

# Introduction

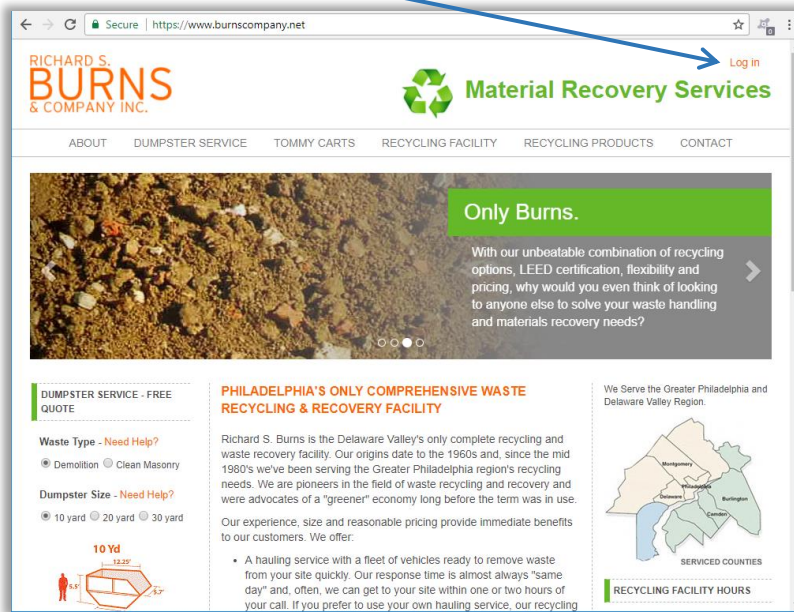
Account Customers can take advantage of the ease and convenience of online container management. Placing an order for container delivery/pickup can be performed round-the-clock by using any internet capable device by following these steps.

## 1. Account Setup

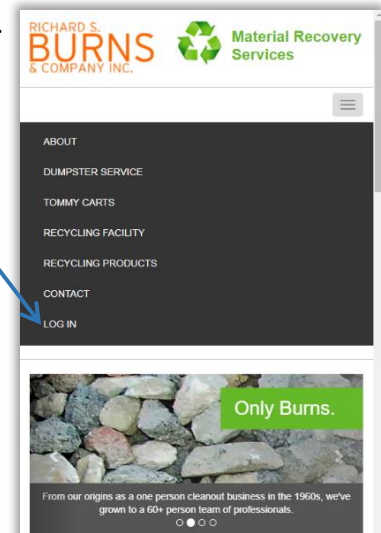
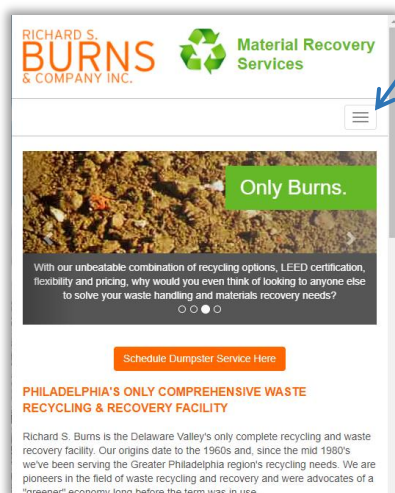
- To activate your Account, call a customer service representative at **(215) 324-6377 ext. 207** or send an email to [support@burnscompany.net](mailto:support@burnscompany.net)

## 2. Log-In to Web Portal

- Using any internet capable device, visit the Richard S. Burns website: [www.burnscompany.net](http://www.burnscompany.net)  
*Note: Depending on the size and type of your electronic device's screen, your web browser will automatically adjust to either a FULL or CONDENSED version of the menu and options*
- For FULL screen size: Click **Log In**



- For CONDENSED screen size:
  1. First, click the menu icon, and you will be presented with a list of menu options.
  2. Next, click the **LOG IN** menu option.



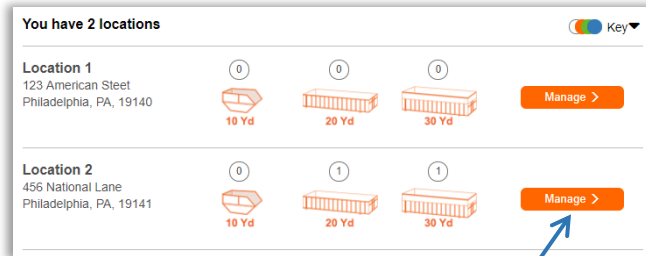
- Enter the Email and Password associated with your account.  
*Note: You can optionally click on the **Remember Me** check box, which will retain your Email address during future visits but entry of your Password will always be required.*

- Next, click the **Log in** button.

### 3. Place Your Order

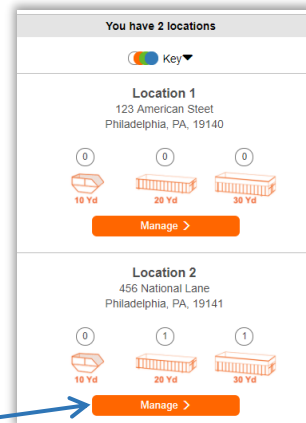
- After logging into your account, you will see your locations.  
*Note: In the example below, the account has 2 locations that can be managed.*
- You will see the **Location Management** panel automatically adjust, based on the size of your screen. Regardless of screen size, all functionality will be the same.

FULL screen size

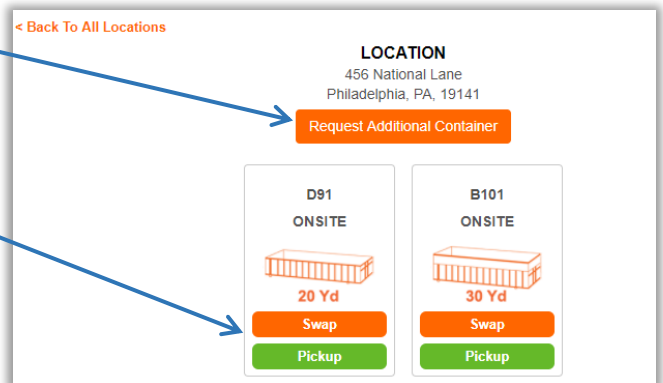


-Or-

CONDENSED screen size




- Click the **Manage >** button associated with the desired location.
- Select: **Request Additional Containers** or **Swap / Pickup** Containers that are already on site.



➤ Next, you will see the following panel:

**New Container Dropoff**

You are requesting an additional container be delivered to **456 National Lane, Philadelphia, PA, 19141**. The driver is not picking up a container from this location.

\*Requested Date:  
03/22/2018   
Valid dates (Mon thru Sat)

\*Select new container to receive:  
10 Yard Container Service - Demo

\*Contact Name:  
Smith, Tom - 609-273-4743

Special Instructions:

1. Select your **Requested Date** by clicking on the calendar icon.
  - A calendar will appear with available dates. Dates that are not available will be grayed out.
2. Click to select desired **Container**.
3. Click to select desired **Contact Name**.
4. Optionally enter **Special Instructions** as needed.
5. Finally, click **Continue** button.

➤ Review your order on the **Order Summary** panel.  
To complete your order, click **Place Order**.  
To make changes, click **Go Back**.

< Back Location Details

**Order Summary**

Service Date: 03/21/2018  
Service: New Delivery  
Deliver 20 Yard Container Service - Demo  
Location: 456 National Lane  
Philadelphia, PA, 19141  
Contact: Smith, Tom - 609-273-4743  
Special Inst:  
Requested By Tom Smith

➤ You will be given a confirmation number. Please retain for your records.