



User Manual for Registering on the Single-Use Deposit Portal

for

Collectors

A document of
EWP Recycling Pfand Österreich gmbH
hereinafter referred to as “EWP” or “we”

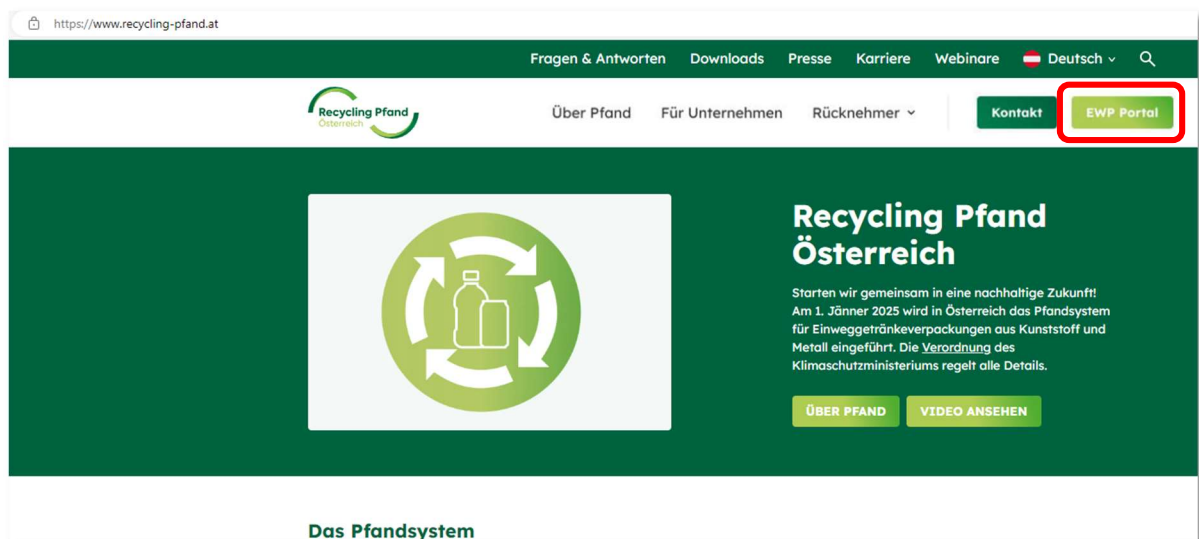
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PART I – CREATING A SINGLE-USE DEPOSIT ACCOUNT / KEY USER REGISTRATION

In order to be able to participate in the Austrian single-use deposit system, you will need to complete several registration steps in the EWP Portal. Depending on your role in the single-use deposit system (producer/importer, collector, reverse vending machine manufacturer, tariff partner, etc.), various key data and detailed information are needed for registration purposes. The EWP Portal is the central system and your main source of information with regard to ongoing billing, master data management, etc., both for the initial registration process, but above all for future deposit processing.

The easiest way to access the EWP Portal is by going to the website at www.recycling-pfand.at and then clicking the “EWP Portal” button at the top right.

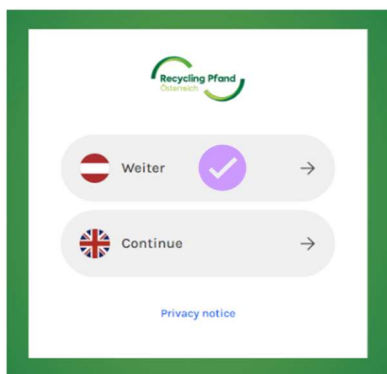


You will now be forwarded directly to the EWP Portal, where you can start the multi-step registration process or, if you have already registered, access your digital EWP account whenever you like.

It is strongly recommend that the initial registration of the company is carried out by the person who will subsequently be the company’s key user. We also recommend that you perform the initial registration on a computer/laptop, as this makes it easier to carry out the 2-factor authentication that forms part of the registration process.

1 KEY USER REGISTRATION

The EWP Portal is available in 2 languages (English and German). Please start by selecting your preferred language (this can be changed at any time in the portal):



The login screen is displayed and, if an account has not yet been set up in the EWP Portal (initial registration), you have now three ways to register a user for the first time:

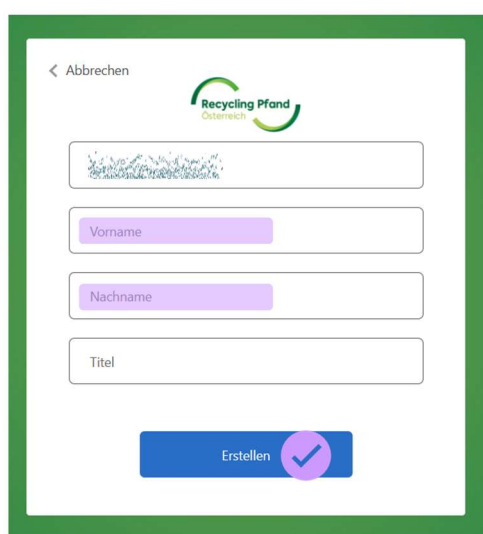
- (1) Microsoft work account login
- (2) ID Austria login (option still under development)
- (3) Email address & password

1.1 USER REGISTRATION WITH MICROSOFT WORK ACCOUNT LOGIN

The simplest way to register a user is to use an existing Microsoft work account (Office 365 package). In this case, the EWP Portal verifies the user by retrieving data from your Microsoft work account. To do this, the user simply has to click on the “Microsoft work account login” button.



The next step is simply to add the user's first name and surname or, if desired, a title. By clicking on the “Create” button, the EWP Portal saves the user, who can then start registering the company.

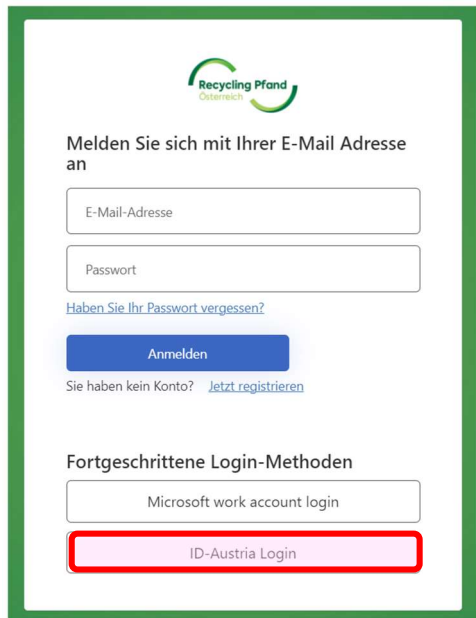


You can now skip to Part II of the “Registering companies” manual.

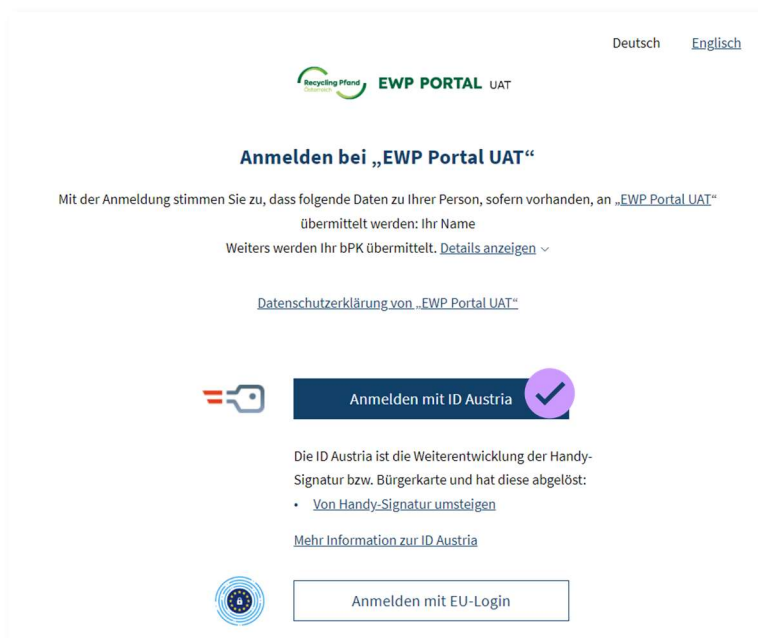
1.2 USER REGISTRATION WITH ID AUSTRIA LOGIN

This user registration option is still undergoing testing and is therefore not available yet.

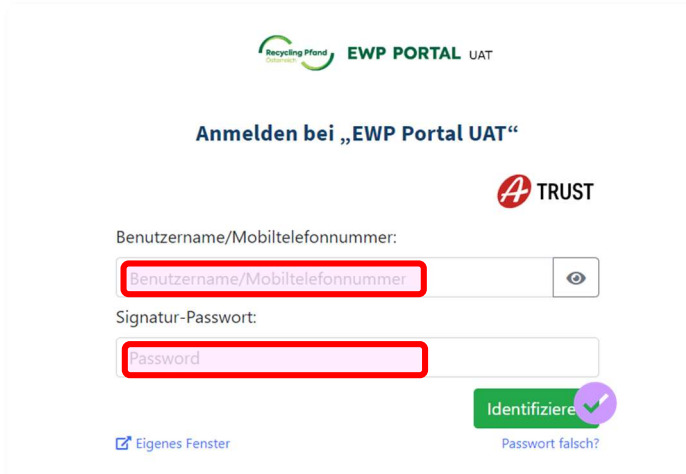
Another simple way to register a user is to use an existing ID Austria account. In this case, the EWP Portal verifies the user by retrieving data from ID Austria. To do this, the user simply has to click on the “ID Austria Login” button to be forwarded to the ID Austria login platform.



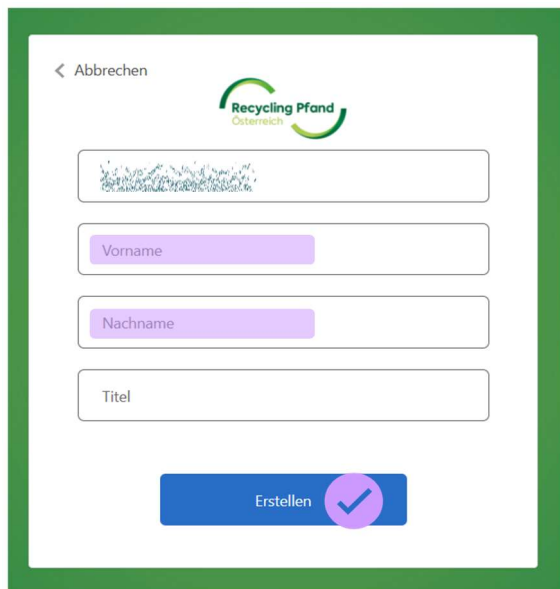
On the ID Austria platform, click on the “Login with ID Austria” button.



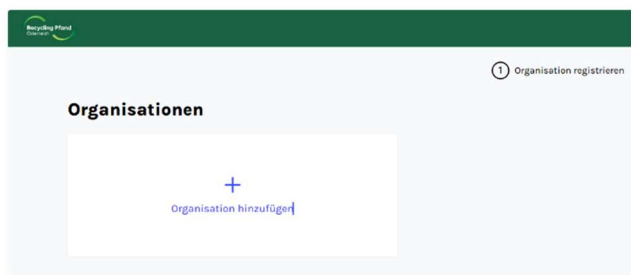
The final user verification and login now takes place on the ID Austria platform using the account created there.



The next step is simply to add the user's first name and surname or, if desired, a title. By clicking on the "Create" button, the EWP Portal saves the user, who can then start registering the company.



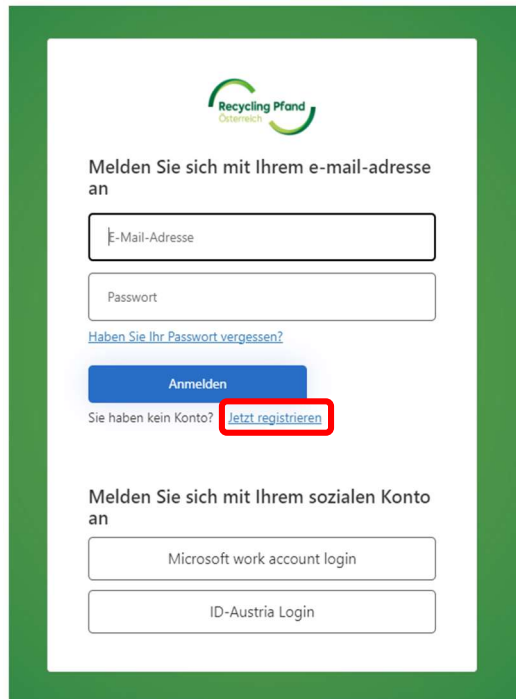
This concludes the one-time user registration and you can now continue with registering the organisation. You are now also able to use ID Austria as a login variant each further time that you log into the EWP Portal.



You can now skip to Part II of the "Registering companies" manual.

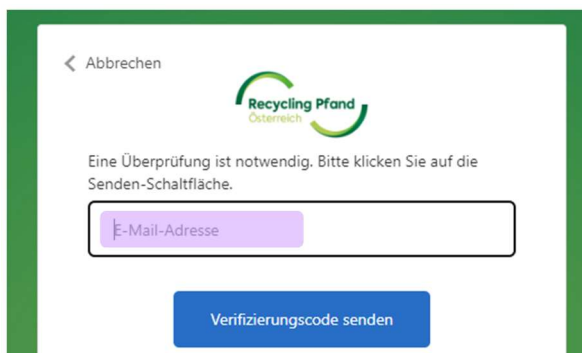
1.3 USER REGISTRATION WITH EMAIL ADDRESS + PASSWORD

If you don't have either a Microsoft work account or an ID Austria login, you also have the option to register by using an existing email address and assigning a password. To register the user for the first time, please click on the ["Register now"](#) link:



The image shows a registration form for Recycling Pfand Österreich. At the top is the logo. Below it, the text 'Melden Sie sich mit Ihrem e-mail-adresse an' is followed by two input fields: 'E-Mail-Adresse' and 'Passwort'. A link 'Haben Sie Ihr Passwort vergessen?' is below the password field. A blue 'Anmelden' button is next to the email field. Below the button, the text 'Sie haben kein Konto?' is followed by a red-bordered link 'Jetzt registrieren'. Further down, the text 'Melden Sie sich mit Ihrem sozialen Konto an' is followed by two buttons: 'Microsoft work account login' and 'ID-Austria Login'.

