

CYBER SECURITY

Think before you click...

CYBER SECURITY

- 1. Phishing**
- 2. Spear phishing**
- 3. Password management**
- 4. What to do**

WHAT IS PHISHING?



Phishing is a **cyber attack where** targets are contacted by email, telephone or text message by someone posing as a legitimate institution to lure individuals into providing sensitive data such as:

- Personally identifiable information
- Login information
- Banking and credit card details
- Passwords

HOW TO SPOT A PHISHING EMAIL



1. The email asks you to confirm personal information
2. The web and/or email addresses do not look genuine
3. It's poorly written
4. There's a suspicious attachment or link
5. The message is designed to make you act quickly

WHAT IS SPEAR PHISHING?



A highly targeted type of phishing attack that focuses on a specific individual or organisation.

Spear phishing attacks use personal information that is specific to the recipient in order to gain trust and appear more legitimate. Often, this information is taken from victims' social media accounts.

By personalising their phishing tactics, spear phishers have higher success rates for tricking victims into granting access or revealing sensitive information such as financial data or trade secrets.

TIPS TO AVOID SPEAR PHISHING ATTACKS



- 1. Watch what personal information you post** on the internet. Look at your online profiles. How much personal information is available for potential attackers to view? If there is anything that you do not want a potential scammer to see, do not post it.
- 2. Set smart passwords.** Do not just use one password or variations of passwords for every account that you own. Reusing passwords means that if an attacker has access to one of your passwords, they effectively have access to all your accounts. Please ensure you have set up LastPass.
- 3. Frequently update your software.** It is often security updates to protect you from attacks.

TIPS TO AVOID SPEAR PHISHING ATTACKS



- 4. Do not click links in emails.** If an organisation (such as your bank) sends you a link, launch your browser and go directly to their website instead of clicking on the link itself.
- 5. Check the destination of a link** by hovering your mouse over it. If the URL does not match the link's anchor text or the email's stated destination, there is a good chance that it could be malicious. Many spear phishing attackers will try to obfuscate link destinations by using anchor text that looks like a legitimate URL.
- 6. Use logic** when opening emails. Real businesses will not send you an email asking for your username or password.

PASSWORD MANAGEMENT

- Download LastPass
- Do not re-use a password
- Do not write your password down
- Do not use common passwords
- Use 2-Factor Authentication



LastPass...

DOS AND DON'TS



Update your software and device

Shop in reputable online stores

Use a password manager

Change default passwords

Educate yourself on cyber security



Do not add people you don't know

Do not click on links without checking

Do not use the same password anywhere

Do not write down your password

Do not use public Wi-Fi



WHAT TO DO



1. If you think you're being phished, do not click the link
2. If you think you're being Spear Phished, confirm with the person
3. If you're ever unsure, talk to IT support
4. Perform good password management
5. Stay educated
6. Consult a cyber specialist for advice

**THINK BEFORE
YOU CLICK**




RX001 REFUND POINT ANALYTICS

YOU WILL RECEIVE THE BELOW EMAIL




Microsoft Invitations on behalf of WARRRL <invites@microsoft.com>

To: Adrian

 You forwarded this message on 24/07/2024 9:30 AM.

If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

 Please only act on this email if you trust the individual and organisation represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. **If you were not expecting this invitation, proceed with caution.**

Sender: Epic IT (administrator@warrl.com.au)

Organisation: WARRRL

Domain: warrl.com.au

If you accept this invitation, you'll be sent to <https://account.activedirectory.windowsazure.com/?tenantid=f410fd35>

[Accept invitation](#)

This invitation email is from WARRRL (warrl.com.au) and may include advertising content. **WARRRL has not provided a link to their privacy statement for you to review.** Microsoft Corporation facilitated sending this email but did not validate the sender or the message.

Microsoft respects your privacy. To learn more, please read the [Microsoft Privacy Statement](#).
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052



WARRRL NETWORK PARTNERS CONFERENCE

RPOS WHO DO *NOT* CURRENTLY HAVE ACCESS:

All Good Refund Centre Pty Ltd

Bremer Bay Community Men's Shed

BROWN, CAROLYN ANNE

Caris Paige Lenaghan as trustee for the Trustee for Lenaghan Family Trust

CASH FOR CONTAINERS ROCKINGHAM PTY LTD

DJARINDJIN ABORIGINAL CORP

DOWN UNDER RECYCLING PTY LTD

Hopetoun Men In Sheds Incorporated

HUTT LAGOON PTY LTD

JOB PATHWAYS PTY LTD

Kellerberrin Men's Shed (inc)

KEVIN TIMMS TRUST & LINDSUS UNIT TRUST & L.R SIMS

Laverton Sports Club

LIONS CLUB OF BOYUP BROOK

LIONS CLUB OF DONNYBROOK WA INC

LIONS CLUB OF LEEUWIN

MARRA WORRA WORRA ABORIGINAL CORPORATION

MARSHALL, LISA ANN

Motown Community Shed Inc

NIRRUMBUK ENVIRONMENTAL HEALTH AND SERVICES PTY LTD

Northampton Men's Shed Inc

Pitbull Services PTY LTD

Purple Plough Pty Ltd

SHIRE OF QUAIRADING

SHIRE OF YORK

The Norseman Men's Shed Association Inc

THE REFUND DEPOT PTY LTD

TOMRA Collection Pty Ltd

TRAHAIR, ROSS

U CAN RECYCLE WA PTY LTD

Wild West Pty Ltd

Wyalkatchem Men's Shed Incorporated

*If you would like access, please speak to your Regional Manager

WHERE TO FIND THE ENHANCED REPORT?

WESTERN AUSTRALIA
RETURN RECYCLE RENEW

HOME ABOUT US ▾ FIR

THE RPO PORTAL

Home The RPO Portal

[Refund Point Analytics](#) [B2B Portal](#) [Merchandise Store](#) [Brand Folder](#) [Safety Hub](#)

- Portal Home
- RPO Guide
- Safety
 - Incident Reporting
 - Safety Dropbox
- Resources Library
- Contacts

OPERATOR ESSENTIALS

- 09/05/2023 - Operator Essentials - 5 September
- 08/23/2023 - Operator Essentials - 23 August
- 08/09/2023 - Operator Essentials - 9 August
- 07/26/2023 - Operator Essentials - 26 July
- 07/12/2023 - Operator Essentials - 12 July

CALENDAR

July 2024

M T W

NAVIGATING THE REPORT

Summary

Current FY Growth

Collections over time

Collections by r

Collections by custo

POS Audit

Transaction Extract

Claims overview

Shipping manifests

Environmental impact

Summary

Date Range

Site name

Legal entity

Region

Regional manager

All

Multiple selections

All

All



Clear all slicers

Member number

Customer type

Material type

All

All

All

The Summary page will give you a high level overview of your collections



How much did we collect?

