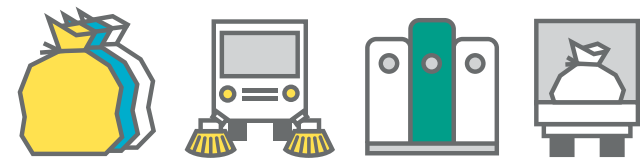


BRUXELLES-PROPRETÉ



pro.brussels

THE MANUAL

CLIENT SPACE

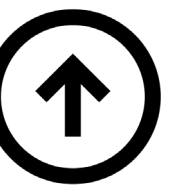
MY PRO ZONE

EVERYTHING YOU NEED TO KNOW IN ONE PLACE



THE MANUEL • MY PRO ZONE CLIENT SPACE

WHAT IS MY PRO ZONE ?	3
WHERE CAN I FIND MY PRO ZONE ?	4
HOW DO I LOG IN ?	5
HOW TO GET A TEMPORARY LOGIN CODE ?	7
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HOW DO I CHECK MY BALANCE ?	12
HOW TO VIEW & MODIFY MY SERVICES ?	13
CONTACT BRUXELLES-PROPRÉTE PRO	14



MY PRO ZONE

WHAT IS IT ?

[My Pro Zone](#) is your free reference tool if you are a business or a company that is a client of the agency [Bruxelles-Propreté PRO](#). You will find all the information concerning the management of your professional waste in one place !

IN YOUR CLIENT SPACE

Among other things, you can :

- View your container orders
- Download your collection calendar
- Find practical information

NOT YET A CLIENT ?

Since February 2, 2013, any entity producing or holding household or similar waste (companies, entrepreneurs, administrations, associations ...) must have a waste removal contract with an approved collector.

SORT OUT YOUR SITUATION NOW !

Any commercial entity without a collection contract will not have its waste collected.

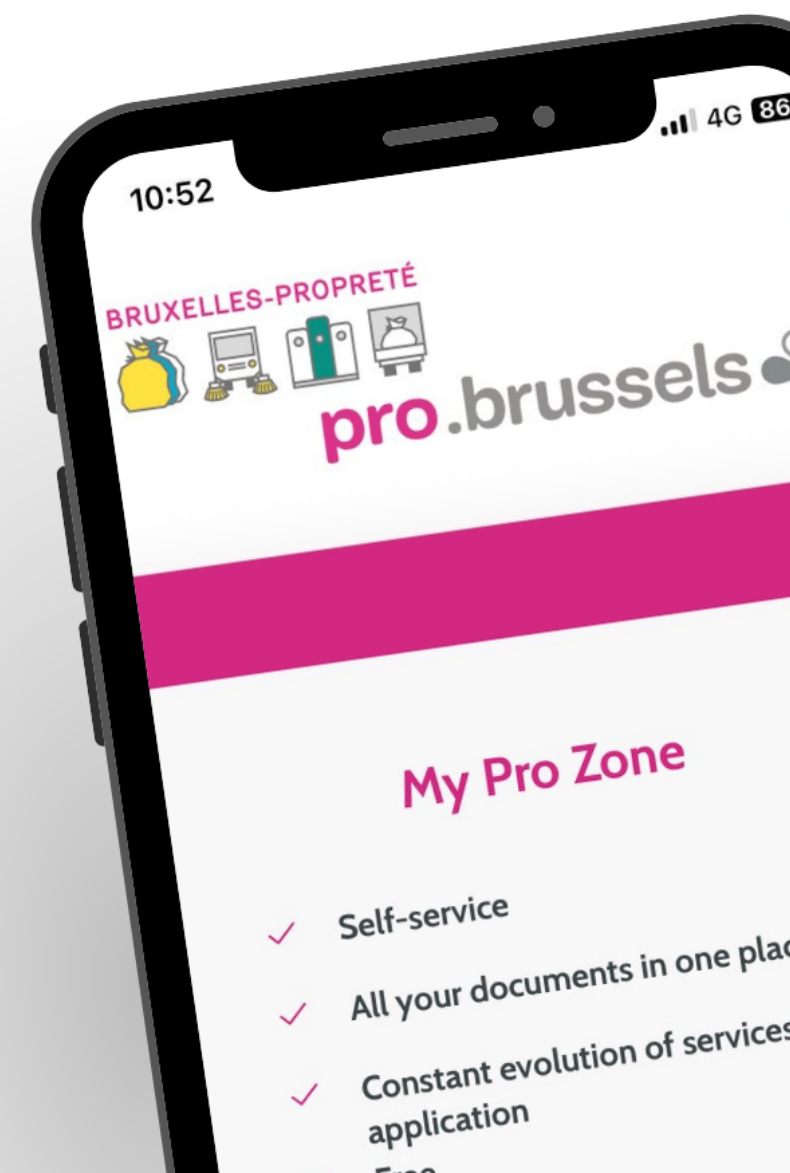
TO BECOME A CLIENT, CONTACT US VIA :

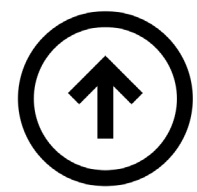


0800/988 77



PRO@ARP-GAN.BE





LOCATION

WHERE CAN I FIND MY PRO ZONE ?

