

plastx HUB Operations Guide



English Language Edition - V1.1 June 2023

Introduction to the PlastX Platform



▶ Logging On

Go to <https://adminen.plastx.co/EmailAccount/Login> or use this link to log on to the platform:

PlastX

To log on, enter your username (email) and password.

TIP!

Choose GOOGLE CHROME, or other Chromium based browser.
The PlastX platform may not work correctly with Firefox.

A screenshot of the PlastX login page. At the top is the PlastX logo. Below it is the tagline "Sourcing Quality, Sustainable Post Consumer Plastic in Asia". The login form consists of two input fields: "Username" and "Password". Below these fields is an orange "Login" button. Under the button is a link "Forgot Password?". At the bottom, there is a note: "This platform is designed to work with Chromium based browsers and may not work correctly with Firefox." followed by a link "Click Here" for a list of compatible browsers.

Introduction to the PlastX Platform

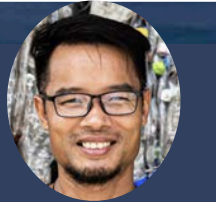


▶ Orders

Select ORDERS to view all orders assigned to your HUB

Orders will appear here once they have been approved by Admin.

Hub Teams are NOT authorised to edit orders



Hub Dude
Hub Operator

Orders

Collection


Hub Information

Collectors

plastx

Logout

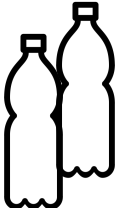
Orders



#35 PET Bottles_CLEAR and MIXED Colours
Quantity (kg) : 1,000kg Due: 33 days

Collected
1kg

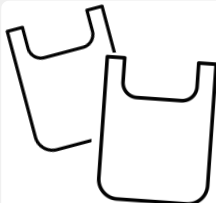
% Recovered
0



#102 PET Bottles CLEAR ONLY
Quantity (kg): 500kg. Due 90 days

Collected
450kg

% Recovered
90



#97 LDPE Bags - White
Quantity (kg): 2000. Due 120 days

Collected

% Recovered

Introduction to the PlastX Platform



Collection

Select COLLECTION when you are ready to log an approved collection

A screenshot of the PlastX web application interface. On the left is a dark blue sidebar with a user profile at the top (Hub Dude, Hub Operator) and a menu with options: Orders, Collection (highlighted with a red arrow), Hub Information, and Collectors. The main content area is titled "Record a collection" and contains a form to "Log a record of receiving recovered plastic from a collector". The form has four required fields: Job ID (a dropdown menu showing "Order #35"), Collector (an empty dropdown), Plastic Type (a dropdown showing "PET Bottles_CLEAR and MIXED Colours"), and Quantity (kg) (a text input next to a "kg" unit label). A red arrow points from the "Collection" menu item to the form. Another red arrow points from a text box to the "Job ID" and "Collector" dropdowns. Below the form is a checkbox for confirming collector details and a quality check. A red warning message states: "Ensure that the collector has brought the correct type of plastic. Do not accept collections if the plastic type is incorrect."

Hub Dude
Hub Operator

Orders

Collection

Hub Information

Collectors

Record a collection

Log a record of receiving recovered plastic from a collector

* Job ID Order #35

* Collector

* Plastic Type PET Bottles_CLEAR and MIXED Colours

Ensure that the collector has brought the correct type of plastic. **Do not accept collections if the plastic type is incorrect.**

* Quantity (kg) kg

☐ I confirm that the collector details are correct and that the plastic has undergone a quality check

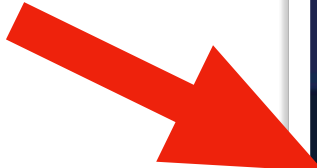
Select the Job ID & Collector name from the dropdown boxes. Plastic Type will automatically populate when Job ID is selected.

