

ENTERING TRANSACTIONS INTO THE POS SYSTEM SITES USING CDSA SYSTEM/GRAFANA

February 2023



SUMMARY

1. Why is it important to enter transactions correctly through the POS system
2. The two transacting tabs in the POS system
3. How to check what site is currently selected
4. How to change the selected site
5. What tab and site must be selected for different types of transactions
6. Rules for 825 containers and above transactions



WHY IS IT IMPORTANT TO ENTER TRANSACTIONS THROUGH THE POS SYSTEM CORRECTLY ?

- 1. Compliance.** It is part of your contract that you must use the IT system in the way directed by WARRRL (Schedule 2 section 2.3(c)(i)(A))
- 2. Customer service efficiency:** Entering transactions under the correct site helps with efficient customer service (especially for missing payments and complaints)
- 3. Business insights:** Entering transactions properly provides a clear view of site performance and aids business decisions and planning

We are currently developing new reports that will help you identify the different channels your customers are using (walk ins, drop off at depot, bag drop or commercial). These reports will be available in power BI. Using the POS correctly will allow you to have reliable data via these reports.

THE TWO TRANSACTING TABS IN THE WARRRL POS SYSTEM 1/2

Our POS system offers two different tabs for transacting : the COUNTER tab and the BAG drop tab. You can go from one to another by clicking on the proper tab at the top of your POS system. The white colour shows the tab you are currently on (*below, we are currently on the COUNTER tab*)

This version of POS (5.0.40) is for testing only

?	Check eligible container	Quantity	Amount	Ba
	Glass - Mixed			1
	Aluminium			1
	PET - Clear			1

RP: Ability Cen...ibra Lake 6163

Total refund \$0.00

1 2 3



THE TWO TRANSACTING TABS IN THE POS SYSTEM 2/2

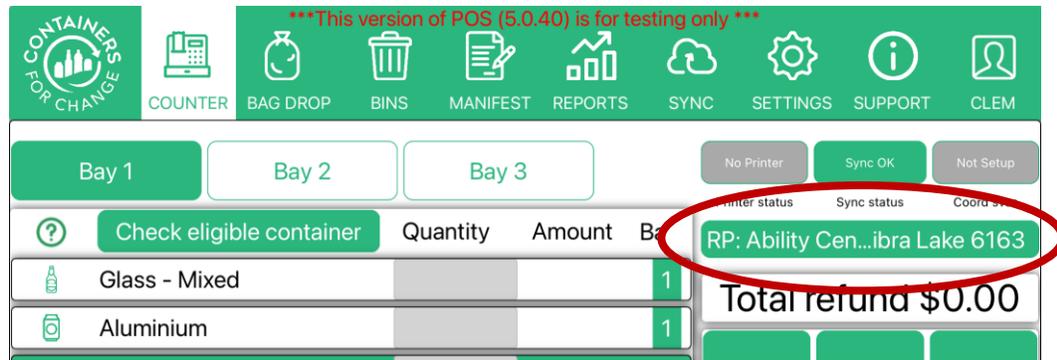
COUNTER tab	BAG DROP tab
Allows CASH transactions	Does not allow CASH transactions
Cannot select a “Bag drop issue”	Option to select a “bag drop issue”: lids on, bag ripped, contamination, unidentified bag etc.
POS prompt you to enter customer details for 825 and 1500+ transactions	Operator must follow rules for 825 and 1500+ transactions but details are not entered into POS as customer is not on site to provide those details



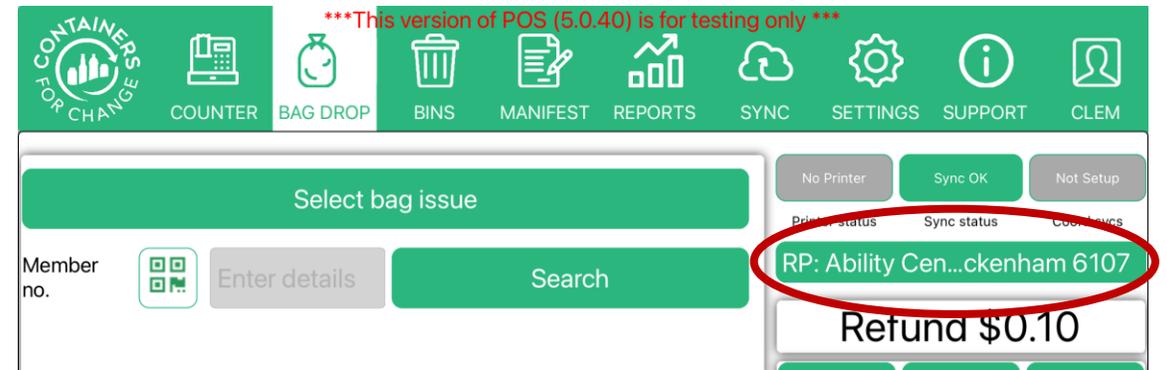
HOW TO CHECK WHAT SITE IS CURRENTLY SELECTED

You can see the currently selected site both in the transaction screen (before hitting “Pay refund”) and the payment screen (after hitting “Pay refund”).

