



INTRODUCING THE NEW CUSTOMER PORTAL

We want your recycling to be simple, efficient and transparent.



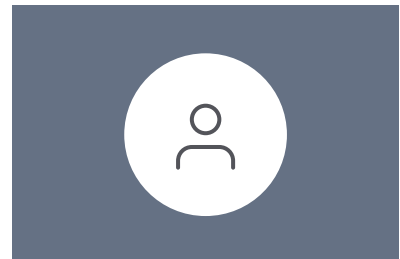
PICKUPS

Avoid phone queues and opening hours, you can easily book your pickups at your convenience in this section of the portal. Easily follow the status of all orders.



FOLLOW UP

Gather your available waste management data all in one place. Simplify the reporting of your waste handling by composing your own reports and viewing extensive visualizations of the data.



USER MANAGEMENT

Available to everyone with admin rights, it allows you to invite new users and manage all the people who need access to your locations easily and efficiently.

It starts here.



PICKUPS

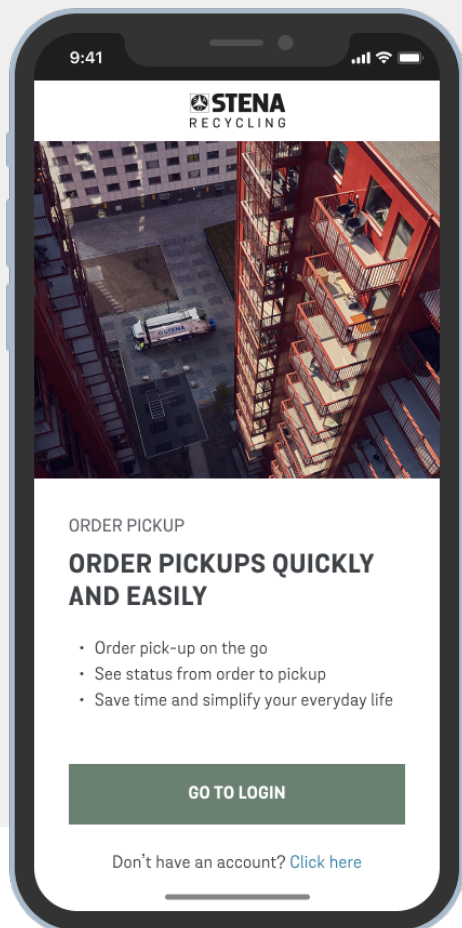
We want your recycling to be simple, efficient and transparent. Part of this is the ability to order pickups digitally. Avoid phone queues and opening hours, you can easily book your pickups at your convenience in the **Order pickup** section of our customer portal.

Keep track and follow the status of all orders that you have placed in our **Previous orders** section.

It starts here.

PLACE ORDERS FROM YOUR PHONE

A NEW AND EASIER WAY TO ORDER PICKUP



GET STARTED

Scan the QR code with your phone or open the link below to access the login.




<https://orderpickup.stenarecycling.com>

ADD THE APP TO YOUR HOMESCREEN



APPLE IOS

1. Open the link in **Safari**
2. Click on the  icon
3. Choose **Add to Home Screen**



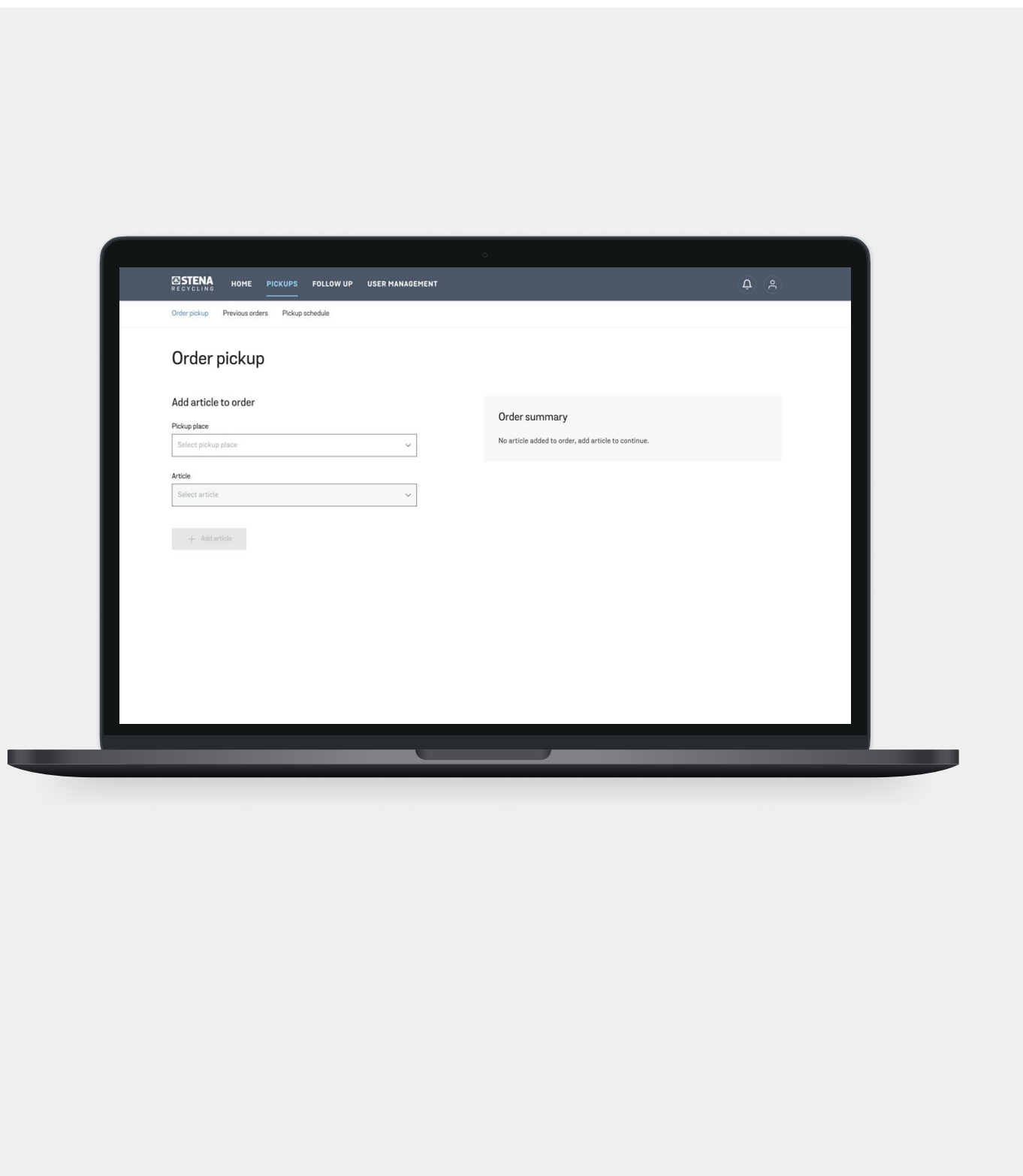
ANDROID

1. Open the link in **Chrome**
2. Choose **Lägg till Order Pickup på startskärmen** längst ner i rutan.

It starts here.

GUIDE

PICKUPS - PLACE AN ORDER





Order pickup Previous orders Pickup schedule

Order pickup

Add article to order

Pickup place



Order pickup Previous orders Pickup schedule

Order pickup

Add article to order

Pickup place

Article

Container

+ Add article

Order summary

No article added to order, add article to continue.

1. SELECT ORDER PICKUP

Select **Order pickup** in the sub menu of **Pickups**.

2. ADD ARTICLE

- Select the pickup place (if you have more than one)
- Select the article you need pickup for
- If you have more than one container for that article, select the relevant one
- If needed, leave a message in the comment section
- Click **Add article**



Order pickup Previous Orders Pickup Schedule Declaration

Order pickup

Add article to order

Pickup place

Article

Container

+ Add article to order

Order summary

Ikea Svenska Försäljnings AB / STO - Malmö 445
 Malmö, Dragsåttan 8-11(01052042)

- | | | | |
|---|---------------------|----|---|
| 1 | Metall P | 🗑️ | ▼ |
| 2 | Blybatterier, truck | 🗑️ | ▼ |

Ikea Svenska AB, Torshäls - Hus 3 SHED/CC410 DC008
 Torshäls, Dragsåttan 10(01160)

- | | | | |
|---|-----------------------|----|---|
| 2 | Akkumulatorer UN 2794 | 🗑️ | ▼ |
| 1 | Other services | 🗑️ | ▼ |

Submit order

3. ORDER SUMMARY

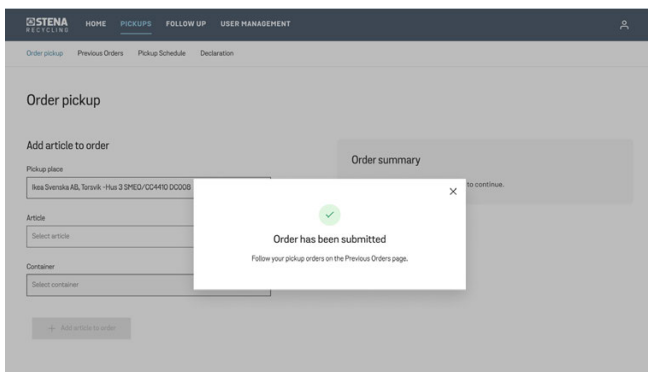
After adding an article it will appear in the order summary.

You can continue adding more articles to the order.

If you have more than one pickup place you can also add articles for different pickup places.

After adding all articles click **Submit order**

It starts here.



4. CONFIRMATION

After submitting the order a confirmation will appear.

Orders can then be checked on in the **Previous orders** page.

It starts here.

STYCKEGODS

Avfall som tidigare har kategoriserats som Styckegods, kan nu hittas tillsammans med alla andra artiklar i listan.

Efter att ha valt artikel, kommer man hitta alla valbara styckegodsbehållare kopplade till det valda hämtstället.

OBS! Vissa artiklar som har kopplad behållare i prisbilaga är också styckegods. Därför visas också styckegodsbehållare i slutet av listan på behållare.

BESTÄLL ÖVRIGT

Tidigare tjänsten beställ övrigt kan nu också hittas i **artikellistan**.

Välj **Övrigt** i slutet av listan och beskriv ditt ärende i kommentarsfältet.



