New Clean Harbors Online Services Overview & Frequently Asked Questions

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Why is the Clean Harbors Online Services portal changing?

Clean Harbors Online Services is changing to incorporate more features and functionality. The new portal is built on modern, more secure technology and has a completely redesigned user experience. Additionally, more features and functionality are in the works for 2024 and beyond.

Will I need to create a new account?

No, there will be no change to a user's current CHOS username and password. If you've accessed CHOS after Jan. 1, 2021, your account information will be brought over to the new portal without issue.

What are the features of the new Online Services?

The new Online Services has all the existing functions and many exciting new features. See below for a brief overview and continue reading for more in-depth information.

The homepage, reporting and login experiences are refreshed.

Waste Profile has a new template selection process and a new layout for the complete form.

Drum Requests provides a summary page to manage your Drum shipments with Clean Harbors. Place a request to reserve space on a truck in 55-gallon drum equivalents, pick the waste profiles of the drums or select from existing drum inventory, then add any additional materials like empty containers, add the P.O. (if applicable), and submit for processing.

Waste Inventory enables users to create containers, assign the profile, size, type, quantity, shipping name, storage area and cost centers, and provides the ability to produce waste labels.

Rolloff Tracking

Broker Company Setup

My Services (for Retail), formerly known as Service History, is enhanced and has a new Scheduled Services feature.

What is the first thing that I should do with the new system?

Get acclimated to the location selection feature in the top right corner of the system. The View/Select Generator page launches by clicking on the company name, which identifies all Company Codes (WIN IDs) assigned to the user and displays critical data associated with each account. This information includes the generator's company address, the customer's and generator's billing code(s) and address(es), and the EPA ID number.

Ensuring you have selected the correct generator location when using Clean Harbors Online Services is very important.

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What is new on the Reports page?

When you access Reports from the homepage, the most significant change you will notice is the look and feel. You will see an easier-to-read description of each type of report and a blue icon on the right-hand side that will open a new window for that report when you click on it.

What is new about the Waste Profiles page?

With the portal redesign, Waste Profiles is now easier to navigate and use according to your needs. You can manage profiles for multiple generator locations, utilize a copy function to minimize the time needed for data entry, create new profiles, edit and recertify existing profiles, and view and print profiles to review content.

How do I create a profile?

On the Waste Profiles landing page, you will see a blue button at the top right that says, "Create Profile." This will bring you to Profile Creation, where you can use an existing template for the profile based on the type of waste the generator needs to handle.

You can search for existing templates or create a custom profile if an existing template does not meet your needs.

Created profiles will be listed below the template selection section of the page. You can click on View to see the profile details in PDF format.

What can I do on the Drum Request page?

You can view existing requests, filter by date or status, and print, view or cancel an existing request.

You can click the Request Number to view the request details and search the request summary page, including the description, comments and P.O. columns.

You can create a new request from the existing inventory or by waste profile.

To schedule a pickup, at least one profile must be selected. You can then choose from a predefined schedule of milkrun transportation dates or enter a preferred service date that meets your shipping needs. A Clean Harbors representative will contact you if your preferred date cannot be accommodated and will work with you on selecting an alternate date.

You can also order replacement materials and supplies that can be delivered during your scheduled service.

Your scheduled service request can be modified up to three days before your selected service date. When you submit your order request, you will receive a confirmation email indicating that your requested date has been secured.

What can I do on the Waste Inventory page?

The new page establishes visibility into real-time inventories and locations of drums, etc. You can manage shipping cycle times to ensure you are staying in compliance and filter the list by container type. You can also track containers in main and satellite storage accumulation areas.

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How do I create waste containers and labels?

When you create a drum, you will select a profile from the existing profile list. You will then identify container attributes, including drum size and type, shipping volume, shipping name and applicable waste codes. Optionally, you can assign the container to a specific area or cost center.

After filling out all required information, the Print Waste Label button will activate; upon clicking the button, you will be prompted to install 'Symcon.CleanHarbours.PPW.application'. Follow through with opening the file. A new window will open, and you can select the containers to create labels.

Where can I find a customer's service history?

The new My Services module now encompasses Completed Services and a new Scheduled Services feature.

The old Service History user experience has been redesigned and retitled to Completed Services and includes new features.

What else is new about My Services?

Customers asked for the ability to view their future services, so we are launching a new feature called Scheduled Services. This feature will only be available for retail customers initially but will be rolled out to more customers throughout 2024.

You can view order and manifest histories going back to 2019. You can filter by service types, dates and if waste was shipped.

Orders with waste shipped will be hyperlinked to a Waste Tracking Summary Report. If you need a Waste Tracking Summary Report with more columns for multiple locations or bill-to accounts, you can run that from the Reports section of the portal.

Service documents are also available for download.

- **SD**: Shipping Document (Final, Transporter)

- **SF:** Survey Form

- **LDR**: Land Disposal Restrictions

- **DEA**: Drug Enforcement Agency

- **NW**: No Waste

What does each column mean on the Scheduled Services page?

- **Service Type:** additional information about the type of order: Retail, Pharmacy, DEA, Fuel, etc.

- **Service Frequency:** service term of generator/customer and the type of service

  - **Confirmed Service Date:** Shows when the service has been placed on a route and has a confirmed service date. Otherwise, it shows "blank."

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- **Last Service Date:** when the service was performed last.

- **Projected Scheduled Service:** expected "week-of" service based on the "Last Service Date" and "Service Frequency."

- **Confirmed Service Date:** Shows when the service has been placed on a route and has a confirmed service date. Otherwise, it shows "blank."