

BRUXELLES-PROPRETÉ



pro.brussels 

THE MANUAL

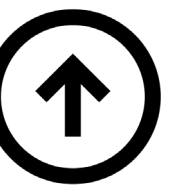
MY PRO ZONE CLIENT SPACE

EVERYTHING YOU NEED TO KNOW IN ONE PLACE



THE MANUEL • MY PRO ZONE CLIENT SPACE

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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 schedule
- Modify your contract(s)
- 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.

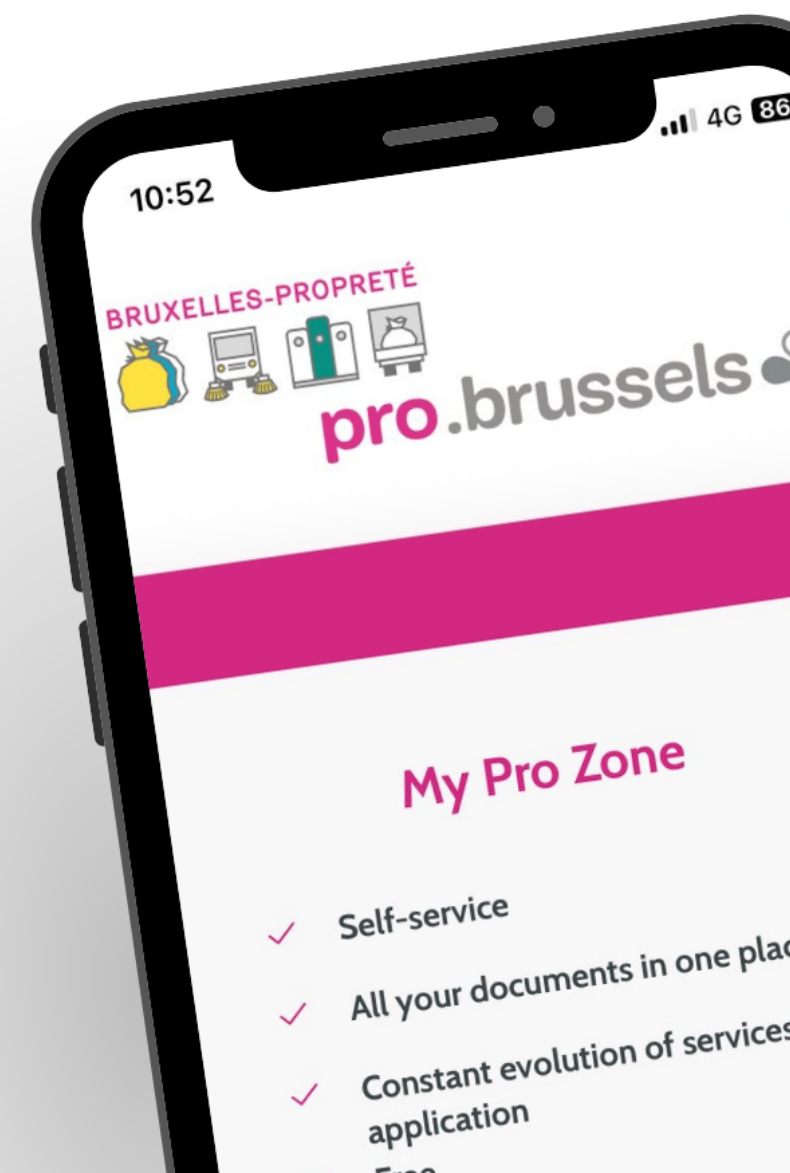
TO BECOME A CLIENT, CONTACT US VIA :

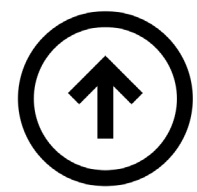


0800/981 81



PRO@ARP-GAN.BE





LOCATION

WHERE CAN I FIND MY PRO ZONE ?

