



# How to Use the Customer Portal

[www.customerportal.urbanimpact.com](http://www.customerportal.urbanimpact.com)

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## What is the Customer Portal

The Urban Impact Customer Portal is the place where Urban Impact customers can pay their bill and manage their Urban Impact account. The Customer Portal features:

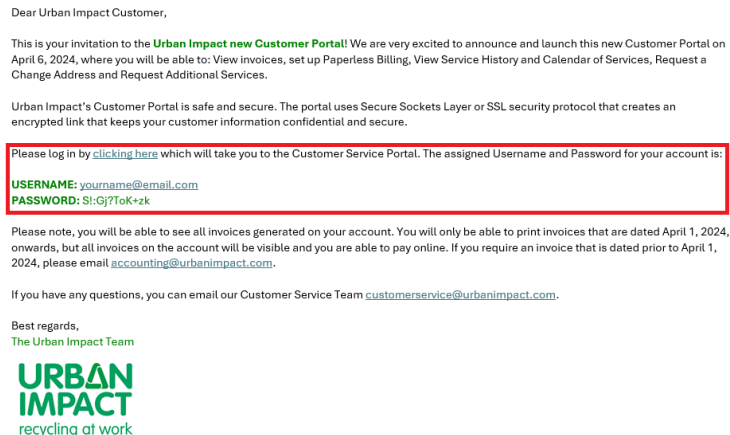
- Auto-pay your invoice: Enroll in autopay.
- Paperless invoicing: Enroll in paperless email billing.
- Online payments: Pay invoices easily online with a safe and secure online payment service.
- Service scheduling and calendar: View and confirm your collection days.
- Add or change services: Add or request a change of service schedule online.
- Account updates: Notify us of an address or contact change.

## Access Your Account

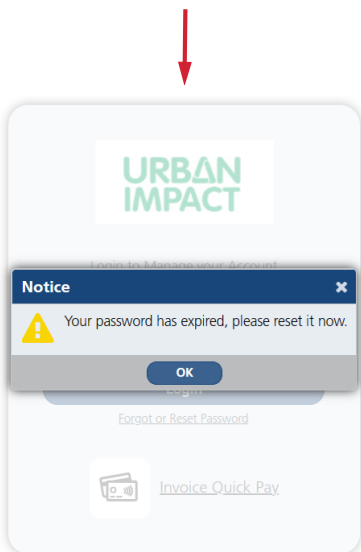
Each customer will receive an invitation with a link to the Customer Portal.

Alternatively, you can go to: <https://customerportal.urbanimpact.com/> and log in your account or click on the "Customer Portal" link in the top navigation on the website

You will receive an email from Urban Impact with a link to login.

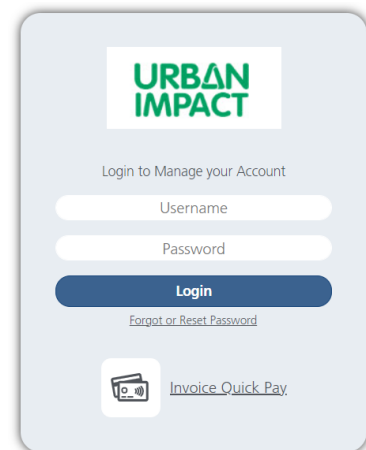


When you click on the link, you will be asked to reset your password.



After you reset your password, login by entering your Username and your Password.

Click "Login"