Introduction to the PlastX Platform




▶ Hub Information

Select HUB INFORMATION
To view hub details



Hub Teams are NOT
authorised to edit
Hub Information



Hub Dude
Hub Operator ▾

Orders

Collection

Hub Information

Collectors

plastx

Complete site setup

Collection site details

* Site name

PlastX Project Truck Hub: NILAI - AEON MALL

* Location

PlastX TRUCK: Carpark, AEON MALL, Persiaran Pusat Bandar, Putr


* Timezone

(GMT +08:00) Asia/Kuala_Lumpur ▾

Introduction to the PlastX Platform



Collectors



Hub Dude

Orders

Collection

Hub Information

Collectors

plastx

Collectors

Collectors

Search:

Collector ID	Name	Username	Phone Number	Location	Actions
#1340	Adel testing Testing	adeloz81@gmail.com			View
#1341	Alex 7YM	alex@7-ym.com.au	+61 0412345678		View
#1343	Bernard Lam wai thong	bernard.lam.maxis@gmail.com	+60 0177111710		View
#1269	Collector PlastX	collector@plastx.co	+61 0412345678	Sathorn, Thailand	View
#1347	Danish Zikrullah	danishzikrullah@gmail.com	+60 0124984663		View
#1345	Emily Henry	emilypayahenry@gmail.com	+60 01151382958		View
#1339	Gillian Hyde	gillian.hyde@plastx.co			View
#1348	LEW YAP FOONG	avielew@gmail.com			View
#1337	MOOREYAMEEN MOHAMAD	mooreyameen@gmail.com	+60 01110248474		View
#1338	Muhammad Ismail Bin Ibrahim	sitihajarjoned@gmail.com	+60 0143110220		View

Select COLLECTORS
To view Collector details

plastx HUB Operations Guide

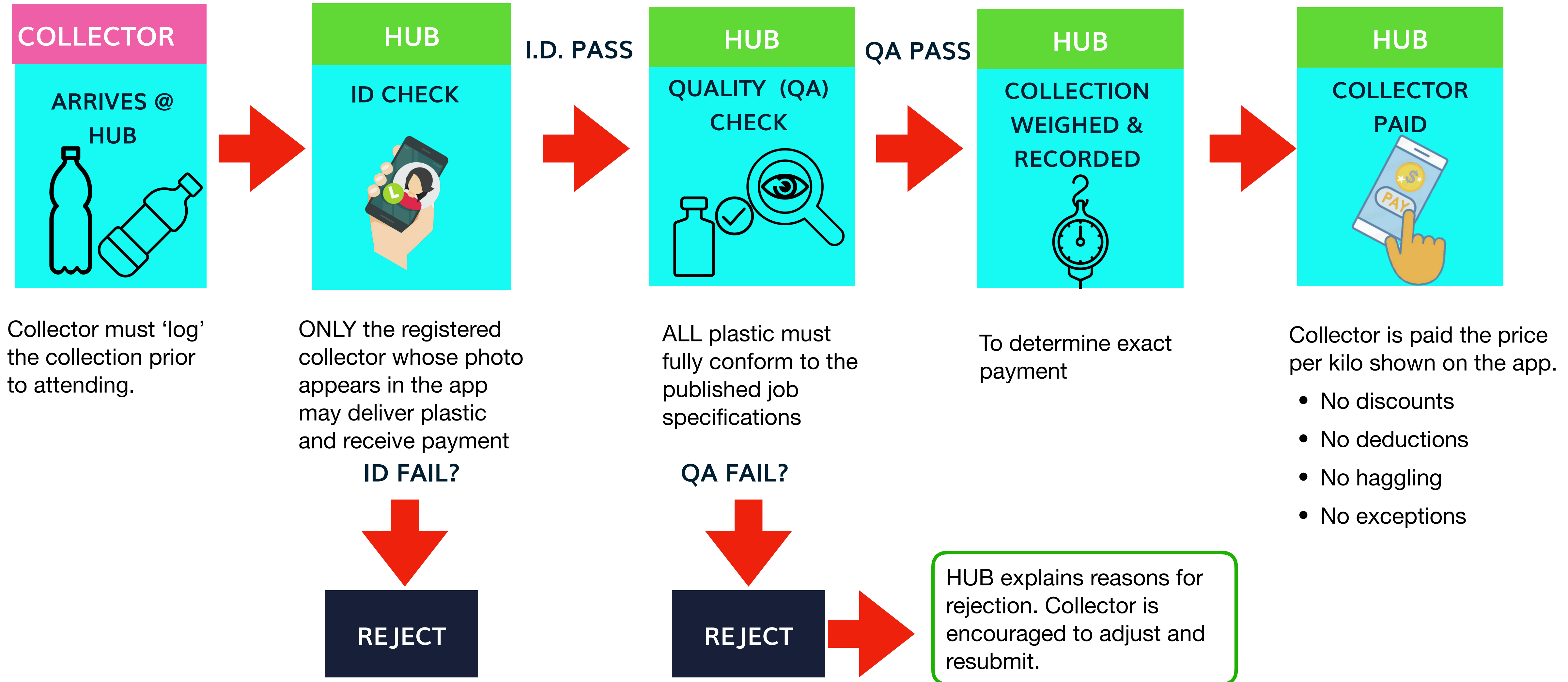


OVERVIEW:

RECEIVING & LOGGING A PLASTIC COLLECTION



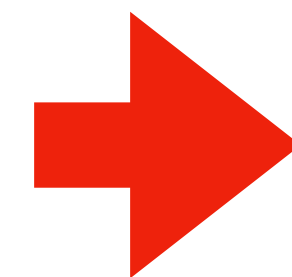
Receiving Plastic



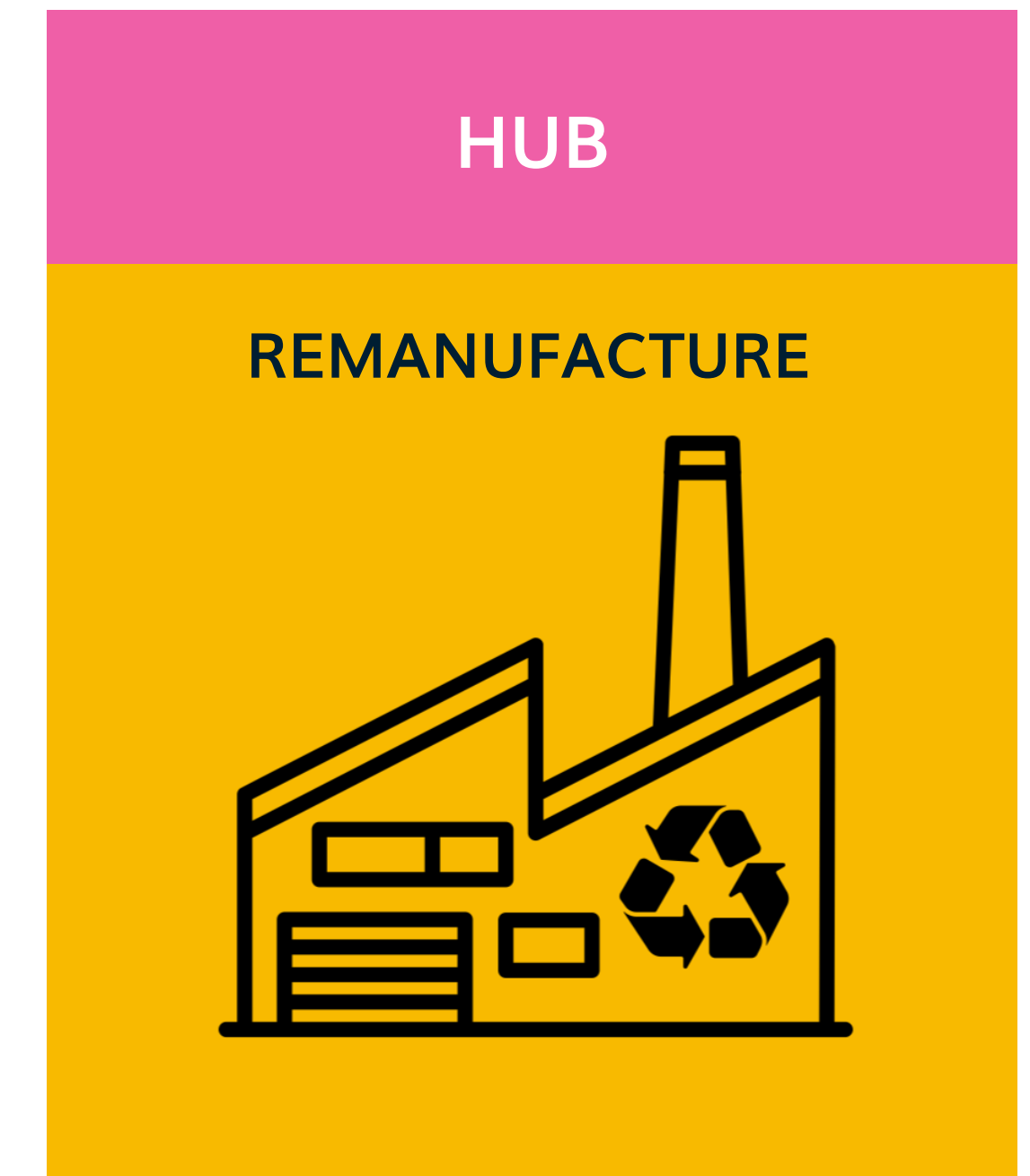
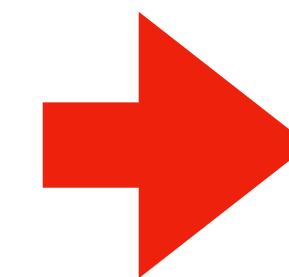
The Last Mile: Securing & Shipping



