Deposit Return Scheme Guidance for

Retailers

Complete the following steps to register as a Groceries Retailer / Return Point Operator on the Exchange For Change Phase 1 Registration Portal.

exchange for change

Before you start

Before beginning your registration, ensure you have the following information to hand:

- [ ] Your company registration number
- [ ] Your registered company address, as recorded with Companies House
- [ ] Your primary contact's name, email address and job role
- [ ] Your business name and, where applicable, trading name
- [ ] Your business address and mailing address
- [ ] Details of the premises where you will be operating return points

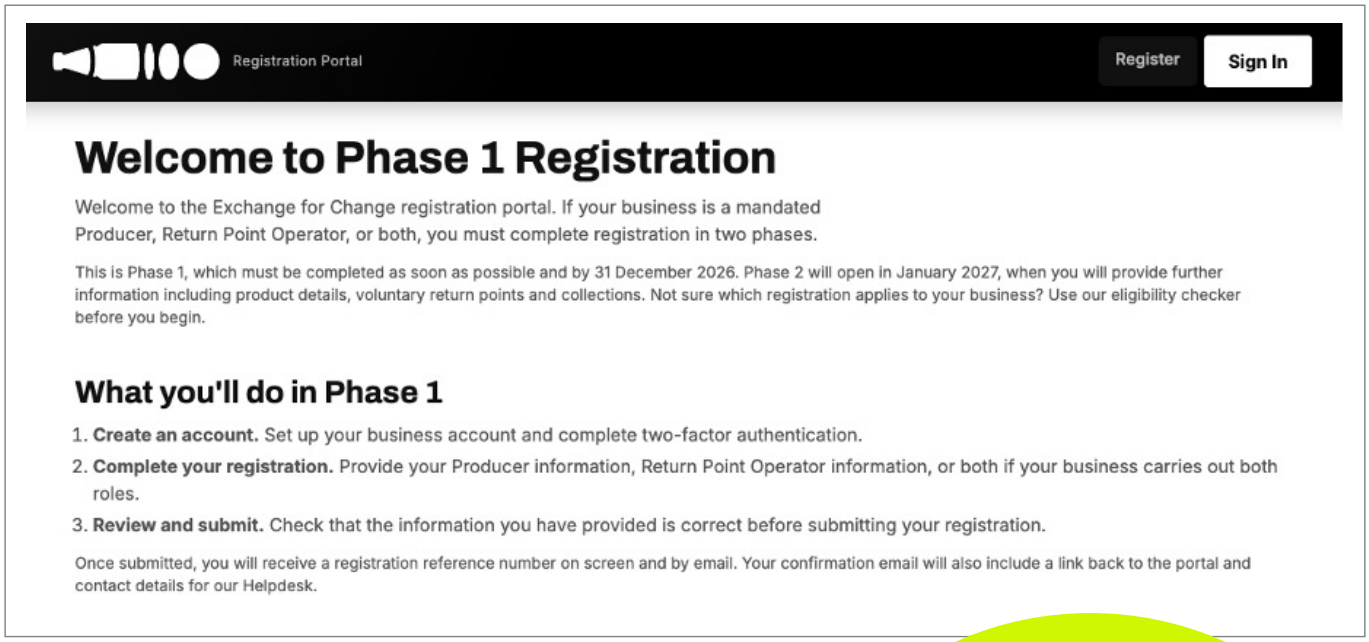


TIP:

Click on the information icons throughout the portal for guidance on completing the different fields.

Create an account

If using the portal for the first time, you will need to sign up for an account before starting your registration.

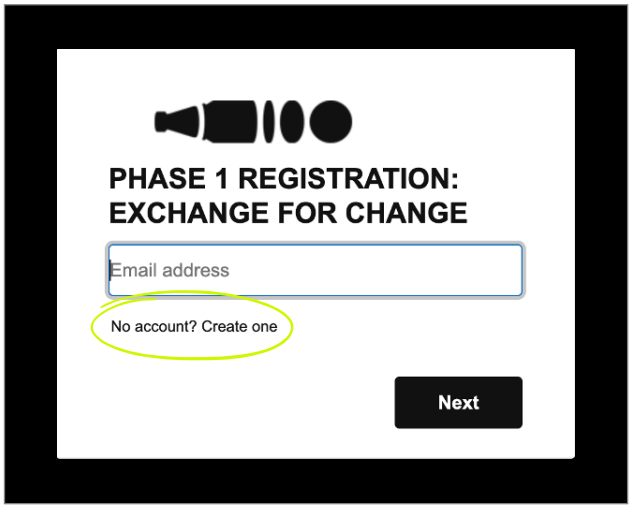


1. Select **Register** on the portal homepage.

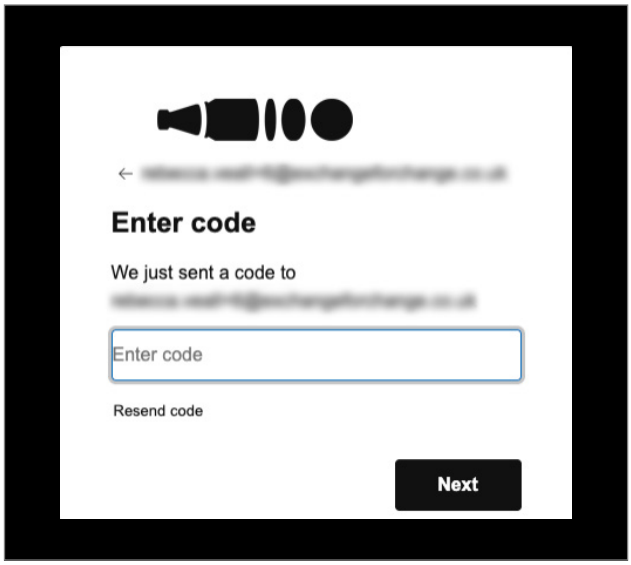


TIP:

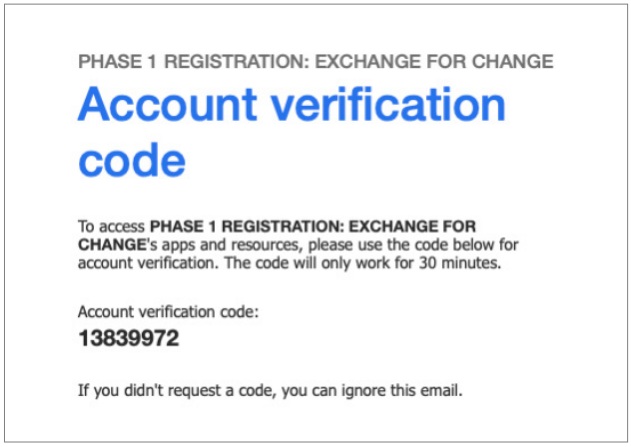
If you are already registered, sign in using your existing login details to update your organisation, business and premises details at any time from the dashboard.



