

Introduction and Logging In

Welcome to your Portal. In this user-guide I've provided detailed instructions to each feature of the portal.

The first screen you will arrive at will be your log in screen. You can find log in details for your account(s) at the bottom right-hand side of the document.

Some points to look out for:

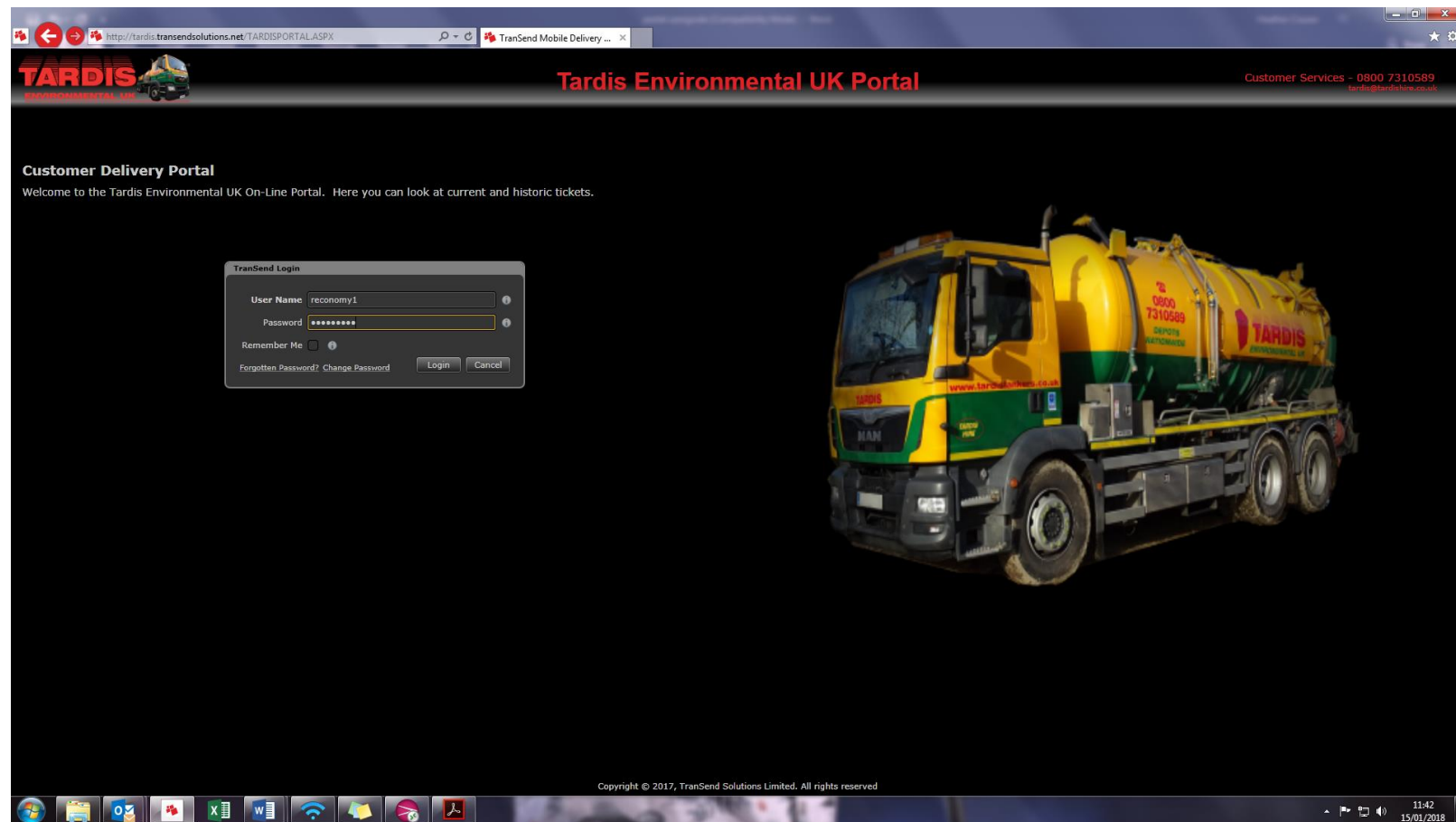
After 10 minutes if the portal has not been used then it will log you out.

