Welcome to Bag Drop

Bag it, tag it, drop it – CLYNK scans every container for you

TOMRA

CLYNK

Joining me today from CLYNK

Bridget O’Brien

Head of Bag Drop division of TOMRA

Dan Kiley

Head of Brand Delivery

Phil Grant

Head of Technology

Chuck Riegle

Senior Vice President, Public Affairs and Compliance

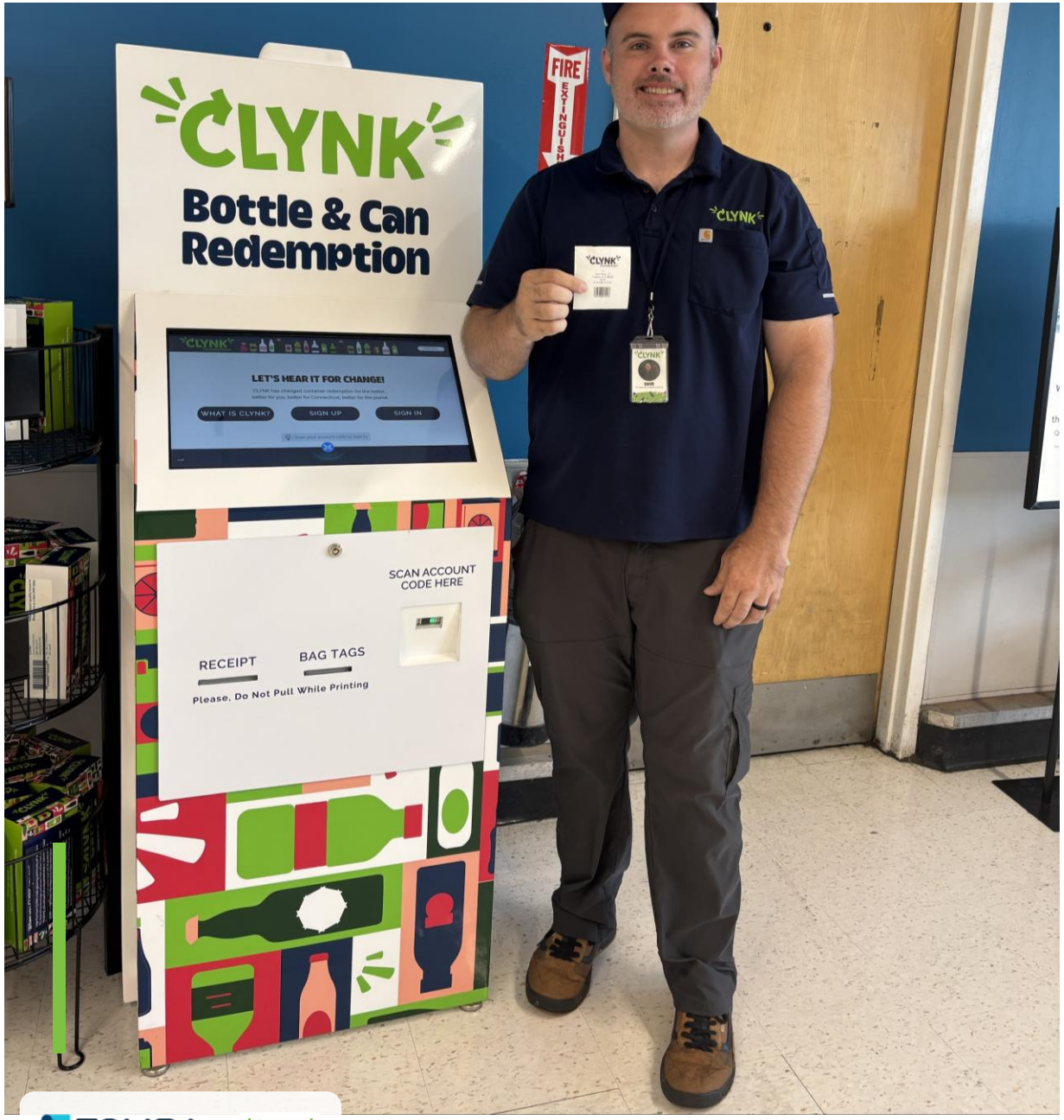
Why CLYNK Exists

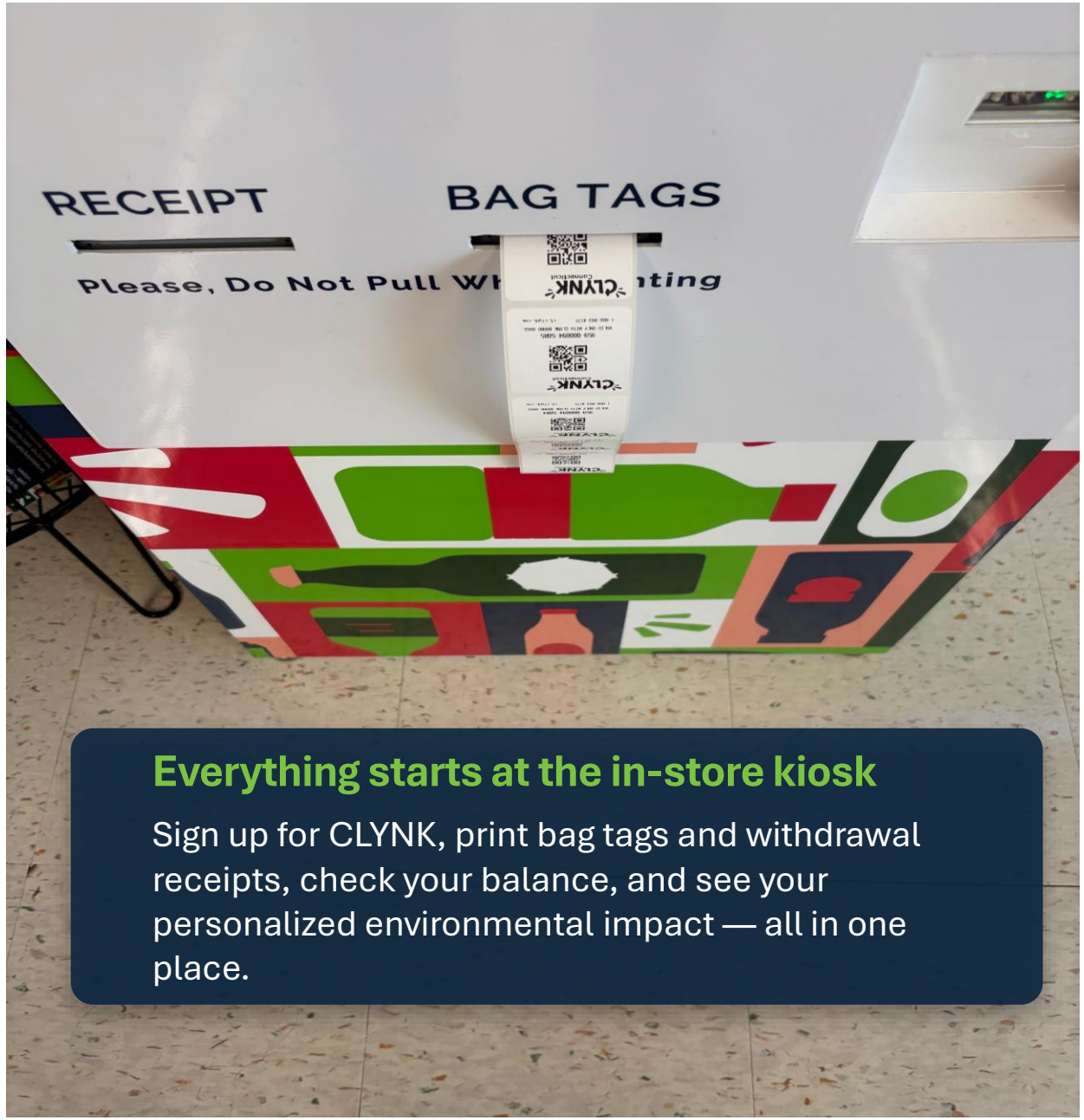
Twenty years of making redemption easier — and still listening.

- **Make redemption effortless.** We set out to deliver the most convenient, clean and easy way to redeem beverage containers: put all your mixed redeemables in one bag, and CLYNK scans every container and reunites you with your deposit.
- **Proven across the country.** We operate in Maine, New York and California, and our Bag Drop technology established Oregon's program, where over 50% of all redemption now moves through Bag Drop. Our technology is also in use in Iowa.
- **Connecticut launched January 2025.** We entered the state with Stop & Shop.
- **Well received — but not perfect.** So many consumers embraced it, and not everyone was happy. We made some mistakes.
- **That's what today is for.** How Bag Drop works, where we listened and made significant changes, and the solutions that address the concerns raised since launch.

