

MISSING PAYMENT PROCESS FOR RPOs

The following steps details what to do if a customer calls or visits your depot regarding a missing payment.



1. FILL OUT A MISSING PAYMENT INVESTIGATION FORM.

If the customer has a receipt:

- Check where the containers were dropped off.
- Confirm that the member number (scheme ID) is correct.
- Note helpful transaction details including date, time, RPO, volume and type of containers.



2. CHECK YOUR OWN RECORDS FOR THE DAY IN QUESTION AND YOUR CCTV IF APPLICABLE

If the containers were not counted while the customer was on site and this was a recent return, check with your team if the transactions from that site and day have been picked up and processed.

If they have not, inform the customer and process their bag **as soon as possible**.



3. SEND AN EMAIL TO YOUR CONTRACT MANAGER AND THE HELP DESK

Email your Contract Manager and the Help Desk (ccadminwa@containersforchange.com.au)

In your email include:

- A copy of the missing payment investigation form.
- Any other details gathered from the customer.
- Any explanations you found in your own records or CCTV.



4. DO NOT RE-PROCESS ANY TRANSACTION AND WAIT FOR FURTHER INSTRUCTIONS

Wait to hear back and do not re-process any transactions except in the case you find the bag(s) and they are yet to be processed.

NEED HELP WITH YOUR MISSING PAYMENT FORM?

Call 13 42 42 and ask for the Technical Support team.