CUSTOMER PAYMENT HUB

First Login Guide

Welcome to the new Customer Payment Hub. In a few minutes you'll set your password, find your invoices, add a payment method, and pay online — any time, from any device.

WHERE TO SIGN IN

customer.wrmco.com

WHAT YOU'LL NEED

Your account email

The primary email address on file with Southwaste

TIME TO SET UP

About 5 minutes

WORKS ON

Desktop, tablet & phone

PART 1 OF 3

Set your password

Your account is already set up. The first time you visit, you'll create a password using the email address Southwaste has on file.

Before you begin

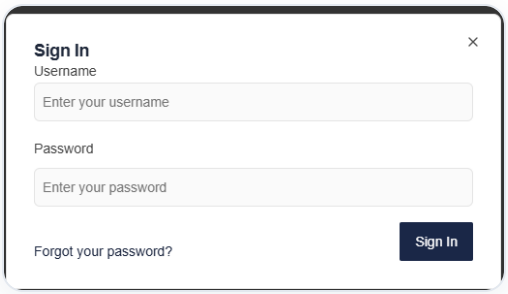
Use the **primary email address** associated with your Southwaste account. If you're not sure which address that is, select **Contact us** at **southwaste.com/pay-online/payment-hub-guide**.

1 Open the Payment Hub

In your web browser, go to `customer.wrmco.com`. The Sign In window will appear.

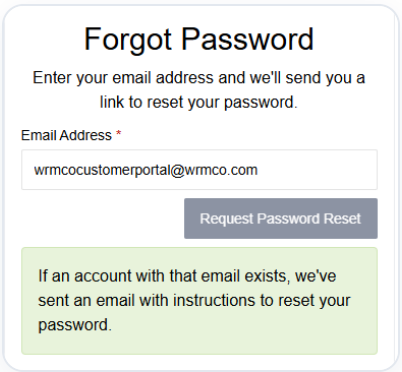
2 Start the password reset

On the Sign In window, select **Forgot your password?** (you don't have a password yet — this is how you create one).



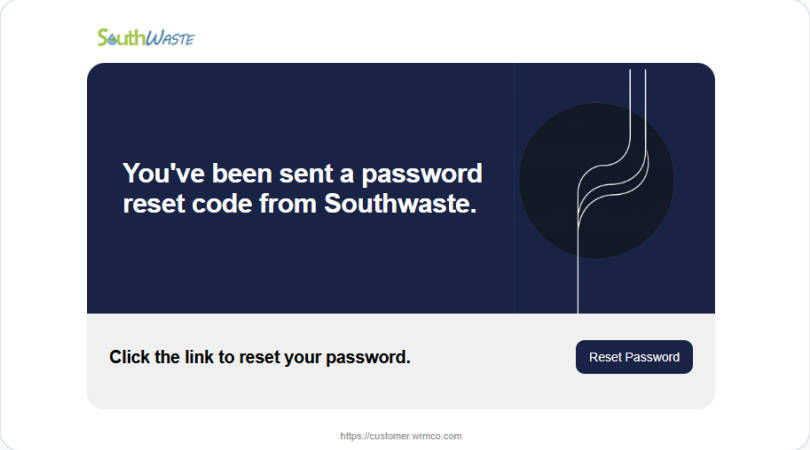
3 Enter your email address

Type the primary email address on your account, then select **Request Password Reset**. You'll see a confirmation that an email is on its way.



4 Reset your password

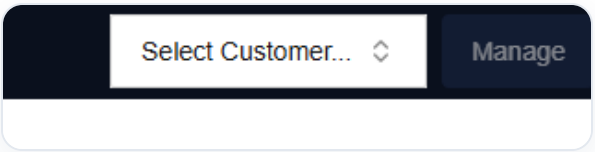
Check your inbox for an email from **noreply@wrmco.com**. Open it and select **Reset Password**, then choose a password you'll remember. If you don't see the email within a few minutes, check your spam or junk folder.



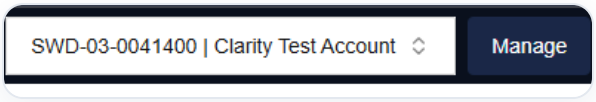
The password reset email from Southwaste

5 Select the account to manage

Sign in with your new password. In the upper-right corner, open the **Select Customer** menu, choose your account, and select **Manage**. If you have more than one location, each will appear here.