2. Select **No account? Create one.**
3. Enter your email address.

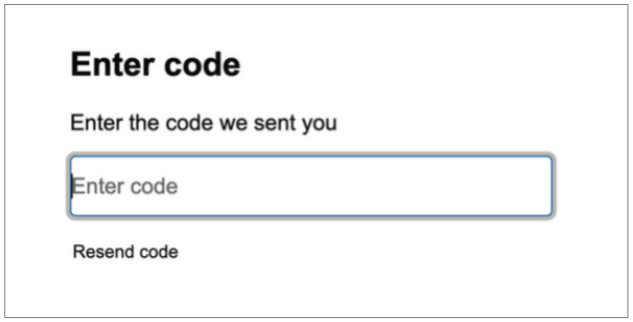


4. Retrieve the verification code from the email sent to you.



TIP:

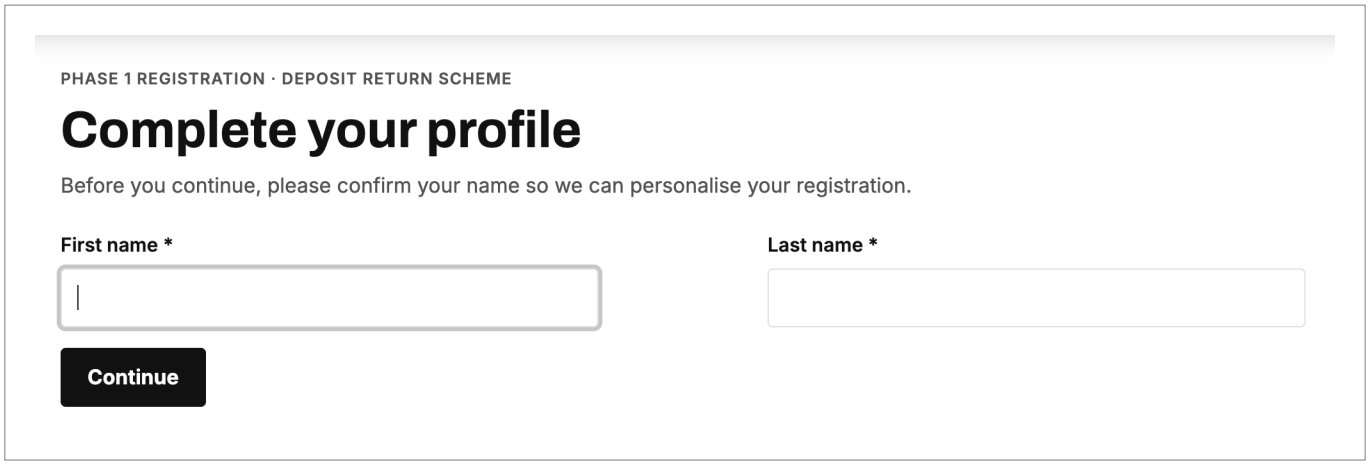
If you did not receive the code, check your spam or junk folder.



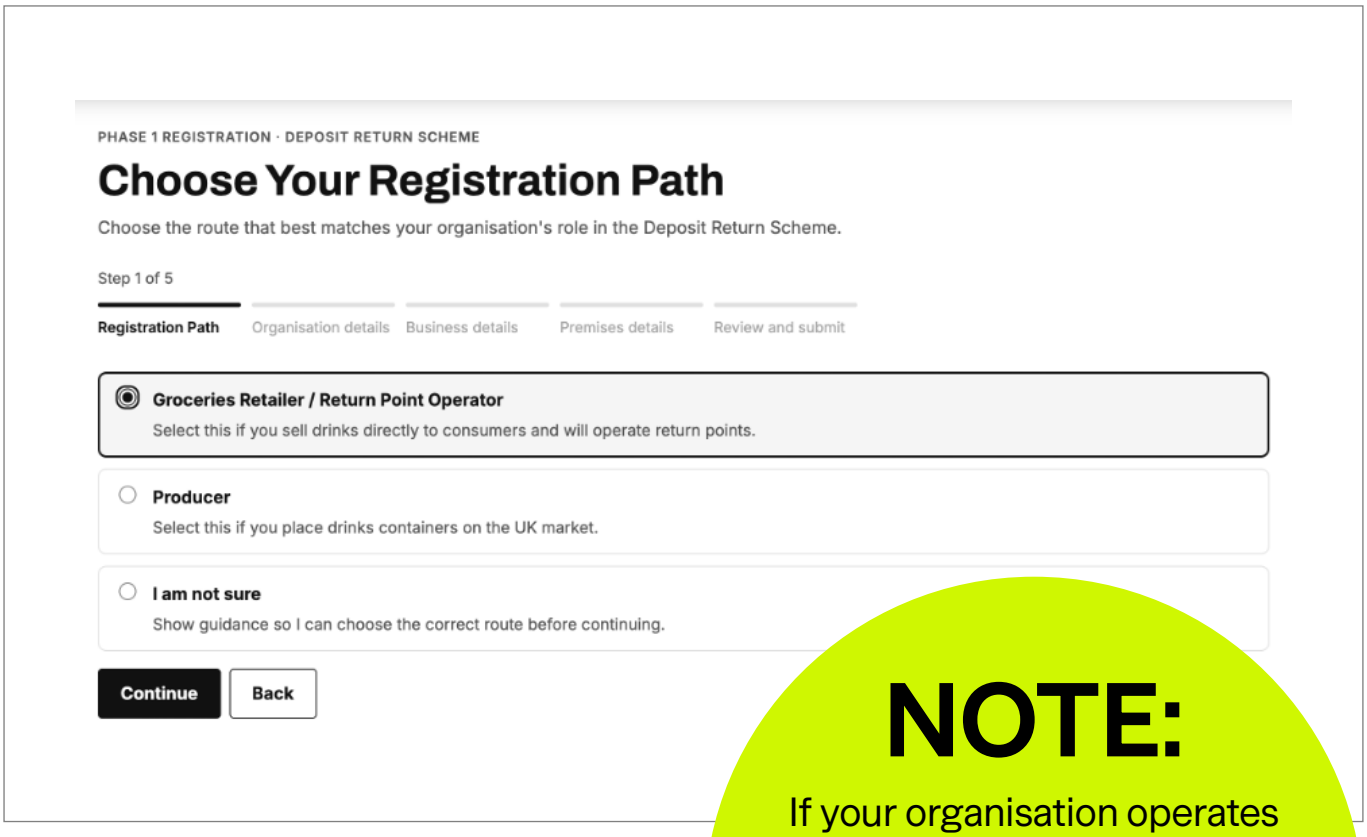
5. Enter the verification code into the portal and click **Verify**.