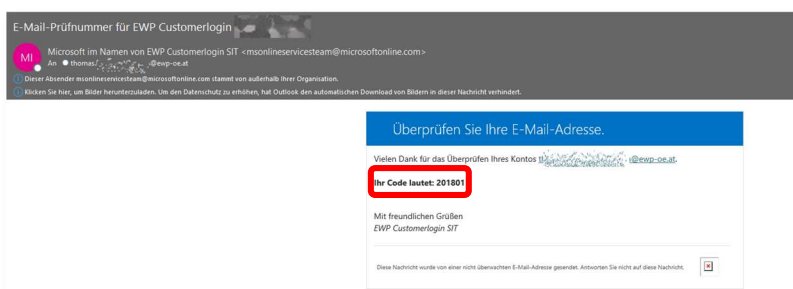
Next, enter the user's email address and click on the ["Send verification code"](#) button.



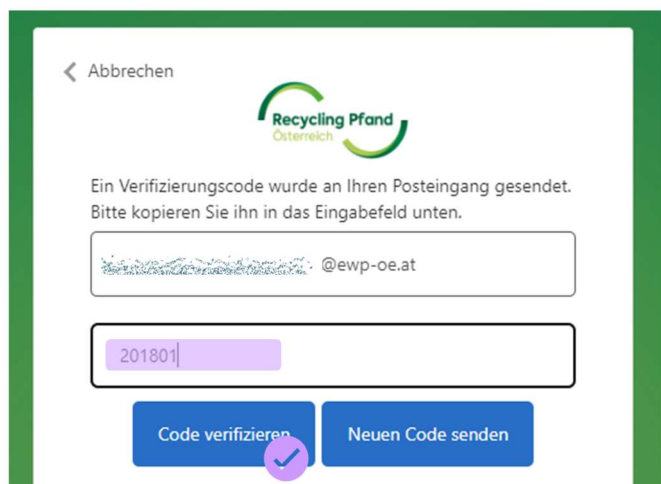
The image shows a screen for sending a verification code. At the top left is a back arrow and the text 'Abbrechen'. Below it is the Recycling Pfand Österreich logo. The text 'Eine Überprüfung ist notwendig. Bitte klicken Sie auf die Senden-Schaltfläche.' is followed by an 'E-Mail-Adresse' input field. At the bottom is a blue button labeled 'Verifizierungscode senden'.

This performs the first verification of the email address by sending a verification code to the entered email address to ensure that it actually exists.

Now go to your email account and check your inbox for the email sent to you containing the verification code. As this is an automatically generated email, please also check your junk folder if you are unable to find the message in your inbox.



Now enter the 6-digit code into the box in the EWP Portal and click on the “Verify code” button.



← Abbrechen

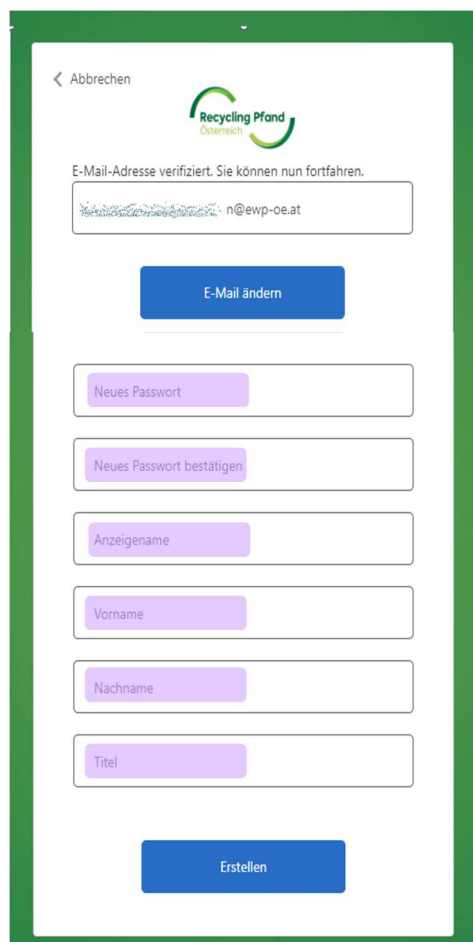
Recycling Pfand Österreich

Ein Verifizierungscode wurde an Ihren Posteingang gesendet.
Bitte kopieren Sie ihn in das Eingabefeld unten.

Code verifizieren **Neuen Code senden**

Once the entered email address has been successfully verified, the user can be created by using their name and assigning a password. When choosing a password, please make sure that it is at least 10 characters in length, uses uppercase and lowercase letters and also contains at least 1 special character (e.g.: # % \$ \$ @ ! ? etc.).

The input dialogue for assigning a password and entering the user’s name is shown below:



← Abbrechen

Recycling Pfand Österreich

E-Mail-Adresse verifiziert. Sie können nun fortfahren.

E-Mail ändern

Erstellen

If the code provided does not work or an email containing the code cannot be found in the inbox then a new code can be requested. To do this, simply click on the “Send new code” button.

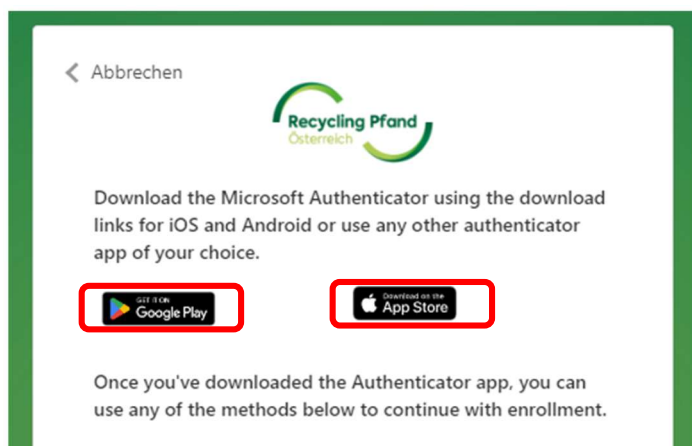
2 TWO-FACTOR AUTHENTICATION

For security reasons, the next step involves the integrated 2-factor authentication using the Microsoft Authenticator app. This is an additional security measure designed to protect your user account. The user can only log into their user account by entering the additional code, which is resent to the stored mobile phone number of the authorised user every 30 seconds.

Further general information on 2-factor authentication can be found by clicking on the following link [in German only]:

<https://www.saferinternet.at/faq/datenschutz/was-ist-die-zwei-faktor-authentifizierung>

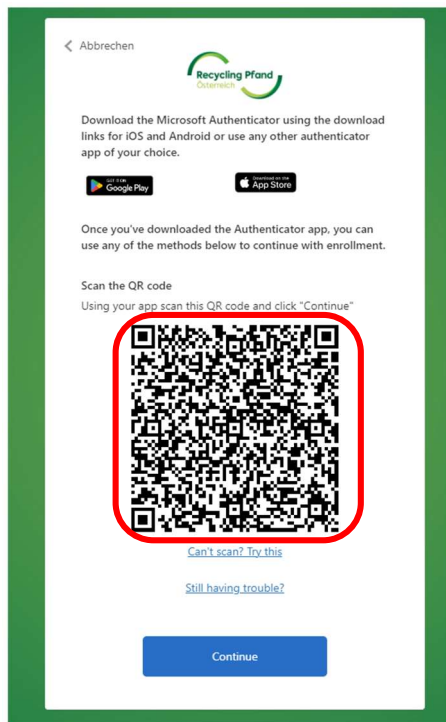
If you haven't already installed an authentication app on your smartphone, you can download one either from the Google Play Store (for Android devices) or from the Apple App Store (for iOS devices). Clicking on the relevant button (icon) will take you directly to the download area of the MS Authenticator app.



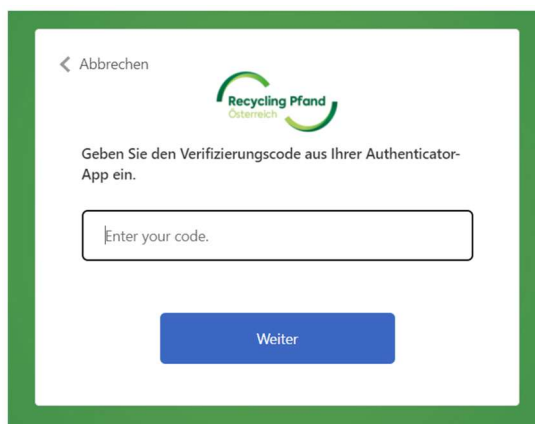
You can now download the required app and install it on your smartphone.

If you have already installed an authentication app on your smartphone, or as soon as the download procedure described above has completed, you can open the authentication app on your smartphone.

In the MS Authenticator app, you'll find the “Verified IDs” menu item on the right. Please select this item and then click on the “Scan QR code” button. The app now launches your camera to allow you to scan the QR code displayed by the EWP Portal during registration process.



The EWP Portal now asks you to input the verification code shown in the Authenticator app.



Now pick up your smartphone again and check the code shown in your authenticator app.



Entering this code in the EWP Portal confirms your entry into the EWP Portal and gives you access to the EWP Portal homepage.

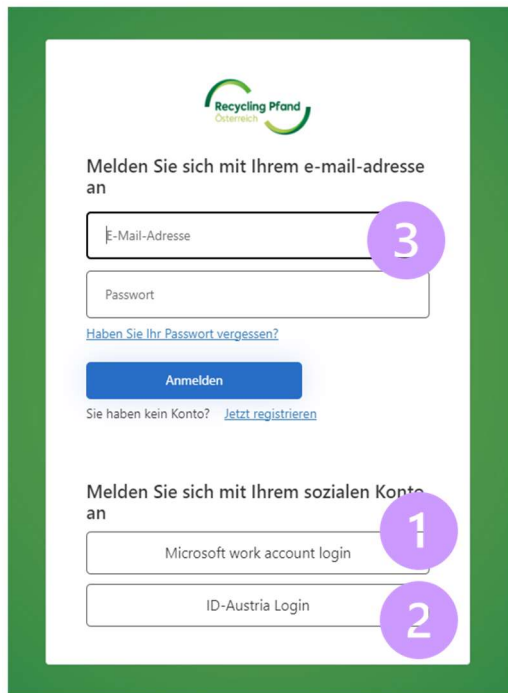
IMPORTANT: You will need to carry out this 2-factor authentication every time you log into the EWP Portal in future. Therefore you must install the authenticator app on your smartphone because you will need it to access your account in future.

3 LOGIN WITH EXISTING USER ACCOUNT

If you have already successfully created a user (user account) in the EWP Portal, you can use it to re-enter the system at any time, for example to update your master data, invite other users to the EWP Portal or in future also view your transactions, statements, etc.

We recommend that you always enter the EWP Portal via our website at www.recycling-pfand.at

You will now see the familiar general login dialogue again, which will be used every time you access the EWP Portal in future.

The image shows the login interface of the Recycling Pfand Österreich portal. It features the logo at the top. Below it, there are two main login sections. The first section, 'Melden Sie sich mit Ihrem e-mail-adresse an', includes an email address input field (marked with a purple circle '3'), a password input field, a link for 'Haben Sie Ihr Passwort vergessen?', and an 'Anmelden' button. Below this is a link for 'Sie haben kein Konto? Jetzt registrieren'. The second section, 'Melden Sie sich mit Ihrem sozialen Konto an', includes two buttons: 'Microsoft work account login' (marked with a purple circle '1') and 'ID-Austria Login' (marked with a purple circle '2').

You must now select one of the three login options that you originally used when you first registered.

- (1) Microsoft work account login
- (2) ID Austria login
- (3) Email address & password

3.1 LOGIN WITH MICROSOFT OFFICE ACCOUNT

The user only has to click on the “Microsoft work account login” button and is guided through the previously saved Microsoft user profile to the stored EWP user account.

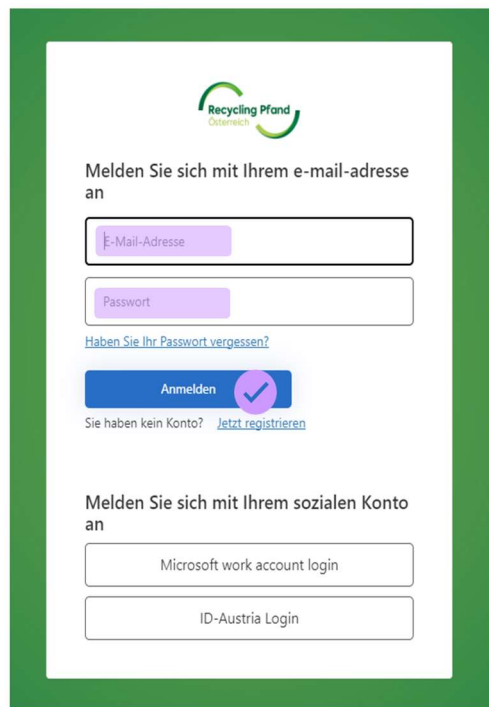
3.2 LOGIN WITH ID AUSTRIA ACCOUNT

This user registration option is currently still undergoing testing and is therefore not available yet.

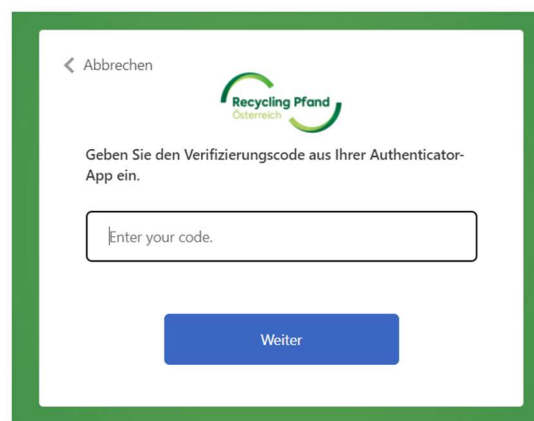
The user only has to click on the “ID Austria login” button to be forwarded to the ID Austria portal. The user now logs into ID Austria and is automatically logged into their EWP Portal account.