Each Collection is secured and tagged with Job Number & Collector details.



Admin arranges shipping to Customer's facility of choice



Plastic is accepted for re-manufacture.

Circular Economy in action!

HUB OPERATIONS - Collection



▶ Accepting Collections

Before dropping off a consignment of plastic, the Collector must have logged their delivery on the Collector app. If the Collector has not logged the delivery, Hub Team can guide them through the process as follows.

COLLECTOR:

1. Logs on to the Collector App (app.plastx.co)
2. Clicks on the job for which they are delivering
3. Scrolls to bottom of Job Details and clicks “Ready to Deliver” button. (Image 1)
4. **Completes checkboxes**, confirming that they are delivering the right plastic to the correct hub.
5. Hits **OK to Log** (image 2)

1

A screenshot of the plastx Collector App interface. At the top is an orange header with the "plastx" logo and a menu icon. Below the header, the job details are displayed in a light grey box with white text. The details include: Plastic Type: PET Bottles_CLEAR and MIXED Colours; Recycling Number: 1; Colour: ANY COLOUR; Cleaned: Yes; Minimum Collection: 1 kg; Other Details: Clear or mixed colour; empty; no contaminants; lids & labels OK.; Notes: For full Job Specifications see https://www.collect.plastx.co/specifications. At the bottom of the job details box are three buttons: "Ready to Deliver!" (orange), "Change amount to collect" (orange), and "Back to Browse" (white with orange border). Below the job details box is a white bar with a lock icon, the URL "app.plastx.co", and a refresh icon.

2

A screenshot of the plastx Collector App interface showing the verification step. At the top is an orange header with the "plastx" logo and a menu icon. Below the header, the job details are displayed in a light grey box with white text. The details include: Job #35; PET Bottles_CLEAR and MIXED Colours; Are you delivering the right plastic? (checked); Collection Sites: PlastX Project Truck Hub: NILAI - AEON MALL; Are you delivering to the right hub? (checked); OK to Log (green button).

HUB OPERATIONS - ID Check



▶ Accepting Collections

Has the Collector correctly logged the Collection on the app?

NO Offer assistance

YES Proceed to **ID Check**



Check the Collector's photo on the app:

Is the person delivering the same person in the photo on the app?



NO **The delivery cannot be accepted.**

YES Proceed to **QUALITY Check**



ID POLICY

ONLY the **registered collector** whose photo appears in the app may deliver plastic and receive payment



Unsure if it's a match? Ask to see further ID (Driver License or ID card), or check with your Hub Manager

HUB OPERATIONS - Quality Control



▶ Quality Control

Each PlastX job is different - although sometimes the differences may be subtle.

Collectors agree to the terms when they commit to a job.

The **most vital part** of your role as a **Hub Operator** is to ensure that the plastic collections brought in **comply with the specifications** found at <https://www.collect.plastx.co/job-specifications>.

This must happen BEFORE any payment can be made.

If a collection does not meet the requirements set out in the specs, then the Hub must **Reject the Delivery**.

If a delivery is rejected, the Hub must explain why, and the Collector given the opportunity to adjust and resubmit.



HUB OPERATIONS - QA check



▶ Accepting Collections

Before commencing the Quality Assurance Check (QA), be sure you are familiar with the specifications for **the particular job**. [LINK](#)

Use the sorting area to thoroughly examine the collection. Check for:

- Correct form (EG Bottles/Bags/Bottle caps etc)
- Correct resin (type of plastic). Use the guide [here](#) to assist you.
- Colour as specified (EG: Clear/ Multi-colour/ Blue or Green tinge?)
- Condition as specified (EG: if bottles, is it OK to include the caps & labels?)
- Contamination (with dirt, water, chemicals, or other substance)

If one or two items are incorrect, they may be removed before weighing.

▶ **If the collection fails to comply substantially, it must be rejected - with an explanation to the Collector.**

2

QA POLICY

ALL plastic must **fully conform** to the job **specifications**:



HUB must explain reasons for rejection. Collector may adjust and resubmit.

HUB OPERATIONS - Quality Control



▶ Rejecting a Collection

NOBODY LIKES REJECTION!

So, it's important that the situation is handled with **courtesy and patience.**

We do not anticipate rejections in high numbers as Collectors have signed on voluntarily and agreed to the terms and conditions for each job.

If a collection is rejected, the Hub Team member must:

- Politely let the Collector know that their plastic does not meet the agreed criteria; and
- Allow the Collector to rectify & resubmit; and
- Offer to assist the Collector to identify ways to avoid future rejections - including making use of the online help [guide to plastic types](#), and [job specifications](#).

▶ Team Safety

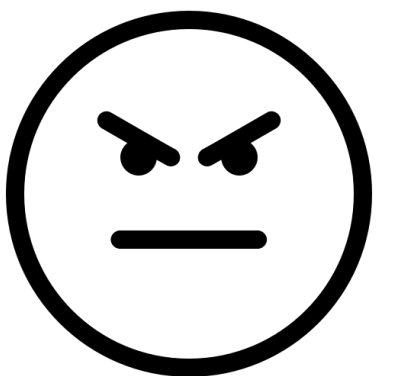
TEAM SAFETY IS ALWAYS OUR FIRST PRIORITY

- A PlastX Hub is not a junkshop
- We only collect what is needed by our customers.
- We only accept from registered PlastX collectors
- No other materials can be accepted by or dumped at the Hub.
- Pricing is never open to negotiation

PlastX has a Zero-Tolerance policy for abuse of staff.

Should any member of the public become abusive towards a team member, please quietly withdraw from the situation.

If abuse continues, the police should be called.



HUB OPERATIONS - Weigh & Record



▶ Accepting Collections

A screenshot of the 'Record a collection' form in the plastx application. The form is titled 'Log a record of receiving recovered plastic from a collector'. It contains several fields: a dropdown for 'Job ID' (labeled 1), a dropdown for 'Collector' (labeled 2), a dropdown for 'Plastic Type' (labeled 3), a text input for 'Quantity (kg)' (labeled 4), and a checkbox for confirmation. The 'Job ID' field shows 'Order #35'. The 'Plastic Type' field shows 'PET Bottles_CLEAR and MIXED Colours'. A red warning message is visible below the 'Plastic Type' field: 'Ensure that the collector has brought the correct type of plastic. Do not accept collections if the plastic type is incorrect'. The left sidebar shows the user 'Hub Dude' and navigation links for 'Orders', 'Collection', 'Hub Information', and 'Collectors'. The plastx logo is in the top left corner of the form area.

- 1 Select the Job ID
- 2 Select the Collector Name
(Plastic Type will populate automatically)
- 3 After successful QA Check, weight plastic & enter weight in kilos (to 2 decimal places).
- 4 Tick the checkbox to confirm

HUB OPERATIONS - Pay!