6. Add a secure password to your account.

7. Complete your profile by entering your name and selecting **Continue**.



Select your registration type

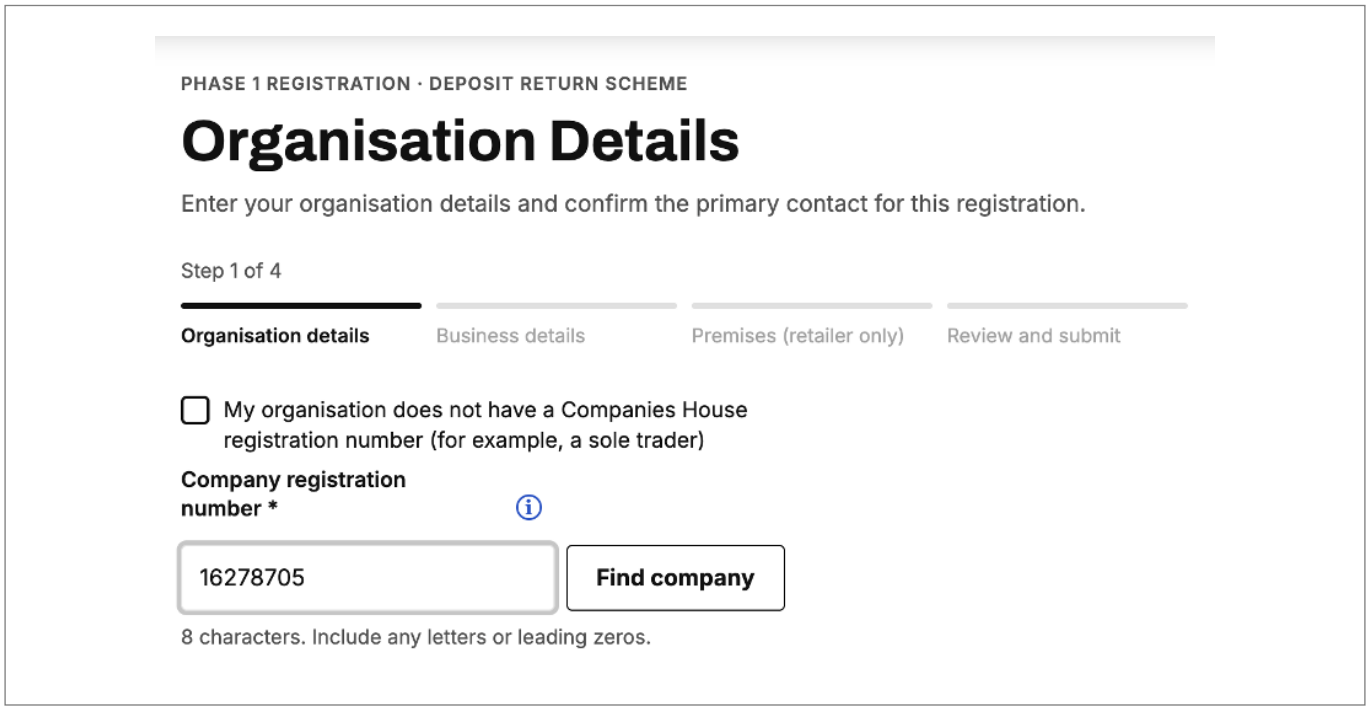


NOTE:

If your organisation operates as both a Groceries Retailer and a Producer, please submit a separate registration for Producer once you have completed this registration.

1. If you sell drinks directly to consumers and will be operating a return point, select **Groceries Retailer / Return Point Operator**.
2. Select **Continue**.

Enter organisation details



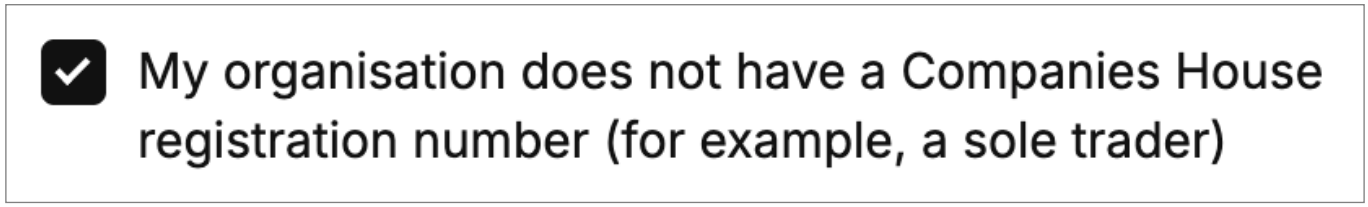
A. If your organisation has a company registration number:

1. Enter it into the company registration number field.
2. Select **Find Company**.

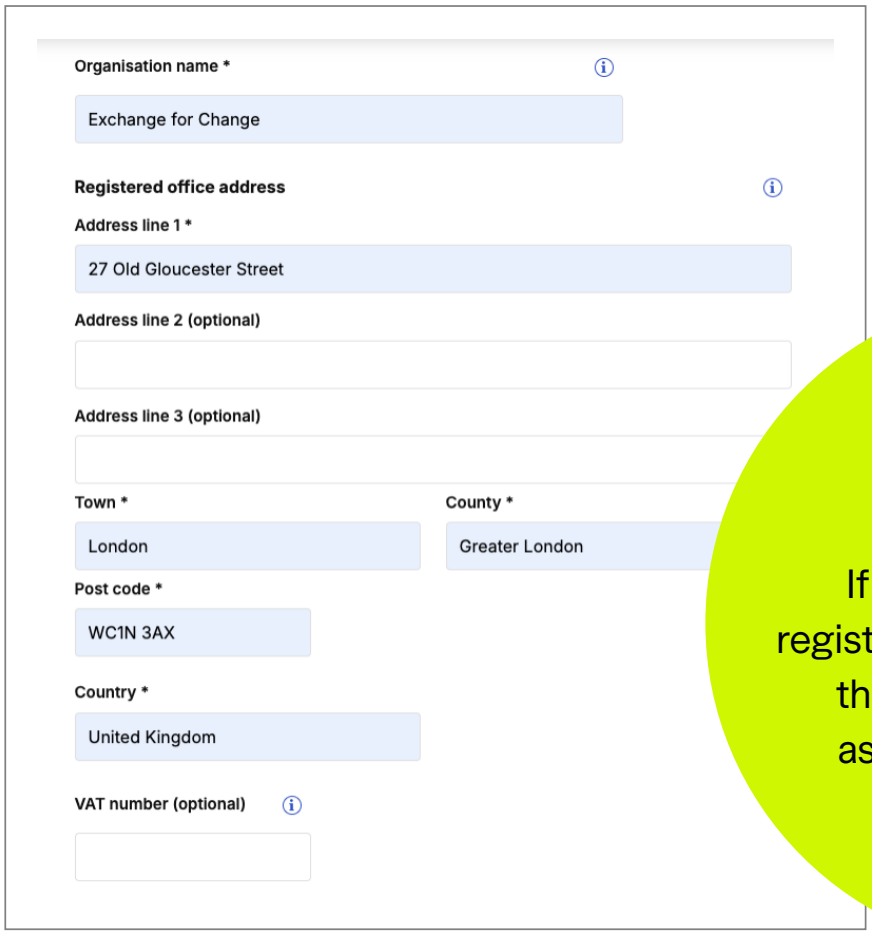
The portal will then retrieve and populate your organisation information from Companies House.