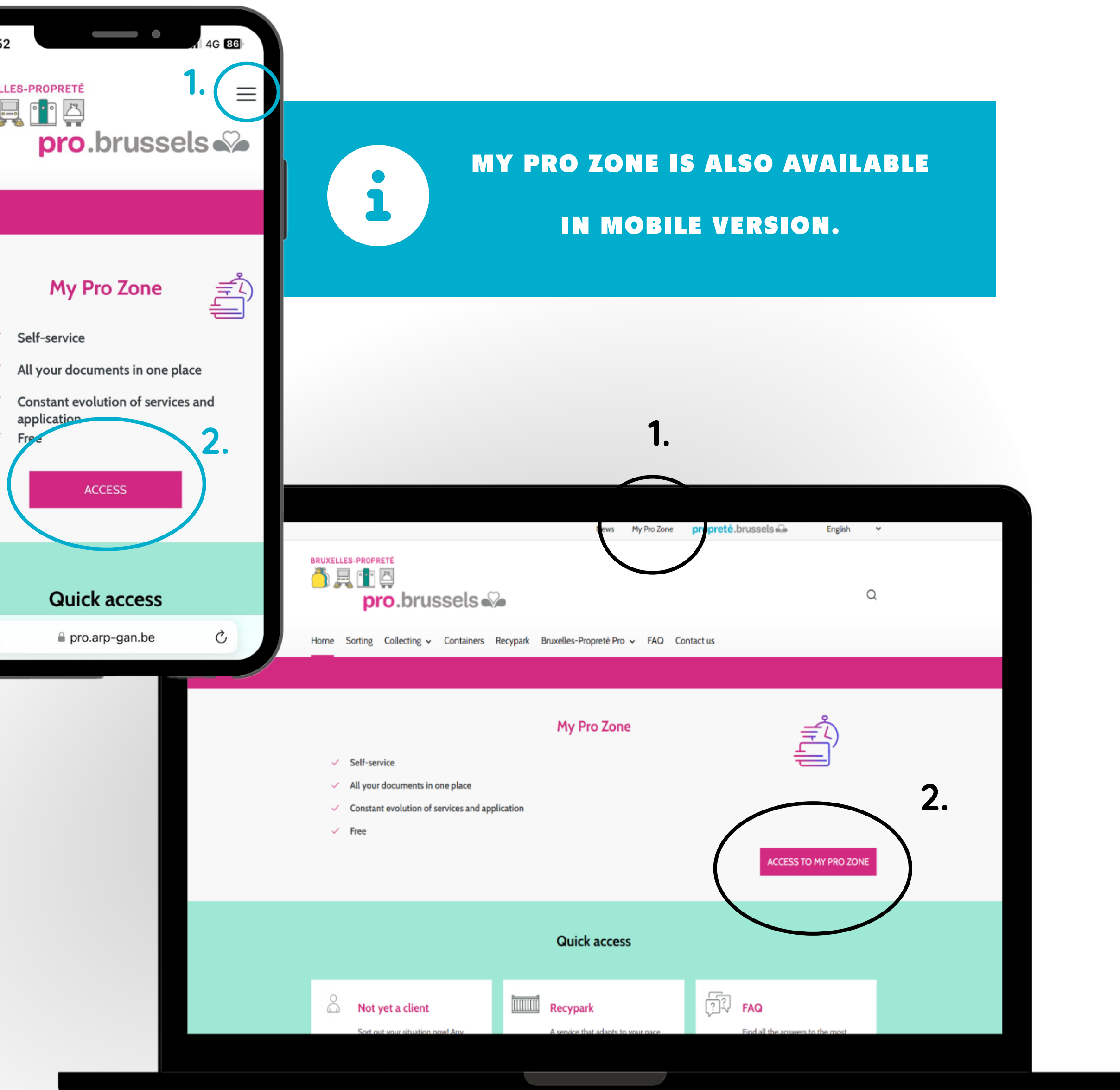
My Pro Zone website is the following :

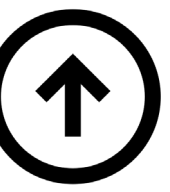
<HTTPS://FORMS.ARP-GAN.EU/ESPACECLIENTV2/>

You can also access My Pro Zone from Bruxelles-Propreté PRO website : <HTTPS://PRO.ARP-GAN.BE/EN>

Once on the website, you can access it by clicking on:

1. Click on "My Pro Zone" on the menu bar, top of the page.
2. The pink "Access" button on the homepage.





ACCESS MODES

HOW DO I CONNECT?

OPTION 1

Login option for a first-time registration or adding a new account to your area.

You must enter your contract number, your customer number and accept the terms of use to then authenticate yourself via ItsMe/EID.

My Pro Zone

☒ FIRST-TIME REGISTRATION OR ADDITION OF A NEW ACCOUNT TO YOUR AREA

☐ TEMPORARY SINGLE ACCESS

☐ Direct connection, I have already registered

Contract number
Ex : 5422

Customer number
Ex : 439561

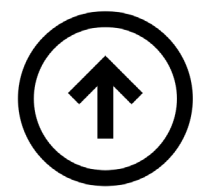
☐ I accept the terms and conditions [disclaimer](#)

Identification via ItsMe / EID

© ARP-GAN 2015 | [Terms of use](#)



**YOUR CONTRACT NUMBER &
CUSTOMER NUMBER ARE
INDICATED ON YOUR INVOICES.**



ACCESS MODES

OPTION 2

Login option for temporary single access.

You must indicate your contract number, your customer number, add the login code you have obtained and accept the terms and conditions in order to connect.

HOW DO I CONNECT?

