

# **Portal Guide**

## **Consumable Recycling Services**

**Access the portal via -**

**[www.konicaminolta.co.uk/toner-recycle](http://www.konicaminolta.co.uk/toner-recycle)**

# The Portal

The online portal is designed to be a simple platform for you to use and manage your genuine Konica Minolta consumables recycling. The service is delivered on our behalf by our recycling services provider.

If you have multiple sites and want to manage services centrally, the address book allows for single entries or bulk uploads and easy management of sites.

Where possible, please only create one account, so that all your recycling service history stays together. We recommend using a generic email inbox to register, which can be accessed by multiple people to be able to book the services across the team.

Use the online portal to:

- Request the collection of full recycling boxes
- Order replacement recycling boxes
- View historical returns and orders
- Download Waste Transfer Notes & Certificates of Recycling
- Add additional sites to your address book
- Contact our recycling services provider for any recycling queries

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# Registration

1. Access portal via [www.konicaminolta.co.uk/toner-recycle](http://www.konicaminolta.co.uk/toner-recycle)
2. Complete the online registration form by entering your details.
3. The registration form requests that you enter an equipment number from your Konica Minolta printer. If you don't have access to the printer, or you are not a direct customer of Konica Minolta, please enter the name of your Supplier.
4. Please indicate on the registration form, if would like the option for a pallet collection service - this will need to be authorised before becoming available on your portal account and you may be contacted for more information.
5. Once your registration is submitted, verification should be instant, but please allow up to 2 working days for the account to be verified and activated by our recycling services provider.
6. Once activated, the registered email address will receive a notification along with confirmation of the username and temporary password.
7. Our portal uses a two-factor authentication with email verification - you will need access to the inbox of the email address used for the registration. Please check your spam/junk email folders as sometimes verification emails get caught up there.

Once logged in for the first time, you can change the password and start using the service.

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# Using the Portal

## Login

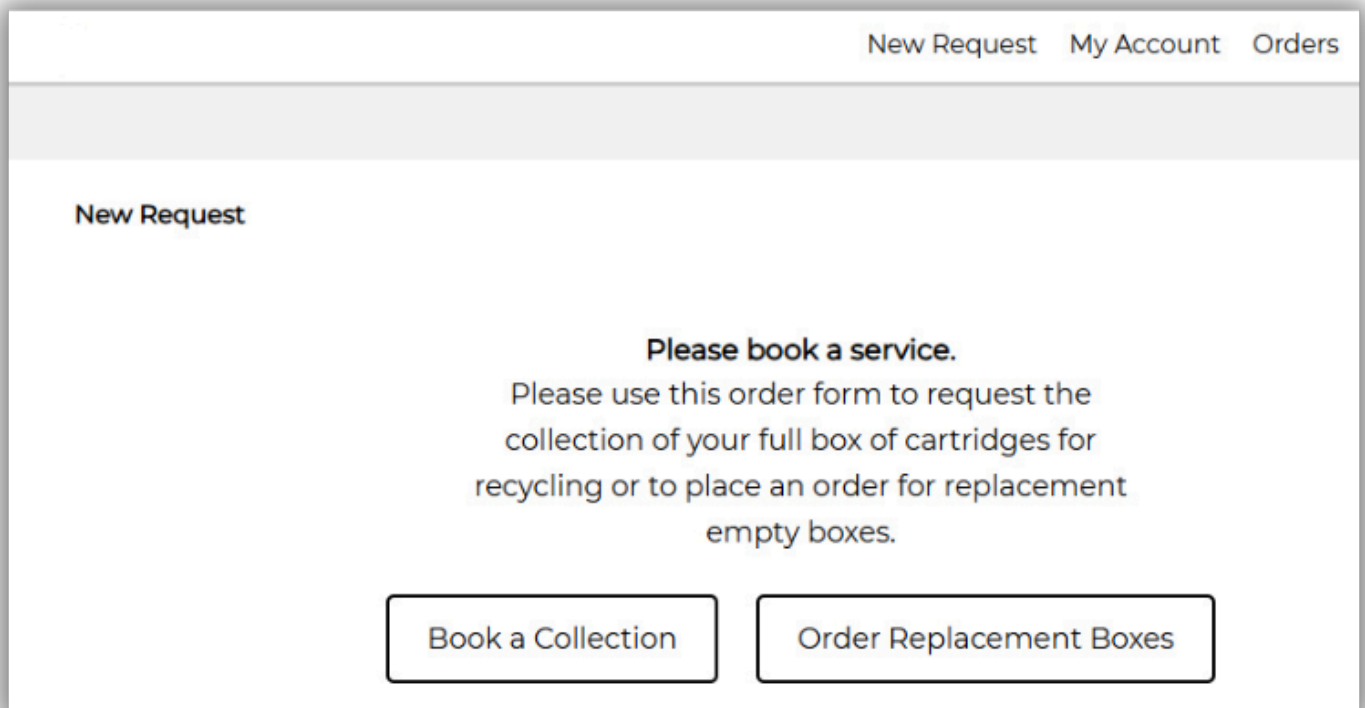
Once logged in, the home screen has 3 key menu items:

