

# How to Use the Mobile and Web App

## Get the App

The App is exclusively available to our customers.

- Download the Mobile App by searching “Urban Impact” on the App Store or Google Play
- Find the Web App on our website: <https://urbanimpact.com/get-mobile-app>



## Accessing Your Account

To access any of the features of the App, you must first enter your **unique Customer number** and **Site number** found on your invoice.

**Invoice**

**Customer Number** ↓

**Site Number** ↓

**URBAN IMPACT** recycling at work

Urban Impact Recycling Ltd.  
5 Capilano Way  
New Westminster, BC V3L 5G3  
(604) 273-0089  
www.urbanimpact.com

Bill to:  
CUSTOMER NAME  
5 CAPILANO WAY  
NEW WESTMINSTER, BC V3L 5G3

Current	1-30 Days	31-60 Days	61-90 Days	Over 90 Days	Balance Due
\$207.90	\$0.00	\$0.00	\$0.00	\$0.00	\$207.90

**IMPORTANT MESSAGES**

To our valued customers ~ wishing you all the very best during these uncertain times, we hope you are safe and dry. Please accept this notice that there will be a modest increase to our service fees as of Jan 1, 2022. We really understand that our services need to be timely, efficient, safe and cost effective, please know that this is our priority for our important customers.

**Payment Options**

Pay by credit card, email [accounting@urbanimpact.com](mailto:accounting@urbanimpact.com) to set up monthly recurring payment or a one-time payment by Visa or Mastercard.

Pay online, through financial institution, EFT, or online banking portals.

Pay by cheque, please make cheques payable to Urban Impact Recycling Ltd.

Pay by phone, call Customer Service 604 273.0089 ext 1 to make a one-time payment.

**0001 - SITE NAME - 6 KNOX WAY**

12/01/21 - 12/31/21	1.00	Organics Recycling	180.00
		Fuel Surcharge	18.00
		Pre-tax Site Charges	198.00
		Goods and Services Tax (GST) 127380814	9.90

**Web App**

**Mobile App**

**Collection Schedules and Reminders**

Please enter the following information:

To view your collection schedule, please provide us with your Customer Number and Site Number.

Customer Number\*  
e.g. 123456

Site Number\*  
e.g. 123

**SUBMIT**

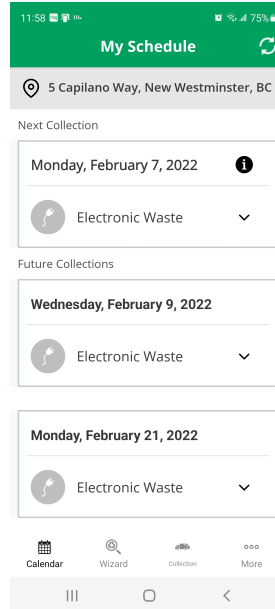
**Input Customer and Site Number here**

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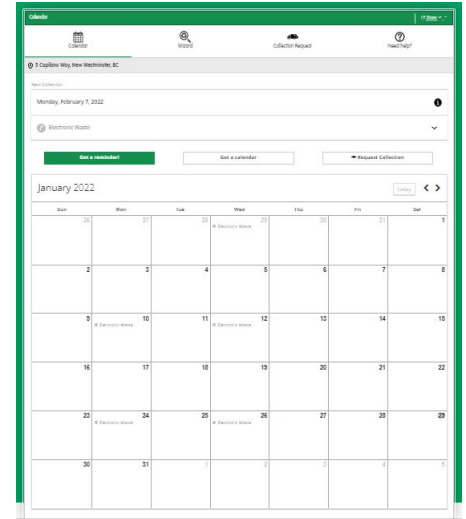
## Check the Schedule

- Customers can access their recycling schedules electronically on their mobile device or the Web App on Urban Impact's website.
- Through the Web App, customers can download, embed and print calendars.
- Set up notifications via email or phone call to remind them of an upcoming service
- Print a hard copy of schedule
- Embed service schedule onto iCal, Google Calendar or Microsoft Outlook (Web App only)