▶ Accepting Collections

Weigh; Record; Pay

When the collection has passed its QA check; has been weighed and recorded, the system will calculate and advise the exact amount the Collector is to be paid.

You are then authorised to make payment, as per the policy.

▶ Payment methods (cash/e-wallet) may vary from hub to hub.

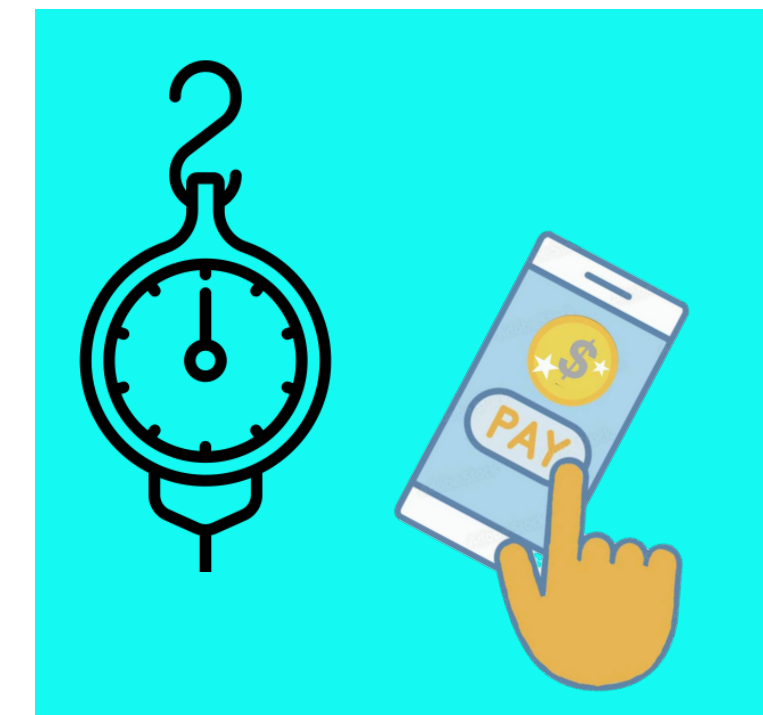
PLEASE CHECK WITH YOUR HUB MANAGER FOR DETAILS



3

PAYMENT POLICY

Collector is paid the price per kilo shown on the app.



- No discounts
- No deductions
- No haggling
- **No exceptions**

HUB OPERATIONS - Bag & Tag



▶ Securing a Collection

TRACEABILITY is an important part of the PlastX promise.

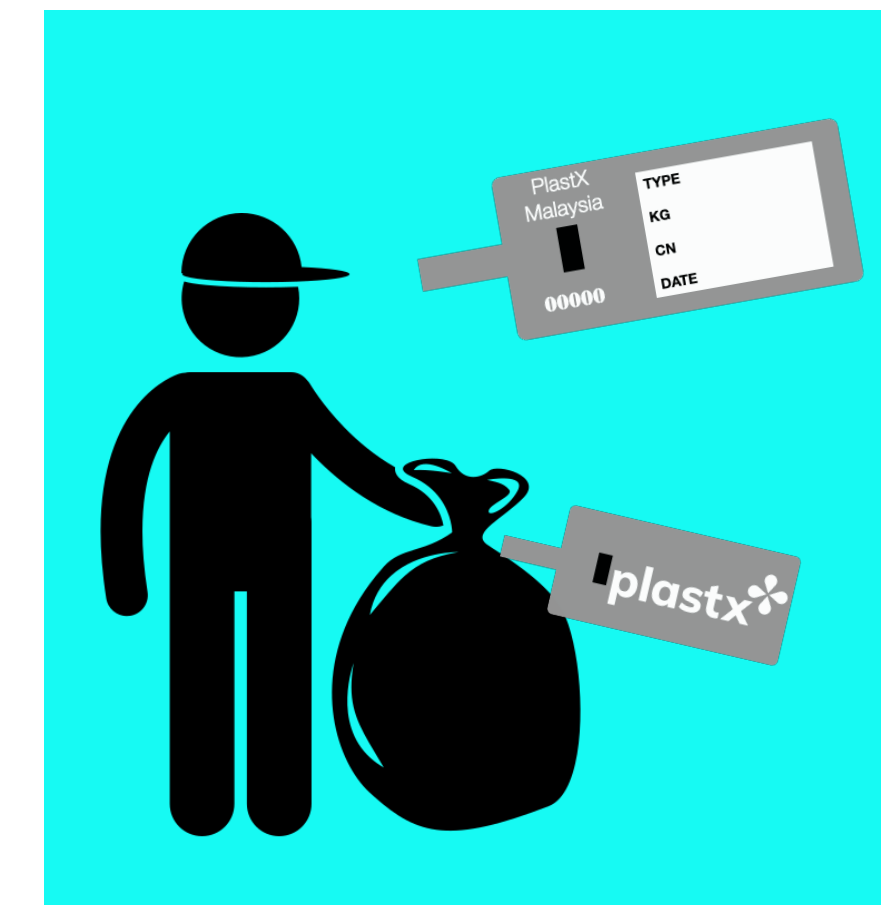
Once a collection has been, approved, recorded, and paid for, it must be secured for shipping, and tagged so that it can be identified.