8.5M

Total collection qty

20K

Total transactions

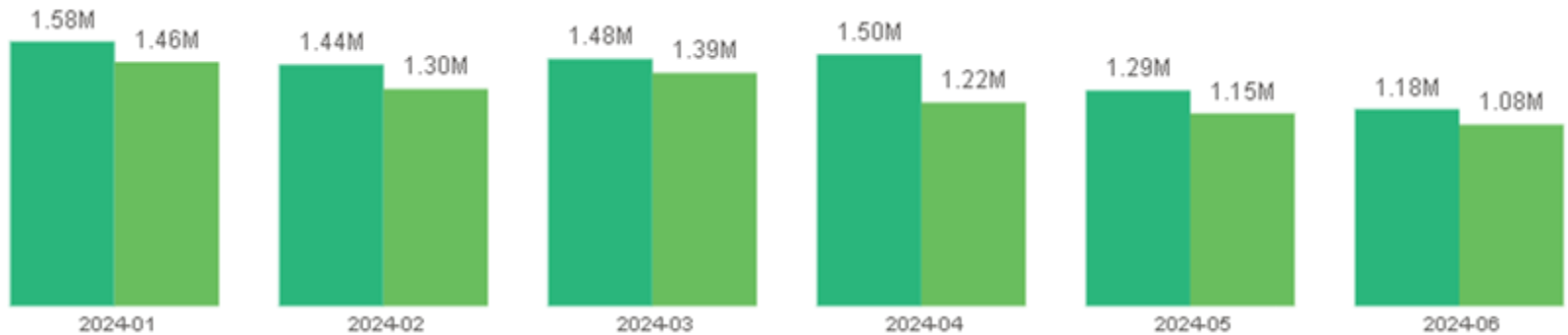
426

Ave qty per Transaction

53.7K

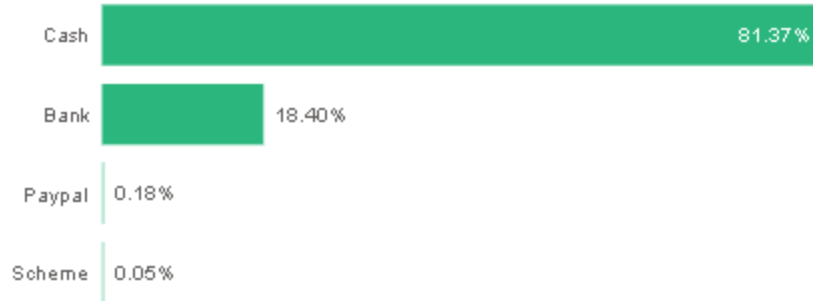
This FY vs last FY

By material type

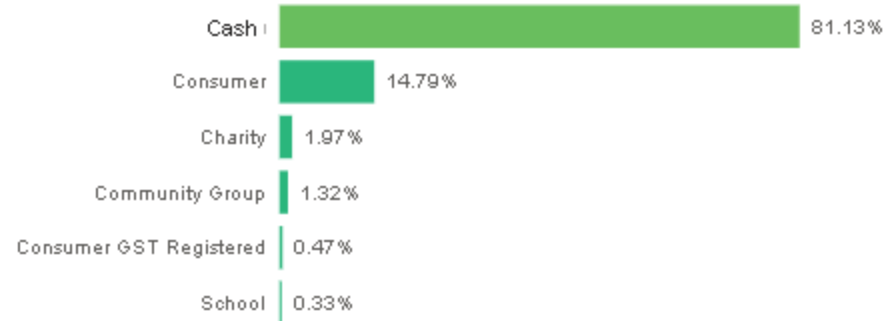


● Containers Collected this month ● Same month Previous Year

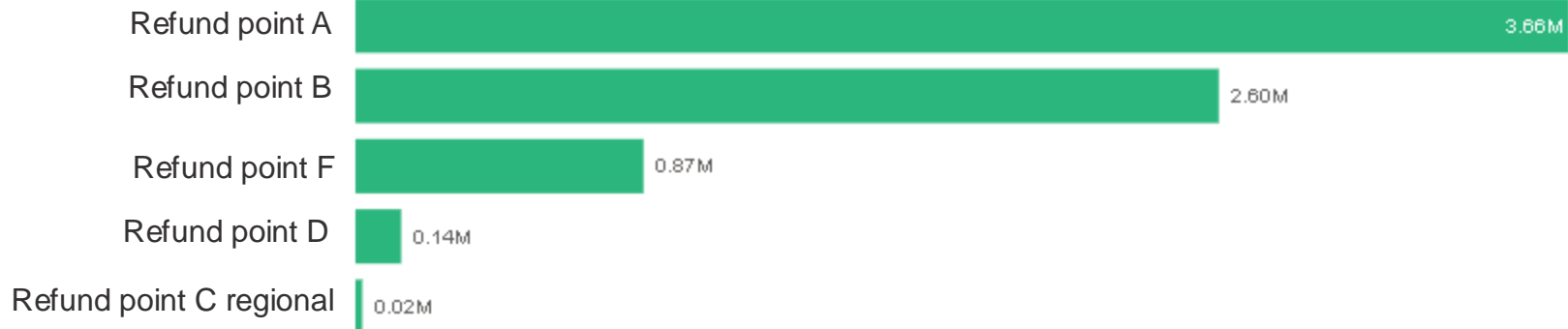
Transactions by payment method



Who are are customers



Sites by containers collected



Site ranking by total containers against overall scheme



Site ranking by total containers against Region



Summary

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Growth

Filters:

- Site name: All
- Legal entity: Multiple selections
- Region: All
- Regional manager: All
- Member number: All
- Customer type: All
- Material type: All
- Site status: Operating

[Clear all slicers](#)

 <p>Current FY 1.05M</p>	 <p>Previous FY 997.17K</p>	 <p>Variance FY 53.70K</p>
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Fiscal Quarter	Month	ISO Week	Current	Previous	Variance	% Total Variance	% Total Growth
Q1	July	26		44,745	-44,745	-83%	-100.00 %
		27	310,229	240,136	70,093	131%	29.19 %
		28	254,228	245,200	9,028	17%	3.68 %
		29	259,321	240,044	19,277	36%	8.03 %
		30	227,089	227,043	46	0%	0.02 %
		Total		1,050,867	997,168	53,699	100%
	Total		1,050,867	997,168	53,699	100%	5.39 %
	Total		1,050,867	997,168	53,699	100%	5.39 %

Growth

Site name

All

Legal entity

Multiple selections

Region

All

Regional manager

All

Member number

All

Customer type

All

Material type

All

Site status

Operating



Clear all slicers



Current FY

1.05M



Previous FY

997.17K



Variance FY

53.70K



Fiscal Quarter	Current	Previous	Variance	% Total Variance	% Total Growth
Q1	1,050,867	997,168	53,699	100%	5.39 %
Total	1,050,867	997,168	53,699	100%	5.39 %