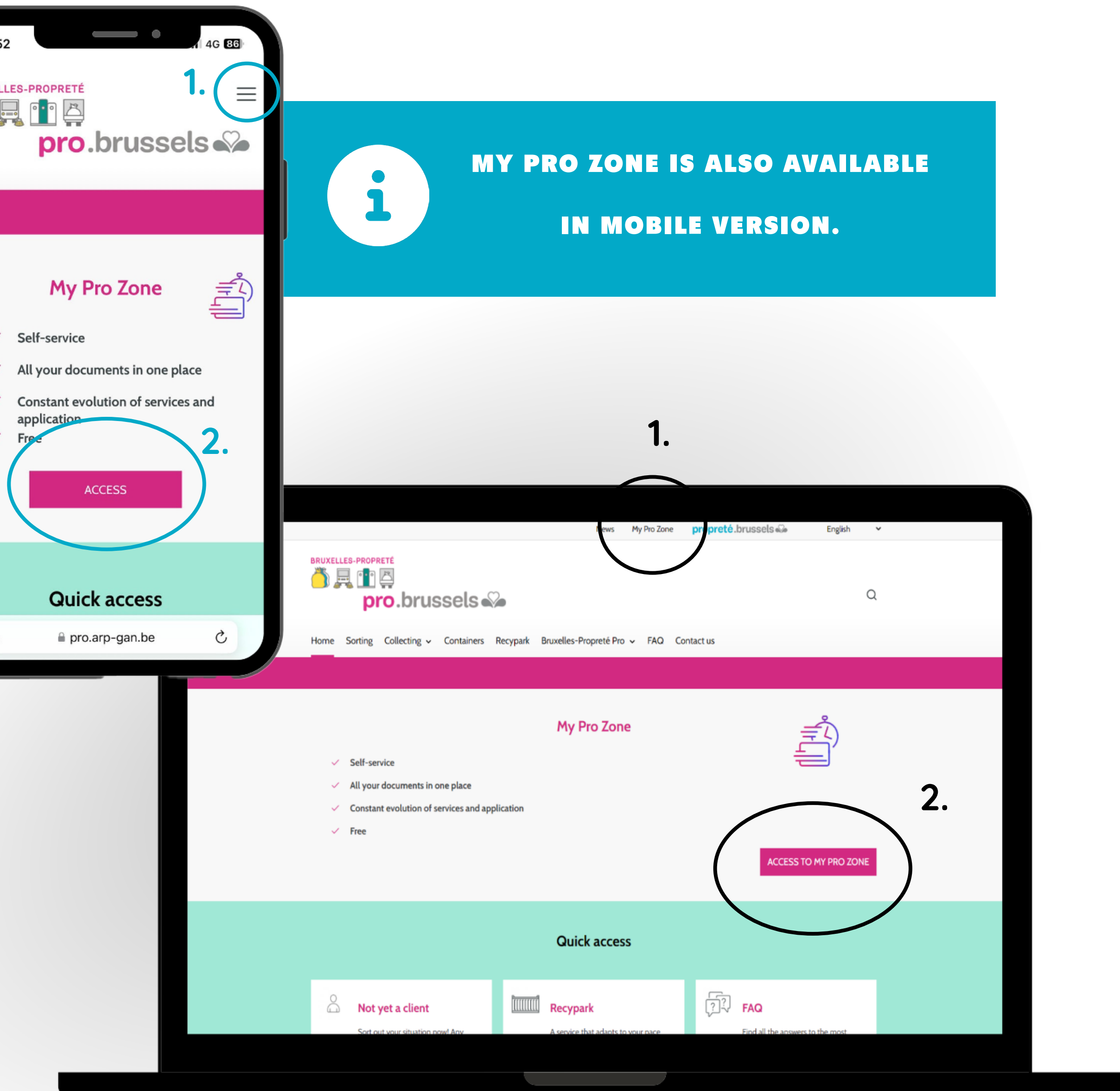
My Pro Zone website is the following :

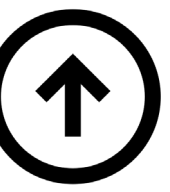
<HTTPS://FORMS.ARP-GAN.EU/ESPACECLIENTV2/>

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

☐ 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

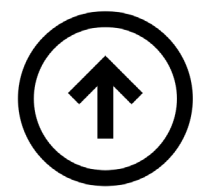
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☐ TEMPORARY SINGLE ACCESS

With single access, connect with your contract number and your customer number without going through identity card identification



**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**

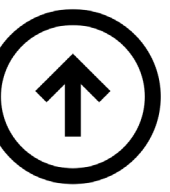
Connection



**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

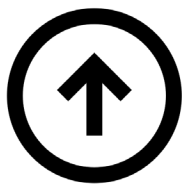
In the "Temporary single access" section, click on "Get a code". A form opens and you must indicate your customer number as well as the desired method for receiving your login code (SMS or e-mail).

The screenshot shows a web interface for requesting a temporary login code. A teal box highlights the "TEMPORARY SINGLE ACCESS" section. A teal line connects this section to a "Login Code (Get one)" button. A yellow box highlights a disclaimer: "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." The form includes fields for "Contract number" (Ex : 5422), "Customer number" (Ex : 439541), and "Destination". It also has radio buttons for "By SMS" and "By Email", a checkbox for "I accept the terms and conditions disclaimer", and "Ok" and "Cancel" buttons.