FOLLOW UP

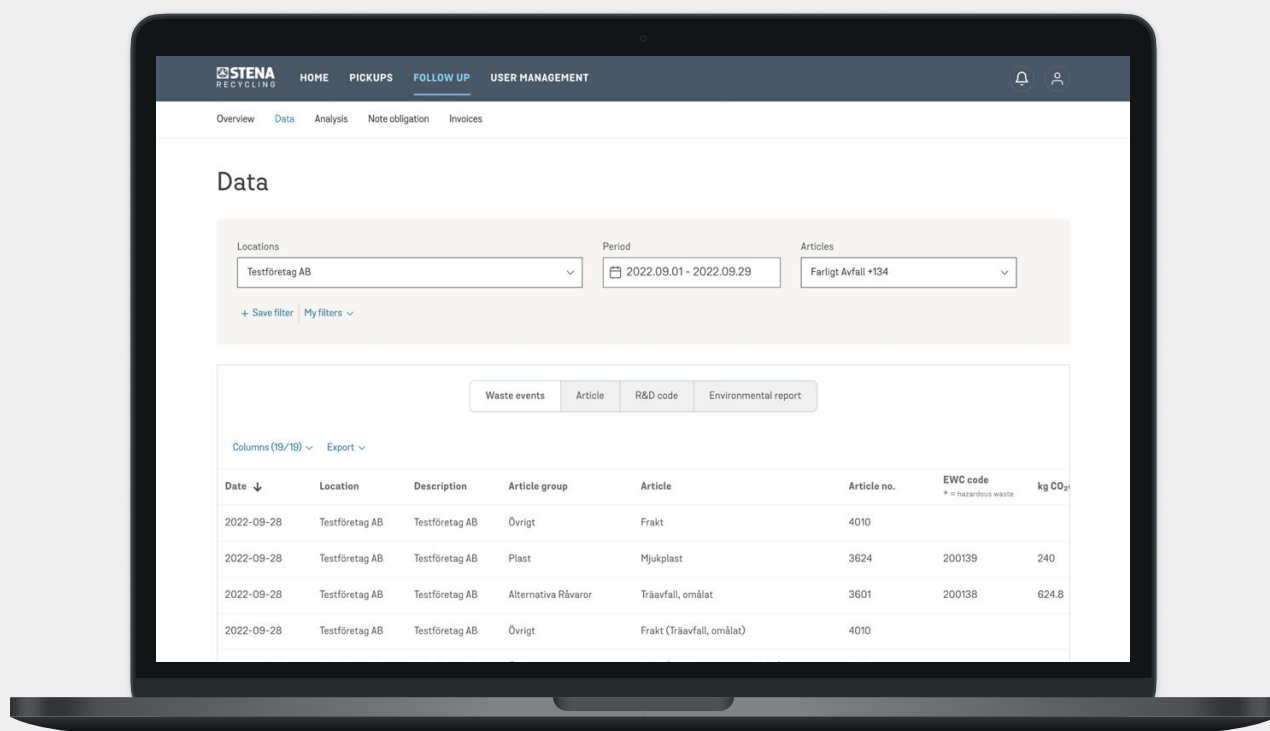
In **Follow up** you will find your available waste management data all in one place. Take control of your waste management by composing your own reports and viewing extensive visualizations of the data.

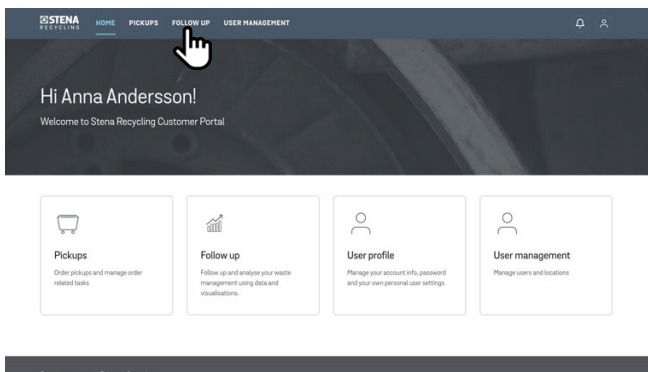
Simplify the reporting of your waste handling by activating the **Follow up**-service in Stena Recycling Customer Portal today.

It starts here.

GUIDE

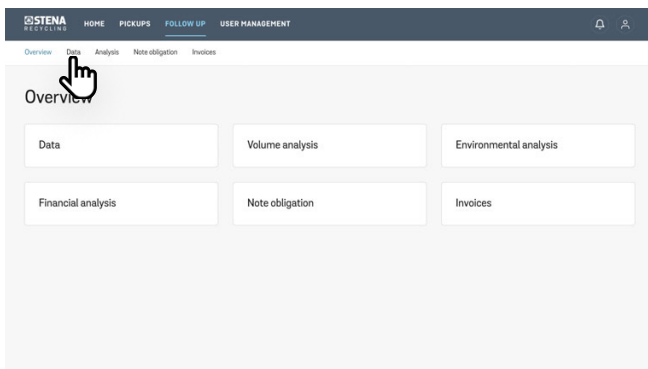
FOLLOW UP - VIEW AND EXPORT DATA





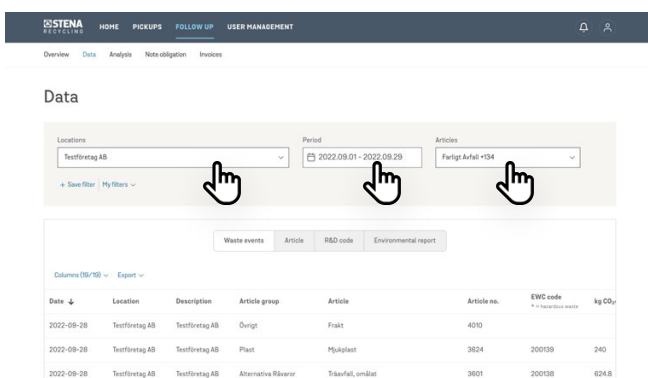
1. SELECT FOLLOW UP

Select **Follow up** in the top menu.



2. SELECT DATA

Select **Data** in the submenu.



3. SET FILTERS

Select the **Locations**, **Period** and **Articles** for which you want to show the data.

It starts here.

Data

Waste events Article RSD code Environmental report

Columns (5/7) Export

Date	Location	Description	Article group	Article	Article no.	EWC code	kg CO ₂ e
2022-09-28	Testföretag AB	Testföretag AB	Övrigt	Frakt	4010		
2022-09-28	Testföretag AB	Testföretag AB	Plast	Mjukplast	3824	200159	240
2022-09-28	Testföretag AB	Testföretag AB	Alternativa Råvaror	Täckavfall, omåttat	3801	200158	624,8

4. CHOOSE YOUR VIEW

Choose an appropriate “view” for your data.

Data

Waste events Article RSD code Environmental report

Columns (5/7) Export

Date	Location	Description	Article group	Article	Article no.	EWC code	kg CO ₂ e
2022-09-28	Testföretag AB	Testföretag AB	Övrigt	Frakt	4010		
2022-09-28	Testföretag AB	Testföretag AB	Plast	Mjukplast	3824	200159	240
2022-09-28	Testföretag AB	Testföretag AB	Alternativa Råvaror	Täckavfall, omåttat	3801	200158	624,8

5. HIDE OR SHOW COLUMNS

Hide or show columns if needed. Only the columns you decide to show will be exported.

Data

Waste events Article RSD code Environmental report

Columns (5/7) Export

Date	Location	Description	Article group	Article	Article no.	EWC code	kg CO ₂ e
2022-09-28	Testföretag AB	Testföretag AB	Övrigt	Frakt	4010		
2022-09-28	Testföretag AB	Testföretag AB	Plast	Mjukplast	3824	200159	240
2022-09-28	Testföretag AB	Testföretag AB	Alternativa Råvaror	Täckavfall, omåttat	3801	200158	624,8

