



## NEW CUSTOMERS

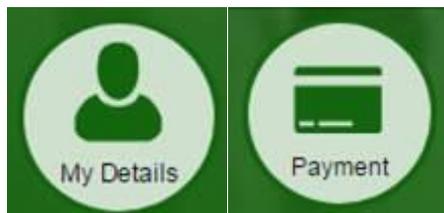
Thank you for sending through your delivery request, to make a booking can do so through our online customer portal: <https://masteralbert.mydrycleaning.com.au>

If this is your first time using our service you will need to register an account, this will only take a couple of minutes.

From the login screen select '**Register Now**' below the login fields which will take you to the account setup page.



After completing the required fields login with your new username and password to take you to your customer profile, from there you will need to supply your pickup address under the '**My Details**' section, followed by your billing information in the '**Payment**' section.



Once you have completed all of these steps you will be ready to request your first pick-up with the '**Place Order Now**' option at the top of your customer options here:



Selecting **New Pickup order** will take you to the address page, if you have already input your address it will appear in the dropdown menu at the top of the page, select this, add any notes you need us to be aware of (stains, repairs, previous damage etc.) and place your order. This will alert our staff to your request and we will be in touch with you to confirm our next available time.



## EXISTING CUSTOMERS

Thank you for sending through your pickup request, we have recently implemented a new online customer portal that allows you to book a pickup, check your order history, change any personal/billing details, reprint any previous invoices and create a yearly/monthly invoice history report for your tax return. You will need to login in through this link:

<https://masteralbert.mydrycleaning.com.au>

Your username will be your contact number that appears on your invoices and your password will be your surname e.g:

Username: 0430968893

Password: Jenkins (not case sensitive)

Once logged in you can request a pickup with the **Place Order Now** function at the top of the sidebar:



Select **New Pickup Order** which will take you to the pickup address selection. If you have already been taking advantage of our free delivery service you will see your address in the drop down menu above the address field, however if this is your first time using our delivery service or you have recently moved address you will need to fill in your address details.

If you would like to leave any comments for our staff (information on stained garments, gate code for home delivery etc.) you can do so in the comments section before submitting your request.