

# QUARTERLY NEWSLETTER

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## ***SPECIAL EDITION!***

As your local, family-owned hauler, we're always looking for ways to serve you better – and this spring, we took a big step! We've officially launched our new customer management and routing software.

This upgrade is all about improving your experience from our routes to our office - improved tools to take great care of you. You'll also notice an upgraded customer portal, making it easier than ever to manage your account online.

Our office and operations team spent months working behind the scenes – learning, testing, and preparing – so that this transition would be as smooth as possible. We're incredibly proud of the effort this team brought to the table. It's a great example of exactly what this crew is made of!

As we settle into the new system, there may be a few bumps along the way - but we're on it. Our phones may be a little busier than usual, but rest assured our local team is here and ready to help!

Thanks for trusting us. We're proud to serve our local communities, and we're excited about what this upgrade means for you. 🚛❤️

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## **Action Required: Re-Enroll in Auto Pay**

As part of our transition to a new customer portal and billing system, it was very important to us that your payment information was handled with the highest level of security – and the best way to do that was to start fresh. As a result, all Auto Pay enrollments will need to be re-established in the new platform. **If you were previously enrolled in Auto Pay, you are no longer enrolled.**

We know Auto Pay is one of those "set it and forget it" conveniences, and we're sorry for the extra step! The good news: registering for our new customer portal is quick and easy, and once you're in, you'll have full access to everything it has to offer – including simple Auto Pay management.

**There are 2 easy ways to re-enroll in Auto Pay:**

- **New customer portal:** <https://sws-portal.navusoft.net> (see backside for more information on the portal)
- **Call:** 952-937-8900 - our customer service team can assist you!

# NEW CUSTOMER PORTAL!



## Everything you need, in one place!

- Pay your invoices
- View invoice history
- View account balance
- Manage payment methods (wallet)
- Enroll in auto pay
- View current and recent services
- View future service schedule
  - *Is it your recycle week?*
  - *Is there a holiday delay?*



<https://linktr.ee/suburbanwastemn>

## Options to access the Customer Portal

If you haven't already received an invitation from us to access the portal, here are 3 easy options to get started!

- Scan the QR code (above) and click on **Customer Portal** OR go directly to: [sws-portal.navusoft.net](https://sws-portal.navusoft.net) then click **Request Login** to register.
  - *You will need your account number and current invoice number*
- Click on **Customer Portal** in the upper right-hand corner of our website [suburbanwastemn.com](https://suburbanwastemn.com) and click **Request Login** to register.
- Contact our **customer service department** and request a link be emailed

Please enter the information from a recent invoice to verify your account and an invitation with login information will be sent to the provided email address.

Invoice #

Quick Pay Code / Account #

Contact Name

Email Address

[Back to Login](#)

## Portal Dashboard

**SWS**

Login to Manage your Account

Username

Password

Show My Password

[Forgot or Reset Password](#)

[Request Login](#)

SELECT ACCOUNT 1 of 1

SELECT SERVICE LOCATION 1 of 1

TOTAL DUE

PAST DUE

Submit Payment Today to Avoid Suspension of all Services

CURRENT SERVICES	FREQUENCY	NEXT SCHEDULED
1 - 65G Recycle Service	1x per Week	Wed July 6th
1 - 96G Trash Service	1x per Week	Thu July 7th

[PRINT CALENDAR](#)

RECENT SERVICES	ID	SERVICE
Thu Jun 30, 2022	3495143	96G Trash Service
Thu Apr 28, 2022	3234037	96G Trash Service
Wed Apr 27, 2022	3228035	65G Recycle Service
Thu Apr 21, 2022	3205051	96G Trash Service
Wed Apr 20, 2022	3199090	65G Recycle Service

[VIEW PREVIOUS AND FUTURE SERVICES](#)

Portal Login

# BILLING

## Payment Due Date

Your payment due date is listed on the front of this invoice

## Late Fees

A late fee will be applied to any balance that is 10 or more days past due.

## Online Payments

You can make a payment on your account through our website. Please allow 24-48 hours for the payment to be processed and applied.

## Auto Payment

If you are enrolled in autopay, the amount due will be automatically deducted from your checking account or charged to your card on the first business day of the quarter. To prevent an autopayment from being withdrawn from your account or charged to your card, you must notify us at least 10 days before the scheduled transaction date to cancel your service.

## Prepaid Services

Prepaid services are non-refundable. By paying your current invoice, you agree to continue service for the current paid service period. We are unable to provide a refund during current service period.

## Rate Adjustments

Your invoice may reflect a rate adjustment due to changes in the overall cost of providing service.

## Returned Payments

A fee will be charged for any returned checks or declined automatic payments to cover processing costs.

## Billing Discrepancies

If you notice an error on your invoice, please contact us as soon as possible.



**Customer Portal**

[SWS-portal.navusoft.net](http://SWS-portal.navusoft.net)

# SERVICE

## Common Courtesy

We ask all customers to treat our staff with courtesy and respect. Suburban Waste Services reserves the right to terminate service at any time.

## Collection Times

To ensure pickup, please have your carts curbside by 7 AM on your service day or the night before. Pickup times may vary. If cart is not out as required, a fee will be charged for a go-back or off-day pickup.

## Holiday Schedule

We ONLY observe the following holidays: New Years Day, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, and Christmas Day. Visit our website for a detailed holiday schedule and any service delays.

## Service Suspension

Accounts 30 days past due may be suspended. Service will not resume until the balance is paid in full or a payment plan is arranged. If carts are removed due to nonpayment, a \$25 plus tax fee will apply for redelivery. Cart fees will increase for each subsequent suspension. Service will restart on your next scheduled pickup day.

## Extra Garbage

Additional bags or bulk items will result in extra charges. Contact us for pricing or questions regarding extra waste disposal.

## Yard Waste

State law prohibits yard waste from being mixed with trash. We offer yard waste services and on-call pickups - contact us to set up yard waste services or schedule an on-call pickup.

## Hazardous Waste

Hazardous waste is strictly prohibited from being placed in your trash. Please contact your local city or county government office for proper disposal options.

## Closing Account

Customers are responsible for stopping or transferring service. If you are moving or closing the account, please notify us by calling the office at 952-937-8900. Service will remain active until we are informed. We do not accept cancellations from third parties.



*Suburban Waste Services*

## Office Hours

**Monday - Friday  
7:30 AM - 5:00 PM**

## Phone

**952-937-8900**

## Website/Live Chat

**suburbanwastemn.com**

## Email

**customerservice@  
suburbanwastemn.com**

**There are no set pick times,  
to ensure your pickup is  
completed, have your carts  
curbside by 7 AM.**