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 0800/981 81 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

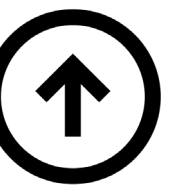
If it's not You, You have to log out please

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

Vos 2 dernières commandes

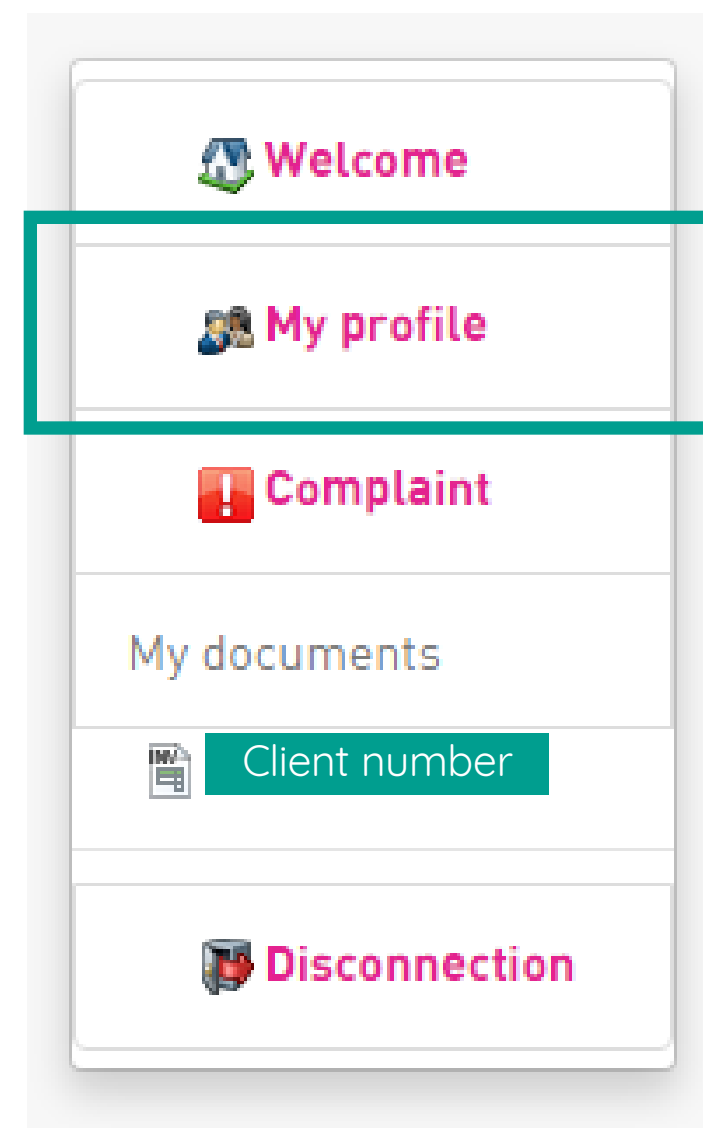
ID	Contrat	Nom de l'article	Quantité	Adresse	Date de création	Date de livraison
				4		
				4		

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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

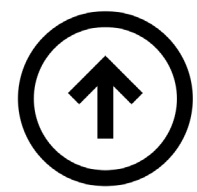
Update

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

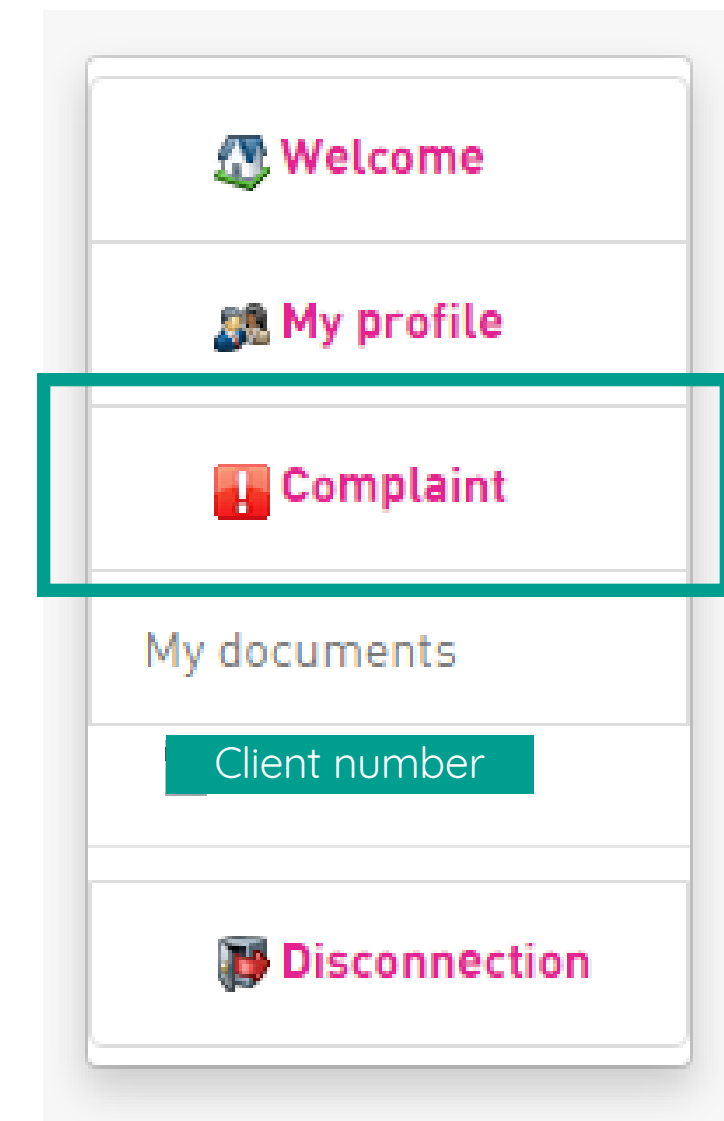
5.

