

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.



<p><u>STEP 1</u></p> <p>UNIDENTIFIED BAG IS PROCESSED AND DETAILS RECORDED</p>	<ul style="list-style-type: none">Count and sort the containers as usual. Do not set the bag aside unprocessed.Record the bag details on the count sheet such as:<ul style="list-style-type: none">Identifying features of the bag (e.g., colour, type of bag, number of bags)The issue (e.g. partial member number, phone numbers, names)Ensure that each unidentified bag is recorded individually unless multiple bags are obviously from the same customer.
<p><u>STEP 2</u></p> <p>ENTER TRANSACTION IN POS WITHIN 24 HOURS FROM PROCESSING THE BAG</p>	<ul style="list-style-type: none">Open the BAG DROP tab in POSSelect the correct Refund PointEnter in the count including ineligible containersOpen Bag Drop Issues and select option 'No bag label / member no' from the list. This will open a free-text field to input the bag details recorded on the count sheet.Keep the transaction receipt with the count sheet.
<p><u>STEP 3</u></p> <p>DEALING WITH CUSTOMER QUERIES FOR MISSING PAYMENT</p>	<p>Customer via Refund Point</p> <ul style="list-style-type: none">If a customer contacts the Refund Point to locate their payment for their bag drop, DO NOT process a new transaction.Collect their member number, name, bag details and confirm the date and refund point location they dropped off their bag.Locate the matching unidentified bag transaction through historical receipts.Email finance as soon as possible with the unidentified bag transaction receipt and below details.Inform the customer it may take a few days until payment is made. <p>Email Template:</p> <p>To: warrri.finance@containersforchange.com.au and CC your Regional Manager</p> <p>Subject: Unidentified bag customer located.</p> <p>Body: Please process the attached transaction receipt to the correct details below.</p> <p>Member number:</p> <p>Customer name:</p>
	<p>Customer via Helpdesk – 13 42 42</p> <p>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.</p>

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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.