

Business and Organization Mandatory Recycling and Organics

ReTRAC Connect Self Reporting Guide

This guide gives step-by-step instructions on reporting your business or organization's actions to meet Lethbridge's Mandatory Recycling and Organics requirements.

If you require any assistance with the survey, please call 311.



↑ [CLICK HERE TO BEGIN SURVEY](#) ↑

Step 1a: Log In or Create Your Account

Re-TRAC



CITY OF LETHBRIDGE – BUSINESS,
ORGANIZATION AND MULTIFAMILY MANDATORY
RECYCLING

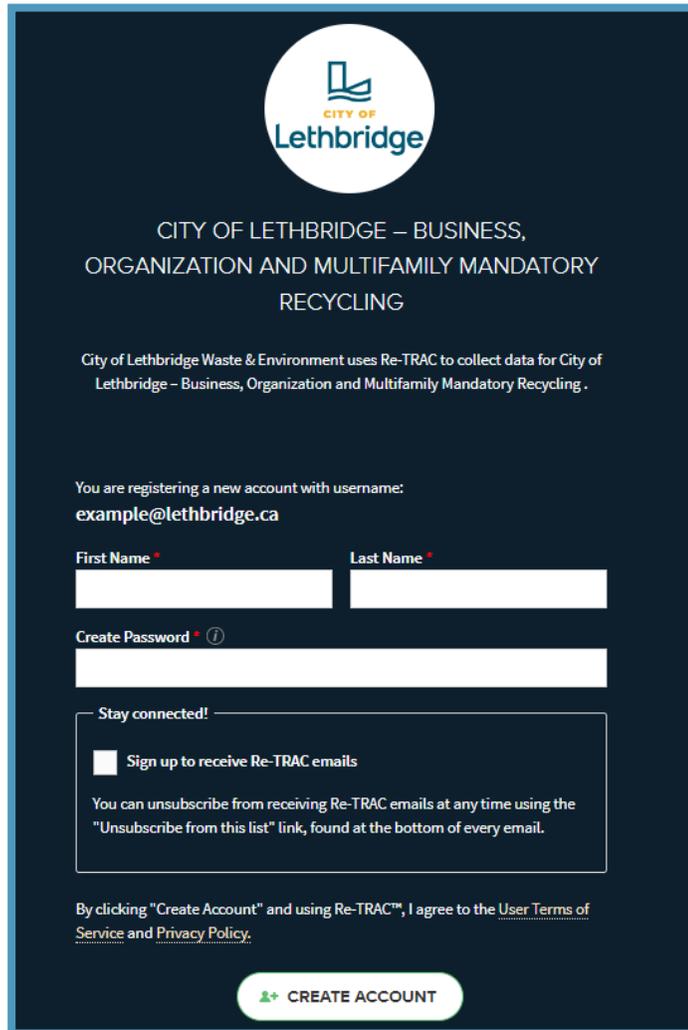
City of Lethbridge Waste & Environment uses Re-TRAC to collect data for City of
Lethbridge – Business, Organization and Multifamily Mandatory Recycling .

Enter your work email to get started

NEXT →

1. Get started by entering your email address. If you have registered in previous years, be sure to enter the email address linked to your Re-TRAC account.
2. If you already have an account, you will be taken to the login page to enter your password.
3. Once logged in, click under “Programs I’ve Joined”.

Step 1b: Log In or Create Your Account



The screenshot shows a dark-themed registration page for the City of Lethbridge. At the top is the City of Lethbridge logo. Below it, the text reads "CITY OF LETHBRIDGE – BUSINESS, ORGANIZATION AND MULTIFAMILY MANDATORY RECYCLING". A notice states: "City of Lethbridge Waste & Environment uses Re-TRAC to collect data for City of Lethbridge – Business, Organization and Multifamily Mandatory Recycling." Below this, a message says: "You are registering a new account with username: example@lethbridge.ca". There are input fields for "First Name" and "Last Name", followed by a "Create Password" field with an information icon. A "Stay connected!" section contains a checkbox for "Sign up to receive Re-TRAC emails" and a note: "You can unsubscribe from receiving Re-TRAC emails at any time using the 'Unsubscribe from this list' link, found at the bottom of every email." At the bottom, a disclaimer reads: "By clicking 'Create Account' and using Re-TRAC™, I agree to the [User Terms of Service](#) and [Privacy Policy](#)." A "CREATE ACCOUNT" button is at the very bottom.

Don't already have an account

1. You will see the screen at the left. Enter your information and click "Create Account".
2. Check your email for an activation link and click "Activate".
3. Proceed to Step 2 to add your property or business to your account.

