

First Mile's Customer Portal Guide

Your customer portal is the place where you can manage your collections, order more services, access your compliance documents, see carbon data and more.

Access it **24/7** for easy and straightforward waste management.

What can you do in the customer portal?



View collection
schedules



Order more
bags & services



View order
history



Book ad-hoc
collections &
clearances



View & pay
invoices



View & sign
compliance
documents



Access recycling
& carbon data



Report any
issues

How to access the customer portal

Sign in to your account

Your email

Your password Show

Login

[Forgot your password?](#)

Login

How to login for the first time:

Step 1

On the login page click the link 'Forgot Password'.

Reset your password

Enter your email address below and we'll email you instructions on how to reset your password

Your email
wastenot@gmail.com

Reset password

Step 2

Enter the email address registered to your First Mile account and click 'Reset password'.



Verify your email

We've sent an email to wastenot@gmail.com to verify your email address and activate your account. The link will expire in 24 hours.

[Didn't receive the email? Click here to resend.](#)

Step 3

You will receive an email to verify your account (check your junk if you can't spot it!).

Create a new password

Welcome back to First Mile, please create a password to login to our new Customer Portal

New Password Show

Confirm Password Show

Login

Step 4

Click the link in the email to set a new password and log in to the customer portal.

Location Home

When you log in to the customer portal you will arrive at Location Home.

This is where you can manage everything related to one location, and access other areas of your customer portal.

Hover over each of the sections below to learn more about what you can do on Location Home.

first mile Account Location Help

Your cart 0333 300 3448 Papa J's Pizzeria

Location Papa J's Pizzeria Clapham, SW4 0BD

If you have multiple accounts you can switch in the top right hand corner

To access more locations click the drop down next to 'Location'

Schedules & Ordering | Order History | Documents | Report an issue

Scheduled Services

Please make sure you waste is ready for collection at these times.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun	
Recycling Collection	23:00	23:00	23:00	23:00	23:00	23:00	23:00	Order again
Collection	23:00	23:00	23:00	23:00	23:00	23:00	23:00	Order again

View your scheduled services and check your collection times

Click 'Order Again' to re-order your bags or stickers

Your Collection Point

The pin marks your collection point. Click confirm if the pin is correct. To edit, move the pin to the right point where you store your bins or bags. witch in the top right hand corner

Your Collection Pin Confirmed Edit Pin

Pin marks where you store your bins/bags for collection & helps our drivers find you

Number of Employees 60 Update info

Confirm the number of employees who work at this location

Other Recycling and Shredding Services

Confidential Sack Book a collection Order again

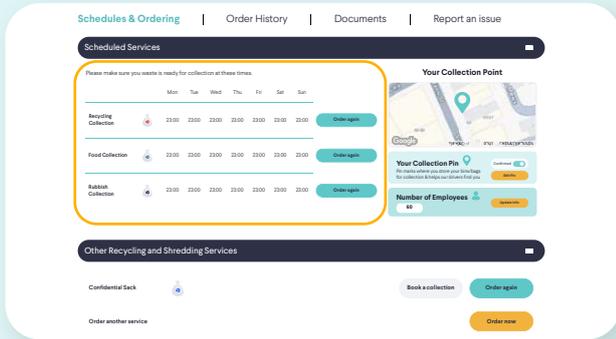
Order another service Order now

Order or book a collection for confidential, WEE waste etc.