B. If your organisation does not have a company registration number:

1. Tick the checkbox at the top of the form.



2. Complete the form with your organisation's details.



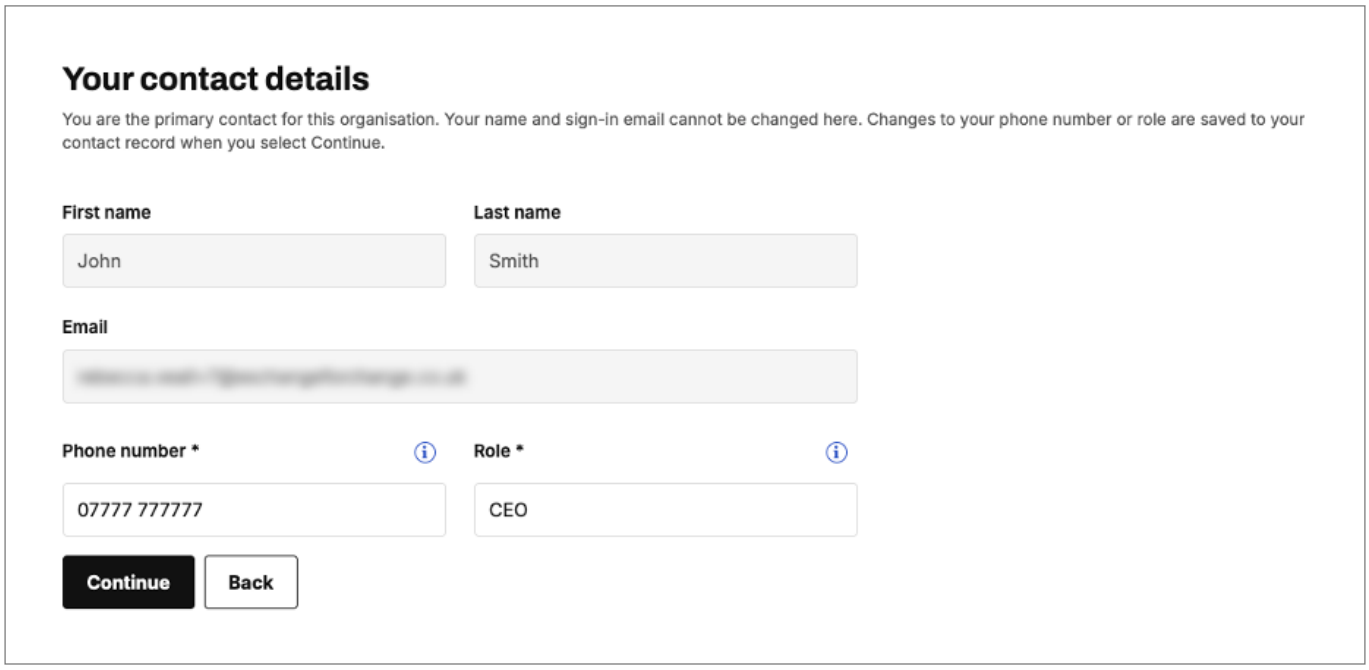
NOTE:

If you have an existing registration, the portal will pull through the details and ask you to confirm that these are correct.



3. Enter your VAT number, if applicable.

4. Update the details for your primary contact, if needed.

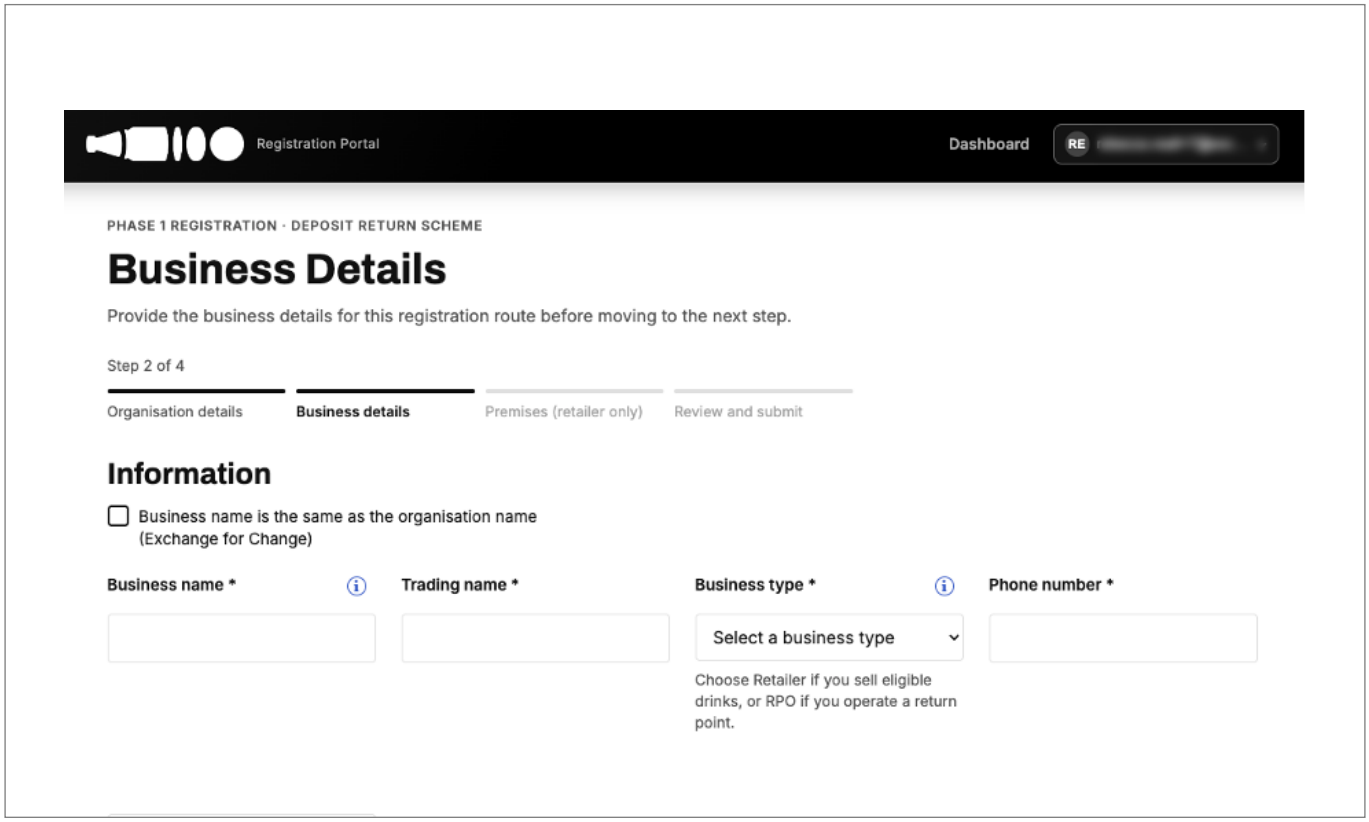


5. Complete all mandatory fields marked with an asterisk (*).

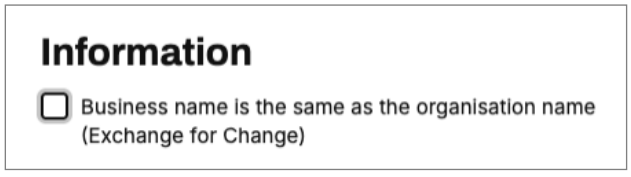
6. Select **Continue**.

