

Instructions for using the SENS portal

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1 Logging into the SENS portal for the first time

The SENS portal can be accessed using the link <https://portal.sens.ch>. We recommend using the current version of Google Chrome, Apple Safari or Microsoft Edge to access the portal.

Click on “**Forgot login details?**” to request a new password.



Enter your **SENS customer number** (e.g. VP12345 or SA12345) and **e-mail address** and click on “**Request login information**”.



FORGOT LOGIN DETAILS

Please enter the following information so that we can create an account for you.

Customer number

E-mail address

Request login information

The link to reset the password on the SENS portal will be sent to the e-mail address provided.



A LINK TO CHANGE YOUR PASSWORD HAS BEEN SENT.

We sent you an e-mail. Please follow the instructions contained in the e-mail.

If you receive an error message (e.g. Incorrect login details.), your e-mail address is not registered in our system. To receive a new password, please e-mail info@eRecycling.ch or call +41 43 255 20 00.



COLLECTION ORDERS DECLARATIONS ACCOUNT MANAGEMENT WEB SHOP

CHANGE PASSWORD

The password policy is as follows:

- The minimum length of the password is 8 characters
- It must contain numbers
- It must contain letters
- Special characters must be included

Current password

New password

Repeat

Save

NAVIGATION

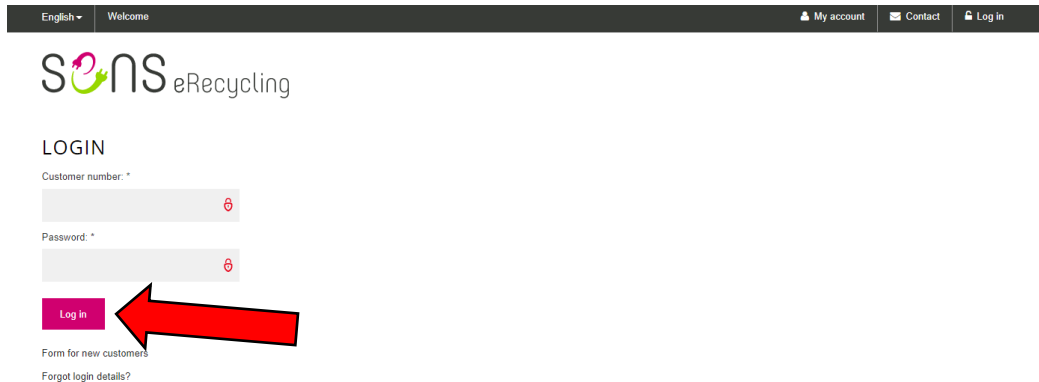
- > Addresses, contact persons
- > Additional information
- > Statements
- > Change password

In the e-mail containing the link, click on “**Click here**” and you will then have the option to set a new password. Please note that your new password must fulfil the following criteria:

- At least eight characters
- At least one number, one letter and one special character

2 Logging into the SENS portal again

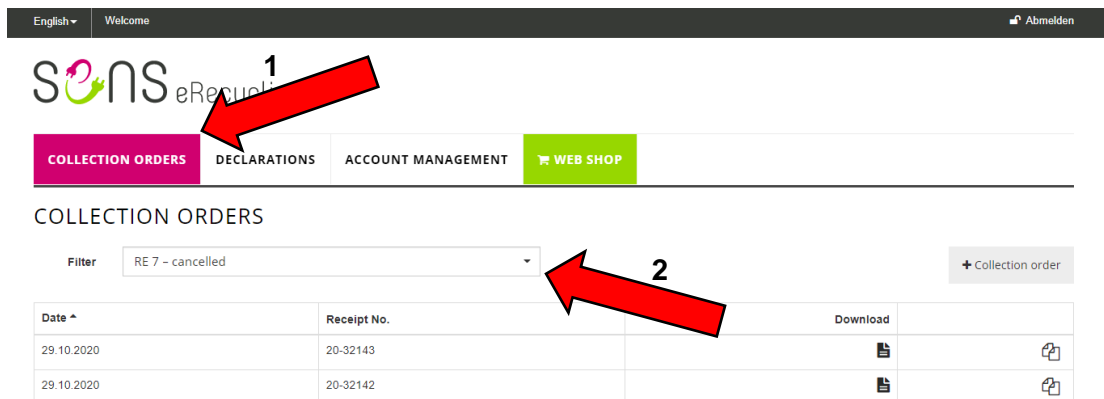
The SENS portal can be accessed using the link <https://portal.sens.ch>. We recommend using the current version of Google Chrome, Apple Safari or Microsoft Edge to access the portal.







Enter your **SENS customer number** (e.g. VP12345 or SA12345) and your **password** and click on “**Log in**”.

3 Collection orders

To view existing SENS collection orders or to create a new SENS collection order, go to the **Collection orders** tab (1).

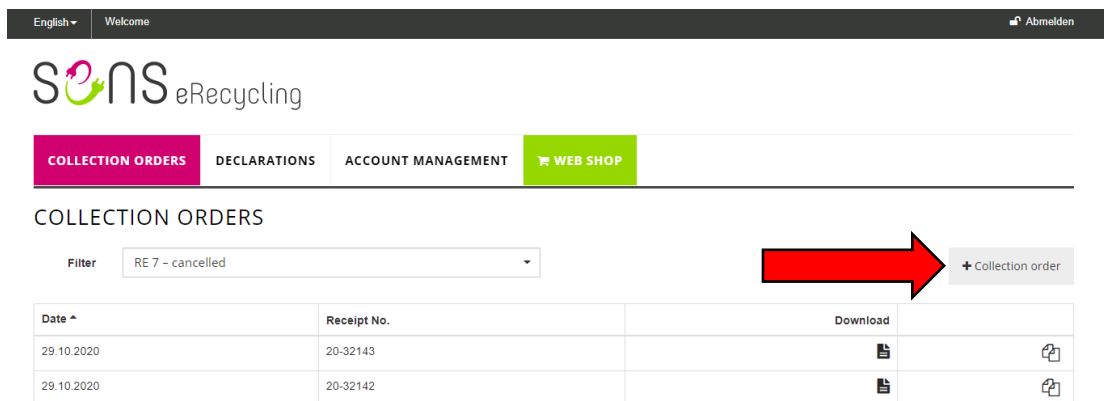


Date	Receipt No.	Download
29.10.2020	20-32143	 
29.10.2020	20-32142	 

Here you can view all existing SENS collection orders. You can filter these according to status (2):

RE 1 – created	The SENS collection order has been entered in the SENS portal.
RE 2 – reported	The SENS collection order has been completed and the SENS recycling company has informed SENS of the calculated weights.
RE 3 – checked	The calculated weights have been checked by SENS and the SENS collection order has been approved for settlement.
RE 4 – clarification	When checking the SENS collection order, some discrepancies were discovered and the weighing slips have been requested.
RE 5 – response	The weighing slips for the SENS collection order have been submitted by the SENS recycling company.
RE 6 – settled	The SENS collection order has been settled.
RE 7 – cancelled	The SENS collection order has been cancelled.

Click on “+ collection order” to create a new collection order.







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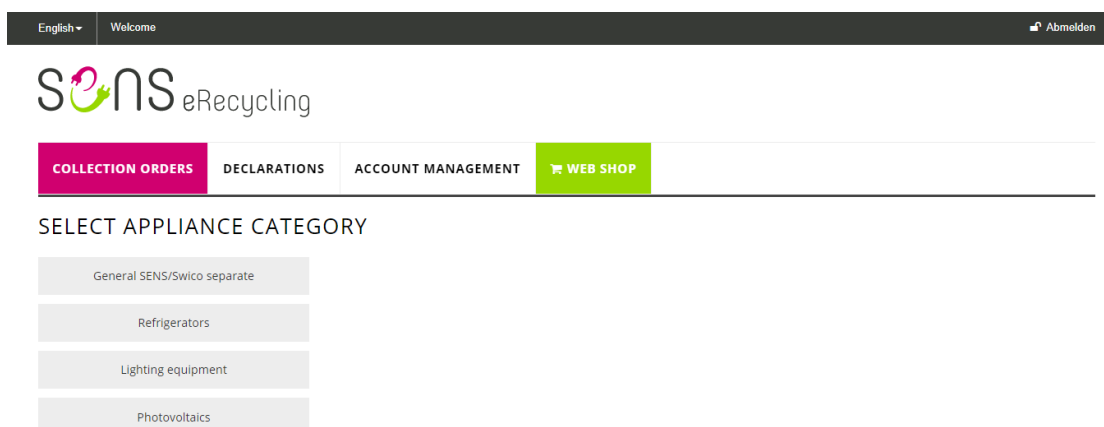
COLLECTION ORDERS DECLARATIONS ACCOUNT MANAGEMENT WEB SHOP

COLLECTION ORDERS

Filter: RE 7 – cancelled + Collection order

Date	Receipt No.	Download
29.10.2020	20-32143	 
29.10.2020	20-32142	 

On the next page, select the desired form.



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SELECT APPLIANCE CATEGORY

- General SENS/Swico separate
- Refrigerators
- Lighting equipment
- Photovoltaics

CREATE COLLECTION ORDER

Company and address data

Company: 

Collection address: 

Contact person: 

Collection date and note

Desired date: 

Minimum collection quantity: kg

Tel. notification:

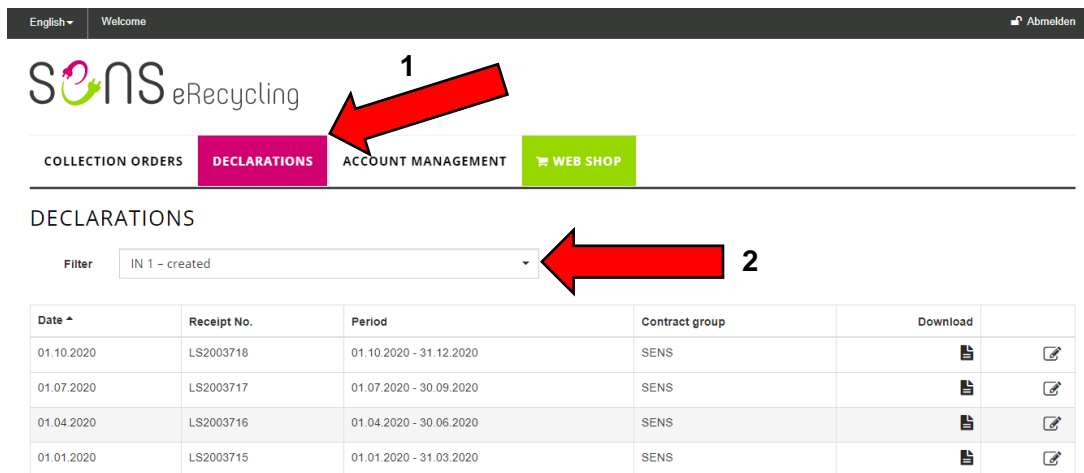
Collection order items

SENS products by ka: Quantity: kg

You can then add the desired collection quantities and send the form to SENS by clicking on **“Send”**.

4 Declarations

To enter an outstanding ARF declaration, go to the **Declarations** tab (1).












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COLLECTION ORDERS **DECLARATIONS** ACCOUNT MANAGEMENT WEB SHOP

DECLARATIONS

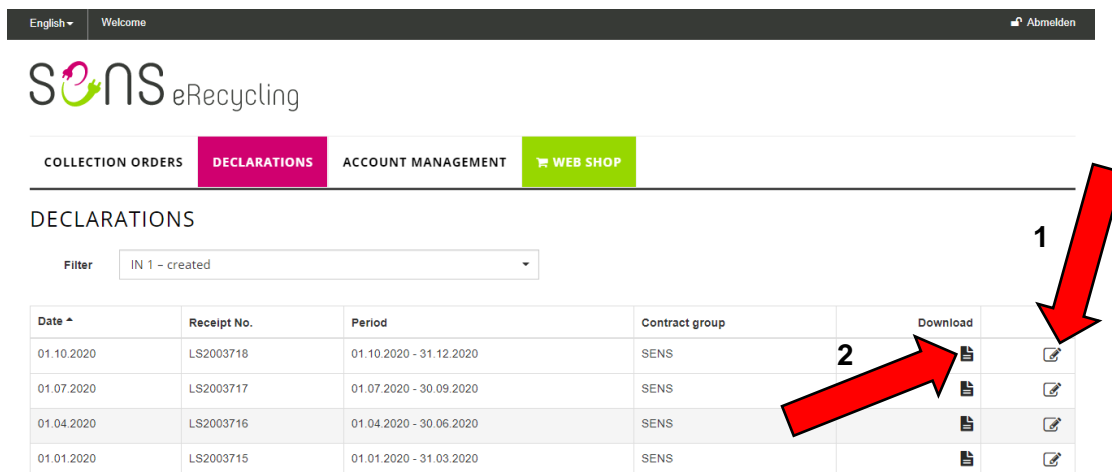
Filter: 