My Pro Zone

☐ FIRST-TIME REGISTRATION OR ADDITION OF A NEW ACCOUNT TO YOUR AREA

Connection using your identity card

☒ TEMPORARY SINGLE ACCESS

Contract number
Ex : 5422

Customer number
Ex : 439561

Login Code **[Get one]**
Ex : 11q5pU

☐ I accept the terms and conditions **disclaimer**

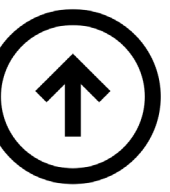
Connection



**YOUR CONTRACT NUMBER &
CUSTOMER NUMBER ARE
INDICATED ON YOUR INVOICES.**

HOW TO GET A CODE ?

Follow the instructions on
page 7 « Login code »



LOGIN CODE

HOW TO GET ONE ?

GUIDELINES

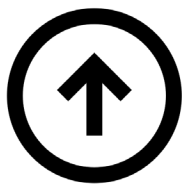
In the "Temporary single access" section, click on "Get a code". A form opens and you must indicate your customer number as well as the desired method for receiving your login code (SMS or e-mail).

The image shows a web interface for obtaining a login code. On the left, a form titled "TEMPORARY SINGLE ACCESS" contains fields for "Contract number" (Ex : 5422), "Customer number" (Ex : 439541), and "Login Code (Get one)" (Ex : 11q5pU). Below these fields is a checkbox for "I accept the terms and conditions disclaimer" and a pink "Connection" button. A teal line connects the "GUIDELINES" header to the "TEMPORARY SINGLE ACCESS" section. Another teal line connects the "Login Code (Get one)" field to a modal window on the right. The modal, titled "Get a temporary login code", has a close button (X) in the top right. It contains a "Customer number" field (Ex : 5422), radio buttons for "By SMS" and "By Email", and a "Destination" field. A yellow box highlights a note in the modal: "A code is valid for 1 hour. If you do not have an address or mobile phone number, or if one of the two seems incorrect, call 0800 981 81." At the bottom of the modal are "Ok" and "Cancel" buttons. A yellow line connects the "Important Info" section to this note.

IMPORTANT INFO

A code is valid for 1 hour. If you do not have an address or mobile phone number, or if one of the two seems incorrect, call 0800/988 77 or contact our team via PRO@ARP-GAN.BE.

Note : If you are managed by a Syndic, the e-mail and mobile phone displayed correspond to those of the trustee.



MY CLIENT SPACE

WHAT DO I FIND THERE ?

HOMEPAGE

This is the homepage preview of your "Customer Area". Among other things, you will find :

- 1. Your client number
- 2. Your username
- 3. Your billing address
- 4. Your order information

Welcome

My profile

Complaint

My documents

1

Disconnection

My Pro Zone

WELCOME

Dear 2
(Address of facturation : 3

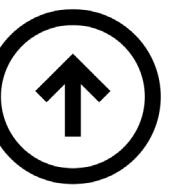
If it's not You, You have to log out please

- Only as Head Office you may have access to the documents of all your établissements.

Vos 2 dernières commandes

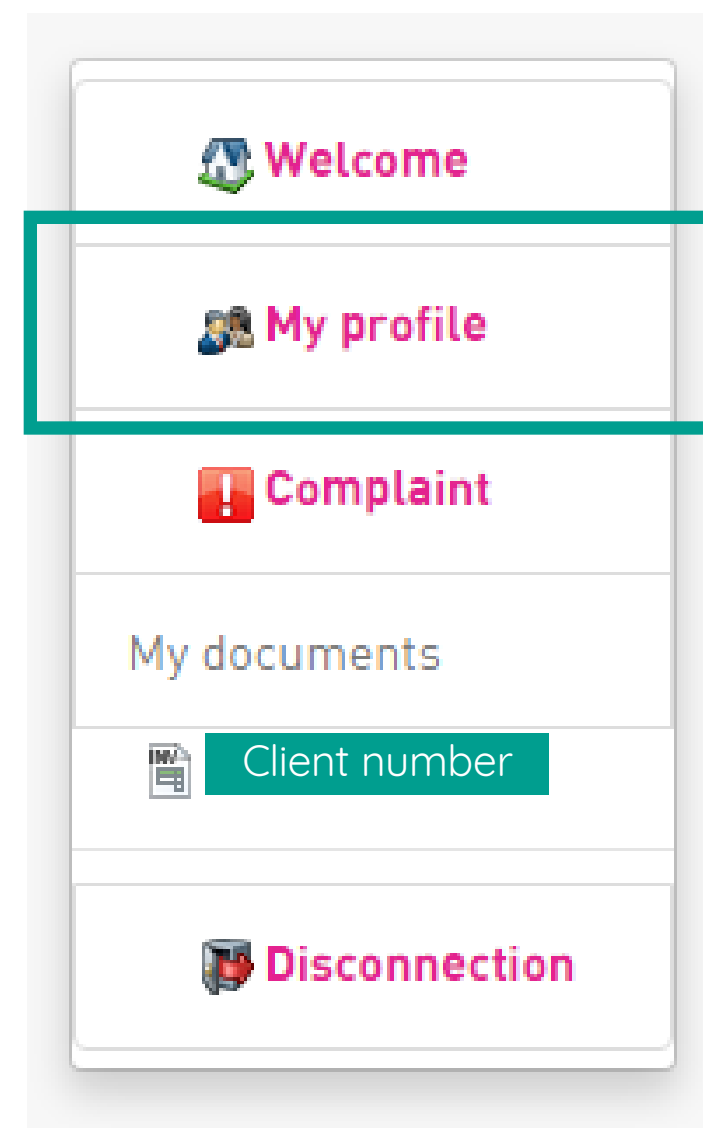
ID	Contrat	Nom de l'article	Quantité	Adresse	Date de création	Date de livraison
4						
4						

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MY PROFILE

HOW TO MODIFY MY DATA ?



