

# BottleDrop Express Retailers



## **Quick Overview**

Retailers and OBRC have partnered responsibilities for assuring proper operations, maintenance, and accessibility of BottleDrop Express locations. The information below demonstrates ways in which our partnership works.

## **OBRC Responsibilities**

- Troubleshoot and fix mechanical and software issues for Express drop doors (and all associated hardware), Reverse Vending Machines and store kiosks;
- Conduct monthly preventative maintenance on Express drop doors (including cleaning the doors) and Reverse Vending Machines;
- Supply the stores with receipt paper, green bags, bag tag paper, and account cards.
- \* **For Fred Meyer retailers only** - Green Bags are available in the internal supply warehouse.
- Pick-up all properly sorted containers, including Green Bags, hand-count bags, RVM crushed container bags, and case counts of hand-count glass in a timely manner;
- Provide training and support as requested by store.

## **Retailer Responsibilities**

- Maintain and clean the area around and inside the bottle return room. This includes moving Green Bags to the back of the room so that customers have space behind the drop door to place their Green Bags.
- Empty product out of the Reverse Vending Machines;
- Conduct daily cleaning of Reverse Vending Equipment (manufacturer and OBRC require twice daily cleaning);
- Restock supplies in the kiosk (excluding account cards, which is done by OBRC or NWGA) and Reverse Vending Machines. Supplies can be ordered by calling the numbers below;
- Load full totes and bags on trailers (location specific, as applicable) in a way that makes the process seamless for OBRC staff to unload;
- Monitor and report any issues in a proactive and timely manner (preferably during regular business hours);
- Coach any associates involved in the process about the parameters of the law and our company's customer service standards;
- Understand that the OLCC is closely monitoring any interaction, violations and/or complaints that could result in a fine;
- Share basic knowledge of OBRC programs and Bottle Bill responsibilities with customers (i.e. legal redeemable quantities).

## **FAQs**

### **• How do customers check their account balance?**

There's a BottleDrop App for that! They can also check on the store Kiosk, or by calling customer service at (503) 542-5252.

### **• Is there a wait time for new account holders to use their BottleDrop Card at the drop door?**

There is a standard 4-hour system update for security purposes. New accounts



could take up to 4 hours to complete the process before allowing a customer's card to open a drop door.

- **What is the average wait time for my bag(s) to be credited to my account?**

Please allow 7 days for your account to receive credit from your bag(s).

- **What types of containers can go into Green Bags?**

All redeemable containers purchased in Oregon can be returned in our Green Bag. Aluminum cans and plastic and glass bottles can be put in the same bag.

- **How many containers fit in Green Bags?**

It varies depending on container size, but bags generally hold about 72 containers.

- **Can BottleDrop Give Blue Bags be dropped off at the Express location?**

Yes, both Green and Blue Bags are accepted at all BottleDrop locations.

### **Questions**

Contact our Retail Relationship Coordinator at 503-542-4224 or [RetailRelations@obrc.com](mailto:RetailRelations@obrc.com).

## **Protect your money & our staff**

### **TAG EACH BAG**



### **NO CONTAINERS PEEKING OUT**

### **TIE EVERY BAG TIGHTLY**



**Thank you.**



**BottleDrop®**  
Oregon Redemption Center

