



Managing the Transition Period and Payment of Handling Fees Webinar

Q&A

Deposit Charge

Q: If you have exemption & have certificate - does the business still have to pay the extra fee on stock with the DRS logo? How do they get reimbursed ?

A - All retailers will be charged the deposit on DRS stock sold to them by their suppliers/wholesalers

Retailers will then pass the deposit charge on to the consumer, and this will ensure that they are neutral in terms of deposits paid.

No repayment from Re-turn is required as retailers with takeback exemption will not have any items for collection

Q: if someone buys a bottle of water which is 5 liters, how are they charged?

A - No deposit is charged on such products as 5 litre containers are out of scope of the deposit return scheme

Q: How is DRS Treated with regards to VAT?

A - There is no VAT on the deposit.

Q: If you have exemption and someone brings in re-turn receipt - are we to pay this to them or refer them to shop to get refund?

A - Vouchers can only be redeemed at the issuing store, not at stores with takeback exemption. Please refer customers to your exemption notice which displays a QR code to search nearby shops offering a takeback service

Finance

Q: When will my invoice be available on the Portal?

A – The monthly report is available as a CSV file on the 5th business day of each month. After 3-day review period, invoices will then be available on Portal

Q: Figures on my self-billing invoice do not match my RVM read. When will I get paid for the difference?

A- Discrepancies may happen, but we will ensure they are rectified in next two payment cycles, possibly including late transactions in May. If there are further issues with the report please raise a dispute with Re-turn during the 3 day review period.

Q: Is there going to be a review on the amount of commission retailers get for the deposit return scheme, and who is in charge of setting this amount of 2 cents?

A - Fees and charges within the deposit return scheme will be reviewed periodically with the first review taking place after the end of Year 1.

Q: Why is there a deadline of 3 days to review the monthly report?

A - The 3-day period is in place to allow ample time for retailers to review the report and raise a dispute if necessary. After review we will issue the invoice and repayment for retailers ensuring they are paid in a timely manner as per the regulations

Q: If we are a wholesaler and not a producer, that sell to a retailer, are we report exempt on those sales? as we will be invoiced a deposit when purchasing and will in turn charge a deposit on the sale out, leaving us net neutral

A – There are no distinct reporting requirements for a wholesaler that is not a producer. However, it is outlined in the regulations that the deposit should be clearly itemised as a separate line item on all receipts, invoices, proof of purchase etc

This is necessary for auditing purposes so there is a clear trail of deposits paid throughout the supply chain

Q: When the re-turn driver collects the crushed stock, do we get a copy of how much in value & volume that they have collected so we know what monies we are going to be paid & can reconcile it against what we have paid to customers?

A - The value and volume of collections providing a full credit amount will be itemised for each premises in the monthly report provided to retailers

Q: It was emailed that the payment reports would be available on the portal to view from the 7 March. This CSV Report is available from the 5th working day each month. I'm logging in and not seeing anything? Also we've had 1 collection so far of our bins no one came last week. Do we have to request an uplift or what's the situation.

A - Please ensure that your premises information is fully registered with all collection details. Following this you will be required to submit financial details for your company so we can provide the report and invoice on the portal. Please contact us if you require assistance

Q: Can I get a report for the RVM machine weekly or monthly?.

A - The report is provided monthly and provides a breakdown of returns at each RVM and each premises. The report can be accessed via the 'invoices' tab on the retailer portal

Q: The process of reporting using CSV files was problematic last month. Can we move to standard Excel?

A - We are reviewing the current format for the monthly report and are exploring options for alternatives. For now, the report will be available in CSV format. To convert the CSV file into a readable format, follow the steps outlined below:
Select Cell A1
Select 'Data' tab
Click 'Text to Columns'
Select 'Delimited'

From options provided, select 'semicolon' and ensure this is the only option selected
Select 'Finish

In-store

Q. In the event we incorrectly charge the deposit to a customer and they complain, what should I do?

A – We advise a 'no quibble' refund policy for incorrect deposit charges. Customers with proof of purchase should receive a refund as they can't recycle the item elsewhere.

Q: Do I need to provide a cash refund to my customers?

A - Provide a voucher or cash refund to consumers as outlined in regulations and retailer rules.

Q: Can customers swap an RVM voucher for a cash refund?

A – Customers can swap vouchers for cash reimbursement at the till or customer service desk.

Q: Any suggestions regarding incentivising the receipt of clean/washed items? Expecting pests during warm summer days (wasps etc) and smells

A - Retailers are only permitted to accept empty and undamaged items. We anticipate that consumers will adjust to this with time but will take this feedback onboard to ensure this messaging is emphasised

Q: Where do we get additional communication tools such as POS for shelves?

A - You can access the brand assets to develop signage and POS materials from this link here: [National Campaign Communications Assets - Re-Turn](#)

Non-Compliance and Enforcement

Q: Local authority identifies a non-compliant retailer- What is the process? What are the consequences?