On the page "My Profile" you can update your contact information :

1. Contact information for the client space

- E-mail
- Phone

2. Preference for receiving offers

- E-mail
- Address
- SMS

3. Zoomit settings

To receive your invoices online.

IMPORTANT INFO

Your details will be changed, even if you are managed by a Syndic.

1.

CONTACT INFORMATION FOR THE CUSTOMER AREA

Email :
info@aparthotels.com

Telephone :

National Registration Number :
N.A. (Connexion par code)

Update

2.

HOW DO YOU LIKE TO RECEIVE YOUR OFFERS OF BRUSSELS-PROPRETÉ

☐ By Email

☐ By postal code

☐ By SMS

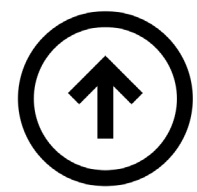
Update

3.

PARAMETERS ZOOMIT

☐ Zoomit

Update



COMPLAINT

HOW DO I FILE ONE ?

FILE A CLAIM

Contract number

1.

Service

2.

Nature

3.

Commentary

4.

Date of service

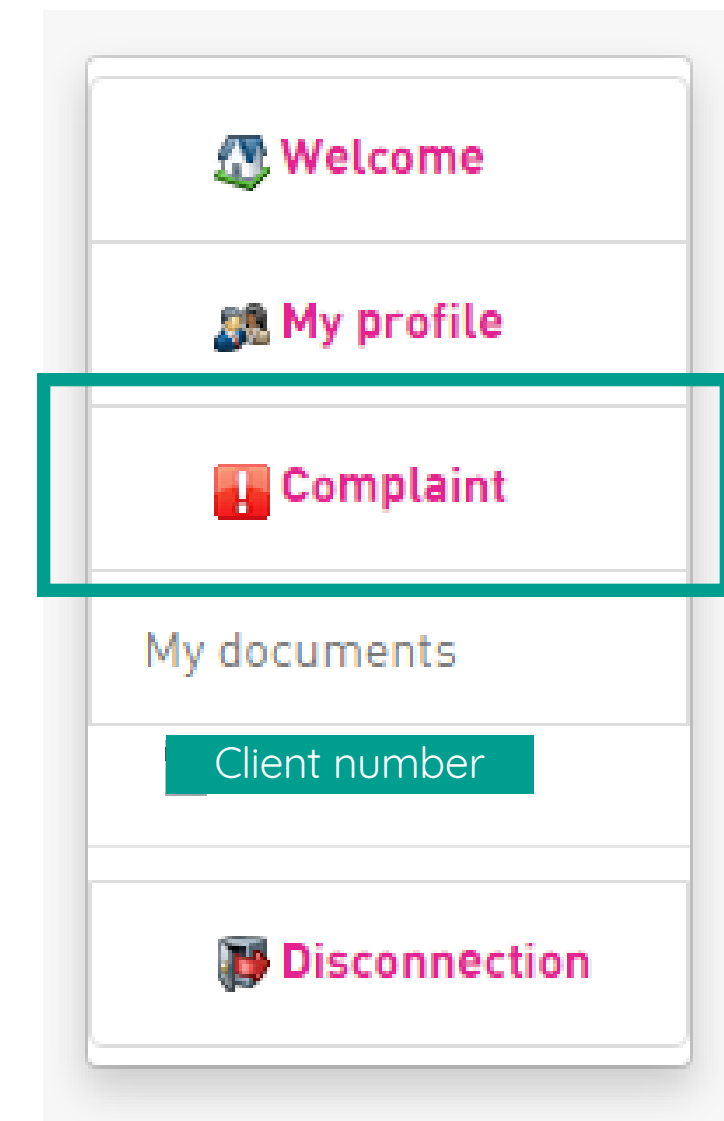
5.

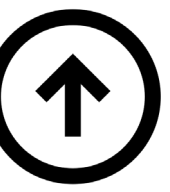
Send complaint

On the "Complaint" page you can send your remarks to our commercial team.

You must fill in the following information in the form :

