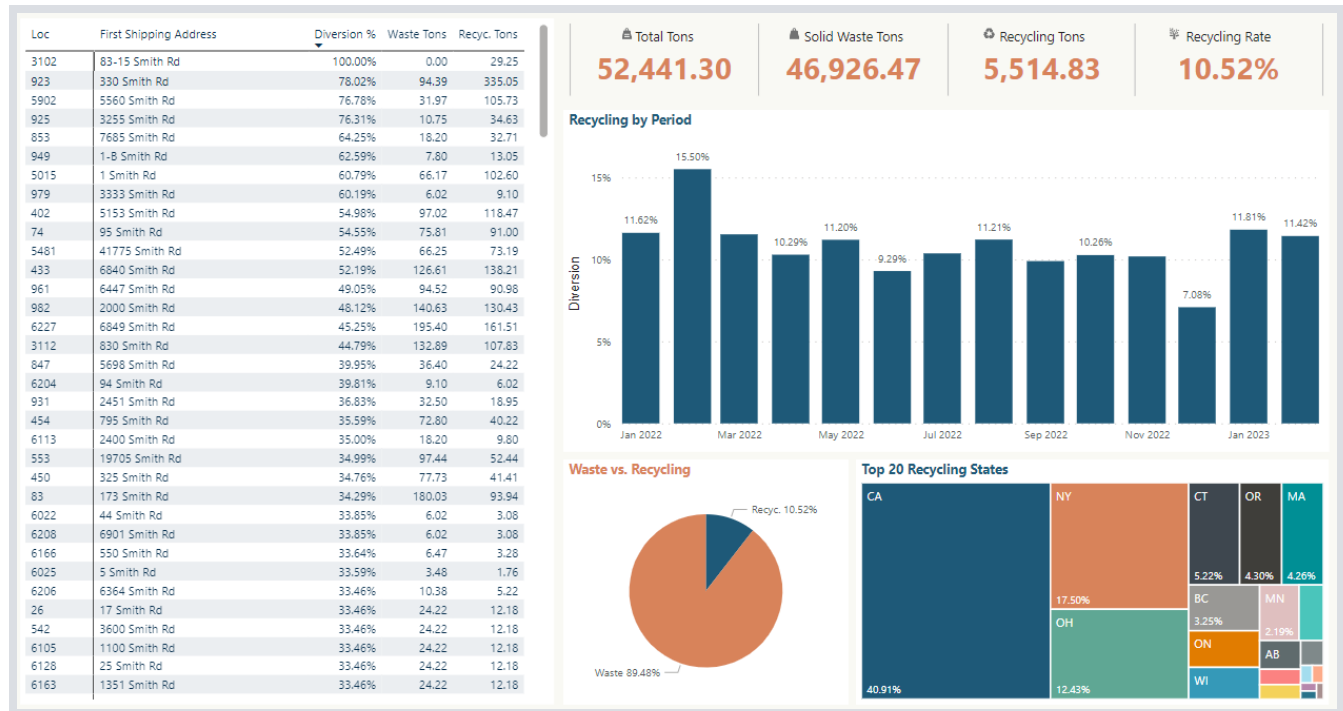
The **Total Diversion By Month** chart shows the percentage of recycled materials diverted from landfills. An expanded view of this info can be found in the **Recycled Materials** report.

NOTE

The data is updated after all the invoices have finished billing—usually around the 15th of the month.

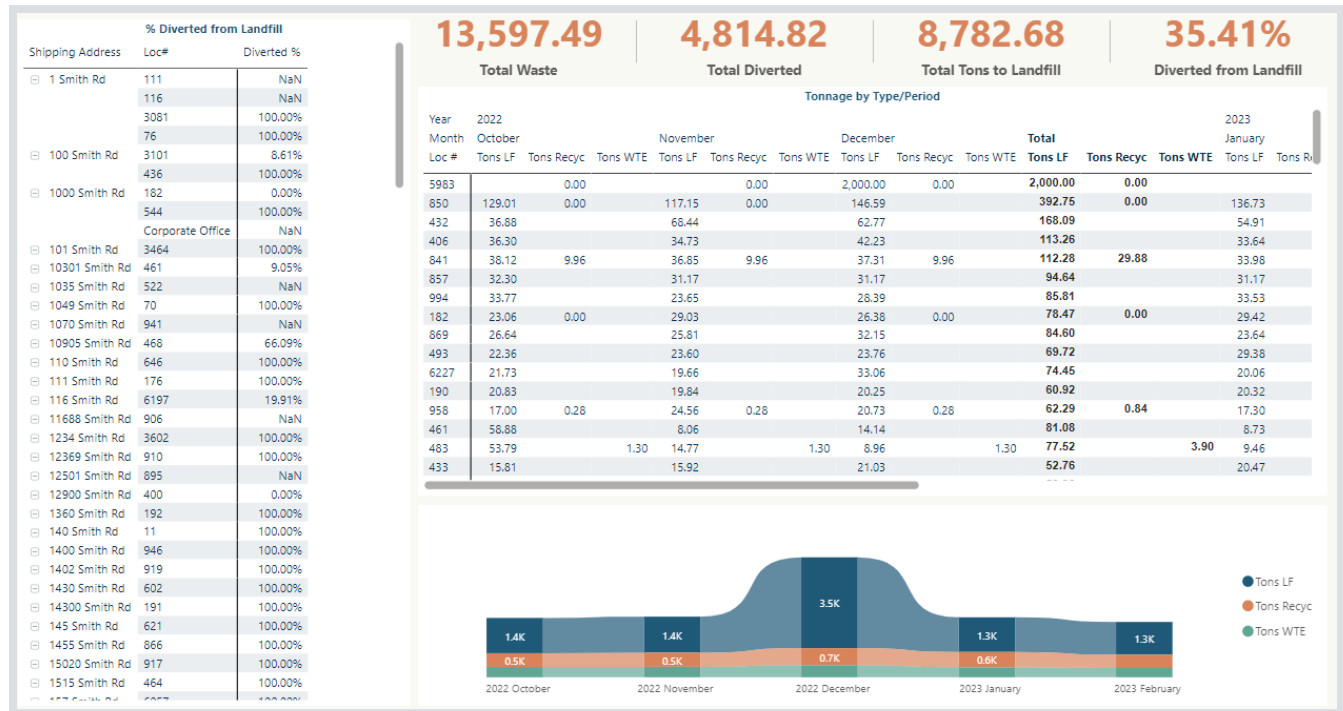
Recycled Materials

Shows the amount of recycled material diverted from landfills, as well as a comparison of the amount of solid waste vs. recycled materials hauled.



