



Guide to Convenient Account Management & Payment Services

Contents

- 1. Registration for "My Oxygen"*
- 2. New Interactive Texts/Reminder Service*
- 3. Online Payments*
- 4. Interactive Voice Response Service/ No Queue Telephone Number*
- 5. Coming Soon – Online Direct Debit Registration*
- 6. FAQ's*

Registration for "My Oxygen"



You have been logged out.

Login

Email Address:

email address

Password:

••••••••

Login

Forgot Password

In the event you have forgotton your password click here and you will be able to reset it

If you have already registered, please login using the email address and password you set

Account No:

A/C No

Phone No:

Phone

Email Address:

Email

Activate Existing Account

First time Registration, enter your Oxygen Account Number, Mobile Phone number and your Email Address



My account details

Logout

Your balance is: € 0.00

This is realtime, your balance will be updated automatically and you will be notified if your account is not up to date with payments

Your account is in credit

Click here to start the payment process and update your balance

Credit your account

, however, if you are a Pay By Lift customer you must ensure you have the minimum balance in your account to ensure collection

Minimum Balance:

North East - €17

Leois/O'faly - €20

Cavan - €30

Waterford - €20

Kildare - €15

Activate Auto Top-Up

Activate Auto Top-Up:

Yes

Take the hassle out of paying your bill, use Auto Top to pay money to your account when your balance reaches a certain level, you control by how much

Auto Top-Up if my balance is less than: € (min is: €15)

Auto Top-Up by: € (min is: €10)

Save

New feature ahead of Pay ByWeight due mid 2016

View and download your Calendar for collections for your route

View lifts (last 3 months)

3 Months of past lifts/weights

View your calendar(s)

View your past transactions

Invoices and Payments History, Download your invoices

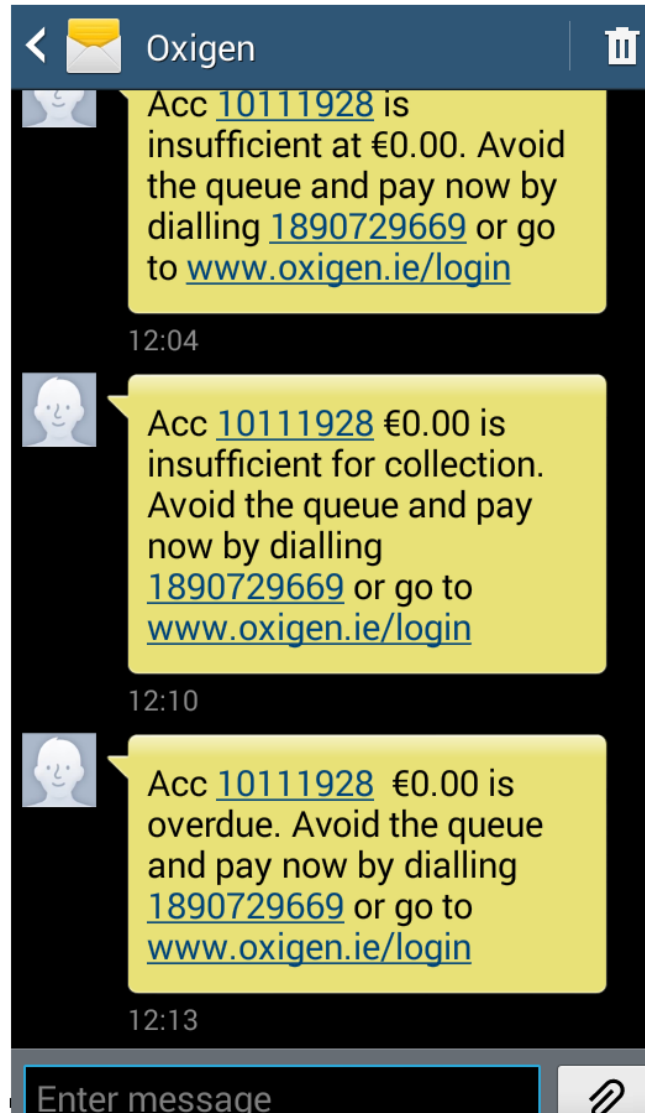
Update your account information

Online Transactions

All online web orders are stored here



New Interactive Texts/Reminder Service



A/c Number included for easy payment

Pay Via "My Oxigen"

