

Customer guide to completing the online process

PART A: Business Details, Bins & Contract

Customer Action - Business Details

Tip: Enter your business name, address, contact details and billing information.

Choose Your Bins

Tip: Select the bin sizes and collection frequency that best suit your business needs.

Sign Your Trade Contract

Tip: Review and electronically sign your Digital Trade Waste Contract.

Next

Confirmation Email

Tip: You'll receive an email confirming that your application has been submitted successfully.

Application Review

Team Action - Stevenage Borough Council Checks Your Details

Tip: We review your information to ensure all required details have been provided correctly.

Is the information correct?

☒ **Yes**

Contract Approved Email

Tip: We'll send you a copy of your signed contract and a secure link to complete Step 2.

☒ **No**

Update Required Email

Tip: We'll explain what information needs updating and ask you to submit the form again

PART B: Complete Your Waste Transfer Note (WTN)

Customer Action - Complete Your WTN

Tip: The Waste Transfer Note is a legal document describing the waste your business produces.

Review Your Information

Tip: Check that all waste types, business details and declarations are accurate before submitting.

Are all details correct?

☒ **Yes**

Submit WTN

Tip: Submit your Waste Transfer Note to complete the application process.

☒ **No**

Make Changes

Tip: Update any incorrect information and review the form again before submitting.

PART A and B Complete

Customer Action - Completion Email

Tip: You'll receive copies of your completed documents for your records.

Included:

 Trade Contract

 Waste Transfer Note

☒ Confirmation of Completion

 Secure Record Storage

Tip: Documents are securely retained for environmental compliance, legal requirements and audit purposes.

Need Help?

Tip on every page:

Need assistance? Contact the Commercial Waste Team for help completing your application.

 Contact Us |  Email Us |  FAQs