



Overdue Payment Claims - Procedure

WA Return Recycle Renew Ltd Limited
("WARRRL")



1. Overview

- 1.1** The purpose of the overdue payment claims procedure is to ensure that all payment claims are submitted to WARRRL in a reasonable time frame.
- 1.2** Clause 9.4 (a) of the Refund Point Agreement provides that the Refund Point Operator must submit to the principal a claim for payment for the relevant operating week through the IT Platform by no later than 5.00pm (AWST) on the second Business Day of the next Operating Week, which complies with the requirements set out in section 2.2 of the Payments Schedule (Payment Claim).
- 1.3** Whilst the Refund Point Agreement states the Operator must submit their payment claim no later than 5.00pm (AWST) on the second Business Day of the next Operating Week, WARRRL permit no more than eight weeks for overdue submissions by RPO's before they receive a Warning Letter.

2. Definitions

- 2.1** General abbreviations used in this procedure have the following meanings set out below.

RM	means the Regional Manager
RPO	means the Refund Point Operator
CES	means the Container Exchange Services

3. Responsibility

- 3.1** This procedure applies to the following:
- (a) Scheme Integrity employees who are responsible for managing overdue payment claims.
 - (b) Regional Managers who are the primary contact person for each Refund Point.
 - (c) Refund Point Operator employees who are responsible for submitting payment claims.

4. Procedural steps

- 4.1** CES send a biweekly email to WARRRL advising of all overdue payment claims to date.
- 4.2** Regional Managers (RM) are required to contact the Refund Point Operators (RPO) for which they are the primary contact, to ascertain why the claim has not been submitted. The RM is required to assist the Refund Point to resolve any issues with submitting the claim within a two-week period.



- 4.3 The Scheme Integrity team will send a '1st reminder Overdue Payment Claim' email to the RPO when the Operator is 4 weeks overdue.
- 4.4 The RPO is required to submit the overdue payment claim as soon as possible.
- 4.5 The Scheme Integrity team will send a '2nd reminder Overdue Payment Claim' email to the RPO when the Operator is 6 weeks overdue.
- 4.6 The RPO is required to submit the overdue payment claim as soon as possible.
- 4.7 If the RPO is 8 weeks overdue with their payment claims, they will be issued a Warning Letter and will be required to provide a response explaining the ongoing breach to the Refund Point Agreement.

5. Approval

- 5.1 Approved by: Amy Lennox
Position: Head of Scheme Integrity
Date approved: 25 October 2022
Date for Review: 25 October 2023