

# **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

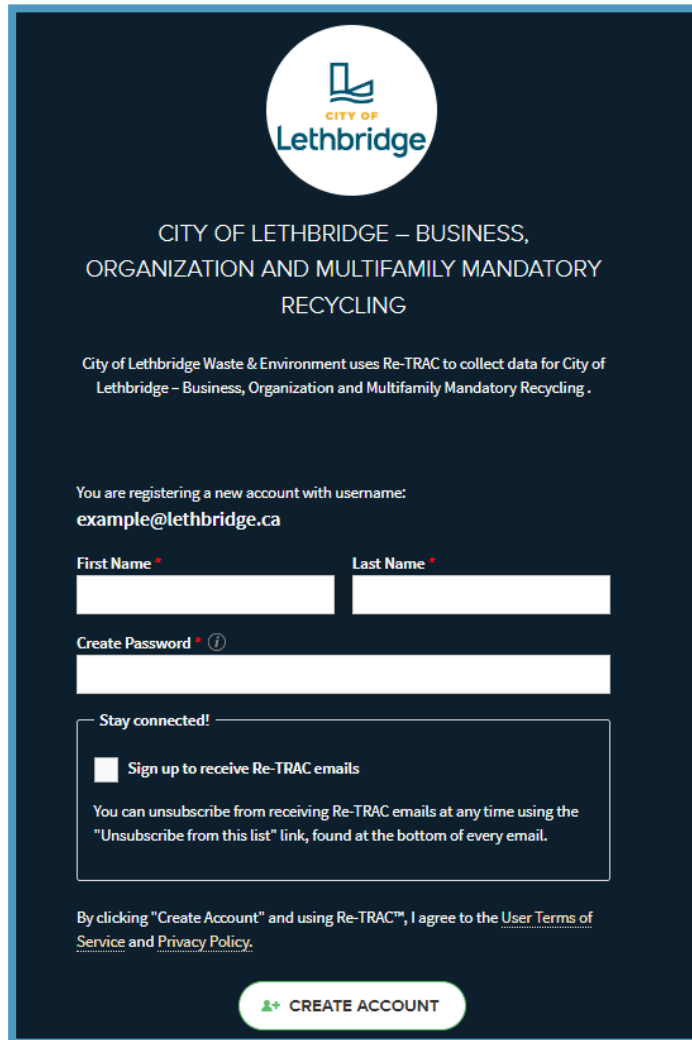
City of Lethbridge Waste & Environment uses Re-TRAC to collect data for City of  
Lethbridge – Business, Organization and Multifamily Mandatory Recycling.

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 registration form 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." The form indicates the user is registering with the username "example@lethbridge.ca". There are input fields for "First Name" and "Last Name", and 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 says: "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 bottom center.

## 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

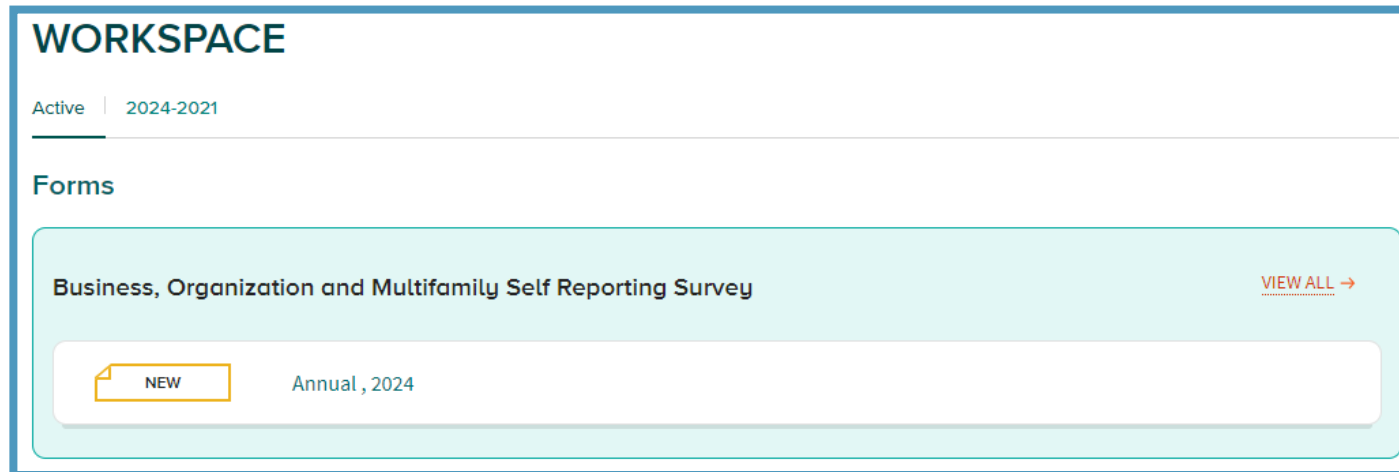
[CLEAR ADDRESS](#)

[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, Organization and Multifamily Self Reporting Survey (SRS)



The screenshot shows a workspace interface. At the top, it says "WORKSPACE". Below that, it indicates "Active | 2024-2021". Under the heading "Forms", there is a card for the "Business, Organization and Multifamily Self Reporting Survey" with a "VIEW ALL →" link. Below this card, there is a button labeled "NEW" and the text "Annual, 2024".