3.3 LOGIN WITH EMAIL ADDRESS + PASSWORD

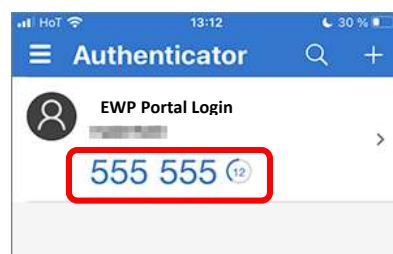
The user has to enter their email address and the password assigned at the time in the input dialogue and click on the “Login” button.

The screenshot shows the login interface of the EWP Portal. At the top is the 'Recycling Pfand Österreich' logo. Below it, the text 'Melden Sie sich mit Ihrem e-mail-adresse an' is displayed. There are two input fields: 'E-Mail-Adresse' and 'Passwort'. A link 'Haben Sie Ihr Passwort vergessen?' is located below the password field. A blue button labeled 'Anmelden' with a checkmark icon is positioned below the email field. Below this button, the text 'Sie haben kein Konto? [Jetzt registrieren](#)' is shown. Further down, the text 'Melden Sie sich mit Ihrem sozialen Konto an' is displayed, followed by two buttons: 'Microsoft work account login' and 'ID-Austria Login'.

The EWP Portal now asks you to input the verification code shown in the Authenticator app.

The screenshot shows a verification screen within the EWP Portal. At the top left is a back arrow and the text 'Abbrechen'. The 'Recycling Pfand Österreich' logo is at the top center. Below the logo, the text 'Geben Sie den Verifizierungscode aus Ihrer Authenticator-App ein.' is displayed. There is a single input field with the placeholder text 'Enter your code.'. Below the input field is a blue button labeled 'Weiter'.

Now pick up your smartphone again and check the code shown in your authenticator app.



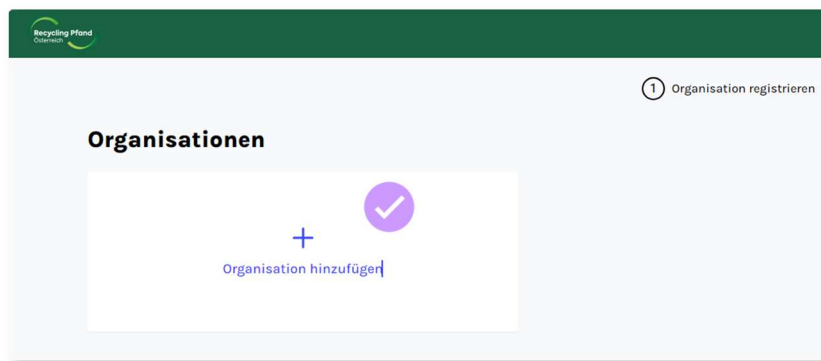
Entering this code in the EWP Portal confirms your entry into the EWP Portal and gives you access to the EWP Portal homepage.

PART II – ORGANISATION REGISTRATION

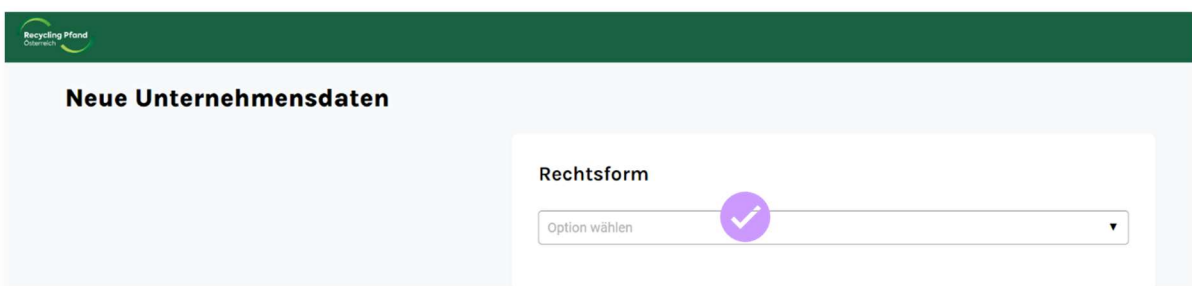
After you log into the EWP Portal for the first time, you will be shown the homepage of your user account. The first time you log in, this will still be empty and the system will give you the possibility to register your organisation. This registration process should be carried out by the intended key user as important points of general company details as well as specific information with regard to the single-use deposit system for drinks bottles and cans will be requested. Once the organisation has been successfully registered, the necessary roles (producer/importer, collector, etc.) can be created in the EWP Portal in the next step.

1 ADDING AN ORGANISATION IN THE EWP PORTAL

To do this, simply click on the “+ Add organisation” button.



If you want to enter a new organisation (or company, association, etc.), you must first define the legal form by selecting it from the drop-down menu:



Depending on the legal form you have selected, you will now be asked for an identification option for your company, association, etc.

In the case of a corporation (GmbH (private limited company), AG (public limited company), etc.), the system prompts you to enter either your company register number or your VAT registration number:

The screenshot shows a web form with two main sections. The first section, 'Rechtsform', contains a dropdown menu with 'Gesellschaft mit beschränkter Haftung (GmbH)' selected and highlighted by a red rectangle. The second section, 'Unternehmensdaten', contains two input fields: 'Firmenbuchnummer' with a placeholder 'FN 123456x' and 'UID-Nummer' with a placeholder 'E.g.: ATU12345678'. At the bottom, there is a small text line 'Wir verwenden dies zum Ausfüllen der Unternehmensdaten' and a light blue button labeled 'Fortfahren'.

If your organisation is an association, please select “Association” as the legal form; the system will now ask you to enter your association number, determined by the central register of associations, or a VAT registration number.

The screenshot shows a web form similar to the previous one. In the 'Rechtsform' section, the dropdown menu shows 'Verein' selected and highlighted by a red rectangle. The 'Unternehmensdaten' section has two input fields: 'ZVR-Zahl' and 'UID-Nummer' with a placeholder 'E.g.: ATU123456789'. At the bottom, there is a small text line 'Wir verwenden dies zum Ausfüllen der Unternehmensdaten' and a blue button labeled 'Fortfahren'.

For non-registered sole proprietorships [please note the distinction made in the selection menu between “sole proprietorship” and “registered sole proprietorship (e.U.)”], the name of the owner and the date of birth are requested.

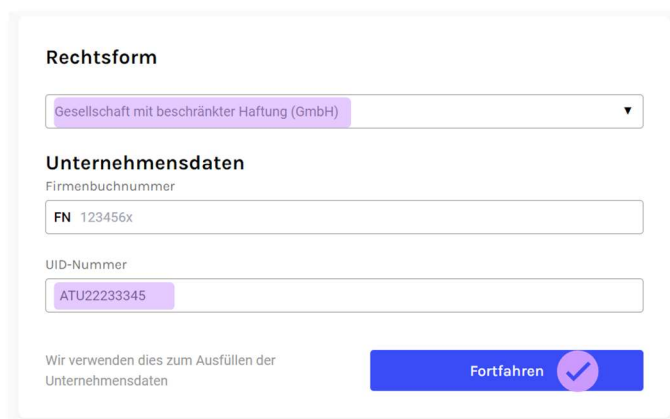
The screenshot shows a web form similar to the previous ones. In the 'Rechtsform' section, the dropdown menu shows 'Einzelunternehmen' selected and highlighted by a red rectangle. The 'Unternehmensdaten' section has two input fields: 'Eigentümerin des Unternehmens' and 'Geburtsdatum' with a placeholder 'DD/MM/YYYY' and a calendar icon. At the bottom, there is a small text line 'Wir verwenden dies zum Ausfüllen der Unternehmensdaten' and a blue button labeled 'Fortfahren' with a checkmark icon.

You can now confirm your entry by clicking on the “Continue” button.

Should your company, association, etc. already be registered with us on the EWP Portal, you will be shown a message in this regard because multiple registrations are not possible. In this case, please either determine internally who carried out the registration or get in contact with EWP customer service.

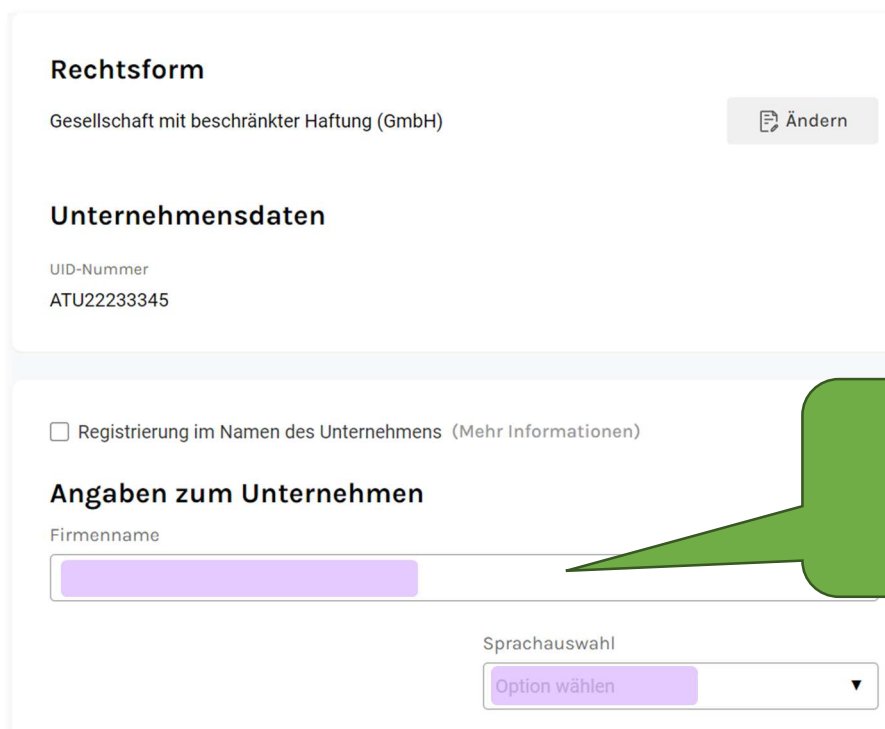
Example registration of a GmbH:

The user selects the legal form “Company with limited liability (GmbH)” and enters the company’s VAT registration number. Next, the user clicks on “Continue”



The screenshot shows a registration form titled 'Rechtsform' with a dropdown menu set to 'Gesellschaft mit beschränkter Haftung (GmbH)'. Below this is the 'Unternehmensdaten' section, which includes a 'Firmenbuchnummer' field with 'FN 123456x' and a 'UID-Nummer' field with 'ATU22233345'. At the bottom, there is a note 'Wir verwenden dies zum Ausfüllen der Unternehmensdaten' and a blue 'Fortfahren' button with a checkmark icon.

The system now forwards the user to the area where they can edit the company’s master data. In our example, this concerns an Austrian beverage producer with company headquarters in Linz.



The screenshot shows a form for editing company master data. The 'Rechtsform' section displays 'Gesellschaft mit beschränkter Haftung (GmbH)' with an 'Ändern' button. The 'Unternehmensdaten' section shows the 'UID-Nummer' as 'ATU22233345'. Below this is a checkbox for 'Registrierung im Namen des Unternehmens (Mehr Informationen)'. The 'Angaben zum Unternehmen' section includes a 'Firmenname' field and a 'Sprachauswahl' dropdown menu with 'Option wählen' selected. A green callout bubble points to the 'Firmenname' field.

Entry, completion and verification of various company-related data

Firmenadresse

Adresszeile 1	Adresszeile 2	Optional
<input type="text"/>	<input type="text"/>	
Land	Stadt	
<input type="text" value="Option wählen"/>	<input type="text"/>	
Postleitzahl		
<input type="text"/>		
<input type="checkbox"/> Das Unternehmen hat eine abweichende Postanschrift		

Angaben zum Hauptansprechpartner

Salutation	Optional	Position in the company
<input type="text"/>		<input type="text"/>
Vorname	Nachname	
<input type="text"/>	<input type="text"/>	
E-Mail	Telefonnummer	
<input type="text"/>	<input type="text" value="+43 123 456 7890"/>	

Announcement of the main contact person on the subject of the single-use deposit

As every initial distributor (producer, importer, etc.) or collector who wishes to register has to sign a contract with EWP, the signatories must be named. All details of the future business relationship are then regulated in these contracts, depending on the role (initial distributor and/or collector).

Vertrag

Zeichnungsberechtigte Person Nr.1

Salutation	Optional	Position in the company
<input type="text"/>		<input type="text"/>
Vorname	Nachname	
<input type="text"/>	<input type="text"/>	
E-Mail	Telefonnummer	
<input type="text"/>	<input type="text" value="+43 123 456 7890"/>	

[+ Zeichnungsberechtigte Person hinzufügen](#)

Bis zu 4 Unterschriften

Announcement of the authorised signatories for the contracts with EWP Recycling Pfand Österreich gGmbH

The person(s) entered here will be listed as signatories in the automatically generated contracts with EWP Recycling Pfand Österreich gGmbH. This/these person(s) have to be authorised signatories and are subsequently required to sign the contracts. The check takes place during the internal EWP verification process.

An email address must be provided for later communication on billing issues (e.g. sending the deposit statement, information on changes, etc.).

Should the company, association, etc. have a VAT registration number, this must be activated in the input dialogue (should normally already have been pre-populated). In addition, it must be stated whether or not a VAT obligation exists. This information is very important for the correct creation of accounting documents.

Finanzdaten

E-Mail für finanzielle Kommunikation

Haben Sie eine UID-Nummer?

Ich habe eine UID-Nummer

UID-Nummer

USt-Pflicht

Option wählen

In order to enable efficient and fast account administration, we recommend agreeing to electronic invoicing.

You can then choose from 3 options for submitting invoices electronically:

- via EDI (for larger companies)
- via provision on an SFTP server (for larger companies)
- via EWP Portal (with automatic email notification on the independent download of accounting documents by the organisation)

☒ Zustimmung elektronischer Rechnungserhalt

Kommunikationskanal für Rechnungen

EWP Portal

Regardless of the invoicing method selected, the billing documents and details will be available online in the EWP Portal.

Before the entered data can be sent to EWP for checking, the user first has to confirm the information is correct in terms of compliance and company affiliation by activating the checkbox.