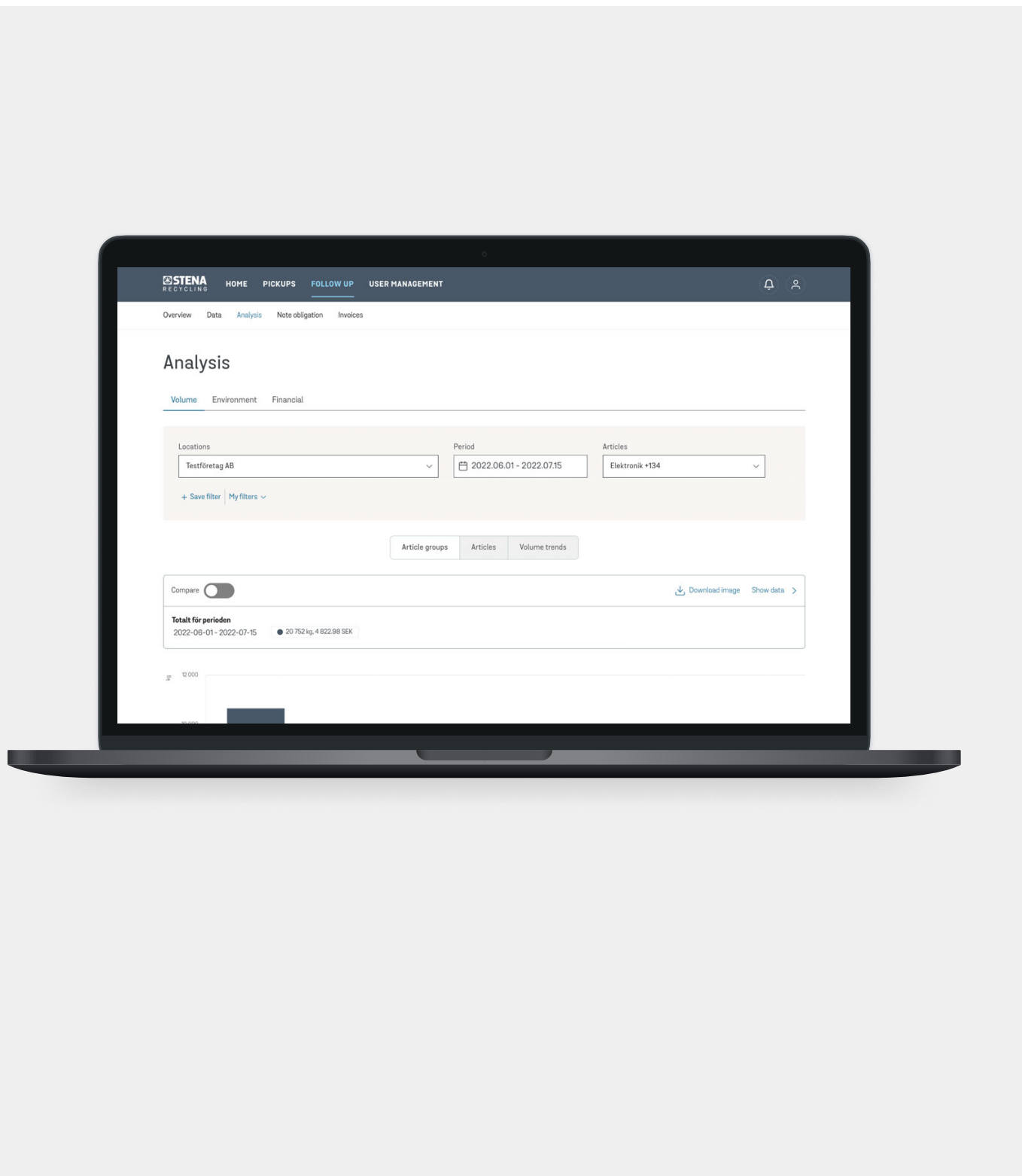
6. CLICK EXPORT

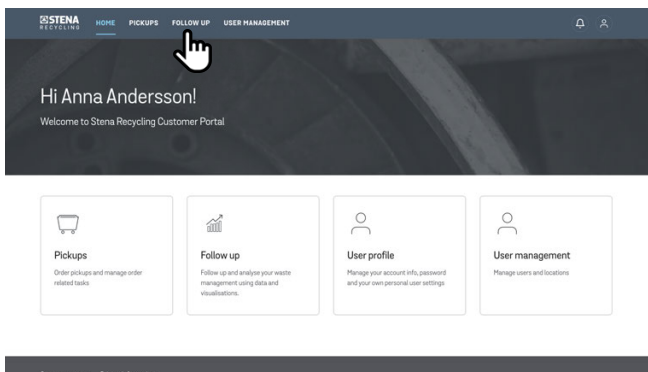
Click **Export** and choose either Excel or CSV.

It starts here.

GUIDE

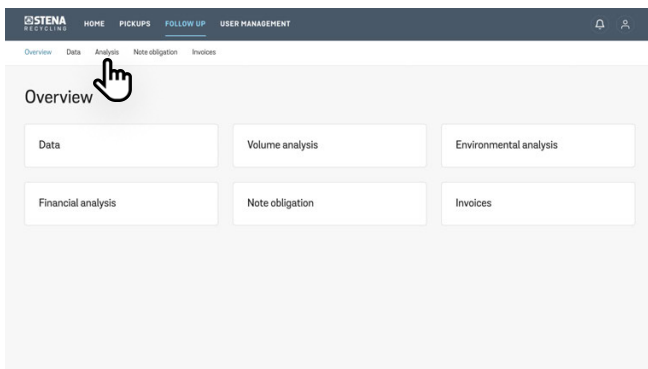
FOLLOW UP - VIEW GRAPH AND DOWNLOAD IMAGE





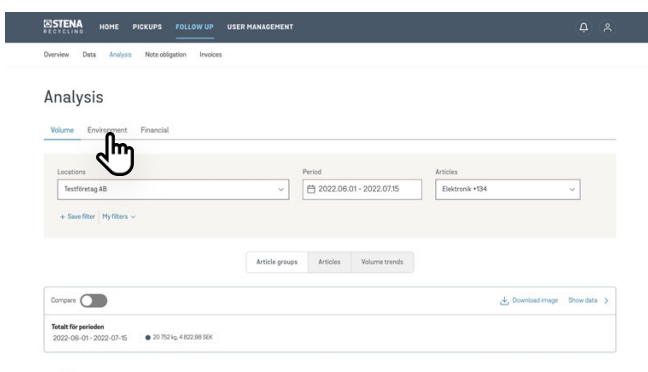
1. SELECT FOLLOW UP

Select **Follow up** in the top menu.



2. SELECT ANALYSIS

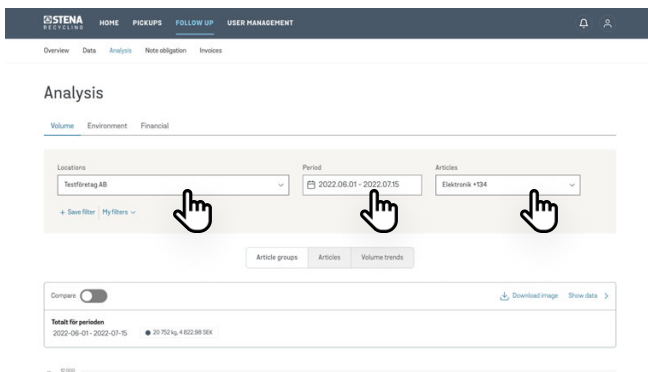
Select **Analysis** in the submenu.



3. CHOOSE ANALYSIS CATEGORY

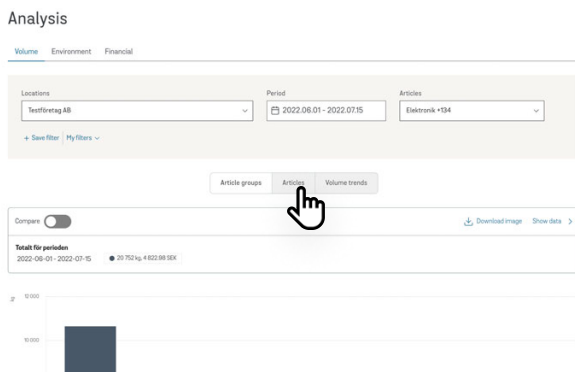
Choose your preferred analysis category.

It starts here.



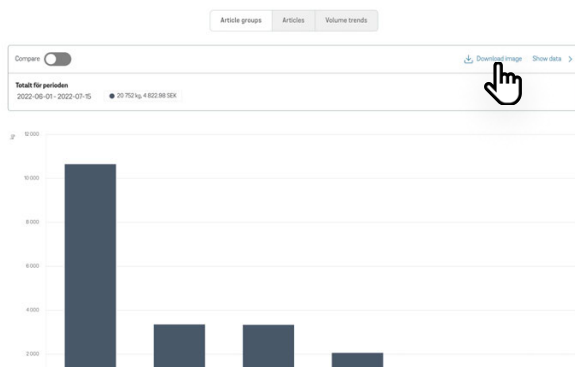
4. SET FILTERS

Select the **Period**, **Locations** and **Articles** for which you want the data to be visualized.



5. SELECT GRAPH VIEW

Select the appropriate graph view.

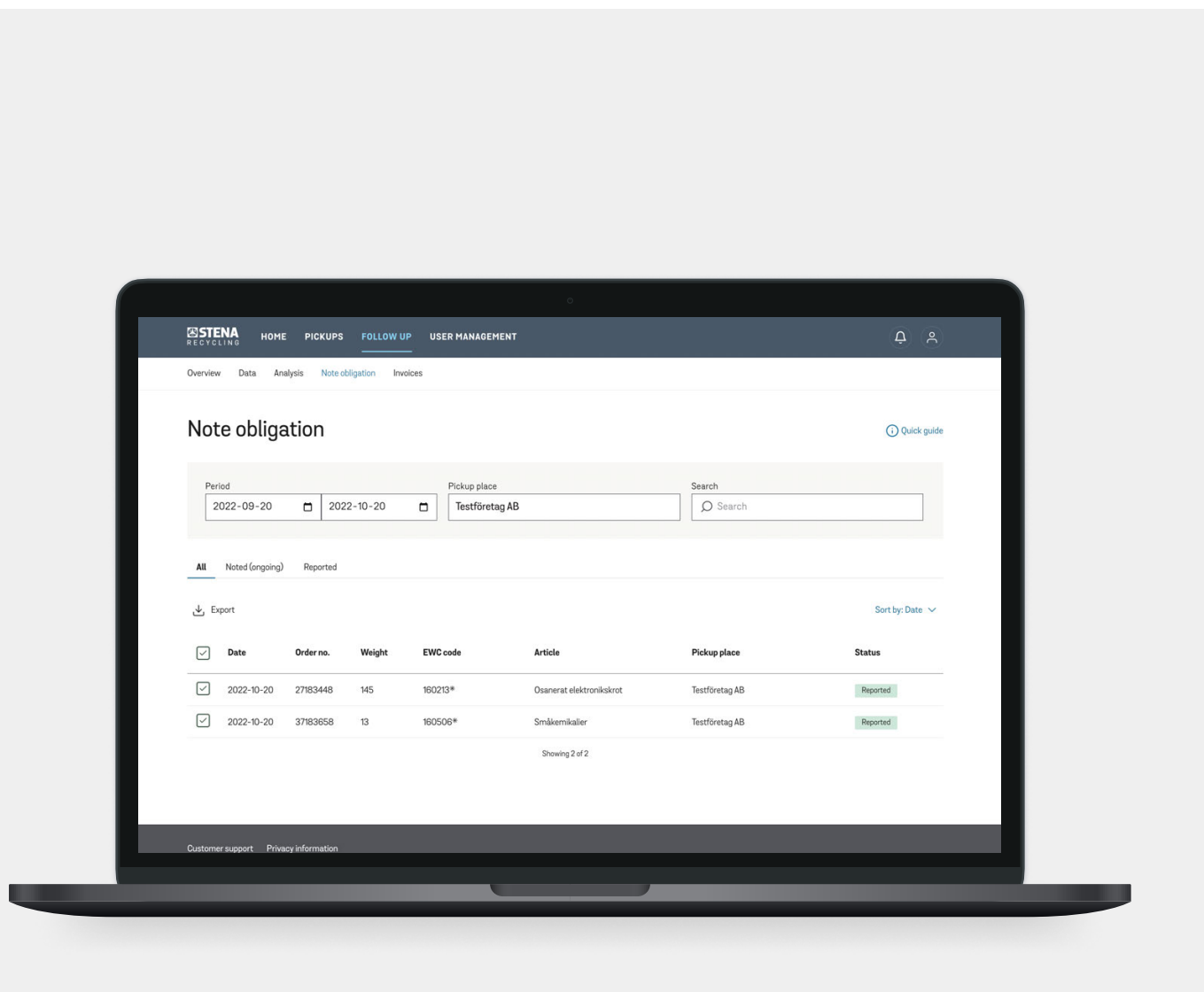


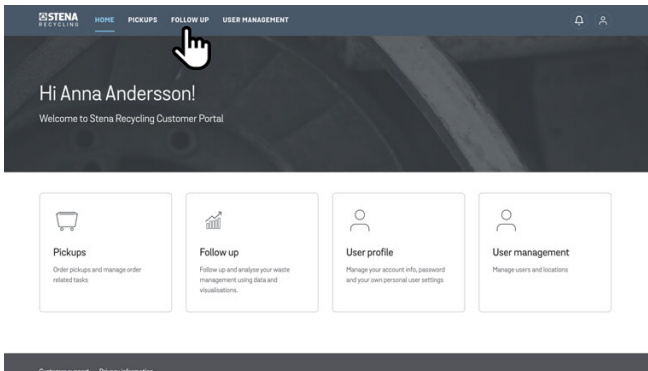
6. CLICK DOWNLOAD IMAGE

Click **Download image** to download a high-resolution image of the graph.

