

MISSING PAYMENT FORM FOR RPOs

Precheck: Were the containers deposited more than two business days ago? If not, encourage the customer to wait for payment.

SITE DETAILS

Date of complaint: DD/MM/YYYY / /

Site where customer dropped off containers:

Site where complaint was filled in (if different):

Staff member filling in the form:

NOTE:

Double check the address and type of site matches the customer description and the customer is not getting confused with another Refund Point.

CUSTOMER DETAILS

Customer name:

Customer phone number:

Customer member number: C

Payment type expected: Cash Member number

CONTAINER RETURN DETAILS

Date and time of return: DD/MM/YYYY | 24 hour / / | :

Estimated number of containers deposited:

NOTE:

Check the RP was open on the day/time of deposit.

Refund amount expected: \$ Complete missing payment Partial missing payment

Amount already receive (if applicable):

Number and type of bags and any distinguishing features:

Type of containers (brand, material etc.):

NOTE:

Check number/type of bags vs number of containers, does it seem plausible?

Were the containers counted while the customer was on site?: Yes No

What system did the customer use for deposit: Manual counting CDSA machine Standalone bag drop Bag drop at depot

Did the customer receive any sort of receipt for the deposit?: Yes No

NOTE:

If the customer received a receipt, please attach a scan/copy/photo.

ADDITIONAL INFORMATION

For customers who drove to depot, brand and colour of car (for CCTV review):

Any additional information that might be useful: