



SERVICE PROVIDER PORTAL TRAINING

Managing the Commercial Service Fee in the Point of Sale (POS)

This training will cover the functionality of the “Collect” tab on the Containers for Change POS. The “Collect” tab is for managing commercial collection fees, in relation to commercial agreements previously uploaded into the Service Provider Portal (SPP). It applies to the fee structures covered in the agreements.

This forms part of the training for the SPP, and the POS works with the commercial agreements previously uploaded into the SPP “Agreements” section.

This document is intended to be saved and kept at the POS for reference.

Containers for Change Collect / 24/09/2023



Managing Commercial Service Fee in Point of Sale (POS)

1. Open the **POS system** on your device and go to the **COLLECT** tab.



2. Enter the counted container values.

3. Click **PAY REFUND**.

Pay refund

4. **Entering the supplied agreement number** (eg* A123456) or **member number** (C10234567) brings up the agreement information.

Member/Agreement	Enter member or agreement number
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5. **If a member number is entered**, it will result in a list of bookings the customer has made, and the collection fee amounts they have previously been charged. This information will only be displayed to the depot for which the customer has the agreement.

Agreement Selection			
Agreement ID	Service Fee	Service Provider	Agreement End Date
A621195	\$0.07 (per container)	Exchange Depot - Forrestdfield	30-Jan-2031
A621925	\$0.07 (per container)	Exchange Depot - Forrestdfield	30-Jan-2031
A6219254	\$0.07 (per container)	Exchange Depot - Forrestdfield	30-Jan-2031
A672225	\$90.00 (total)	Exchange Depot - Forrestdfield	03-Nov-2029
A672955	\$75.00 (total)	Exchange Depot - Forrestdfield	03-Nov-2029
A684178		GST Y CON N	14-Nov-2026
A684321	\$10.00 (total)	Exchange Depot - Forrestdfield	03-Nov-2029
A690178		Kate & Gagan test Independent CCSP site	14-Nov-2026
Close			

- Once an agreement that the depot made has been entered into POS, the **agreement information can be confirmed by the operator**. Information includes: agreement number, member ID, customer name, Service Provider (if applicable), the agreed service fee final amount, and the fee per container.

Member/Agreement	C10723587	Member search
Agreement #:	A684321	Mobile: 04** *** 678
Member ID:	C10723587	Postcode: 6169
Name:	ABNGSTREG ABNGSTREG	
Service provider:	Exchange Depot - Forrestfield	
Service Fee:	\$ 10.00	(inc GST)

- The fee can be adjusted using the up and down arrows, noting that the fee cannot be less than zero, and no more than what was entered into the SPP. If the fee was changed ad hoc, it can be reset using the **RESET** button.

0.05	↑	↓
Reset		

- If a site has agreed to supply collections at a **flat rate (per-visit) fee**, the total of the transaction **MUST** be equal to, or more than, the fee for the transaction to be completed. This value can be changed for ad-hoc processing by typing a new value into the **SERVICE FEE** box. **This amount listed by default is the rate that was entered into the SPP Agreements section.**

Agreement #:	A621195
Member ID:	C10723587
Name:	ABNGSTREG ABNGSTREG
Service provider:	Exchange Depot - Forrestfield
Service Fee:	\$ 0.35 (inc GST)
Per container:	\$ 0.07 ↓

- Finalize the transaction by pressing **CONFIRM & PAY**.

Confirm & pay