Compliance und Zugehörigkeit

☐ Die Organisation hat keine/n Sitz, Aufenthalt, Filialen, Tochterunternehmen in einem sanktionierten Land (Nordkorea, Iran, Syrien, Sudan, Südsudan, Myanmar und Krim), operiert aus keinem solchen Land und ist in keinem solchen registriert.

☐ Die Organisation hat keine Geschäftsverbindungen in diesen sanktionierten Ländern, generiert dort keine Einkünfte und hält keine Vermögenswerte in einem dieser Länder.

☐ Die Organisation unterliegt keinen Sanktionen, die vom Sicherheitsrat der Vereinten Nationen, Behörden der Europäische Union oder der USA erlassen wurden.

☐ Die Organisation steht nicht im Eigentum oder unter Kontrolle von Personen, die genannten Sanktionen unterliegen und hat keine leitenden Angestellte oder andere wirtschaftlich berechnete Personen, die in einem sanktionierten Land wohnen, registriert sind, unter deren Gerichtsbarkeit operieren oder den genannten Sanktionen unterliegen.

Speichern als EntwurfFortfahren 

Now click on “Continue” and the system will display a summary of all the data entered one last time for the user’s final check:

ⓘ Bitte überprüfen und bestätigen Sie die Anmeldedaten.

Rechtsform

Gesellschaft mit beschränkter Haftung (GmbH)

Unternehmensdaten

UID-Nummer
ATU22233345

☐ Registrierung im Namen des Unternehmens

Unternehmensregistrierung im Namen von
-

Angaben zum Unternehmen

Firmenname
Top Limo GmbH

Datum der Registrierung
30.05.2024

Sprachauswahl
Deutsch

Firmenadresse

Adresszeile 1

Hauptstraße 5

Adresszeile 2

-

Land

Austria

Stadt

Linz

Postleitzahl

4020

☐ Das Unternehmen hat eine abweichende Postanschrift

Angaben zum Hauptansprechpartner

Bezeichnung

-

Rolle des Unternehmens

Leiter Controlling

Vorname

Martin

Nachname

Huber

E-Mail

martin.huber@toplimo.at

Telefonnummer

+43732101099

Vertrag

Zeichnungsberechtigte Person Nr.1

Bezeichnung

-

Rolle des Unternehmens

Geschäftsführerin

Vorname

Gerlinde

Nachname

Schmid

E-Mail

gerlinde.schmid@toplimo.at

Telefonnummer

+43732101090

Finanzdaten

E-Mail für finanzielle Kommunikation

rechnung@toplimo.at

Haben Sie eine UID-Nummer?

Ich habe eine UID-Nummer

UID-Nummer

· ATU22233345

Steuersatz (%)

Regelbesteuerung

☒ Zustimmung elektronischer Rechnungserhalt

Kommunikationskanal für Rechnungen

EWP Portal

Compliance und Zugehörigkeit

Die Organisation hat keine/n Sitz, Aufenthalt, Filialen, Tochterunternehmen in einem

- ☒ sanktionierten Land (Nordkorea, Iran, Syrien, Sudan, Südsudan, Myanmar und Krim), operiert aus keinem solchen Land und ist in keinem solchen registriert.

- ☒ Die Organisation hat keine Geschäftsverbindungen in diesen sanktionierten Ländern, generiert dort keine Einkünfte und hält keine Vermögenswerte in einem dieser Länder.

- ☒ Die Organisation unterliegt keinen Sanktionen, die vom Sicherheitsrat der Vereinten Nationen, Behörden der Europäischen Union oder der USA erlassen wurden.

Die Organisation steht nicht im Eigentum oder unter Kontrolle von Personen, die genannten Sanktionen unterliegen und hat keine leitenden Angestellte oder andere wirtschaftlich berechnete Personen, die in einem sanktionierten Land wohnen, registriert sind, unter deren Gerichtsbarkeit operieren oder den genannten Sanktionen unterliegen.

[Details bearbeiten](#)

[Zur Genehmigung senden](#)

Once all the data has been checked and is correct, please click on the “[Send for approval](#)” button. This sends the dataset to EWP and the user cannot make any further changes for the time being.

Should an error be discovered in the data entry, please simply click on the “[Edit details](#)” button to correct all fields or make additions. The summary is then displayed again and the user can send the data for approval.

Once the automated initial check has been successfully completed by the EWP Portal, the key user can immediately proceed to the next registration step “Register role”. Details on this registration step can be found in Part III - Company role registration.



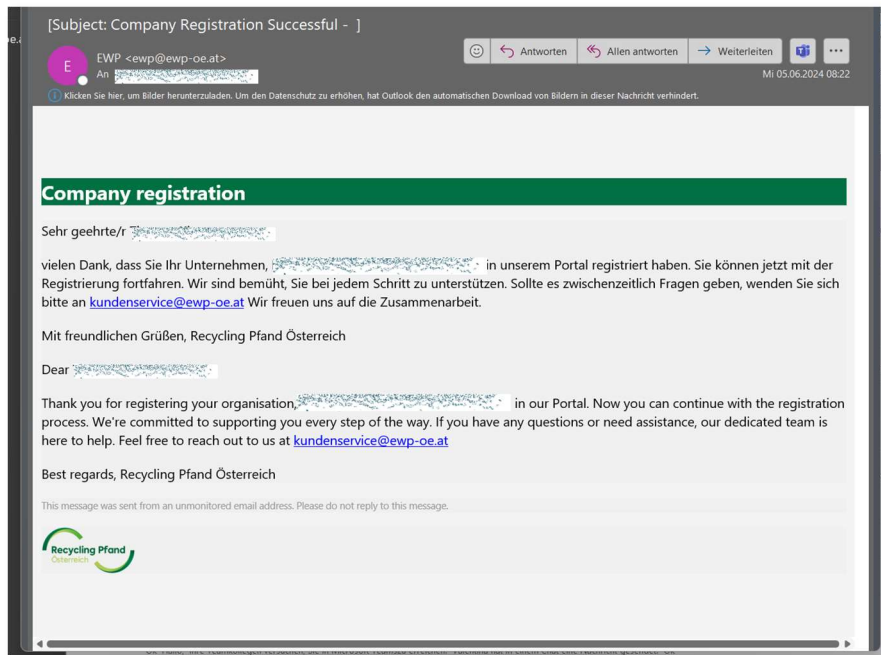
Organisation erfolgreich genehmigt

Weitere Informationen finden Sie in Ihrer E-Mail

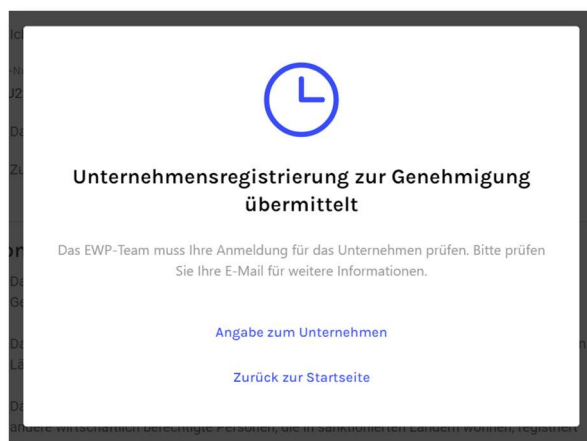
[Rolle registrieren](#)

[Angabe zur Organisation](#)

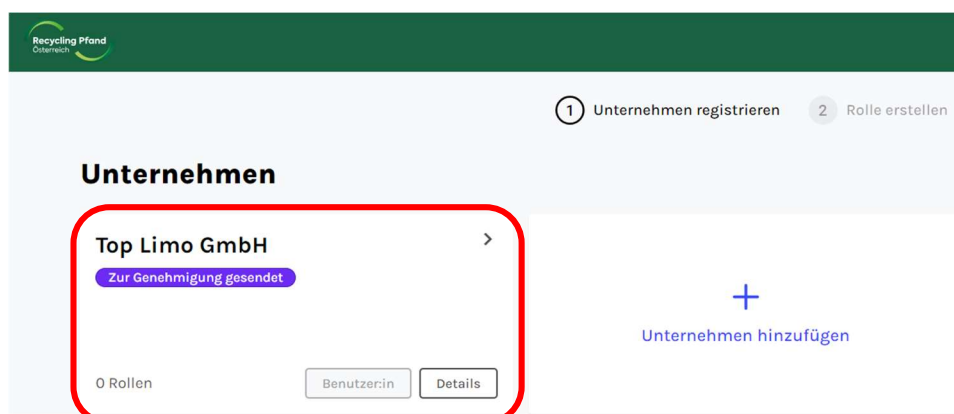
In addition, the key user also receives an email notification confirming that the first registration step in registering the organisation has been successfully completed.



If the EWP Portal requires the data to be checked by EWP, the key user receives the following feedback:



If the user clicks on “Back to homepage”, they will find the company they have just registered now has the status “Sent for approval”.

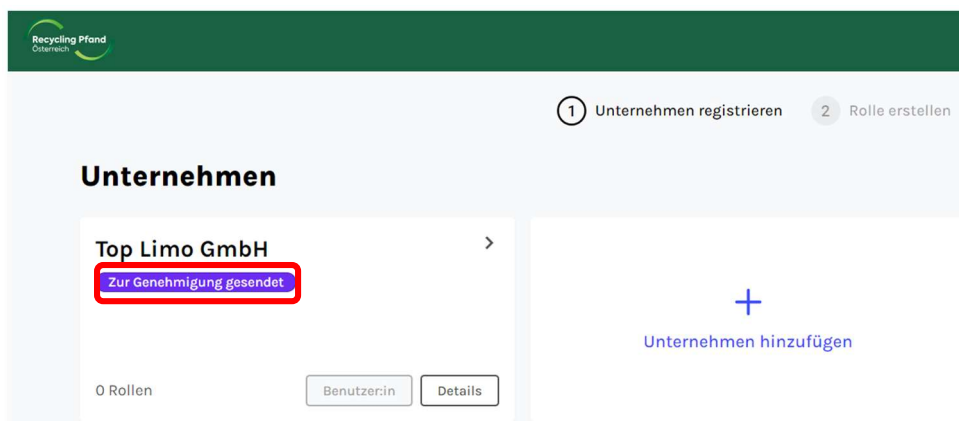


The submitted company registration data will now be checked by the EWP team.

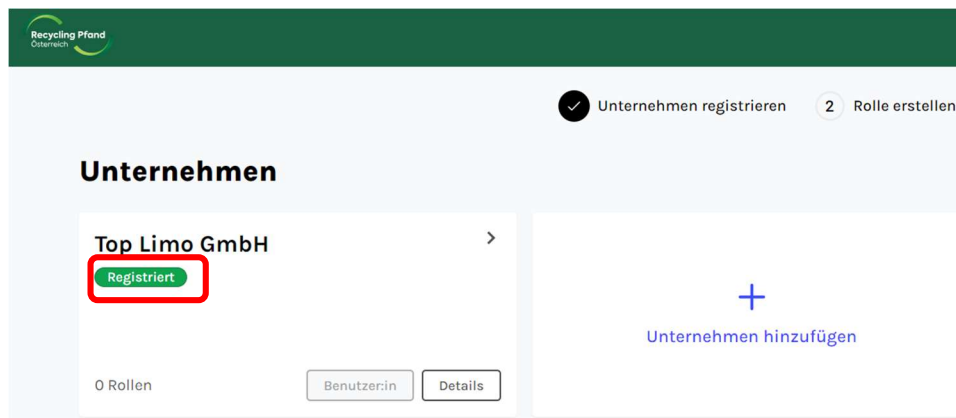
2 REGISTRATION STATUS OF THE ORGANISATION

The EWP Portal always shows you the current status of your respective registration progress (e.g. registration of the organisation, the organisational role, the products, etc.) by displaying clear status information in the respective button.

Once the company's registration application has been successfully sent, the entered data must be checked by EWP. The EWP Portal therefore indicates the related status **"Sent for approval"**. You can now view the data you sent, but cannot change it while EWP is carrying out the verification process.

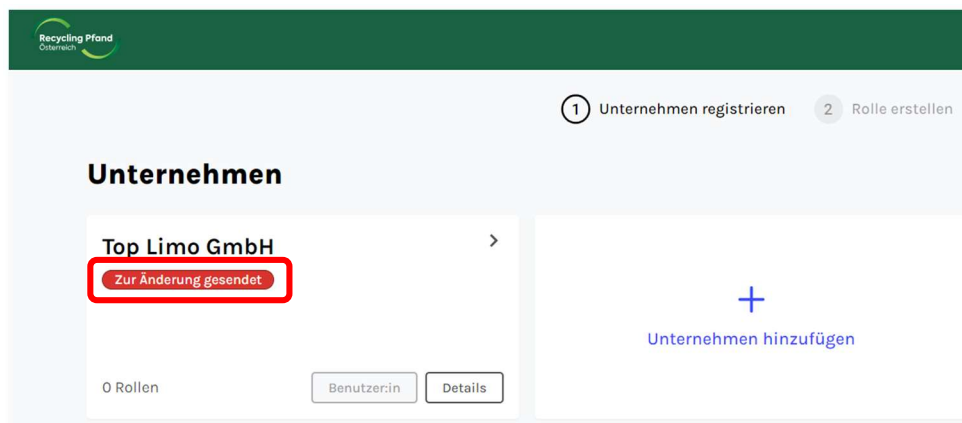


Once the verification process is complete and everything is OK, the company's status is set to **"Registered"** and the key user receives an email notification about this.