One-off Junk Removal Services

Book a rubbish removal Book a sustainable clearance or rubbish removal Book now

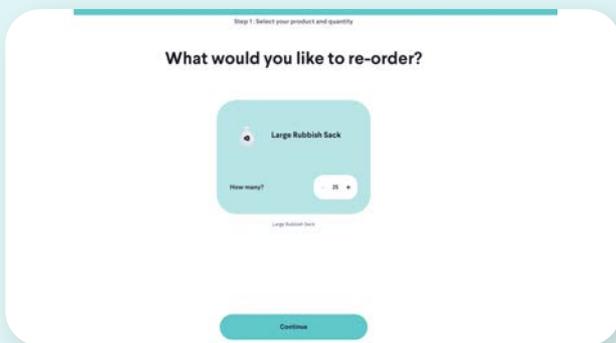
How to place an order



Step 1

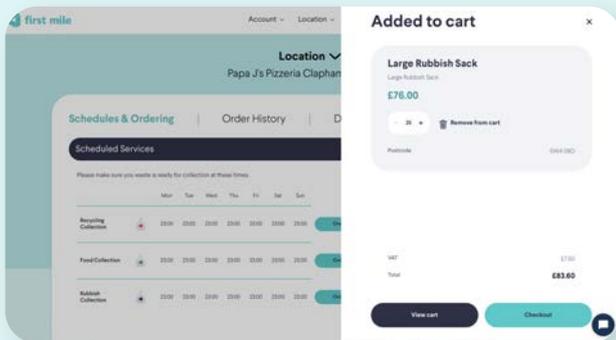
Let's say you want to order more Mixed Recycling sacks.

In the Homepage, under the 'Schedules & Ordering' tab, click 'Order again' in the 'Recycling Collection' row.



Step 2

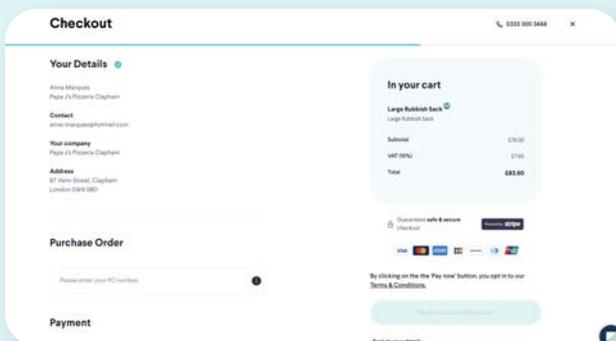
Select Medium Mixed Recycling Sack, choose the quantity you'd like to order and click 'Continue'.



Step 3

Your order has now been added to cart.

From here, you can go back to your previous orders and add other items to your cart, or you can continue to payment by clicking 'Checkout'.



Step 4

If you're finished shopping, you can click the 'Order Now' button and your order will be placed.

Deliveries take 1-3 working days.

How to sign your waste transfer note

Documents page

From location home click the 'Documents' tab. This is where you find your Waste Transfer Note, Secure Destruction Certificate and other documents.

To ensure you are compliant you can sign your documents in the portal, and download them if you need an additional copy for reference.

first mile Account Location Help

Location Papa J's Pizzeria Clapham, SW4 0BD

Schedules & Ordering | Order History | Documents | Report an issue

Filters

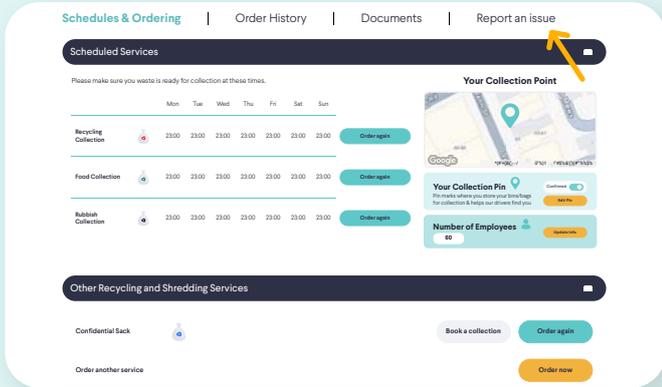
Date	Document Type	Document Name	Download	Sign
02.08.2024	Waste Transfer Notes	Season Ticket WTN - Berbere Pizzeria Clapham - 10-09-2023	Download icon	SIGN
10.09.2023	Waste Transfer Notes	WTN_2023-09-10_First Mile Ltd	Download icon	SIGN
10.09.2022	Waste Transfer Notes	WTN_2022-09-10_MPF Waste	Download icon	SIGN
10.09.2022	Waste Transfer Notes	WTN_2022-09-10_First Mile Ltd	Download icon	SIGN
09.06.2022	Waste Transfer Notes	Simply Berbere Pizzeria Clearance WTN	Download icon	SIGN
10.09.2021	Waste Transfer Notes	WTN_2021-09-10_First Mile Ltd	Download icon	SIGN
11.09.2020	Waste Transfer Notes	WTN_2020-09-10_First Mile Ltd	Download icon	SIGN

Use the filter to select date range and the types of documents you would like to see

