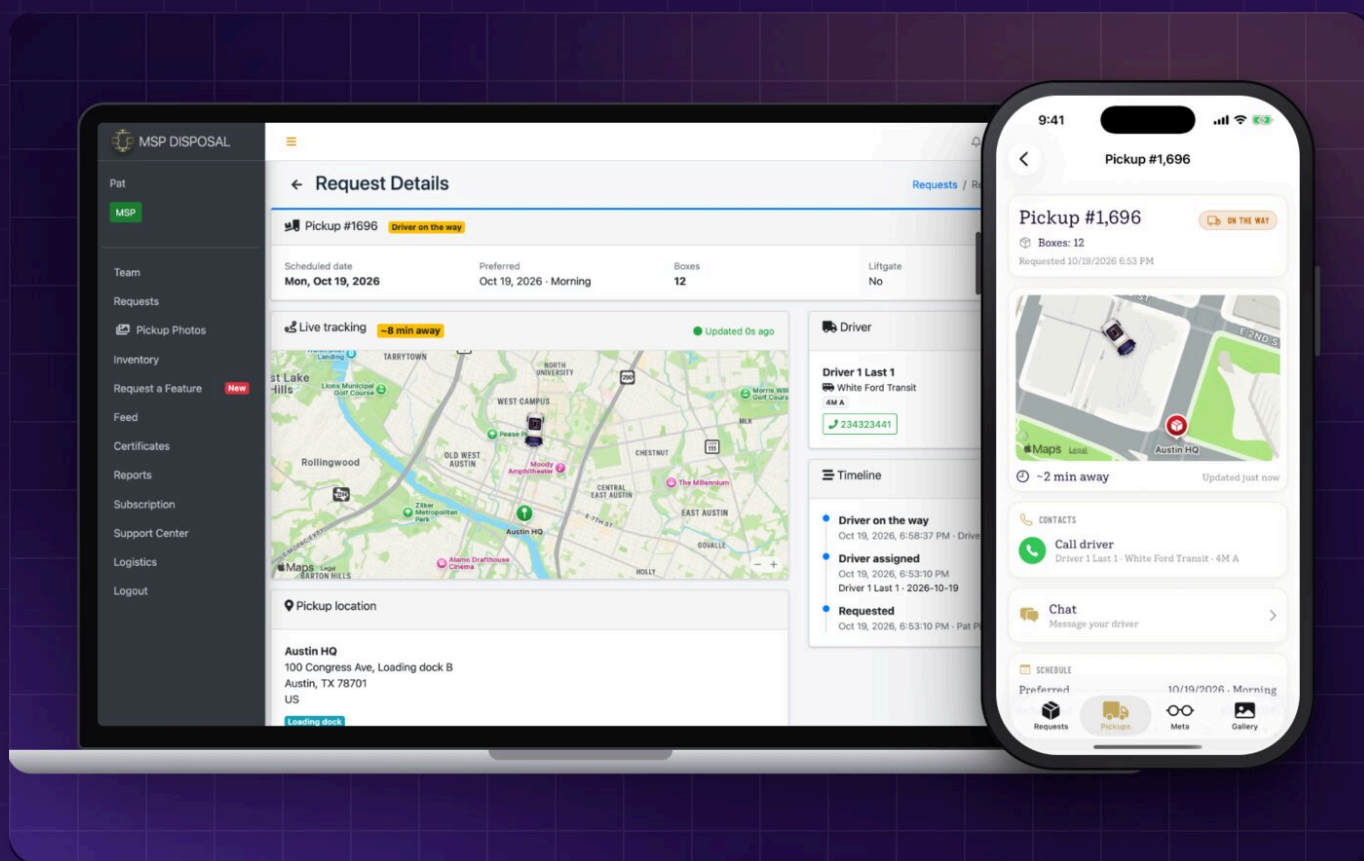


ONBOARDING GUIDE FOR MSP PARTNERS

BOX REQUEST PICKUPS

Request a collection in a minute, watch the truck arrive on a live map, chat with your driver and keep signed, photo-backed proof of every pickup.



