Updating a collection on Recoweb

You can update a collection request up to 48 hours after the request was logged, so long the request has not already been completed or cancelled.
 If you need to update the collection after 48 hours, you will need to contact Customer Services on the contact details below.

Login to Recoweb take this link or Go To www.recoweb.co.uk
- ▶ Select Edit a Collection from the homepage
- ▶ Find the request reference you would like to update - you can sort the information by clicking on the column headers.
- ▶ When you've found the booking request, click on the down-arrow in **Action** column
- ▶ Click on **Edit**

Search Collections

 Search Columns

Action	Ref	Status	Type	Requested	Collection Point	Requestor	Overdue
▾	11-9	Completed	Normal	17/08/2011	Company B - CP02	BPerson	
▾	11-63	Failed and not resolved	Collect only	26/08/2011	Company B - CP02	Bristow	
▾	11-90	Cancelled	Collect only	09/09/2011	Company B - CP02	BPerson	
▾	11-91	Cancelled		20/09/2011	Company B - CP03	user	
▾	11-92	Failed and not resolved	Collect only	20/09/2011	Company B - CP03	user	
▾	11-118	Cancelled	Collect only	04/10/2011	Company B - CP02	BPerson	
▾	11-119	Cancelled	Collect only	04/10/2011	Company B - CP02	BPerson	
▾	11-	Requested	Collect only	04/10/2011	Company B - CP03	BPerson	

view contact details
Edit

NOTE: to search for a specific request click on the Search icon. A small window will appear where you can search by a specific collection reference, location name, postcode or ticking the relevant status to search for collection requests e.g. cancelled, requested.

You can now either:
- ▶ add a note to the request
- ▶ and/or add or remove a container on this specific collection reference

| Home | Admin | Collections | Consignment Notes | Help Information | A APerson |

Section Links

Search Collections

Help

Update a Collection

✔ Your changes have been saved.

Request/Notes | Containers

Company	Company A	Collect from	Company A - CP01 View
Ref	12-201	Previous ref	
Status	Requested	Type	Normal Service
Requested by	A APerson	Requested date	16/01/2012
Notes for this collection	Site is now open 24hrs		
Updated by	A APerson	Updated date	16/01/2012

Save   Cancel collection

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To delete a container
- ▶ Highlight the row and click **Delete**.
- ▶ A pop up box will appear. Select **OK**.

To add a container,
- ▶ Select the **Add** button.
- ▶ Select additional containers you'd like to have collected from the pop up screen (as you would if you were booking the collection in for the first time – see booking collection guidance).

When you have made your changes, click Save.

An email will be sent to the logistics company notifying them of the changes and email will be sent to you for your records.