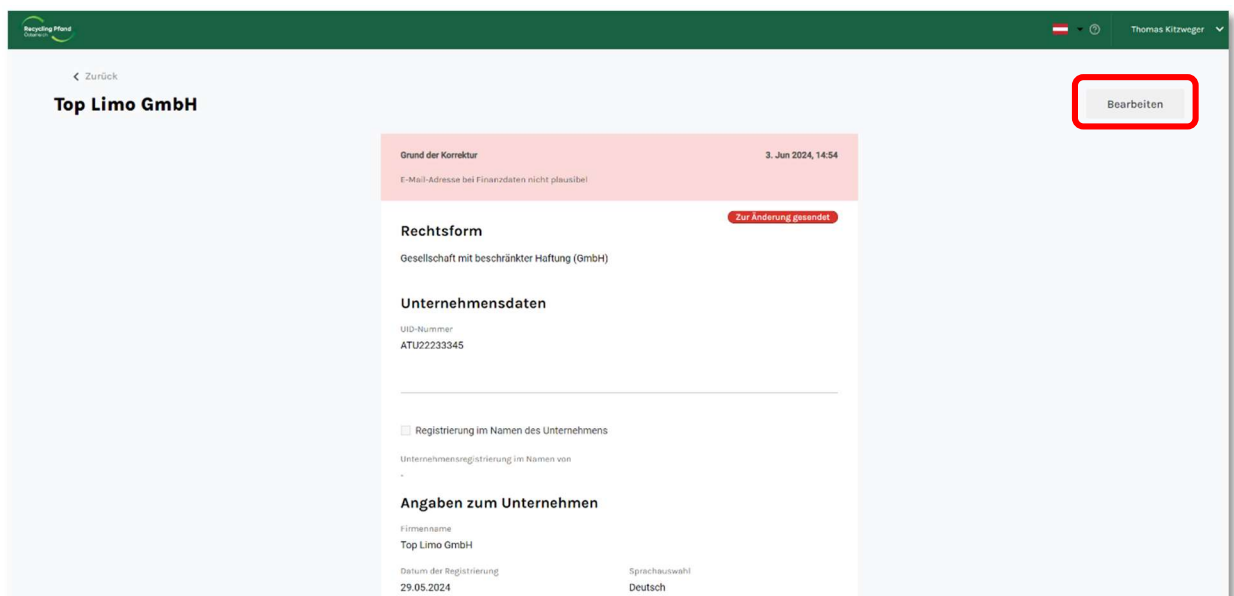


You can now start with the next registration step **"Create role"** for the registered organisation. This is explained in Part III of the user manual on the organisational role **"Collector"**.

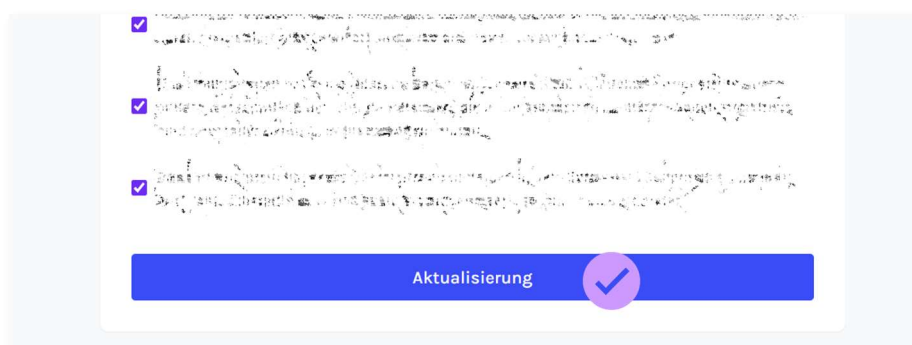
If EWP finds incorrect, missing or impermissible entries while carrying out its checks on the data, the user will be sent an email notification and the company's account status will be set to "Sent for update".



In order to be make changes, the user can simply click on the button of the company concerned and then enter editing mode by clicking on the "Edit" button.



The user can now make the necessary changes and send the data to EWP for checking again by clicking on the "Update" button.



PART III – REGISTERING THE ORGANISATIONAL ROLE OF “COLLECTOR”

1 WHAT IS THE ORGANISATIONAL ROLE EXACTLY?

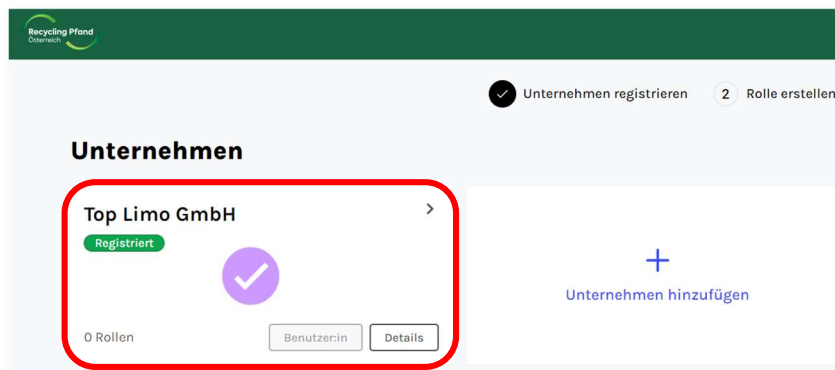
Once the company has been successfully registered as the leading organisational unit, you can start registering the company role(s) in the single-use deposit system. The company's role is, for example, producer/importer, collector, reverse vending machine manufacturer, etc. A company must register at least one company role in the EWP Portal, although it is possible for a company to have several roles in the single-use deposit system (e.g. a food retailer is a collector in its stores, but also a producer of its own-brand products).

You can also find help with identifying your company role(s) in the single-use deposit system on our website at <https://www.recycling-pfand.at/fuer-unternehmen.html>

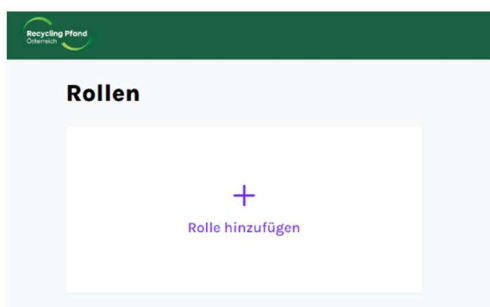
Depending on the company role(s), the related contracts between the company and EWP Recycling Pfand Österreich gmbH are automatically generated and sent for signing as part of the further registration process. Changes or additions to the standard contracts are not permitted and thus not provided for in the registration process either.

2 REGISTERING THE ORGANISATIONAL ROLE

In order for the key user to start registering the organisational role, they simply have to click on the button of the desired, registered organisation (in the white field).



The EWP Portal immediately forwards the user to the “Roles” level, which is still empty during initial registration and only displays the “+ Add role” button.



The key user clicks on the “+ Add role” button and can now make a selection from the list of possible roles. Please select “Collector” here and click on “Next”.

The key user now has to enter further details on the collector regarding the collector’s category, contact persons, payment details, etc.

The key user must begin by selecting which category the collector is to be assigned to. There are various options to choose from here: food retailer, food wholesaler, take-away, etc.

Next, you must indicate whether or not you sell drinks in bottles and cans. This is used to derive whether the collector registration is for a collector who is legally obliged to do so under the Single-Use Deposit Regulation or a voluntary collector.

Now the contact details of the main contact person at the collector are requested (optional).

The next part in registering the collector role involves specifying a main contact person in the company for topics concerning finance/billing, and the IBAN to be used for receiving payments from EWP Recycling Pfand Österreich gGmbH.

In the event that amounts are offset in the credit note procedure, the IBAN provided will be used to transfer these amounts to the collector. It is the collector's responsibility to ensure that the IBAN/BIC provided are entered correctly and up to date.

In the event of doubt over the correctness of the IBAN/BIC details, EWP is authorised to request confirmation of the authenticity and affiliation of the bank details.

The screenshot shows a form titled "Finanzdaten" with the following fields and values:

Finanzdaten	
Anrede	Optional
<input type="text"/>	Funktion in der Organisation
	Bilanzbuchhalter
Vorname	Nachname
Max	Maier
E-Mail	Telefonnummer
max.maier@toplimo.at	+4312299877
Bankkonto	
IBAN	
AT00 0000 0000 0000 0000	
BIC/SWIFT	Optional
<input type="text"/>	

Once all fields have been filled in correctly and completely, they can be sent for approval.

The screenshot shows a summary screen for the "Bankkonto" section. It displays the following information:

Bankkonto	
E-Mail	Telefonnummer
max.maier@toplimo.at	+4312299877
IBAN	
AT82 3288 99990300 4444	
BIC/SWIFT	
-	
Details bearbeiten	
Zur Genehmigung senden	

The data will now be checked and if it is correct, the collector role will be activated for the organisation.

The screenshot shows a confirmation screen with a green checkmark icon. The text reads:

Rücknehmer
Angaben zur Überprüfung übermittelt

Die EWP wird Ihre Anmeldung prüfen. Bitte kontrollieren Sie Ihre E-Mail für weitere Anweisungen.

[Weitere Rolle hinzufügen](#)

[Angaben zur Rolle](#)

[Zurück zur Startseite](#)

The next steps involve signing the collector contract and entering the collection points associated with the collector in the EWP Portal. The collection points can be created in the Portal regardless of the contract signing status and so the instructions on how to enter them follow here.

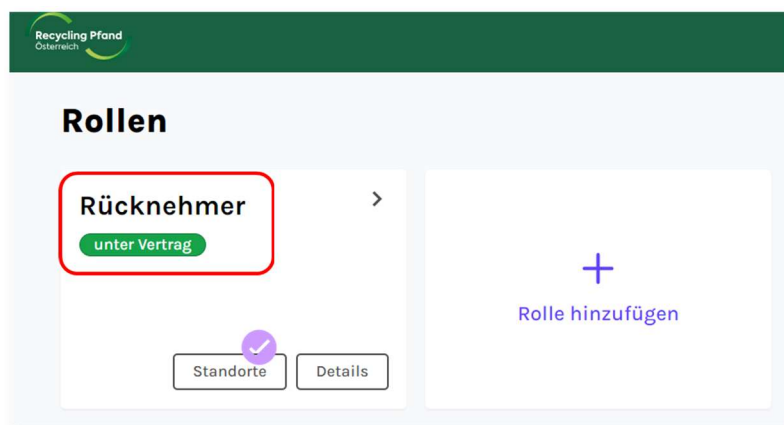
3 REGISTERING THE COLLECTION POINT(S)

What is a collection point?

The collection point is the place where the returned single-use deposit containers accumulate (whether by means of reverse vending machines or manual collection) and the full single-use deposit bags containing empty bottles and cans are made available for collection. A collector must therefore register at least one collection point, but can also register several collection points under one collector in the case of, for example, several supermarket branches, branch offices, etc.

The collection point(s) must be registered, especially if collection of the full single-use deposit bags from these locations is requested. If, for example, there are smaller locations where single-use deposit containers are collected but not subsequently processed via the EWP network then these locations do not need to be registered. For example, a bakery operates 5 branches and sells drinks in single-use packaging in each branch. In accordance with the Deposit Regulation, these branches must accept returns from consumers. However, as the number of collected containers is so small, the bakery decides to take this small quantity to its central location itself and collect them there. For this reason, only the bakery's central location has to be registered as a collection point.

The registration of collection points is begun in the EWP Portal by going to the “Roles” area and then clicking on the “Collector” button, followed by then the “Locations” button.



You can now enter and register the collection points in the EWP Portal either individually (the simpler version for smaller organisations or individual locations) or via an upload function (for larger organisations with a large number of locations).

Variant 1: Registering individual collection points

To do this, the user clicks on the “+ Add collection point” button on the left-hand side.

Standorte Zur Genehm

Einzelne Rücknahmestellenanmeldung
Manuelle Registrierung von Rücknahmestelle auf einer Einzelbasis.
[+ Rücknahmestelle hinzufügen](#) ✓

Mehrere Standorte via Upload anlegen
Verwenden Sie eine CSV-Datei, die mehrere Rücknahmestelle enthält, die in einer Datei hochgeladen werden sollen.
[↑ Räumlichkeiten importieren](#)

The EWP Portal immediately forwards the user to the corresponding input dialogue and displays the name of the organisation for which this collection point is being created.

The first entry is the name of the collection point which is used within the organisation, for example.

Neue Rücknahmestelle hinzufügen Abbrechen

Angaben zur Organisation

Name der Organisation
Top Limo GmbH

Nummer der Mitgliedschaft
C000150

Details zur Rücknahmestelle

Name der Rücknahmestelle

This is followed by further details on the collection point (these may include optional information for better internal allocation, e.g. for the allocation of deposit credits at branch level, etc.).

Details zur Rücknahmestelle

Name der Rücknahmestelle
Top Limo - Hernalis

Referenz der Rücknahmestelle Optional
Fil. 4421

GLN Optional

Art der Verkaufsstelle
Lebensmittelgroßhandel

Furthermore, the address of each collection point is needed for logistical purposes. To enable efficient collection of the full bags, please ensure that precise details are provided here.

Adresse des Standortes

Adresszeile 1

Hernalser Hauptstraße 177

Adresszeile 2 Optional

S-Bahn

Land

Österreich ▼

Stadt

Wien

Postleitzahl

1120

In addition to the address, the daily opening times and collection point must also be provided. Simply mark the relevant weekdays to activate the input windows. Individual comments can then be made for each entry to ensure the best possible logistical support.

Öffnungszeiten

Tag	Von	An
<input checked="" type="checkbox"/> Montag	05:30 AM ▼	06:30 PM ▼
Hinweis Abholung an diesem Wochentag bevorzugt		
<input checked="" type="checkbox"/> Dienstag	Bemerkung hinzufügen	05:30 AM ▼ 06:30 AM ▼
<input checked="" type="checkbox"/> Mittwoch	Bemerkung hinzufügen	05:30 AM ▼ 06:30 PM ▼
<input checked="" type="checkbox"/> Donnerstag	Bemerkung hinzufügen	05:30 AM ▼ 06:30 PM ▼

You will then be asked for some general details about the single-use deposit collection at the respective collection centre. The type of collection at the collection point must be defined here (reverse vending machine or manual collection), as well as the desired type of delivery of the empty single-use deposit bags and seals for closing the bags (to a central warehouse or to the individual collection point).

As a general indication, an approximate volume of returns expected for this collection point must be given, as well as a rough indication of the available storage capacity of full single-use deposit bags at the collection point.

To ensure that the collection process runs as smoothly as possible, a further text field is available in which any access restrictions or special requirements relating to the collection of full bags from this collection point can be specified.

The last part of this query segment is the date from which the collection point will be active or if there are any collection points that are expected to close down in the future, in which case the final date of collection activity for this collection point should also be given.

Details zur Rücknahme

Art der Rücknahme

Versorgung mit Säcken/Dichtungen

Geschätztes Sammelvolumen pro Jahr

Lagerkapazität Säcke (m³)
 m³

Stücke
 Gibt es Zugangsbeschränkungen oder besondere Anforderungen für die Abholung von vollen Säcken? Optional

 z.B.: Straßenbegrenzungen, maximale Höhe, besondere Zugangszeiten zur Straße...

