

Invoicing

When do you intend to invoice members?

We are planning to invoice members on a quarterly basis; this should mirror your current arrangements and work within your financial budgets. This is proposed currently at the mid quarter point to provide flexibility and offer market transparency.

Is there any flexibility in invoicing dates?

Absolutely, the purpose of SUSTAIN is to provide its members with best value / practice and make the annual compliance task easy and more bearable. We are proposing to consult directly with new member subscriptions and ensure that we structure their 2015 compliance to their needs. This can include monthly / quarterly or even just an annual compliance charge to make the whole process as simple and understandable for the member.

What are your payment terms?

To make the most effective use of direct market access the payment terms will be 30 days from the date of invoice.

How will you invoice us if you don't know the price you'll pay?

By working close to the market, our experts will be able to structure forward deliveries for the PRNs required to meet compliance. By tracking market trends, SUSTAIN will be able to lock a price and tailor the delivery / billing point from reprocessors to provide value to you. Compliance costs with SUSTAIN will be representative of actual market conditions and not based on forward estimations favoured by other service providers.

Registration

What information do you need when I register?

The set of information required under the Regulations is fairly uniform, unfortunately we cannot reduce this, but we are very much focused on making the process as easy as possible for you. The full range of information required will be clearly outlined in our Membership Pack.

When must I register with you by?

You are welcome to join SUSTAIN at any point, although to enable successful registration for 2015 you must have ensured your termination has been made an incumbent scheme provider by the required date. This is quite often 90 days in writing so indicatively needs to be submitted by the end of September. Again, we can help facilitate this process for you, template letters will be made available in both hard copy and on the website www.sustainpartnership.co.uk.

As SUSTAIN is a sector driven compliance scheme, it would be advisable to start the application as soon as possible to help make the next submission to the Regulatory body as efficient and easy as possible.

Do you accept group companies?

Yes, group companies are welcome to join SUSTAIN

Are there any extra administration fees for group companies?

None, apart from the standard registration fee(s) which are imposed by the Agencies to register them.

Data Returns

When do you expect members to return data to you?

Annual registrations will need to be submitted to the Agency early April, for this reason we will ask members to supply their returns to the Scheme no later than 15th March. This is to enable us to have adequate time to validate and process the information and allow for any queries to be resolved before submission.

SUSTAIN are on hand throughout the entire submission phase and we would encourage and support all members to make their returns at the earliest opportunity. This will also assist in making sure any first quarter charges are correct and calculated from the correct obligation point.

Will I report online, by email or by paper return?

We will have systems in place whereby you can submit your data using all three methods. We would be keen to assist you with this process and would therefore expect to meet with you to help complete the annual submission when you are ready to, the membership pack will include all the relevant forms in hard copy, we will also have a digital version available to distribute.

How will you assist members with their data returns?

SUSTAIN have a dedicated team who will be providing on-call support via email or telephone, but we would actively encourage all members to make themselves available to discuss all submissions and packaging flow obligations at a convenient time during this phase of the compliance year.

Do you have a guide telling me what I should and shouldn't include?

Yes, the full guidance document will help explain all areas of the submission, providing examples and where possible ready reckoners to help you assess your obligations.

Will you audit members' data returns?

Yes, we have an obligation under the Regulations to ensure that the details we provide the Agency on your behalf are 'As Accurate As Reasonably Possible'. For this reason we shall be analysing your annual figures and ensuring they remain consistent with the raw data and business trends for the applicable calendar year.

Unfortunately this may mean that some further queries may be made on your submission, but this will be for the purpose of ensuring the information is as robust as possible. It is worth remembering, that interrogation of the submissions can often lead to a fall in obligations just as much as an increase, so it's always worth taking extra steps to check and quantify every figure.

Will you hold workshops to explain our obligation?

We are currently expecting to host several days throughout the year for workshops to discuss any membership and obligation issues. We are also keen to use this time to highlight and assist with wider implications of the Regulations and look at other legislative requirements on the horizon.

We will also be conducting one to one meetings with all members, offering staff training, data analysis, report validation and general guidance on the packaging obligations you have.

Communication

How do you intend to communicate with members during the year?

We will have full day to day helpline and email support for queries, we will also be rolling out a digital newsletter along with PRN market reports on a regular basis.

Will we receive an update on prices paid through the year?

Yes, the purpose of the Scheme is to give you closer access to the PRN pricing markets, therefore we will be supplying regular reports on the trading conditions and how these may impact your compliance costs.

Procurement

How will you be buying PRNs?

We intend to make strategic decisions based on daily market trends, but where possible being more inclusive of our members requirements. We will be working with a dynamic range of reprocessing suppliers directly to engage sustainable and cost effective PRN supply.

Why will this be cheaper than other schemes?

Simply put, we are a **not for profit scheme** implemented following sector feedback on escalating PRN costs. We shall not be making speculative purchases and adding high margins to profit from your compliance. We are here to provide you with fair compliance charges versus profiteering from alternative providers.

If I get my own PRNs can I use these towards my obligation, and if so, are there any restrictions?

The only restrictions we'd implement are that we are notified in accordance of the terms and conditions, and that PRNs are delivered at an agreed point(s) during the compliance year.