Step 2: Add Your Property

REGISTRATION

 **COMPLETE YOUR REGISTRATION**
CITY OF LETHBRIDGE – BUSINESS, ORGANIZATION AND MULTIFAMILY MANDATORY RECYCLING

[JOIN PROGRAM →](#)

Member Details

Member Type *
Property

Member Name *

Location Details

Search Google Maps for your Address ⓘ
Search by organization name or address

Confirm your location details

Country *
Canada

State/Province *
AB

City/Town *
Lethbridge

Zip/Postal Code *
T1J0P6

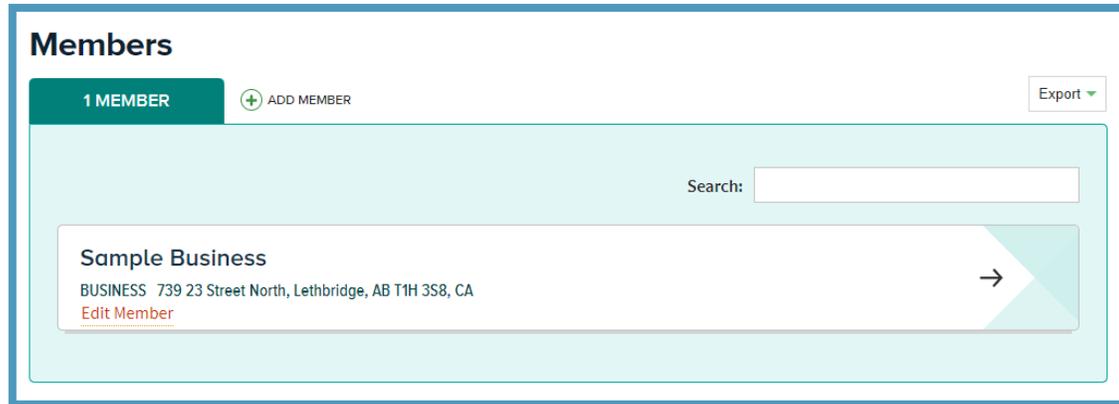
Address *
910 4 Ave S

[CLEAR ADDRESS](#)

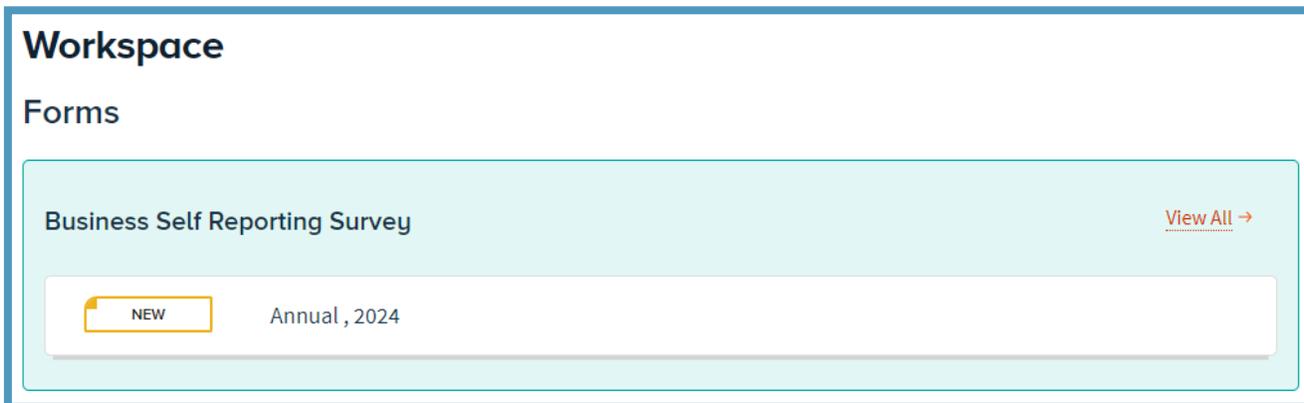
[JOIN](#)

1. Once you are logged in, Click “Join Program”.
2. Type in your Property Address and confirm your location details.
3. Click “Join” to add your property to your account.

Step 3: Open the Business Self-Reporting Survey (SRS)



1. Click on your property to open the workspace.
2. Click “new” to open the survey.



Step 4: Filling Out The Survey

Program: City Of Lethbridge - Business, Organization And Multifamily Mandatory Recycling

Sample Business

Business Self Reporting Survey
Sample Business - Annual | 2024

Notice
You are starting a new response. Remember to click 'Save'!

Business category (Please check all that apply):

- Construction
- Industrial
- Commercial
- Services
- Accommodation and Food Services
- Public, Health, Education, Religion

Please choose the closest categories to your business activities. NAICS codes are provided for reference.

Do you have a Business Account Number?