Open the Select Customer menu



Choose your account, then Manage

You're in

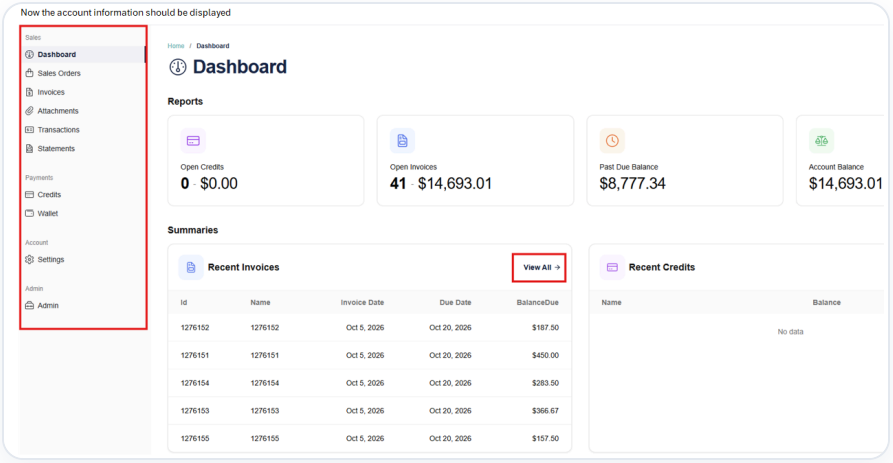
Once you've selected your account, you'll land on your dashboard. The next pages show you how to review invoices, add a payment method, and pay.

PART 2 OF 3

Review your invoices

Your dashboard summarizes open credits, open invoices, past-due balance, and account balance, with your most recent activity below.

6 Find and open an invoice



Your dashboard. Use the left navigation to move between Invoices, Wallet, and other sections.

a Open Invoices

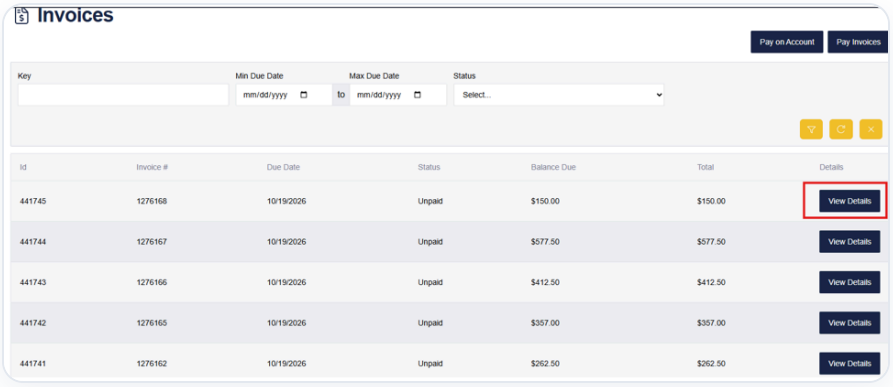
Select **Invoices** from the left navigation menu.

b Find an invoice

Use the filters, including due date and status, to narrow the list.

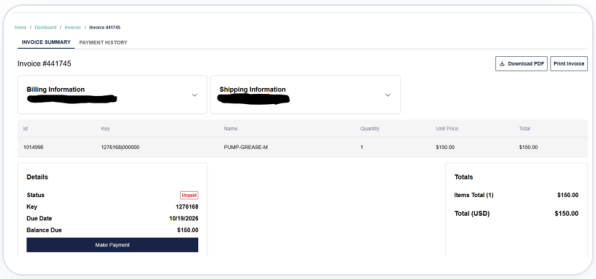
c Open the invoice

Select **View Details** next to the invoice you want to review.



