



Contents

REGISTERING A NEW COMPANY OR RETURN LOCATION.....	2
LOGGING IN AND MANAGE OWN USER DETAILS.....	2
RETURN LOCATION SECTION.....	3
Manage company and contact details	3
Inform of end of operations.....	3
User management.....	3
Ordering packaging materials.....	3
PALPA STICKERS SECTION.....	3
RETURNS SECTIONS	4
Credited returns.....	4
How to search for returns:.....	4
Rejected returns.....	4
Return statistics.....	4
CLAIMS SECTION.....	4
Missing manual return claim	4
Manual return claim.....	5
Claims list.....	5
MATERIALS	5
NEWS.....	5
INSTRUCTIONS AND DOCUMENTS.....	5
NOTIFICATIONS.....	5
PALPAS CONTACT DETAILS.....	5



REGISTERING A NEW COMPANY OR RETURN LOCATION

New return locations are registered via a registration form in Palpa's Extranet. A username or password is not required. All required information is filled in on the form and the rules of the deposit-refund systems are accepted. When the form is sent the user can print out or save a copy of the registration.

Palpa's customer service check the registration details and approves the registration usually within a couple of working days. If the start date for returns is in the future the registration will be processed and approved a couple of working days before the start.

When Palpa approves the registration the first batch of Palpa stickers will be sent automatically by 1st class post. More Palpa stickers can be ordered in the [PALPA STICKERS section](#). The main contact person will get an email of the approval. The extranet users given in the registration form will get their user names and passwords via email as well.

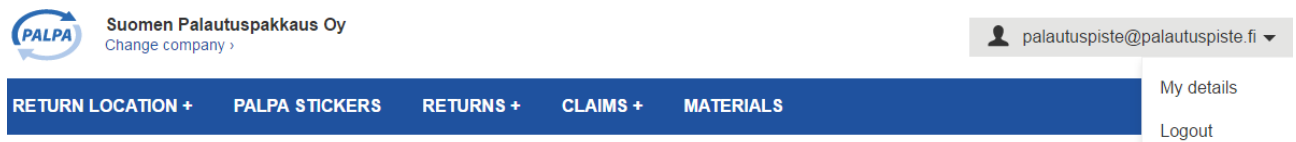
LOGGING IN AND MANAGE OWN USER DETAILS

Logging in to the service require a user name (email address) and a password.



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

The system generated password can be changed after login in the My details section.



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



RETURN LOCATION SECTION

Manage company and contact details

Depending on the user role in this section the company and contact details can be viewed and managed. The official name, business-ID and main contact person cannot be updated or managed via the extranet service. Changes to the official name or contact person can be requested by email to customer service. A change to the business-ID requires almost always a new registration.

Inform of end of operations

The form is sent to the customer service to inform of end of operations. Palpa updates an end date to the system.

Palpa stickers can be ordered up to the end date normally. If excess stickers are needed after the end date an order can be placed by email to the customer service. Logging on to extranet is possible during a 3 month period after the end date. Where after the user account on extranet will be automatically terminated.

User management

The Main user can add, maintain and remove extranet users in this section. New users created by the Main user can have the roles of Account user, Sticker user or Viewer. Main contact details can also be managed in this section. A new Main user can only be created by Palpa, so in need of one please contact customer service by email.

Descriptions of the different roles:

Main user – Change and viewing right to all sections in the service

Account user – Ability to check returns, make claims and viewing rights to all other sections in the service.

Sticker user – Ability to maintain and change the post address for Palpa stickers and ability to make orders. Viewer rights to all other sections in the service.

Viewer – Viewing rights only, but to all sections in the service.

Ordering packaging materials

Palpa doesn't sell packaging materials, such as sacks, tie-bands or containers needed for the returns. The returning company can purchase these from the suppliers listed on the instruction.

PALPA STICKERS SECTION

The order history contains orders from the past 24 months and their status. A new order is placed via an order form. The order amount is fixed around the amount of stickers on one label sheet (27 Palpa stickers).

The order batched are created each working day around 12:00. This ensures that orders placed before the cut off will be sent the next working day to the recipient.



RETURNS SECTIONS

Credited returns

The view of credited returns shows on receipt level the returns including their status. The result can be sorted by i.e. per receipt no. or date. There is a possibility to download the data in to MS Excel.

The claims about the credited amount of packages are to be done via the list of credited returns. More detailed instructions for claims is given in the [CLAIMS section](#) of this document.

How to search for returns:

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

Rejected returns

On the list of rejected returns are the receipts that have an error status. Palpa checks all returns and credit or reject them.

Return statistics

The report shows the amount of returned packages by credit note date. The report can be downloaded to MS Excel.

CLAIMS SECTION

Missing manual return claim

The main user or the account user can make a claim regarding a missing return.

The claim can be made when the return is not found on the list of credited or rejected returns and the pick-up date is older than 30 days ago. The claim form indicates the mandatory fields.

Palpa checks the return type and pick-up date from the transport data. Only returns that are sorted and packed according to Palpa's instructions and labelled with a Palpa sticker can be credited. A claim can be rejected if the return is sorted or packed wrongly.

Palpa counts an average amount for the return based on the return locations return history.

Claims are handled weekly by Palpa and a response to a claim is given so that it will be visible on the claim list and the user will get a notification.



Manual return claim

The deposit credit of cans and plastic bottles is based on the counting machine reporting from the handling centres. The counting machines counting result quality is monitored daily and if the quality doesn't meet Palpa's standards no customer returns will be counted.

The main user or the account user 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 return amount of the return location as well as the quality result of the particular counting date. The claim can be rejected if the amount exceeds the maximum capacity of a manual bag. Palpa doesn't credit deposits for non-deposit packages or packages that can't be identified.

Returns of glass bottles are credited base on the transport data including the container type. The deposit amount is based on whether the container is big or small which is then converted into bottles.

Claims are handled weekly by Palpa and a response to a claim is given so that it will be visible on the claim list and the user will get a notification.

Claims list

The list contains all reported claims and their answers when they are handled.

MATERIALS

The materials section is a copy of the same feature on our website. Palpa publishes here all materials such as rules, instructions and pictures that are public.

NEWS

Palpa sends out electronic news letters a few times a year. The section will contain links to most recent news.

INSTRUCTIONS AND DOCUMENTS

This section gathers all essential instructions and documents for extranet and returning in general.

NOTIFICATIONS

A user can get specific notifications i.e. when a claim is answered or a specific new feature requires attention.

PALPAS CONTACT DETAILS

Customer service tel. 09-868 9860 weekdays 8:00 – 16:00. Customer service email: asiakaspalvelu@palpa.fi.