Datum des Beginns der Rücknahme

Datum des Endes der Rücknahme Optional

This is what the variant of a smaller collection point with manual collection would look like:

Details zur Rücknahme

Art der Rücknahme

Versorgung mit Säcken/Dichtungen

Geschätztes Sammelvolumen pro Jahr

Lagerkapazität Säcke (m³)
 m³

Stücke
 Gibt es Zugangsbeschränkungen oder besondere Anforderungen für die Abholung von vollen Säcken? Optional

 z.B.: Straßenbegrenzungen, maximale Höhe, besondere Zugangszeiten zur Straße...

Datum des Beginns der Rücknahme

Datum des Endes der Rücknahme Optional

In the case of collecting using a reverse vending machine, the type of collection must be selected accordingly and the details of the respective reverse vending machine(s) (serial number, etc.) must be entered in the EWP Portal.

Example entry for a collection point with reverse vending machine:

Start by selecting the “Reverse vending machine” option from the drop-down menu under “Type of collection” and finish by clicking on the blue text “+Add a collection unit”.

Details zur Rücknahme

Art der Rücknahme
Rücknahmeautomat

Versorgung mit Säcken/ Plomben
Über das Zentrallager

Geschätztes Sammelvolumen pro Jahr
500000

Lagerkapazität Säcke (m³)
1 m³

Stücke
Gibt es Zugangsbeschränkungen oder besondere Anforderungen für die Abholung von vollen Säcken? Optional
Zufahrt nur mit Motorwagen möglich
z.B.: Straßenbegrenzungen, maximale Höhe, besondere Zugangszeiten zur Straße...

Datum des Beginns der Rücknahme
01/01/2025

Datum des Endes der Rücknahme Optional
DD/MM/YYYY

+ Hinzufügen einer Rücknahmeeinheit

As soon as the text “+Add a collection unit” has been clicked on, the option to enter the details of the reverse vending machine opens. The reverse vending machine manufacturer and the serial number (RVU-ID) of the reverse vending machine are to be entered here:

Rücknahmeautomat Info Nummer 1

Name des Automatenherstellers
Option wählen

Seriennummer des Rücknahmeautomaten

Anfangsdatum der Abholung in der Rücknahmestelle
DD/MM/YYYY

Enddatum der Abholung in der Rücknahmestelle Optional
DD/MM/YYYY

Please ask the manufacturer of your reverse vending machine for this serial number (RVU-ID).

With regard to the details for the collection of full single-use deposit bags, there is a choice for each collection point in the case of bags with manually collected containers.

Option 1 is collection by an authorised EWP tariff partner, who takes the full bags from the manual collection as part of their delivery activities (for organisational reasons, this should be agreed in advance with the planned tariff partner - the list of authorised tariff partners can be found on the Recycling Pfand Österreich website).

Option 2 is collection by EWP Logistics, but this defines a minimum collection quantity of 3 bags from manual collection. Until that volume has accumulated, the full bags must be kept at the collection point.

The single-use deposit bags resulting from the collection with reverse vending machines are (with a few exceptions) collected by EWP Logistics and therefore the collection point with reverse vending machines must be set to EWP Logistics accordingly.

Details zur Abholung

Wer soll die vollen Säcke abholen?

Adresse des Geschäfts ist auch Abholort

☒ Ja

☐ Nein

Wo?

Optional

Should the exact collection address not match the collection point (e.g. holding of the full bags in a separate building, room, etc.) then please indicate this here accordingly.

Now precisely specify the possible collection days and times at which the single-use deposit bags can actually be collected from the collection point. The entry is made as already known from the opening hours – activation of the weekdays + collection times per day

Abholtage und -zeit

Tag	Von	An
<input checked="" type="checkbox"/> Montag Bemerkung hinzufügen	07:00 AM	02:00 PM
<input type="checkbox"/> Dienstag		
<input checked="" type="checkbox"/> Mittwoch Bemerkung hinzufügen	07:00 AM	02:00 PM

Also indicate a contact person on site for any queries about the collection.

Kontakt

Anrede	Optional	Funktion in der Organisation
<input type="text"/>		<input type="text" value="Filiaalleitung"/>
Vorname		Nachname
<input type="text" value="Maria"/>		<input type="text" value="Huber"/>
E-Mail		Telefonnummer
<input type="text" value="filiale4421@toplimo.at"/>		<input type="text" value="+43664777555331"/>

Finally, there is the option to upload a document if further information on the collection point is to be shared.

Otherwise, registration of the collection point is concluded by clicking on the “Continue” button and the user can proceed with the next collection point.

All created collection points are saved temporarily and can be called up in the location overview. To do this, simply go into the “Collector role” and click on the “Locations” button.

Rollen

Erstverkahrsetzer (Produzent oder Importeur)
 unter Vertrag
 Produkte Details

Rücknehmer
 Registrierung genehmigt
 Standorte Details

The EWP Portal then lists all locations and also displays the current status of the collection point in the column on the far right:

Standorte

Einzelne Rücknahmestelleneanmeldung
 Manuelle Registrierung von Rücknahmestelle auf einer Einzelbasis.
 + Rücknahmestelle hinzufügen

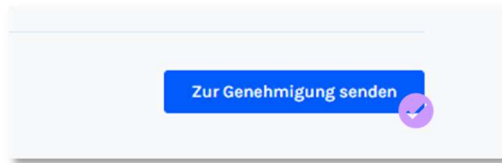
Mehrere Rücknahmestellen via Upload anlegen
 Verwenden Sie eine CSV-Datei, die mehrere Rücknahmestelle enthält, die in einer Datei hochgeladen werden sollen.
 Räumlichkeiten importieren

☐ 0 ausgewählte Zeilen Filter

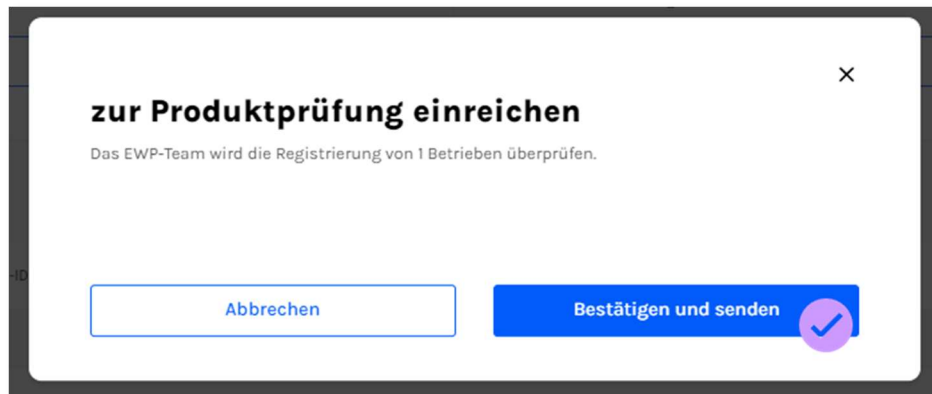
Name der Rücknahmestelle	Rücknahmestelle-ID	Adresse	Bereit zum Einreichen	Erstellt am	Status
<input type="checkbox"/>	R000066-0001	Linke Wienzeile 12, Wien, 1020	Ja	02.09.2024	Entwurf

To register the collection point, please activate the box on the left next to the name of the collection point. This can be done individually or by using the “select all” function.

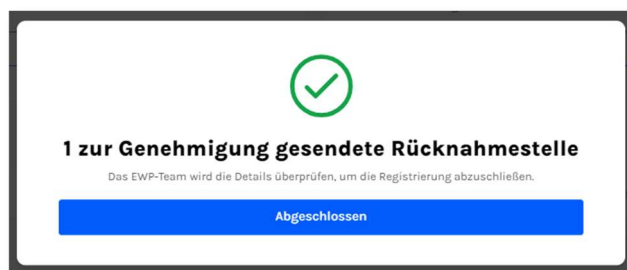
As soon as one or more collection points have been selected in this way, the “Send for approval” button at the top right of the EWP Portal becomes active and the data of the collection points can be sent to the team at EWP.



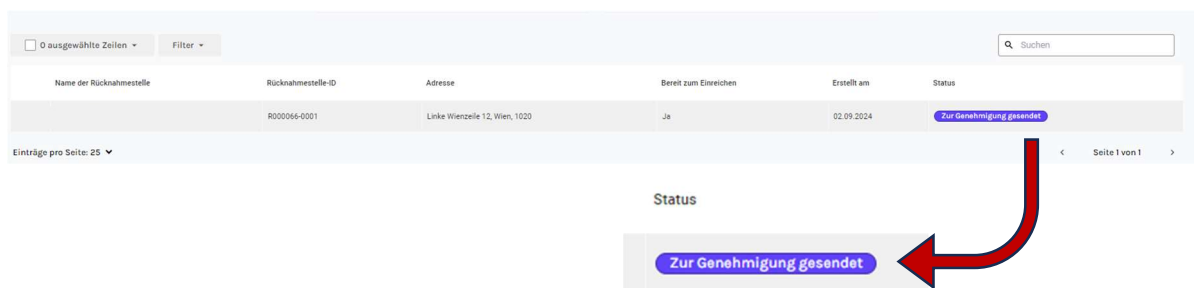
The EWP Portal requests a final approval, which must be confirmed:



You will now receive confirmation that the data has been transmitted and is now being checked by EWP:



The status of the collection point changes to “Sent for approval”.



The EWP team now checks the entered data and approves the collection points if the data has been entered correctly; if it has not then corresponding feedback is sent to the collector.

If the check is completed successfully, the status of the collection point changes to “registered” and is also displayed as such in the EWP Portal in the list of locations.

Name der Rücknahmestelle	Rücknahmestelle-ID	Adresse	Bereit zum Einreichen	Erstellt am	Status
	RO00066-0001	Linke Wienzeile 12, Wien, 1020	Ja	02.09.2024	Registriert

Einträge pro Seite: 25 ▾

< Seite 1 von 1 >

Status

Registriert



The collection point(s) is/are therefore activated and become part of the collection network of the Austrian single-use deposit system.

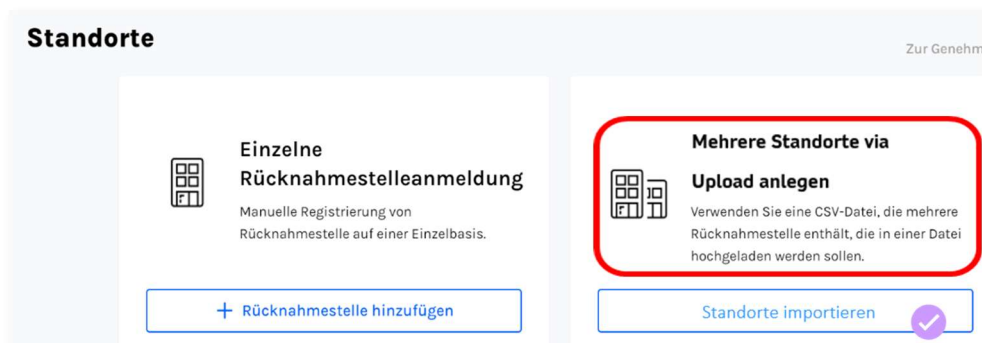
Additional locations can now be added or existing collection points can be edited if, for example, the collection times change, the type of collection is to be changed from manual to automatic or there is a change in who is to collect the full bags (EWP Logistics to tariff partner). All of these changes or updates must be made by the organisation itself.

CAUTION: Once the collection points have been created, it is currently not possible for the collector to make changes to the saved data. We are working on this update option, but for now please make sure that the data is correct before submitting it!

Variant 2: Creating multiple collection points via the upload function

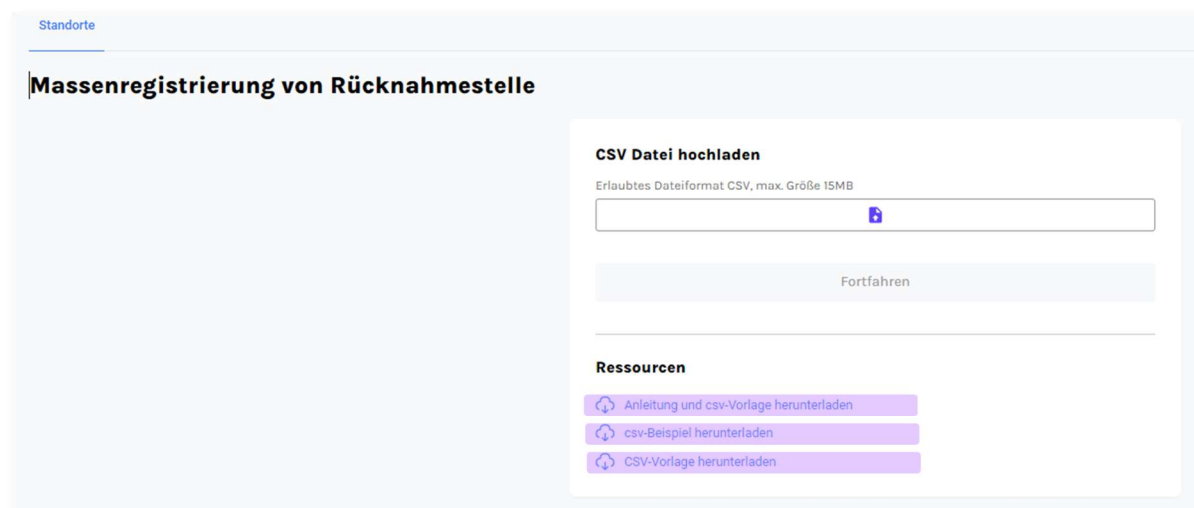
This variant is preferable if the collector has to create a large number of collection points. Here, the relevant data/information is prepared in tabular form and then the individual collection points are created by uploading the completed CSV file.

If you wish to make use of this variant, please click on the “[Import locations](#)” button.



The EWP Portal then provides detailed instructions on how to complete the file in detail (entering the values in the correct form, handling commas and full stops, date formats, etc.). An example file can also be downloaded.

Finally, the CSV template is to be downloaded, filled in accordance with the instructions and then uploaded to the EWP Portal.