The invoice list with the View Details button

6 Review the invoice details

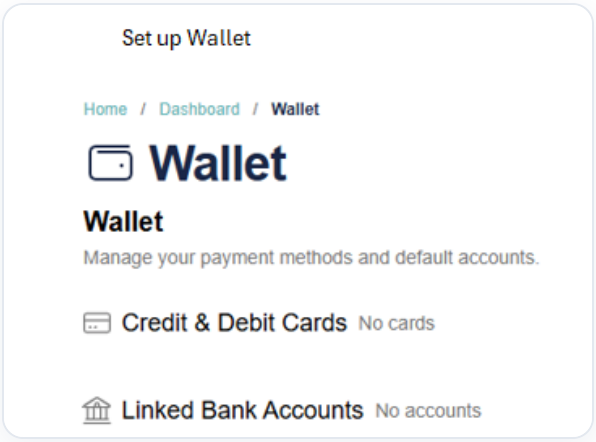


d **Review the information**
Confirm billing and shipping information, line items, status, due date, balance due, and invoice total.

e **Download, print, or pay**
Use **Download PDF** or **Print Invoice** for a copy. Select **Make Payment** when you're ready to pay this invoice.

7 Set up your wallet

Add the cards or bank accounts you'd like to pay with. You only need to do this once; saved methods are available at checkout.



a **Open Wallet**
Select **Wallet** from the left navigation menu.

b **Choose a payment-method type**
Pick **Credit & Debit Cards** or **Linked Bank Accounts**.

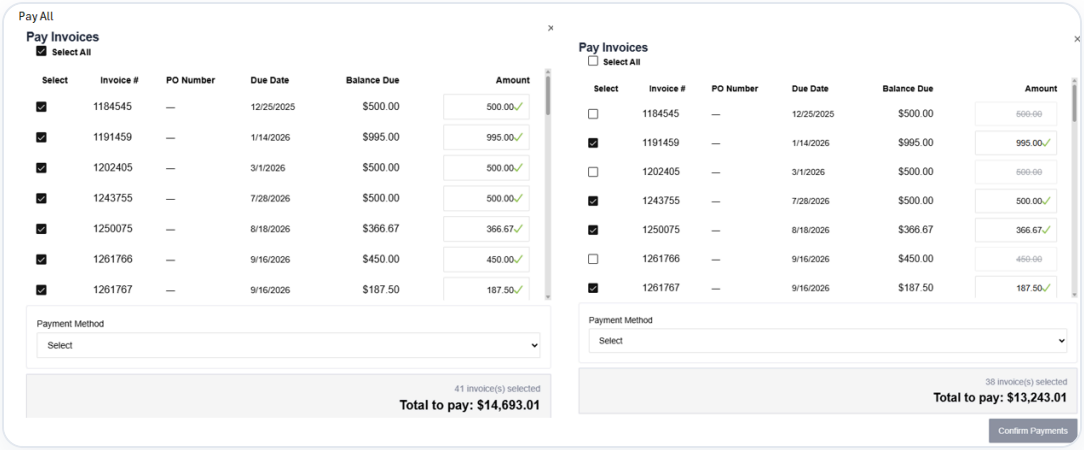
c **Follow the prompts**
Enter the requested details and save them for checkout. Double-check what you've entered before saving.

PART 3 OF 3

Pay your invoices

Pay one invoice, several, or everything that's open, using any payment method saved in your wallet.

8 Select, review, and confirm



Left: Pay All. Right: paying selected invoices only.

a Choose the invoices

From the payment screen, select individual invoices or use **Select All**. Review the amount entered for each one.

b Select the payment method

Choose from the **Payment Method** list. If nothing appears, add a method under Wallet first (step 7).

c Review the total

Confirm the **Total to pay** shown at the bottom of the screen.

d Submit the payment

Select **Confirm Payment** only after verifying the selected invoices, amounts, and payment method.

Important

Never submit a payment until you have confirmed the active customer account, the selected invoices, the payment amounts, the payment method, and the total.

QUICK REVIEW

Customer checklist

Run through this list before selecting Confirm Payment.

- [ ] You are managing the **correct customer account** (check the Select Customer menu).
- [ ] The **selected invoice numbers and balances** are correct.
- [ ] The **payment amount for each invoice** is correct.
- [ ] The **intended card or linked bank account** is selected.
- [ ] The **total payment amount** is correct before selecting Confirm Payment.
- [ ] You have **saved the confirmation or receipt** displayed by the portal.

You're all set

You're now ready to view invoices and manage payment preferences in the Customer Payment Hub. Bookmark **customer.wrmco.com** for next time.

NEED A HAND?

CALL US
(866) 695-0170
Monday – Friday, 8am – 5pm

EMAIL
info@southwaste.com
We'll get back to you promptly

ONLINE
southwaste.com
Pay Online & account resources