Click download button to save a PDF copy of your documents

Click 'Sign' to sign your documents

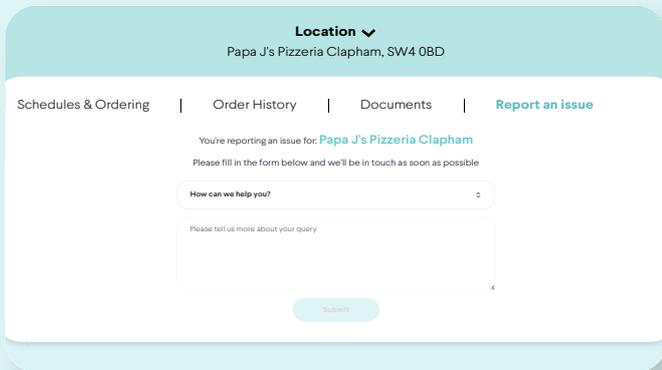
How to report a missed collection or other issue



Step 1

We're sorry you've encountered an issue! To resolve this quickly and easily, you can report it through the customer portal.

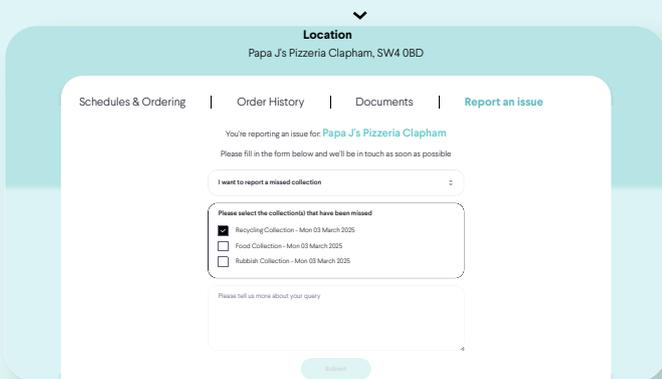
From location home click the tab 'Report an Issue'.



Step 2

From the drop down menu select the issue you need support with, for example 'I want to report a missed collection'.

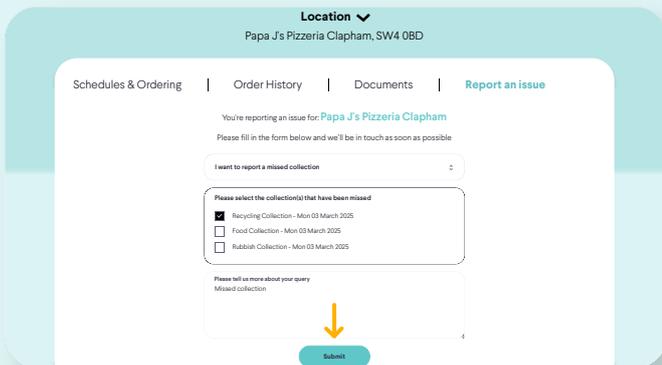
The more detail you can include, the quicker we can resolve it.



Step 3

For missed collections - Your latest collections that are longer than four hours ago will appear.

Select the collection that has been missed and we will recover as soon as possible.



Step 4

Once you have completed the form click 'Submit' and our customer support team will get back to you within a few hours.

Account level

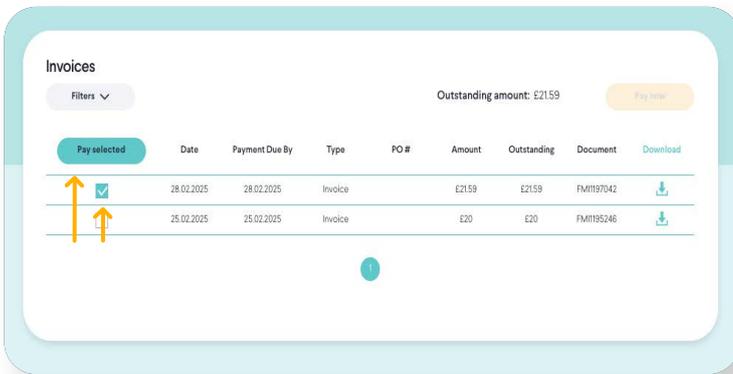
At account level you can view and pay invoices, access reporting and sign documents for multiple locations.