If one user is logged in and another user logs in with the same details this will kick the original user who was logged in out of the portal.

If the password is input incorrectly 3 times then the username will be locked out, if this happens please contact Heather or Nikki and provide the username which has been locked out and we'll unlock it for you.

Username and password are case-sensitive

POD's will still be sent to the original email when your contract was set up (site specific) and with invoices as per your standard procedure



Search Criteria

Once logged in you will be introduced to the screen shown on the right

The main field you will use to search in will be "Ticket No" here you will input your full order number (e.g. 0419831)

Once you've put the order number you can either search all dates or select a time frame using the "selected date" field.

We would recommend selecting a time frame as searching all can take a long time dependent on how many jobs we've done on the order number and it can also span across a few pages if you search all

Once you've typed your search criteria click go and this will bring up all the search results for the order number you requested.

On the next page this will show you what the search results will look like.

Refresh ePOD Report

Stops by Account Date Ref Portal Enquiry

Selected Account Selected Date Ticket No.

Go

Account Name: Full Address:

Tickets

Date	Ticket No.	Account Code	Postcode	Arrived	Status	Exceptions
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Page 1 of 1

Module: Portal / Stops by Account Date Ref Portal Enquiry 15 January 2018 12:23:47 Logged In As: Reconomy1 (Tardis Environmental UK Ltd)

Completed Search (Tanker Service)

On customers' own unit

After clicking 'Go' all POD's relating to the contract number you searched for will show up in the 'Tickets' field of the portal.

Above the 'Tickets' field you can see the details for the customer that relate to the order number you've searched for. It shows you the full address along with the ticket number (this quotes our contract number alongside your order number)

In this search example I have selected to show all dates rather than a period of time to show you a variety of different tickets:

1. The first ticket on the list shows a job is pending but hasn't been completed yet. You can see this as the first column is your route date but in the arrived column there is no date or time and the status shows incomplete
2. The second ticket down shows that the ticket was routed for the 12.01.18 and the status is complete. The arrival time has been stamped as 12.01.18 at 3.03pm.
3. The third ticket down was routed for the same date but you can see in the 'ticket number' column that although this was for the same order number your end it was a different order number Tardis' end. This is because D080366 relates to the tank empty and D079808 relates to the water refill on the same site so on some visits you may come across two separate POD's for services.

Tardis Environmental UK Portal

Customer Services - 0800 7310589
tardis@tardishire.co.uk

Refresh ePOD Report

Stops by Account Date Ref Portal Enquiry

Selected Account: [Dropdown] Selected Date: <ALL> Ticket No: 0419831

Go

Account Name: Reconomy (UK) Ltd Account Code: 632072
Full Address: VOLKER RAIL, DEVONSHIRE ROAD, BLACKPOOL, FY3 8BQ Ticket No: D080366/0419831