Landfill Diversion

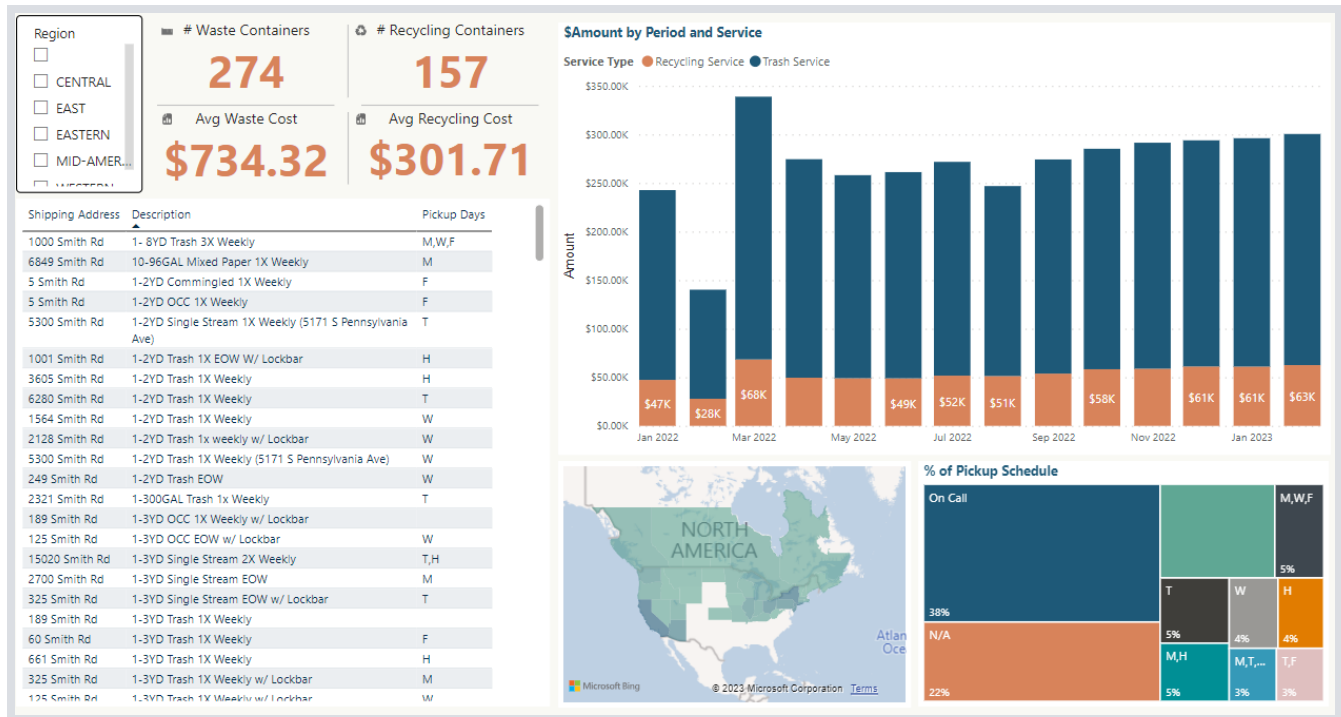
Compares of the amount of waste diverted from the landfill.



- Like the **Recycled Materials** report, but instead of just recycling, this report includes any non-recyclable material that was diverted from the landfill to somewhere else.
- Provides metrics to track how environmentally friendly your waste disposal is.

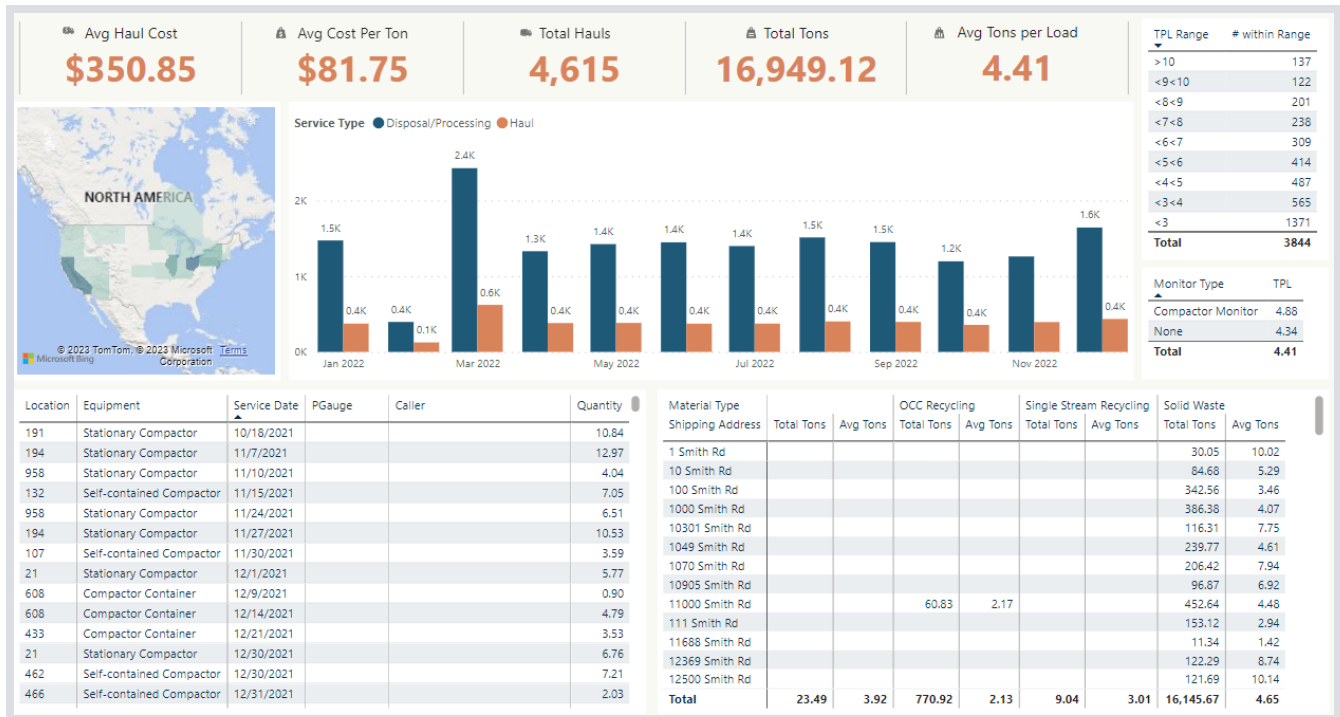
Small Container

Breaks down the scheduled services for small containers by location and pickup days. Features a comparison of the total cost of recycling vs. trash picked up.