Example: COUNTER tab - Transaction screen



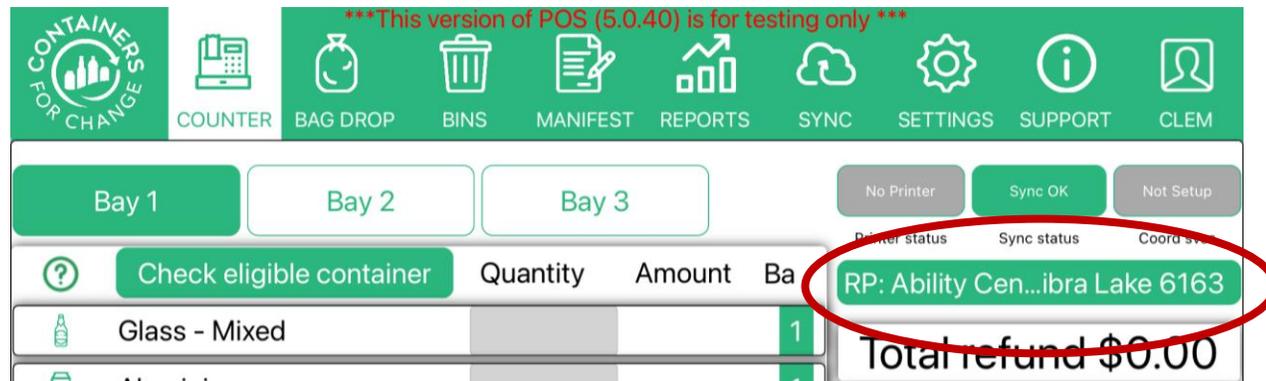
Example: BAG DROP tab - Payment screen



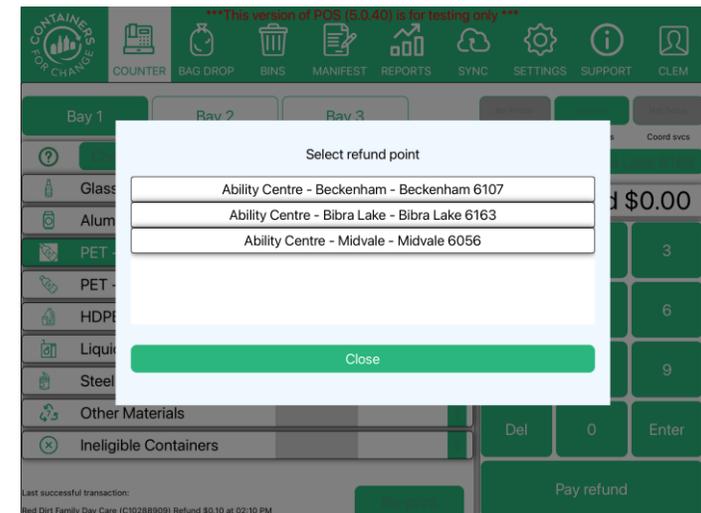
Please note these tabs function independently from each other (you can have one site selected in the bag drop tab and a different site selected in the counter tab at a same point in time). Make sure you are in the tab you are going to use before you check the site.

HOW TO CHANGE THE SELECTED SITE 1/2

To change the selected site, click on the green button just above the “Total refund” amount that shows the site currently selected.

