



EXTRANET USER GUIDE / RETURN LOCATIONS

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REGISTERING A NEW RETURN LOCATION

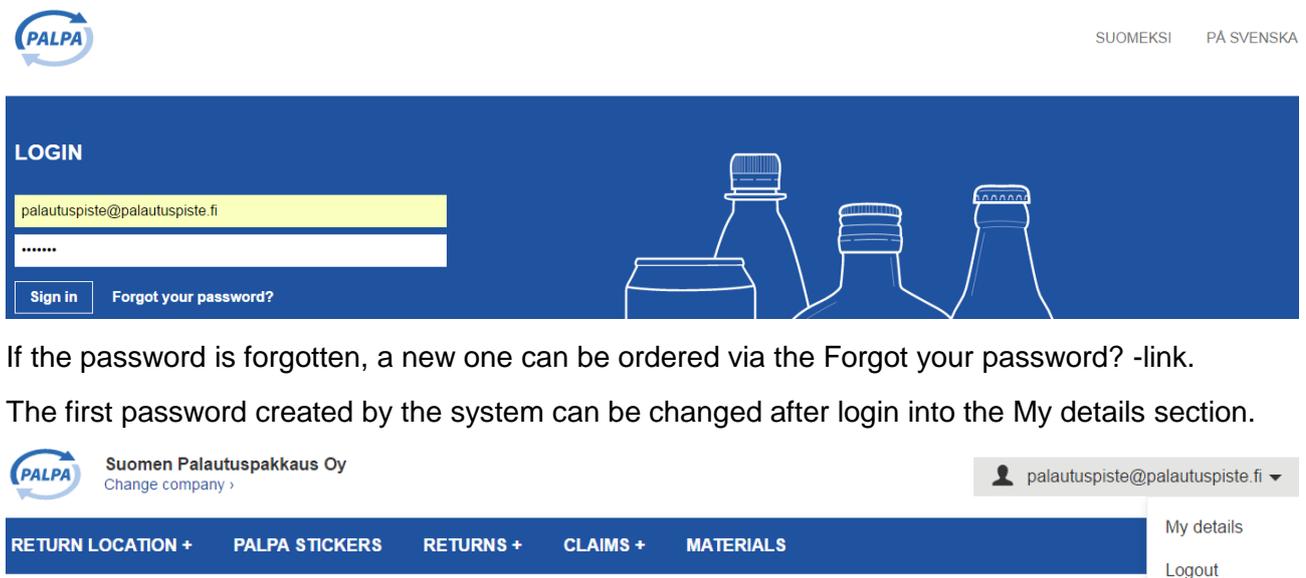
A new return location is registered with Palpa via an electronic form. A username or password is not required. A return location fills out the information required on the form and becomes familiar with the rules of the deposit-refund systems. The user can print out a copy of the form after it has been sent.

Palpa customer service checks the registration information and approves the registration within a few days. If the start date of the return is in the future, registration is approved a few days before the start of the return.

Palpa sends an e-mail to the return location when the registration application is approved. Palpa will also send both username and password to all users defined in connection with the registration. The first batch of Palpa stickers is also sent to the return location by 1st class post.

LOGGING IN AND MANAGING COMPANY'S INFORMATION

Log on to the Extranet service using a username (e-mail address) and password.



The screenshot shows the PALPA login interface. At the top left is the PALPA logo. On the right, there are language options: 'SUOMEKSI' and 'PÅ SVENSKA'. The main content area has a blue background with the word 'LOGIN' in white. Below it, there are two input fields: the first contains the email address 'palautuspiste@palautuspiste.fi' and the second contains a masked password '*****'. To the right of these fields is an illustration of three bottles. Below the input fields are two buttons: 'Sign in' and 'Forgot your password?'. At the bottom of the page, there is a navigation bar with the following items: 'RETURN LOCATION +', 'PALPA STICKERS', 'RETURNS +', 'CLAIMS +', and 'MATERIALS'. In the top right corner, there is a user profile dropdown menu showing the email 'palautuspiste@palautuspiste.fi' and two options: 'My details' and 'Logout'. The company name 'Suomen Palautuspakkaus Oy' and a 'Change company' link are visible in the top left of the main content area.

