

**reclaim**  
Serious About Recycling

Customer Portal Login Search...

100% New Zealand  
0% Landfill

HOME RECLAIM SUSTAINABILITY RECYCLABLES SERVICES HELP DESK CONTACT AUCKLAND BUSINESS SURVEY

We understand how important it is for customers to access information, request collections, provide feedback and generate reports to demonstrate how they have made a difference.

We're serious about meeting your needs

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### Customer Portal

Once you have been granted access to our Customer Portal you will be able to manage many of your account services online.

- View Site Locations
- Request Collections
- Download Usage Reports
- Download Statements

The Customer Portal will allow you, our valued customer, to access specific information. The security procedures prohibit anyone else viewing your data. Once you have entered your secure area you will only be allowed to view information relevant to your account.

### Register Here For Your Customer Login

Existing customers can gain access to the Customer Portal by registering through the form linked below. In order to register you will need your email address and your Reclaim account number. Once you have received your login confirmation it is your responsibility to keep these details safe.

- Customer Login Registration Form

### Customer Portal Login

Auckland Customer Login

Whangarei Customer Login

Site Map | Admin | Copyright © Reclaim (NZON:110682)

**New Customer Portal Access**  
When the Customer Portal login screen is viewed, registered users can click on either Auckland or Whangarei Customer Logins to access their accounts.

Note: If you are not yet registered you will need to register via this link first. You will need your email address and your Reclaim account number. Once you have received your login confirmation via email it is your responsibility to keep these details safe. The Customer Portal is a secure access URL and is designed to deter any hackers, however we cannot accept liability should others gain access from your misuse of your details.

Please visit [www.reclaim.co.nz](http://www.reclaim.co.nz) for more information.





Customer interface to Reclaim secure server. Copyright Reclaim 2012

## Login & Password

For the Login, please enter the email address you use to subscribe to this service. Then enter the password we have supplied to you by email. Further users can be requested (via our contact form), and there are 4 access levels we can grant users:

1. View financial and usage reports (with or without order bin/cage collections).
2. View financial reports only (with or without order bin/cage collections).
3. View usage reports only (with or without order bin/cage collections).
4. Order bin/cage collections only (no reports viewed).

Please visit [www.reclaim.co.nz](http://www.reclaim.co.nz) for more information.

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Welcome to the reclaim web portal.

To arrange unscheduled collections click Collections, to view all your collection locations click Locations, and to view and download your account information click Reports

You are currently logged in as TEST ACCT 4 PLAYING WITH

Customer interface to Reclaim secure server. Copyright Reclaim 2012

Session Expires In  
0:29:55

## Home Page

Depending on access level, here you can:

- view your service locations (with each service type listed),
- request collections, and
- view and download usage and financial reports.

## Session Timer

To provide security, your session is timed for 30 minutes and will automatically log you out after this period has lapsed.

Please visit [www.reclaim.co.nz](http://www.reclaim.co.nz) for more information.

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## Locations for TEST ACCT 4 PLAYING WITH

Location	Name	Address	Contact	Product
1	TEST1 ***DELIVERED***			
2	TEST1 lkb			LKB
3	TEST ACCT 4 low			LOW

Customer interface to Reclaim secure server. Copyright Reclaim 2012

Session Expires In  
0:29:52

## Locations Page

Your service locations can be viewed, they can be sorted into order by clicking the column header.

Please visit [www.reclaim.co.nz](http://www.reclaim.co.nz) for more information.

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## Request Collection

To request a collection, to empty your recycle bin(s) and/or collect loose materials, please select your location. This automatically displays the product types to be collected. Your enquiry gets logged automatically in our database.

### Collection

Location: TEST1 lkb

Product: LOOSE CARDBOARD IN 3.5m BIN

Requestor: ken@reclaim.co.nz

The highlighted days are the schedule days for collections for this product in your area

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

Requested Collection Date: 30/05/2012 Wednesday - May 30, 2012

Instructions:

 Save  Cancel

Customer interface to Reclaim secure server. Copyright Reclaim 2012

## Request Collections

You can request a collection for each service at each location, and this is now automatically sent to be scheduled with the relevant driver.

**This means you can now manage all your collection requests online.**

The highlighted days are the scheduled days for collections for each product in your area. You select the best day for you (depending on the product, you may only have one day to choose). You can add any special instructions if needed. Once you have clicked Save, the scheduled collection is submitted and saved for you.

Please visit [www.reclaim.co.nz](http://www.reclaim.co.nz) for more information.

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## Monthly Totals for TEST ACCT 4 PLAYING WITH

Period	Bins	Collected Bins	Visits	Avg Time per Visit	Tonnes	Payments	Rental	Clearance
April 2012	0	0	0	0.00	0.00	0.00	0.00	0.00
March 2012	0	0	0	0.00	0.00	0.00	0.00	0.00
February 2012	0	0	0	0.00	0.00	0.00	0.00	0.00
January 2012	0	0	0	0.00	0.00	0.00	0.00	0.00
December 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
November 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
October 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
September 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
August 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
July 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
June 2011	0	0	0	0.00	0.00	0.00	0.00	0.00
May 2011	0	0	0	0.00	0.00	0.00	0.00	0.00

## Reporting Options

PDF Report

CSV Export

Customer interface to Reclaim secure server. Copyright Reclaim 2012

Session Expires In:  
0:29:34**Access Reports: e.g. Monthly Tonnage Totals**

You can view and download (pdf and csv) monthly totals for bins in use, collected bins, visits made by Reclaim, the average time per visit, tonnes collected, and payments or charges applied.

**This is very useful if you need to report any environmental measures or sustainability efforts.**

You can also view and download service activity by location, and view and download your statement from the current and previous month.

Please visit [www.reclaim.co.nz](http://www.reclaim.co.nz) for more information.