Compactors

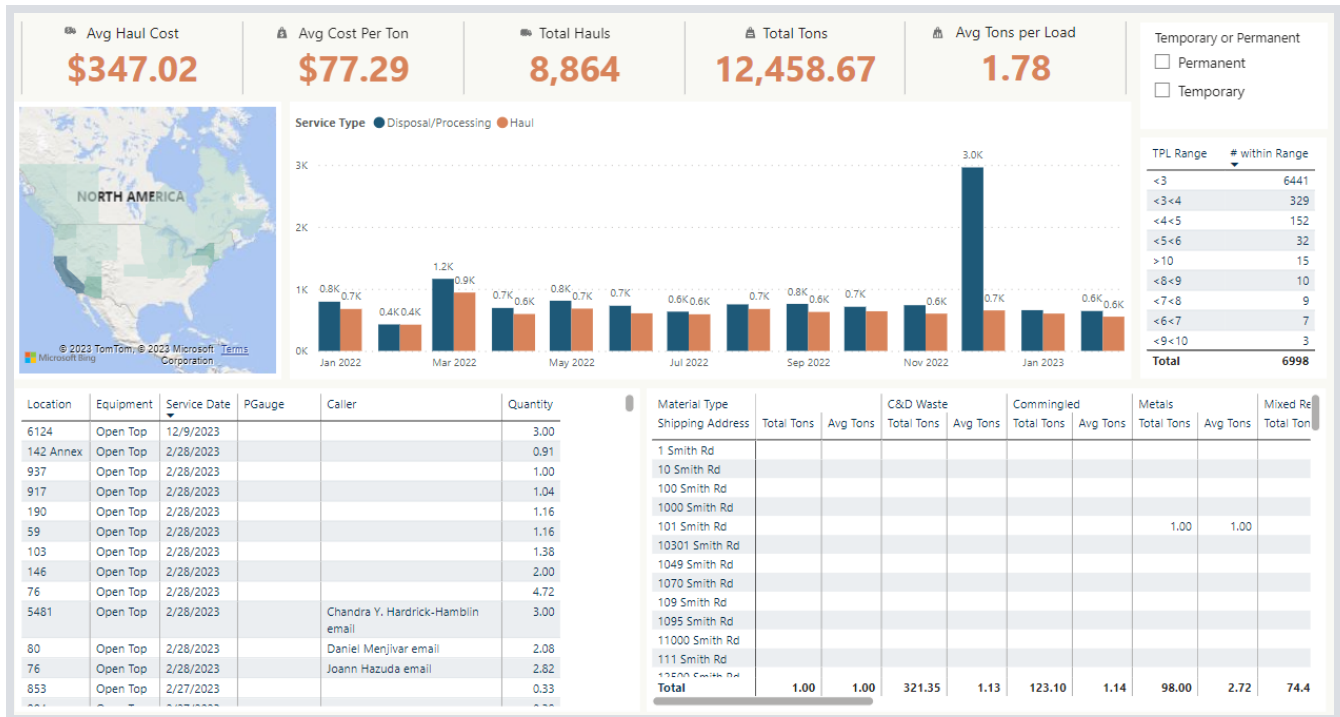
Breaks down the tonnage amount for the compactors at each location.



- The **Material Type** table separates the types of materials to view the tonnage for each.
- With the **TPL Range** table, you can see the number of compactors that fall into Tons Per Load ranges.
- The **Service Type** chart compares the total tonnage of each month's hauls and disposal/processing.

Open Tops

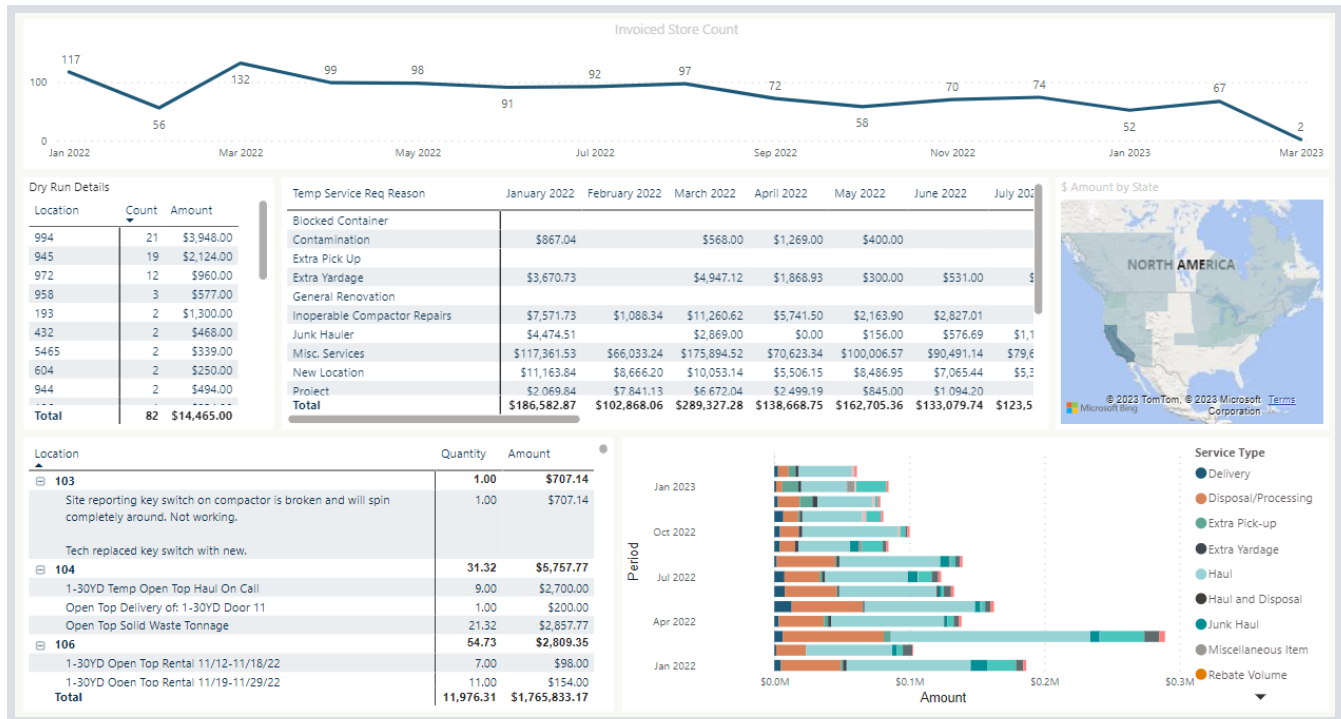
Breaks down the scheduled services for open top containers by location and tonnage weight.