A - Enforcement will be carried out and any penalties will be distributed by WERLAs (Waste Enforcement Regional Lead Authorities). Re-turn have team members in place to review cases of non-compliance and support the WERLAs

Retailer Registration

Q: Hi, how do we get our location on the 'where to return' map, so customers know where our stores and machines are located?

A - Ensure your premises and RVM information is up-to-date on our portal and fully registered. For further help, contact us at: retailers@re-turn.ie

Q: How do we register RVMs on the portal?

A - Begin by registering premises information on our portal. Indicate that your premises has an automated takeback type so that you can enter your RVM details such as the brand, model, and serial number. Contact our membership team for guidance

Q: Where do I get my compliance certificate?

A - Available for download directly from premises section on portal once registration is completed

Takeback and Collections

Q. I purchased an RVM for my store that was very costly. However, we expect to have much lower returns than the local supermarkets – what should I do?

A - Funding support is available for RVMs with an annual returns rate of <250,000 containers, reviewed yearly with tiered funding: €3,000 Year 1, €2,000 Year 2, €1,000 Year 3.

Q: Should you be registering for a take back exemption if you are a bar/restaurant?

A - There is an automatic exemption available for bars/restaurants/hospitality, but please ensure you register your premises information and request the takeback exemption on our portal. Once fully registered you will be provided with your takeback exemption certificate.

Q: I run a pub and do not drive. When I have gone to rvm has always been full. Can I get a van to collect my plastic bottles and cans without having to take the publics bottles and cans?

A - We are developing tailored guidance for pubs and hospitality to establish a manual collection with our logistics partner LPP

Q: Bags full take up a lot of space in a yard / room. Also, if storing bags on top of each other the bottom bag will have damaged product, will the damaged product get credited?

A - To manage excess storage of empty containers, LPP will agree on a collections schedule. All RVM-accepted containers will be credited to the retailer.

Full credit amounts will be itemised on the monthly report for retailers

Q: Do we leave the crushed cans & bottles in a bag after emptying the machine? we were told to empty the bag of crushed products into the yellow collection bin?

A - Compacted recyclate should be disposed of into the collection bin provided by LPP as per the pre-determined collections schedule. If additional collection materials are required, or if you wish to discuss changes to your collections schedul

please contact LPP directly at: Email: drscollections@lpp.ie
Phone: 0818 226 227

Q: Will RVMs be mandatory or will manual collections be part of the norm for the foreseeable future?

A - RVMs are not mandatory and retailers can operate an RVM, manual takeback, or request a takeback exemption - but this is dependent on the needs and requirements specific to each business

Q: Where do we get the tags for the bags or are these put on when they are collected?

A - Bags and tags will be provided directly by our logistics partner LPP. These will be provided based on your expected volumes and agreed collections schedules. You can contact LPP directly here to enquire about additional collection materials and equipment:

Email: drscollections@lpp.ie
Phone: 0818 226 227

Q: We have registered to take manual returns, what happens next?

A - Our logistics partner LPP will be in touch with you directly to arrange a collections schedule and provide the necessary materials for returns such as bags and tags

Transition Period

Q: How do we manage old stock? We were under the impression the cut off for old stock was March 15th. Can we still sell as a wholesaler to retail?

A - Please be aware that wholesalers/distributors may continue to sell / distribute non-deposit stock to Retailers after 15 March. However, wholesalers can only purchase new DRS-logo stock from producers and suppliers from this date onwards

Q: Is there an extension on the cut off period for Wholesalers to sell non-DRS stock through to retail?

A - No, as outlined in the dates for the transition period, only DRS-logo stock can be sold from June 1st onwards

Q: Why were assumed invoices sent to Wholesalers for DRS sales when stock being sold up to now had been non-DRS? Is it a case of guess a charge and wait for a dispute?

A - Deposit charges are only for in-scope DRS products. We would recommend that any uncertainty over a charge is initially taken up directly with the producer/supplier. Additionally, you can contact Re-turn for further support.

Q: We feel that communication on the Re-Turn logo was not clear, as some international barcodes are acceptable, we are concerned this is confusing customers

A - You can refer to the list of barcodes issued in recent comms from Re-turn which provide a clear breakdown of which international products should have the deposit applied.

There is also a barcode checker on the consumer section of our website.

International products eligible for the deposit charge are the only products without a logo that can have a deposit applied throughout the transition period

Q. I understand that producers can no longer supply non-logo stock, how should I manage the non-logo stock I still have?

A – You can continue to sell through any residual or leftover non-logo stock that you still have in stores throughout this period.

Retailers may have to simultaneously manage both non-deposit and DRS/logo stock on shelves and should take steps such as checking the list of retained international barcodes to ensure accurate charging.

Comms and Marketing

Q: With the expected increase in customer interaction in the coming weeks, is there a plan to change the marketing to be more informative?

A - We have a detailed comms plan ready that will address the consumer information requirements as the volume of returns increases as we approach the end of the transition period

