

HELP DESK CHEAT SHEET

THE HELP DESK CAN ASSIST WITH...

- Member number issues.
- Missing payment queries.
- Communication between customers and Refund Points.
- Container eligibility queries.
- First Responsible Supplier queries.
- IT and POS issues (technical support).
- General feedback.



CONTACTING THE HELP DESK BY PHONE

Call 13 42 42

- Press 2 as a Refund Point Operator.
- Then press 1 to talk to the IT team if you have a technical question.
Operating Hours:
Monday - Friday: 9am - 5pm
Saturday: 8am - 2pm
Sunday: Closed
- Or press 2 if your question is related to user experience or functionality.
Operating Hours:
Monday - Friday: 8am - 5pm
Saturday: 9am - 2pm
Sunday: Closed



CONTACTING THE HELP DESK BY EMAIL

Email

ccadminwa@containersforchange.com.au

Emailing the Help Desk allows you to attach further information that details your issue, including photos or screenshots.

When emailing the Help Desk, remember to include your Contract Manager so they are aware of any issues you are experiencing.