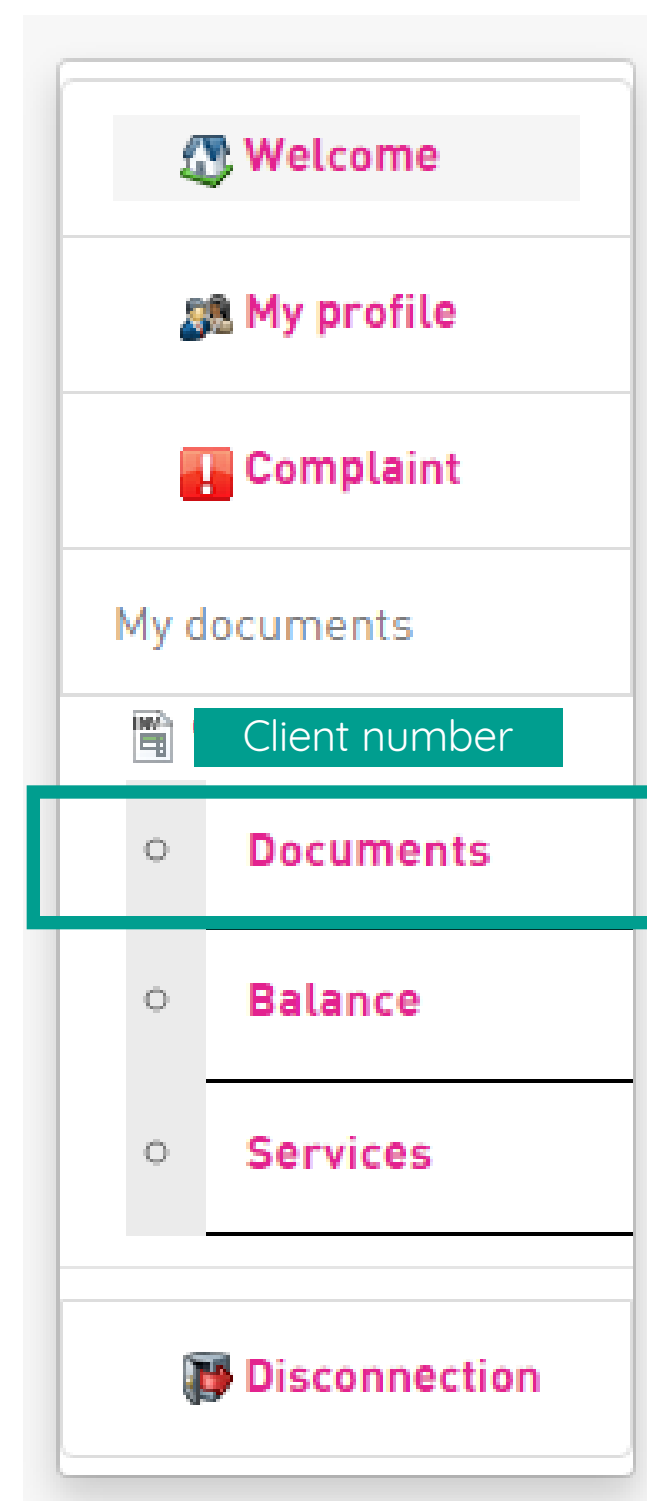
1. Your contract number
2. The service concerned
3. The nature of your claim
4. Your comment
5. The date of service