Web portal
mspdisposal.com

iOS app
MSP Disposal

Version
October 2026

HOW A PICKUP WORKS

Box Request Pickups give you one place to request, follow and prove every collection of your retired equipment, from the web portal or the iOS app. This guide gets your team set up and walks through a pickup from start to finish.

STAGE	WHAT HAPPENS	WHAT YOU SEE
Requested	You tell us what's ready, where and when suits you.	Your request in Requests ; you can still edit or cancel it.
Scheduled	We confirm a date and assign a driver.	The date, driver, phone number and truck. Push, inbox and email.
Driver on the way	The driver starts the trip to your site.	The truck on a live map with an ETA, plus an alert when they're about 2 minutes out.
Driver arrived	The driver is at your location.	An arrival notification. Chat stays open.
Completed	Boxes are collected, photographed and signed for.	Photos, collected box counts, the signature and a full timeline.
Being rescheduled	The pickup couldn't go ahead (for example, site closed).	The reason, and our team follows up with a new date.

IN THIS GUIDE

1. Get your account ready
2. Request a pickup
3. After you submit
4. Pickup day: tracking and chat
5. Notifications
6. Proof of pickup and audits
7. FAQ and quick reference

WHAT YOU'LL NEED

- Your MSP Disposal portal login
- The addresses where equipment is collected, with an on-site contact
- A rough count of boxes by type for your first pickup
- Optional: an iPhone with the MSP Disposal app for push notifications

STEP 1

GET YOUR ACCOUNT READY

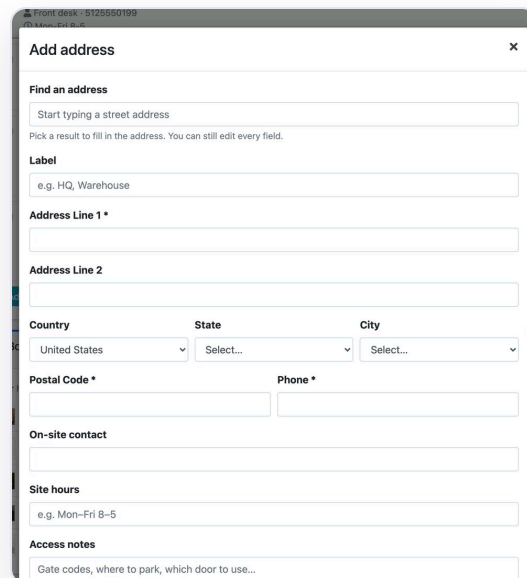
Ten minutes of setup makes every later pickup faster, and gives our drivers what they need to find you.

- 1 **Sign in to the web portal** at mspdisposal.com with your MSP account. Box Request Pickups live under **Requests**, with **Pickup Photos** just below.
- 2 **Install the iOS app (optional)** and sign in with the same account. Allow notifications so you hear when the driver is on the way and when they message you.
- 3 **Invite your team.** Add colleagues under **Team**. Team members can request and follow pickups for your account.
- 4 **Save your pickup addresses.** Add each site once, then pick it from a list on every request. Mark the one you use most as the default.

MAKE EACH ADDRESS DRIVER-READY

- **Find an address:** start typing and pick a result so the site lands in the right spot on the map.
- **Label:** a name your team recognises, like "Austin HQ".
- **On-site contact and phone:** who the driver should ask for.
- **Site hours** and **access notes:** gate codes, where to park, which door to use.
- **Loading dock** and **liftgate required:** so we send the right truck.

TIP If an address can't be placed on the map, our team checks and corrects it before pickup day, so the driver isn't sent to the wrong door.

A screenshot of a web form titled "Add address" with a close button (X) in the top right corner. The form is divided into several sections: "Find an address" with a text input field and a placeholder "Start typing a street address"; a note "Pick a result to fill in the address. You can still edit every field."; "Label" with a text input field and a placeholder "e.g. HQ, Warehouse"; "Address Line 1*" with a text input field; "Address Line 2" with a text input field; "Country", "State", and "City" each with a dropdown menu (Country is set to "United States", State and City are "Select..."); "Postal Code*" and "Phone*" each with a text input field; "On-site contact" with a text input field; "Site hours" with a text input field and a placeholder "e.g. Mon-Fri 8-5"; and "Access notes" with a text input field and a placeholder "Gate codes, where to park, which door to use...".

Add address: search, then fill in the details drivers rely on.

STEP 2

REQUEST A PICKUP

Open **Add Request → Box Request Pickup** in the portal (or go straight to mspdisposal.com/add-request?type=pickup), or tap **+** on the Pickups tab in the iOS app.

The web form: box types with pictures, quantities, preferred date and time, and instructions.

- 1 **Pickup location.** Choose a saved address. Liftgate is filled in from the address and can be changed for this pickup.
- 2 **Boxes.** Enter how many of each type are ready: 45" and 34" Gaylords, Gaylord dollies, large boxes, or a custom item.
- 3 **When.** Pick a preferred date and window: morning, afternoon or any time. We confirm the exact date when a driver is scheduled.
- 4 **Instructions.** Where the boxes are, which entrance, who to ask for.
- 5 **Photos (optional).** Up to five photos help us plan the right truck and crew.
- 6 **Request pickup.** That's it. You'll be notified as soon as it's scheduled.

The same form in the iOS app.

STEP 3

AFTER YOU SUBMIT

Every pickup has its own page in the portal and the app. Open it from **Requests** on the web or the **Pickups** tab in the app.

SCHEDULING

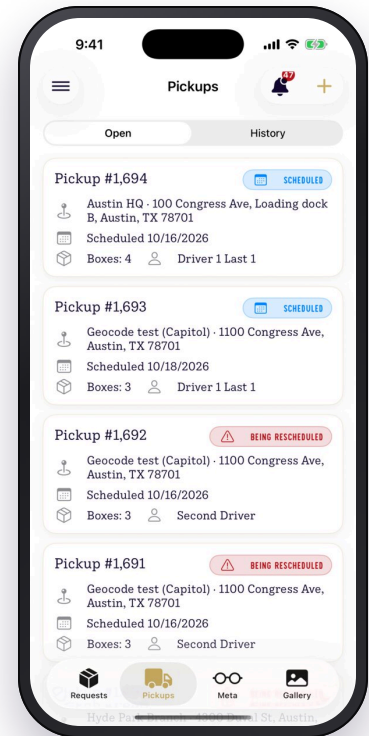
Our logistics team (or a driver from the pickup queue) confirms a date and a driver. You get the date and preferred time, the driver's name and phone number, the truck and license plate, the address and the boxes requested, by push, inbox and email.

