



## Vermont E-Cycles Collector Newsletter Q2 2022

The Vermont E-Cycles State Standard Plan (SSP) team at the National Center for Electronics Recycling (NCER) and Northeast Recycling Council (NERC) are pleased to provide this Collector Newsletter for Q2 2022. This newsletter has updates on:

- **Who to Contact Regarding BOLs, Pickups, Supplies**
- **Vermont SSP Email Address Change**
- **Event Scheduling and Process**

### **Contacts and Shipment**

The Vermont E-Cycles SSP team wants to make sure all collectors have an easy way to contact the appropriate person or organization when any issues arise with requesting a shipment, timing of a pickup, or supplies that you may need. Our team is ready to answer any questions you have and resolve common issues whenever they arise. Below we have listed the contacts for the different issues. You will need to contact the recycler after getting your Bill of Lading (BOL) email to set the pickup date, unless they contact you first. *If you have not heard from the recycler in a timely manner and have an urgent issue, please contact Jason Linnell.* ANR does not directly coordinate with the recyclers and is in less of a position to easily resolve these issues but in the case of an emergency can be an alternate contact if you have not heard from the recycler or anyone on our Team.

### **For pickup scheduling issues, please first contact your designated recycler:**

- Good Point: [schedule@retroworks.com](mailto:schedule@retroworks.com), 802-382-8500, *leave a voicemail if no answer as a transcription goes to multiple contacts*
- ERI: 508-903-4521
- URT: [customerservice@urtsolutions.com](mailto:customerservice@urtsolutions.com), 877-278-0799 option 8

### **SSP Team**

- Pickup requests, BOL issues – Robert Kropp or Lynn Rubinstein at NERC, [robert@nerc.org](mailto:robert@nerc.org), 802-254-3636, or [lynn@nerc.org](mailto:lynn@nerc.org), 413-265-1630
- Website/login issues: Robert Ward, [robert@electronicsrecycling.org](mailto:robert@electronicsrecycling.org), or Jason Linnell at NCER, [jlinnell@electronicsrecycling.org](mailto:jlinnell@electronicsrecycling.org), 304-699-1008
- Contracting/payment issues/recycler pickup or pallet/gaylord issues: Jason Linnell, [jlinnell@electronicsrecycling.org](mailto:jlinnell@electronicsrecycling.org), 304-699-1008

### **Sender address for Vermont SSP emails will soon change**

Please note that Vermont SSP emails that have been sent from [vt-escrap@nerc.org](mailto:vt-escrap@nerc.org) will soon be sent from [Vermont@electronicsrecycling.org](mailto:Vermont@electronicsrecycling.org). Be on the lookout for these emails and please check your spam folder if you are not receiving emails that you believe you should. Also, please report any email deliverability issues to [Terri Linger](mailto:Terri Linger).

### **Event Planning and Registration Process**

If you are planning an event, we would like to go over the steps to make sure it can be successfully managed under the SSP. Once you have decided internally on the best date or dates, the next step is to reach out to the recycler to make sure those dates are available for them as well. Once the date is confirmed, you will need to register the event with ANR using the instructions in this brief [video walk-through](#). After the registration is complete, please forward the confirmation email that assigns the event number to [Robert Ward](#) of the SSP Team so he can send a BOL to be used at the event. Please coordinate with the recycler to see if they will bring a copy to the event, as it needs to be signed by both collector and recycler as with all other BOLs. As a reminder, collector compensation is not provided for event pounds.