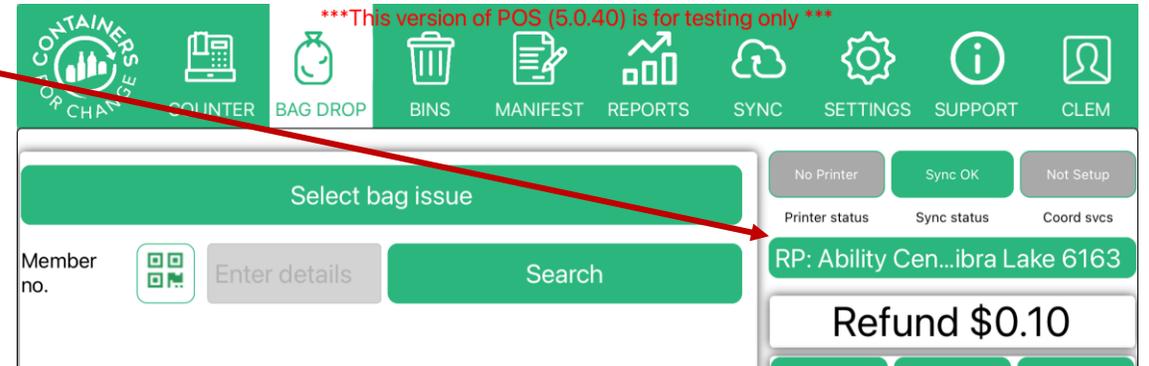


Hitting this button will open a new pop-up screen.
Select the correct site and the pop up will automatically close



HOW TO CHANGE THE SELECTED SITE 2/2

Check the correct site is now selected



Remember you must be in the correct tab (COUNTER tab or BAG DROP tab) **BEFORE** you check and select the site as the two screens work independently.

WHAT TAB AND SITE MUST BE SELECTED FOR DIFFERENT TYPES OF TRANSACTIONS 1/2

1. For volume received over-the-counter, at a depot (customers are using CDSA sorting machines or containers being hand counted) – **Customer is onsite while containers are counted**

A. Customers to use the CDSA system (CRT) as usual (**no need to enter transactions through the POS system**)

2. For volume received through a standalone* bag drop or a mobile drop off (containers not counted at the mobile site)

A. Use the “BAG DROP” screen in POS system



B. Select the correct site where containers were dropped

Remember rules for 825 and 1500+ containers transactions always apply (see page 11)

**A standalone bag drop is a bag drop that is NOT at a depot*



WHAT TAB AND SITE MUST BE SELECTED FOR DIFFERENT TYPES OF TRANSACTIONS 2/2

3. For volume received as a drop-and-go (bag drop at a depot or fence line bag drop - Containers are counted after the customer has left) and for commercial volumes and home pick ups.

A. You can either use the CDSA system/Grafana

or

A. The POS system. If using this option:

A. Use “BAG DROP” screen



B. Select the site where the containers were dropped or counted

Using the POS system allows you to use the “bag drop issue” function. This function capture bag drop issues details and automatically sends feedback to customers via their e-receipt. (see TOOLBOX – POS 5.1 Bag drop for more details)

Remember rules around 825 and 1500+ containers transactions still apply (see page 11)

825 CONTAINERS AND ABOVE TRANSACTIONS AND POS SYSTEM 1/2

For 825 containers and above transactions you must adhere to the rules stated in your contract:

- For transactions 825 to 1499 containers: sighting of ID and capture of ID details
- For transactions 1500 containers and above: a bulk declaration (or agreement) must be correctly filled out and signed by the customer and a copy of the customer's ID captured and securely stored.

When customers use the CRT, the system will prompt you to enter those details directly.

On the POS system, in the “BAG DROP” tab, because the customer is not on site, the details cannot be entered directly, although, you **MUST** respect the same rules. (see next page)



825 CONTAINERS AND ABOVE TRANSACTIONS AND POS SYSTEM 2/2

This is how to fulfil your operator's obligations when the customer is not on site:

A. These are acceptable options to comply with the clause relating to transactions between 825 and 1499 containers :

1. If you are interacting with the customer during the drop off and you think the transaction is going to be at least 825 containers, you can ask the customer to see their ID and record the details so they can be used while putting the transaction through POS.
2. If you do not have the customer's details, after counting the containers **send an email to the Help Desk (ccadminwa@containersforchange.com.au) asking them to contact the customer to verify their ID.**

B. These are acceptable options to help comply with the clause relating to 1,500 containers and over transactions:

1. If you are interacting with the customer during the drop off and you think the transaction is going to be at least 1,500 containers, get the customer to pre-fill and sign the bulk declaration.
2. If you have the customer's details, after counting the containers, contact the customer directly for them to sign against the known count
3. If you do not have the customer's details, after counting the containers **send an email to the Help Desk (ccadminwa@containersforchange.com.au) to contact the customer to sign against the known count.**
4. For your regular commercial or bulk customers, you can use a bulk claim agreement to comply with legislation without the hassle of having to fill out a bulk declaration for every drop off.



For any question, please reach out to your Regional Manager



containersforchange.com.au