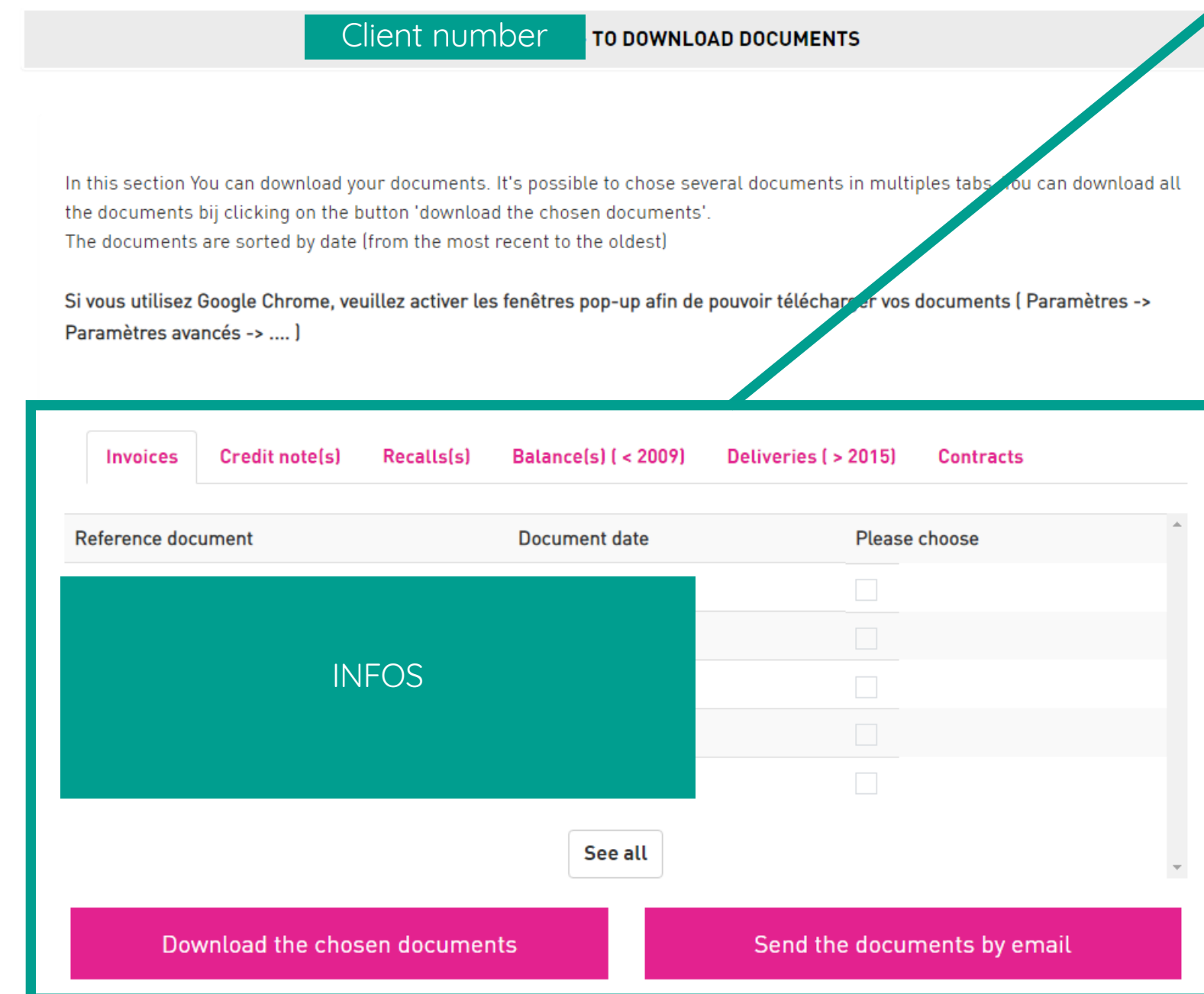


DOCUMENTS

HOW TO SEE & DOWNLOAD THEM ?



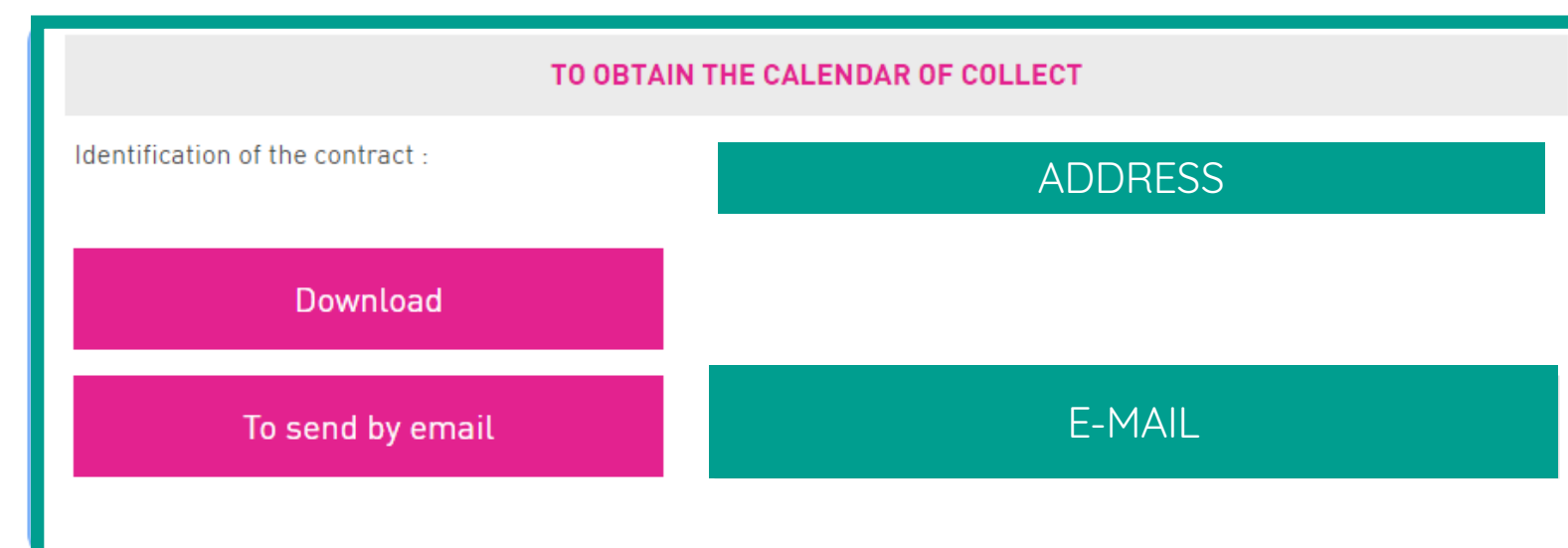
When you click on your client number, you can choose the "Documents" sub-tab.



IN THE 1ST FRAME

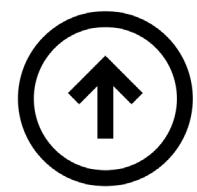
You can view and download all your :

- Invoices
- Credit notes
- Reminders
- Deliveries
- Contrats



IN THE 2ND FRAME

You can get your collection calendar.



MY BALANCE

HOW TO CONSULT IT ?

