

How to submit a missed bin collection request

Access the **Waste Services Management System (WSMS)** via the **City Services** web site.

Select the **Report a missed collection** option.

Enter your residential address.

1 * Please select the address for this request

* Enter address

Both your standard services and paid services will display.

From the **Select the bin(s) that had a missed collection from below** field, select the bin image relating to the missed service.

2 * Select the bin(s) that had a missed collection from below (mandatory):

If a bin image is greyed out, it cannot be selected. To remove the selected bin, select the X button and try again.

Your Current Services

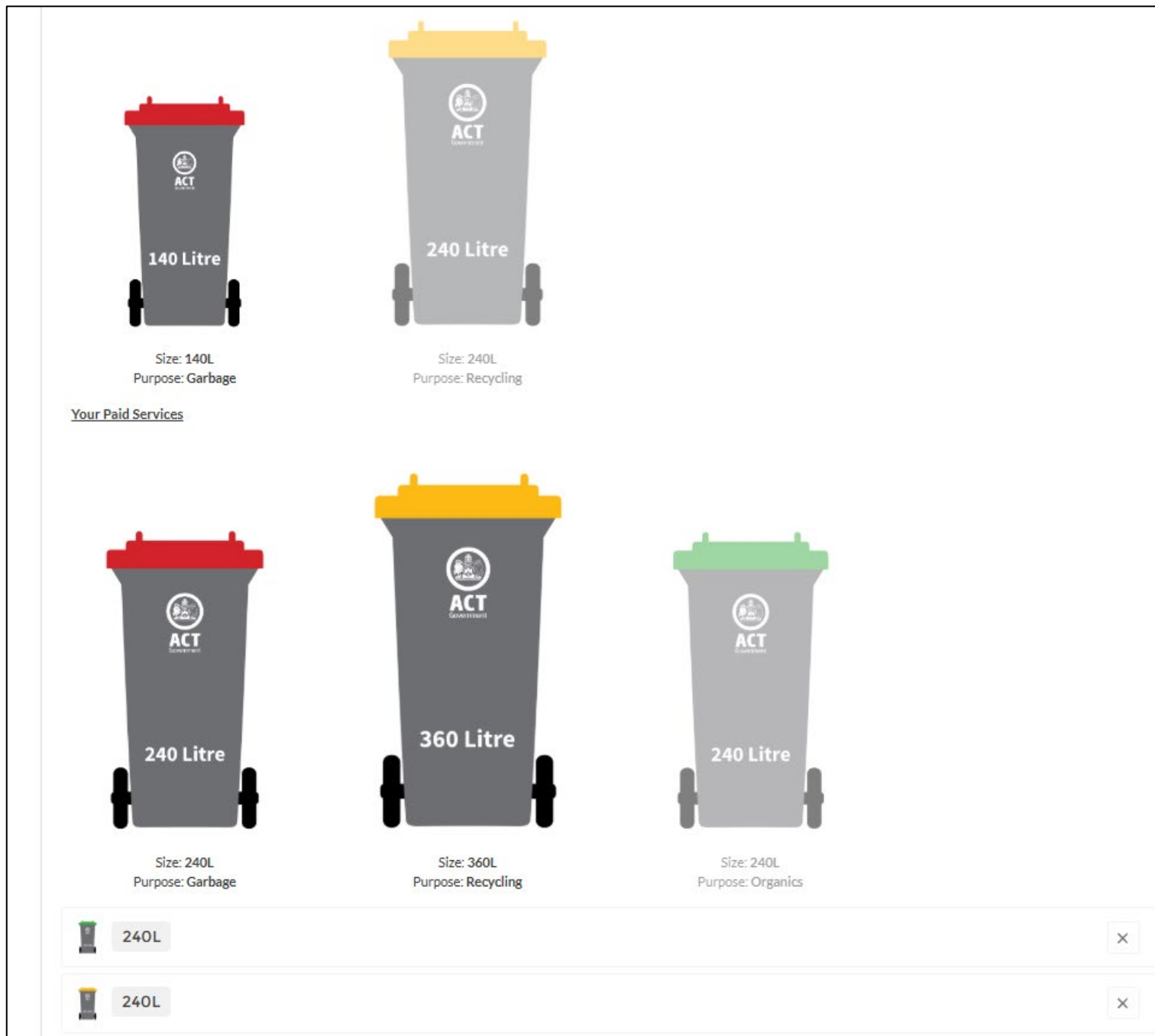
 <p>Size: 140L Purpose: Garbage</p>	 <p>Size: 240L Purpose: Recycling</p>
--	---

Your Paid Services

 <p>Size: 240L Purpose: Garbage</p>	 <p>Size: 360L Purpose: Recycling</p>	 <p>Size: 240L Purpose: Organics</p>
--	---	---

How to submit a missed bin collection request

The selected service will be greyed out and populated at the bottom. If the service selected is incorrect, select the X button to remove the service.



Once all missed services are selected, click [Next](#).

Enter the missed collection date via the calendar. The missed collection date should be within three calendar days including the form submission date and cannot be in the future.

3 Additional Details

* Missed Collection Date

If you would like to supply additional information about your missed service, you can insert it using the "More Information" field.

More Information

How to submit a missed bin collection request

Enter your name and preferred contact method.

4 Contact details:

Title
Select an Option

* Customer First Name

* Customer Last Name

* Preferred Contact Method
Select an Option

Please select your preferred contact method for automated notifications about your request. If 'Other Phone' is selected, you will NOT receive automated notifications.

Customer Email

Customer Mobile Phone

Customer Other Phone

Select [Next](#).

Review your missed service request. Change the request details if required via the **Edit Details** link.

[Contact Details](#) [Edit Details](#)

Title: Mr

Customer First Name: Kim

Customer Last Name: Lee

Preferred Contact Method: Mobile

Customer Mobile Phone: 2323242242

Select [Submit](#).

You will be provided a reference code for your request.

That's it – you're done! The missed services will be investigated by our contractor and rectified within two business days. You will be contacted if your request is not deemed eligible.

To track your request, check your email inbox or SMS messages for details.