

REPORTING CONTAMINATION AND INELIGIBLE CONTAINERS AT BAG DROPS

WHY IS IT IMPORTANT TO REPORT CONTAMINATION AND INELIGIBLE CONTAINERS?

1. To avoid customers complaints or dissatisfaction.

If these containers are not reported, customers may think they are missing part of their payment.

2. To provide information about the scheme and educate customers

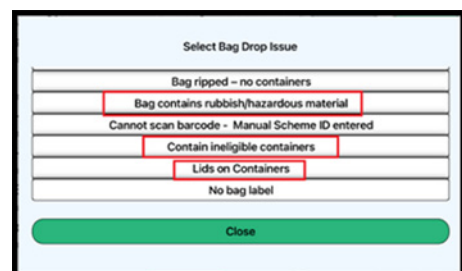
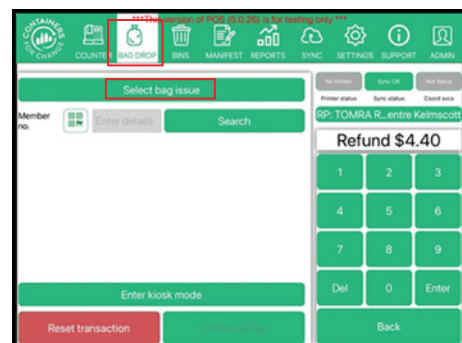
This will lead to better practice and less work for your refund point.

WHAT TO DO IF YOU FIND CONTAMINATED OR INELIGIBLE CONTAINERS?

1. REPORT THE ISSUE IN THE POS SYSTEM

1. Make sure you are in the **Bag Drop** tab.
2. Count and enter your containers in the POS as usual. Include a count of ineligible so it shows on the customer's email receipt. *Do not place ineligible into the collection infrastructure, they must be recycled separately.*
3. Press **Select Bag Issue**.
4. Scroll down until you find the applicable issue:
 - a. Bags contains rubbish/hazardous material.
 - b. Contain ineligible containers. *Remember to input the number of ineligible containers directly in the counting window.*
 - c. Lids on containers.
If several issues are applicable, please choose the most important one.
5. Process your transaction as usual.
6. Record details of the issue on your counting sheet.

The Help Desk will contact the customer to ensure they understand the issue and supply feedback.



2. REPORT THE ISSUE TO THE HELP DESK

For major issues or repeat offenders, send an email to ccadminwa@containersforchange.com.au, with your Contract Manager copied, including the following details:

- Scheme ID involved.
- Date and location the bag was retrieved.
- A description of the issue: type of contamination, type of ineligible containers, number of containers, etc.
- Photos, if you have them available.

The Help Desk will contact the customer to ensure they understand the issue and supply feedback.