Regardless of whether the collection points were individually entered step-by-step via the EWP Portal or multiple collection points were uploaded at once using the upload function, the locations are displayed in list form at the end for final submission:

Standorte

Zur Genehmigung senden

Einzelne Rücknahmestellenanmeldung
 Manuelle Registrierung von Rücknahmestelle auf einer Einzelbasis.
[+ Rücknahmestelle hinzufügen](#)

Mehrere Rücknahmestellen via Upload anlegen
 Verwenden Sie eine CSV-Datei, die mehrere Rücknahmestelle enthält, die in einer Datei hochgeladen werden sollen.
[↑ Räumlichkeiten importieren](#)

0 ausgewählte Zeilen Filter

Suchen

Name der Rücknahmestelle	Rücknahmestelle-ID	Adresse	Bereit zum Einreichen	Erstellt am	Status
<input checked="" type="checkbox"/> [Icon] [Name]	R000056-0001	Linke Wienzeile 12, Wien, 1020	Ja	02.09.2024	Entwurf

To finally register the collection points, please activate the box to the left of the name of the collection point. This can be done individually or by using the “select all” function.

As soon as one or more collection points have been selected in this way, the “Send for approval” button at the top right of the EWP Portal becomes active and the data of the collection points can be sent to the team at EWP.

Zur Genehmigung senden

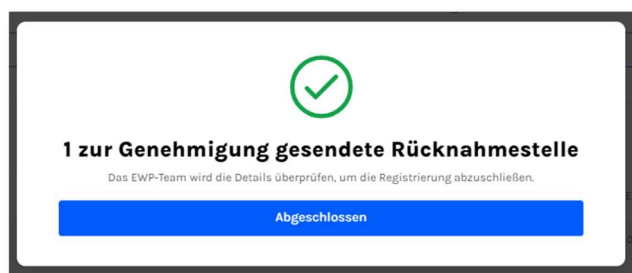
The EWP Portal requests a final approval, which must be confirmed:

zur Produktprüfung einreichen

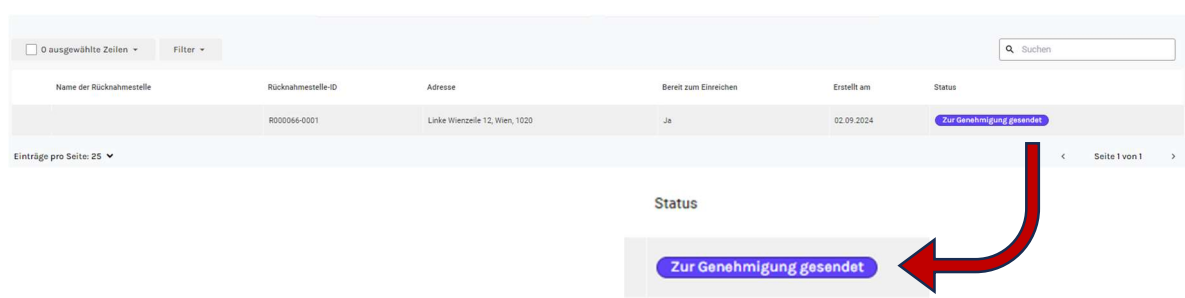
Das EWP-Team wird die Registrierung von 1 Betrieben überprüfen.

Abbrechen Bestätigen und senden

You will now receive confirmation that the data has been transmitted and is now being checked by EWP:



The status of the collection point changes to “Sent for approval”.



The EWP team now checks the entered data and approves the collection points if the data has been entered correctly; if it has not then corresponding feedback is sent to the collector.

If the check is completed successfully, the status of the collection point changes to “registered” and is also displayed as such in the EWP Portal in the list of locations.



The collection point(s) is/are therefore activated and become part of the collection network of the Austrian single-use deposit system.

Additional locations can also be added or existing collection points can be edited if, for example, the collection times change, the type of collection is to be changed from manual to automatic or there is a change in who is to collect the full bags (EWP Logistics to tariff partner). All of these changes or updates must be made by the organisation itself.

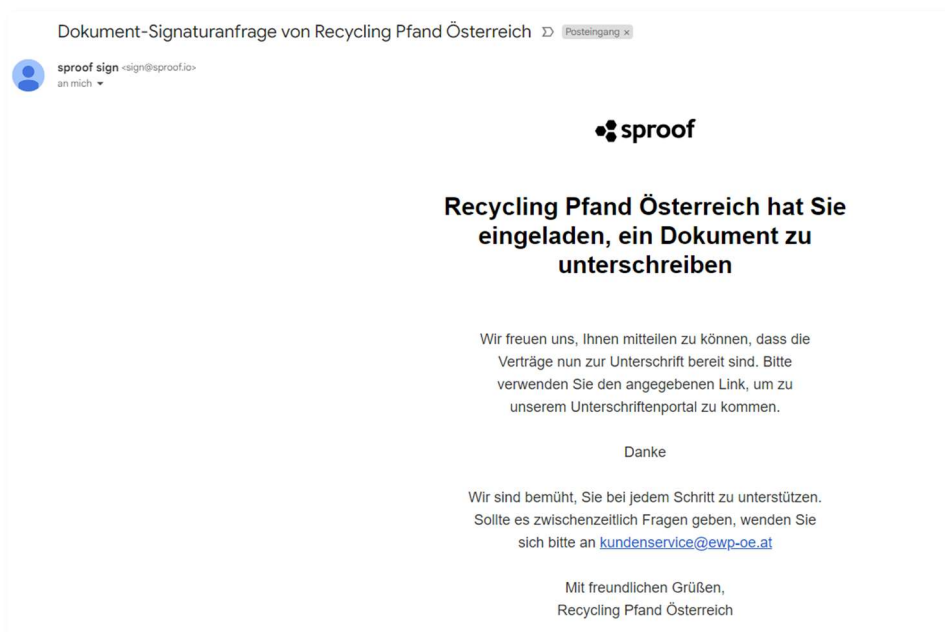
CAUTION: Once the collection points have been created, it is currently not possible for the collector to make changes to the saved data. We are working on this update option, but for now please make sure that the data is correct before submitting it!

PART IV – CONTRACT DOCUMENTS FOR THE COLLECTOR

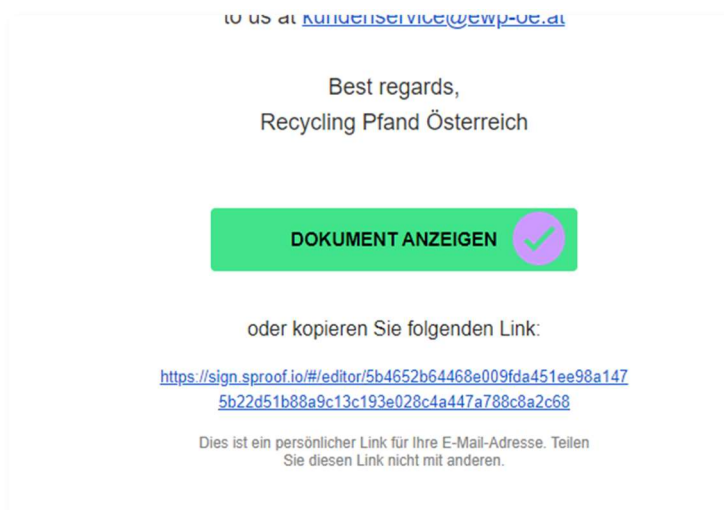
1 CREATING THE CONTRACT DOCUMENTS & SIGNING THEM WITH AN ID AUSTRIA SIGNATURE

As soon as the company role of “Collector” has been successfully created in the EWP Portal, the EWP Portal automatically creates the corresponding collector contract for the respective collector based on the details entered at organisation level and the authorised signatory/persons receive a separate notification by email. In the EWP Portal, the registration process is interrupted once, as the next step is the signing of the contract by the collector.

CAUTION: The email for signing the contract is sent to the authorised signatory by the digital signature provider “sproof” and appears as follows, depending on the email system:

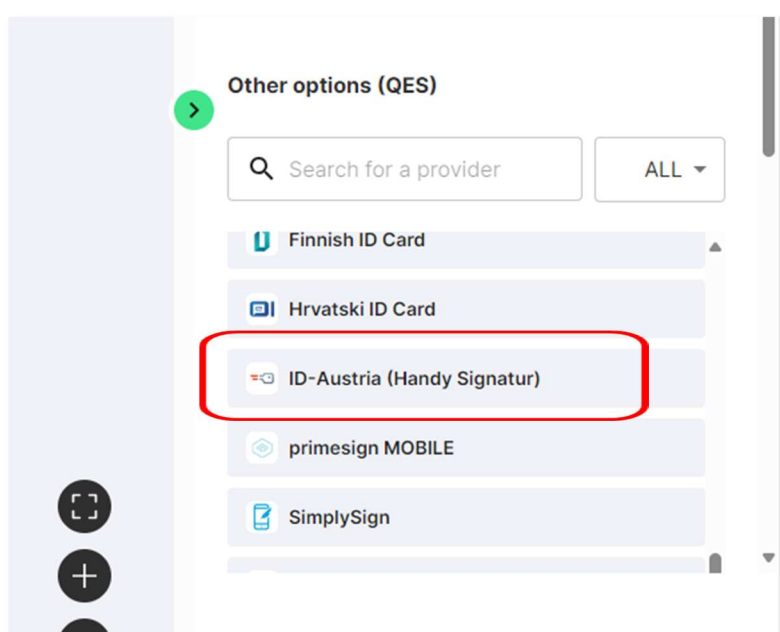
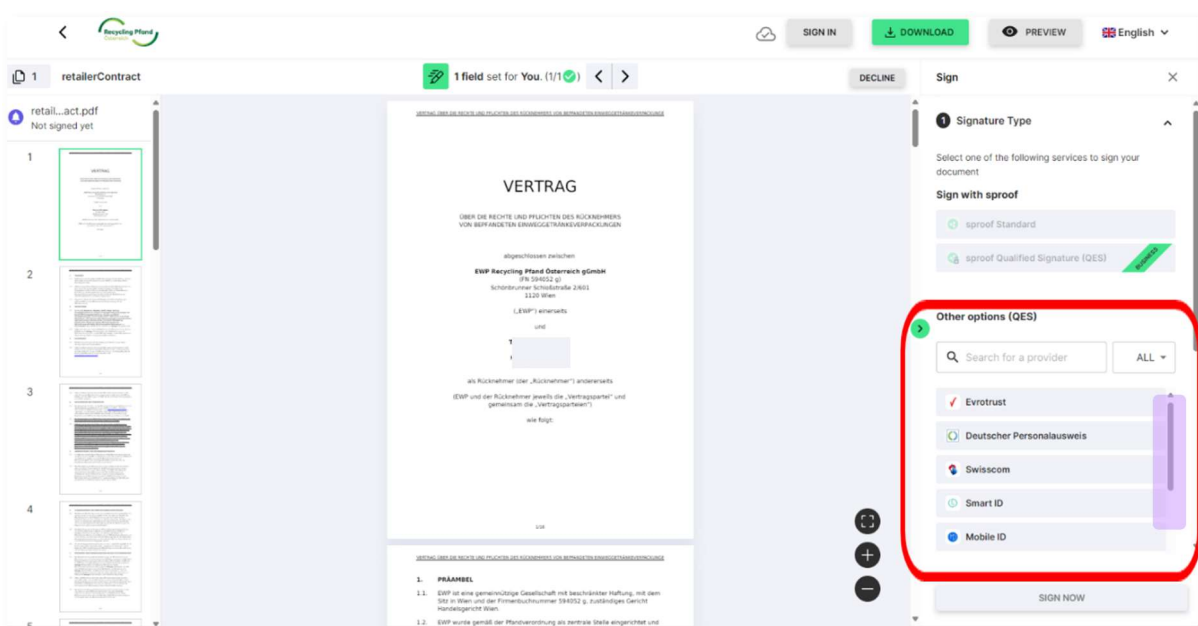


Please scroll down in the email and click on the green “Show document” button:

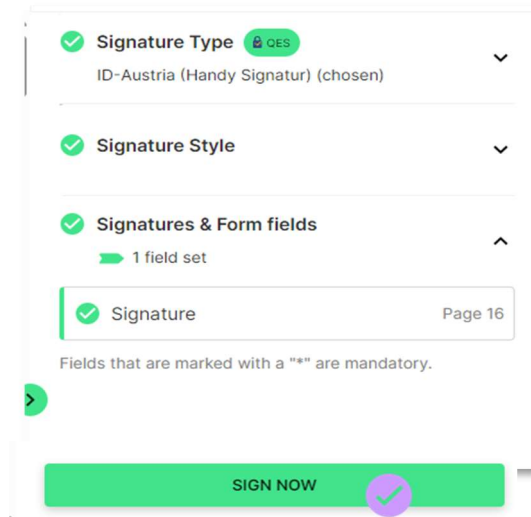


The authorised signatories are then automatically forwarded to the collector agreement stored in the spoof portal, where they can sign using a digital signature.

On the website displayed, the user will find the possible signature solutions in the selection menu at the bottom right. The one relevant for Austria is ID Austria (mobile phone signature), which you can find and then select using the scroll bar in this list/submenu.