GUIDE

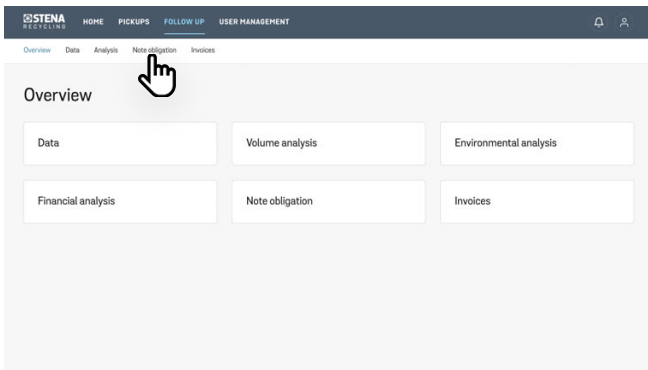
FOLLOW UP - VIEW NOTE OBLIGATION EVENTS AND EXPORT





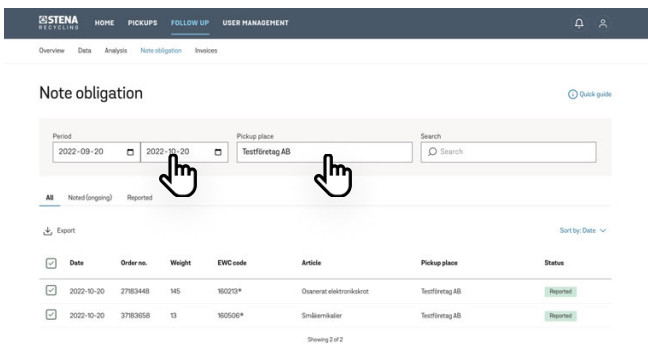
1. SELECT FOLLOW UP

Select **Follow up** in the top menu.



2. SELECT NOTE OBLIGATION

Select **Note obligation** in the submenu.



3. SPECIFY PERIOD AND LOCATIONS

Specify **Period** and **Locations** to narrow your search if necessary.

It starts here.

STENA RECYCLING HOME PICKUPS FOLLOW UP USER MANAGEMENT

Overview Data Analysis Note obligation Invoices

Note obligation [Quick guide](#)

Period: 2022-09-20 2022-10-20 Pickup place: Testföretag AB Search: Search

All [Noted \(Sänging\)](#) [Reported](#)

Export [Sort by Date](#)

<input checked="" type="checkbox"/>	Date	Order no.	Weight	EWCode	Article	Pickup place	Status
<input checked="" type="checkbox"/>	2022-10-20	27853448	145	160213*	Oscenerat elektronikskrot	Testföretag AB	Reported
<input checked="" type="checkbox"/>	2022-10-20	37839558	13	160506*	Småelektronik	Testföretag AB	Reported

Showing 2 of 2

4. SELECT NOTE OBLIGATION EVENTS

Use the checkboxes to select the **Note obligation**-events that you want to export.

STENA RECYCLING HOME PICKUPS FOLLOW UP USER MANAGEMENT

Overview Data Analysis Note obligation Invoices

Note obligation [Quick guide](#)

Period: 2022-09-20 2022-10-20 Pickup place: Testföretag AB Search: Search

All [Noted \(Sänging\)](#) [Reported](#)

Export [Sort by Date](#)

<input checked="" type="checkbox"/>	Date	Order no.	Weight	EWCode	Article	Pickup place	Status
<input checked="" type="checkbox"/>	2022-10-20	27853448	145	160213*	Oscenerat elektronikskrot	Testföretag AB	Reported
<input checked="" type="checkbox"/>	2022-10-20	37839558	13	160506*	Småelektronik	Testföretag AB	Reported

Showing 2 of 2

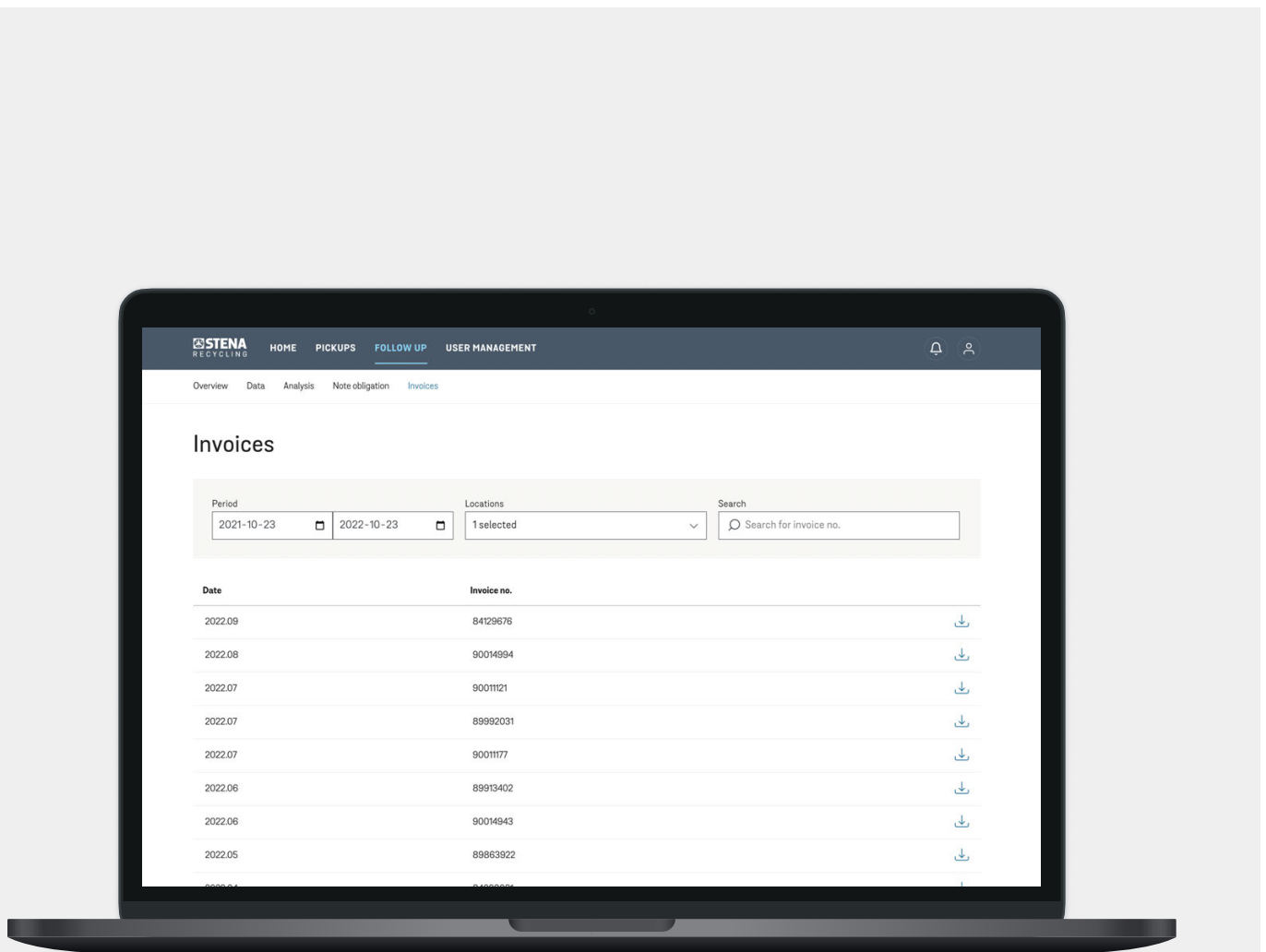
5. CLICK EXPORT

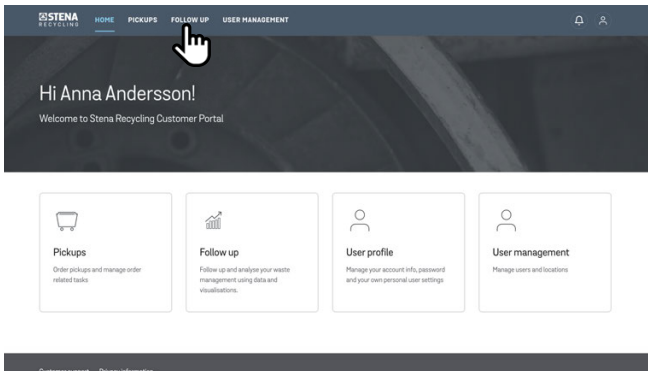
Click **Export** and choose **Signerade Transportdokument**, **Kvittenser (Excel)**, **Kvittenser (PDF)** or **Anteckning**.

It starts here.