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Growth over time

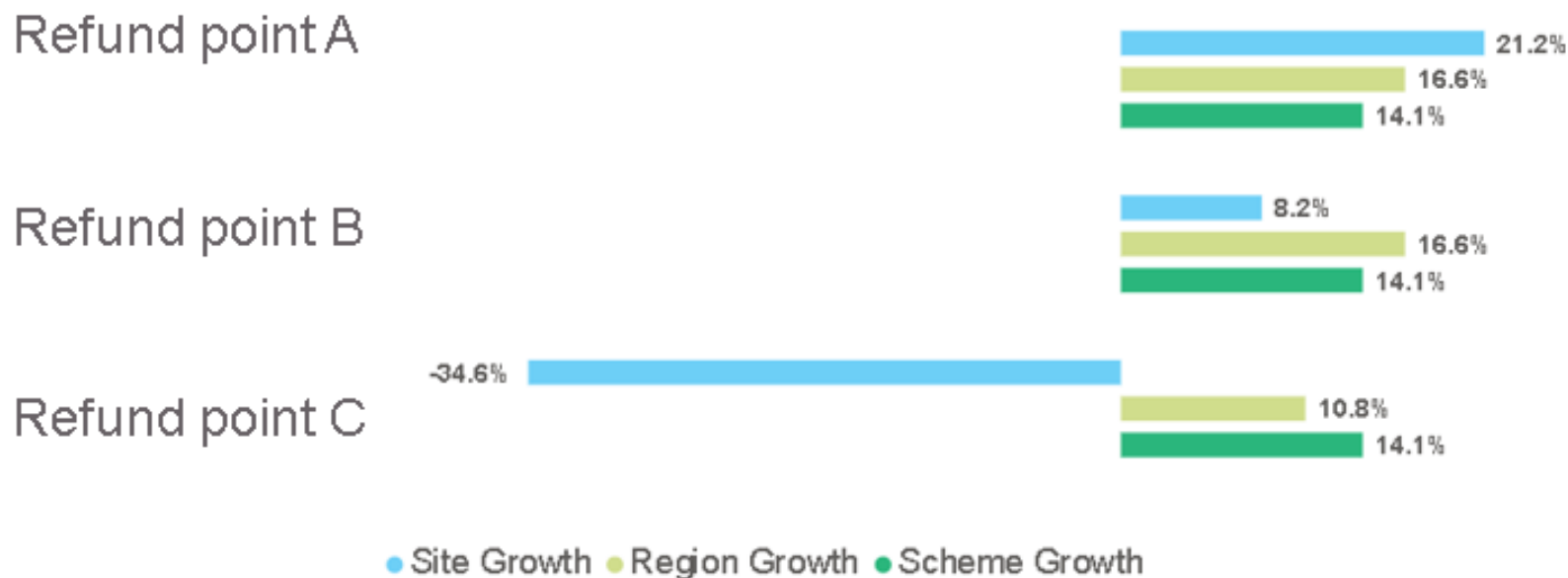
Site Name	Material Type (Broad)	Containers for last full month	Last month vs previous year same month	Last 3 months vs previous year same months	Last 6 months vs previous year same months
Refund point A	Other	15	50 %	591 %	1008 %
	Steel	501	29 %	74 %	36 %
	Aluminium	180,751	22 %	29 %	16 %
	PET	110,738	19 %	23 %	14 %
	Liquid Paper Board	9,799	-5 %	15 %	14 %
	HDPE	3,548	11 %	9 %	7 %
	Glass	120,192	13 %	11 %	3 %
	Total		425,544	18 %	21 %
Refund point B	Steel	899	30 %	45 %	54 %
	Other	68	-74 %	16 %	21 %
	PET	151,245	9 %	18 %	15 %

Ranking



*Ranking against other sites is determined by your percentage growth for the current quarter compared to the same quarter in the previous year. To be eligible for ranking, sites must have been active for a minimum of one year and one quarter

Site Growth for this quarter vs previous year



RANKING

40

Site rank based on percentage growth against region

121

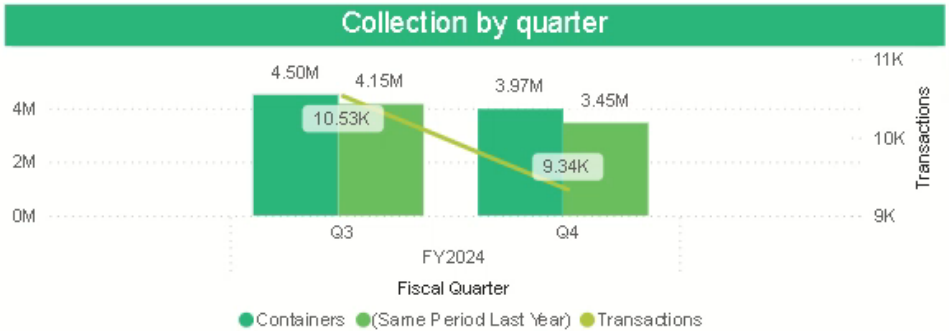
Site rank based on percentage growth against Scheme

Collections over time

Date Range	Site name	Legal entity	Region	Regional manager
1/01/2024 30/06/2024	All	Multiple selections	All	All
Clear all slicers	Member number	Customer type	Material type	Payment method
	All	All	All	All

8.5M Total collections /
 20K Transaction Count =
 426 Avg collection Qty

By Quarter By Month By week By Day



Fiscal FY	Fiscal Quarter	Collection QTY	(Same Period Last Year)	Transaction count
FY2024	Q3	4,501,537	4,151,275	10,532
FY2024	Q4	3,969,752	3,453,503	9,335
Total		8,471,289	7,604,778	19,867



- Summary
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- Collections by custo...
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- Shipping manifests
- Environmental impact

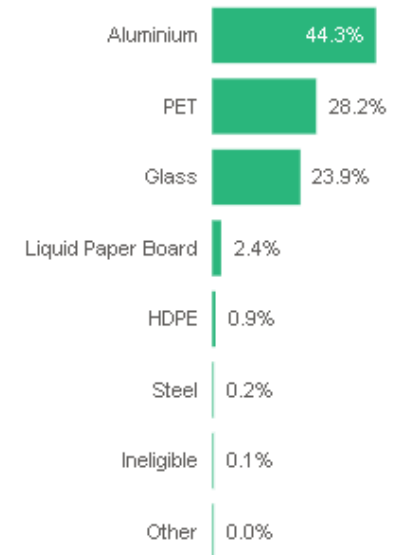
Collections by material type

Date Range	Site name	Legal entity	Region	Regional manager
1/1/2024 5/31/2024	All	All	All	All
	Clear all slicers	Member number	Customer type	Material type
	All	All	All	All

Material type over time

- By Quarter**
- By Month
- By Week
- By Day





Year-Month	Aluminium	Glass	HDPE	Ineligible	Liquid Paper Board	Other	PET	Steel	Total
2024-01	38,889,458	21,679,895	749,683	55,909	1,851,452	11,542	23,792,402	137,784	87,168,125
2024-02	32,945,336	18,120,104	666,321	52,170	1,728,915	11,060	21,166,702	118,745	74,809,353
2024-03	33,549,411	18,158,304	685,389	51,244	1,982,725	46,604	21,838,894	109,875	76,422,446
2024-04	34,660,405	18,258,776	723,170	51,072	1,980,048	55,597	22,497,679	111,409	78,338,156
2024-05	31,607,268	16,305,821	681,563	51,483	1,876,217	49,321	19,825,763	103,629	70,501,065
Total	171,651,878	92,522,900	3,506,126	261,878	9,419,357	174,124	109,121,440	581,442	387,239,145

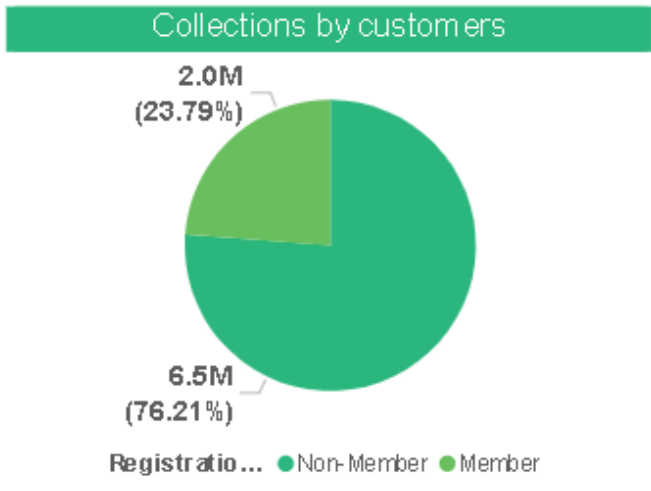


Customer Insights

Date range 1/1/2024 @ 6/30/2024 @
Site name All ▾
Legal entity Multiple selections ▾
Region All ▾
Regional manager All ▾
Member number All ▾
Customer type All ▾
Material type All ▾