Client number MY BALANCE

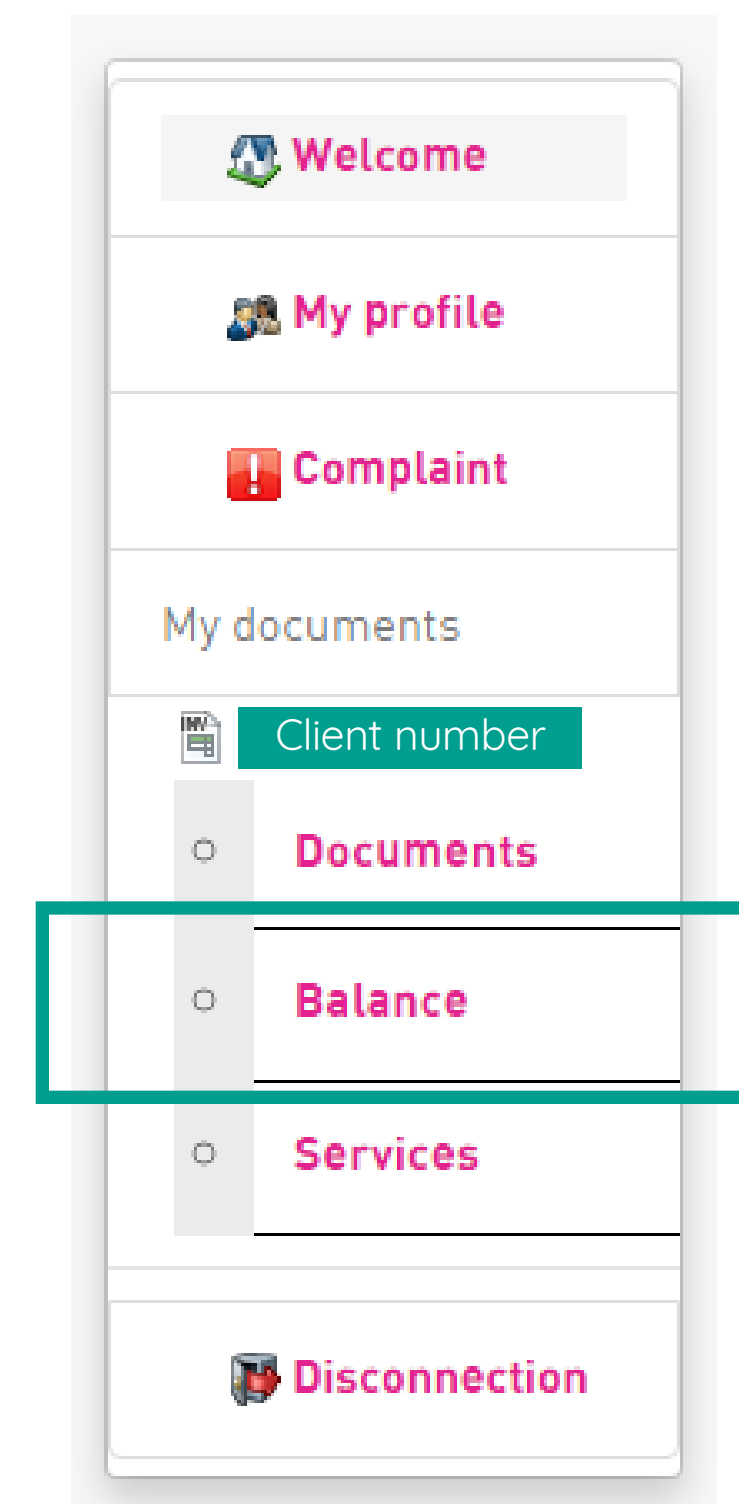
In this section You can ask a copy of Your extracts of the accounts, which will be sent to You by email.
Your email address will be found in Your profile.

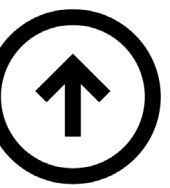
E-MAIL Send

HOW TO CHANGE THE E-MAIL ADDRESS ?

Follow the guidelines on [page 9 « My profile »](#) to change your e-mail address.

When you click on your client number, you can choose the "Balance" sub-tab. On this page you can request a copy of your account statement. It will be sent to the e-mail address you have indicated on your profile.





