



# Drop & Go Systems Training

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**Service Provider Portal and C4C Driver app payment verification (for Collect providers only)**

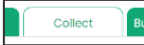

**This training will cover the set-up and use of the C4C Driver App to verify collections at the Drop & Go location. Verifying collections using the app is a contractual requirement and enables WARRRL with calculating the Service Fee payable to Operators.**

*This forms part of the training for the C4C member app, the C4C Driver app, and the Service Provider Portal (SPP) in relation to Drop & Go Systems.*


WARRRL Refund Point Development | 3 April 2024

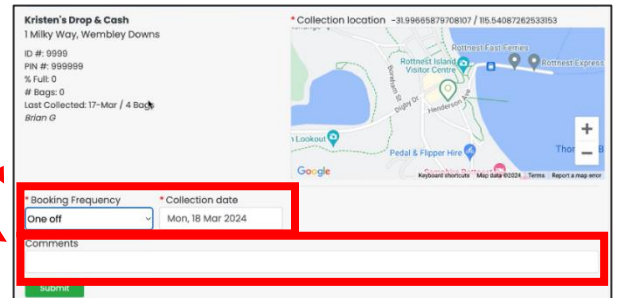


## Add Drop & Go to the daily run sheet in the SPP Collect tab

1. Open **Service Provider Portal (SPP)**
2. Select Collect tab 
3. In bookings select the  button to create booking on right hand side of the screen
4. Choose show my drop and go locations and select the site you wish to schedule a booking for.

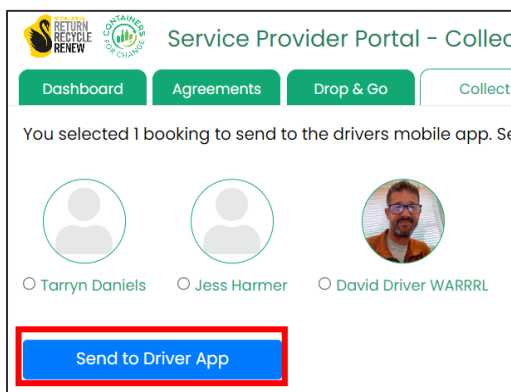
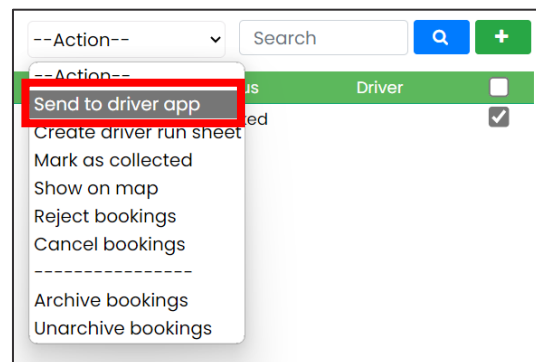


5. Select from the drop down;  
**Booking Frequency & Collection Date**
6. Add comments for the booking.
7. Save booking by clicking 
8. Select booking tick box on right hand side of screen



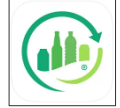
Zone	Date	Booking #	Member #	Customer	Bins / Bags	Status	Driver
NOR	Tue, 02 Apr	B9999020	Drop & Go		0	Booked	<input type="checkbox"/>

9. Select action drop-down and send to driver app.
10. Choose the driver you wish to complete the collection and select **Send to Driver App**.

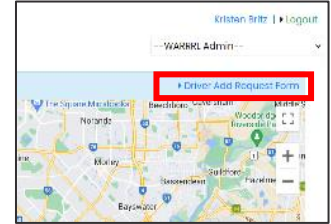


## Set up and use the C4C Driver app

1. Install the WA Container for Change **C4C Driver** app to each driver's mobile device.



2. If the driver is not in the system yet, navigate to the Drivers menu of the Collect tab in the Service Provider Portal, click **Driver Add Request Form**.



## How to verify a collection in the C4C Driver app

3. Open **C4C Driver** app.
4. Complete **Start of Trip** questions at depot.
5. Change status to **Enroute**
6. Change status to **Arrived** when arrived and parked safely at Drop & Go site.
7. Change status to **Complete** once bin is open.
8. Complete **Proof of Collection** questions including; an estimate of the number of bags, initials of the driver, photo of bags inside of the infrastructure.
9. Press **Done** to finish.
10. Move to next booking in list as normal.