ⓘ Clear all slicers

Registered Customers
 **2.02M** /  **1399** =  **1K**  **54**
 Total collection QTY / Total unique customers = Avg QTY per customer / Avg customers per wk



Registration Status	Consumer Type	Total consumers	RPO Transaction Count	RPO Containers Collected	Collectio QTY %
Member	Charity	51	400	101,799	1.20
	Community Group	74	266	211,097	2.48
	Consumer	1234	2,983	1,461,969	17.26
	Consumer GST Registered	25	108	182,131	2.15
	School	19	65	58,356	0.69
Non-Member			16,045	6,454,682	76.21
Total		1403	19,867	8,470,034	100.00

Collection quantity by customer type

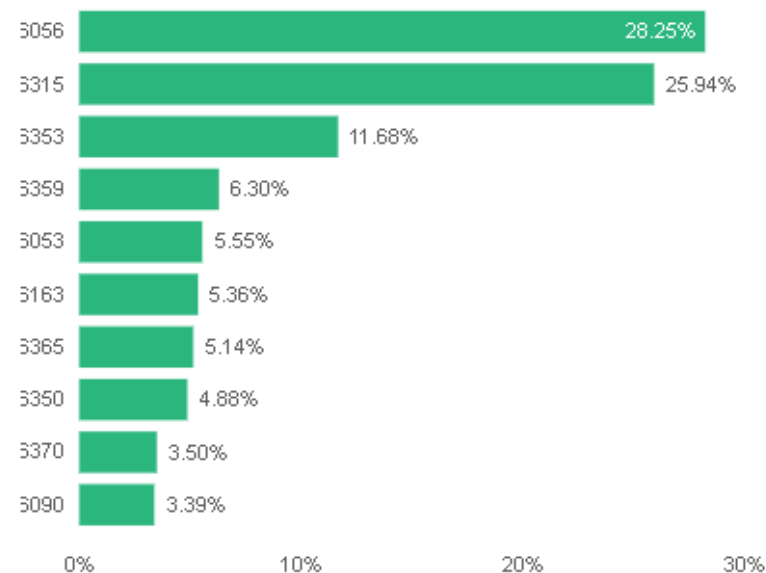
Fiscal Quarter	Month	Charity	Community Group	Consumer registered	Consumer GST Registered	School	Unregistered	Total
Q3	January	20,392	23,048	225,482	14,532	4,261	1,293,760	1,581,475
	February	18,202	33,962	251,058	44,648	17,965	1,076,734	1,442,569
	March	15,435	38,966	278,938	34,213	10,315	1,099,194	1,477,061
	Total	54,029	95,976	755,478	93,393	32,541	3,469,688	4,501,105
Q4	April	15,540	32,212	235,291	37,463	7,918	1,175,253	1,503,677
	May	12,702	44,864	234,002	24,042	11,834	960,629	1,288,073
	Total	28,242	77,076	469,293	61,505	19,752	2,135,882	2,791,750



Top Customers

Member number	Containers Collected	% of total containers	Transactions count	Average containers per transaction
C1126	97,963	6%	115	852
C1121	57,819	3%	3	19,273
C102	33,163	2%	180	184
C103	28,059	2%	15	1,871
C102	27,217	2%	1	27,217
C104	23,648	1%	14	1,689
C105	16,914	1%	9	1,879
C104	16,184	1%	7	2,312
C106	15,234	1%	12	1,270
C103	13,300	1%	5	2,660
C104	12,264	1%	11	1,115
C103	11,813	1%	3	3,871
C113	10,712	1%	6	1,785
C104	10,644	1%	5	2,129
C103	10,502	1%	6	1,750
C106	10,148	1%	1	10,148
C104	10,023	1%	5	2,005

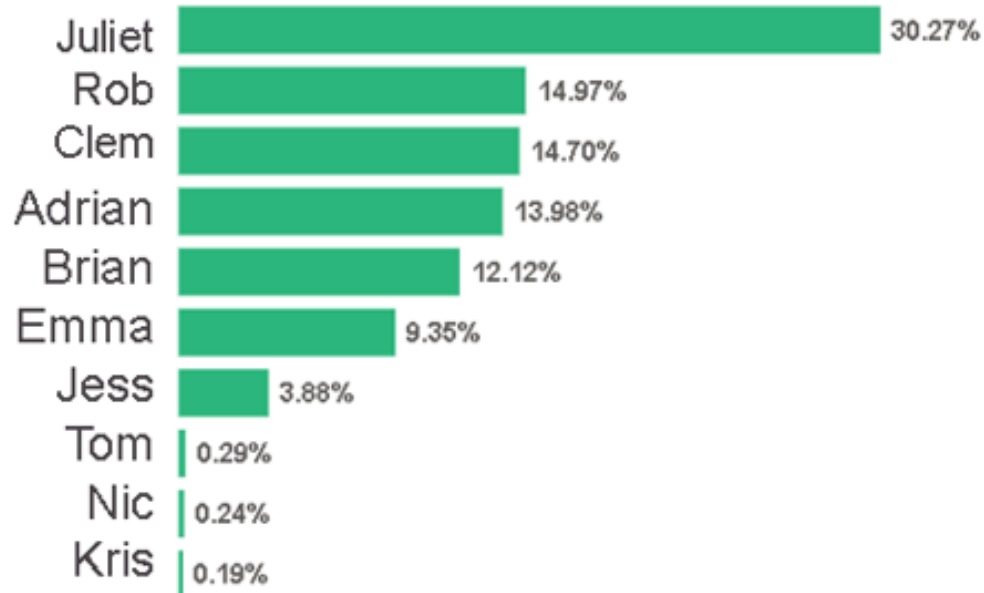
Top 10 Registered Postcodes



POS Audit

Date Range	Site name	Legal entity	Region	Regional manager
1/1/2024 6/30/2024	All	Multiple selections	All	All
Clear all slicers	Member number	Material type	Customer type	
	All	All	All	

Top POS Users by total containers



Summary

Current FY Growth

Collections over time

Collections by materi...

Collections by custo...

POS Audit

Transaction Extract

Shipping manifests Selected

Shipping manifests

Environmental impact

Shipping Manifest Summary

Date Range	Site name	Legal entity	Region	Regional manager
1/1/2024 @ 6/30/2024 @	All ▾	Multiple selections ▾	All ▾	All ▾
 Clear all slicers	Member number	Customer type	Material type	
	All ▾	All ▾	All ▾	

Shipping manifest summary

Week Period	Date	Bibra Lake - Depot Ability WA	Midvale - Depot Ability WA	Wagin - Depot All Good Refund Centre	Total
-------------	------	---------------------------------	------------------------------	--	-------

- Summary
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Environmental impact

Environmental impact

Date Range	Site name	Legal entity	Region	Regional manager
1/1/2024 6/30/2024	All	Multiple selections	All	All
Clear all slicers		Member number	Customer type	Material type
		All	All	All

CONTAINER BREAKDOWN BY TYPE



HERE'S HOW YOUR ACTIONS HELP THE ENVIRONMENT

In ONE of the below ways





599K

**CO2 emissions
saved**

or



2.2bn

**kWh of energy
saved**

*Calculations based on NSW EPA Recyclator

GET IN TOUCH

If you have any questions or feedback, please use the form on the RPO portal or get in touch with your Regional Manager.