- The **Material Type** table separates the material types to view the tonnage for each type.
- With the **TPL Range** table, you can see the number of compactors that fall into Tons Per Load ranges.
- The **Service Type** chart compares the total tonnage of each month's hauls and disposal/processing.

Temp Trends

An overview of the reasons, fees, and location of temporary hauling services.



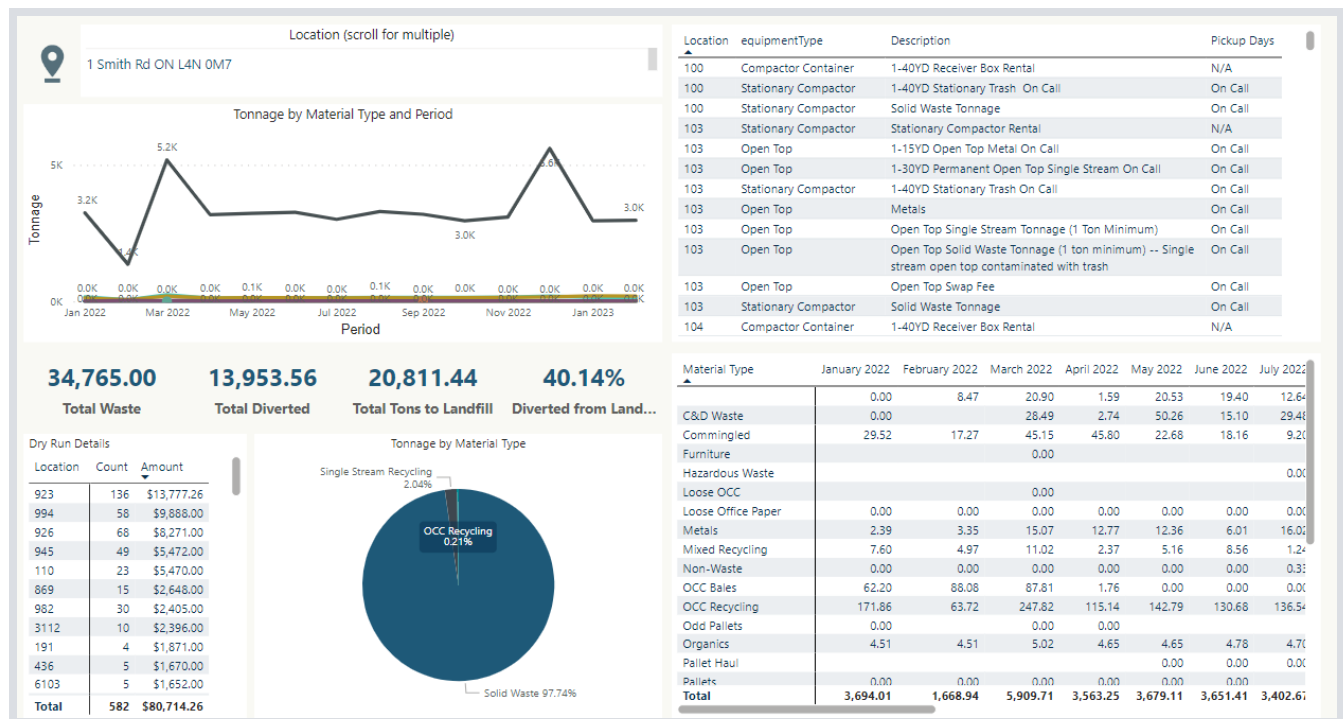
- The **Invoiced Store Count** line chart shows the number of stores invoiced per month over a rolling 12-month period.
- The **Dry Run Details** chart shows the count and amount of Dry Run Fees per location. Dry Run Fees are the fee accrued when a hauler visits a site and can't haul the load because it is blocked, or the container is empty.
- The **Temp Service Req Reason** aggregates the reason and costs per month for temporary services.
- The **Service Type** stacked bar chart compares each service type, overlaying each with the amount invoices per month.

Site-Level

Overview of the total waste and services performed per site location.

TIP

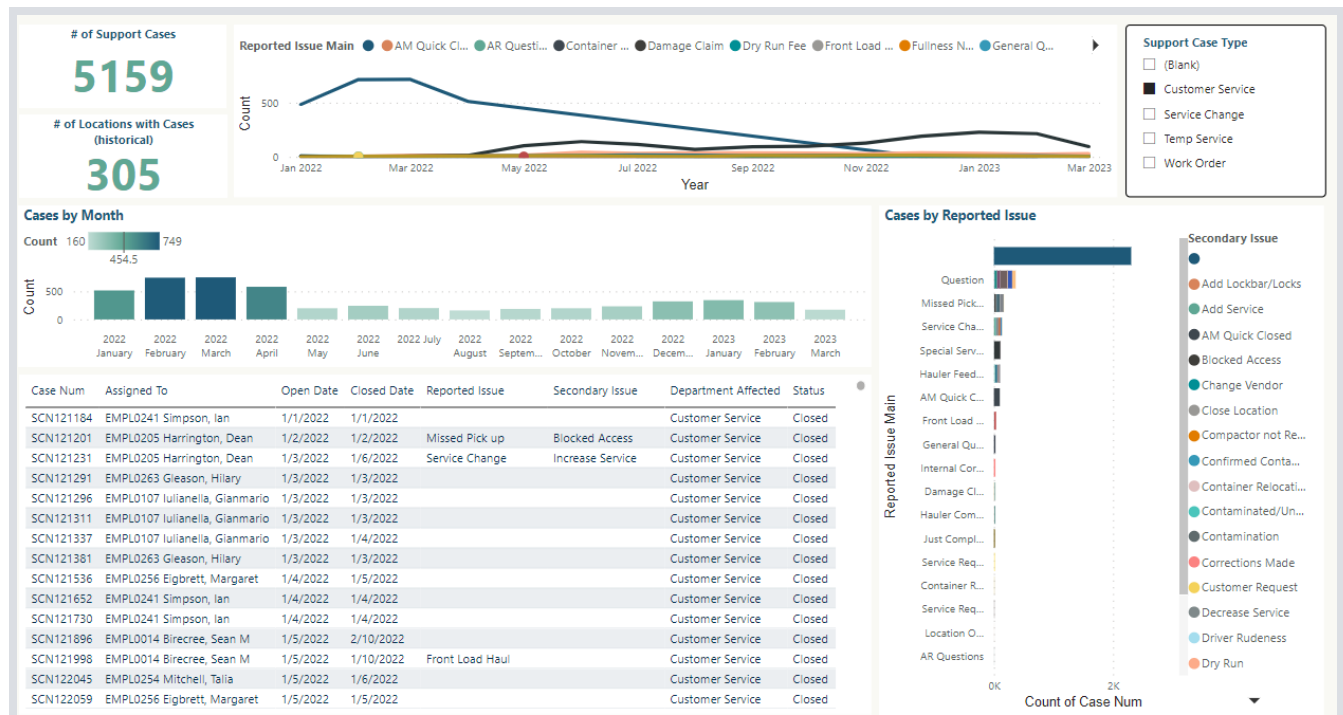
Use to easily compare all services for a site.