Enter business details

1. Enter the details of the business you are registering.



2. Select the relevant checkbox to automatically populate previously entered details.



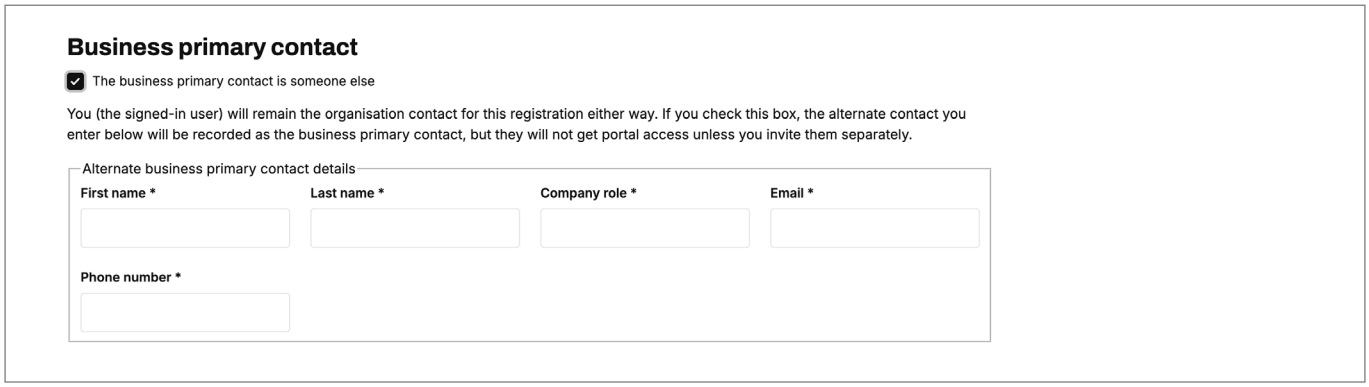
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NOTE:

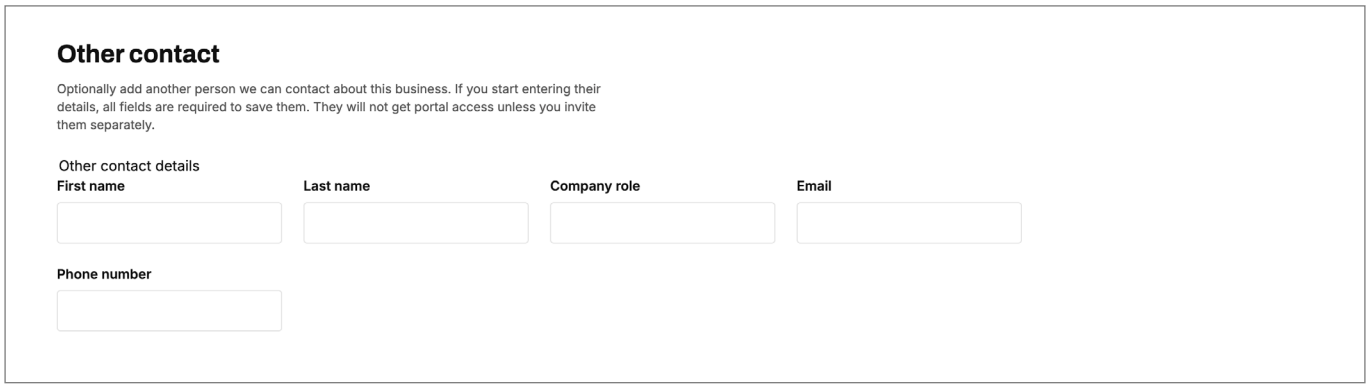
You will need to complete all contact detail fields to submit this contact to us.

3. Select your organisation's business type from the drop-down list. Select RPO if you will be operating a return point.

4. If the primary contact for the business has not yet been entered, tick the checkbox in the Business Primary Contact section and complete the **Alternate business primary contact details section.**



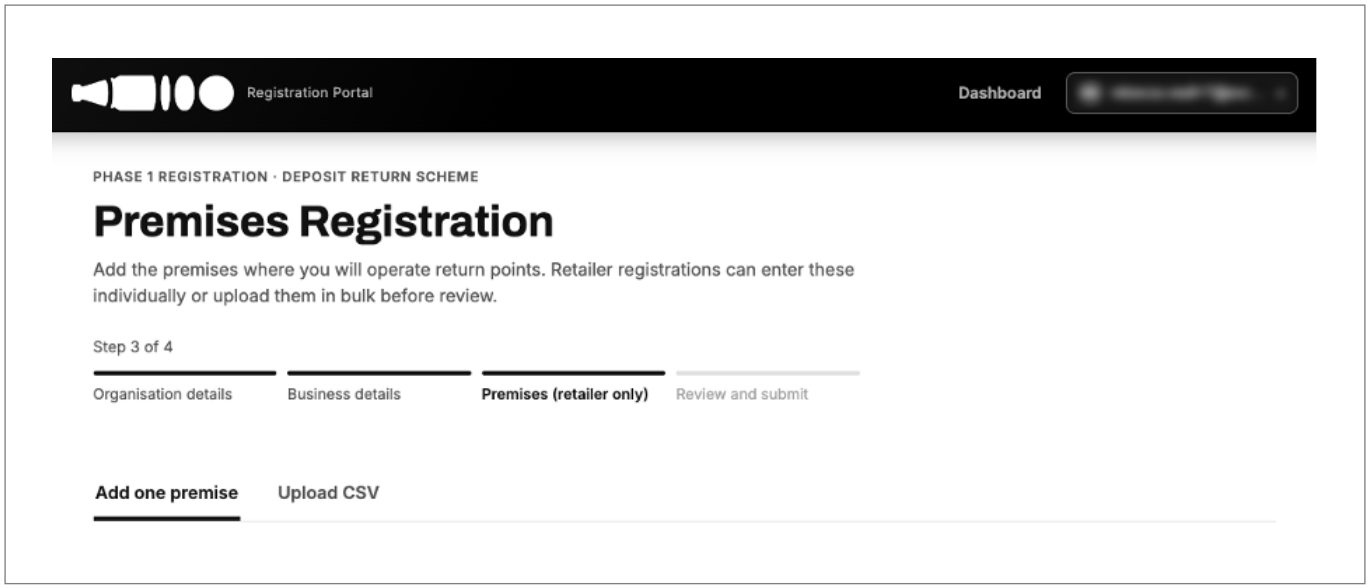
5. Add in details of another contact, if preferred.



