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# SITE OFFICE HANDBOOK

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DECEMBER 19, 2023  
GREENCYCLE LIMITED  
141 Hugo Johnston Drive, Penrose

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## GreenCycle Locations and Contact Information

### *GreenCycle Yard*

141 Hugo Johnston Drive, Penrose

Hours: Mon- Fri 8am – 5pm, Sat 9am – 4pm. Closed Sunday and Public Holidays

### *GreenCycle Office*

126 Hugo Johnston Drive, Penrose

### *GreenCycle Contact Numbers*

Seb Bainbridge: 027 805 0013

Joe Owen: 027 805 0012 (a/h 027 488 7560)

Operations (Yard Office): 027 805 0017

Truck: 027 805 0018

Matt Kernick (Stump Guy): 021 296 5834

## Emergency Contact Numbers

### **Pipe Vision**

Weighbridge issues: Violet 021 804 568

Yard: Andre 021 806 952

Emergency Only: Cam 021 802 468

### **Power outage**

Landlord (SouthPark) Jason 021 441 035 (they are our power supplier)

### **Pylon or overhead line issue**

Omexom - Paul Simpson 021567734

### **Port-a-loo**

Prestige Loos: 0800 33 33 82

### **Generator Hire**

Kennards Hire Onehunga: 09 634 0401,

Account: 29084, Generator Required: 2KVA, Pick-Up Address: 375-377 Church St

## Weighbridge Operation

### WeighNZ Software

**Load in and out transactions are processed via WeighNZ software. All loads in and out must be entered in WeighNZ.**

Launch WeighNZ from desktop

- User: HO
- Password: H

Default screen: Today's Operations

### Processing Loads In

On arrival:

Customer to fully stop on weighbridge. If not positioned correctly on weighbridge move customer up to solid metal area.

- Registration Number
- On Account or Cash Sale
- Load contains Greenwaste or Mulch (Clean or Fibrous)
- Inform of any machinery operating

Customer to remain on weighbridge until transaction saved.

Once transaction saved

- Direct customer to dumping location.
- Instruct to return to weighbridge for exit.

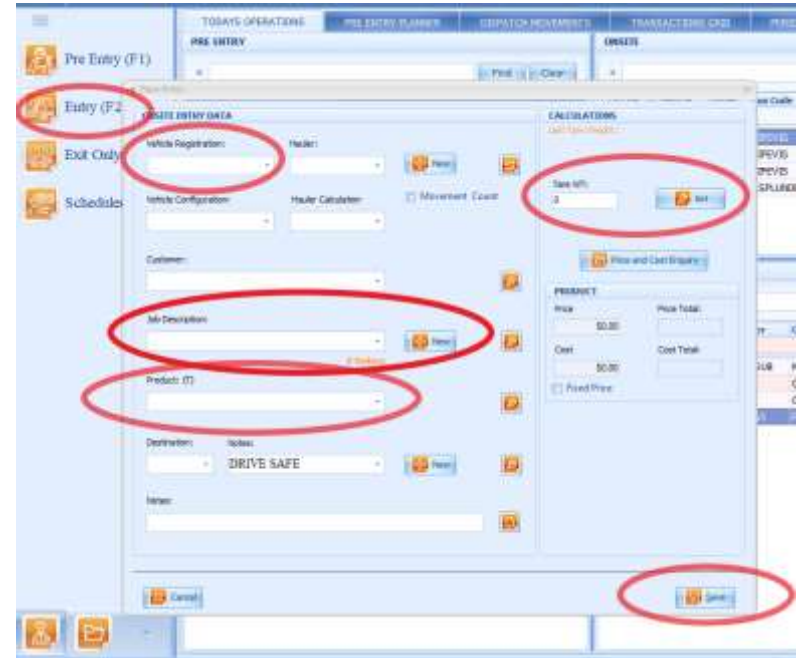
## On Account Transactions

### On Vehicle Entry (F2)

Check load contents - Greenwaste / Clean Mulch / Fibrous Mulch / Mixed Load (Mulch & Greenwaste)

#### Customer Must Return to Weighbridge on Exit

- Open Entry F2
- Enter vehicle registration. If vehicle not registered see **Add a vehicle** section.
- Check weight in Gross WT matches scale indicator
- Job Description - *Does customer have Purchase Order?*
  - YES select from dropdown or open New > Enter PO in Description > Save
  - NO PO > Job description = NO PO > Save
- Product
  - Greenwaste, Mulch Clean, Mulch Fibrous – mixed load is charged as Greenwaste.
- Save

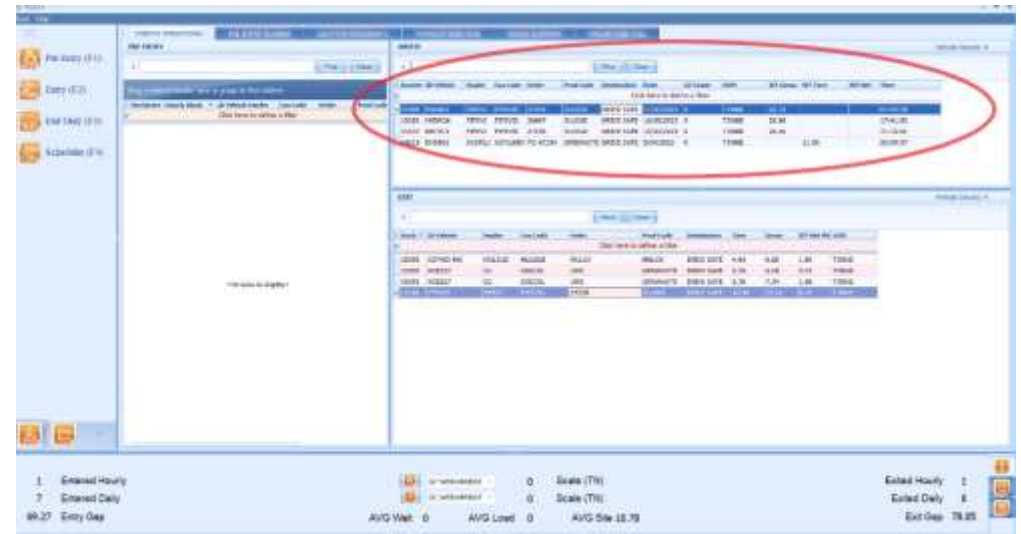


### On Vehicle Exit.

- Position customer on weighbridge correctly
- Open their Order Record from Onsite Window.
- Check weight in Tare Wt
- Save
- Docket automatically opens > Save
- Print Docket and give to driver

Mixed load (Mulch/Greenwaste) process as per Greenwaste

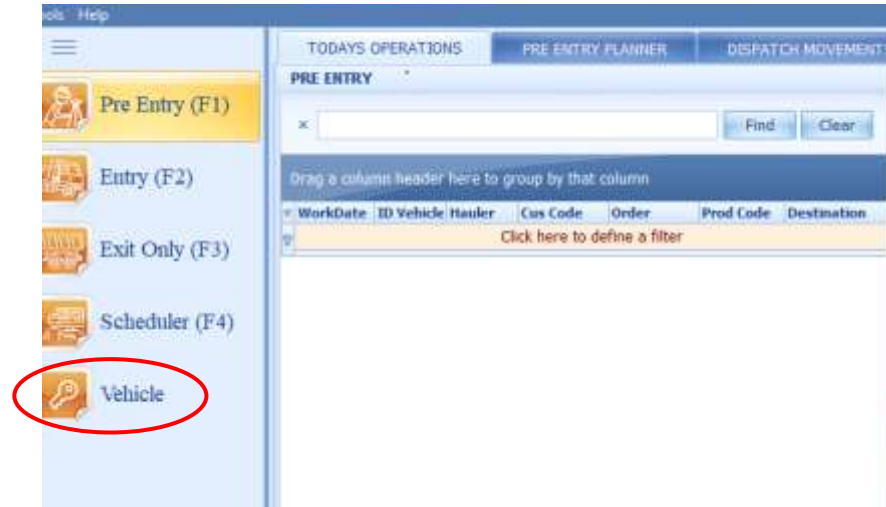
NB: You can reopen and edit a record in Exit window (bottom section of today's operation window) by double clicking on transaction.