- Use the **Location** filter to select a specific site. The **Tonnage by Material Type and Period** line graph compares each material hauled and the tonnage amount for each.
- The **Dry Run Details** chart shows the count and amount of Dry Run Fees per location. Dry Run Fees are the fee accrued when a hauler visits a site and can't haul the load because it is blocked, or the container is empty.
- The **Location** table breaks down the equipment per location and the pickup days.
- The **Material Type** table breaks down the types of material and the amount hauled per month.
- The **Tonnage by Material** pie chart shows the materials with the most tonnage for the period.

Case Trends

Overview of the support cases created, support trends over time, and most common issues.



- Shows the total number of support cases created in the selected date range.
- The **Reported Issue Main** chart compares the different types of issues reported and the frequency over time.
- The **Cases by Month** bar chart shows the number of cases per month for the selected date range.
- The **Cases** table shows all the cases for the selected date range.
- Use the **Support Case Type** slicer to filter to specific case types.

Rebates

Overview of the costs recouped by reclaiming and selling scrap and other materials, diverting them from the landfill.



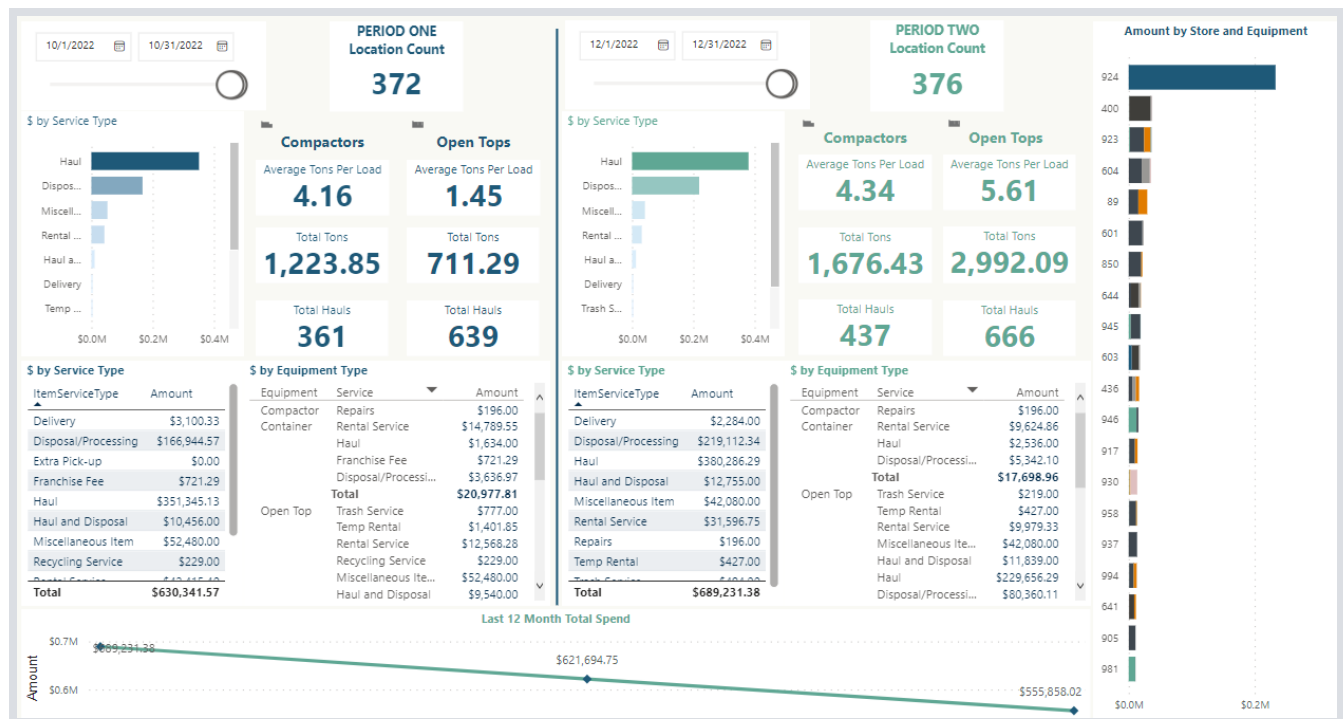
- Features various visualizations that detail the type of material/scrap, the pounds collected, and the amount of money recouped per month. Additionally, you can see the total amount collected, separated by material type.
- The **Top Rebate Types** bar chart shows the most common material type sold.
- The **Top 30 Rebate Locations** bar chart shows the locations with the most material sold.

Period Comparison

Provides the means to compare two chosen periods. Use the **Date** filters to select the date range for each period.

NOTE

The Date Sliders reference the invoice date (also known as the "billing date").



Detail Reporting

Features all the data presented elsewhere in the Customer Portal in a tabular view. The benefit of this report is the ability to tailor it to see the exact data you are looking for using the sidebar filters.

TIP

This is a great report to export data to an external tool. See [Exporting Data](#) to learn how.