Yes
 No

BUSINESS & MAILING ADDRESS: CITY OF LETHBRIDGE	ACCOUNT NO: 123456
	LICENCE NO: 99999
	LICENCE FEE: \$193.00

2021 BUSINESS LICENCE

ACCOUNT NUMBER: 123456	BILLING DATE: Dec 2, 2020
ACCESS CODE: 999999	DUE DATE: Jan 31, 2021

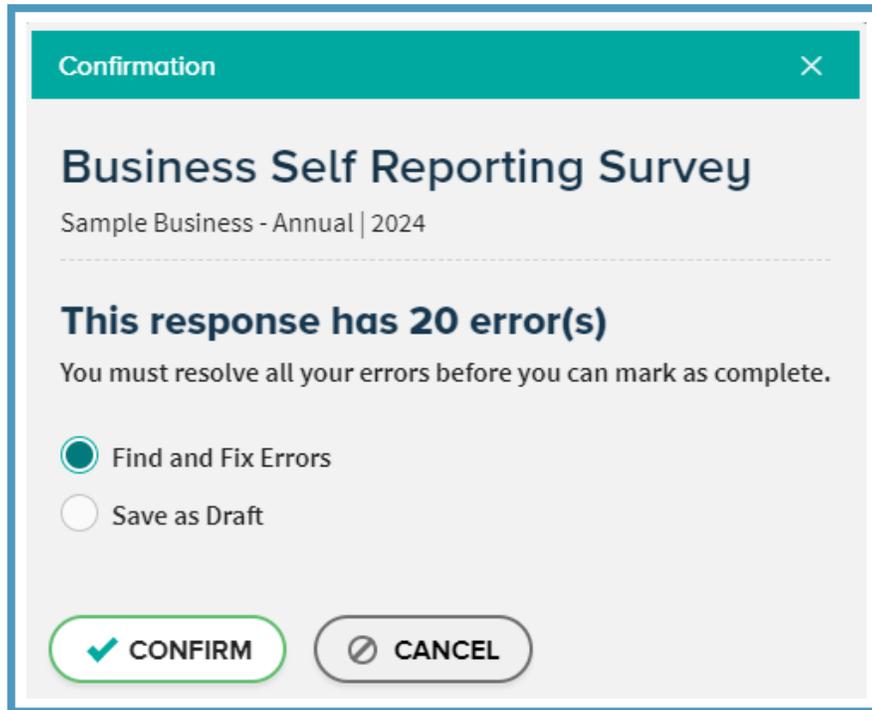
If you are filling this report for more than one location/branch, please click in "add" and complete each line with the required information for each location. See the example below:

BUSINESS TRADE/LOCATION NAME *	BUSINESS LICENSEE NAME *	NUMBER OF EMPLOYEES *	PHYSICAL BUSINESS STREET ADDRESS *	PHYSICAL ADDRESS POSTAL CODE *	BUSINESS ACCOUNT NUMBER *	
North Pole Ice Cream Downtown	1234567 Alberta Ltd	10	999 4th Street S	X0X 0X0	123456	REMOVE
North Pole Ice Cream Street	1234567 Alberta Ltd	4	999 University Dr W	V0V 0V0	654321	REMOVE
ADD						

BUSINESS TRADE/LOCATION NAME *	BUSINESS LICENSEE NAME *	NUMBER OF EMPLOYEES *	PHYSICAL BUSINESS STREET ADDRESS *	PHYSICAL ADDRESS POSTAL CODE *	BUSINESS ACCOUNT NUMBER *	
						REMOVE
ADD						

1. Start by selecting the category and sub-categories of your business or organization (mark all that apply)
2. **Business Trade Name:** This is the name your business is known by customers.
3. **Business Account Number:** This can be found by checking your posted Business License certificate. See the example on the side. Some businesses/organizations don't require a Business License. If this is your case, select "No" for the question "Do you have a Business Account Number?"
4. If you wish to fill only one report for several branches/locations, click on "add" and insert as many lines as necessary. Fill in the required information for each location (account number will be different for each location).
5. Fill in all required fields.
6. Remember to hit save at the bottom of the form.

Step 5: Saving a Draft



Confirmation

Business Self Reporting Survey

Sample Business - Annual | 2024

This response has 20 error(s)
You must resolve all your errors before you can mark as complete.

Find and Fix Errors
 Save as Draft

1. If you see any of these messages when saving, you have missed a required field.
2. Check your responses and ensure all required fields are complete.
3. You can save a plan with errors and complete it later, but you cannot mark it complete until all errors are corrected.

Incomplete surveys cannot be verified by city staff. Your business is not complying with the bylaw until your survey is verified.

For additional questions or assistance

lethbridge311

Phone 311 or 403-320-3111 (*if outside of Lethbridge*)
Or use Lethbridge 311 Chat on our website - **Lethbridge.ca**