"We started with an idea to make it easier for Mainers to recycle, and today we believe we have a bottle processing system that is unique in the world."

— Clayton Kyle, CLYNK Founder





Everything starts at the in-store kiosk

Sign up for CLYNK, print bag tags and withdrawal receipts, check your balance, and see your personalized environmental impact — all in one place.

TOMRA CLYNK

From the kiosk to the parking lot

Tagged bags drop at the Sustainability Station just outside — a fully autonomous unit powered entirely by its own solar and wind, no grid connection required.

How to CLYNK

Bag Drop enables you to drop and go.

1 Register

Sign up instore at our kiosk, clynk.com, or mobile app. Pick up CLYNK bags in store **or use your own bag.**

2 Tag your bags

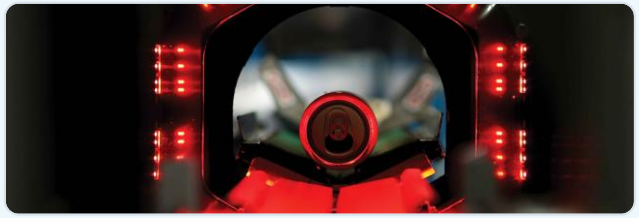
Print free bag tags at the CLYNK kiosk to link each bag to your account.

3 Scan your bag

Scan your bag tag at CLYNK's Sustainability Station in the parking lot — the scan opens the drop door.

4 Drop off

Drop your bags inside, and CLYNK transports them to the processing facility.



5 Redeemed & recycled

Each container's barcode is scanned and attributed to your account.

6 Get credited

Redemption value is credited to your account once bags are processed, and a receipt prints at the kiosk.

Two Ways to Get Paid

Customers choose the payout option that works best for you

1 Grow Your Balance

With Grow your Balance, a consumer fills their bags with as many mixed redeemable containers that will securely fit, drop their bags, and the deposit will be in their account within 2 business days.

The customer can withdraw any amount, whenever they would like.

2 Instant Deposit (Immediate Payment)

With Instant Deposit, a consumer must count 50 redeemable containers for each bag, add their bag tag, and drop off to receive immediate payment.

The $5 credit will be available when they go inside the store and print a withdrawal receipt from the CLYNK kiosk. Maximum of 4 bags per day per account ($20).

Reward Preference — how members take their value

Launching SOON: Now you can Bring Your Own Bag!

How it works

Customers can bring their own bag.

In Connecticut, standard-size drawstring kitchen bags will be accepted alongside the CLYNK Redemption Bag!

Accepted bags

- ✓ CLYNK Redemption Bag (preferred)
- ✓ Standard 13-gallon drawstring kitchen bags
- ✓ 20 lb maximum weight

Why a standard bag size matters

Collection of bags at the pickup point is built around one bag footprint. Mixed bag sizes slow pickup and processing at every step - and Bottle Bill economics are tight enough that a tenth of a penny per container

How CLYNK ensures bottle bill & system integrity

CLYNK takes a comprehensive approach to mitigating unauthorized redemption through technology and operational protocols. This focus helps to minimize fraud across our consumer accounts, retail locations, container processing, and distributor billing.

We do this by:

Customer & Container Monitoring

- ✓ Identifying oversized bags for further investigation
- ✓ Researching high or specific container volumes
- ✓ Identifying missing customer bags
- ✓ Monitoring suspicious use activity
- ✓ Rejecting non-redeemable containers
- ✓ Documenting account crediting issues

Pick up, Processing & Governance

- ✓ Location & driver operational compliance
- ✓ Bag processing validation
- ✓ Processing audits of equipment and procedures
- ✓ Bar code tracking per container
- ✓ Distributor billing accuracy
- ✓ Timely reporting and program governance checks

FAQs: CLYNK in Connecticut

Do I have to buy CLYNK bags to return my containers at CLYNK locations?

No. Consumers can use their own 13-gallon drawstring bag or if they like, purchase CLYNK bags at cost.

Do I need a smartphone and special app to participate?

