

INFORMATION – RPOs

POS update to POS v6.4 – Changes to 825 Container returns

Why we are changing this?

As part of WARRRL's ongoing commitment to privacy, operational efficiency, and good governance, we recently undertook a review of the requirement for customers to provide photo identification when returning between **825-1499 containers**.

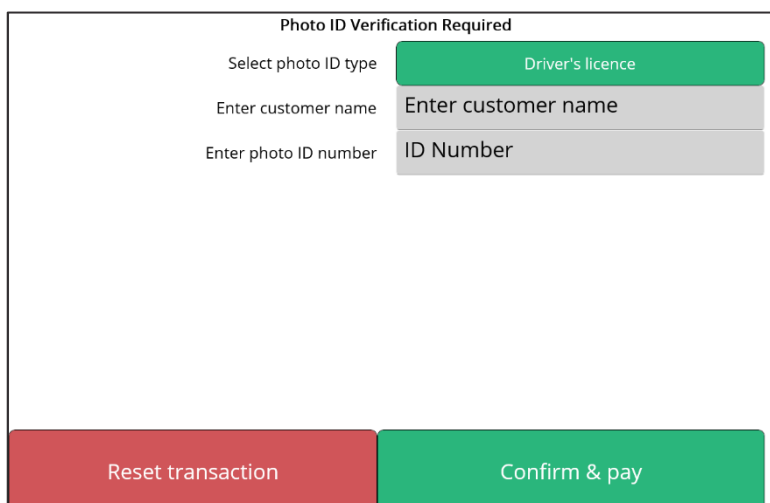
The outcome of this review and legal advice has confirmed there is no legal obligation that requires photo identification to be provided by a customer with respect to the \$82.50 threshold (825 containers) and as such we are proposing to make adjustments to POS to reflect this removed requirement.

WARRRL strongly encourage RPOs to continue to obtain their own legal advice with respect to, and comply with, their taxation obligations that may be impacted by this change.

What is the change?

From the 25th of August WARRRL will remove the prompt within POS that requires a name and Photo ID to be recorded. Please note that this requirement will **still apply** for returns with **1500 or more** containers.

- You will also see that this screen will be removed from the COUNTER TAB for transactions under 1499 containers.

A screenshot of a digital form titled 'Photo ID Verification Required'. The form has three input fields on the left and three corresponding buttons on the right. The first row has 'Select photo ID type' and a green button labeled 'Driver's licence'. The second row has 'Enter customer name' and a grey button labeled 'Enter customer name'. The third row has 'Enter photo ID number' and a grey button labeled 'ID Number'. At the bottom of the form are two large buttons: a red one labeled 'Reset transaction' and a green one labeled 'Confirm & pay'.

What comes next?

POS update

This change will be delivered as a minor POS update to POS v6.4 (current version). Please update your POS devices after 18th August 2025 to receive this update.

Review depot signage

- Posters: If you have posters at your refund point that state ID is required for refunds of 825 containers, please remove them. Branded posters will be made available for download or purchase through the WARRRL Shop.
- Fixed signage: If the message is on permanent or fixed signage, contact your Contract Manager for advice on how to update the wording.

Count Sheets

If your count sheets mention ID being required for refunds of 825 containers, update this to reflect the new limit of 1,500 containers.

More questions?

If you have any questions regarding the change, please contact your contract manager. You can also find our team's details on the [RPO Portal Homepage \(click here\)](#).