If the password is forgotten, a new one can be ordered via the [Forgot your password?](#) -link.

The first password created by the system can be changed after login into the [My details](#) section.

The password must be between 8 to 20 characters. No other password rules exist.

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RETURN LOCATION

Managing company and contact details

Depending on the user role the company and contact details can be viewed and managed on this page. Official name, official contact, or the business ID cannot be changed in Extranet. As the official name or contact changes, the return location can send a free form change request to customer service. The change of the business ID almost invariably requires a new registration.

Informing of an ending of operations

The return location informs about an ending of operations to Palpa customer service. Palpa stores the information in the system.

A return location can order Palpa stickers until the end date. Afterwards, ordering the stickers is only possible through customer service. The return location can log into Extranet for another 3 months after the end date, after which the account will automatically close.

User management

The Main user can add, edit, or delete Extranet users on this page. Adding a user is limited to the roles of Account user, Sticker user and Viewer. You can add a new Main user by sending a message to Palpa customer service.

Descriptions of the different roles:

Main user – Writing rights and viewing for all sections.

Account user – Complaint rights and viewing for all sections.

Sticker user – The right to change the shipping address of stickers, to order stickers and viewing for all sections.

Viewer – Viewing for all sections in the service.

Ordering packaging materials

The return location orders the packaging materials (sacks, tie-bands, glass containers) from a selected supplier. For details, refer to the Ordering instructions for packaging supplies.

STICKER ORDERS

The return location will make additional orders for stickers in this section. The order quantity is limited to the number of stickers on the sheet (27 pcs).

Palpa creates sticker materials on **Mondays, Wednesdays** and **Fridays** around 11:00 o'clock. Stickers are sent by post to the return location's delivery address.

The sticker orders page displays the orders for the last 24 months.



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RETURNS

Credited returns

The page shows the return location's returns on a receipt level. The user can arrange the information, for example, by the number or date of the receipt. The return location may, if desired, download the data to MS Excel for its own further use.

How to search for returns

- The receipt number is the same as the last 10 numbers of a Palpa sticker.
- The content of the return can be selected.
- The year selection is used to narrow down the search to a specific year.

Incorrect returns

The list shows both incorrect and rejected receipts. Palpa credits or rejects the receipts in the error state.

Return statistics

The page shows the amount of returned beverage packages monthly and yearly. The data can be downloaded to MS Excel for further use.

CLAIMS

Claim for a missing manual return

A return location can make a claim of a missing manual return when the return is not found at all on Extranet. The user fills the information required for the claim.

Palpa checks the package type and the pickup date of shipping information. Palpa credits the missing return according to the average content of the previous returns. Palpa refunds only the returns that are packaged in accordance with Palpa's instructions and marked with an identification sticker.

Manual return claim

The deposit credit of cans and plastic bottles is based on the calculation data provided by the processing plants. The processing plant staff performs a check count at the start of every turn at the calculation line, which they report to Palpa. If the accuracy of the calculation does not correspond to the requirement set by Palpa, then no returns are calculated on that line.

A return location can make a claim regarding the credited amount only when the processing plant worker has informed Palpa of a return with either **sack open** or **sack broken** marking.

Palpa checks the average contents of the previous returns. The claim can be rejected if the amount exceeds the maximum capacity of a manual bag. Palpa does not credit non-deposit packages or packages that cannot be identified.

Palpa credits the return of glass bottles manually according to the size and content of the glass container.

Claims list

Palpa customer service handles claims. The responses of the claims are displayed in Extranet on the claims list. The user will also receive a message of the response to the Extranet service.



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MATERIALS

The material bank contains all the instructions, rules, and pictures. The material bank is also on Palpa's website.

NEWS

Palpa publishes electronic newsletters and news releases a few times a year. Newsletters can also be found on the Extranet home page.

INSTRUCTIONS AND DOCUMENTS

The section contains the most essential instructions.

NOTIFICATIONS

The section with the envelope image shows a message that is targeted to a particular user. For example, the accounting officer will be informed that the complaint has been answered.

PALPAS CONTACT DETAILS

Palpa customer service is available on weekdays between 8:00-16:00.
Phone: (09) 868 9860 / E-mail: asiakaspalvelu@palpa.fi.