Date	Receipt No.	Period	Contract group	Download	
01.10.2020	LS2003718	01.10.2020 - 31.12.2020	SENS		
01.07.2020	LS2003717	01.07.2020 - 30.09.2020	SENS		
01.04.2020	LS2003716	01.04.2020 - 30.06.2020	SENS		
01.01.2020	LS2003715	01.01.2020 - 31.03.2020	SENS		

Here you can view all the ARF declarations. You can filter these according to status (2):

IN 1 – created	The ARF declaration for SENS and/or Swico items has been created by SENS and is ready for input.
IN 2 – reported	The ARF declaration has been entered by you and is ready to be checked by SENS.
IN 3 – clarification	When checking the ARF declaration, some discrepancies were discovered and must be checked.
IN 4 – checked	The ARF declaration has been checked and is ready to be settled.
IN 5 – settled	The ARF declaration has been settled. The invoice/credit note will be sent to you and is available to view in the “Account management” section.

To record an ARF declaration, click on the icon with the **pen** (1). To download an ARF declaration, click on the **document** (2) in the “Download” column.











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COLLECTION ORDERS **DECLARATIONS** ACCOUNT MANAGEMENT WEB SHOP

DECLARATIONS



Filter IN 1 - created

Date	Receipt No.	Period	Contract group	Download	
01.10.2020	LS2003718	01.10.2020 - 31.12.2020	SENS		
01.07.2020	LS2003717	01.07.2020 - 30.09.2020	SENS		
01.04.2020	LS2003716	01.04.2020 - 30.06.2020	SENS		
01.01.2020	LS2003715	01.01.2020 - 31.03.2020	SENS		

On the recording page, you can select the contact person and add a personal reference. The personal reference is printed on the invoice or credit note. You can then enter the quantities per category.

EDIT DECLARATION

Company and address data

Company	<input type="text" value="Stiftung SENS, Obstgartenstrasse 28, 8006 Zürich"/>	
Contact person	<input type="text" value="Christian Bollinger, christian.bollinger@sens.ch, +41 43 255 20 02"/>	+ 
Personal reference	<input type="text"/>	

Declaration items

ARF: small household appliances

ARF SENS appliances <0.250 kg	100090d	<input type="text" value="0"/>	Stk	0.185 CHF/Stk = Total: 0.00 CHF
ARF SENS appliances <5 kg	100100d	<input type="text" value="0"/>	Stk	0.560 CHF/Stk = Total: 0.00 CHF
ARF SENS appliances <15 kg	100110d	<input type="text" value="0"/>	Stk	2.310 CHF/Stk = Total: 0.00 CHF
ARF SENS appliances <25 kg	100120d	<input type="text" value="0"/>	Stk	5.560 CHF/Stk = Total: 0.00 CHF

ARF: photovoltaic modules

ARF photovoltaic modules	600110d	<input type="text" value="0"/>	kg	0.040 CHF/kg = Total: 0.00 CHF
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Total amount: 0.00 CHF

Confirmation

All information has been filled in truthfully.

Check the box beside **“All information has been filled in truthfully”** and then click on **“Save”**.


As long as the declaration has the **status IN 1 – created** or **IN 2 – reported**, you can make adjustments.

5 Account management

5.1 Addresses and contacts

Under “Addresses and contacts”, you can edit your address and enter additional collection addresses. You can also add, edit and delete contacts.

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ADDRESSES

Address type Correspondence address + Collection address

Name ▾	Name (supplement)	Street	Postcode	City/town	
Stiftung SENS		Obstgartenstrasse 28	8006	Zurich	✎

NAVIGATION

- > Addresses, contact persons
- > Additional information
- > Statements
- > Change password

CONTACT PERSON


+ Contact person

Given name ▾	Family name	E-mail	Telephone number	Responsibility	
Christian	Bollinger	christian.bollinger@sens.ch	+41 43 255 20 02	Responsible for declaration	✎ 🗑
Heidi	Luck	heidi.luck@sens.ch	+41 43 255 20 95		✎ 🗑
Pasqual	Zopp	pasqual.zopp@sens.ch	+41 43 255 21 90	Responsible for credit notes	✎ 🗑

5.2 Additional information

Under “Additional information”, you can add your VAT number and VeVA company number. You can also add or update your bank details.