GUIDE

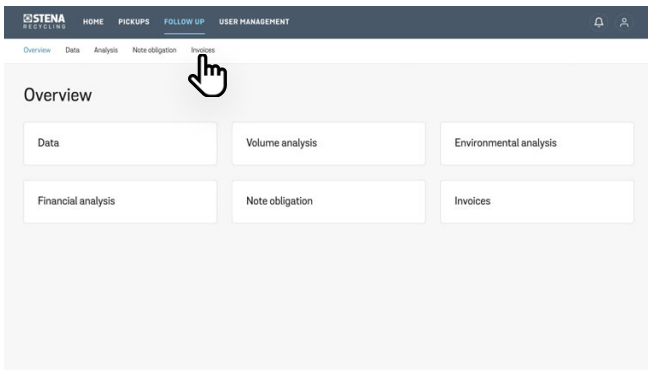
FOLLOW UP - VIEW AND DOWNLOAD INVOICES





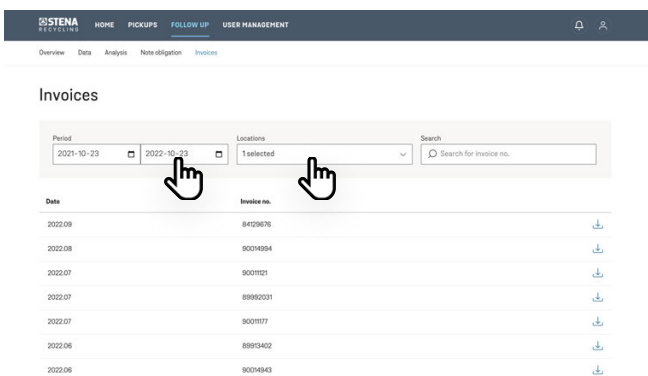
1. SELECT FOLLOW UP

Select **Follow up** in the top menu.



2. SELECT INVOICES

Select **Invoices** in the submenu.



3. SET FILTERS

Specify the **Period** and **Locations** for which you want to see the Invoices.

It starts here.

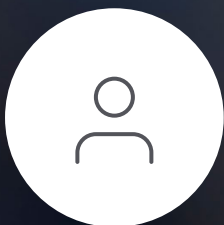
The screenshot shows the 'STENA RECYCLING' logo and navigation menu (HOME, PICKUPS, FOLLOW UP, USER MANAGEMENT) at the top. Below the menu is a sub-menu with 'Overview', 'Data', 'Analysis', 'Note obligation', and 'Invoices'. The 'Invoices' section is active, displaying a filter bar with 'Period' (2021-10-23, 2022-10-23), 'Locations' (1 selected), and a search box. Below the filter bar is a table with columns 'Date' and 'Invoice no.'. The table contains seven rows of data. A hand cursor is pointing to the download icon (a blue arrow pointing down) in the rightmost column of the table.

Date	Invoice no.	
2022-09	84129676	↓
2022-08	90014894	↓
2022-07	9001101	↓
2022-07	8992031	↓
2022-07	9001177	↓
2022-06	89915402	↓
2022-06	90014943	↓

4. DOWNLOAD INVOICE

Find the invoice you want and click the **Download**-icon.

It starts here.



USER MANAGEMENT

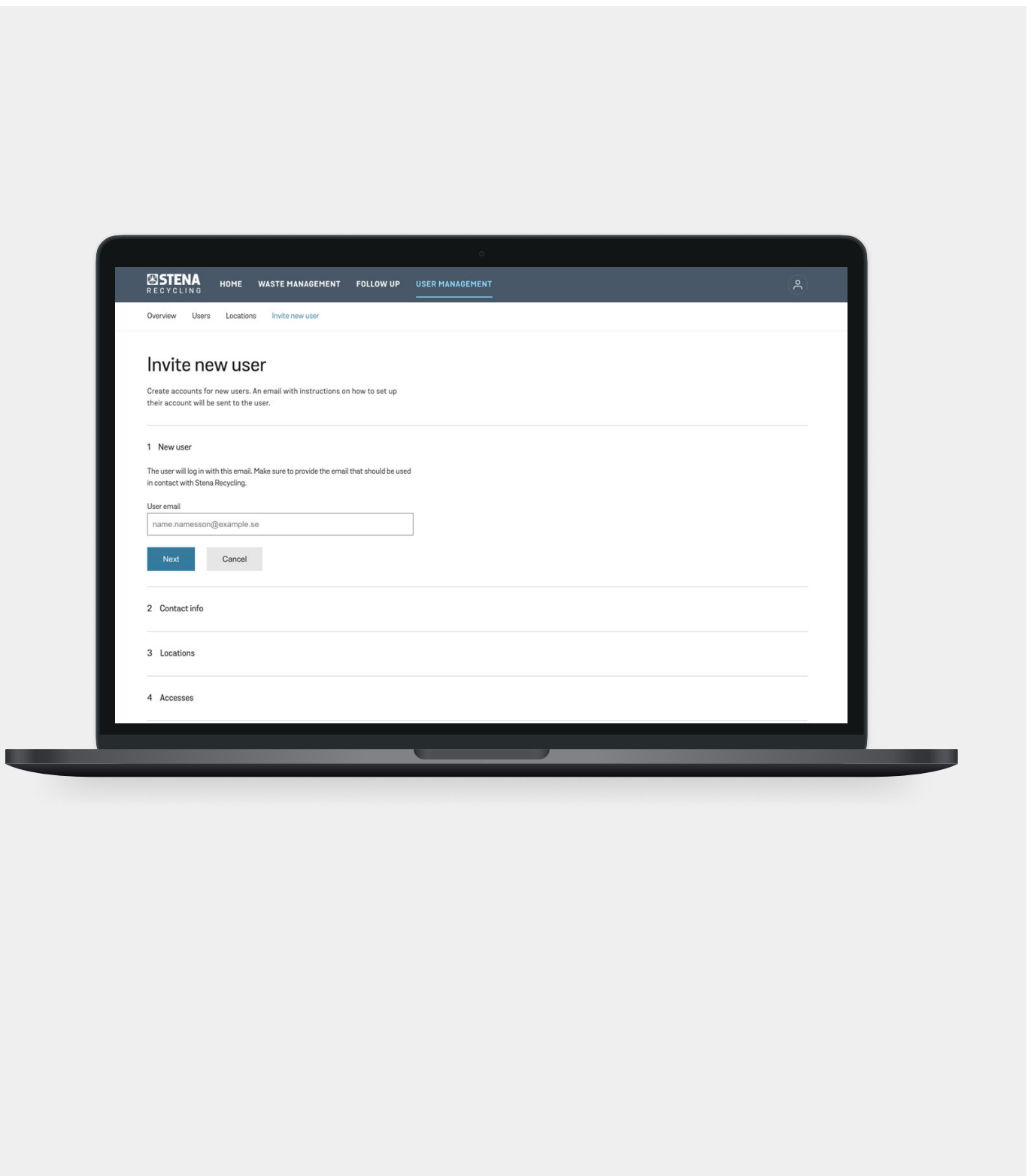
It should be easy and efficient to manage all the people who need access to your locations.

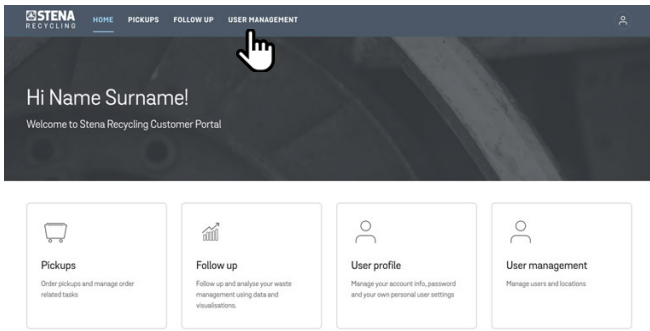
User management is available to everyone who have admin rights and allows you invite new users, grant them specific access rights for selected locations and manage their permissions at anytime.

It starts here.

GUIDE

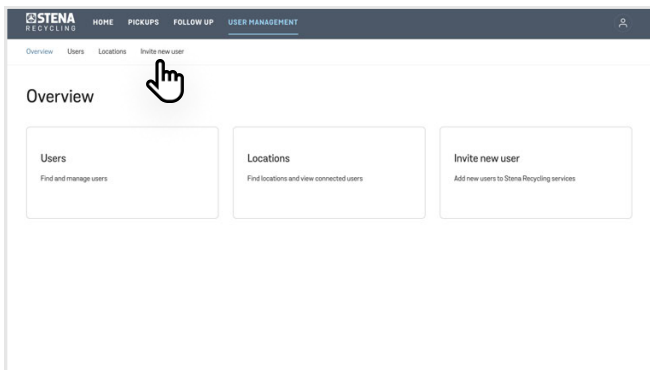
USER MANAGEMENT - INVITE A NEW USER AS A USER





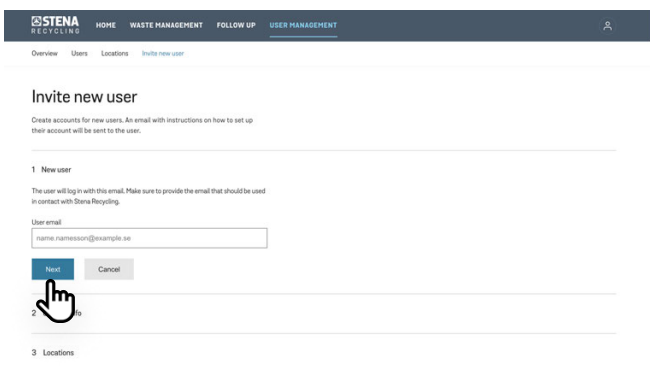
1. SELECT USER MANAGEMENT

Select **User Management** in the top menu.



2. SELECT INVITE NEW USER

Select **Invite new user** in the submenu



3. ADD EMAIL ADDRESS

- Add the email address of the person you want to invite
- Click **Next**

It starts here.

STENA RECYCLING HOME PICKUPS FOLLOW UP USER MANAGEMENT

Overview Users Locations Invite new user

Invite new user

Create accounts for new users. An email with instructions on how to set up their account will be sent to the user.

- New user
- Contact info

First name *

Last name *

Phone number * (e.g. +46xxxxxxxx)

Next Cancel
- Locations

Find and select all locations the user should have access to.

Find locations

Utbildning motparten AB

Name	Description	Address	Customer nr	Status
<input checked="" type="checkbox"/> > Utbildning Motparten AB 2 locations	För att användas vid utbild. I Fire test	Uppslagsvägen 5, Östersund	02295822	Active

Utbildning Motparten AB, För att användas vid utbild. I Fire test, Uppslagsvägen 5, Östersund, 02295822 2 locations

Next Cancel
- Accesses

You can choose to give the user different accesses for the locations you see in the list. If a location is part of a hierarchy, the user will automatically inherit the same access for all underlying locations.

