TOOLBOX

POS v 5.1 BAG DROP

Who should read this toolbox?

POS trainers in your organisation, POS users who enter transactions, and counters who record bag drop issue types

POS 5.1 improvements to bag drop

1. Multiple bag drop issue types can now be selected.
2. Customers will now be notified of the selected bag drop issue types in their email transaction receipt.
3. A free text field will appear when "No bag label / Member no" issue type is selected. This is for internal use only.

These POS enhancements serve to improve the Refund Point operator and customer bag drop experience by:

1. Prompting a change in customer behaviour by giving feedback in a simple way.
2. Inform customers why there may be a discrepancy with their expected count.
3. Assisting the troubleshooting of missing payment claims.

Selecting multiple issue types

In the **BAG DROP** tab after selecting '**Pay refund**' POS users will see the green button '**Select bag issue**' above the member number field.

POS users can select multiple issue types which the customers will receive in their email transaction receipt.
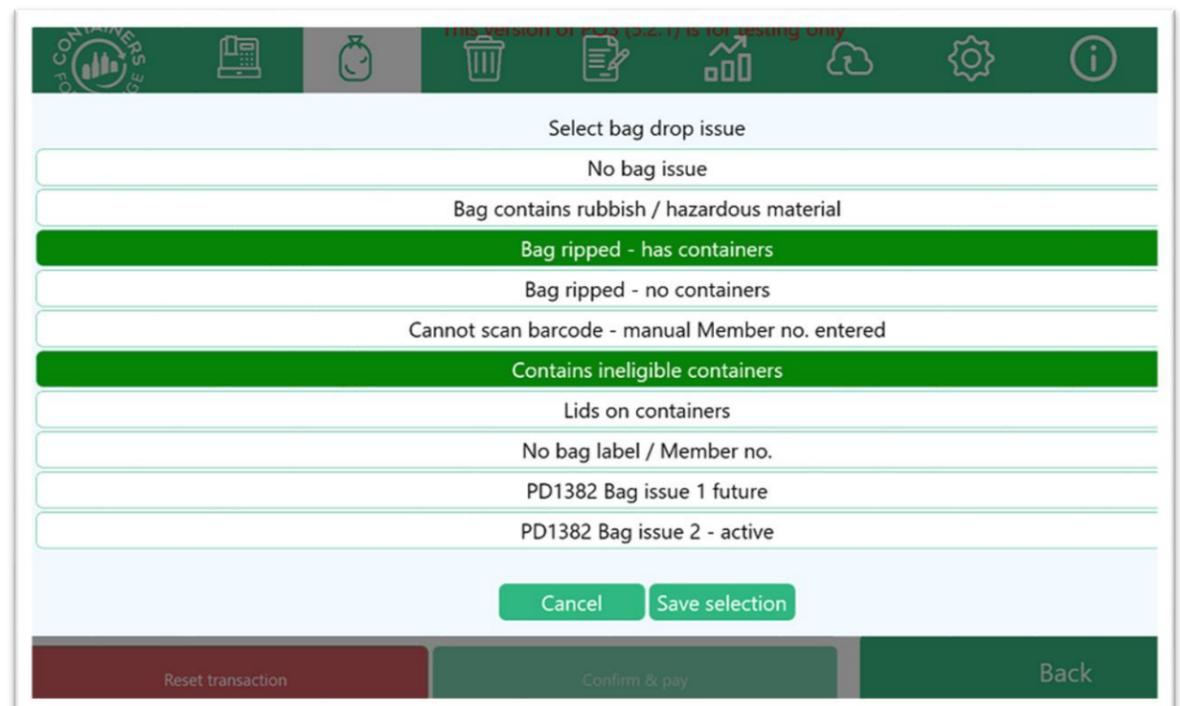
Here's an example of the emailed transaction receipt with the selected issue types

Look at you GO!

Every container returned to us lives to see another day - saved from landfill by trailblazers just like you. You saved 12 containers on 01/11/2022 and created a $1.20 refund. And your containers? They're now on their way to live a second life!

Just a friendly note:

One or more issues were identified when your containers were being counted:

- Bag ripped - has containers
- Bag contains rubbish / hazardous material

These issues can slow the time it takes for us to correctly process your refund.

Here are the details of your return, for your records:

Customer name	IndividualMarch Individual
Member number	C10723586
Payment type	Electronic
Date	01/11/2022
Time	11:19 AM
Invoice ID	22255611F279493B94D65FD826DFAAE5
POS ID	ab5b0661-f8b9-4ef4-95ec-63e76d64dd93
To	BOTTLES & CANS (WA) PTY LTD
Address	9 Webster Road Forrestfield WA 6058
ABN	51638664847

Refund amount

Item	Qty	Unit price	$ incl GST
Glass - Mixed	12	$0.10	$1.20
		TOTAL	**$1.20**
		(incl GST)	

Using the free text field for issue "No bag label / Member no"

When bag drop issue type **No bag label / Member no** is selected, a free text field will appear that POS users can use to enter details about the bag drop.

Any transaction put under this error code will automatically go to the unidentified bag member number C10289645. As a result, this free text will not be sent to customers. The information will be used internally by helpdesk to resolve missing payment claims.

Access to this information will also be made available on Power BI for operators to access.

There is a 200-character word limit in the free text field. At a minimum input any member number details and the description of the bag.

Here's an example of what to input in the free text field:

Selected bag issue : No bag label / Member no.

No bag label refund - Please provide further information

Incomplete ID C10542, Black garbage bag

There is a 200 character limit (39/200)

Reason to select "No bag label / Member no."	Free text field example
Partial member numbers	Incomplete ID C10542
member numbers that appear as invalid when searched	Invalid C10577742
No member number but has name or other details that cannot be found using the advanced search	Mob only 0477 794 523 no name First name Carol
Illegible member numbers	Cannot read ID
Other details to enter in free text field	
Description of the bag	Black garbage bag
Description of contents	Mostly VB cans

Instructions to Refund Point Operators

1. Consider adjusting count slips so that count staff remember to capture this information. Below is an example of how this could be done:

COUNT SHEET

DATE	
NAME	
MEMBER NUMBER	
CONTACT No.	
POST CODE	
PAYMENT METHOD	CASH MEMBER NUMBER

MATERIALS	TALLY	TOTAL
Glass (Mixed)		
Aluminium		
PET (Clear)		
PET (Colour)		
HDPE		
Liquid Paper Board		
Steel		
Other Materials		
Ineligible Containers		
TOTAL COUNT (Excluding ineligible)		

Note: Over 825 containers: ID must be sighted, and number recorded.
                  Over 1500 containers: take copy of photo ID and bulk declaration.

Bag drop (circle):   Wellard   Medina   Orelia

			No bag label / member no. comments:
Bag drop issues (tick all that apply):	Rubbish/hazardous material		
	bag ripped - has containers		
	Bag ripped - no containers		
	cannot scan barcode		
	contains ineligible containers		
	lids on containers		
	No bag label / member no.		

2. Ensure ineligibles are recorded in POS for bag drops. This is the one way to manage customer expectations with their refund and avoid missing payment claims.

3. Did you know that repeat or major offenders for bag drop contamination can be contacted through helpdesk? Refer to process: Dealing with contamination and ineligibles at bag drops