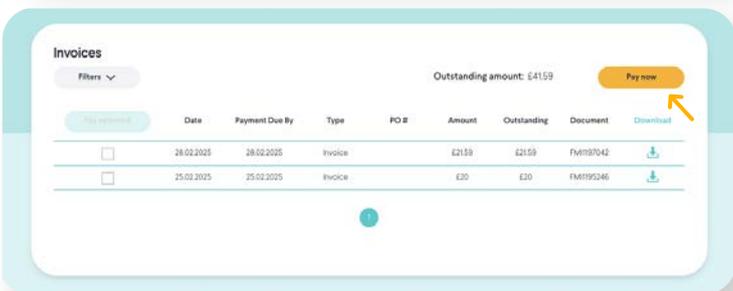
Invoices & Payments

In the 'Account' dropdown in the menu at the top of the page, you'll find 'Invoicing & Payments'. On the invoicing page view all credit notes, paid and outstanding invoices.

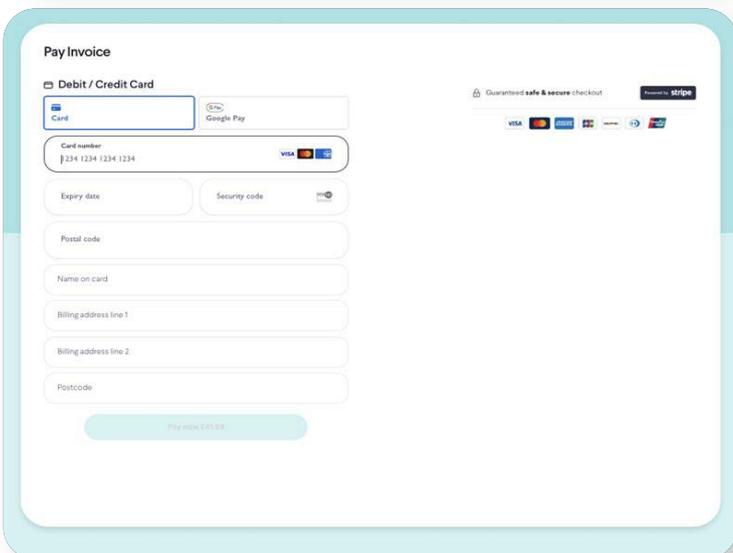
Use the filter to select dates and the document type you'd like to see - by default this is set to display outstanding invoices only.



For outstanding invoicing select the invoices you'd like to pay by ticking the box next to it, and clicking 'pay selected'.



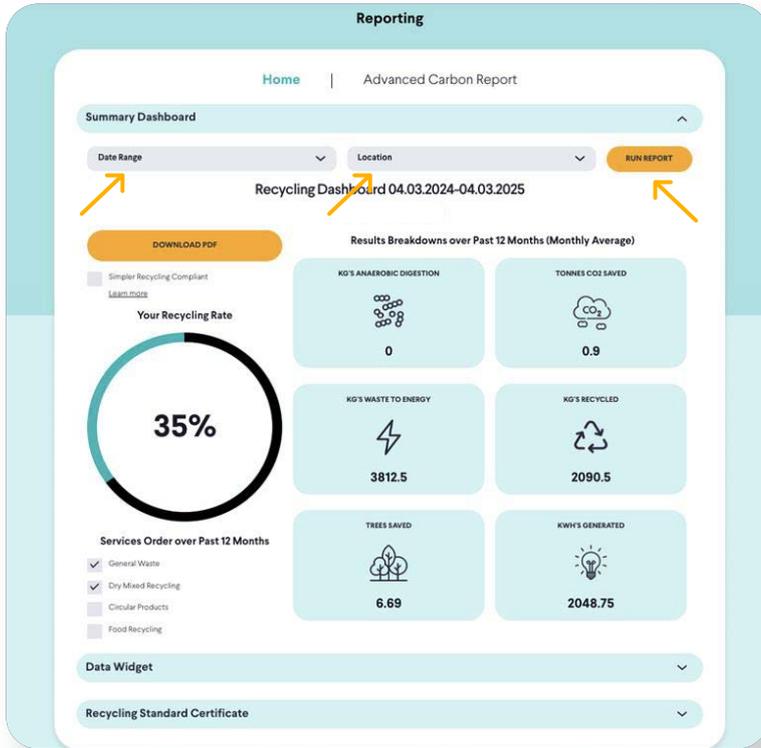
To pay all outstanding invoices click 'Pay all'.



You'll be taken to a secure payment page to pay invoices.

