HOW TO – RPOs

Entering transactions correctly into

POS - Sites using CDSA systems/Grafana

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 sites performance and aids business decisions and planning.

How to enter transactions correctly

A. For volume received through a standalone bag drop*

⇨ You MUST use the POS system. Use the 'bag drop' screen and select the correct site (Must be a bag drop site) **Do not use the CDSA MIS or CRT.**

B. For volume received at a depot and counted when customer is onsite (hand counted or counted by CDSA machine)

⇨ Use the CDSA system (ARTs or MIS and CRT), no need to enter transactions through the POS system

C. For commercial volume, home pick ups and bag drop/drop off at depots

You can choose to:
⇨ Use the CDSA system
⇨ Use the POS system. In this case, use the "bag drop" screen.

Using the POS system allows you to use the "bag drop issue" function. This function captures 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 825 and 1500+ containers transactions rules still apply despite the POS not prompting you to enter the details when using the BAG DROP tab. See process to obtain Stat dec from customer when customer is not present HERE (RPO portal – Transactions over 825 and 1500 containers)

Please also note, cash payment is NOT an option while using the BAG DROP tab.

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

February 2023 – Clementine Caron