Name	Description	Address	Customer nr	Status	Access
Utbildning Motparten AB 2 locations	För att användas vid utbild. I Fire test	Uppslagsvägen 5, Östersund	02295822	Active	

Next Cancel
- Summary

4. ADD CONTACT INFO

- Add “Name”, “Surname” and “Phone number” of the user you are inviting
- Click **Next**

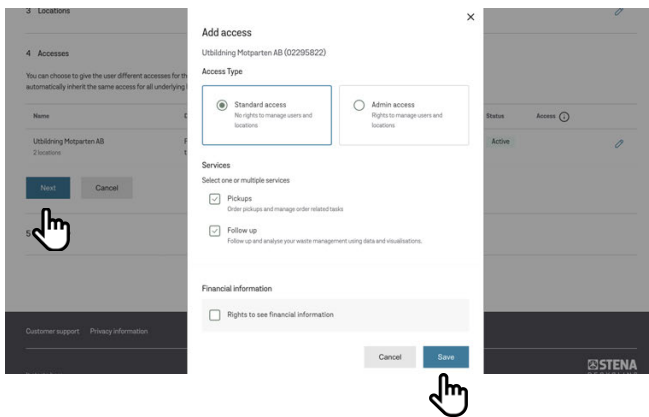
5. SELECT LOCATIONS

- Select one or more locations from the list by clicking on the checkbox
- Click **Next**

6. ADD ACCESS RIGHTS

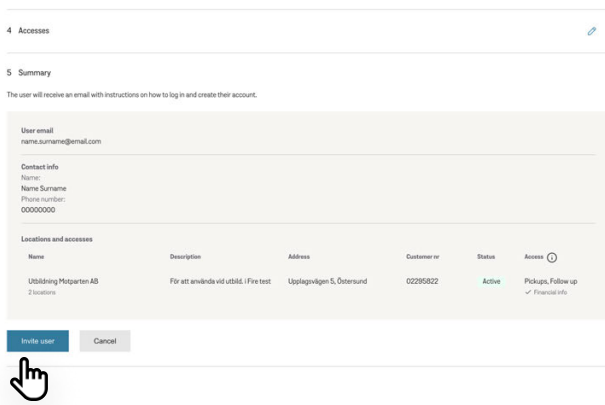
- Click on the pencil icon to add access rights for each location in the table

It starts here.



7. CHOOSE ACCESS RIGHTS

- Choose access rights
- Click **Save**
- Then click **Next**



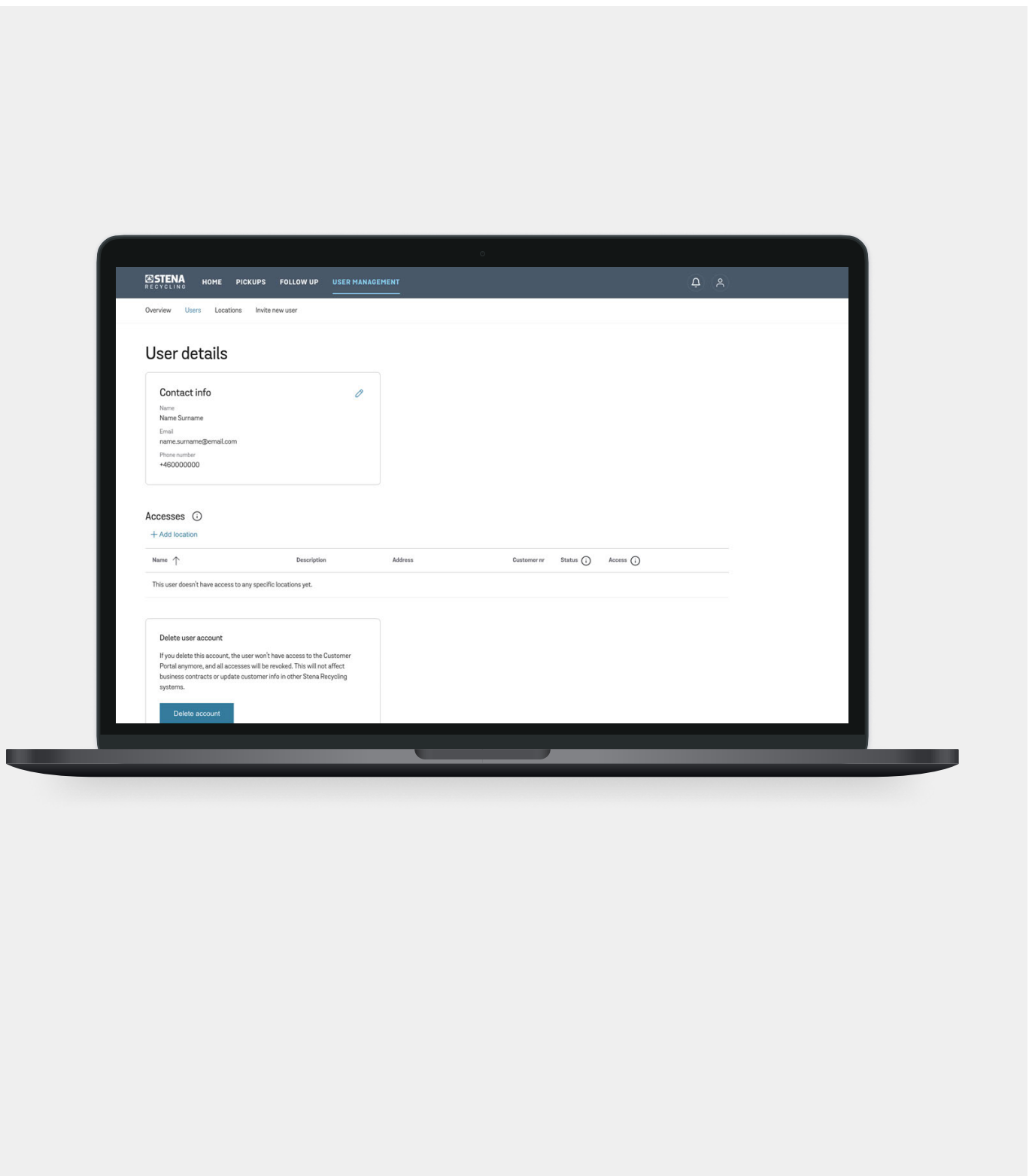
8. VIEW SUMMARY AND INVITE

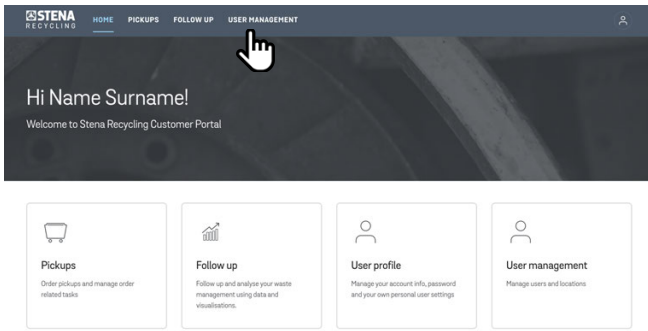
- Check all the details in the Summary
- Click **Invite user**

It starts here.

GUIDE

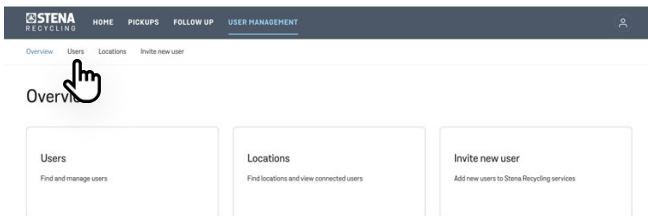
USER MANAGEMENT - ADD LOCATION TO AN EXISTING USER





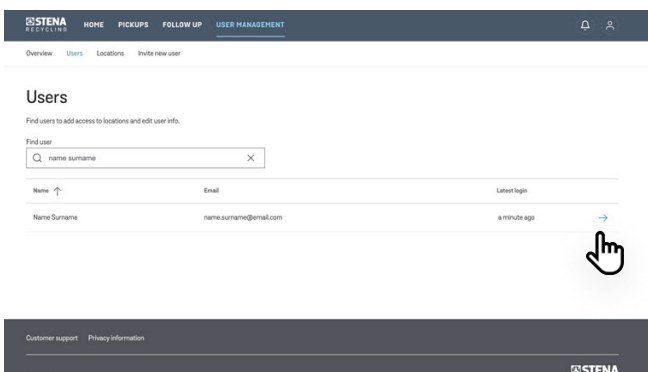
1. SELECT USER MANAGEMENT

Select **User Management** in the top menu.



2. SELECT USERS

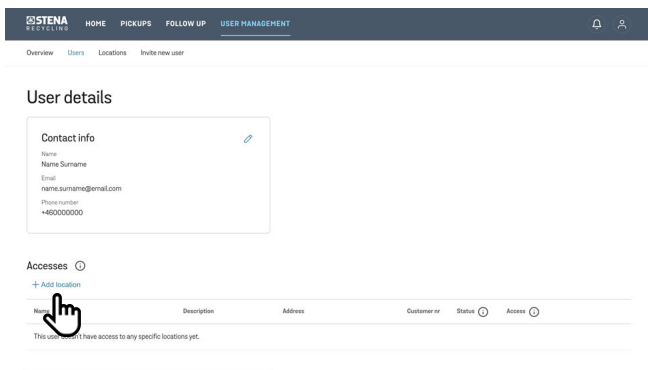
Select **Users** in the submenu



3. SEARCH AND SELECT A USER

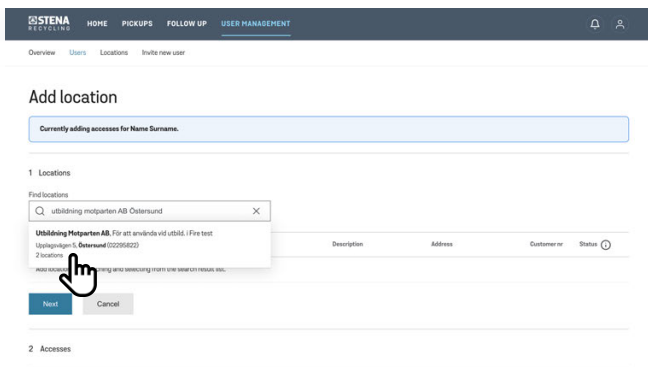
- Search for a user in the search bar
- Click **on the arrow** to view User details

It starts here.



