HOW TO – RPOs

Entering transactions correctly into

POS - Sites using WARRRL POS only

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. Customer is onsite while containers are counted

For volume received at a depot or mobile site and counted immediately.

- Use the **'counter' tab** and select the correct site (depot or mobile)

B. Customer is NOT on site while containers are counted

1. For volume received as a drop and go (drop off at a depot, fence line bag drop or drop off at a mobile site.)
   - Use the **'bag drop' tab** and select the correct site where the containers were dropped (depot or mobile)

2. For volume received through a standalone bag drop*
   - Use the **'bag drop' tab** and select the correct site (Must be a bag drop site)

3. Commercial volume/site pickups
   - Use the **'bag drop' screen** and select the depot where the volume is being counted

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