



ERRONEOUS TRANSACTIONS

A Refund Point Operator (RPO) cannot void a transaction in the Point of Sale (POS) system once it has been submitted. If an RPO has entered an incorrect transaction, they should follow the steps below.

WHAT TO DO IF WRONG PAYMENT METHOD WAS CHOSEN



IF CASH IS PRESSED INSTEAD OF BANK/PAYPAL

1. If the customer is still on site, do not give the cash to the customer.



IF BANK/PAYPAL IS PRESSED INSTEAD OF CASH

1. Try to convince the customer to accept this type of payment, as we will likely not be able to stop the payment.

If the customer does not agree, follow the below steps. The customer will most probably be paid twice, and the Refund Point (RP) will have to absorb the extra cost of the double payment.

2. Reprocess the transaction correctly and immediately to maintain the customer experience.
3. Keep both receipts as proof of the transaction.
4. On the day of the mistake, submit a transaction adjustment request as soon as possible to **warrrl.finance@containersforchange.com.au** with a copy of both receipts, requesting the wrong transaction be voided. Please add the Contract Manager on copy.
5. Keep copies of both receipts for your records.

WHAT TO DO IF THE WRONG MEMBER NUMBER (SCHEME ID) IS ENTERED

1. Reprocess the transaction correctly and immediately to maintain the customer experience.
2. Keep both receipts as proof of the transaction.
3. On the day of the mistake, submit a transaction adjustment request as soon as possible to **warrrl.finance@containersforchange.com.au** with a copy of both receipts, requesting the wrong transaction be voided. Please add the Contract Manager on copy.
4. Keep copies of both receipts for your records.

WHAT TO DO IF TOO MANY CONTAINERS ARE PROCESSED

1. If it is a cash transaction and customer is still on site, only give the correct amount of cash to the customer.
2. Do not reprocess the transaction.
3. Keep the transaction receipt as proof of the transaction.
4. On the day of the mistake, submit an audit adjustment request as soon as possible to [warrri. finance@containersforchange.com.au](mailto:finance@containersforchange.com.au) with a copy of the incorrect receipt requesting the payment be voided. Please add the Contract Manager on copy.
5. Keep copies of both receipts for your records.

WHAT TO DO IF TOO FEW CONTAINERS ARE PROCESSED

1. Process only the missing containers in a second transaction – the total of POS receipts should amount to total containers count.

Note: It is illegal to use this process to split transactions to avoid the obligation for ID check and/or bulk declaration.

WHAT TO DO IF A TRANSACTION NEEDED TO BE VOIDED

Please copy and paste the text below into the email and complete with details of transaction to be voided. Please attach relevant receipt(s) to email.

Email subject: URGENT – transaction to be voided

Site name:

Date and time of transaction to void:

Issue: (Please choose one)

- Processed under Cash instead of Bank/PayPal
- Processed under Bank/PayPal instead of Cash
- Processed under wrong member number
- Processed too many containers

Other comments:

NEED HELP WITH AN ERRONEOUS TRANSACTION?

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