632072 - Reconomy (UK) Ltd

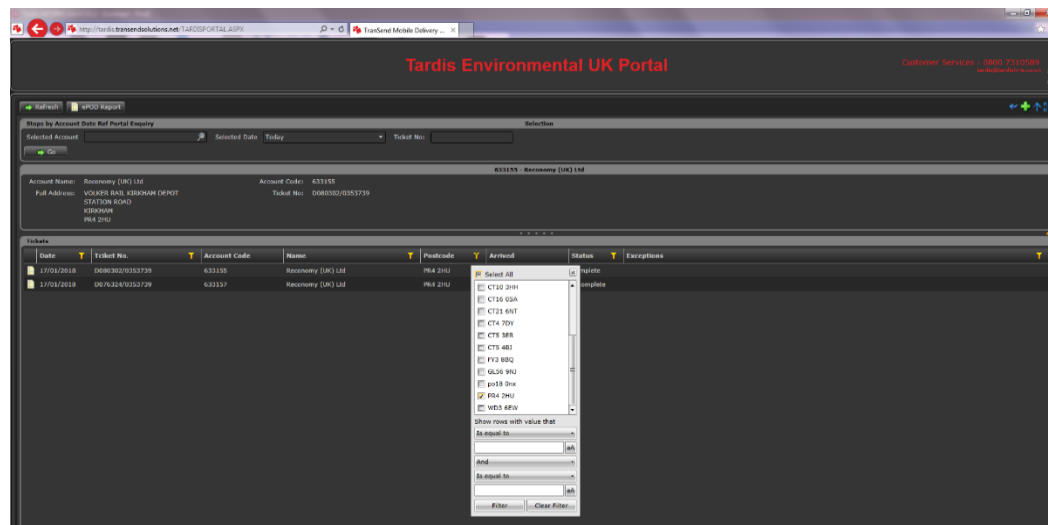
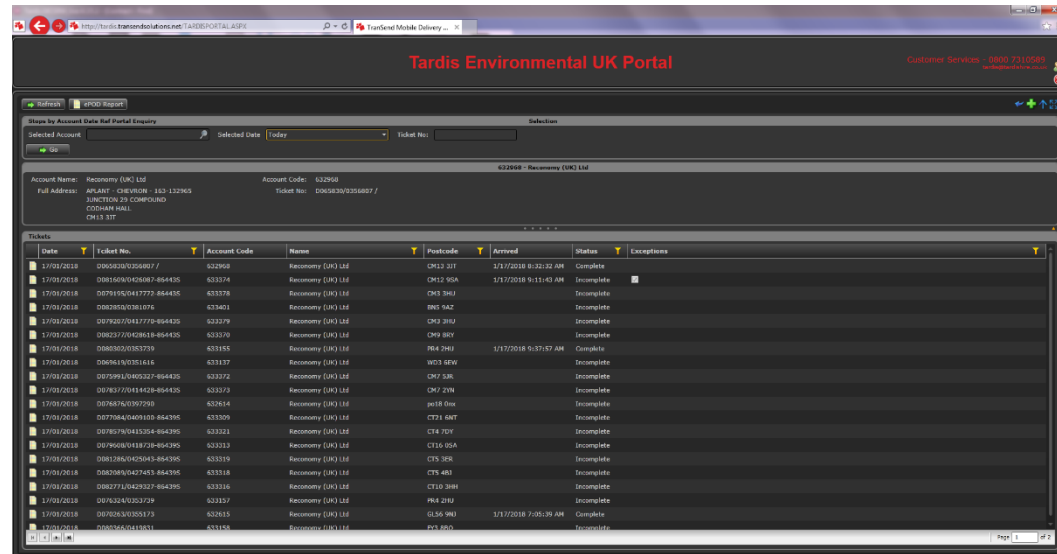
Date	Ticket No.	Account Code	Name	Postcode	Arrived	Status	Exceptions
15/01/2018	D080366/0419831	632072	Reconomy (UK) Ltd	FY3 8BQ		Incomplete	
12/01/2018	D079808/0419831	631689	Reconomy (UK) Ltd	FY3 8BQ	1/12/2018 3:03:50 PM	Complete	
12/01/2018	D080366/0419831	631687	Reconomy (UK) Ltd	FY3 8BQ	1/12/2018 3:17:44 PM	Complete	
10/01/2018	D080366/0419831	630526	Reconomy (UK) Ltd	FY3 8BQ	1/10/2018 3:30:41 PM	Complete	
08/01/2018	D080366/0419831	629514	Reconomy (UK) Ltd	FY3 8BQ	1/8/2018 6:15:23 PM	Complete	
05/01/2018	D079808/0419831	629094	Reconomy (UK) Ltd	FY3 8BQ	1/5/2018 3:10:26 PM	Complete	
05/01/2018	D080366/0419831	629092	Reconomy (UK) Ltd	FY3 8BQ	1/5/2018 3:12:02 PM	Complete	
03/01/2018	D080366/0419831	628409	Reconomy (UK) Ltd	FY3 8BQ	1/3/2018 11:50:17 AM	Complete	
02/01/2018	D079808/0419831	628284	Reconomy (UK) Ltd	FY3 8BQ	1/2/2018 3:29:41 PM	Complete	
22/12/2017	D079808/0419831	627105	Reconomy (UK) Ltd	FY3 8BQ	12/22/2017 4:35:15 PM	Complete	
22/12/2017	D080366/0419831	627103	Reconomy (UK) Ltd	FY3 8BQ	12/22/2017 4:23:34 PM	Complete	
20/12/2017	D080366/0419831	625934	Reconomy (UK) Ltd	FY3 8BQ	12/20/2017 4:28:39 PM	Complete	
20/12/2017	D079808/0419831	626253	Reconomy (UK) Ltd	FY3 8BQ	12/20/2017 4:27:17 PM	Complete	
19/12/2017	D080366/0419831	624725	Reconomy (UK) Ltd	FY3 8BQ	12/19/2017 12:07:13 PM	Complete	
15/12/2017	D079808/0419831	624290	Reconomy (UK) Ltd	FY3 8BQ	12/15/2017 3:52:28 PM	Complete	
13/12/2017	D080366/0419831	623252	Reconomy (UK) Ltd	FY3 8BQ	12/13/2017 3:22:06 PM	Complete	
11/12/2017	D080366/0419831	622113	Reconomy (UK) Ltd	FY3 8BQ	12/11/2017 4:34:57 PM	Complete	
08/12/2017	D079808/0419831	621706	Reconomy (UK) Ltd	FY3 8BQ	12/8/2017 12:26:23 PM	Complete	
08/12/2017	D080366/0419831	621705	Reconomy (UK) Ltd	FY3 8BQ	12/8/2017 3:17:07 PM	Complete	
05/12/2017	D080366/0419831	619926	Reconomy (UK) Ltd	FY3 8BQ	12/5/2017 2:58:33 PM	Complete	

Module: Portal / Stops by Account Date Ref Portal Enquiry 15 January 2018 11:42:00 Logged In As: Reconomy1 (Tardis Environmental UK Ltd)

Alternative Search

You also have an option to filter by postcode if you wanted to see all jobs at a certain postcode rather than the order number

To do this, leave the 'ticket no.' field blank and select a time frame like the example on the right-hand side

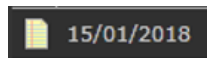


Once you've selected a time frame all jobs in that time period will show in the tickets field

On the postcode tab, you will notice a filter icon – if you select this it will bring up a list of all the postcodes that are shown in the tickets, you can then filter to the postcode you require

Viewing a POD

To view the POD for the date you require just click the yellow notes image next to the date required (See image below) and this will open the POD.



When the POD first opens, it will be open at full view – to zoom out you can use the bar at the bottom right hand side of the screen. The signature will be at the bottom of the POD so to view that you can scroll down using the bar on the right.

If you view a POD but the job hasn't yet been completed, then the dates/times will show as blank.

The tool bar at the top of the POD screen is shown close up on the right-hand side. Please see below information for each button

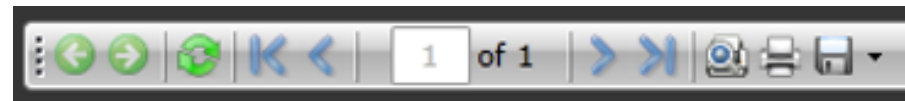
1. Blue arrows – if you have more than one page of POD's open it will show you how many pages, use these arrows to flick through the pages. You won't really need to use this option though as you'll be more likely to just have one POD open at a time
2. Print preview and print – by clicking these you can print the POD directly off the system
3. Alternatively, you can save the POD to your PC by clicking the save button. This will bring up different file types for you to choose what type of file you'd like to save it as. We would suggest saving the file as PDF.

WASTE TRANSFER NOTE

0800 7310589

A Registered Waste Carrier (Wet Waste European Code 20 03 04)

Waste Carrier Licence No.	CB/DU84986	Contract No.	D080366
Order No.	0419831	Depot	WARRINGTON
Date Of Transfer	15/01/2018	Vehicle Reg	OU16EUH
Time On Site	15/01/2018 13:40:41	Depot Depart Time	15/01/2018 06:20:03
Waste Transfer No.	5503015	Depot Arrive Time	15/01/2018 15:11:25
Site Contact	MARTIN 07825072147 01952 292000	Customer Name	Reconomy (UK) Ltd
Site Name	Reconomy (UK) Ltd	Invoice Address	Kelsall House Stafford Court Stafford Park 1
Site Address	VOLKER RAIL DEVONSHIRE ROAD		



Collection Note

CUSTOMER DETAILS

Reconomy (UK) Ltd
Kelsall House
Stafford Court
Stafford Park 1
Telford
TF3 3BD

CONTRACT NO: D081764

Date of Notification: 10/01/2018
Off-Hire Ref: CH1740343
On Hire Date: 15/12/2017
Off Hire Date: 11/01/2018
Account No: WASTEFILE
Customer Order No: 0428624