TECHNOLOGY UPDATE

Kristen Britz

kristen.britz@warrl.com.au

WARRRL NETWORK PARTNERS CONFERENCE

BREAKING THE TECHNICAL BARRIERS

POS

MAJOR POS RE-DESIGN INCOMING...

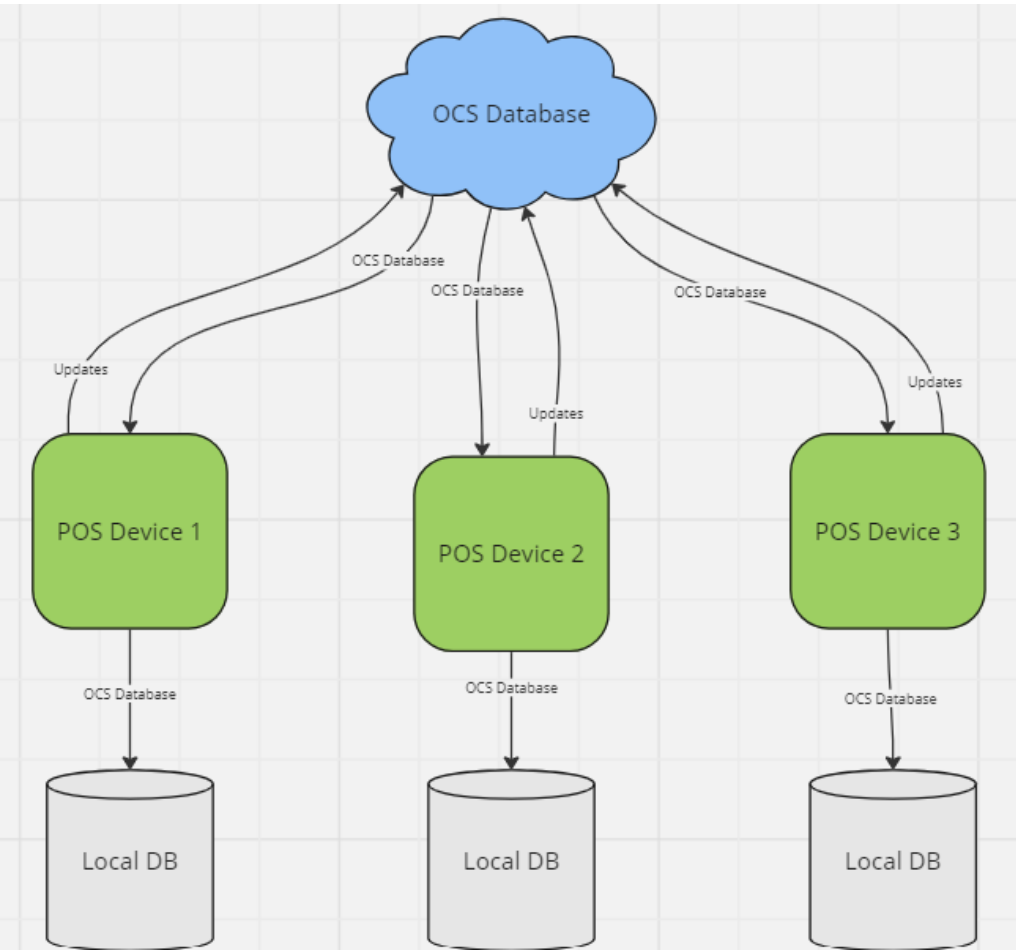
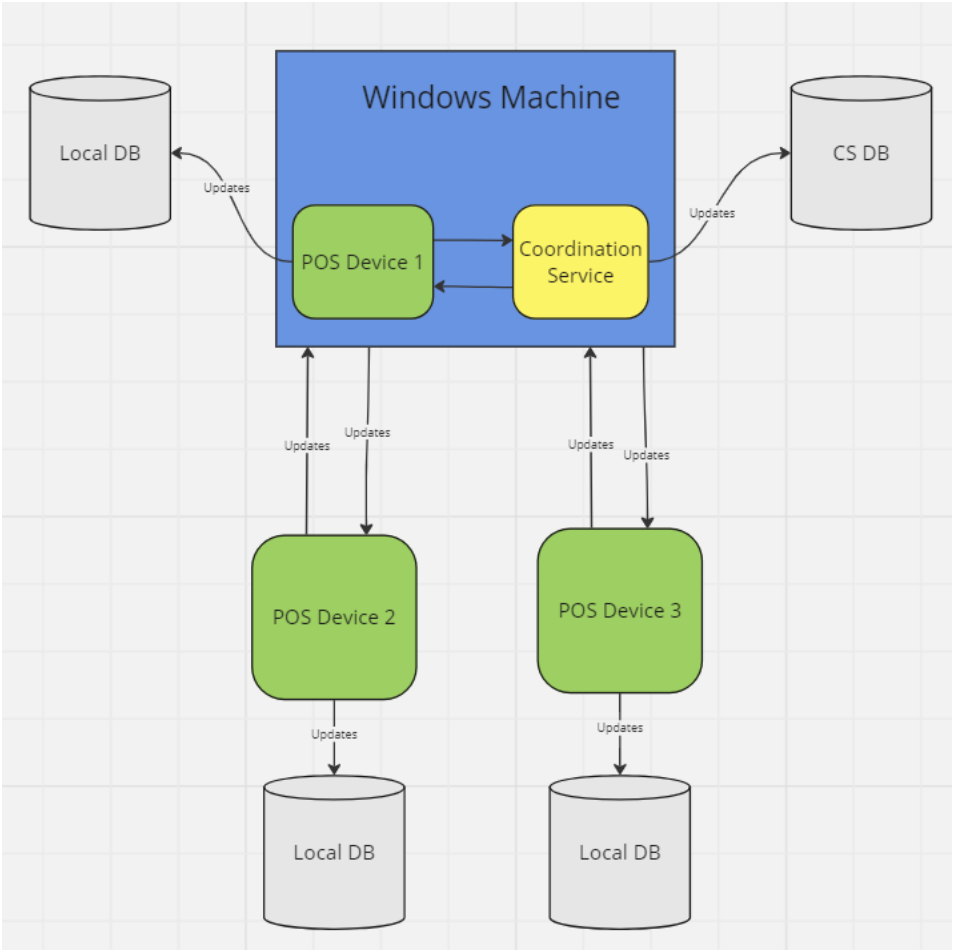


The biggest POS issue we are experiencing is coordination services.

- Separating the online vs offline functionality.
- Offline functionality will stay on the POS device.
- While online functionality will move to a cloud service.

- Offline (on device) – General refund transactions.
- Online (off device) – Bin management, manifesting, account management.

