



Online Services – Drum Service Request Non Cust Fac QRG-Ver 1.3



**Online Services  
Drum Service Request Non Cust Fac  
Quick Reference Guide**

THE CORE VALUES THAT MAKE US GREAT  
**S.T.I.C.S.**



SAFETY



TEAMWORK &  
COLLABORATION



INTEGRITY



CUSTOMER  
SERVICE



STAKEHOLDER  
VALUE

For support using the Online Services, call 877.333.4244 or email [wastepickup@cleanharbors.com](mailto:wastepickup@cleanharbors.com).  
Coverage is provided from 8:00 am to 8:00 pm EST.

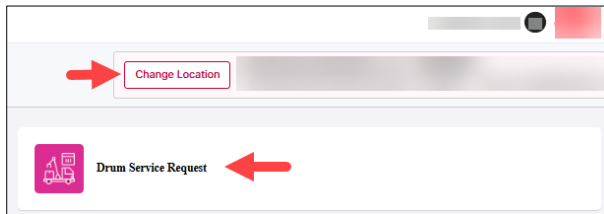


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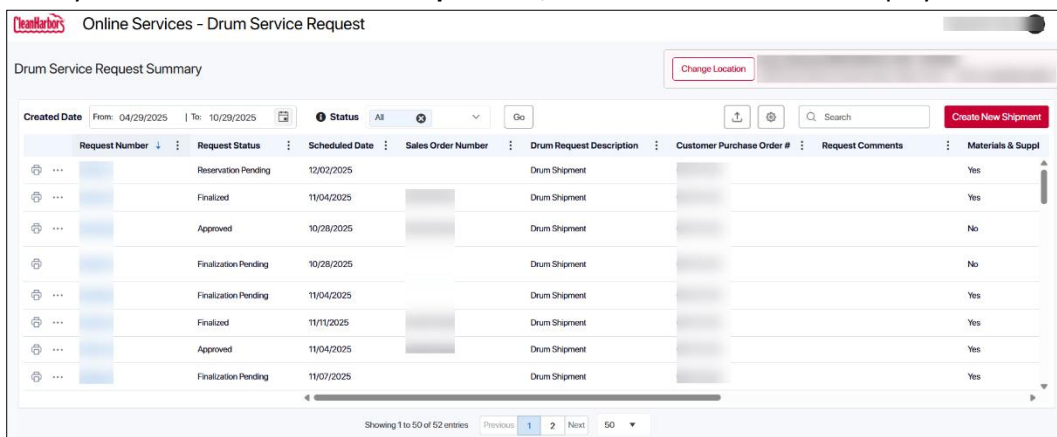
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## 1 How to Access Drum Service Request






1. Log in to the Online Services application. [Click here](#) to see sign-in instructions.
2. Validate the desired generator location under the Clean Harbors logo at the top right-corner. To change location, click the existing location name, which will display a list of all available locations.



3. Once you click the **Drum Service Request** tile, the screen below will be displayed.



### 1.1 Drum Service Request Summary

Feature	Description
<b>Created Date</b>	Creation date range
<b>Status</b>	Defaults to All, multi-select
	Export
	Column Settings
<input type="text" value="Search"/>	Search
<b>Create New Shipment</b>	Create New Shipment
	Sort or Filter
	Print
	Edit, Cancel, Copy



## 2 How to Create a New Shipment by Profile or by Inventory

To create new shipments by profile, follow the process shown below:

1. Click **Create New Shipment** on the **Drum Service Request Summary** page.

2. Select your preferred shipment type: **By Profile** or **By Inventory** (By Inventory will only display if you utilize the Clean Harbors Waste Inventory application).
3. If you select shipment type **By Profile**, complete the steps below:
4. Complete each section in the **Create Shipment by Profile** page and click **Proceed**.

Expand each section and enter the details as shown below:

### 2.1 Request Information

1. The Description field will prepopulate with “Drum Shipment”; you may modify it as desired.

2. Select your preferred Request Type:

Option A: **Reserve** (Allows you to reserve space on a truck while having the ability to make modifications to your request. You must finalize your inventory 48 hours in advance of your service date)

- a. Enter **Estimated Space to Reserve** (55-gallon drum Equivalent)

OR

Option B: **Reserve and Finalize** (You have all the necessary details to finalize your request; no additional modifications can be made)

### 2.2 Pickup Information

1. Use one of the following options to request a service date.

**Option A:** Request and Available Milkrun Date by clicking the desired date in blue.

OR



**Option B:** Request a preferred service date from the calendar.

## 2.3 Add Profile Waste

1. Click **Add** to select profile(s) from the available list.

**Add Profile Waste (Select at least 1 profile to proceed)**

Profiles

Profile #	Profile Description	Shipping Name	Status	Expiration
C	PAINT RELATED LOOSEPACK - OIL and LATEX BASE PAINTS	UN1263, PAINT RELATED MATERIAL, 3, PG II, (MIXED PAINTS)	(A)	02/05/2026

**Selected Profiles**

Profile #	Profile Description	# of Containers	Container Size
C	PAINT RELATED LOOSEPACK - OIL and LATEX BAS...	1	55DM

2. Select the checkbox and click **Remove** to remove the profiles.

## 2.4 Purchase Materials

1. Click **Add** to add the previously purchased materials or **Add Other Materials** to view a broad range of materials and supplies. Use the +/- buttons to adjust the quantity.