SITE ADDRESS

A PLANT BAGSDON 183-JXD10314 NETWORK
RAIL
STRAIGHT FURLONG
LITTLE DOWNHAM
CAMBRIDGE
CB8 3PH
Site Contact Name: 07812568897 IAN
Telephone No:

PLANT NO DESCRIPTION: QTY v ACTUAL NOTES

3257	Single chemical toilets (orange)	1	<input type="checkbox"/>	
5638	Green - Single recirc units	1	<input type="checkbox"/>	
COL	Collection	1	<input type="checkbox"/>	

SPECIAL INSTRUCTIONS:
AM DELIVERY BEFORE 12AM

Plant will be inspected upon return to our workshops and any damage notified.
Signature for and on behalf of: Reconomy (UK) Ltd
Collected By: _____
Print Name: _____
Date: _____
Time: _____

Collected Yes/No
Damaged Yes/No
Damage report signed Yes/No
Date

Please note that when you receive the document above from the hire desk this isn't a proof of collection. This is confirmation of your off-hire reference number and date for your records from our system. You will receive the POD once the plant has been collected and the POD for this will look like the one shown on the left. The collection note (off hire) will also show your contract number i.e D081764. You can also use this in the search bar.

POD Explained

Tanker service

At the top of the POD, you can see the date and time of the drivers' arrival to site along with your contract number in the box "Order No."

In the next box down you can see the address the driver was sent to, under this shows a description of what the driver was asked to do, this will also show any site times or additional access information we are provided with.

The third section will show where the waste was disposed of. This section can sometimes take a couple of hours to update as the driver doesn't tip straight away so it won't show a disposal site until he has been to the tip. The disposal address will update 24 hours after the job has been complete.

The section on the right-hand side of the disposal location is for final empties only, if a site has requested a final empty the driver will follow procedure and complete this box.

The section below will show how much waste the driver has removed from site plus any additional notes that the driver wants to report (Such as who he spoke to on site)

The final section will show the signature from both the driver and site

WASTE TRANSFER NOTE

0800 7310589



A Registered Waste Carrier (Waste Transfer Licence No. 200304)

Waste Carrier Licence No.	CB0064966	Contract No.	0800366
Order No.	0419831	Depot	WARRINGTON
Date Of Transfer	06/01/2018	Vehicle Reg	OU16EJH
Time On Site	06/01/2018 18:15:23	Depot Depart Time	06/01/2018 06:26:55
Waste Transfer No.	5475942	Depot Arrive Time	06/01/2018 19:42:22
Site Contact	MARTIN 07825072147 01952 252000	Customer Name	Reconomy (UK) Ltd
Site Name	Reconomy (UK) Ltd	Invoice Address	Kelsall House Stafford Court Stafford Park 1 Telford TF3 3BD
Site Address	VOLKER RAIL DEVONSHIRE ROAD BLACKPOOL FY3 8BQ		
Cess Tank Empty Sewage Only 2			
Emerys Jones 1 hour prior to arrival on 07585 507793 2 X TANK EMPTY - ALLOWS UP TO 1000 GALLONS REMOVED AND 30 MINUTES ON SITE PER TANK			
Name & Address of Disposal Site	ELLESMERE PORT ELLESMERE PORT RING ROAD LITTLE STANNEY CH2 4HZ	FINAL EMPTIES PLEASE ENSURE TANKS ARE EMPTIED FULLY, AND THE FOLLOWING IS CHECKED AND SIGNED:	
Logger Transaction Number	10952		
Waste Quality	Standard		
Tanker Wash Out			
Tanker Dig Out			
Solid Percentage %		SPOKE TO	
		TIME OF CALL	
Description of Waste Removed from Site (Notes - SIC 37.00)		(Human waste water collection & transport if different)	
Quantity Removed From Site/Delivered (water) To Site (Gallons) 500.0			
BY SIGNING THE BELOW I CONFIRM THAT I HAVE FULFILLED MY DUTY TO APPLY THE WASTE HIERARCHY AS REQUIRED BY REGULATION 12 OF THE WASTE (ENGLAND AND WALES) REGULATIONS 2011			
Customer Signature		Driver's Signature	
Name	e Jones	Name	David Ecclesstone
Representing	reconomy		
Permit, Licence or Exemption details available upon request Download Waste Carriers Licence www.tardishire.co.uk Copies of completed Waste Transfer Notes MUST be kept for 2 Years WATER SUPPLIED IS NOT DRINKING WATER			