Date	Service Date	Period	Type	Document	Location#	Shipping Address	City	State	Zip	Invoice Memo	Transaction Type
1/31/2023		January 2023	Credit Memo	CM16242	6227	6849 Smith Rd	Delta	BC	V4G 0A2	Recycling Rebate - 11/2022 OCC Rebate - 3.44 tons Wt Connections	All
1/6/2023	10/18/2022	January 2023	Credit Memo	CM16292	906	11688 Smith Rd	Santa Fe Springs	CA	90670	Trailer Swap Fee BOL26064763	iWaste Monitor
1/11/2023		January 2023	Credit Memo	CM16400	833	382 Smith Rd	Jerome	ID	83338	Monthly Service of 1-3YD Trash 3X Weekly	All
1/31/2023	11/30/2022	January 2023	Credit Memo	CM16521	5481	41775 Smith Rd	Belleville	MI	48111	Recycling Rebate- 11/2022 OCC Rebate - .82 tons - Tay Recycling	Temporary/Permanent
1/31/2023	10/31/2022	January 2023	Credit Memo	CM16521	5481	41775 Smith Rd	Belleville	MI	48111	Recycling Rebate- 10/2022 OCC Rebate - .44 tons - Tay Recycling	All
1/31/2023	10/11/2022	January 2023	Credit Memo	CM16650	858	2650 Smith Rd	Chandler	AZ	85286	Recycling Rebate-10/11/22 OCC Rebate - Friedman Re	Franchise/Open Market
1/31/2023	10/31/2022	January 2023	Credit Memo	CM16654	61	350 Smith Rd	Willington	CT	06279	Recycling Rebate-10/2022 OCC Rebate - 11.63 tons - C	All
1/31/2023	10/14/2022	January 2023	Credit Memo	CM16674	6124	45 Smith Rd	Woodbridge	ON	L4H 4J4	Recycling Rebate- 9/28/22 & 10/14/22 OCC Rebate - 1 - GFL	
1/31/2023		January 2023	Credit Memo	CM16736	450	325 Smith Rd	Lebanon	OH	45036	November 2022 OCC Rebate 4.11 TN - Hanna Paper Re Midwest	Equipment Type
1/31/2023		January 2023	Credit Memo	CM16737	452	9667 Smith Rd	Cincinnati	OH	45246	Nov 2022 OCC Rebate 3.39 TN - Hanna Paper Recycling	<input type="checkbox"/> Baler
1/31/2023		January 2023	Credit Memo	CM16973	464	1515 Smith Rd	Hammond	IN	46327	INV1387539 double paid. Originally paid 8/8/22 ACH, 1 8/31/22. Crediting funds back to customer.	<input type="checkbox"/> Compactor Container
2/28/2023	10/24/2022	February 2023	Credit Memo	CM16923	461	10301 Smith Rd	Zionsville	IN	46077	Recycling Rebate-10/18-10/24/22 OCC rebate-37.12 to Waste	<input type="checkbox"/> Front Load
2/28/2023	11/10/2022	February 2023	Credit Memo	CM16932	61	350 Smith Rd	Willington	CT	06279	Recycling Rebate-11/10/22 Metal Rebate - 4.03 tons - i	<input type="checkbox"/> Lock
2/28/2023	11/16/2022	February 2023	Credit Memo	CM16933	61	350 Smith Rd	Willington	CT	06279	Recycling Rebate-11/16/22 OCC Rebate - 4.63 tons - C	<input type="checkbox"/> Misc. Equipment
2/28/2023	11/15/2022	February 2023	Credit Memo	CM16944	432	6120 Smith Rd	Grove City	OH	43123	Solid Waste Tonnage -- Door 463 *Credit for inflated tonnage on 11/15/22	<input type="checkbox"/> Open Top
2/28/2023	11/10/2022	February 2023	Credit Memo	CM17047	553	19705 Smith Rd	Rogers	MN	55374	11/10/22 Metal Rebate 3.41 TN - Alter Metal	<input type="checkbox"/> Other
2/28/2023	12/9/2022	February 2023	Credit Memo	CM17051	553	19705 Smith Rd	Rogers	MN	55374	12/9/22 Metal Rebate 3.68 TN - Alter Metal	Service Type
2/28/2023	12/19/2022	February 2023	Credit Memo	CM17053	454	795 Smith Rd	Vandalia	OH	45377	12/19/22 OCC Rebate 4.50 TN - Rumpke	<input type="checkbox"/> Delivery
2/28/2023		February 2023	Credit Memo	CM17057	450	325 Smith Rd	Lebanon	OH	45036	Dec 2022 OCC Rebate 4.12 TN - Hanna Paper Recycling	<input type="checkbox"/> Disposal/Processing
2/28/2023		February 2023	Credit Memo	CM17071	5150	2291 Smith Rd	Clinton	PA	15026	Monthly Service of 1-2YD Commingled EOW *Credit Service Decrease Eff 2/13/23*	<input type="checkbox"/> Equipment Sales
2/28/2023		February 2023	Credit Memo	CM17071	5150	2291 Smith Rd	Clinton	PA	15026	Monthly Service of 2-8YD Trash 3X Weekly *Credit Service Decrease Eff 2/13/23*	<input type="checkbox"/> Extra Pick-up
Total											<input type="checkbox"/> Haul
											<input type="checkbox"/> Haul and Disposal

TPL Reporting

Many customers require their hauls to be a certain tonnage before pickup. This report is an overview of the Tons Per Load (TPL) for each location, equipment type, material type, separated by month. Use the sidebar filters further narrow down the data as necessary.

