

BCRS recalibrates Return Right machines after video of man scanning one can to return others

Description

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BCRS Ltd, which runs Singaporeâ??s drink container return scheme, has recalibrated its Return Right machines after a video of a man scanning one eligible can and then feeding other containers into a machine spread online this week.

In a statement posted on Facebook on Friday 13 November, the operator put it plainly: â??Deliberate manipulation of the machines or fraudulent claims is taken seriously, as it undermines the trust of members of the public who are genuinely trying to recycle and return right.â?•

It said it had worked with its Return Network Operators â??to calibrate the Return Right machines to address the issueâ?•, and would keep strengthening safeguards across the return network. BCRS Ltd has not explained what the recalibration changes.

What happened in the video

BCRS Ltd describes the footage as an individual depositing ineligible containers into a Return Right machine after scanning an eligible one bearing the 10-cent deposit mark. It did not say whether the person in the video is being investigated.

BCRS Ltd also told the media that every Return Right machine has digital transaction logs, 24-hour CCTV surveillance and fraud-detection technology. It said it regularly monitors data across the network for unusual transaction patterns, and that any fraudulent behaviour would be referred to the relevant authorities for investigation.

Which containers actually get the 10 cents back

Since 1 October, regulated pre-packed drinks in plastic or metal containers from 150ml to 3 litres must carry the BCRS deposit mark, and every one of them carries a 10-cent deposit.

- Bottles, cans and PP cups in that size range, with the deposit mark, qualify. Complimentary and promotional drinks supplied in Singapore count too.
- The container must be empty.
- The barcode must be intact, and the container should not be crushed.
- Containers without the deposit mark are not refunded.



Illustration: BCRS Ltd

How the refund is paid

Refunds are digital only. Tap an EZ-Link card by SimplyGo, including student and senior concession cards, or open â??My QRâ?• in the DBS PayLah! app and scan it at the machine. The 10 cents is refunded immediately.


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A Return Right ambassador shows residents how to use a machine. Image: Return Right / BCRS Ltd

Reporting misuse or a faulty machine

BCRS Ltd is asking the public to report suspected misuse of the machines directly to it. For problems with a machine, a return or a refund, the Customer Care team is on hi@returnright.sg.

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