Different types of POD

Aborted service

PLANT HIRE NOTE
0800 7310589

TARDIS ENVIRONMENTAL UK
Ingerside Close
1000 Dapton Road, West, Dapton, Herefordshire, HR1 2JH
A Registered Waste Carrier (Waste European Code 30.03.04)

Waste Carrier Licence No.	050UR4986	Plant Ticket No.	0080633
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Order No.	0423058	Depot	THURROCK TOILETS
Date Of Activity	02/01/2018	Vehicle Reg	DL162HE
Time On Site	02/01/2018 09:36:37	Depot Depart Time	02/01/2018 06:20:51
Time Off Site	02/01/2018 09:58:06	Depot Arrive Time	02/01/2018 14:50:34
Off Hire Reference		On Hire Date	Off Hire Date

Site Contact	0782524892-AMRK 01952 292000	Customer Name	Reconomy (UK) Ltd
Site Name	Reconomy (UK) Ltd	Invoice Address	Kissall House
Site Address	A PLANT BASILDON 163-045915 WATES EASTBROOK SCHOOL GATE 3 DANCENHAM ROAD NULL RM15 7UR		Stafford Park 1 Telford TF3 3BD

VISIT TIMES 7:30-4:30PM

It is the hirers responsibility to ensure that all electrical water pumps hired are covered to prevent water damage and any water pipes connected are insulated to prevent frost damage.
To prevent the process of photosynthesis, it is the customers responsibility to ensure that all clear 1000lt water bowlers are covered to protect from direct sun light.

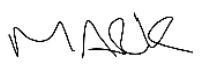

Job Type	Plant No.	Equipment	Requested Qty	Scanned Qty
Plant Collection	4762	Single chemical toilets (orange)	1	

Name & Address of Disposal Site	Plant Provisions
	Qty of Toilet Rolls Provided 0.0
	Qty of Paper Towels Provided 0.0
	Qty of Soap Left 0.0

Logger Transaction Number	SPOKE TO
Waste Quality	TIME OF CALL

Description of Waste Removed from Site (N/A) - SK 37.00 (Human waste water collection & transport if different)
unable to collect padlock has been changed by travellers been asked by contact to come back tomorrow phoned Ethan and told him which he said about job

BY SIGNING THE BELOW I CONFIRM THAT I HAVE FULFILLED MY DUTY TO APPLY THE WASTE HIERARCHY AS REQUIRED BY REGULATION 12 OF THE WASTE (ENGLAND AND WALES) REGULATIONS 2011

Customer Signature	Drivers Signature
	
Name	Name
Representing	Michael Mumford-Linnegar

The person signing this contract warrants that he/she has the authority of the hirers and accepts the terms and conditions a copy of which is in my possession. Plant will be inspected upon return to our workshops and any damage notified.

If a job has been aborted the POD will still be completed in the same way, the date and time will be displayed at the top and every box will be filled out as they would usually.

The difference will be that quantities will be set to 0 as we either haven't removed waste/delivered water or we haven't dropped off/collected plant

In the notes section the driver will provide a brief description of why the job has been aborted and the signature will follow at the bottom.

No POD / Blank POD

If you search an order number and no POD displays or there is a blank POD for the contract number/date you are searching for this could be for several different reasons

- The job hasn't been completed yet. If the job shows in the search results but a date hasn't been stamped onto the POD this means that the ticket has been routed but it hasn't been completed yet. If this is the case, you can give us a call and transport can advise on an ETA for you
- No dates or POD's come up at all for the search criteria – please contact Heather/Nikki at Tardis who will look into it for you
- If you have checked with Tardis Transport and job is complete but POD doesn't show complete – it can sometimes take a while for the POD to update on the system from the drivers handheld due to signal or other various factors, once the driver comes back into range the completed ticket will pull through. If, by the end of the working day, the ticket still hasn't updated please contact Tardis.
- We route jobs the day before so if you are logged into the portal on the 10th for example and the job is due on the 19th then the ticket won't be in the portal as it won't have been routed at this time.