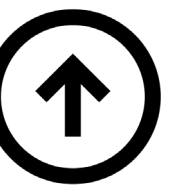
Send complaint

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

You must fill in the following information in the form :

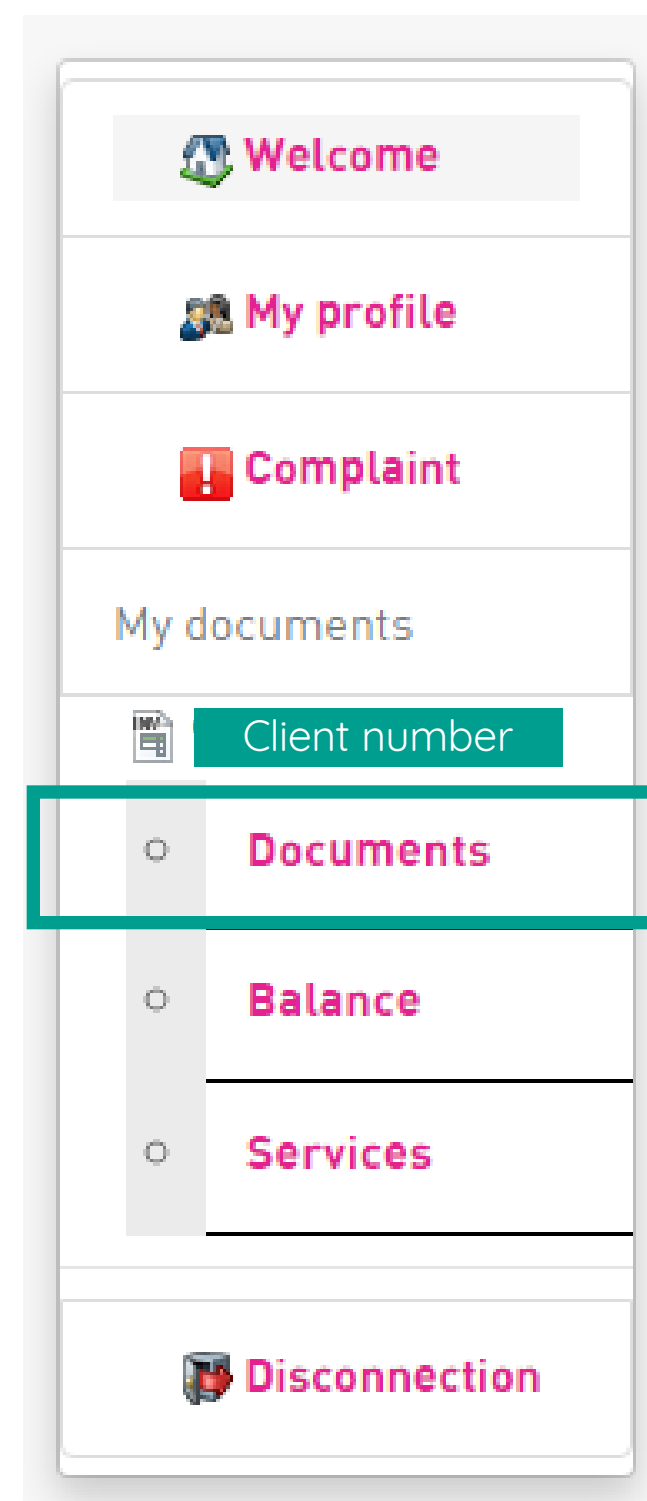
1. Your contract number
2. The service concerned
3. The nature of your claim
4. Your comment
5. The date of service