No. Members can use a physical CLYNK card or key fob and can sign up and print bag tags right at the in-store kiosk. The CLYNK app is optional.

Do I have to return a minimum number of containers in order to be repaid my deposit money?

No. For Immediate Payment, drop a bag and $5 is paid to you immediately at the kiosk. Otherwise place as few or as many containers in a bag. You can withdraw as little as $.05.

Does CLYNK sells customer data?

No. We do not sell customer data. Account information is used only to credit deposits and support your account.

Is there a way to return just a handful of containers?

Yes! You can return up to 10 containers at the Stop & Shop Customer Service desk, with no bag and no account needed. Get paid immediately for 10+ containers with the Instant Refund option.

Do I have to wait months to receive my funds?

No. $5 Immediate Payment pays immediately once dropped, up to 4 bags daily ($20 total). Otherwise, your full deposit value is credited to your account once your bag is processed, typically within 2 business days.

FAQs: CLYNK in Connecticut

Do you accept crushed containers?

No. Like an RVM, CLYNK scans every container's barcode to confirm its redemption value. If the barcode can't be read, there is no way for us to verify the containers' eligibility.

What if bottles get crushed during pickup, like glass? Do I still get paid?

No. If the barcode can't be scanned to identify the container, its redemption eligibility can't be validated, so it is not paid.

What do I do if I believe my containers weren't counted correctly?

Contact us. Getting customers paid properly is our priority. You can reach out to our Customer Support Team at or info@clynk.com. Customer Support can review bag contents container by container, in addition to reviewing video of your containers being scanned.

Can I buy CLYNK bags at every Stop & Shop with the program?

Yes. All participating Stop & Shop locations with CLYNK Bag Drop stock CLYNK bags - typically near the kiosk and in the beverage aisle.

Can I put only 50 containers in a bag, or more?

It depends. For the Grow Your Balance option, fill your bag with as many redeemable containers as will fit. For Instant Refund, place 50 containers per bag, up to 4 bags daily. After containers are processed, we will accurately adjust your CLYNK balance.

What if someone places their CLYNK sticker over someone else's in the station?

We catch it. Processors are also trained to spot stacked stickers. They in turn provide the account information to our asset protection and customer services teams to address. Flagged accounts are deactivated immediately. Additionally, security bars will be installed at every collection point.

Education Doesn't Stop at the Kiosk

Street Teams put people in every store before, during and after launch.

BEFORE LAUNCH

A multi-week communication push promotes Bag Drop ahead of every go-live date.

LAUNCH WEEKS

Street Teams staff each store for two weeks, training associates and signing up customers on the spot.

AFTER LAUNCH

Follow-up tabling days answer questions and keep sign-ups going.

Quick How to CLYNK — the guide we hand to every customer we onboard.