CHANGING YOUR MIND

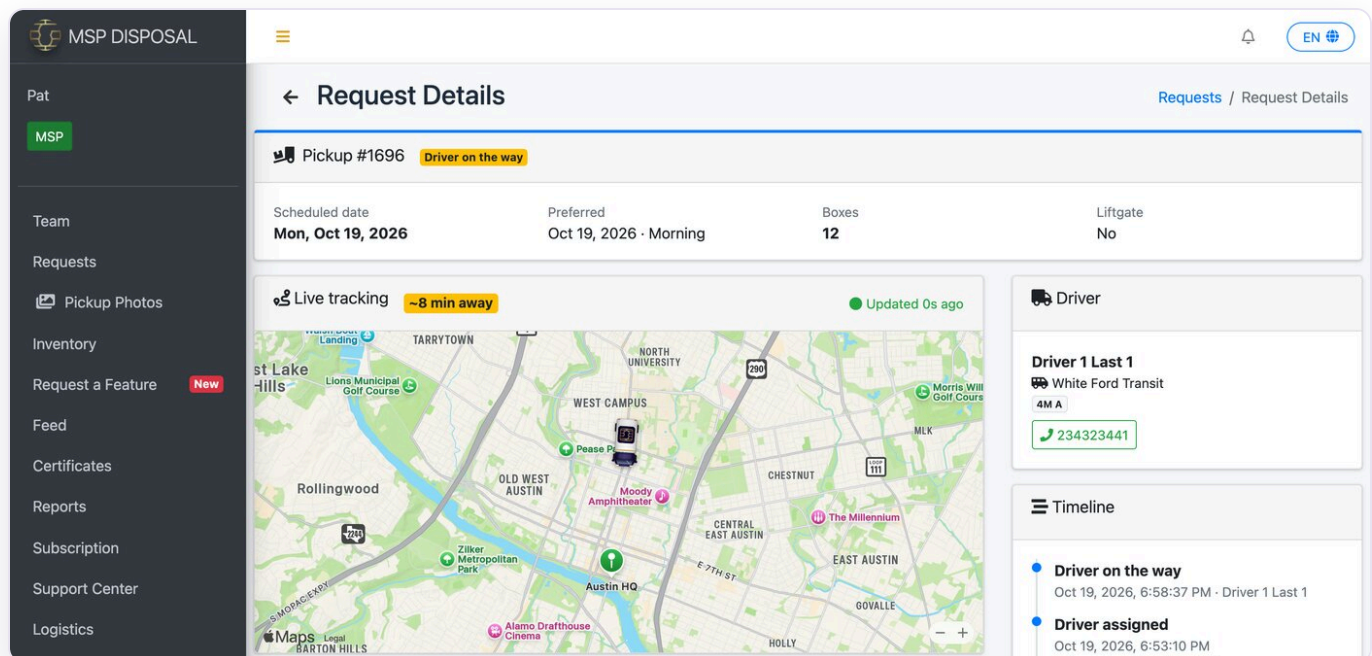
- **Requested or Scheduled:** edit the details, add photos or cancel from the pickup page.
- **Driver on the way:** the request is locked, but you can still message the driver in the pickup chat.

IF PLANS CHANGE ON OUR SIDE

If the date or driver changes you're told straight away. If we cancel, or a pickup can't be completed, you get the reason by push, inbox and email, and the pickup shows **Being rescheduled** until a new date is set.