Pay Via Queue free Telephone Number

Paying Online



Product listing

[Logout](#) [My account](#)

[Top-up](#) | [Bins Collections](#) | [Hire a Skip](#)



Credit Your Account

Credit Your Account

Enter amount

— Enter your amount and click Add to order to proceed

[Add to order](#)





Basket

[Logout](#) [My account](#)

Name	Qty	Price	Tax	Price inc tax	remove
Credit Your Account	<input type="text" value="1"/>	€8.81	13.5%	€10.00	<input type="checkbox"/>

[Update](#) [Remove](#)

[Next](#)

Confirm the amount and click next to proceed



Checkout 1/3. Address details

Logout

My account

Billing information

* Billing Address

Oxygen Environmental ST CATHERINES ROAD
WATERSIDE
WATERFORD CITY
CO WATERFORD

Next

Personal information

Confirm all your personal information is correct, if not please update it to make sure we have the most up to date information

* Name

Waterford Guest Account

Existing account number (if you already have an account number with us)

10111928

* Mobile (numbers only)

0834726339

Landline

0080000000

Receive email promotions

Yes

Receive TEXT message

Yes

* User Email

waterfordguest@gmail.com



Checkout 2/3. Check and confirm your order.

[Logout](#)

[My account](#)

Order summary

Name	Qty	Price	Tax	Price inc tax
Credit Your Account	1	€8.81	13.5%	€10.00
			Total:	€10.00

Coupon Code

[Apply Coupon](#)

Total price all products and services: €10.00

Billing information

Oxygen Environmental ST CATHERINES ROAD
WATERSIDE
WATERFORD CITY
CO WATERFORD

[edit](#)

Method of payment:

Credit/Debit Card + €0.14 handling fee

I have read and agree to the [terms of service](#).

[Go to the payment page](#)

Check your order, and accept our term and conditions and click to go to payment page

Checkout 3/3. Credit Card Payment (Recurring).

[Logout](#) [My account](#)

Credit Card Details

Total to be debited from your card: €10.14

This is a secure payment method managed by Realex

Card Type:

Credit Card Number:

Card Holder Name:

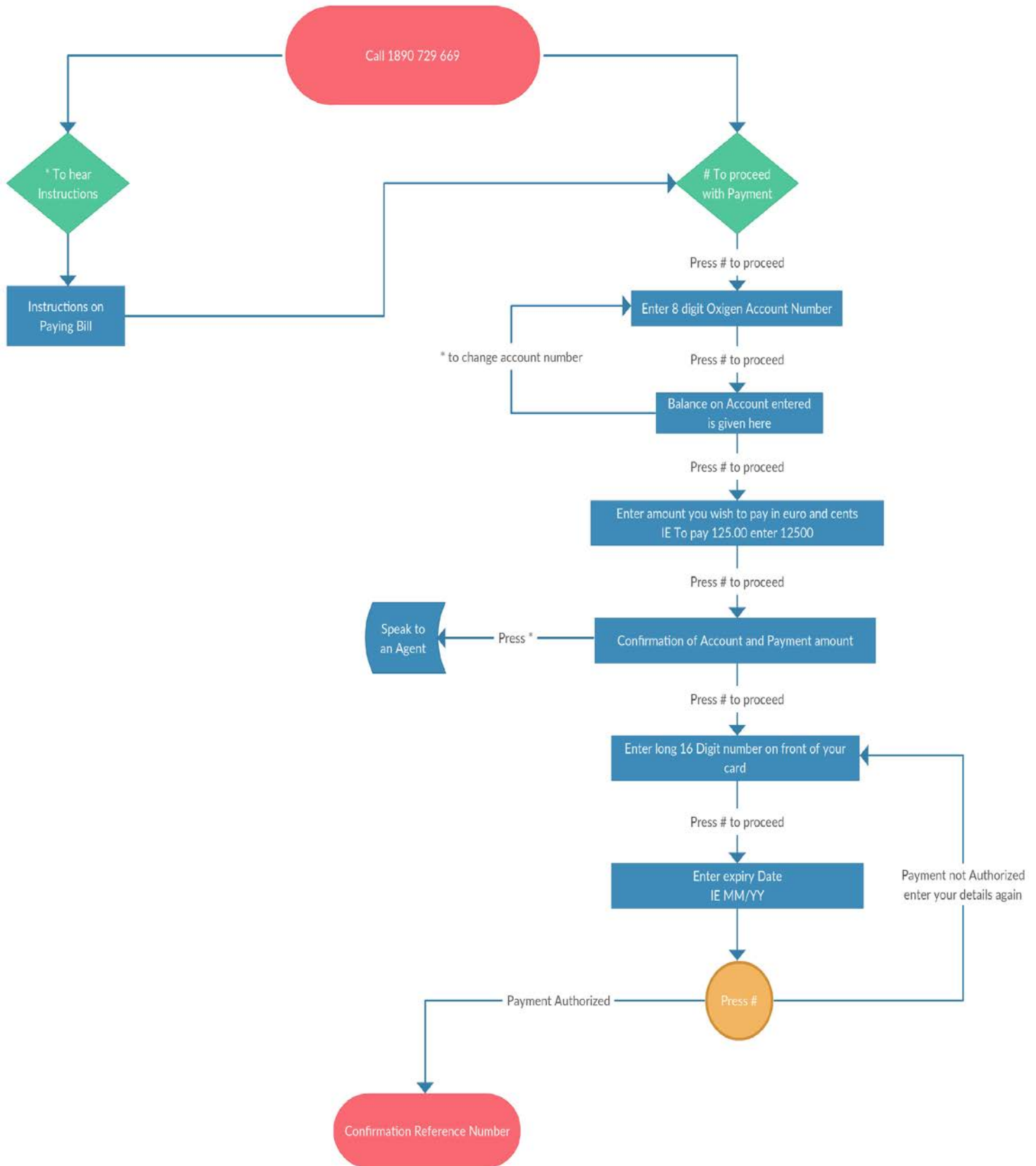
Credit Card Expiry Date:

CVN Number (last 3 digits from the back of your card):

[Pay Now](#)

Enter your card details, make sure all is correct. Click Pay now and wait till you get a completion message, you will be redirected to the main account screen showing your new balance

Interactive Voice Response Service/ No Queue Telephone Number



Online Direct Debit Registration

Coming Soon

1. Direct Debit allows customers to make monthly payments without any hassle
2. All Direct Debit deductions are pre-advised in line with SEPA regulations, so customers can check our charges before we are paid
3. To make registering for Direct Debit easier, we are introducing electronic mandate options
4. This will enable customers to register for Direct Debit without having the hassle of posting us a written mandate or calling into our office to register
5. More info to follow Shortly

FAQ

Q How can I check my balance and Pay

Visit us on www.oxigen.ie. Log into the "[My Oxigen Account](#)" section. This service allows you to view your balance, make payments and download your collection calendar.

Q What happens if I don't know my account number to register

Call 1890 694 436 and one of our customer service representatives will be able to assist you, you will be asked verification questions in order to comply with Data protection laws

Q I have forgotten my password what can I do

Visit us on www.oxigen.ie, click on My Oxigen Account and click on forgotten password, enter registered email address and you will receive a temporary password to your email which will allow you to log on and reset it.

Q I am getting an error registering my account online, it says my details are not in the database

Please call us on 1890 694 436, we need to have your email address and phone number on the account before you can register online

Q. What is my collection day?

Please log into the "[My Oxigen Account](#)" section of our website, all details concerning your account are contained in there including the collection calendar for your area.

Q. How can I get a statement of my account?

Please log into the "[My Oxigen Account](#)" section of our website, all details concerning your account are contained therein, including statements.

Q. I'd like to change my payment plan, can this be done online

Please email us at info@oxigen.ie and one of our customer agents will call you back to discuss options available to you