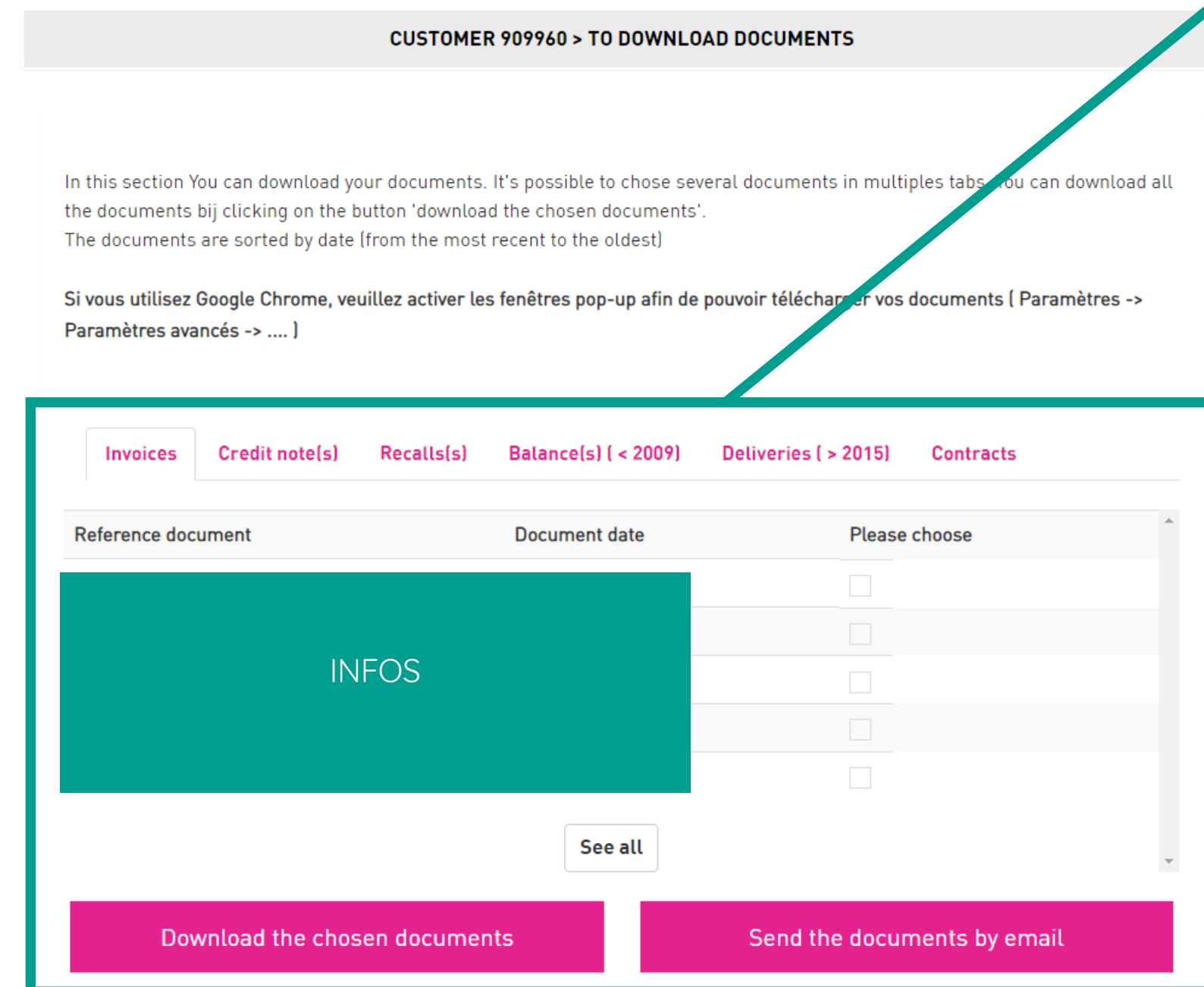


DOCUMENTS

HOW TO SEE & DOWNLOAD THEM ?