Location #	Equipment Type	Period Material Type	June 2022			July 2022			August 2022			September 2022			October 2022		
			Haul	Tonnage	TPL	Haul	Tonnage	TPL	Haul	Tonnage	TPL	Haul	Tonnage	TPL	Haul	Tonnage	TPL
100	Compactor	Solid Waste	2.00	11.23	5.62	2.00	11.74	5.87	2.00	12.04	6.02	2.00	11.66	5.83	2.00	11.57	
103	Compactor	Solid Waste	1.00	9.10	9.10				1.00	10.74	10.74	2.00	17.92	8.96			
	Open Top	Scrap Metal															
		Single Stream Recycling	13.00	8.07	0.62	12.00	7.01	0.58	14.00	6.47	0.46	12.00	8.37	0.70	13.00	8.00	
		Solid Waste		13.03			5.00			14.47			17.00			5.00	
104	Compactor	Solid Waste	1.00	8.63	8.63				1.00	9.79	9.79	1.00	7.74	7.74	1.00	8.41	
106	Open Top	Solid Waste													2.00	2.09	
107	Compactor	Solid Waste	2.00	12.74	6.37	1.00	5.96	5.96	1.00	5.10	5.10	1.00	3.36	3.36	1.00	5.45	
11	Open Top	Solid Waste	5.00	5.97	1.19	4.00	5.76	1.44	5.00	6.17	1.23	4.00	7.09	1.77	4.00	3.76	
110	Open Top	Single Stream Recycling	8.00	4.20	0.53	9.00	4.56	0.51	8.00	2.02	0.25	3.00	0.29	0.10	4.00	2.00	
		Solid Waste	9.00	12.22	1.36	12.00	8.89	0.74	9.00	11.38	1.26	9.00	10.40	1.16	7.00	9.17	
111	Compactor	Solid Waste	5.00	0.00	0.00	4.00	0.00	0.00	4.00	0.00	0.00	5.00	0.00	0.00	4.00	0.00	
114	Compactor	Solid Waste	1.00	8.35	8.35	2.00	18.08	9.04	4.00	25.20	12.60	2.00	14.37	7.19	1.00	9.98	
	Open Top	Solid Waste	1.00	4.12	4.12							2.00	8.04	4.02			
115	Compactor	Solid Waste	2.00	0.00	0.00	2.00	0.00	0.00	2.00	0.00	0.00	3.00	0.00	0.00	2.00	0.00	
116	Compactor	Solid Waste				8.00	0.00	0.00	4.00	0.00	0.00	8.00	0.00	0.00			
	Open Top	Solid Waste				2.00	0.00	0.00									
117	Compactor	Solid Waste	1.00	6.45	6.45	1.00	4.90	4.90	4.00	20.50	10.25	1.00	6.39	6.39	2.00	10.79	
122	Compactor	Solid Waste	4.00	36.44	9.11	5.00	34.65	6.93	4.00	26.59	6.65	5.00	27.93	5.59	8.00	90.50	
132	Compactor	Solid Waste	1.00	10.38	10.38	1.00	10.08	10.08				1.00	9.23	9.23	1.00	9.77	
	Open Top	Solid Waste	3.00	8.77	2.92	1.00	2.54	2.54	6.00	8.56	2.85	2.00	3.70	1.85	1.00	1.36	
137	Compactor	Solid Waste															
	Open Top	Metals													1.00		
		Solid Waste										1.00	1.72	1.72	2.00	4.00	
142	Compactor	Solid Waste	5.00	16.23	3.25	4.00	12.09	3.02	5.00	32.07	6.41	4.00	9.97	2.49	4.00	10.99	
	Open Top	Scrap Metal										1.00					
		Solid Waste										1.00	1.90	1.90			
142 Annex	Open Top	Solid Waste	4.00	3.71	0.93	4.00	3.00	0.75	5.00	4.55	0.91	4.00	3.76	0.94	4.00	3.40	
145	Compactor	Solid Waste							1.00	10.84	10.84	1.00	10.46	10.46			

Period

6/1/2022
2/1/2023

0.01
32.41

Equipment Type

All

Company Name

All

Material Type

All

State

All

Temp/Perm

All

Monitor

All

Service Levels

Shows all the details for every scheduled service for each location. Use the filters at the top to narrow down the table.

