Please use the links below to access the Aggregate & Muck Away Portal.

Your login and password details will be sent via email, to the relevant person, chosen by the customer to look after the portal.

https://mickgeorge.roadrunnerlive.co.uk or visit https://www.mickgeorge.co.uk/client-portal/

The home screen offers graphical details on the number of jobs booked in the recent past, including a pie chart outlining the status of those jobs.
Click your name in the top right corner and select ‘My Account’.

Here you can edit your details, preferences and press the ‘Change Password’ button.

Note: Password must have 1 capital and 1 number.
If you have been set up as an administrator for your company, you can add other users to your account. Click ‘Settings’ at the top right and select ‘User Accounts’.

You will see the list of all users added to your account and when they last logged onto the Mick George Aggregate & Muck Away Portal.

You can add a new user by pressing ‘Add’ and filling in the details.

All that is required is the first name, surname and email address. When you press ‘Save’ a welcome email from support@roadrunnerlive.co.uk will be sent to the new user, from the system and this contains their login details and password.
SEARCHING FOR TICKETS

If you know the Ticket Number, you can search for tickets by entering values into the box in the top right corner.

Example: 12345

Alternatively, you can click ‘Consignments’ in the top menu and choose to see a List (which can be filtered - see below) or all of today’s jobs, yesterday, tomorrow or by a certain site using ‘Site Activity’.

Note: Soon you will have the ability to add or import jobs yourself.
FILTERING JOBS

If you choose one of the menu options (here we are looking at ‘Yesterday’), you can press the ‘Show Filter’ button which gives you a number of options:

You can filter on the **Job Status**:
- Booked – e.g. job booked to happen in the future;
- In Progress – we are doing the job now;
- Completed – the job has been done;
- Priced – Mick George are about to invoice the job;
- Invoiced – job has been invoiced.

**Customer Ref** – this is where your Purchase Order Number has been entered on our system, so you can search jobs by your Order Number.

**Date From and To** – all other filters work in conjunction with the date, so be sure to choose an appropriate date range. You can search on just the dates with all other filters cleared and this will list all jobs between those dates selected.

**Collect Postcode** – where we have either collected our aggregate from to deliver to you, or the site address where we have collected muck from.

**Deliver Postcode** – same as above.

Once you have chosen the filters needed, press filter in the bottom left and the jobs will show on the screen.
To view the details of an individual job you have two options:

- Clicking the rectangle with a pencil will take you straight to the signature and ticket for the job;
- Clicking the magnifying glass will take you to all job details including the signature.
Click on the ticket image. In the window that opens you can see all of the signatures collected during the job and also the ticket itself. Highlight the ticket and press the eye icon in the top left.

This will then show the Windows download bar at the bottom where you can open or save the PDF.
FAQs

Why do I see more than 1 ticket when opening a job?
As part of our legal compliance when taking waste away from a site and obtaining a collection signature, we are required to make a copy of the WTN note available to you, with your collection signature – this becomes available on the portal; straight away. When the material is disposed, a second ticket with the disposal signatures is available as well - this is the full WTN for your records.

Can I get an email with the ticket as the jobs happen?
Yes. For all aggregate deliveries and muck away jobs you can be emailed a copy of the ticket, as well as it going to the portal. If you require this please call our Portal Support team on 01480 220 839 or email portalsupport@mickgeorge.co.uk and we can set this up for you.

I only want to see jobs from 1 of our sites?
We can set this up - please contact us.

Will my invoices be on the portal?
Currently, only the job details and digital tickets are available on the portal. Your invoices will still be sent to you in the usual manner.

FURTHER ASSISTANCE

If you require any further assistance with the aggregate & muck away portal, please contact us by emailing portalsupport@mickgeorge.co.uk or calling us on 01480 220 839.