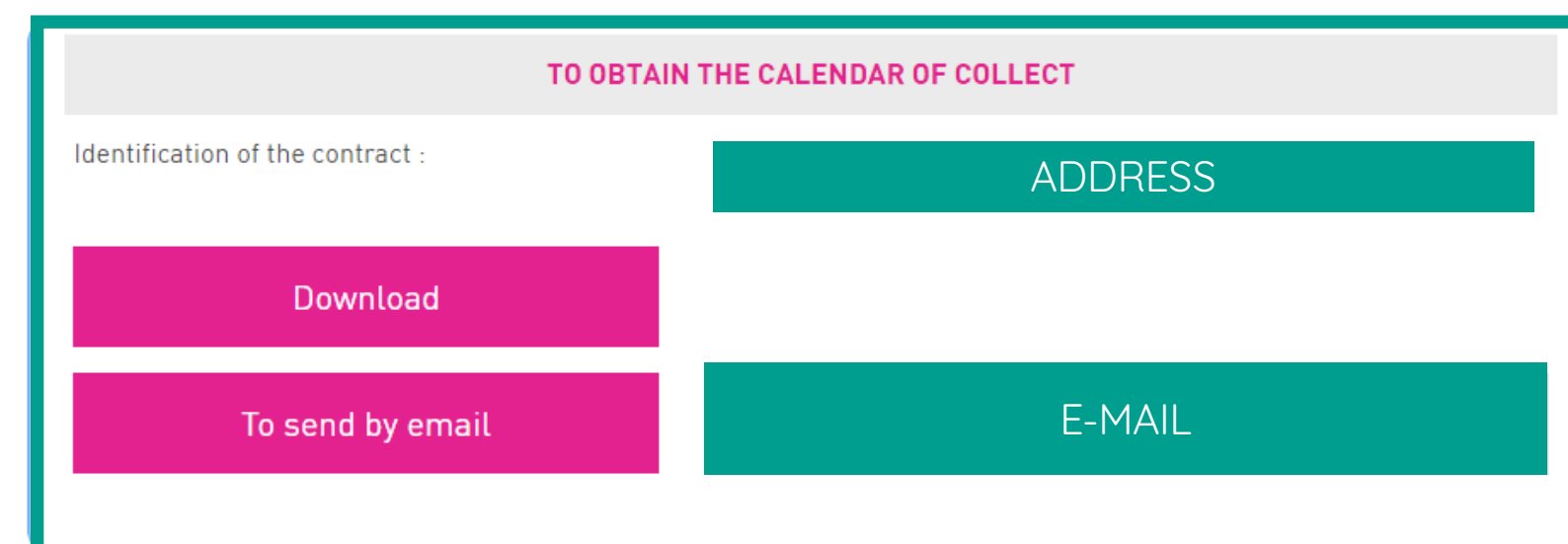
When you click on your client number, you can choose the "Documents" sub-tab.



IN THE 1ST FRAME

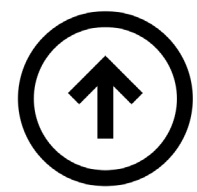
You can view and download all your :

- Invoices
- Credit notes
- Reminders
- Deliveries
- Contrats



IN THE 2ND FRAME

You can get your collection schedule.



MY BALANCE

HOW TO CONSULT IT ?

Client number MY BALANCE

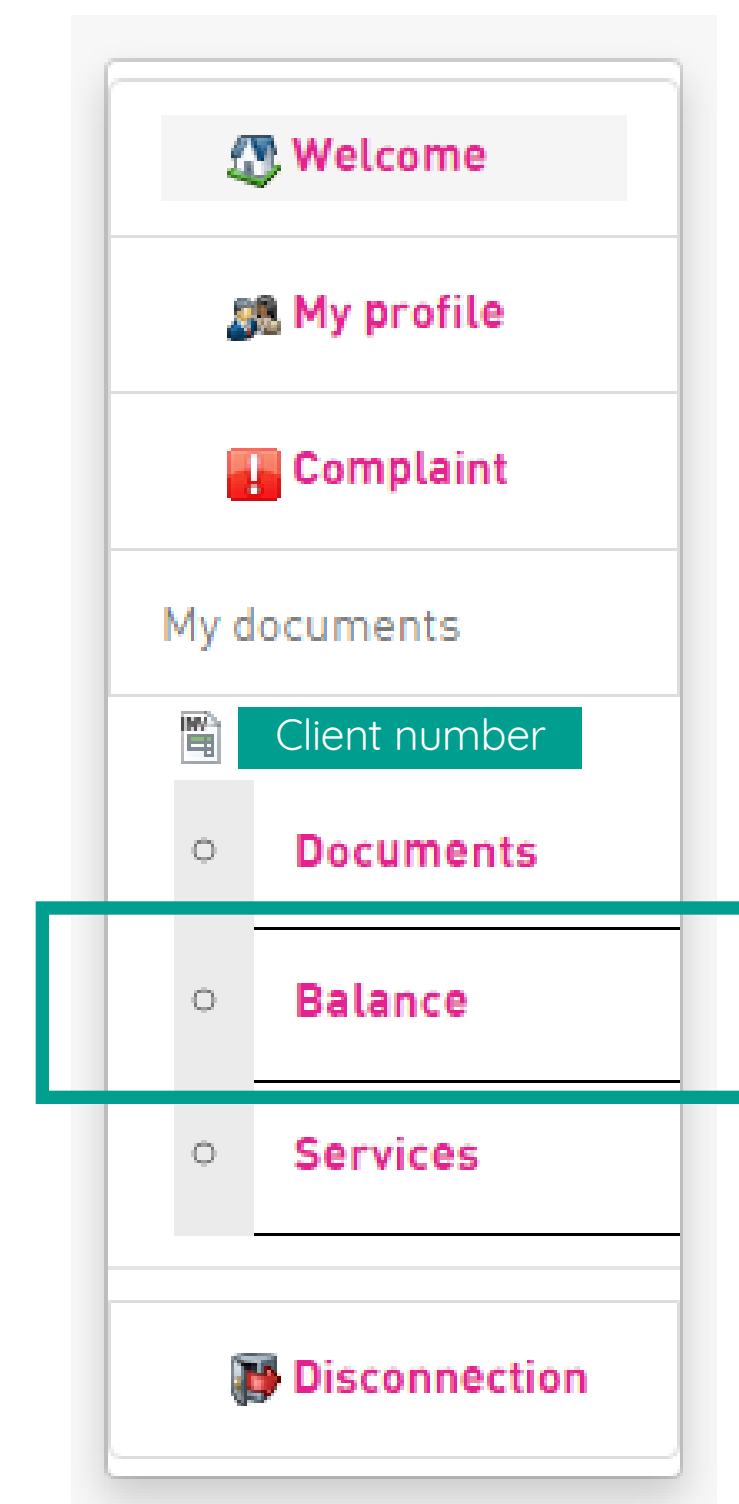
In this section You can ask a copy of Your extracts of the accounts, which will be sent to You by email.
Your email address will be found in Your profile.