## Add A Vehicle

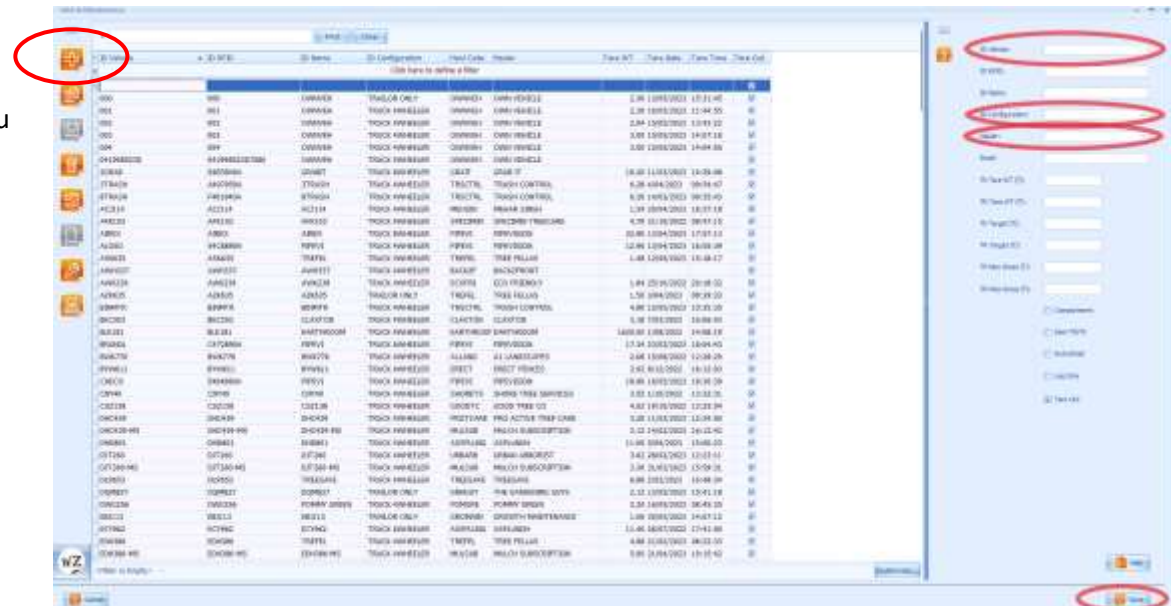
**This is for On Account only customers**

- Select Vehicle



## Add vehicle

- Select New (plus icon top of the left list)
- ID Vehicle = enter vehicle registration number
- Id Configuration = type of vehicle from dropdown menu e.g. Truck 4 wheeler/trailer only
- Hauler = Company name from dropdown menu
- Save





## Greencycle Collections- Exit Only (F3)

Greencycle truck, TrashControl and Reclaim load-in for GreenCycle.

### Sub Contractors

Verify with driver customer, zone 1 or 2, address if residential

For GreenCycle residential bins (ordered via website), customer will be GreenCycle.

- Open Exit Only (F3)
- Enter vehicle registration
- Enter the following information from driver:
  - Customer
  - Job Description = purchase order or address. Check drop-down menu. New PO can be added if residential address and not in system.
  - Destination – Zone 1 or 2, Yard (Nat Habs)
  - For residential - enter address/location in Notes.
- Check weight appears in Gross WT
- Save

### GreenCycle Truck

Driver should enter GC loads using the external terminal.

There are two methods for recording a load:

- Load rate: fixed load rate regardless of load weight
- Hourly rate: time and load weight

### Load Rate Collection

- After collection return to site & stop on weighbridge
- Scan in using swipe card or by entering vehicle registration
- Select Exit Only
- Select (and ensure correctly for the load):
  - Customer
  - G Code
  - Destination/Site
- Select Save - exit weighbridge and tip load

The screenshot shows a software interface for recording a load. The main window is titled 'EXIT ONLY DATA' and contains several input fields and buttons. Red circles highlight the following elements:

- The 'Exit Only' button in the left sidebar.
- The 'Vehicle Registration' field.
- The 'Gross WT' field in the 'CALCULATIONS' section.
- The 'Job Description' dropdown menu.
- The 'Notes' field containing 'DRIVE SAFE'.
- The 'Save' button at the bottom right.

### *Hourly Rate Collection*

Before starting the run, job must be started in WeighNZ on the external terminal to ensure an accurate recording of run time.

#### **Before run**

Come to a complete stop on the weighbridge. Use the external terminal as follows:

- Scan in using swipe card or by entering vehicle registration.
- Select Entry Only
- Enter:
  - Customer
  - G Code
  - Destination/Site
  - Time/Billing is checked
- Select Save

Exit weighbridge and complete job and return to yard.

#### **On return to yard**

- Stop on weighbridge.

Scan card to complete job or enter registration number to retrieve job. Save.