Reporting page

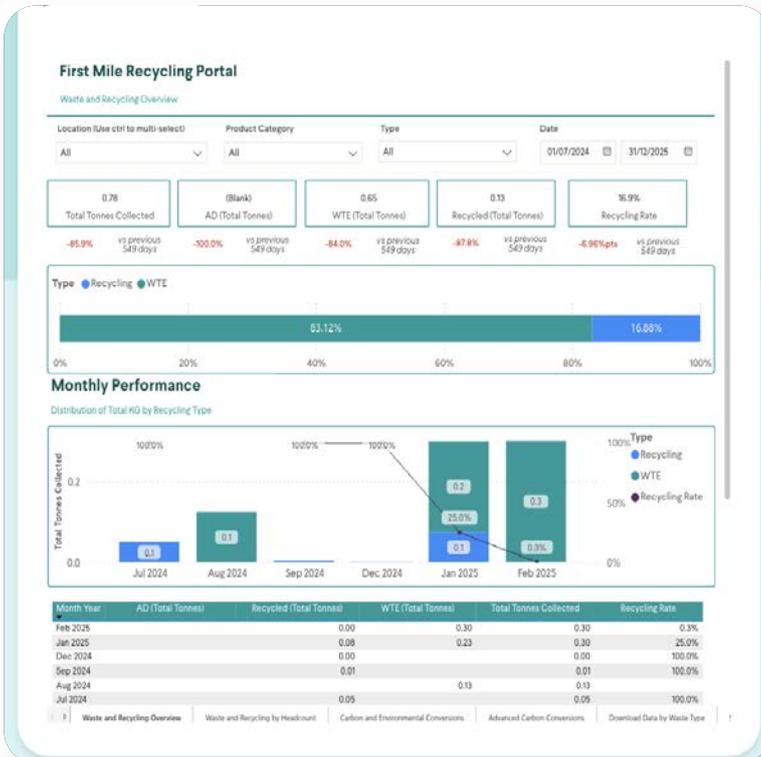
In the 'Account' dropdown in the menu at the top of the page, you'll find 'Reporting'.



Here you'll find your recycling and carbon data.

On 'Home' click 'Run Report' to see a quick view breakdown of your recycling rate, services ordered and a breakdown of results over the past 12 months.

To see a specific date range or location used the drop down filters at the top of the page and click 'Run Report' again.