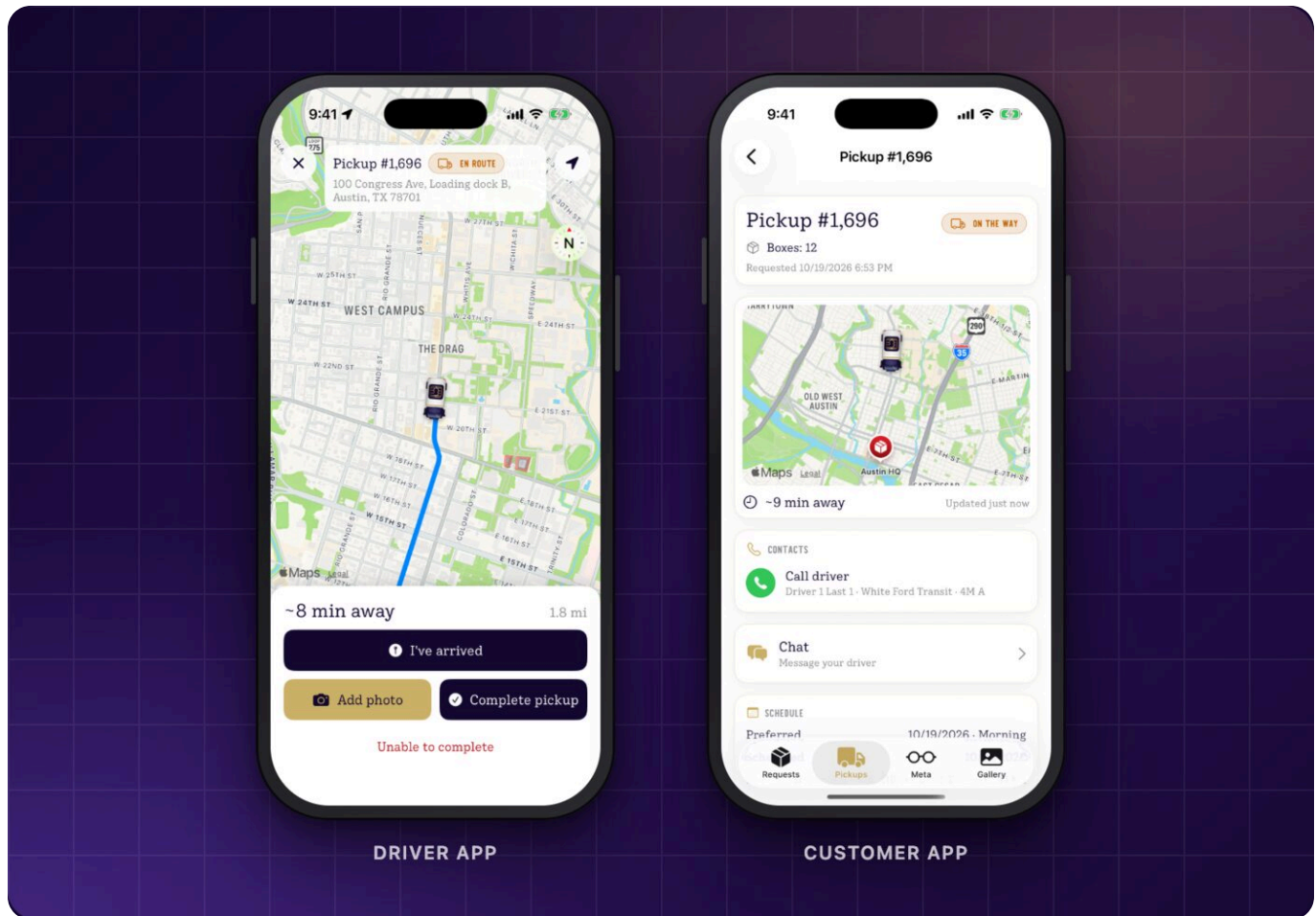
Pickups in the app: Open and History.



A pickup's page on the web: status, dates, driver and truck, live tracking, location and timeline.

STEP 4

PICKUP DAY: TRACKING AND CHAT



The driver's route (left) and what you see on your phone (right).

WATCH THE TRUCK ARRIVE

- When the driver taps **Start pickup**, you're notified and live tracking starts on the pickup page.
- You see an MSP Disposal truck moving on the map, a live ETA and how recently the position updated.
- About **2 minutes out** you get an alert with the driver's name, phone number and truck, so someone can meet them.
- You only ever see trucks on their way to your own pickups.

CHAT WITH YOUR DRIVER

- Each pickup has a chat on the web and in the app for text and photos.
- It opens when a driver is assigned and stays open until 24 hours after completion.
- New messages arrive as push notifications that open the conversation.
- MSP Disposal staff can read the chat if you ever need support with a pickup.

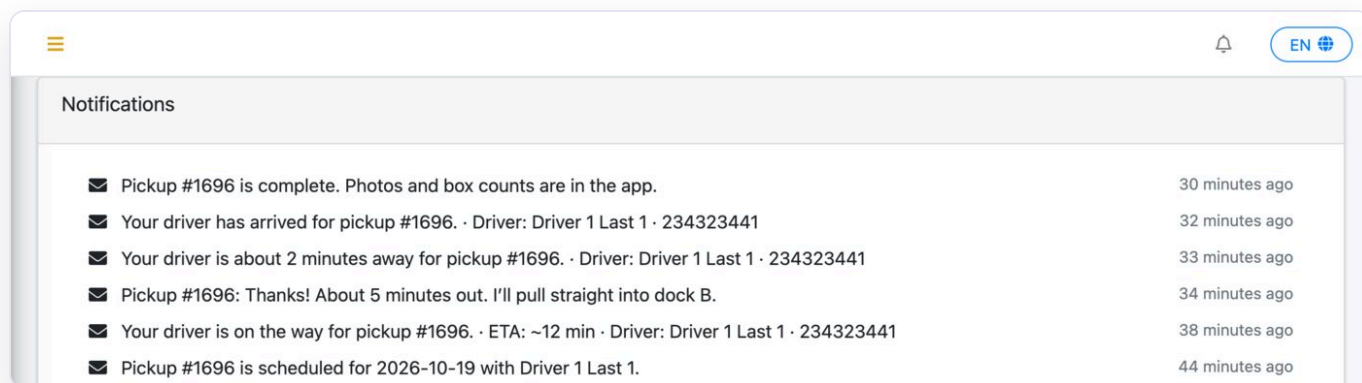
TIP Use chat for last-minute changes: "boxes moved to the side door", or a photo of the loading bay.

