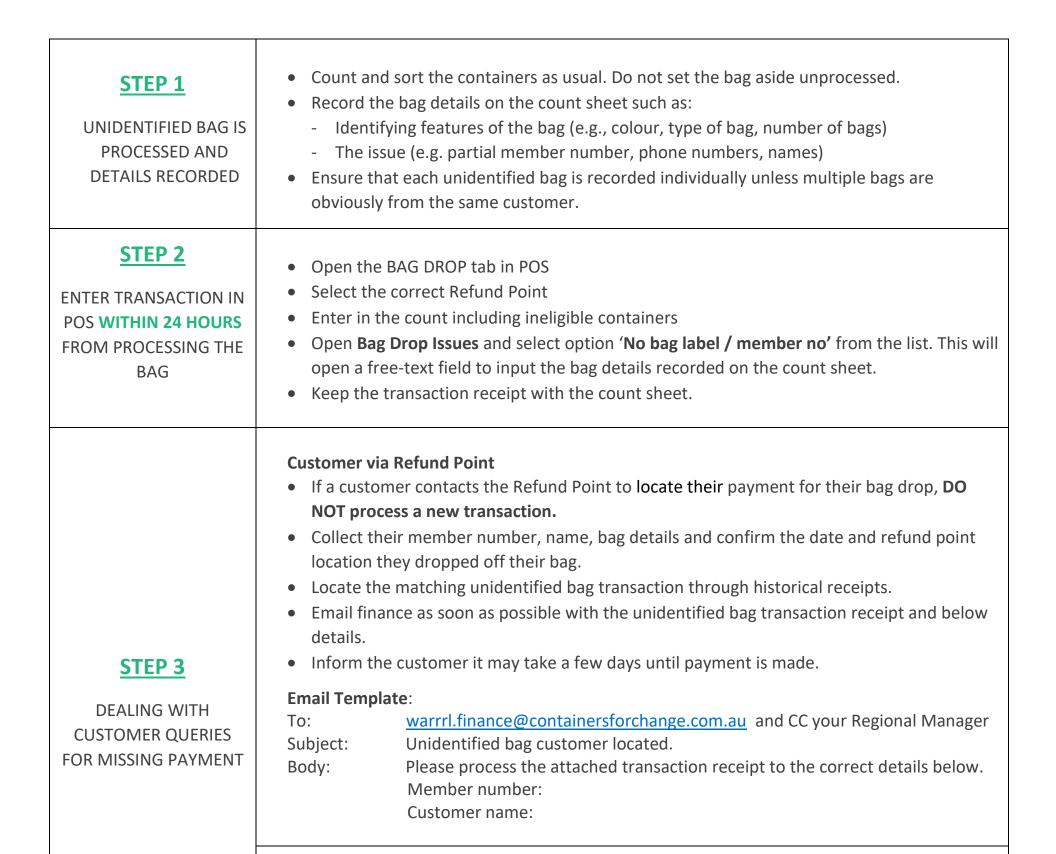
UNIDENTIFIED BAG PROCESS v.1

Unidentified bags are bag drop returns where a member number is not provided or where a member number is invalid, incomplete, unsearchable, or unreadable. Following this process reinforces customer trust in the scheme and the bag drop experience.

This process is a mandatory direction to Refund Point Operators pursuant to Refund Point Agreement Clause 4.1 (e)(i)(ii). For further guidance on how to ensure compliance to this process, please reach out to your Regional Manager.



Customer via Helpdesk – 13 42 42

When a customer calls the Containers for Change helpdesk, an agent will search transaction history in Power BI to match the customers description to the unidentified bag transactions. If located, the agent initiates customer payment. No further action is required.

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UNIDENTIFIED BAG PROCESS v.1 FAQ



What if a customer provides their contact details but no member number?

Unless you can confirm their member number over the phone within 24 hours, process as an unidentified bag and make sure in POS to include the details collected per step 1 of this process.

Tip: You can also use the advanced member number search function in POS to verify that a phone number matches any incomplete or unclear member numbers provided.

Can I process the unidentified bag against a different scheme ID such as a charity?

Under no circumstances can you do this. All unidentified bags should be processed as an unidentified bag.

How does helpdesk see the unidentified bag transactions?

Helpdesk use the same report Power BI (RPO Analytics) report that is currently available to Operators. Refer to tab 11 - Bag Drop Customer Service.

Unidentified bag transactions are all put to member number C10289645.

Is this process mandatory?

Yes. This process is provided to Refund Point Operators as a direction pursuant to Clause 4.1 (e)(i)(ii)) of the Refund Point Agreement. Promptly following this updated Unidentified Bag Process in a timely manner ultimately serves customer trust in the scheme. Following this process also has multiple benefits to Operators:

- **Better customer service** Our helpdesk team use the unidentified bag transaction details to resolve missing payment claims. If these transactions are not created promptly, it leads to delays in resolving customer calls.
- **Payment** don't delay getting paid the handling fee for the hard work done of counting and sorting the containers.
- **Improved compliance** logistics manifest and stock on-hand records reflect the true container amounts.
- **Saves time** process the count slip and move on. Helpdesk staff are trained to resolve issues and educate customers, so you don't have to.
- **Save space** keep your warehouse clean by removing unnecessary clutter of unprocessed unidentified bags.

How do I know if a customer has been paid by the scheme once I process the unidentified bag?

Currently there is no way to report on this through Power BI. Once processed in POS there is no further obligation for the Operator to chase their customers. It is up to each Operator to determine how long they can keep unidentified bag count sheets and receipts although we would recommend between 3 – 4 weeks depending on the bag drop collection frequency.

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