- 1) New Request
- 2) My Account
- 3) Orders

## New Request

From the New Request screen, you can:

- a) Book a Collection of Box(es)
- b) Order Replacement Boxes
- c) Book a Collection of Pallet(s)  
(if requested and authorised)



The screenshot shows a web interface for a 'New Request' form. At the top right, there are three navigation links: 'New Request', 'My Account', and 'Orders'. Below these is a light gray header bar. The main content area is white and contains the following text:

**New Request**

**Please book a service.**

Please use this order form to request the collection of your full box of cartridges for recycling or to place an order for replacement empty boxes.

At the bottom, there are two buttons: 'Book a Collection' and 'Order Replacement Boxes'.

# Order Boxes

Replacement recycling boxes will usually be delivered in packs of 3 and each box can hold 20-30 items, depending on their size. Boxes are supplied with a recyclable bag and seal tape.

- Select the quantity of packs of boxes you require
- Search & select the address where the boxes are to be delivered
- Enter a reference for this order
- Accept the terms
- Continue
- Check the details & confirm

The boxes arrive flat-packed and banded together. The bags and tape are within the pack. Please keep the spare boxes safe until you need to use them.

The boxes will be sent out for delivery to your selected address within 3-5 business days. The courier may leave them in a safe place if they cannot get access to the site.



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# Box Collection

When your box is full, please seal the plastic bag containing all items and ensure the box is sealed with tape at both ends. The box should not weigh more than 25 Kg and should not be bulging.

- Select the quantity of boxes to be collected
- Search & select the address where the boxes are to be collected from
- Accept the terms
- Continue
- Check the details & confirm

Please remove product packaging and fit as many items in the box to maximise the environmental benefits.

Full toners / waste toner containers should be placed inside their own separate sealed bag, within the main bag, to prevent leaking onto other items.

Collection will usually take place within 3-5 business days and the courier will bring the shipping label. If the courier misses the collection, they will try again in the next couple of days. Please ensure the box is ready and easily accessible for the courier **BEFORE** booking the collection!



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# Pallet Collection

When your pallet is full, please ensure the items are securely wrapped to the pallet. The items should not overhang and the pallet should be maximum 1.0m x 1.2m and up to 2.1m high.

- Select the quantity of pallets to be collected
- Indicate if a tail-lift vehicle is required
- Search & select the address where the pallets are to be collected from
- Accept the terms
- Continue
- Check the details & confirm

Please remove product packaging and fit as many items on the pallet.

Full toners / waste toner containers should be placed inside their own separate sealed bag, to prevent leaking onto other items.

Collection will usually take place within 3-5 business days and the courier will bring a shipping label. If the courier misses the collection, they will try again in the next couple of days. Please ensure the pallet is ready and easily accessible for the courier **BEFORE booking the collection!**



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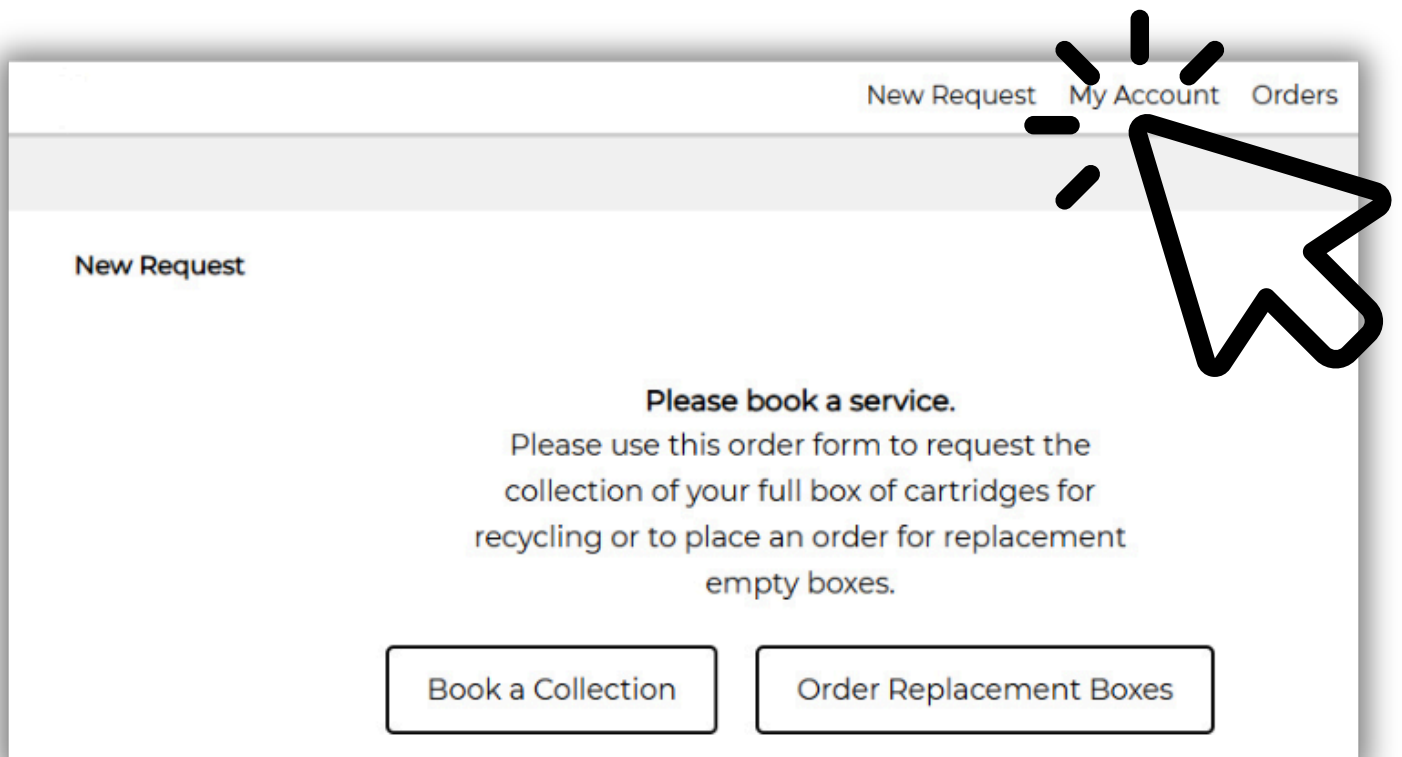
# My Account