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 PROGRAM SUPPORT REQUEST

**SAMPLE BUISNESS**

← WORKSPACE

**BUSINESS, ORGANIZATION AND MULTIFAMILY SELF REPORTING SURVEY**  
Sample Business - Annual | 2024

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

Category: \*  
- Select -

Business Trade Name /Complex Name: \*

Do you have a Business Account Number? \*

Yes  
 No

Business Account Number (See examples below): \*

For assistance with finding or obtaining your Business Account Number see help section at top of form.

BUSINESS & MAILING ADDRESS: CITY OF LETHBRIDGE	ACCOUNT NO: 123456 LICENCE NO: 99999 LICENCE FEE: \$193.00
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**2021 BUSINESS LICENCE**

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

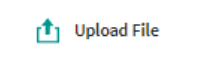
1. **Choose if you are filling this survey for a business or a multifamily property (organizations should select business).**
2. **If you are a business, select the category and sub-categories (mark all that apply)**
3. **Business Trade Name:** This is the name your business is known by customers.
4. **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?"
5. **Fill in all required fields.**
6. **Remember to hit save at the bottom of the form.**

# Step 5: Uploading Photo's

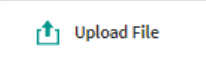
**File Upload**

Click the 'Upload File' button to attach supporting documents as required.  
\*Maximum file size is 10 MB.

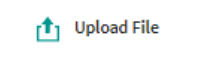
Please upload a photo showing typical recycling signage and/or education used at your business or apartment/condominium complex: \* ⓘ

 Upload File

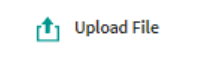
Please upload a photo of your recycling area or container: \* ⓘ

 Upload File

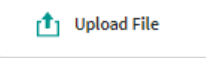
Please upload a photo of your organics area or container: \* ⓘ

 Upload File

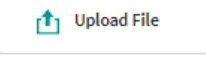
Please upload a photo of your cardboard recycling area or container: \* ⓘ

 Upload File

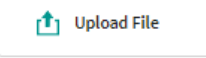
Please upload a photo of your paper recycling area or container: \* ⓘ

 Upload File

Please upload a photo of your wood recycling area or container: \* ⓘ

 Upload File

Other attachment: ⓘ

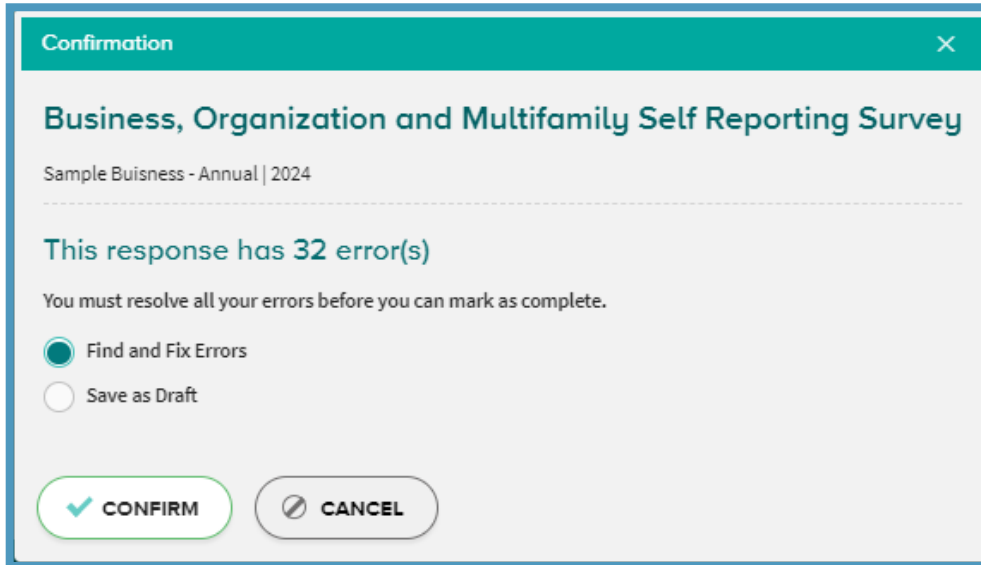
 Upload File

1. You are required to upload at least 3 photos:
  - A. One of your signage;
  - B. One of your recycling area or container;
  - C. One of organics area or container.
2. If your business has wood waste, like pallets or lumber, or collection for paper and/or cardboard separated from mixed recyclables you are required to take a picture of that collection areas as well. You may skip this step if your business has none.

**The photos help us verify that businesses are performing the actions submitted on the survey.**



# Step 6: Saving a Draft



The screenshot shows a confirmation dialog box with a teal header bar containing the word "Confirmation" and a close button (X). The main content area has a title "Business, Organization and Multifamily Self Reporting Survey" and a subtitle "Sample Buisness - Annual | 2024". Below this, it states "This response has 32 error(s)" and "You must resolve all your errors before you can mark as complete." There are two radio button options: "Find and Fix Errors" (which is selected) and "Save as Draft". At the bottom, there are two buttons: "CONFIRM" with a checkmark icon and "CANCEL" with a slash icon.

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**