

# INSTRUCTIONS

## For Scheduling a Bulk Item pickup with Waste Management

In order to schedule a bulk item pickup, Ashland residents must call the Waste Management (WM) Call Center.

Waste Management Call Center:

**1-800-972-4545**

Hours of Operation	
Monday through Friday	7:30 AM to 5:00 PM
Weekends	Closed

1. When asked the reason for your call, say **“schedule a bulk pickup”**
2. The system will then attempt to match your phone number with an account on file. Since this will not be applicable for the Ashland residents, you will be told *“I don’t recognize the phone number from which you are calling”*
3. Then it will ask you for your Customer ID or address. Please say **“I don’t have it”**
4. Then the system will ask if they are calling for business or residential service at which point the resident should say **“Residential”**. You will be connected with a WM Representative.
5. The Representative will assist you in scheduling your bulk item pickup.
6. Before ending the call, please request a confirmation number from the WM Representative.

**Place the confirmation number WM provides on your bulk item and place it outside the night before your scheduled pick-up date.**