OLD VS NEW



COMING TO A POS DEVICE NEAR YOU

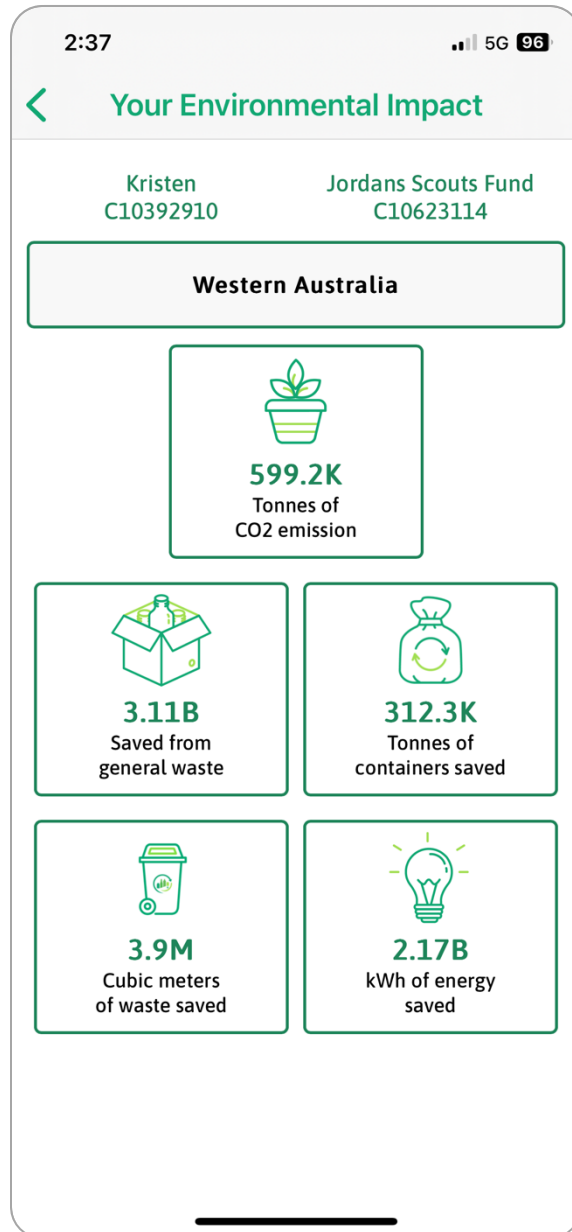
This update is currently in pilot. Once it passes the pilot phase it will be rolled out.

We are also investigating “Managed Devices” as an option for the Scheme.

Interested to hear your appetite on this option!



CONTAINERS FOR CHANGE APP UPDATE



- Over 61,000 app downloads to date.
- Showing personal recycling stats and telling the recycling story.
- Collect booking function front and centre.
- The next update will show users their environmental impact.
- Please rate and review our app to help it get in the hands of more users.
- Positive reviews in the app store.
- Negative reviews, email us to help us improve the app.

MEMBER NUMBER

COLLECT

COLLECT UPDATE



- Launched to the public in mid-February 2024
- 23 Service Providers
- 99% Perth/Peel population coverage
- 92% WA population coverage and growing
- 9,000 bookings processed
- Extended the 2¢ incentive to 31 December 2024

Finalist at INCITE awards for:

- Social Impact
- Transformative Business Solution
- Merit winner for Social Impact



WARRRL NETWORK PARTNERS CONFERENCE

COLLECT UPDATES

[Dashboard](#)[Agreements](#)[Drop & Go](#)[Collect](#)[Business Profile](#)[Resources](#)[▶ Bookings](#)[▶ Messages](#)[▶ Manage Suburbs](#)[▶ Manage Zones](#)[▶ Recurring](#)[▶ Drivers](#)[▶ Documents](#)[▶ Collect Profile](#)[▶ Collect Settings](#)

Do you collect bags and bins or just bags?

Bags Only Bags and Bins

Maximum daily collections:

The number of bags and / or bins combined, enter zero for unlimited.

You are offering service in

[▶ Show all my suburbs](#) | [List](#) | [Map](#)

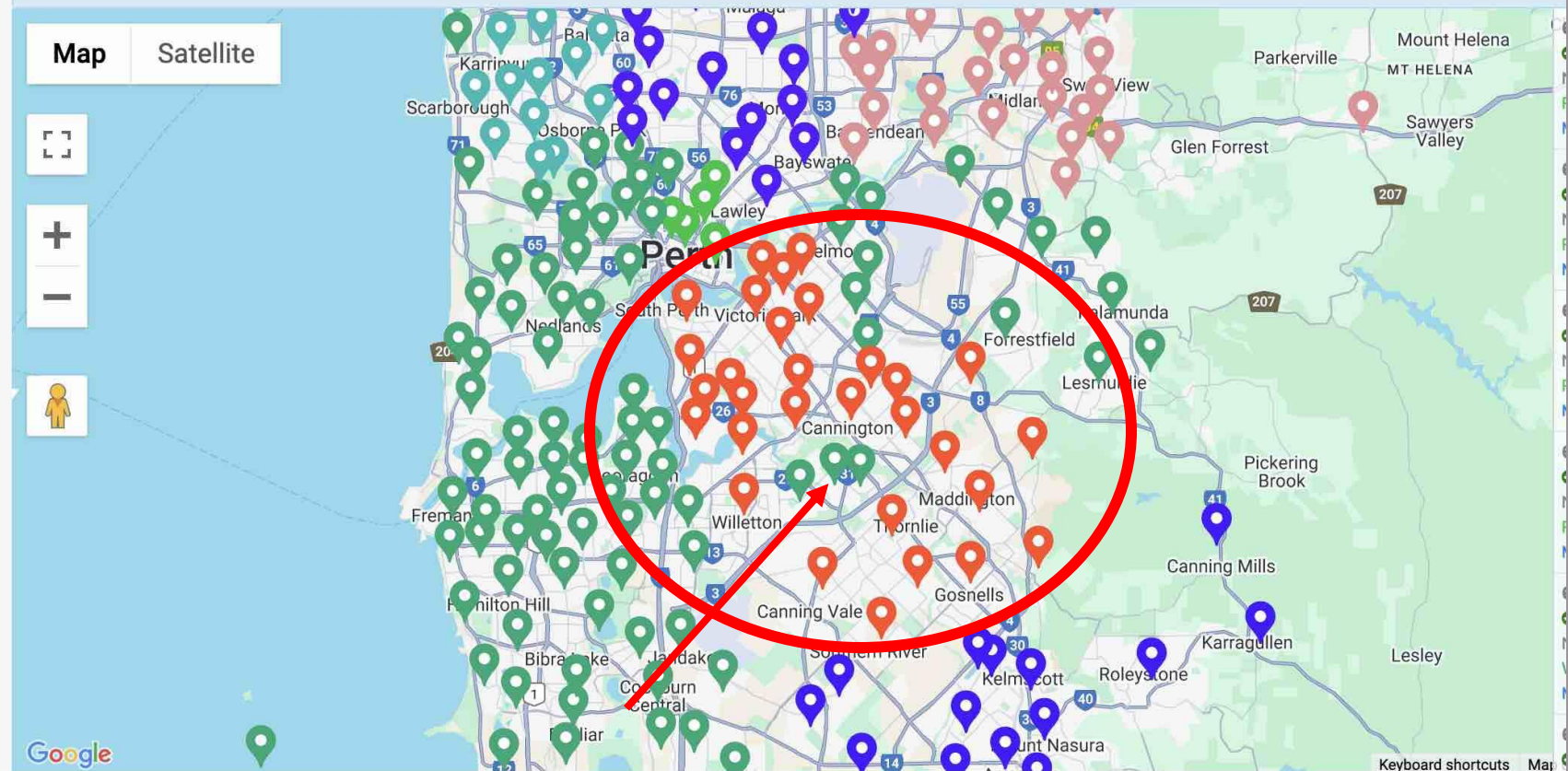
Search Post Code, Suburb

Map

Satellite



Google



Service Provider Portal v2.1

- ▶ Bookings
- ▶ Messages
- ▶ Manage Suburbs**
- ▶ Manage Zones
- ▶ Recurring
- ▶ Drivers
- ▶ Documents
- ▶ Collect Profile
- ▶ Collect Settings

Do you collect bags and bins or just bags? Bags Only Bags and Bins

You are offering service in **7 suburbs.** [▶ Show](#)

Map | Satellite



Suburb: Subiaco – 6008
Next available date displayed in app **Thu, 01 Aug 2024**

* Fee Type	Per container	* Service Fee	0.04
* Minimum Containers	14	* Service Frequency	Weekly
Zone	West	* Collect weekly on	<input type="checkbox"/> Sun. <input type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input checked="" type="checkbox"/> Wed. <input checked="" type="checkbox"/> Thu. <input type="checkbox"/> Fri. <input type="checkbox"/> Sat.

