

## Step by Step Guide to Request One Free Bulky Item Pickup (for Web users)

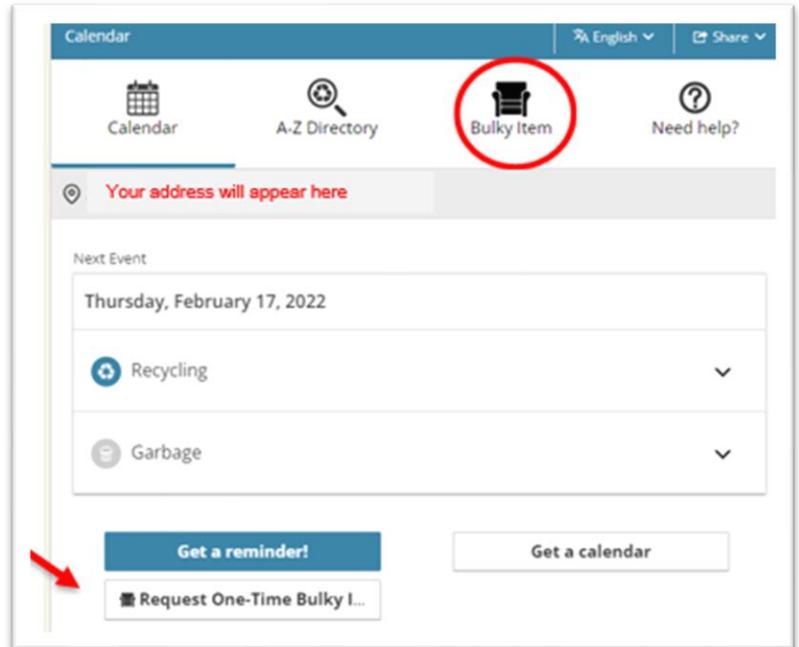
1. Go to:

[www.cityofvancouver.us/SolidWaste](http://www.cityofvancouver.us/SolidWaste)

Scroll down to the RecycleRight tool.

Type in your address if it doesn't appear.

Click "Bulky Item" using chair icon at the top or "Request One-Time Bulky Item Pickup" below.

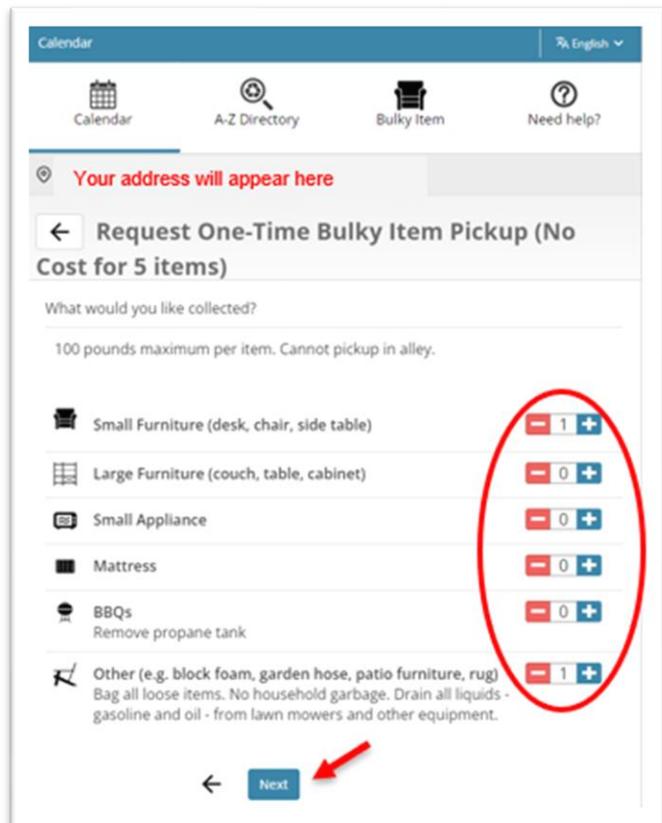


2. Select the items you want collected and number of each.

There is a maximum of 5 items.

If you click "Other" you will be asked to specify those items in step 4.

Click "Next."



3. Select one of the dates listed.

You may use this benefit one time during 2022.

The screenshot shows the 'Calendar' app interface. At the top, there are navigation icons for 'Calendar', 'A-Z Directory', 'Bulky Item', and 'Need help?'. Below the navigation bar, there is a location indicator that says 'Your address will appear here'. The main heading is 'Choose date' with a back arrow on the left. Underneath, it says 'Select a date' and lists three options: 'Friday, March 4, 2022', 'Friday, March 18, 2022', and 'Friday, April 1, 2022'. A red arrow points to the 'Choose date' heading.

The screenshot shows the 'Review and Submit' screen in the 'Calendar' app. It features a navigation bar with icons for 'Calendar', 'A-Z Directory', 'Bulky Item', and 'Need help?'. Below the navigation bar, there is a location indicator that says 'Your address will appear here'. The main heading is 'Review and Submit' with a back arrow on the left. The screen is divided into several sections: 'Collection Information' with bullet points for 'Address: Your address will appear here' and 'Collection Date: Your selected date will appear here'; 'Collected Items' with a trash can icon and the text 'Your selected items will appear here'; 'Please enter the following information' with a note '\* These fields are required' and three input fields for 'Full Name \*', 'Phone #: \*', and 'Email: \*', each with a red arrow pointing to it; a 'Comments' text area; and 'Please describe the Other (e.g. block foam, garden hose, patio furniture, rug). (1) \*' with a text area containing 'List "Other" items here' and a red arrow pointing to it. At the bottom, there is a back arrow and a blue 'Submit Request' button with a red arrow pointing to it.

4. Review your request.

Provide your name, phone number and email.

List "Other" items to be collected.

Click "Submit Request."

**5. Your request has been made!**

You will receive a confirmation email.

If you need to cancel your request, follow directions in the confirmation email. You will be able to reschedule using these same steps.

This request will show up on your calendar.