STEP 5

NOTIFICATIONS

You don't have to keep checking. Every update reaches your in-app inbox, the iOS app as a push notification, and the milestones that matter most by email.

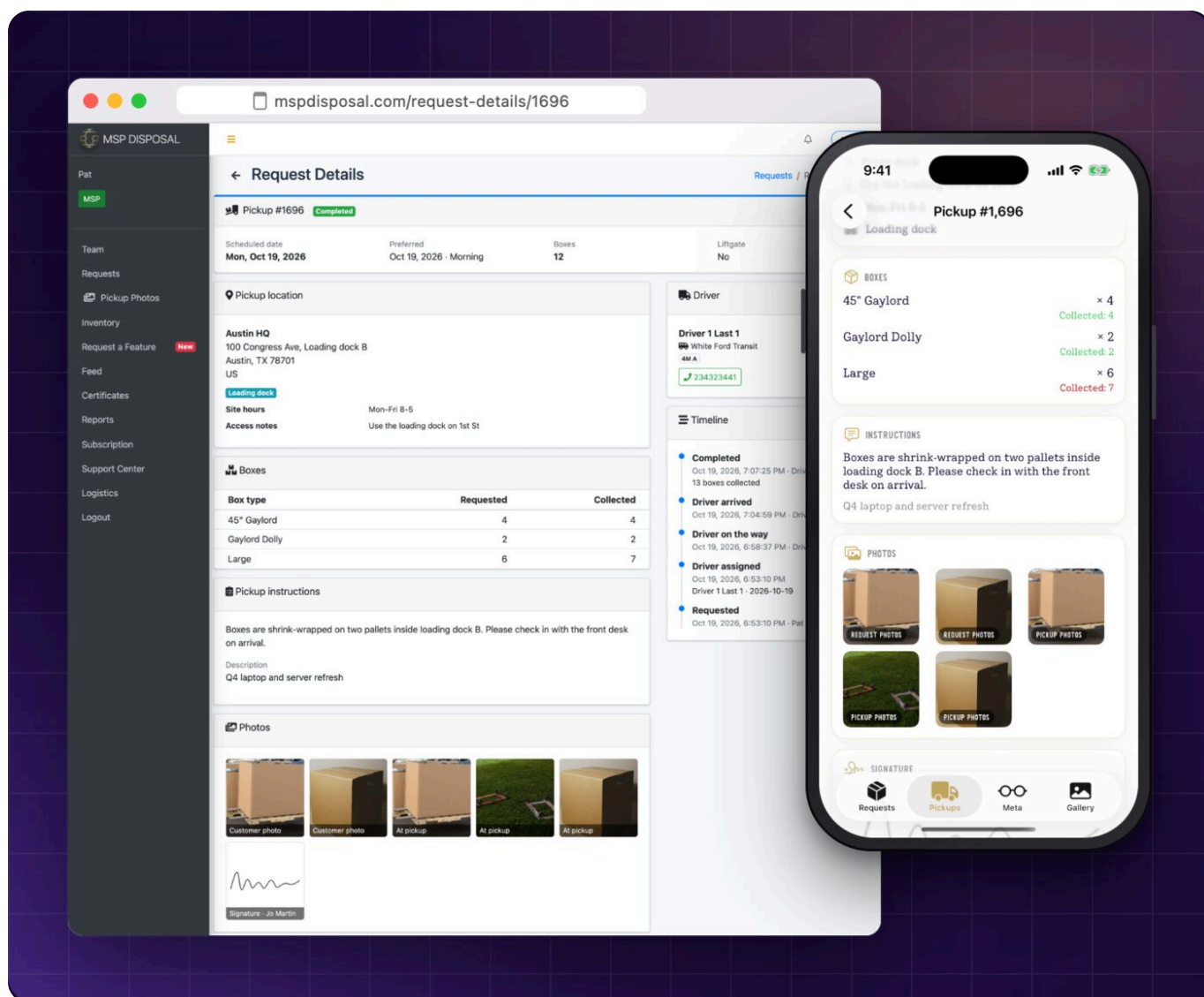
EVENT	WHAT IT TELLS YOU	PUSH	INBOX	EMAIL
Scheduled	Date and preferred time, driver and phone, truck and plate, address and boxes.	✓	✓	✓
Driver on the way	ETA, driver and phone, truck and plate, and a link to tracking and chat.	✓	✓	✓
Almost there	About 2 minutes away, with the driver's name, phone and truck.	✓	✓	–
Arrived	The driver is at your site.	✓	✓	–
New chat message	The message, opening straight into the chat.	✓	✓	–
Completed	Boxes collected against requested, photos and who signed.	✓	✓	✓
Couldn't be completed	The reason. We follow up to reschedule.	✓	✓	✓
Cancelled by us	The reason for the cancellation.	✓	✓	✓
Our truck is in your area	A truck is near one of your sites today. Tap to request a pickup. At most once a day.	✓	✓	✓