6. Complete all mandatory fields marked with an asterisk (*).

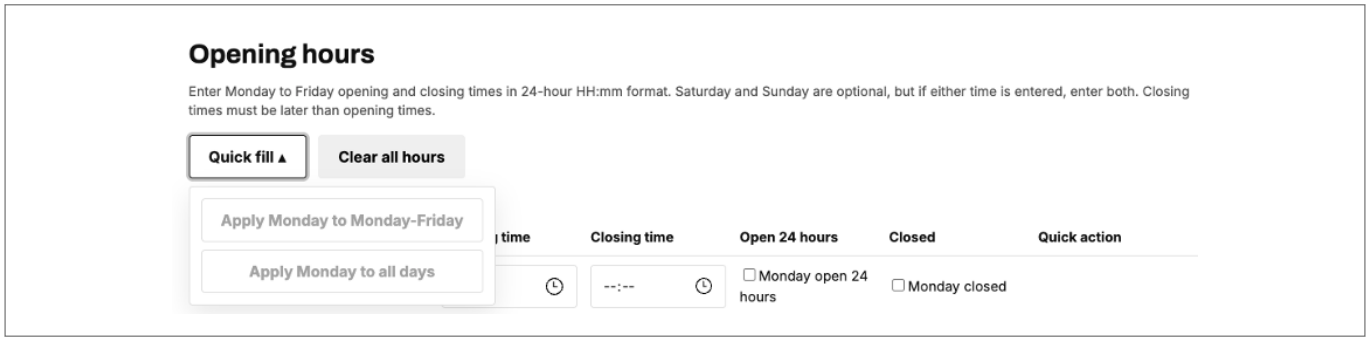
7. Select **Continue.**

Add premises information



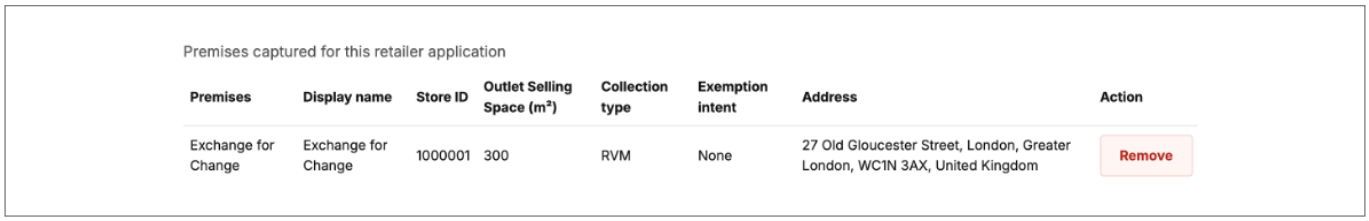
Option A: Add premises individually

1. Complete the premises details fields, including:
    - Name
    - Premises display name
    - Collection point type
    - Exemption intent
    - Address
    - Contact details
    - Opening hours (use the **Quick fill** dropdown to speed up this process)



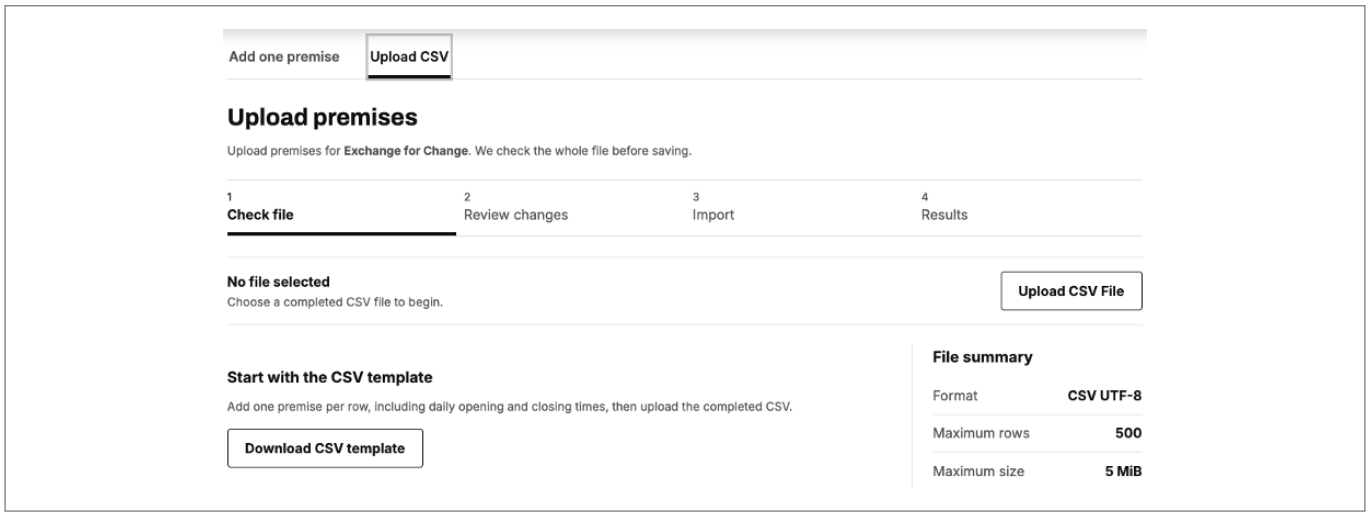
2. Select **Add Premises.**

3. Repeat for each premises that is part of your organisation. A summary of each premises captured will be displayed at the bottom of the screen.



Option B: Upload premises in bulk

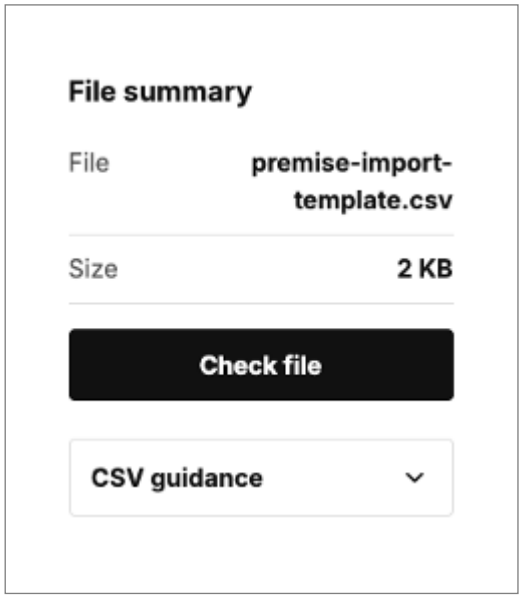
1. Select **Upload CSV.**



2. Click **Download CSV template.**
3. Open the downloaded file and complete the CSV template.
4. Save the completed file in CSV format.
5. Select **Upload CSV File** and locate the completed file.