Make inactive

Create Recurring Booking

Close

Begin by searching for a customer. Select multiple customers by searching multiple times.

* Customer

- Kristen, C10392910, 137A Hale Rd, Wembley Downs WA, Australia
- Kristen, C10392910, 137A Hale Rd, Wembley Downs WA, Australia
- Kristen Britz, C10392910, 137A Hale Rd, Wembley Downs WA, Australia
- Kristen Britz, C10392910, 137A Hale Rd, Wembley Downs Western Australia, Australia
- testing, C10392910, 137A Hale Road, Wembley Downs WA, Australia

Rule name

* Frequency

* Start (first booking)

* Repeat until (end date)

Comments

Save

Booking: A614248

Close

Brian Gara, C11352074 Service fee: \$5.00 collection **Source: DASHBOARD**

▶ Bookings

▶ Messages

▶ Manage Suburbs

▶ Manage Zones

▶ Recurring

▶ Drivers

▶ Documents

▶ Collect Profile

▶ Collect Settings

▶ Booking Details

▶ Map / Pindrop

▶ Booking Activity

▶ Booking Messages

▶ Customer Transactions

Suburb: Subiaco
Zone: West
[Change zone for suburb](#)

Assigned To:
Brian Gara
Stop ID: 7508003

✓ Collected

Tue, 16 Jul 2024 01:22 PM

Collection Address Suburb: Subiaco

11 Salvado Road, Subiaco WA, Australia

Collection date

Customer email

Customer phone

Tue, 16 Jul 2024

brian.gara@warrl.com.au

0474088127

Containers

Bins

Bags

1

1

1

Booking comments: Populating this

Collection Photos (from driver)





Booking: A614248

Close

Brian Gara, C11352074 Service fee: \$5.00 collection Source: DASHBOARD

- Dashboard
- Ag
- Bookings
- Messages
- Manage Suburbs
- Manage Zones
- Recurring
- Drivers
- Documents
- Collect Profile
- Collect Settings

- Booking Details
- Map / Pindrop
- Booking Activity**
- Booking Messages
- Customer Transactions

Suburb: Subiaco
 Zone: West
[Change zone for suburb](#)

Assigned To:
 Brian Gara
 Stop ID: 7508003

Activity History

Booking: Tue, 16 Jul Agreement: A614248 Member: C11352074

<u>Stop note created in driver app.</u> Type: Proof of Delivery Driver Notes: <i>no notes provided</i> Created by: Brian Gara	Tue, 16 Jul 01:22 PM
<u>Stop status changed in driver app.</u> New Status: <i>Complete</i> Old Status: <i>Pending</i> Changed by: Brian Gara	Tue, 16 Jul 01:22 PM
<u>Booking sent to driver app from SPP.</u> Sent to: Brian Gara	Tue, 16 Jul 11:59 AM
<u>Stop status changed in driver app.</u> New Status: <i>Pending</i> Changed by: Containers For Change #2 Api User	Tue, 16 Jul 11:59 AM
<u>Booking created.</u> Source: SPP Customer: Brian Gara Member Number: C11352074 Collection Date: Tue, 16 Jul 2024 Fee: 5 / collection Containers: 1 Bags: 1 Bins: 1 Agreement Number: A614248 Collection Address: 11 Salvado Road, Subiaco WA, Australia Collection Suburb: Subiaco Lat / Lon: -31.9429582 / 115.8260193	Tue, 16 Jul 11:55 AM



- Dashboard
- Ag
- ▶ Bookings
- ▶ Messages
- ▶ Manage Suburbs
- ▶ Manage Zones
- ▶ Recurring
- ▶ Drivers
- ▶ Documents
- ▶ Collect Profile
- ▶ Collect Settings

Booking: A614126

Close

Kristen, C10392910 Service fee: \$0.00 per Source: IOS

- ▶ Booking Details
- ▶ Map / Pindrop
- ▶ Booking Activity
- ▶ Booking Messages
- ▶ **Customer Transactions**

Suburb: Wembley Downs
Zone: SOUTH
[Change zone for suburb](#)

Assigned To:

Transaction History

Agreement: A614126 Member: C10392910

Date	Containers	Fee
Fri, 03 May 2024 Site: Landsdale - Self-Serve Depot The Refund Depot: WC20073001 Agreement: A614126	229	0c per container Service Fee Total: \$0.00 Customer Refund: \$22.90
	229	Total Fees: \$0.00 Total Refunds: \$22.90



- Dashboard
- Ag
- Bookings
- Messages
- Manage Suburbs
- Manage Zones
- Recurring
- Drivers
- Documents
- Collect Profile
- Collect Settings

Booking: A615471

Close

Kristen Britz, C10392910 Service fee: \$0.08 container **Source:** Recurring, monthly until Sat, 26 Jul 2025

- Booking Details
- Map / Pindrop
- Booking Activity
- Booking Messages
- Customer Transactions

Messages

Booking: Wed, 31 Jul

Agreement: A615471

Member: C10392910

31 Jul 07:17 AM

Collect O Can

Hey, just letting you know we got a conference on today, so I might be a little late

31 Jul 07:17 AM

Kristen

No problem. Can you let me know when the driver is here?

31 Jul 07:18 AM

Collect O Can

Sure thing, Brian is not far away actually, he skipped the conference to service you, look out for a message/email from him shortly

