



# Member number FAQ

## What is member number and why should I sign up?

We like to think of member number as your personal trailblazing superpower. Member number is your personal account that lets you access a range of features that makes returning and tracking your 10c containers easy.

With your member number, you can:

- **Set a preferred payment method**

Set bank transfer, PayPal, donation, or cash as your preferred payment method and next time you make a return, use your member number to get your refund –just the way you like it.

- **Track your impact**

In just a few seconds see how many 10c containers you have saved from landfill.

- **Set a goal**

Whether you're saving for a PlayStation, staycation or you're fundraising for your club or charity, every container counts. Set a goal and see how much change you can make.

## By having a member number will my data be shared?

Your privacy is very important to us. We do not share your information with spam companies. We may disclose your personal information to a contracted third party who assist us to develop anonymised consumer insights so that we can better understand your preferences and interests, personalise your experience and enhance the products and services that you receive. **In essence, to make your experience better!**

### By having a member number will I receive spam?

No, you will receive a fortnightly or monthly e-newsletter with tips, tricks and sometimes even competitions, as well as a receipt for every transaction you make. You can unsubscribe from these emails at any time.

### I have a scheme ID, how do I get a member number?

Your scheme ID automatically becomes your member number, so you don't need to do anything at all.

### I'm a new customer (individual) how do I sign up for a member number?

Instructions for phone browser: Head to the Containers for Change website, click the three lines in the top right corner and press 'Sign up'. Simply fill in some basic details to receive your member number. Don't forget to add your bank or PayPal details, otherwise you will only be set up for cash.

### I'm a new business/charity/community group/school how do I sign up for a member number?

Instructions for phone browser: Head to the Containers for Change website, click the three lines in the top right corner and press 'Sign up'.

You will be asked to create a team leader account first; it is simply an individual account (member number) attached to the group account (member number).

You can choose to login to your personal member number if you already have one, or if you would not like to connect it to your personal member number, you can create a new member number with your organisational email.

If you choose to create a new member number, simply fill in some basic details to finish. Don't forget to add your bank or PayPal details, otherwise you will only be set up for cash.

Then continue with your group sign up, add your name, bank details for your donations to go to and then if you would like, share your cause on our website.

### I'm a customer who likes to take cash, why should I sign up for a member number?

With member number see how many containers you've saved from landfill, no matter *how* you like to receive your refund. That's right, with member number, you can take cash or donate and track every 10c container you save from landfill **all in your member number!**

And trust us, it feels *pretty* good, when you see that number tallying up and you know that all those containers are going on to live another life, all thanks to you!

If your local refund point is busy, you now have the option to drop and go! You won't receive cash, but you can skip the queue and head on home. Here's how bag drops work:

1. **Bag it.** Bundle up your containers in a strong bag.
2. **Tag it.** Label your bag with your member number (scheme ID).
3. **Drop it.** Drop your bag in the bag vessel (commonly found out of the front of depots) or take your containers to your closest bag drop (You can find the full list [right here](#).) Your part is done – sit back, relax, and wait for your refund. Ka ching!

### I'm a customer who likes to donate to a cause every time I return, why should I sign up for a member number?

With member number you can track every single container you return, no matter *how* you like to receive your refund. That's right, unlike scheme ID, you can donate to your favourite cause and track every 10c container you save from landfill **all in your member number!**

It's as simple as signing up or logging into your member number and changing your payment settings to a 'good cause' and selecting the cause you'd like to donate to.

### I'm a community group, school, charity – how is member number different from scheme ID?

Just like scheme ID, member number lets' community groups, schools and charities receive donated refunds into their bank account. But it also has new benefits like:

- **Setting a goal**

You can create a goal for your organisation in your member account and track your progress. You can even share this goal (and your progress) by taking a screengrab and

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sharing it with your supporters on your social media, in your newsletter, or on our website to motivate your supporters to help reach your goal.

- **Track your fight against the fill**

Every container your supporters donate to you is tracked in your member number. You can now in just a few seconds see how many containers your organisation has saved from the fill.

- **Your supporters can track their donations**

Your supporters can now track every container they donate in their own personal member number.

### **I'm a business owner, what benefits does member number offer me?**

With your member number, you can:

- **Set a preferred payment method**

Whether you'd like to place the funds in your account or donate your businesses containers to a cause close to your heart, you can track your refunds in your member number account.

- **Track your impact**

See how many 10c containers you have saved from landfill.

- **Set a goal**

Set a goal and keep your colleagues inspired! Whether you're saving a club or charity or for money for your organisation, every container counts. Set a goal and see how much change you can make.

### **I haven't logged in to my scheme ID in a long time, how do I access my member number?**

You can find your member number by heading to the Containers for Change website, scrolling to the bottom of the home page and under quick links, clicking 'member no (scheme ID) reminder'. Simply enter your email address and you will receive your member number again.

### **I forgot my scheme ID password (member number), how do I access it?**

(On your phone) Head to the Containers for Change website, click the three lines in the top right corner and press 'Login'. Click "forgot password" and follow the prompts.

### **I'm a community group/business/charity/business logging in to my member number, it has asked me to choose a team leader?**

The team leader is an individual member number connected to the group member number. It is very similar to a Facebook group, where you need an individual account to join.

Use this feature to link your personal member number (scheme ID) with your group's account. Alternatively you can continue using your group's email address.

Note: This linked email will be our main contact point for your group's account, so make sure you use the best email address to receive notifications and important updates!