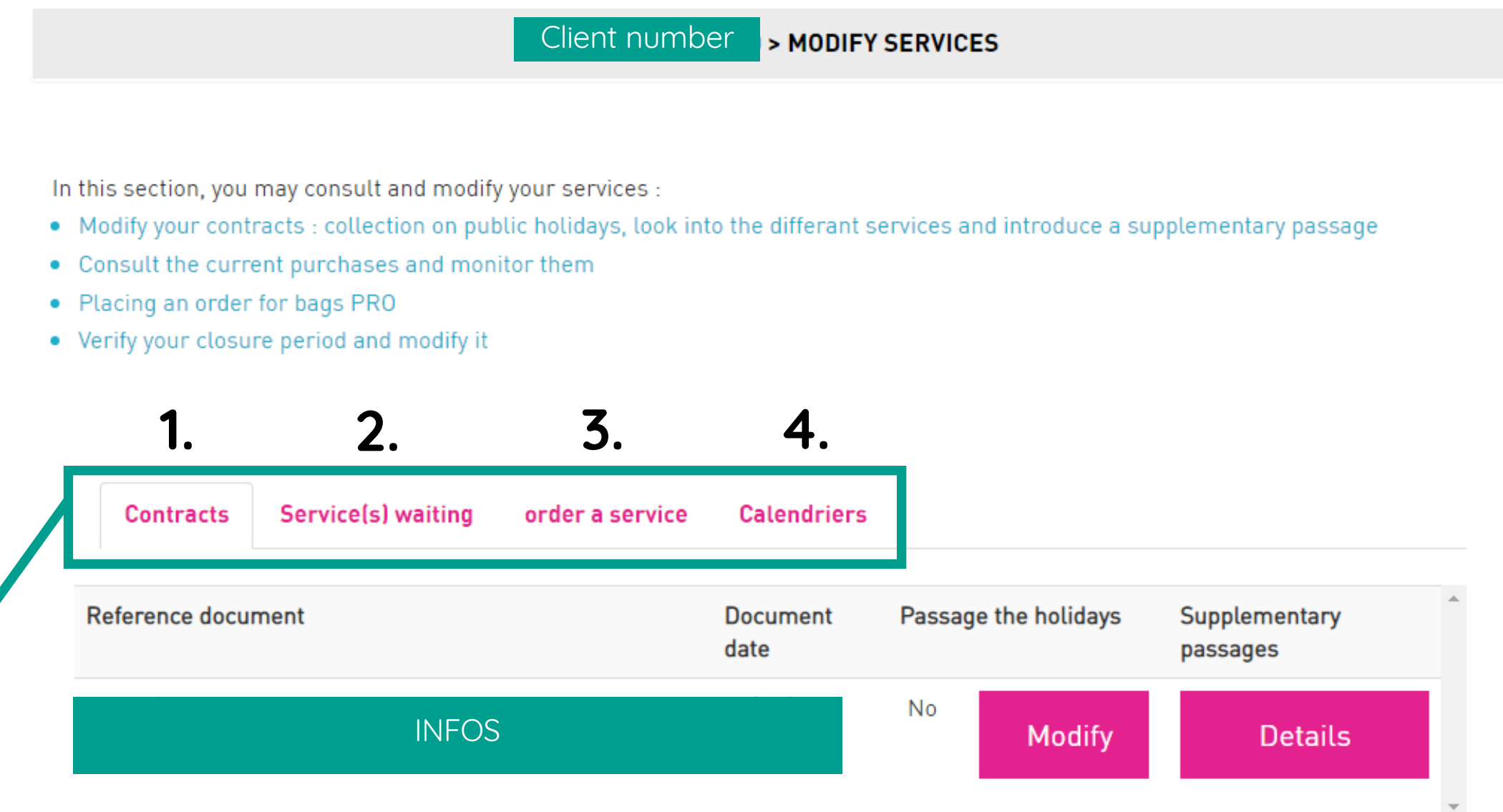
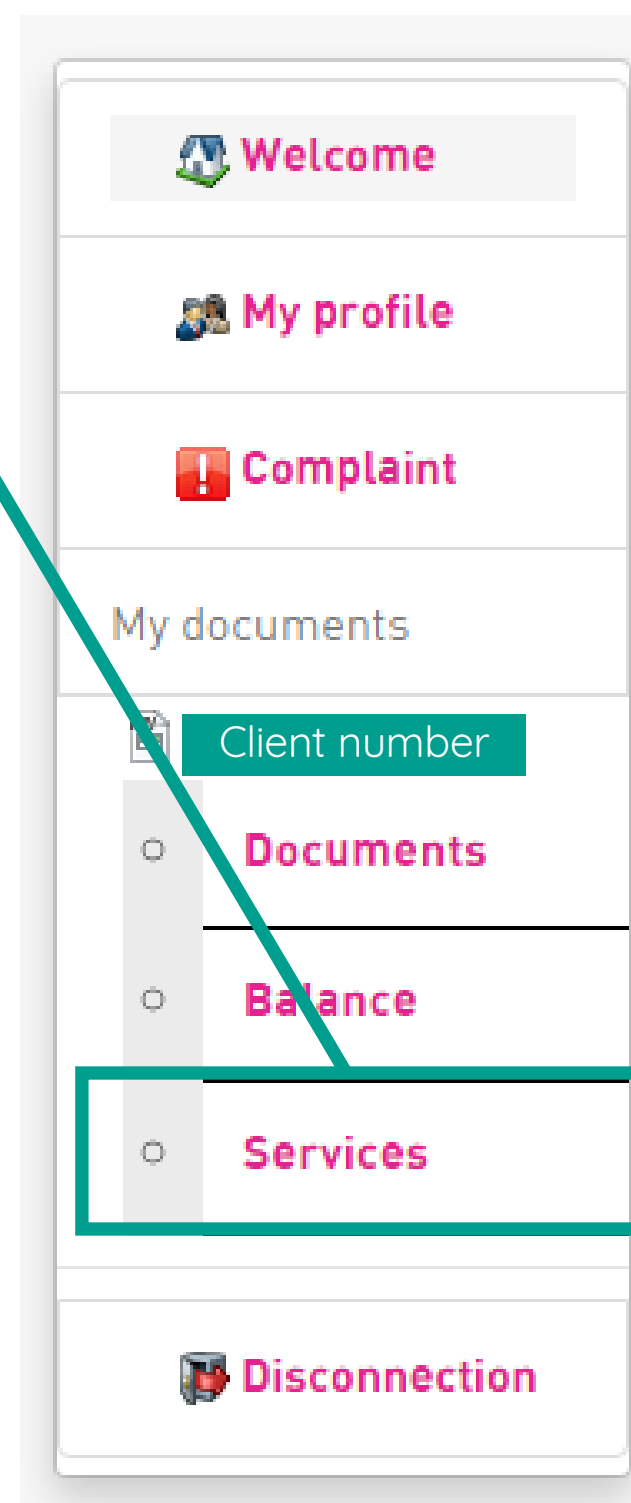
MY SERVICES

HOW TO SEE & DOWNLOAD THEM ?

4 ACTIONS

On the "Services" page, there are 4 pink tabs allowing you to perform the following 4 actions :

1. View/Modify your contracts
2. View your current sales & their status
3. Order PRO bags
4. View/Change your closing dates



OUR COMMERCIAL TEAM HELPS YOU WITH YOUR PROFESSIONAL WASTE MANAGEMENT

BRUXELLES-PROPRETÉ



pro.brussels 

Phone : 0800/988 77 | Website : <https://pro.arp-gan.be/en> | E-mail : pro@arp-gan.be

Address : [Avenue de Broqueville, 12 - 1150 Woluwe-Saint-Pierre - Brussels](#)