You can view packaging guidelines, FAQ, terms & conditions and other useful information from this menu. You can also update your password and manage your address book.

You can add additional collection locations to your address book.

You can add one address at a time or use the bulk import function to download a .csv file template to then upload multiple addresses.

You can use the search and filter functions to find addresses and use the edit / delete buttons to manage them.



# Orders (history)

## Box Returns, Pallet Returns and New Boxes

When your full box is received by our recycling services provider, it will be scanned & weighed. Once it has been processed, your portal page will be updated with the Waste Transfer Note (WTN) and Certificate of Recycling. These are usually available to download around 10 business days after your boxes have been collected.

If you have an environmental audit, you can use the search and filter functions to retrieve the details for all historical services.

The WTN will show where your waste was sent to (recycling facility) and you will have a Certificate Of Recycling to prove it has been recycled responsibly and is legally compliant.

Request History

Search Order Ref

— Select an Address — ▾

— Select a Status — ▾

Date Range

Search

Reset

— Select a field To Sort — ▾

Ascending ▾

Returns

Pallets

New Boxes

Date	Address Ref	Quantity	Order Status	WTN
October 23, 2024	Test Account	1	Courier booked	
October 21, 2024	Test Account	1	Completed	<div>Download</div>

# Documents

## Waste Transfer Note (WTN)

A simple document to record where waste was produced, who moved it, when it was moved and where it was moved to.

Any organisation in the UK can pay £105 to obtain a waste carrier license for 3 years. Then the company can move and receive waste using the WTN as documentation.

This is evidence for the movement of waste - it is **not proof of recycling**.

## Certificate of Recycling (COR)

A document to declare that the proper and genuine recycling processes have been followed with your waste.

The document includes a breakdown of the recovery processes (as a percentage of weight).

This is evidence for the recycling of waste - it is also not proof of recycling, after all, it is just a document, but it is a signed declaration.

**A WTN and COR is issued for every collection.**

**A COR is not a legal requirement, but we think it should be.**

**This should give you some reassurance and we encourage you to audit any recycling services you use, with full due diligence.**

# COMPLIANCE

## Due Diligence Checklist

- ✓ Compliant with HSE recommendation to 'remove contaminants prior to shredding / dismantling / recycling'
- ✓ Using Best Available Treatment Recovery & Recycling Techniques
- ✓ Zero landfill & only minimum thermal-recovery for non-recoverable materials
- ✓ Cleaned & separated raw-material outputs
- ✓ Valid Environmental Licenses, Registrations and necessary Permit Exemptions

Waste Carrier (Broker & Dealer) Upper Tier License:  
**CBDU 74010**

T11 – Waste Treatment Exemption for WEEE:  
**EXP/MP3346YE**

T16 – Waste Treatment Exemption for printer cartridges:  
**WEX373615**

<https://environment.data.gov.uk/public-register/view/search-waste-exemptions>

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# Contact Us

Our recycling services provider can be contacted directly for all service and recycling queries:

**Phone:** 0161 338 5208 Opt 3

**Email:** [kmuk@oemreturn.com](mailto:kmuk@oemreturn.com)

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