Not On Account/Cash Sale

On Vehicle Entry (F2)

**Check load contents acceptable (e.g. not bagged rubbish, soil).**

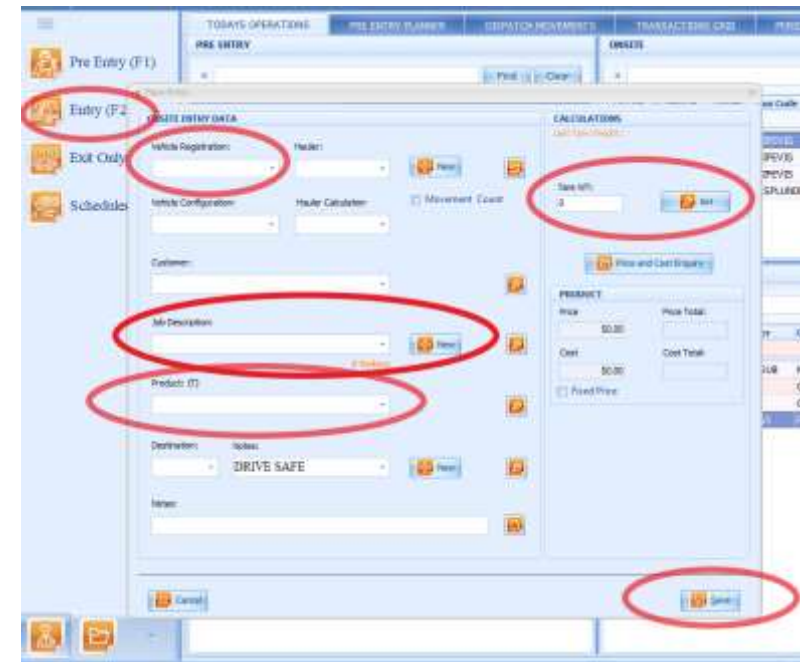
**Inform customer eftpos only**

**Instruct customer to wait while you load transaction.**

- Open Entry F2
- Vehicle registration number select a 00 code (001, 002, 003)  
If multiple cash sales onsite use one 00 code per customer. (e.g. cash sale 1 = 001, cash sale 2 = 002)
- Check weight in Gross WT
- Job Description = Cash Sale
- Product = Greenwaste
- Save

**Instruct customer to return to weighbridge after dumping and pay on exit**

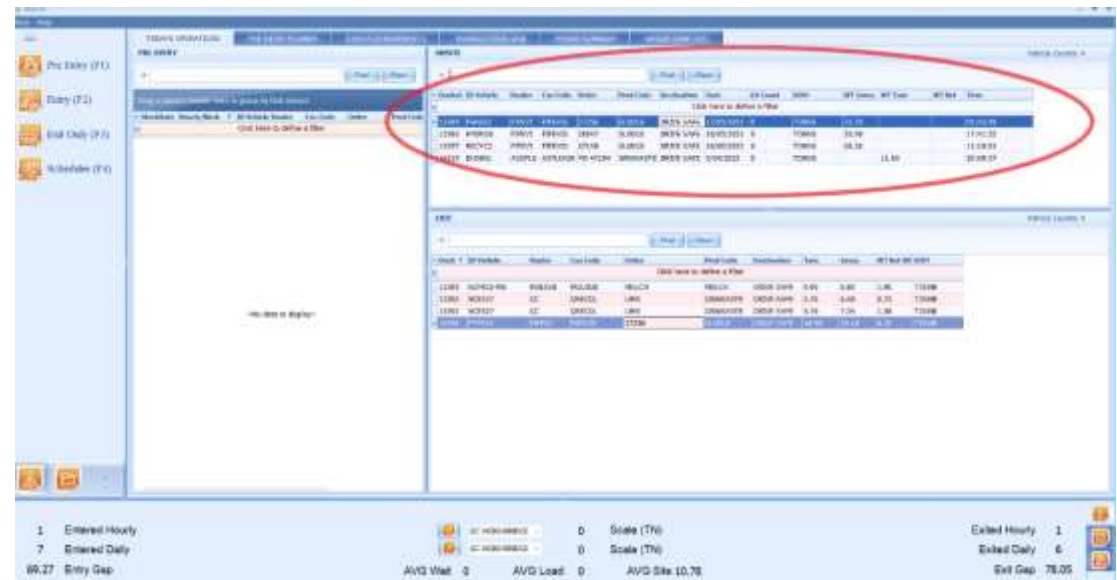
**Direct customer to dump site**



On Vehicle Exit

Position customer on weighbridge correctly

- Open Order Record from Onsite Window.
- Check weight in Tare Wt
- Save
- Docket automatically opens > Save
- Print Docket and Process sale via Eftpos.



## How to use EftPos

### *Cash Sale:*

Enter purchase amount.

Press Purchase

Give to customer for payment – PayWave (2.5% surcharge applied) or insert card.