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ADDITIONAL INFORMATION

Tax number CHE-106.117.078 MWST

VeVA company number 528300023

Save

Payment account

IBAN	BIC	Recipient	Status

Enter change request

IBAN

BIC

Recipient

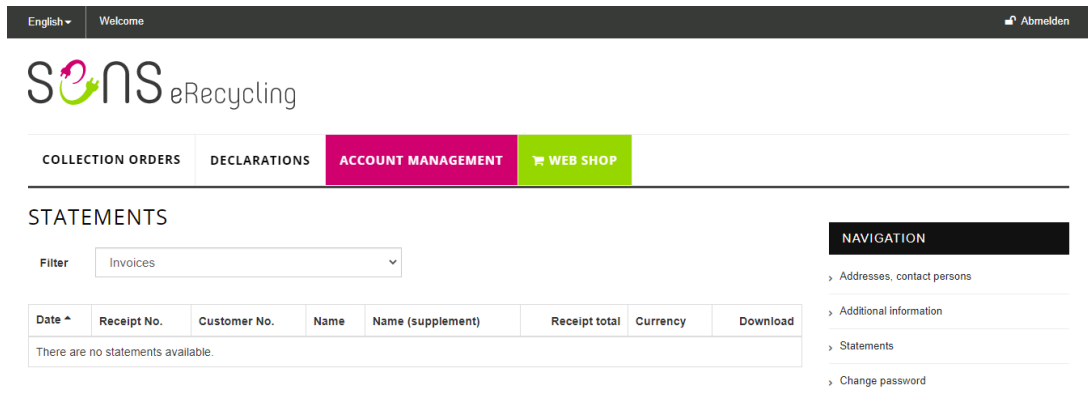
Save

NAVIGATION

- > Addresses, contact persons
- > Additional information
- > Statements
- > Change password

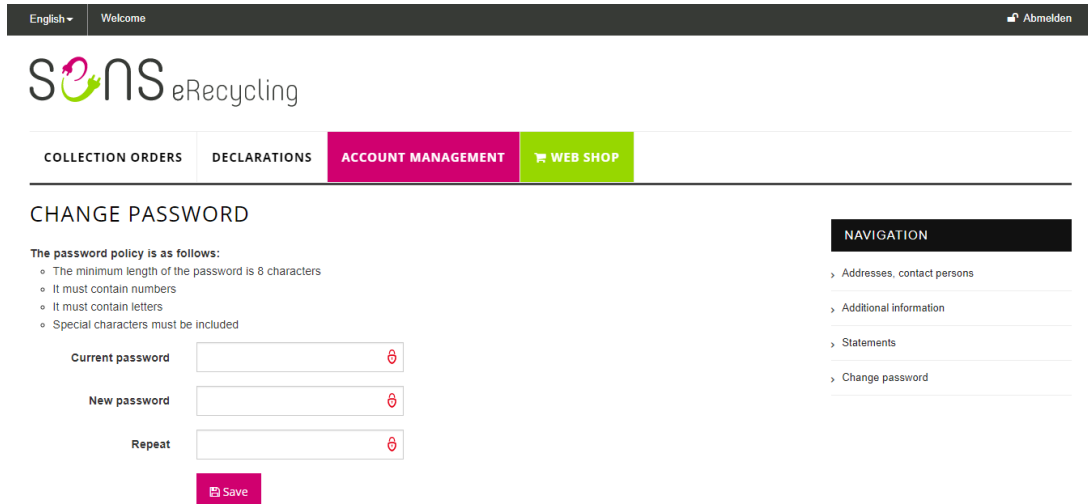
5.3 Statements

Under “Statements”, you will find credit notes and invoices. You can download these in PDF format.



5.4 Change password

Under “Change password”, you can change your password.



Please note that your new password must fulfil the following criteria:

- At least eight characters
- At least one number, one letter and one special character

6 Web shop

In the web shop, you can order various items, including SENS/SLRS bags or a new partner board.