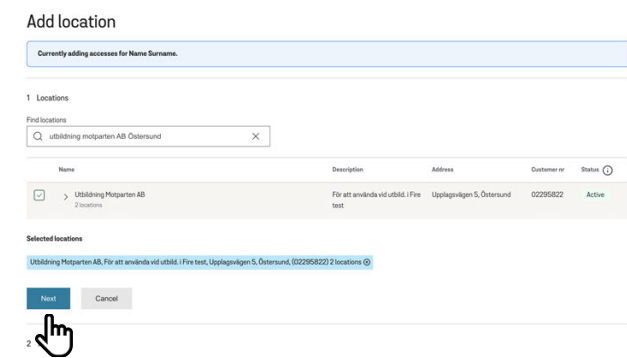
4. ADD LOCATION

- Click **Add location**



5. SEARCH A LOCATION

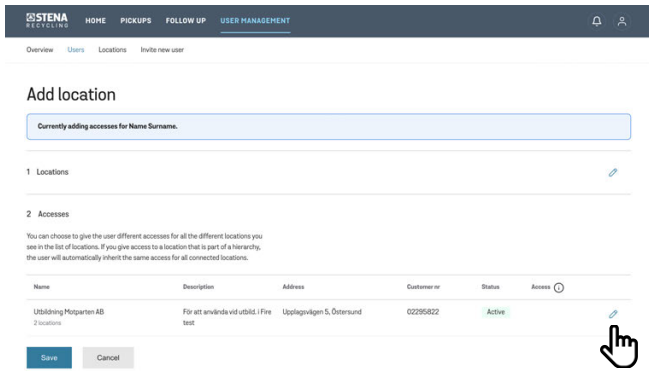
- Search for a location in the search bar
- **Select** a **location** from the list



6. SELECT A LOCATION

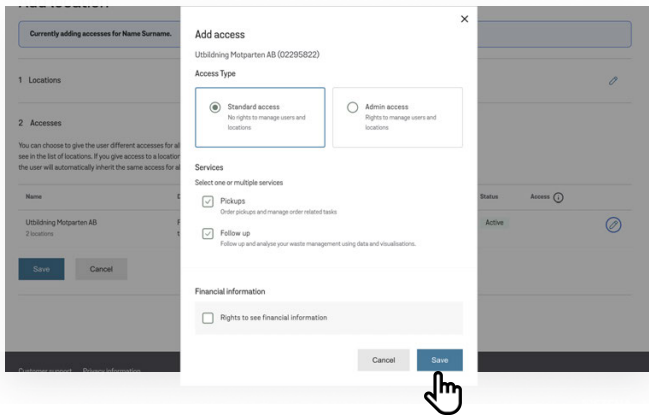
- Repeat the search if you need to select another location
- Click on **Next**

It starts here.



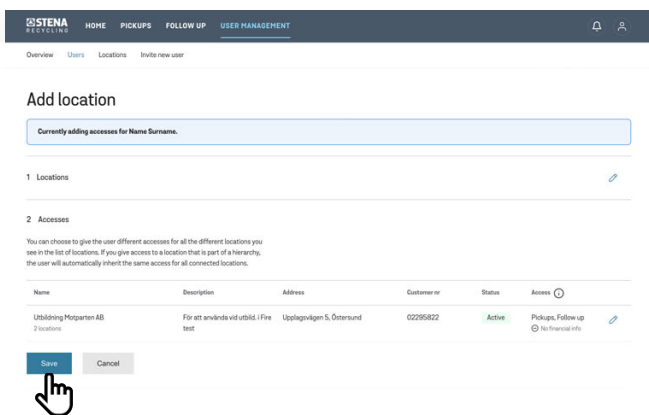
7. ADD ACCESS RIGHTS

- Click on the **pencil icon** to add access rights for each location in the table



8. CHOOSE ACCESS RIGHTS

- Choose access rights
- Click **Save**



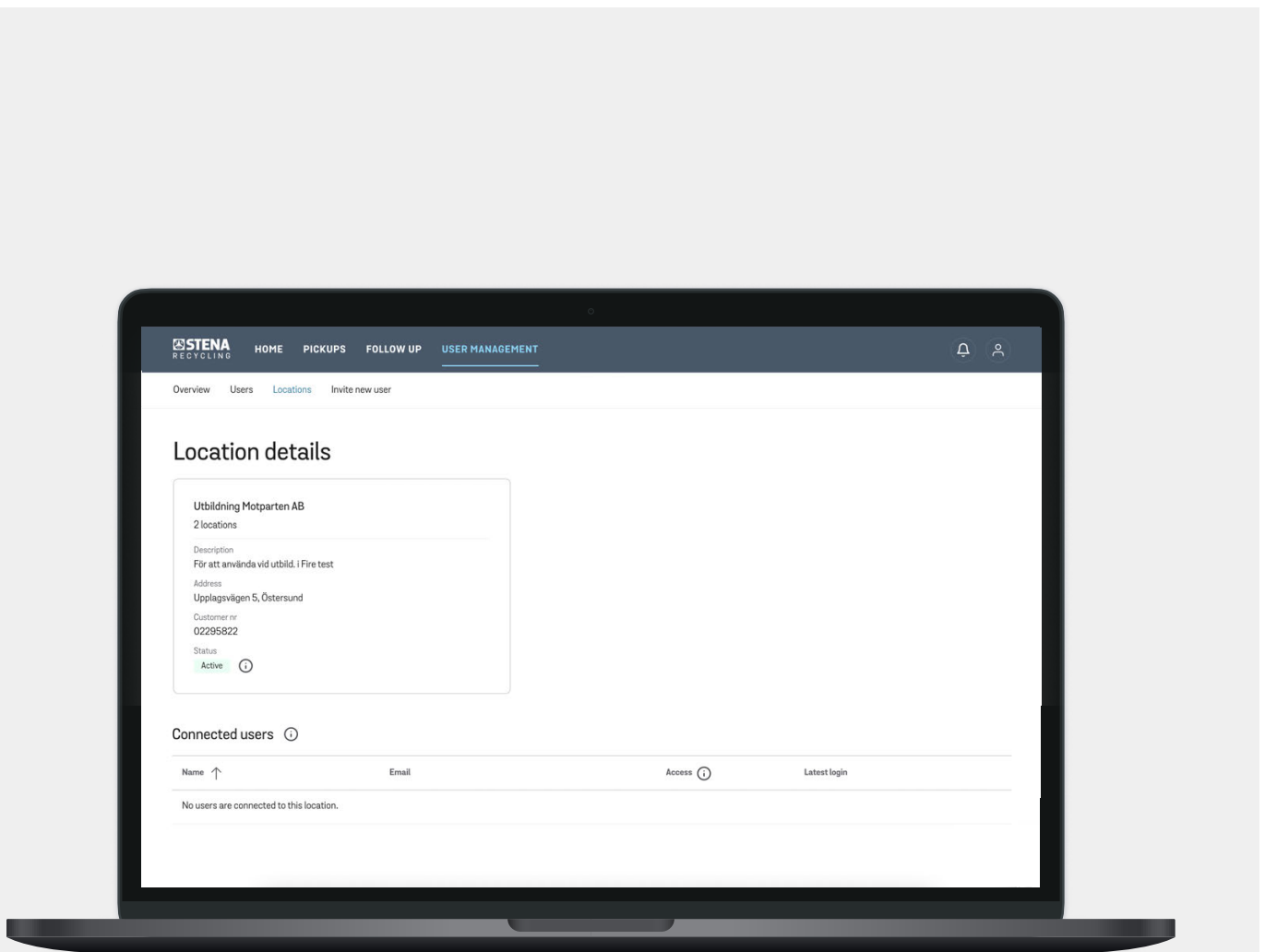
9. ADD LOCATION

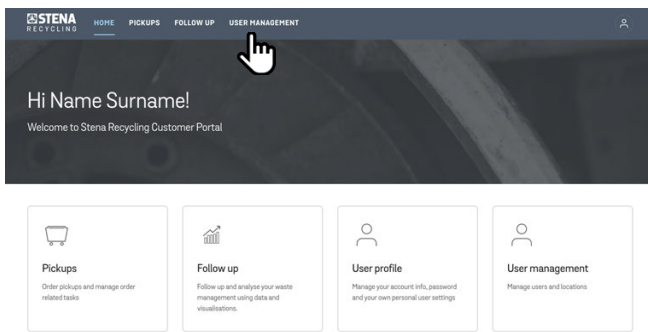
- Click **Add location**

It starts here.

GUIDE

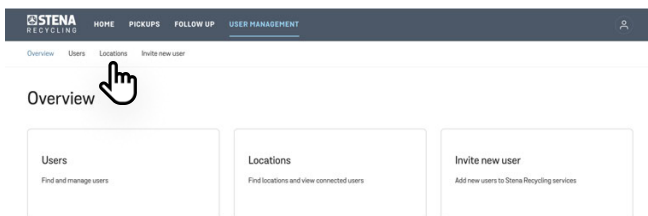
USER MANAGEMENT - VIEW LOCATIONS AND CONNECTED USERS





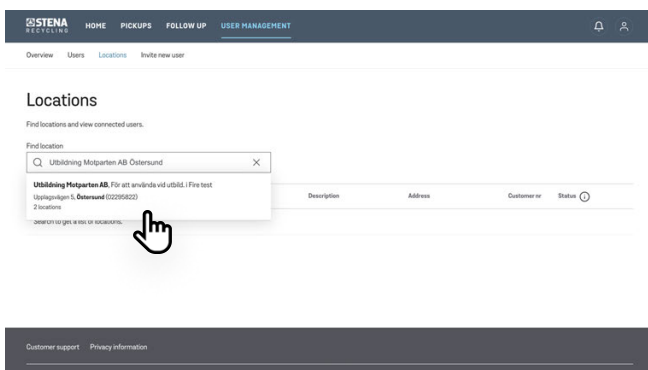
1. SELECT USER MANAGEMENT

Select **User Management** in the top menu.