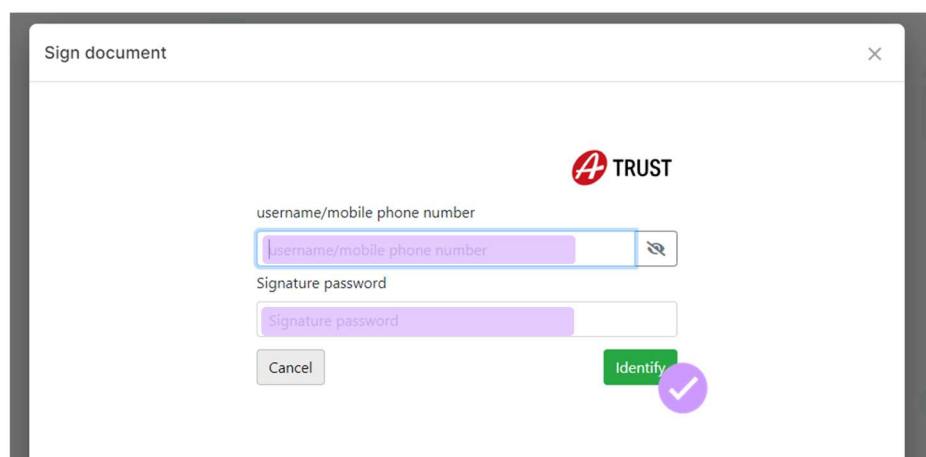


The “sproof” platform now shows the user all the signature fields that are provided in the collection contract. Currently this is only a single field in the document and the message looks like this:



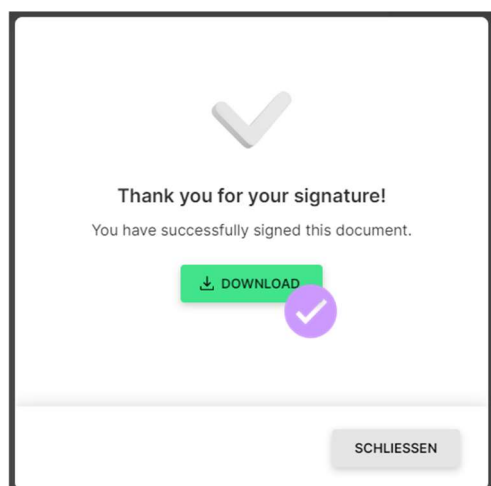
The screenshot shows a configuration window for digital signing. It has three expandable sections: 'Signature Type' (set to 'ID-Austria (Handy Signatur) (chosen)'), 'Signature Style', and 'Signatures & Form fields' (showing '1 field set'). Under 'Signatures & Form fields', there is a 'Signature' field for 'Page 16'. A note states: 'Fields that are marked with a "*" are mandatory.' At the bottom is a green 'SIGN NOW' button with a purple checkmark icon.

If you or all persons relevant for signing have an ID Austria signature, you can start the digital signing process by clicking on “Sign Now”. The “sproof” platform now forwards the user(s) to the ID Austria login, where the digital signature now has to be provided and the confirmation is issued.



The screenshot shows the 'Sign document' window from ID Austria. It features the '4 TRUST' logo. There are two input fields: 'username/mobile phone number' and 'Signature password'. Below the fields are 'Cancel' and 'Identify' buttons. The 'Identify' button has a purple checkmark icon.

Once the signature has been confirmed by ID Austria, “sproof” issues the following confirmation message:



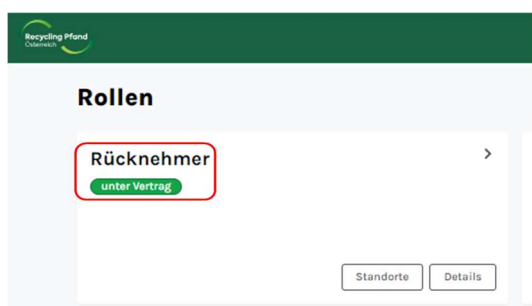
The screenshot shows a confirmation message with a large grey checkmark icon. The text reads: 'Thank you for your signature!' and 'You have successfully signed this document.' Below the text is a green 'DOWNLOAD' button with a purple checkmark icon. At the bottom right is a grey 'SCHLIESSEN' button.

The digitally signed collector contract can now be downloaded and saved locally by clicking on the “DOWNLOAD” button.



Several times a day, the EWP Portal checks the signed contracts it receives for whether they have been properly completed and then automatically sets the status of the collector to “under contract”.

Once this step has been done, the status of your role as collector is set to “under contract” and the cooperation with EWP Recycling Pfand Österreich can begin.

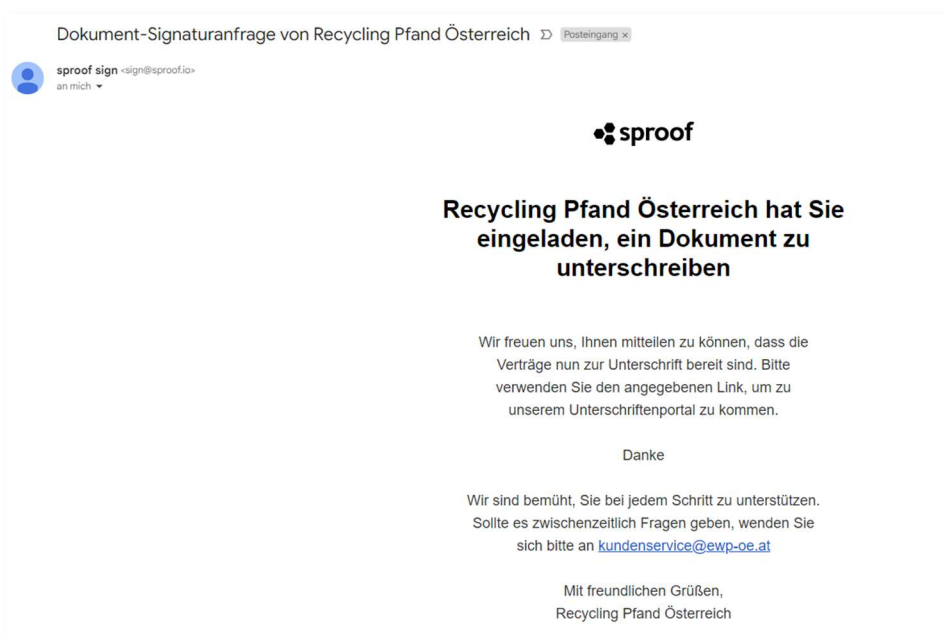


Please keep in mind that this step can take several hours.

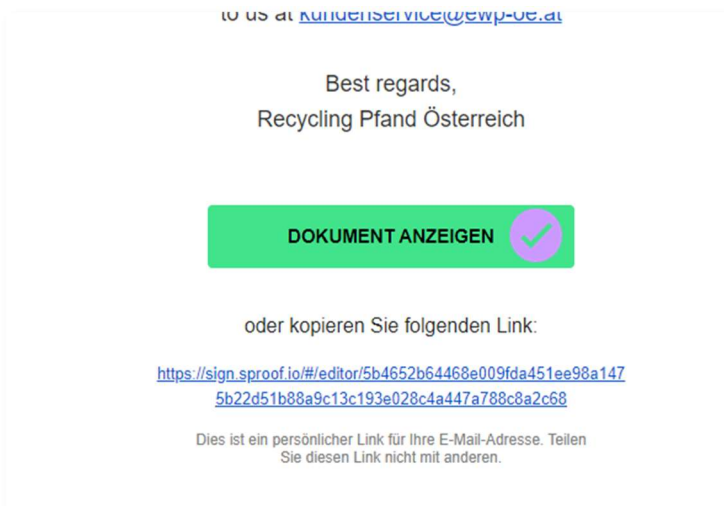
2 CREATING THE CONTRACT DOCUMENTS & MANUAL SIGNING

As soon as the company role of “Collector” has been successfully created in the EWP Portal, the EWP Portal automatically creates the corresponding collector contract for the respective collector based on the details entered at organisation level and the authorised signatory/persons receive a separate notification by email. In the EWP Portal, the registration process is interrupted once, as the next step is the signing of the contract by the collector.

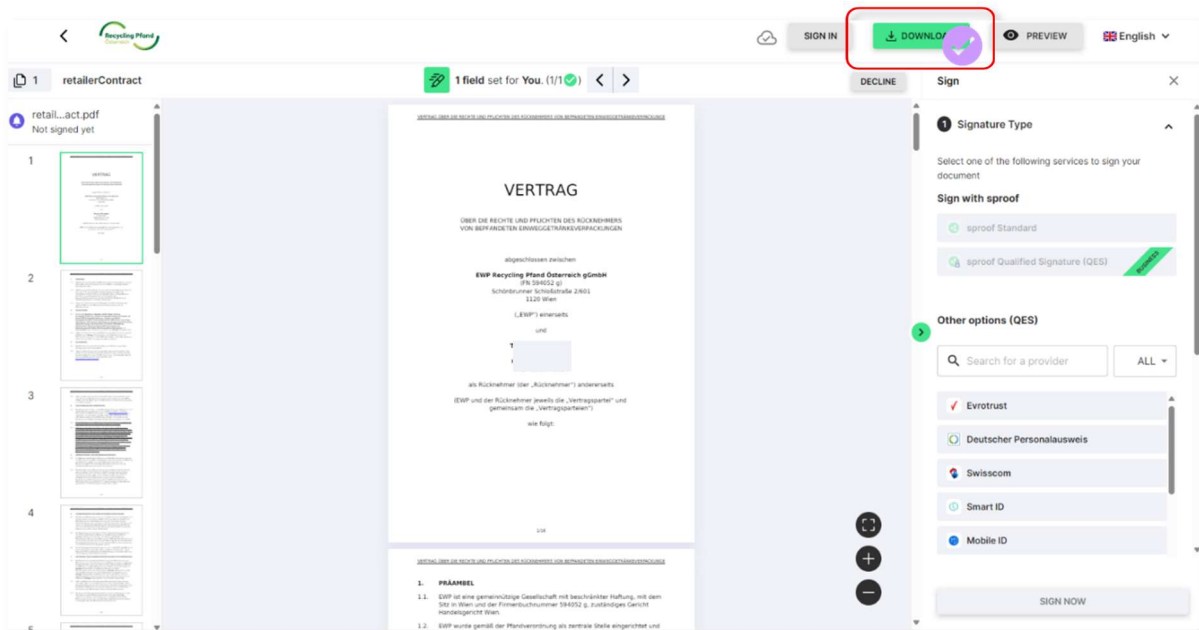
CAUTION: The email for signing the contract is sent to the authorised signatory by the digital signature provider “sproof” and appears as follows, depending on the email system:



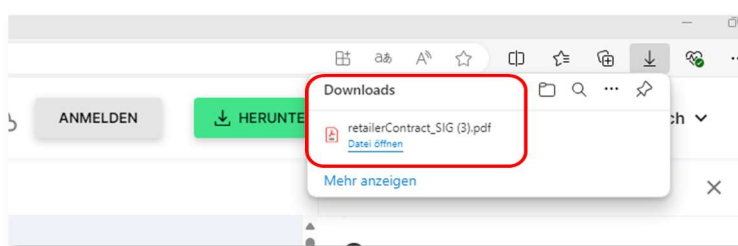
Please scroll down in the email and click on the green “Show document” button:



The authorised signatories are then automatically directed to the collector agreement stored in the sproof portal, where they can be signed using a digital signature as described above. Should this not be desired or possible, please click on the green “Download” button at top right of the website.



The contract is now downloaded as a PDF document and can be retrieved in the downloads or by clicking on the PDF file in the pop-up window at top right of the screen.



The collector contract can now be printed out and signed. Please sign this in accordance with the requirements that you stipulated when registering your organisation in the EWP Portal (authorised signatory for contracts).

Please send the signed contract by post to the following address:

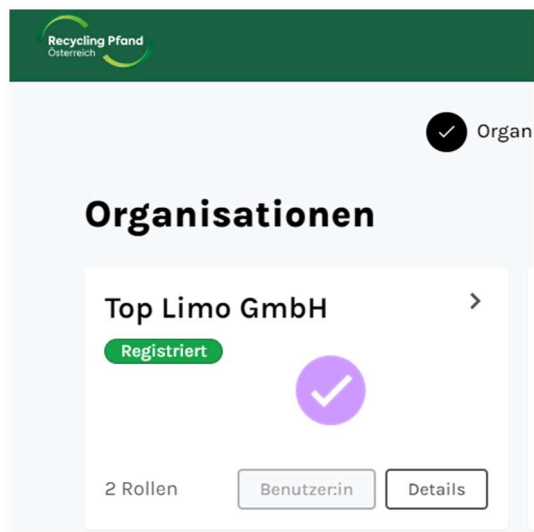
EWP Recycling Pfand Österreich gGmbH
 Attn: Customer Service
 Schönbrunner Schloßstraße 2/601
 1120 Vienna

The EWP team will check the received contracts and, if everything is in order, confirm the role as collector. The current status can be seen in the EWP Portal as normal.

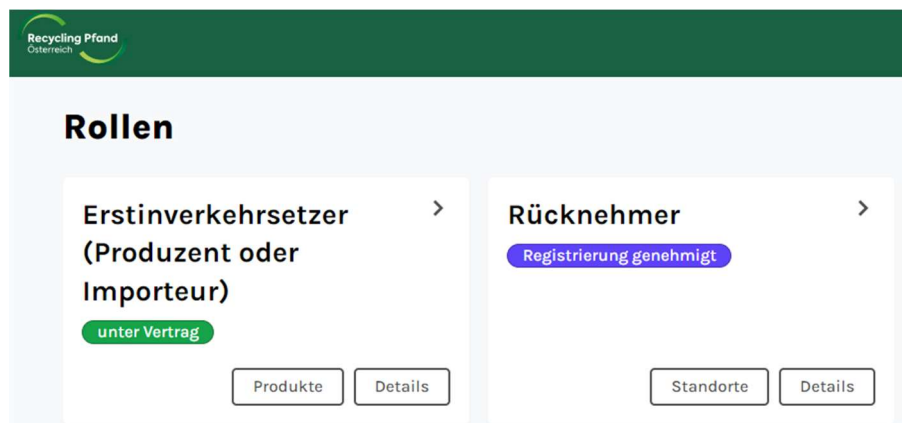
This registration process must be successfully completed before a proper cooperation can take place between the collector and EWP with regard to the collection of single-use deposit containers.

3 RETRIEVING THE CONTRACT DOCUMENTS OR CHECKING THE COLLECTOR STATUS

The key user logs in to the EWP Portal and arrives on the homepage of their user account. Here, the key user simply clicks on the button displaying the organisation name to select it and the stored company roles are displayed.



The user is then shown the roles that are stored for this organisation and their status.



In this “Roles” submenu, the key user now selects the “Collector” role by clicking on the button and is shown the detailed data for the collector role.

Rücknehmer

Standorte

< Zurück

Rücknehmer

R000056

unter Vertrag

Art der Rolle
Rücknehmer

Angaben zur Rolle
Firmenname (Name der Organisation)

If the collector has the status “under contract”, the user only has to scroll down to find the signed contract documents.

Verträge

Unterzeichnung vollständig.

Contract...SIG (2).pdf

PART VI – FREQUENTLY ASKED QUESTIONS AND THEIR ANSWERS

still under development