31 Jul 07:18 AM

Kristen

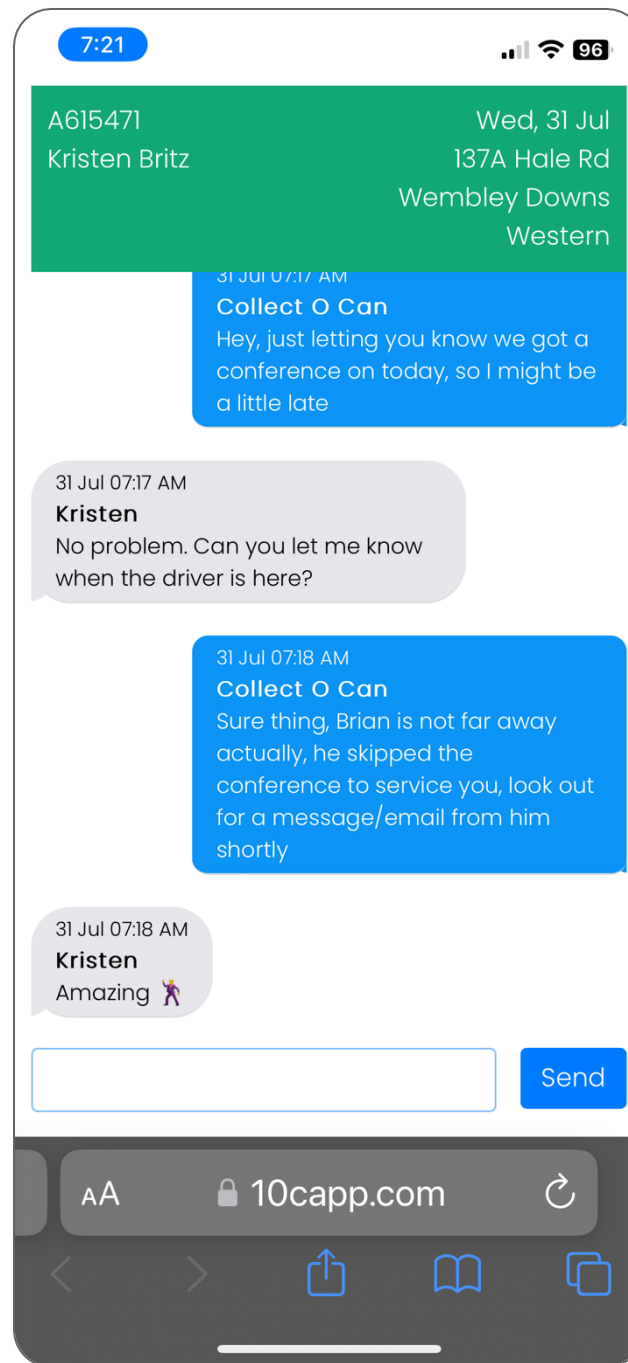
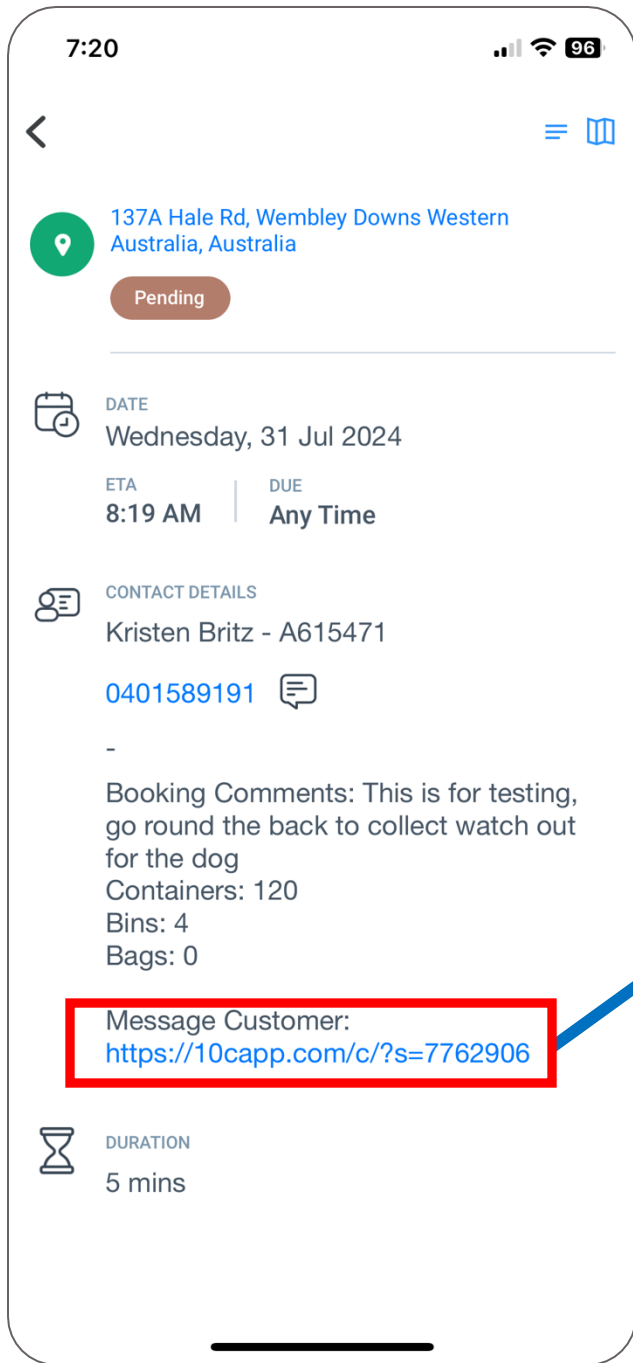
Amazing 🙌

Suburb: Wembley Downs Western Australia
No zone for suburb
[Set zone for suburb](#)

aA

Send

⚠️ Please be mindful in your response. Please note that all correspondence is visible to Containers for Change (WARRRL).



Booking: A615471 Close

Kristen Britz, C10392910 Service fee: \$0.08 container **Source:** Recurring, monthly until Sat, 26 Jul 2025

- Booking Details
- Map / Pindrop
- Booking Activity
- Booking Messages
- Customer Transactions

Suburb: Wembley Downs Western Australia
No zone for suburb
[Set zone for suburb](#)

Assigned To:
Kristen Britz
Stop ID: 7762906

Messages

Booking: Wed, 31 Jul Agreement: A615471 Member: C10392910

31 Jul 07:17 AM
Collect O Can
Hey, just letting you know we got a conference on today, so I might be a little late

31 Jul 07:17 AM
Kristen
No problem. Can you let me know when the driver is here?

31 Jul 07:18 AM
Collect O Can
Sure thing, Brian is not far away actually, he skipped the conference to service you, look out for a message/email from him shortly

31 Jul 07:18 AM
Kristen
Amazing 🙌

31 Jul 07:22 AM
Collect O Can (driver)
Hi Kristen I am here to grab your collection.

αA Send

⚠ Please be mindful in your response. Please note that all correspondence is visible to Containers for Change (WARRRL).

7:22 95

Messages

know when the driver is here?
31 Jul 7:17 AM

Collect O Can
Sure thing, Brian is not far away actually, he skipped the conference to service you, look out for a message/email from him shortly
31 Jul 7:18 AM

Kristen
Amazing 🙌
31 Jul 7:18 AM

Collect O Can
Hi Kristen I am here to grab your collection.
31 Jul 7:22 AM

Please note this communication is directly with the service provider and does not represent Containers for Change.

Type message here Send

RECENT COLLECT FUNCTIONALITY UPDATES

- Photos back and forth between three independent platforms
- Specific stop information back and forth between three independent platforms
- Applied the solution to a new aspect of a different program (Drop & Go verifications)
- Modified Agreements tab in Service Provider Portal; now more of a CMS/CRS (transaction history of specific data) (this is reflected in the messages “inbox” system too)
- Improvements to internal team processes, offering a digital solution to checking many paper agreements
- Smart scheduling; Monday booking cutoff time (Friday), public holidays not available, providers set their own schedules, overbooking a day not a problem now (maximum daily collections)
- Deep links for direct bookings, allowing service providers to have marketing power
- Run sheets using the L2U system to deliver back a printable and shareable run sheet
- Map view for Collect/Bookings and Collect/Manage Suburbs (allows users to visualise their offered/active regions)
- Logic applied to when and whom to surface agreements to (not to non-collect service provider, if not in the offered suburb, offered suburb set booking fee not applied to agreements etc)
- Drop & Go sensor, site, volume, and collection management. Driver photo supplied to Service Provider Portal, admin can “Collect”, sensor monitoring
- Ad hoc Collect bookings, then led to recurring settings, volumes attributed to site etc
- Member number lookup for agreement creation on Collect tab vs Agreement tab nickname style
- Suburb service frequencies created; Daily, Weekly, Fortnightly, Monthly, Four weekly, Eight weekly

WHAT IS NEXT FOR COLLECT?

- Continued development and enhancements towards a better customer-centric solution.
- Brian Gara will continue to work with you on how we can continue to evolve the solution.
- Continued significant marketing and promotion via the Containers for Change brand.
- Bin management solution.
- Business development work to connect potential customers to collection service providers.
- Customer surveys and focus groups.



THANK YOU