TIP:

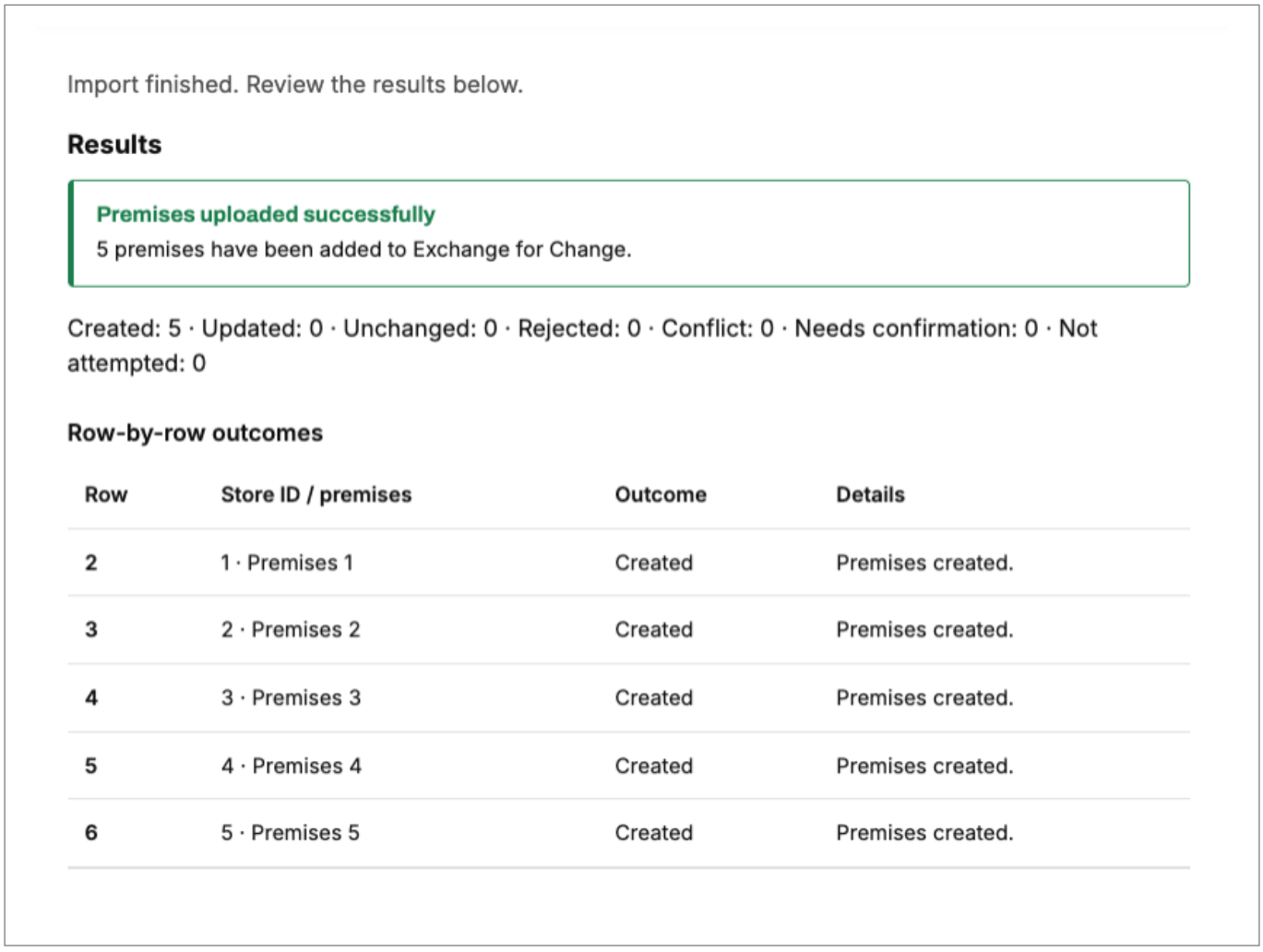
Select **CSV guidance** to show a dropdown of instructions on how to complete the CSV template.



6. Select **Check File.**
7. If issues have been identified with the file, address these and reupload.

8. Review data submitted and select **Import new premises.**

Once imported, your premises details will be displayed for you to review.



Import finished. Review the results below.

Results

Premises uploaded successfully
5 premises have been added to Exchange for Change.

Created: 5 · Updated: 0 · Unchanged: 0 · Rejected: 0 · Conflict: 0 · Needs confirmation: 0 · Not attempted: 0

Row-by-row outcomes

Row	Store ID / premises	Outcome	Details
2	1 · Premises 1	Created	Premises created.
3	2 · Premises 2	Created	Premises created.
4	3 · Premises 3	Created	Premises created.
5	4 · Premises 4	Created	Premises created.
6	5 · Premises 5	Created	Premises created.

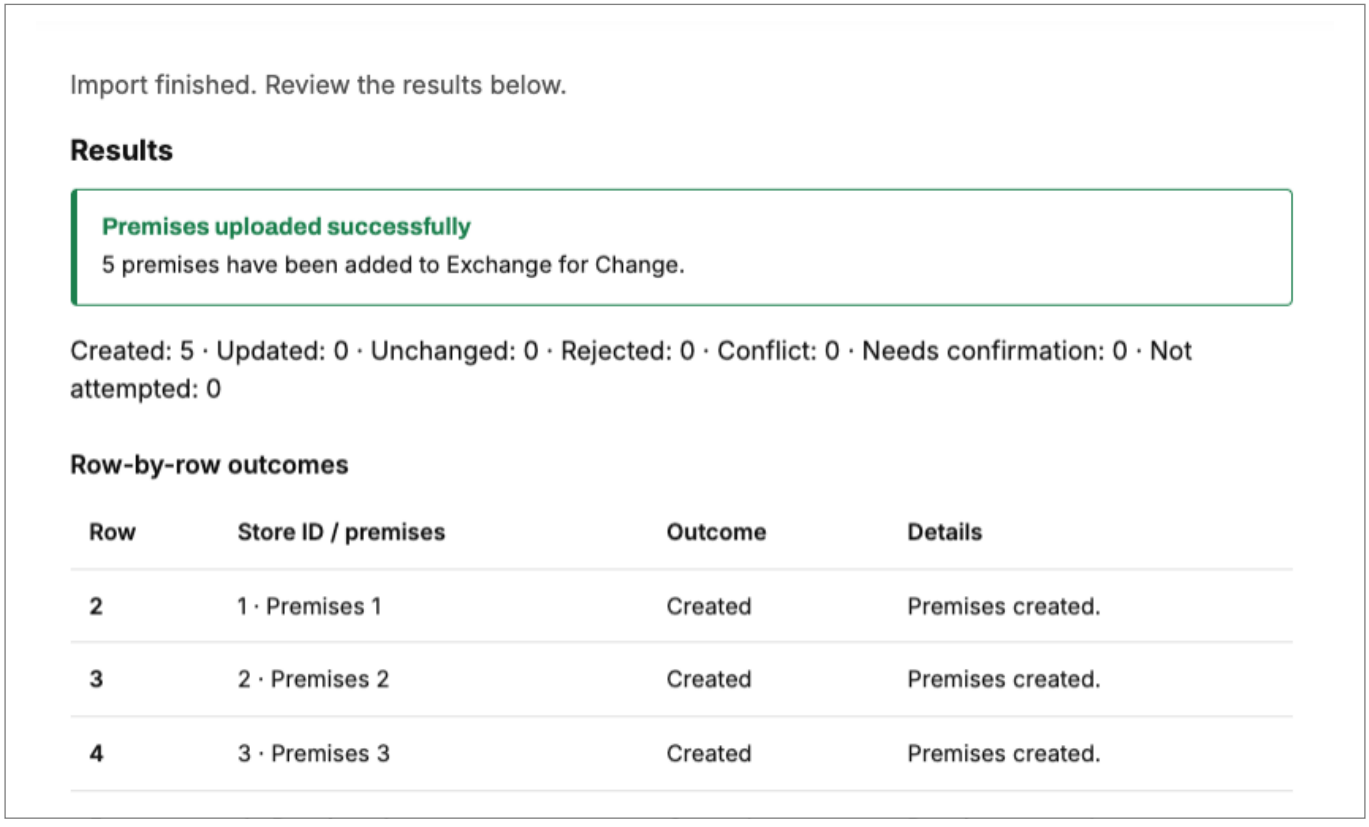
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NOTE:

You can submit a registration without premises information by ticking the checkbox to confirm that you will add these after submitting.

Review and Submit

1. Review all information before submitting your registration.



Import finished. Review the results below.

Results

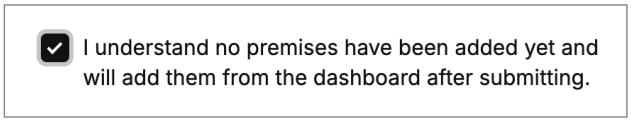
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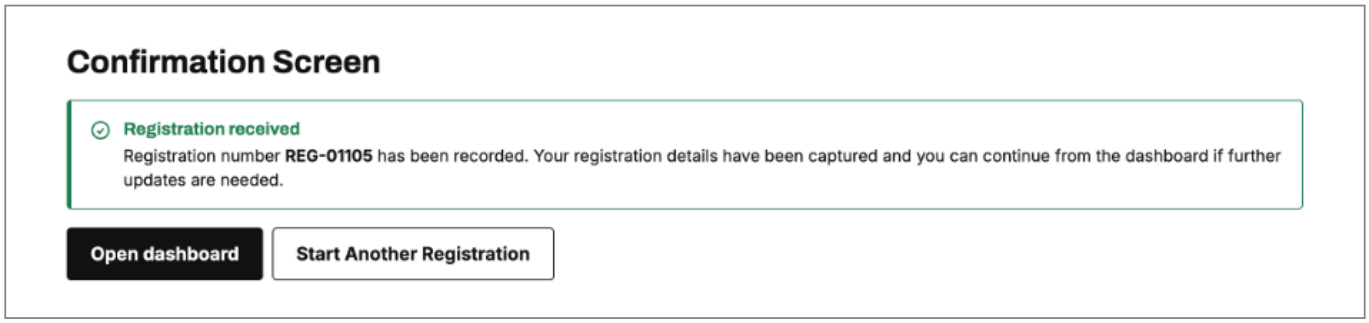
2. To make changes, select **Edit** or **Back** to return to the previous screen.



☑ I understand no premises have been added yet and will add them from the dashboard after submitting.

3. Once all information has been reviewed, select **Submit Registration.**

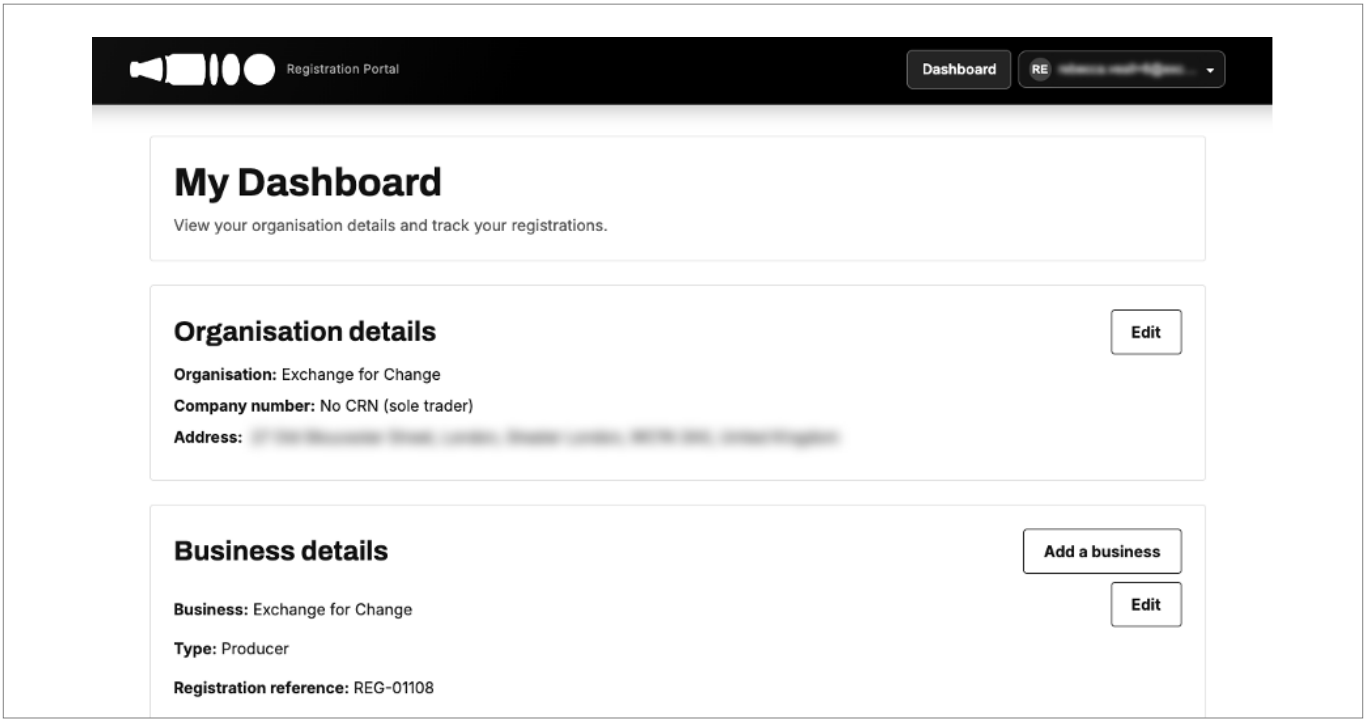
A confirmation message will appear on screen, and a confirmation email will be sent to the inbox of the primary user.



After submitting your registration, you can:

- Start another registration as a Producer Retailer by selecting **Start Another Registration.**
- Go to your dashboard by selecting **Open Dashboard.**

Access your dashboard



Within your dashboard, you can:

- Manage your organisation's details.
- Manage business details and add a business.
- View your business withdrawal requests, if applicable.
- Review registration information.
- Add or update premises information.
- Invite additional users to access or manage records.