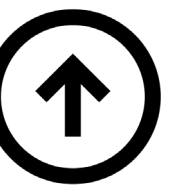
E-MAIL Send

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.





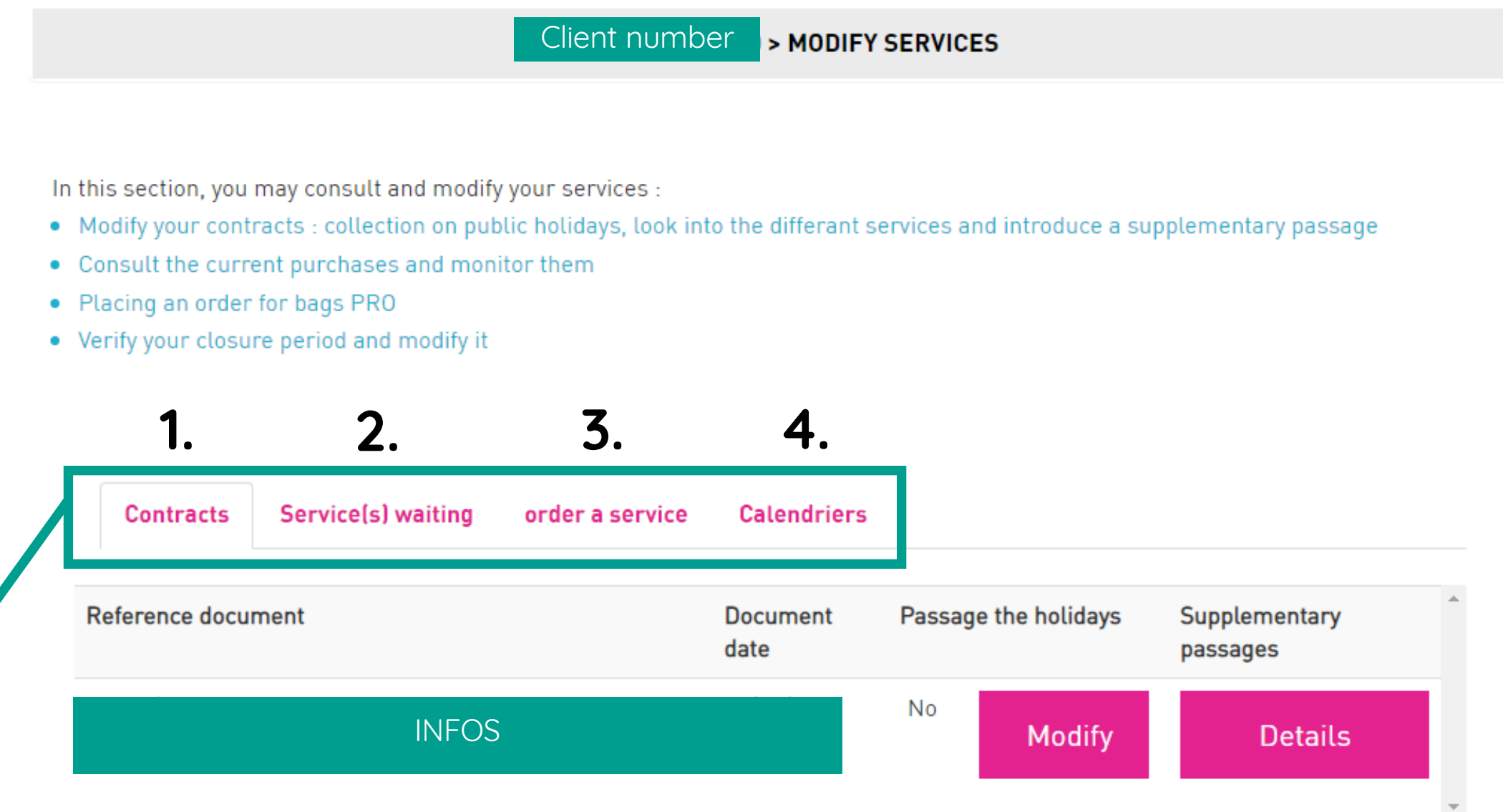
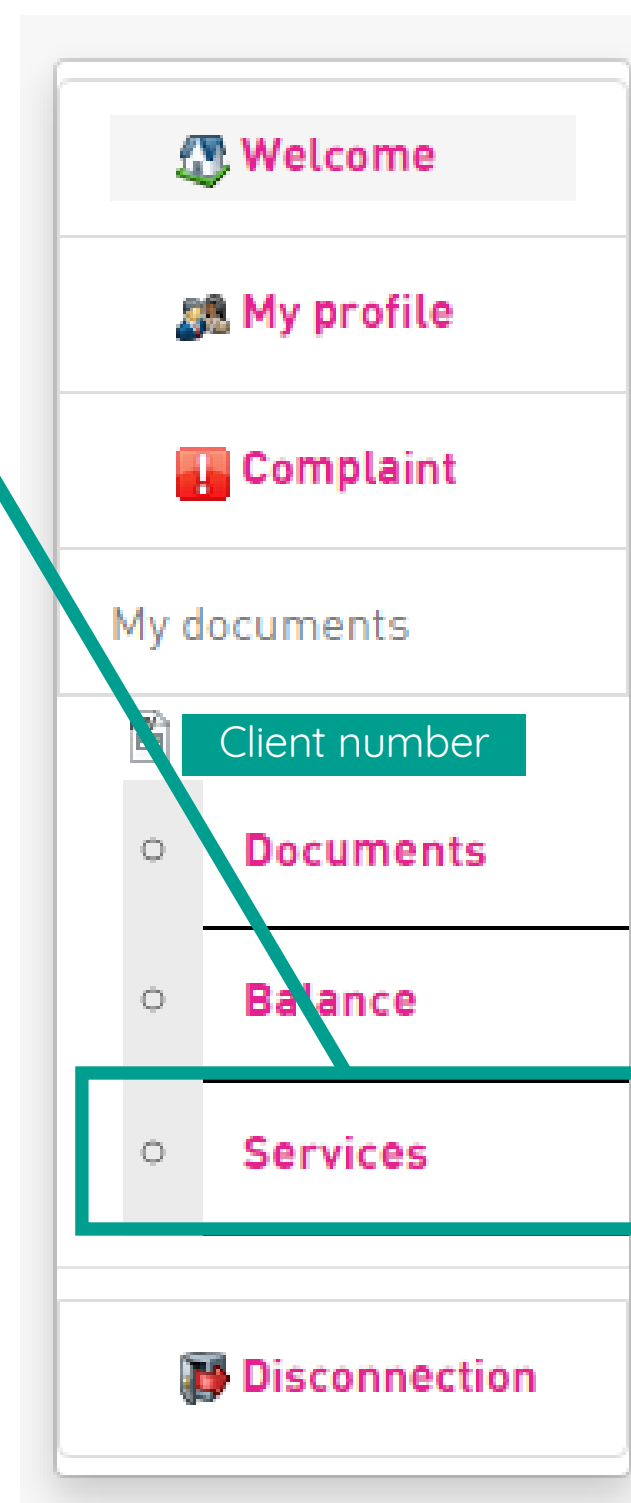
MY SERVICES

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



In this section, you may consult and modify your services :

- Modify your contracts : collection on public holidays, look into the different services and introduce a supplementary passage
- Consult the current purchases and monitor them
- Placing an order for bags PRO
- Verify your closure period and modify it

1. 2. 3. 4.

Contracts Service(s) waiting order a service Calendriers

Reference document	Document date	Passage the holidays	Supplementary passages
INFOS		No	<button>Modify</button> <button>Details</button>

OUR COMMERCIAL TEAM HELPS YOU WITH YOUR PROFESSIONAL WASTE MANAGEMENT

BRUXELLES-PROPRETÉ



pro.brussels

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