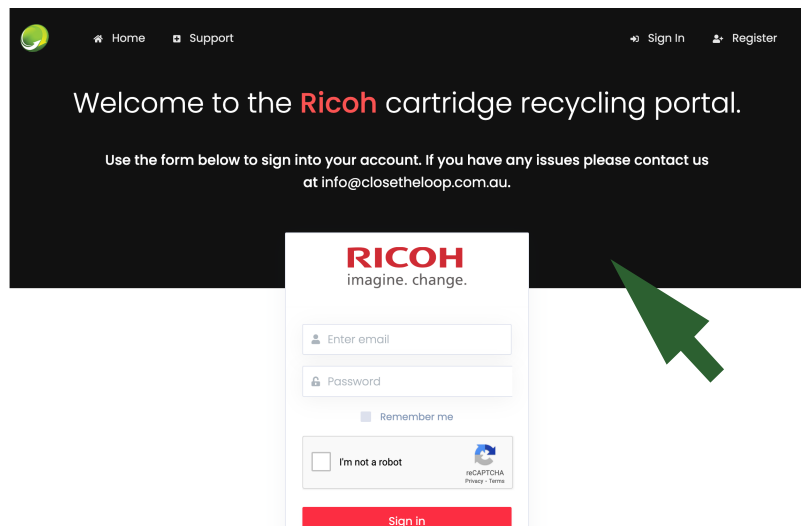


Online Portal User Guide

**You're helping save materials from landfill
by returning printer consumables for recycling!**

This guide is to show RICOH partners how to use the Close the Loop online portal for ordering Collection Boxes, replacement Collection Bags and Ties, and scheduling a pick-up of your used consumables once your box is full.



*For more information or service enquiries,
please contact Close the Loop:*

Phone: 1800 24 24 73

csteam@closetheloop.com.au

closetheloop.com.au



Close the Loop



A DIVISION OF
Close the Loop GROUP
Create · Recover · Reuse

Register your Business

Click the link to register your business for a cartridge recycling program: <https://members.closestheLoop.com.au/ricoh/register>

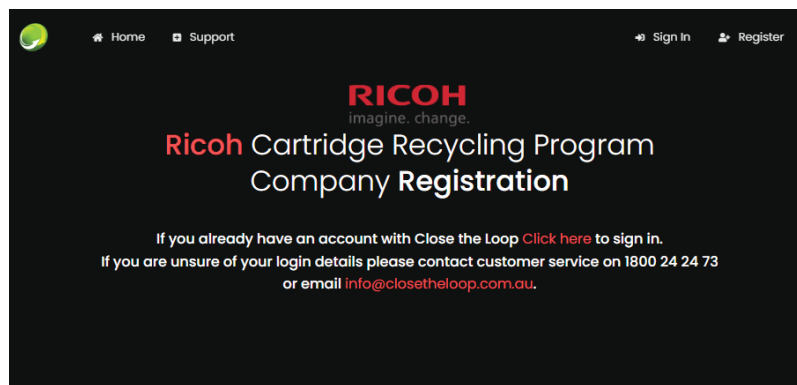
Enter your Information

In the registration form, enter in all the relevant details as specified, including company name, address, contact information, and the types of printer consumables you typically use.

Please note: It is important that you select RICOH as the partner for your registration.

New accounts can only be created with unique email addresses to avoid duplications.

Please specify any required Courier instructions.



Company Information Address **Contact Information**

Primary Contact Information

First Name Last Name

Email Address

Phone Position

Bag/Box collection courier instructions

Delivery Instructions

Account Confirmation & Welcome Email

After submitting the registration form, a member of the Ctl customer service team will review the registration. Once approved (typically within 1-3 business days), you will receive a welcome/account activation email to confirm.

Once active, you can proceed to login to your online portal.

Please note: If you do not already have an existing RICOH Collection Box, a Starter Kit can be ordered at no-cost via the "Order Consumables" tab on the portal.

Online Portal Instructions

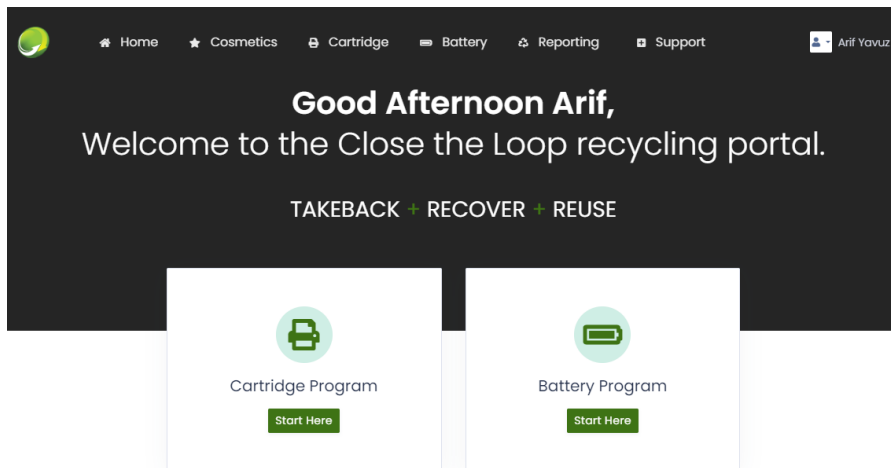
Log In

Click the link to log in to your portal account: <https://members.closestheLoop.com.au/ricoh>



How to Use

1) Once logged in, you will see this screen:

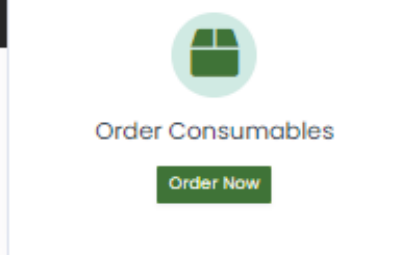


Consumables are new collection bags and ties that are provided by Close the Loop to line your collection box.

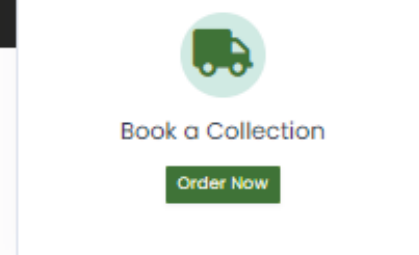
Once your box is full, you can book in a collection and we will pick-up and return it to Close the Loop for processing!

2) Through the portal you can either **order consumables** or **book in for collection**:

If you require new collection bags for inside your collection box, please select "Order Consumables"



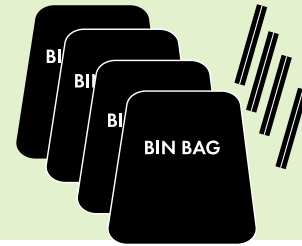
If you have filled your box and are ready for collection, please select "Book a Collection"



Ordering Consumables

Start Order

When ordering consumables, select the "Start Order" button.



Choose your Site

1) Select your site.

Select a Site Location below to begin

Close the Loop (208 Hume Hwy | SOMERTON | VIC | 3062 | Australia) ▼

Close the Loop (208 Hume Hwy | SOMERTON | VIC | 3062 | Australia)

2) After selecting your site, your details will be populated into the form.

Please confirm your details are correct.

Select a Site Location below to begin

Close the Loop (208 Hume Hwy | SOMERTON | VIC | 3062 | Australia) ▼

If these details are incorrect then please update them before creating an order. [Click Here to Edit Site](#)

Full Name : Arif Yavuz Email : rify@closetheLoop.com.au Phone : 1800 24 24 73

Delivery instructions : Deliver to Reception

Select this tickbox if you would like to use your own details

Site Name : Close the Loop

Address : 208 Hume Hwy

Suburb : SOMERTON Post Code : 3062

State : VIC Country : Australia

Order Item : Cartridge

Consumables Pack (4 Bags) ▼

Quantity : 1 ▼

Create Order

3) Select "Consumables Pack (4 Bags)"

4) Select your Quantity- Please note that for each quantity, you will receive 4 bags and 4 ties

5) Select "Create Order"

Return/ Collection

After choosing to Book a Collection on the online portal, select the "Create Booking" button.

Please Note: Collection will take 2-10 business days once a booking has been created.

To arrange for a collection please click on the button below.

Create Booking

*You may only create one booking request per day.

Choose your Site

1) Select your site.

Select a Site Location below to begin

Close the Loop (208 Hume Hwy | SOMERTON | VIC | 3062 | Australia)

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Close the Loop (208 Hume Hwy | SOMERTON | VIC | 3062 | Australia)

If these details are incorrect then please update them before creating an order. [Click Here to Edit Site](#)

Full Name : Arif Yevuz Email : rify@closetheoop.com.au Phone : 1800 24 24 73

Pickup Instructions :
Pickup from reception and ask for cartridge bags
 Select this tickbox if you would like to use your own details

Site Name : Close the Loop

Address : 208 Hume Hwy

Suburb : SOMERTON Post Code : 3062

State : VIC Country : Australia

Booking Item : Bag(s)

Quantity : Quantity

Bag/Satchel/Box is full
 Contains no rubbish or packaging

Create Booking

3) Select "Bag(s)" under Booking Item

4) Select your Quantity

5) Please check the boxes to state that your collection bag is full and contains no rubbish or packaging (cartridges only)

6) Select "Create Booking"

Regional Customers:

You will receive labels via email within 2 business days of booking a collection. Labels must be adhered to the bag for collection.

Metro Customers:

Your collection bags will already be pre-labelled ready for collection.

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