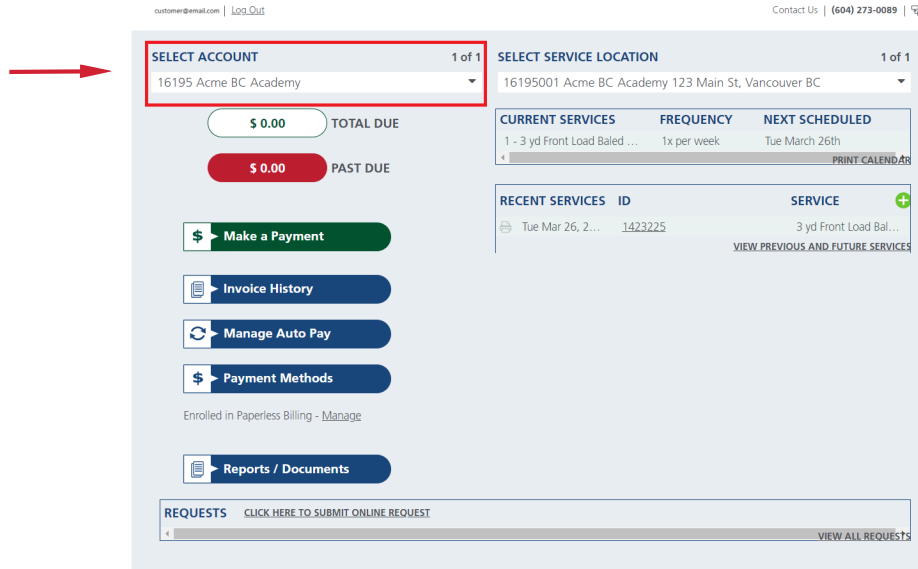


## Select an Account and Service Location

### Select an Account

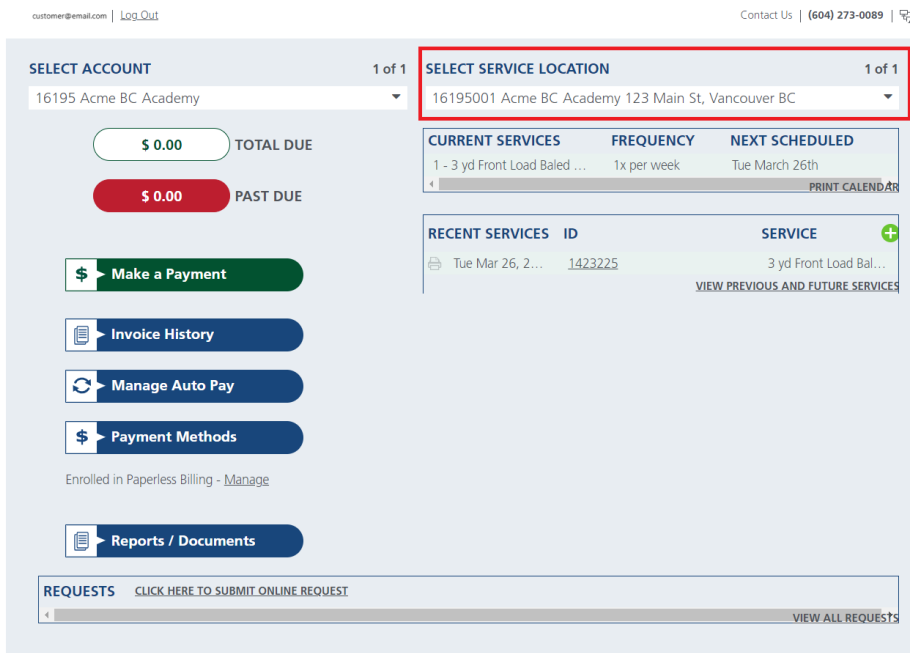
Once you are logged in, your account will display.

Please note, if your email is associated with more than one account, you can use the drop-down arrow to navigate the various accounts.



### Select Services Location

Select the service location using the drop-down arrow.



## Add Payment Method

There are two ways to add a Payment Method:

1. Click on "Payment Method" from the main screen.

2. Select "Add Payment Method" from the "Make a Payment" screen.

The screenshot shows the main dashboard of the customer portal. At the top, there are sections for 'SELECT ACCOUNT' and 'SELECT SERVICE LOCATION'. Below these, there are buttons for 'Make a Payment', 'Invoice History', 'Manage Auto Pay', and 'Payment Methods'. The 'Payment Methods' button is highlighted with a red box and a red arrow pointing to it from the text on the left.