**Purchase Materials**

Recent Orders

Container - Fiber  
Product #: DM55FIBER  
Unit of Measure: EA

**Add**

Container - Poly  
Product #: DMTOT275  
Unit of Measure: EA

- 1 +

**Current Orders**

Product Category	Unit of Measure	Product	Product Description	Quantity	Actions
Container - Poly	EA	DMTOT275	275G / 1100 L Poly TOTE, DOT Rated	- 1 +	<b>Remove</b>

2. Click **Remove** to remove Material from the current order.
3. Click **Add Other Material** to add more materials.

**Purchase Materials**

Recent Orders **Additional Materials**

Search

Product Category	Unit of Measure	Product	Product Description	Actions
Absorbents	BAG	SORBERM	Vermiculite 4 cuft	<b>+ Add</b>
Container - Accessories	EA	DMPALDOT	DOT Rated Heavy Duty Pallet	<b>+ Add</b>
Container - Accessories	EA	VENTEDBUNG	Vented Bung Cap	<b>+ Add</b>
Container - Fiber	EA	DMWRANG	Waste Wrangler	<b>+ Add</b>

**Current Orders**

Product Category	Unit of Measure	Product	Product Description	Quantity	Actions
Absorbents	BAG	SORBERM	Vermiculite 4 cuft	- 1 +	<b>Remove</b>

**Material and Supply Special Requests and Comments :**

Didn't find what you are looking for? Clean Harbors offers a wide variety of material and supply items to meet your environmental needs. Please provide a brief description of the item(s) and quantities you are looking for. You will receive notification from a Clean Harbors Representative regarding the status of your request.

**Close Save**

**Note:** Search for the products and click **Add**. The product will be added to the **Current Orders**. Once you have added the orders, click **Save**.

## 2.5 Submit Information

1. Enter the submit information and click **Proceed**.

The 'Submit Information' form contains the following fields:

- Customer Purchase Order Number \***: Text input with value 'NO PO NEEDED'.
- EPA Id**: Text input with value 'CAD000633230'.
- Drum Request Comments**: Large text area.
- Buttons**: 'Back' and 'Proceed' buttons at the bottom right.

2. You will be prompted to **Review and Confirm** before submitting. Click **Submit** if all request details are accurate. If changes are needed, click **Cancel** to make modifications.
3. The below pop-up screen will be displayed.

Thank you for request # 1068154 this is currently in process. You will receive a confirmation email once your request is approved.

Once done, the user can view the shipment in the **Drum Service Request Summary** screen.

The 'Drum Service Request Summary' screen displays a table of requests. The first row is highlighted:

Request Number	Request Status	Scheduled Date	Sales Order Number	Drum Request Description	Customer Purchase Order #	Request Comments	Materials & Suppl
...	Finalization Pending	11/12/2025		Drum Shipment	1		Yes

Buttons: 'Change Location', 'Create New Shipment'.

## 3 How to Create a New Shipment by Service Request

**Note:** Creating a new shipment via service request option is only available to **Paint Care Customers**.

To create new shipments by service request, follow the process shown below:

1. Click **Create New Shipment** on the **Drum Service Request Summary** page.

The 'Drum Service Request Summary' screen is shown with the 'Create New Shipment' button highlighted by a red arrow.

2. Select your preferred shipment type as Service Request

The 'Choose your shipment type' pop-up screen shows three buttons: 'By Profile', 'By Inventory', and 'Service Request'. The 'Service Request' button is highlighted with a red arrow.

3. Enter the **Pickup, Delivery, and Special Request** details.

The 'Create Service Request' form includes the following sections:

- Header**: 'Hello PaintCare Partner' and a welcome message.
- Pickup**: Table for entering pickup quantities.
 

Description	Quantity	Container
Full Carboard Bin	0	Paint Bin
- Delivery**: Table for entering delivery quantities.
 

Description	Quantity
DOT Rated Pallet	0
Empty Short Bin with Liner & Lid (indoor use)	0
Spill Kit	0
- Requested Pickup Date \***: Date input field.
- Special Requests**: Text area for additional notes.
- Buttons**: 'Back' and 'Submit' buttons at the bottom right.



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4. Click **Yes** once the service request submitted pop-up window appears on the screen.

**Service Request** ✕

Your Request #1068236 has been submitted. Would you like to Print a copy of the form?

5. The service request will be added to the Drum Service Request Summary list.

**Drum Service Request Summary** Change Location

Created Date From: 04/29/2025 To: 10/29/2025 📅

Status All ⚙️ Go

📄 ⚙️  Create New Shipment

Request Number	Request Status	Scheduled Date	Sales Order Number	Drum Request Description	Customer Purchase Order #	Request Comments	Materials & Suppl
1068236	Finalization Pending	11/12/2025		Drum Shipment	01		Yes