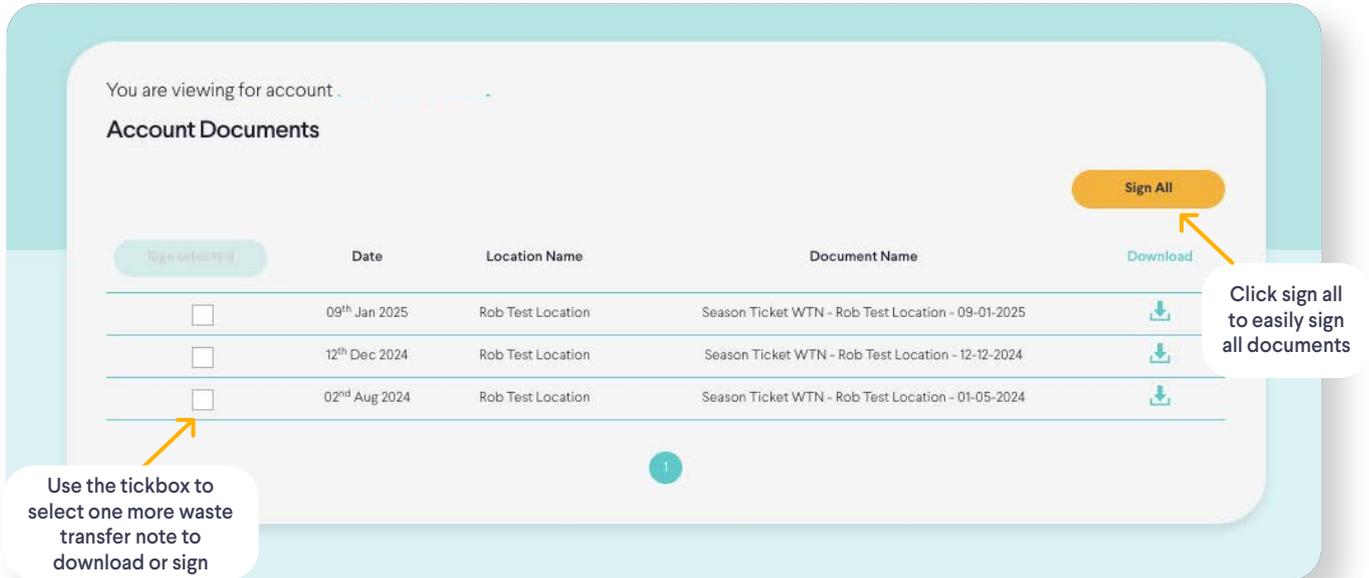


Under the tab 'Advanced Carbon Report' you'll find our advanced carbon data studio. Here you can find more detailed carbon conversions, location league tables, scope emissions data, end destinations and more.

Compliance

In the 'Account' dropdown you'll also find 'Compliance'.

Manage all your location compliance easily in one place. You can view, download and sign all location waste transfer notes.



You are viewing for account: Account Name

Account Documents

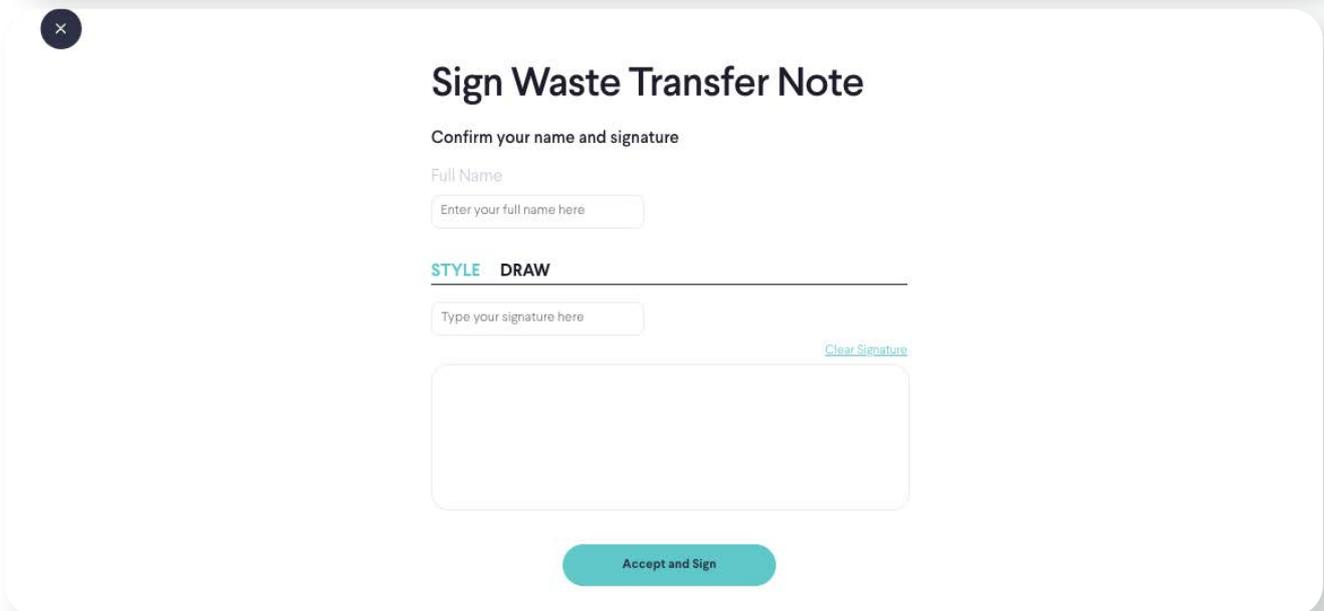
[Sign selected](#) [Sign All](#)

<input type="checkbox"/>	Date	Location Name	Document Name	Download
<input type="checkbox"/>	09 th Jan 2025	Rob Test Location	Season Ticket WTN - Rob Test Location - 09-01-2025	
<input type="checkbox"/>	12 th Dec 2024	Rob Test Location	Season Ticket WTN - Rob Test Location - 12-12-2024	
<input type="checkbox"/>	02 nd Aug 2024	Rob Test Location	Season Ticket WTN - Rob Test Location - 01-05-2024	

1

Use the tickbox to select one more waste transfer note to download or sign

Click sign all to easily sign all documents



Sign Waste Transfer Note

Confirm your name and signature

Full Name

STYLE **DRAW**

Type your signature here

[Clear Signature](#)

[Accept and Sign](#)