

# CO<sub>2</sub> CYLINDER EXCHANGE PROCESS

## Scenario 1:



1. Customer returns Empty CO<sub>2</sub> Cylinder for exchange.



2. Store supplies full SodaStream Cylinder from the SodaStream Cylinder Box and scans it through the checkout.



3. Store places the Empty Cylinder in SodaStream Cylinder Box.

Note: Full Exchange Cylinders should always have the plastic seal around the spout. Ensure seal is unbroken as this will avoid Empty Cylinders being accidentally supplied as Spare/New Cylinders.

# CO<sub>2</sub> CYLINDER EXCHANGE PROCESS

- A new Multi Trip Box (MTB) will arrive with 2 bands sealed horizontally and 2 sealed vertically.



- Open the vertical bands carefully without harming the packaging.



- Re-pack the MTB with empty cylinders, as they are returned by customers, via the CO<sub>2</sub> Cylinder Exchange Process.



- Seal the MTB with tape on the upper side.



- Call 03 8706 0200 or go to **[www.sodastreampickups.com.au](http://www.sodastreampickups.com.au)**  
(see CYLINDER EXCHANGE PROCESS for online pick up process)  
to organise pick up of MTB of empty cylinder boxes.

NOTE: Transport of cylinders must be made in the cardboard Multi Trip Boxes.  
Stores must keep the Multi Trip Boxes for empty cylinder returns using the  
SodaStream Cylinder Exchange Process.

# CO<sub>2</sub> CYLINDER EXCHANGE PROCESS

## Online

1. Go to **www.sodastreampickups.com.au** to have your MTB of empty cylinders picked up.
2. Choose the Retail Store Pickup button, then download, print, and complete the Dangerous Goods Form to give to the pick up driver



3. Enter your Store and Address details.

The image shows a form titled 'Store Cylinder Pickup'. It has two main sections: 'Details' and 'Address'. The 'Details' section includes fields for 'Store Name' (a dropdown menu), 'Store Number', 'Contact 1', 'Contact 2', 'Area Code', and 'Contact Phone'. The 'Address' section includes fields for 'Address', 'Suburb', 'Postcode', and 'State' (a dropdown menu). Two red arrows point to the 'Store Name' and 'Address' fields respectively.

4. Enter the Pickup Instructions (address driver is to pickup the MTB of empty cylinders, what time the pick up should occur and any other special instructions)

The image shows a form titled 'Pickup Instructions'. It has four fields: 'Location' (a dropdown menu), 'Opening Time' (a dropdown menu), 'Closing Time' (a dropdown menu), and 'Special Instructions' (a text area). A red arrow points to the 'Location' dropdown menu.

5. Enter the package instructions (how many MTB of 40L or 60L gas cylinders to be picked up)

The image shows a form titled 'Package'. It has two input fields: 'No. of Boxes (40L)' and 'No. of Boxes (60L)'. A red arrow points to the 'No. of Boxes (40L)' input field.

6. Once all details are filled in and the Dangerous Goods form is ready, tick the check box. The Submit Pickup button will appear. Click and Submit.

The image shows a checkbox with the text 'I acknowledge that I have printed both the Dangerous Goods form and' and a 'Submit Pickup' button. A red arrow points to the 'Submit Pickup' button.

These details are then emailed to the SodaStream head office and entered into the TOLL system. Most pick ups will occur within a week of entering the pickups form.

**Please contact SodaStream for any further information on (ph) : 03 8706 0234 or email: [sales@sodastream.com.au](mailto:sales@sodastream.com.au)**