### Input Payment Method Details

- Type - Select credit card type from the drop-down.
- Name on Card - Enter the name as shown on your credit card.
- Card Number - Enter the credit card number as shown on your credit card.
- Month - Use the drop-down to select expiration month.
- Year - Use the drop-down to enter expiration year.
- Postal Code - Enter the postal code associated with your credit card.
- CCV - Enter the CCV code located on your credit card.

Check the box "Accept Payment Terms and Conditions".

Click "Save".

The screenshot shows the 'Add Payment Method' form. It includes fields for:
 

- \*Type (dropdown menu)
- \*Name on Card (text input)
- \*Card Number (text input)
- \*Month (dropdown menu)
- \*Year (dropdown menu)
- \*Postal Code (text input)
- \*CCV (text input)

 There is a checkbox for 'Accept Payment Terms and Conditions'. At the bottom, there are 'Save' and 'Cancel' buttons. A red box highlights the 'Add Payment Method' button in the background, with a red arrow pointing to it from the text on the left.

## Make a Payment

To make a payment, click on one of these options:

- Total Due button
- Past Due button
- Make a Payment button

Click the button for the payment amount you wish to pay.

- Total Balance - Pay total amount owed.
- Current Charges - Pay the current invoice only.
- Fixed Amount - Enter the amount that you wish to pay.
- Select Invoice - Click on "select", then select the invoice that you wish to pay and click "Save".

Select "Payment Method" from the dropdown.

Add any notes (optional).

Click "Process Payment".

## Manage Auto Pay

Click on "Manage Auto Pay."

customer@email.com | Log Out | Contact Us | (604) 273-0089

SELECT ACCOUNT: 1 of 1 | SELECT SERVICE LOCATION: 1 of 1

16195 Acme BC Academy | 16195001 Acme BC Academy 123 Main St, Vancouver BC

\$ 0.00 TOTAL DUE  
\$ 0.00 PAST DUE

Make a Payment  
Invoice History  
**Manage Auto Pay**  
Payment Methods  
Enrolled in Paperless Billing - Manage  
Reports / Documents

RECENT SERVICES

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 3 yd Front Load Baled ...	1x per week	Tue March 26th

VIEW PREVIOUS AND FUTURE SERVICES

REQUESTS | CLICK HERE TO SUBMIT ONLINE REQUEST | VIEW ALL REQUESTS

Choose one of these options:

- No - Payments will not be automatic.
- At Billing - Payment will be processed when the invoice is issued.
- Scheduled Day - Payment will be made on your chosen day.

Manage Automatic Payments

Enable Automatic Payments

No  
No  
At Billing  
Scheduled Day

Save

If you choose "At Billing":

Select "Payment Method" from the drop-down.

Click "Add Payment Method".

Click "Save".

Manage Automatic Payments

Enable Automatic Payments: At Billing

Payment Method: [Empty]

Add Payment Method

Maximum Payment Amount: 0.00

Save Cancel

If you choose "Scheduled Day":

Select "Payment Method" from the drop-down.

Enter a numerical value in "Day of the Month" field.

Enter a maximum dollar amount you wish to pay in "Maximum Payment Amount".

Click "Save".

Manage Automatic Payments

Enable Automatic Payments: Scheduled Day

Payment Method: [Empty]

Add Payment Method

Day Of Month: [Empty]

Maximum Payment Amount: 0.00

Save Cancel

## View Invoices

customer@email.com | [Log Out](#) Contact Us | (604) 273-0089 |

**SELECT ACCOUNT** 1 of 1

16195 Acme BC Academy

**\$ 0.00** TOTAL DUE

**\$ 0.00** PAST DUE

**Make a Payment**

**Invoice History**

**Manage Auto Pay**

**Payment Methods**

Enrolled in Paperless Billing - [Manage](#)

**Reports / Documents**

**SELECT SERVICE LOCATION** 1 of 1

16195001 Acme BC Academy 123 Main St, Vancouver BC

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 3 yd Front Load Baled ...	1x per week	Tue March 26th

[PRINT CALENDAR](#)

RECENT SERVICES	ID	SERVICE
Tue Mar 26, 2...	1423225	3 yd Front Load Bal...

