HOW TO – RPOs

Bag drop issues and unidentified bags transactions in Power BI

New page in your Power BI reporting

You may have noticed a new report is now available for you in Power BI: page 11 – Bag Drop customer service.

This new tab is showing transactions that have been registered under "unidentified bag".

As a reminder, the *Unidentified bag process* *is the procedure you should follow if a bag doesn't have a Member number or if the member number is not recognized by the POS.*

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02. Collections over Time
03. Collections by Mater...
04. Collections by Custo...
05. Collections by Paym...
06. POS Audit
07. Transaction Extract
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09. Stock on Hand
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11. Bag Drop Customer ...

What data is available?

The main table displays details of the "unidentified bag" transactions that have been entered in the POS. For each transaction, you can see the type of issue (or issues) identified, along with the free text field content (if any is available).

See example below:

Transaction ID	Bag Issue Type	Bag Issue Description
BC07AE4E325744C0A44689972395177D	No bag label / Member no.	1 black bag 1 carton stubbies 2 paper woolworths bags
210ED9ECAC5B4C2B9164E5FC09007C11	No bag label / Member no.	10703247 NUMBER DOESNT EXIST

The free text field is a great way to keep details that would help identify the transaction (type and number of bags, type of containers, name, partial member number etc) when a customer calls about their missing refund.

As per usual, the table also displays all details that can help identify a transaction: site the transaction was processed at, number and type of containers, date and time of transaction etc.

It also means that, if you are comfortable using Power Bi, you can choose to only record details of "unidentified bag" transactions in the POS and do not need to keep your own paper record. If you decide to do so, make sure you always add any detail available in the free text field and that you still keep your counting sheets.

What is this table used for?

This table is a great tool to investigate missing payments enquiries:

- It is used by the Help Desk to try to identify a transaction that would match a customer's call about a missing payment.
- RPOs can also use it for the same purpose. If a customer reaches out about a missing payment, you can use this table to find out if their transaction is simply sitting in "unidentified bag".
- The free text field might also give the customer more details about what went wrong and why their bag(s) could not be identified.

What comes next?

Once a missing payment query and an "unidentified bag" transaction are matched, this is the role of the finance team and help desk to reconcile the two and proceed with the customer's payment. The RPO should NOT re-process the transaction as they have already been paid handling fees for said transaction.

If you identify the recipient of an unidentified bag transaction, please email warrrl.finance@containersforchange.com.au with the below details:

- Details of the transaction: ideally copy of the receipt OR transaction ID, + date/time, total amount, site.
- Details of the customer the payment should have gone to: name + member number.

Please note that even if an "unidentified bag" transaction has been matched with a missing payment it will still appear in the transaction extract under "unidentified bag".

More questions? Feedback?

If you have any more questions or feedback regarding this new page in Power BI do not hesitate to reach out to your Regional Manager.

Please also note that this page is still under construction and will be improved over the next few months.

February 2023 - Clementine Caron