The 'tag' must include the following information:

- **Date**
- **Job Number & IRC (resin code)**
- **Weight**
- **Collector Number**



PLASTX PROMISE



Fully traceable
recovered plastic

▶ The method of tagging may vary from place to place. Please **check with your Hub Manager** for details.

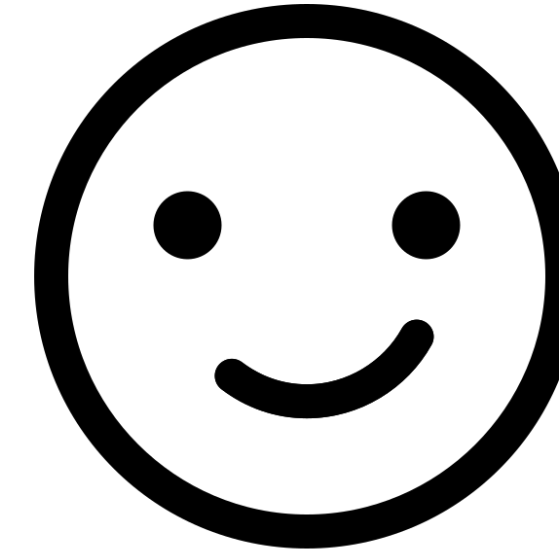
- Take a photo of the tag attached to the bag and WhatsApp to (number TBD).

HUB OPERATIONS - Resources



Thank you!

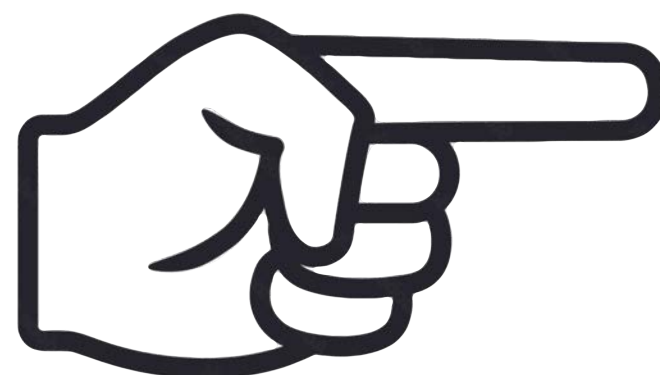
We hope this information helps you feel confident and empowered as a valued member of the PlastX Hub Team!



If you have any questions, your first port of call should be your PlastX Hub Manager.

And if you still have concerns - or if there are additional resources you feel you need to get the job done - feel free to drop an email to hello@plastx.co and we'll do all we can to assist.

Here are your must-have links. Keep them handy!



[Collect.PlastX home page](#)

[Specifications \(all jobs\)](#)

[Which plastic is that - your guide to plastic](#)

[Terms & Conditions for PlastX Collectors](#)



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