[VIEW PREVIOUS AND FUTURE SERVICES](#)

**REQUESTS** [CLICK HERE TO SUBMIT ONLINE REQUEST](#) [VIEW ALL REQUESTS](#)

Click on "Invoice History"

Export Invoice listing to Excel by clicking the excel icon on the top left corner.

Clicking the printer icon will allow you to view, print, save or make a payment.

Invoice and Payment History								
DATE	DUE DATE	TYPE	REFERENCE #	SITE	AMOUNT	BALANCE	RUNNING SUM	
03/31/24	04/30/24	Invoice	23505		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]	
02/29/24	03/30/24	Invoice	23501		\$ [REDACTED]	\$ [REDACTED]	\$ [REDACTED]	

## Submit Request

customer@email.com | Log Out | Contact Us | (604) 273-0089

16195 Acme BC Academy | 16195001 Acme BC Academy 123 Main St, Vancouver BC

\$ 0.00 TOTAL DUE  
\$ 0.00 PAST DUE

Make a Payment  
Invoice History  
Manage Auto Pay  
Payment Methods

Enrolled in Paperless Billing - Manage

Reports / Documents

**REQUESTS** [CLICK HERE TO SUBMIT ONLINE REQUEST](#)

Click "Click here to submit online request".

Select the type of request from the drop-down.

Add any Notes.

Click Submit.

**Create Request**

Date: Mar 23, 2024 11:51 am

\*Type: Please call me

\*Note: [Text area]

Your account manager will send each time your request is updated. Automatic updates will be sent to you via email.

Thank you for your business.

Submit Cancel

## Review Request

customer@email.com | Log Out | Contact Us | (604) 273-0089

16195 Acme BC Academy | 16195001 Acme BC Academy 123 Main St, Vancouver BC

\$ 0.00 TOTAL DUE  
\$ 0.00 PAST DUE

Make a Payment  
Invoice History  
Manage Auto Pay  
Payment Methods

Enrolled in Paperless Billing - Manage

Reports / Documents

**REQUESTS** [CLICK HERE TO SUBMIT ONLINE REQUEST](#)

[VIEW ALL REQUESTS](#)

Click "View all Requests"



## View Services

**SELECT ACCOUNT** 1 of 1 **SELECT SERVICE LOCATION** 1 of 1

16195 Acme BC Academy 16195001 Acme BC Academy 123 Main St, Vancouver BC

**\$ 0.00** TOTAL DUE  
**\$ 0.00** PAST DUE

**Make a Payment**  
**Invoice History**  
**Manage Auto Pay**  
**Payment Methods**

Enrolled in Paperless Billing - [Manage](#)

**Reports / Documents**

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 3 yd Front Load Carbo...	1x per week	Tue March 12th

[PRINT CALENDAR](#)

RECENT SERVICES	ID	SERVICE
Tue Mar 12, 2...	1423223	3 yd Front Load Car...

[VIEW PREVIOUS AND FUTURE SERVICES](#)

**REQUESTS** [CLICK HERE TO SUBMIT ONLINE REQUEST](#)

[VIEW ALL REQUESTS](#)

View recent services from the main page.

Click "View previous and future services" to see completed and upcoming services.

## Frequently Asked Questions

### **Does my old customer number work in the new Portal?**

Yes, it does. Your customer number is found on the right-hand side of your invoice and would be used to identify yourself in the Customer Portal.

### **I manage multiple sites with Urban Impact, does each site have a separate account in the portal?**

You only need your one email address to access all your accounts on the Customer Portal. On the left-hand side of the Customer Portal, use the drop down to access all locations that you manage. On the right-hand side of the Customer Portal, you can change individual sites for each location.

### **Does the app still work?**

Unfortunately, it does not. The recycling app has been replaced with the Customer Portal. Our Customer Portal is fully integrated and the updated technology allows for better management of your account.