Check transaction accepted.

Give customer docket and receipt.

### *Refund:*

Enter refund amount – NOTE: amount cannot be more than amount paid.

Select other > refund > enter cashier password – 369369 > enter > customer presents card.

Ask the customer to sign merchant copy of refund docket.

Complete “Report a Load Issue Form” detailing why refund given.

Give signed receipt to Seb.

### *Bank Transfer (not our preferred option)*

We can take a bank transfer. The customer must show the weighbridge operator that the transaction has been approved.

#### **GreenCycle Bank Account Details:**

Bank: ASB

Account Number: 12-3659-0016063-00

Account Name: Greencycle Limited

## Loads out – Mulch and Compost

*Haulers will not always come across weighbridge.*

- Open Exit Only (F3)
- Enter Vehicle Registration
- Enter Customer
- Enter Product (Mulch per m<sup>3</sup> / Compost p/tn)
- Enter the gross weight provided.
- Save
- Print Docket
- Give docket to Driver

## In Case of a Power Cut

### Notify

1. GreenCycle – Seb 0278050013
2. Pipevision Cam 021 802 468 or Violet 021 804 568 – ask if they can help sort a generator.
3. Landlord (SouthPark) Jason 021 441 035 (they are our power supplier)

### Source Generator

Generator is required to operate indicator and external terminal.

If Pipevision generator not available

Contact Kennards Onehunga - 09 634 0401. We have an account. Customer Code: 29084

Request 2KVA Generator.

Pick up Kennards 375-377 Church St, Onehunga.

### Set Up Generator

Yellow cords are in outdoor toolbox. Plug indicator and indoor terminal into generator. Plugs are in wall socket under desk.

Once generator working indicator will register weight and outdoor (pipevision) terminal

## Process Customer Loads

### *Before Generator is running:*

Once vehicle is stationary on bridge record information in Record Load Form (copy in yard folder) - record registration, company name, purchase order product.

Inform customer power is out and loads will be weighed via loader scale and dockets will be issued later.

In case of cash sale advise eftpos unavailable and payment will be via bank transfer to be completed before exit.

Customers on Mulch subscriptions to dump as per normal.

Other loads to be weighed via loader scale. Instruct driver to tip in normal spot. Pick up load with digger. Record Weight Net.

### *Once Generator is running*

Check indicator and outside terminal is displaying

Once vehicle is stationary on bridge record information in Record Load Form (copy in yard folder). Advise power is down so dockets will be issued later. In case of cash sale advise eftpos unavailable and payment will be via bank transfer to be completed before exit.

### On Account

*On Entry record* - vehicle registration, company name, purchase order (if provided) gross weight from indicator, product (mulch/greenwaste/mulch subscription).

*On Exit record* - tare weight.

### Cash Sales -

*On Entry* - Advise customer EftPos is unavailable and bank transfer will be required. Bank account number: 12 3659 0016063 00. Record information as above.

*On Exit* - Subtract tare weight from gross weight. If less than 250kg charge minimum price. Greater than 250kg multiply by per tonne weight. Ask the customer to show completed bank transfer on phone. If they require a receipt request email and advise that this will be sent once power restored.

### *Once power restored*

Enter loads in WeighNZ using the recorded information.

Advise Seb, PipeVision and Landlord that power is restored.

Record Load Form

Date:

Completed By:

Vehicle Registration	Company Name	Purchase Order	Product Mulch Clean Mulch Fibrous Greenwaste	Gross Weight	Tare Weight	Weight Net (for cash sale)



## Other Local Waste Collection Points

Waste Type	Company	Address	Phone
<b>Recycling</b>			
Carboard, Paper, Plastic, Glass, Plastic Film	Reclaim	218 Station Road, Penrose	09 551 0242
Cleanfill: Soil, Concrete, Clay,	Rock & Rubble	2a Galway Street, Onehunga	09 937 625
Clothing, Shoes, Textiles, Furniture, Whiteware, E-Waste	Onehunga Community Recycling Centre	37 Victoria Street, Onehunga	09 600 2305
Concrete, Basalt, Asphalt (Commercial only)	Green Vision	39-59 Miami Parade, Onehunga	0800 004 7336
E-Waste	Computer Recycling	5 Southpark Place, Penrose	09 525 5518
<b>Non- Recyclable</b>			
General Waste	Pikes Point Transfer Station	81 Captain Springs Road, Onehunga	09 636 8738
General Waste	Onehunga Community Recycling Centre	37 Victoria Street, Onehunga	09 600 2305