### Mobile App



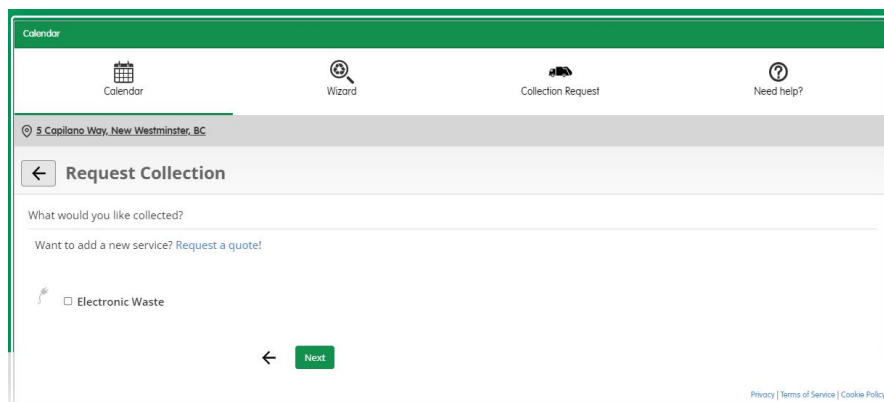
### Web App



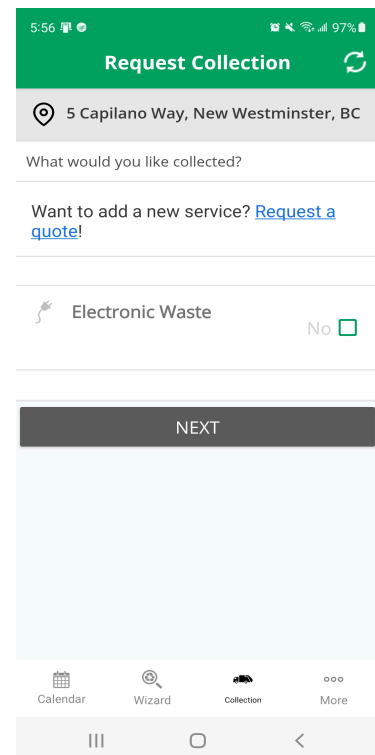
## Request a Pickup or Help

When bins are full, customers can request an extra pickup or request help from our customer service team.

### Web App



### Mobile App

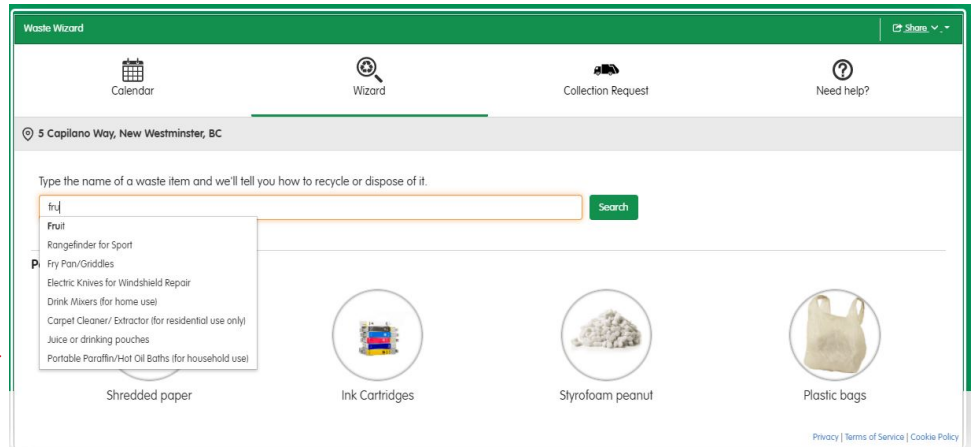


# How to Use the Mobile and Web App

## Waste Wizard

The Waste Wizard helps customers sort out what items go in which bin.

- Search for an item whether it be “fruit” or “milk jug”



- The Waste Wizard will point customers to the right bin to use.