2. SELECT LOCATIONS

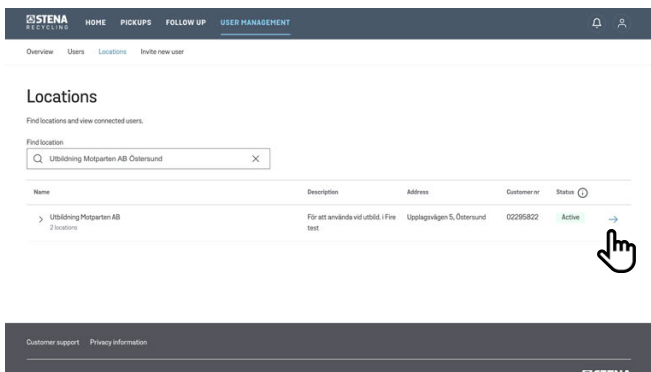
Select **Locations** in the submenu



3. SEARCH AND SELECT A LOCATION

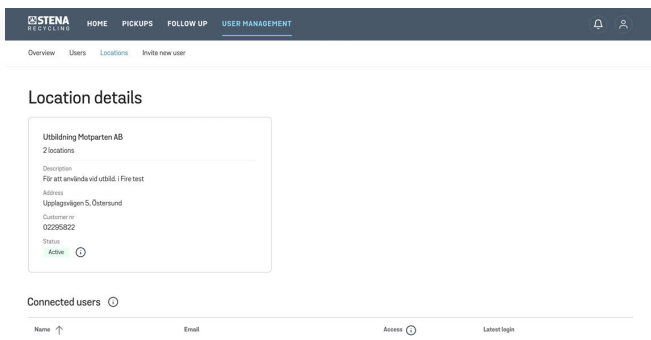
- Search for a location in the search bar

It starts here.



4. VIEW LOCATION DETAILS

- Click on the arrow to view **Location details**



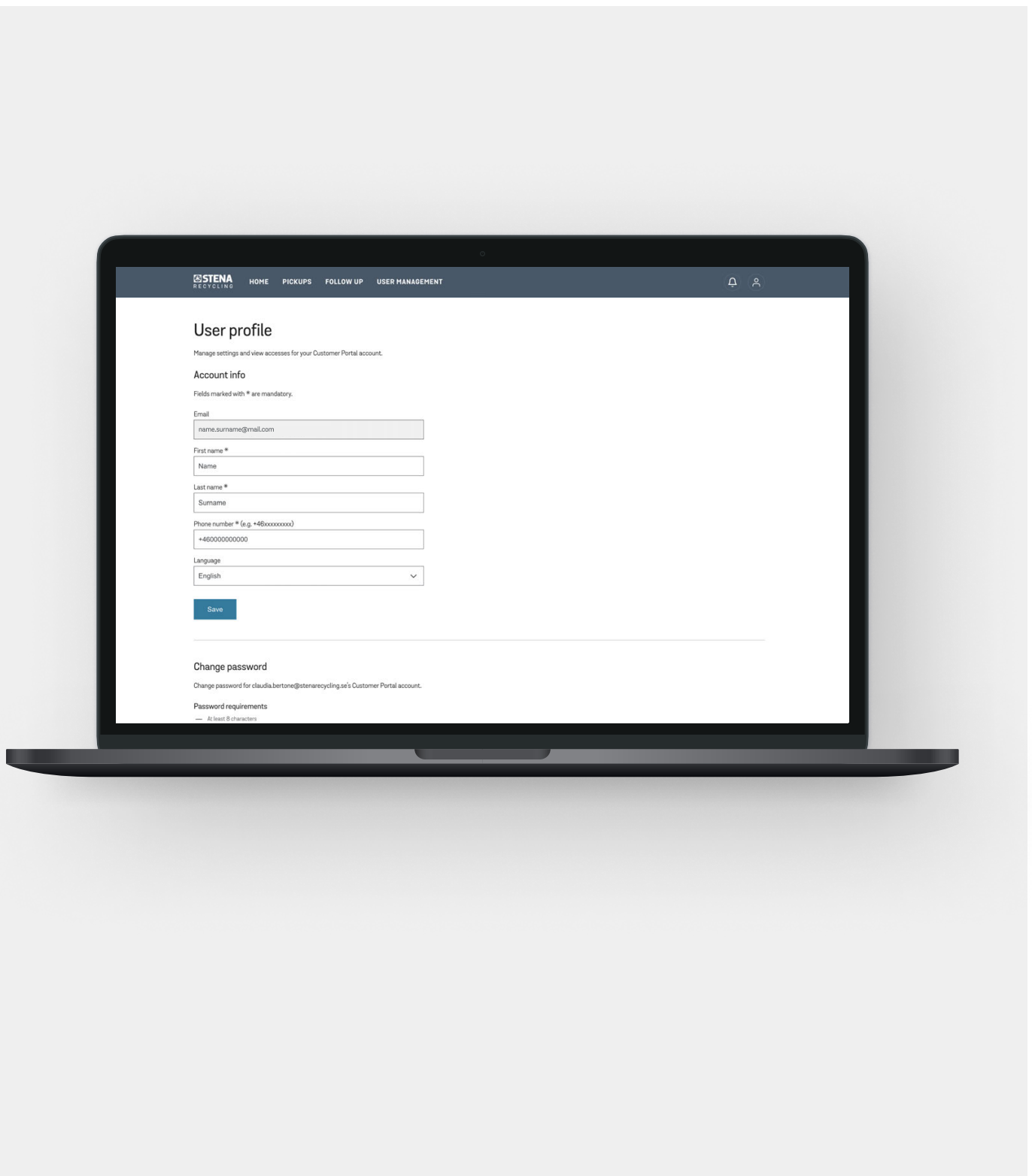
5. VIEW CONNECTED USERS

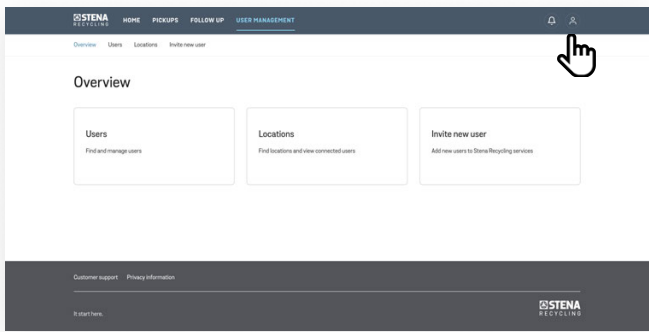
- View connected users in the table

It starts here.

GUIDE

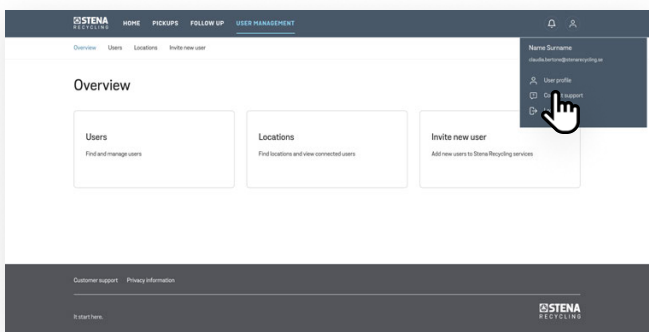
USER MANAGEMENT - EDIT PROFILE





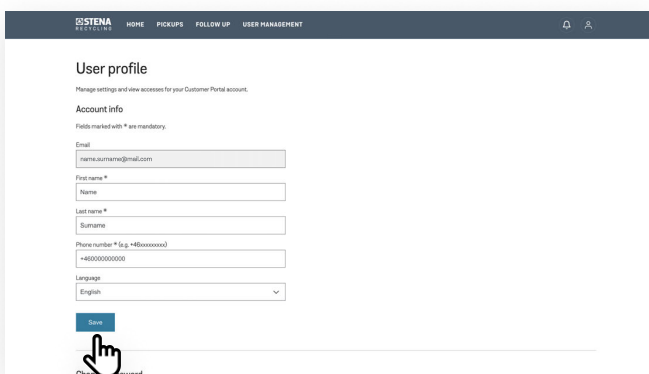
1. SELECT USER ICON

Select **User icon** in the top right corner



2. SELECT USER PROFILE

Select **User profile** in the submenu



3. EDIT ACCOUNT INFO AND CHANGE LANGUAGE

- Edit email, name, surname and telephone number
- Change language by selecting it from the list
- Click **Save**

It starts here.

Change password

Change password for claudia.betone@stena-recycling.se's Customer Portal account.

Password requirements

- ✓ At least 8 characters
- ✓ Uppercase
- ✓ Lowercase
- ✓ 0-9 (0-9)

New password

Repeat new password

Change password

Accesses

Here you can see all locations that you have access to.

Name ↑	Description	Address	Customer nr	Status	Access
This user doesn't have access to any specific locations yet.					

4. CHANGE PASSWORD

- Type a new password
- Repeat the new password
- Click **Change password**

Repeat new password

Change password

Accesses

Here you can see all locations that you have access to.

Name ↑	Description	Address	Customer nr	Status	Access
This user doesn't have access to any specific locations yet.					

Delete account

By deleting your account, you won't be able to log in to the Customer Portal anymore. Your personal account info will be deleted.
No ongoing orders or contracts will be affected.

Delete account

5. DELETE ACCOUNT

- Click **Delete account**

CONTACT SUPPORT

Contact us for questions regarding your account and the Customer Portal

SWEDEN

For order related questions, please reach out to your nearest branch or find it here:

www.stenarecycling.se/hitta-till-oss/

customerportal@stenarecycling.se

DENMARK

Contact customer support on 56 67 92 00 and enter your zip code, or email your region. The regions in Denmark are divided by zip code. Find your zip code below to identify your region.

EAST

dk.kundesupport.ost@stenarecycling.com

ZIP CODES

0-4999

SOUTH

dk.kundesupport.syd@stenarecycling.com

ZIP CODES

5000-6870, 7000-7080, 7182-7184, 7200-7250

CENTRAL (MIDT)

dk.kundesupport.midt@stenarecycling.com

ZIP CODES

6880-6990, 7100-7173, 7190, 7260-7680, 7760, 7790-8990, 9500, 9550-9560, 9632

NORTH

dk.kundesupport.nord@stenarecycling.com

ZIP CODES

7700-7755, 7770, 9000-9493, 9510-9541, 9574-9631, 9640-9999

FINLAND

asiakaspalvelu@stenarecycling.fi

NORWAY

customerportal@stenarecycling.no

It starts here.