Your inbox in the web portal. Each pickup notification opens the pickup.

STEP 6

PROOF OF PICKUP AND AUDITS



A completed pickup on the web and in the app.

ON EVERY COMPLETED PICKUP

- **Timestamped photos** from the driver at pickup, next to any you attached
- **Boxes collected** against boxes requested, so differences stand out
- **An on-site signature** with the signer's name
- **A full timeline** from request to completion

PICKUP PHOTOS FOR AUDITS

Pickup Photos collects every photo across all your pickups. Filter by request number, stage (customer photo, at pickup, completion or signature) and date range to pull together evidence for an audit or a client question in minutes.

TIP Ask whoever hands over the boxes to sign on the driver's screen. It's optional, but makes your record complete.

FAQ AND QUICK REFERENCE

WHO CAN SEE THE TRUCK'S LOCATION?

Only you, while the truck is on its way to your pickup. Other customers never see trips to you, and you never see theirs.

DO I NEED THE IOS APP?

No. Requesting, tracking, chat and proof all work in the web portal, with updates in your inbox and by email. The app adds push notifications.

CAN I CHANGE OR CANCEL A PICKUP?

Yes, while it's Requested or Scheduled. Once the driver is on the way, use the chat.

DOES SOMEONE HAVE TO SIGN?

No, it's optional. If someone is on site, the driver asks them to sign and records their name.

HOW LONG IS THE CHAT OPEN?

From driver assignment until 24 hours after completion.

WHAT IF THE DRIVER COLLECTS A DIFFERENT NUMBER OF BOXES?

The driver records what was actually collected. Both numbers appear on the pickup and in the completion email.

BEFORE YOUR FIRST PICKUP

- ☐ Signed in to the web portal
- ☐ iOS app installed, notifications allowed
- ☐ Team members invited
- ☐ Sites saved with contact, hours and access notes
- ☐ Loading dock and liftgate set per site
- ☐ Default address chosen

EVERY PICKUP

- ☐ Accurate box counts by type
- ☐ Clear instructions and a photo or two
- ☐ Someone reachable on the day
- ☐ Meet the driver at the "2 minutes away" alert
- ☐ Ask the on-site contact to sign

NEED HELP?

Message your driver from the pickup chat, or contact us through **Support Center** in the portal.