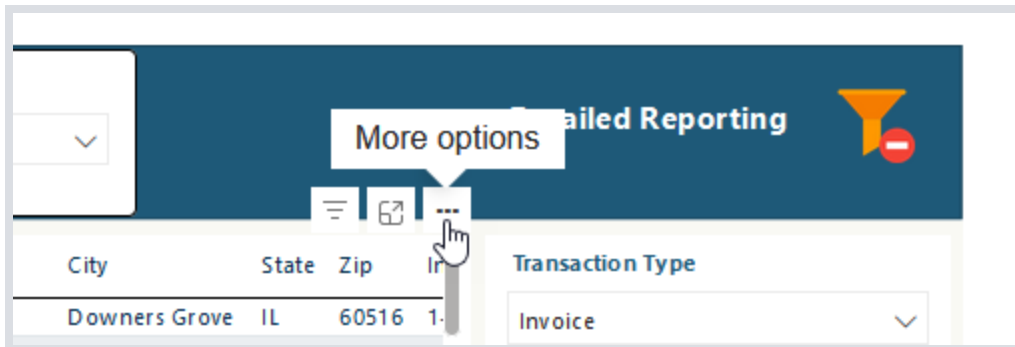
Location #	Description	pickupDays	Quantity	Size	Unit	Freq	Service Type	Equipment Type	Material Type	Shipping Address	City
Corporate Office	1- 40YD Receiver Box Rental	N/A	1	40	YD	Monthly	Rental Service	Receiver Box	Solid Waste	1000 Smith Rd	Moon
Corporate Office	1- 42YD Stationary Trash On Call	On Call	1	42	YD	On Call	Haul	Stationary Compactor	Solid Waste	1000 Smith Rd	Moon
Corporate Office	1- 8YD Trash 3X Weekly	M,W,F	1	8	YD	3	Trash Service	Front Load	Solid Waste	1000 Smith Rd	Moon
6227	10-96GAL Mixed Paper 1X Weekly	M	10	96	GAL	1	Recycling Service	Toter Cart	Paper	6849 Smith Rd	Delta
110	1-10YD Open Top Container Rental	N/A	1	10	YD	N/A	Rental Service	Open Top	Single Stream Recycling	570 Smith Rd	Brookly
110	1-10YD Permanent Open Top Single Stream On Call	On Call	1	10	YD	On Call	Haul	Open Top	Single Stream Recycling	570 Smith Rd	Brookly
850	1-12YD Permanent Open Top Trash On Call -- WABASH	On Call	1	12	YD	On Call	Haul	Open Top	Solid Waste	3410 Smith Rd	Phoeni
103	1-15YD Open Top Metal On Call	On Call	1	15	YD	On Call	Haul	Open Top	Scrap Metal	4606 Smith Rd	Maspel
61	1-15YD Open Top Metal On Call	On Call	1	15	YD	On Call	Haul	Open Top	Scrap Metal	350 Smith Rd	Willing
61	1-15YD Open Top Rental	N/A	1	15	YD	N/A	Rental Service	Open Top	Scrap Metal	350 Smith Rd	Willing
963	1-1YD Container Rental	N/A	1	1	YD	Monthly	Rental Service	Front Load	Solid Waste	115 Smith Rd	Friday I
472	1-20YD Open Top Haul On Call -- At vehicle maintenance garage		1	20	YD	On Call	Haul	Open Top	Solid Waste	2157 Smith Rd	Greenv
947	1-20YD Open Top Metal On Call	On Call	1	20	YD	On Call	Haul	Open Top	Metals	3596 Smith Rd	Haywai
490 Portage	1-20YD Open Top Rental	N/A	1	20	YD	N/A	Rental Service	Open Top	Non-Waste	6701 Smith Rd	Portagi
61	1-20YD Open Top Rental	N/A	1	20 Gal	GAL	On Call	Rental Service	Open Top	Solid Waste	350 Smith Rd	Willing
982	1-20YD Open Top Rental		1	20 Gal	GAL	On Call	Rental Service	Open Top	Single Stream Recycling	2000 Smith Rd	Burling
472	1-20YD Open Top Rental At vehicle maintenance garage		1	20	YD	On Call	Rental Service	Open Top	Solid Waste	2157 Smith Rd	Greenv
182	1-20YD Open Top Scrap Metal On Call	On Call	1	20	YD	On Call	Haul	Open Top	Scrap Metal	1000 Smith Rd	Northa
982	1-20YD Open Top Single Stream (OCC & Plastic Wrap) On Call		1	20 Gal	GAL	On Call	Haul	Open Top	Single Stream Recycling	2000 Smith Rd	Burling
436	1-20YD Open Top Single Stream On Call Dock C22	On Call	1	20	YD	On Call	Haul	Open Top	Single Stream Recycling	100 Smith Rd	Perryss
190	1-20YD Open Top Trash On Call	On Call	1	20	YD	On Call	Haul	Open Top	Solid Waste	1 Smith Rd	Philade
59	1-20YD Open Top Trash On Call	On Call	1	20 Gal	GAL	On Call	Haul	Open Top	Solid Waste	495 Smith Rd	Stratfoi
5958	1-20YD Open Top Trash On Call	On Call	1	20	YD	On Call	Haul	Stationary Compactor	Solid Waste	8371 Smith Rd	Sacram
68	1-20YD Open Top Trash On Call	On Call	1	20	YD	On Call	Haul	Open Top	Solid Waste	825 Smith Rd	Stratfoi
945	1-20YD Open Top Trash On Call	On Call	1	20	YD	On Call	Haul	Open Top	Solid Waste	5191 Smith Rd	Fairfiel
490 Portage	1-20YD Open Top Trash On Call (Includes 4 Tons)	On Call	1	20 Gal	GAL	On Call	Haul	Open Top	Solid Waste	6701 Smith Rd	Portagi
891	1-20YD Permanent Lidded Open Top Scrap Metal On Call	On Call	1	20 Gal	GAL	On Call	Haul	Open Top	Scrap Metal	470 Smith Rd	Hender
61	1-20YD Permanent Lidded Open Top Trash On Call (SERVICE GARAGE)	On Call	1	20 Gal	GAL	On Call	Haul	Open Top	Solid Waste	350 Smith Rd	Willing
89	1-20YD Permanent Open Top Trash On Call Located at 100 Seneca Street, Edison NJ	T,F	1	20	YD	2	Haul	Open Top	Solid Waste	6000 Smith Rd	Keasbe
62	1-20YD Scrap Metal Container Rental	On Call	1	20	YD	On Call	Rental Service	Open Top	Scrap Metal	49 Smith Rd	Middle
182	1-20YD Single Stream Open Top On Call	On Call	1	20	YD	On Call	Haul	Open Top	Single Stream Recycling	1000 Smith Rd	Northa

Exporting Data

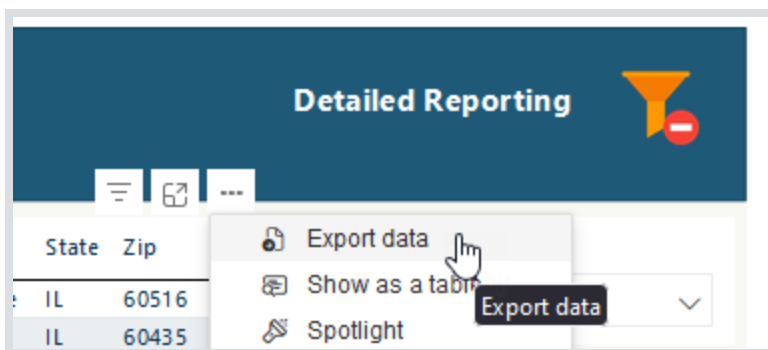
In the Customer Portal, you can export any of the data you see. In this section, you'll learn how to export data using the **Detail Reporting** report.

This report features all the data available in the Customer Portal, so it is a good option for those looking to export data.

1. Go to **Reports > Customer Portal > Detail Reporting**.
2. Use the filters on the right-hand side of the page to narrow the data to the desired level.
3. Hover over the right-hand corner of the table and select **More options (...)**.



4. From the menu, select **Export data**.



The Which data do you want to export? window opens.

5. In the window, the **Summarized data** option is preselected.
6. From the **File format** menu, select either **.xlsx** or **.csv**.
7. Select **Export**. The data is downloaded in the chosen file format.

Glossary

A

Amount

Amount of transaction.

D

Date

Date invoice was created/billed for the service.

Document

Invoice, CM, or BOL (rebate) number.

Dry run data

If a hauler arrived to service but was unable to.

E

Equipment type

Type of equipment, such as compactor, baler, or FEL.

I

Invoice memo

Providing detail regarding what the line is in reference to whether it be service completed, billing information, etc.

L

Location

Site/store number.

M

Market

Franchised or open market.

Material

Specific waste stream.

P

Period

Accounting period that the invoice falls into.

Previous service price

Either previous price with New Market Waste, or original price that service was set up with.

Q

Quantity

Quantity of hauls/services OR tonnage (haul/disposal lines only).

S

Savings

Savings if there was any.

Service date

Data service was completed. If there is no service date, it is a monthly/prescheduled service.

Service type

Providing detail regarding what the line is in reference to whether it be a pickup, delivery, removal, etc.

T

Temp/perm

Temporary or permanent service.

Tons

Calculation of either haul/disposal tonnages and calculated tonnage.

TPL

Tons per load hauled.

TPM

Tons per month.

Type

Invoice, credit memo, or rebate.