4.1 Google Stars and Real Help: Educating Customers at Every Step

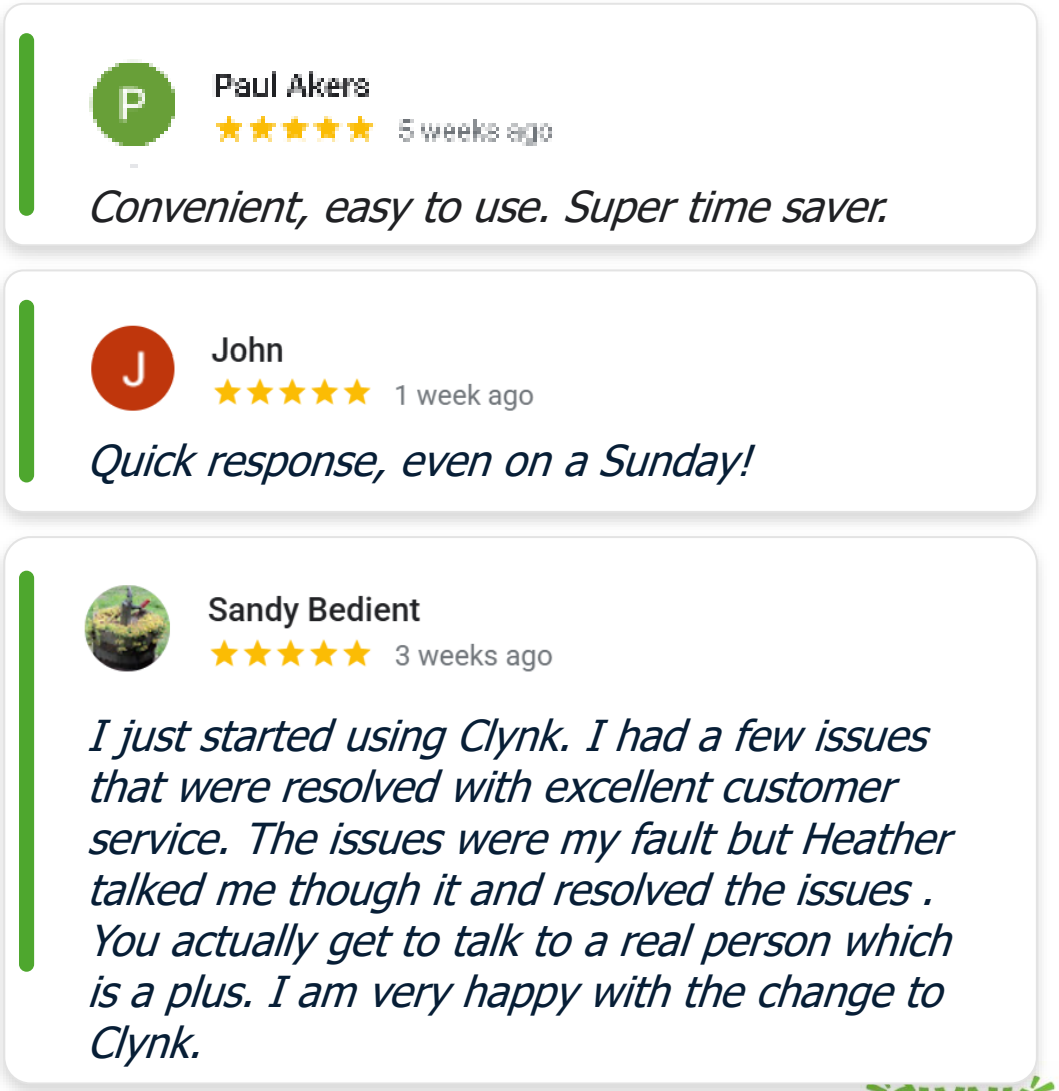
CLYNK Customer Support

7 days a week

Monday – Friday
9:00 am – 8:00 pm

Saturday & Sunday
9:00 am – 5:00 pm

Spanish-speaking agent on staff. A frequent highlight in customer feedback.



TOMRA

New Aug 2026 Customer Satisfaction Survey Results

Fielded August 7th, 2026

88.8%

Overall satisfied

Overall, how satisfied are you with your Bag Drop experience so far?

91.6%

Convenience satisfied

How satisfied are you with the convenience of using Bag Drop?

82.5%

Easy to get started

How easy was it to get started with CLYNK Bag Drop?

10.7%

New to redemption

Before Bag Drop, did you redeem your beverage containers another way?

Key findings

- **Convenience is what customers value most.** 91.6% are satisfied, including 77.6% who are very satisfied.
- **Bag Drop is bringing in brand-new users.** 10.7% had never regularly returned containers before.
- **Satisfaction runs deep, not just wide.** 70.4% chose the highest rating available, "very satisfied."

Prior redemption method

Note: 2,149–2,158 responses.

What Real Help Looks Like, in a Customer's Own Words

JBG

★★★★★ 5 weeks ago

"I was originally skeptical about CLYNK partnering with Stop & Shop and felt the consumer would suffer. Absolutely not."

So impressive on every level. The CLYNK system, once you get to know it, is seamless and so easy. No more waiting in line to return bottles. No more broken or off line machines. No more flies, wet floors, and broken glass lying around. Simply open the CLYNK app and print tags, fill your bags, drop your bags. The CLYNK support team (shout out Heather) is amazing and very responsive. When I sent an email questioning something, Heather was immediately able to pull up the exact bag tag and tell me exactly what cans and bottles (by brand) were deposited. The technical aspect of their high-speed processing machines is quite impressive, as is their customer support. My only quibble is having to pay for the proprietary CLYNK bags, but the savings of time and energy are well worth it.

"Give CLYNK a try and you will be impressed."

Thank you

Now let’s open it up for questions.