

GreenTrax for EVs: User Guidelines

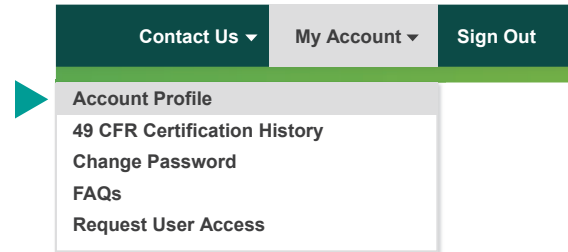
Please follow the steps below upon entering the GreenTraxEV portal for the first time.



1 Verify your contact information

In the upper right navigation bar, click **My Account**, then **Account Profile** and review for accuracy.

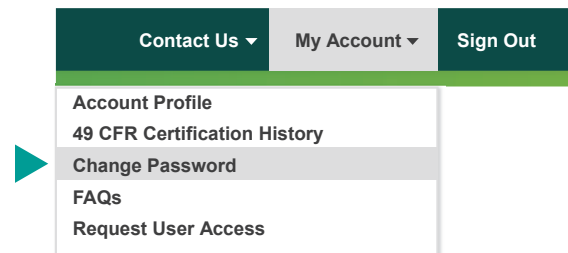
If your information is not correct, please contact our team at customerservice@call2recycle.org to update it.



2 Reset your password

In the upper right navigation bar, click **My Account**, then **Change Password**.

Enter a secure password.



3 Read How the EV Battery Program Works

Click [here](#).

Key navigation actions



1. **Home** button

2. **Contact Us** button

3. **My Account** (multiple actions)

- Update the account profile
- View hazmat shipper training history
- Add a Partner to your program so they can ship you EV batteries
- Change password
- Add a user to your account

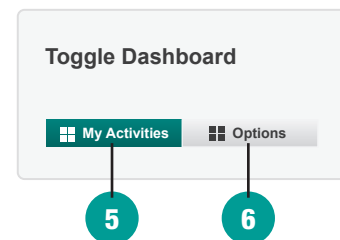
4. **Language and region** selection

5. **My Activities** (multiple actions)

- Shipping tasks
- 49 CFR Certification tasks

6. **Options** (multiple actions)

- Request a EV battery pickup
- Shipment history request (your user dashboard)
- Upload a hazmat shipper training certificate



GreenTrax Portal Definitions of Terms

Program Holder: The company who has an EV battery management network within GreenTraxEV. This entity decides how the batteries move within their network, which battery holders may ship to them, and to which destinations the batteries will travel to.

Battery Holder | Partner: The company who is making an EV battery available for collection. This company needs to be accepted into a Program Holder's network to be able to ship a battery to a destination. A Battery Holder | Partner can be a member of more than one Program Holder's networks.

Shipper: The individual arranging for the shipment of the EV battery and signing the bill of lading.

Receiver: The individual receiving the shipment of the EV battery at its destination.

Hazmat shipper training and certification: The US DOT requires the shipper to be hazmat shipper certified. Without a current training certification, the shipper will not be able to arrange collection of the EV battery within GreenTraxEV. The certification training required is available by Call2Recycle on a per fee basis, or available online by other organizations. The training certification is valid for three years before it must be renewed. GreenTraxEV will track your training certification and remind you when it's time to re-certify.

Certificates of recycling: An official acknowledgment by the battery recycler that that specific EV battery has been recycled. A certificate of recycling is available upon request. To obtain a certificate of recycling, please reach out to our team at customerservice@call2recycle.org.

EOL: Means an end-of-life EV battery. This battery has no damage, defects, and is not part of a manufacturer's recall.

DD: Means a damaged-defective EV battery. Please read the Battery Identification Guidelines for a description of DD characteristic.

Resources for EVs

EV Battery Shipping Guidelines (<https://www.call2recycle.org/download/77277/?tmstv=1678290566>)

EV Battery Regulatory Guidelines (<https://www.supplierspartnership.org/EVBtransportation/>)

EV Battery Safety Guidelines (<https://www.supplierspartnership.org/evb-safehandling/>)

GreenTrax EV Battery Identification Guidelines (<https://www.call2recycle.org/download/87260/?tmstv=1706016941>)

Contact our Customer Service Success Team for more information.

877-723-1297 or **customerservice@call2recycle.org**