

USER GUIDE

Online Application Guide

How to complete and submit the Application Form for Refurbished Electrical Equipment

For	Registered social workers referring cases; NGOs applying
Version	October 2026 (draft)
Form address	donation.collectweee.com:3005

1

CHAPTER 1

Before you start

The online application form is at <https://donation.collectweee.com:3005>. Press **ENG** at the top right to switch to the English form.

Open the address in a browser on a computer or a phone. No login or account is needed. The whole form is on one page; when it is complete, press "Confirm and submit" at the bottom.

Figure 1 Top of the form: language switch and Guidance Notes at the top right

Links at the top right of the page

Link	What it is for
Guidance Notes and Personal Information Collection Statement	Read it before submitting, and explain it to the applicant.
中文 / ENG	Switches the language of the form. The copy of the application form attached to the confirmation email follows the language used when the form was filled in.

Have this information ready

- The applicant's name, title, contact phone number (a mobile number is required) and delivery address
- The **letter(s) and first 4 digits** of the applicant's Hong Kong Identity Card (for example A1234). The full number is not needed. If the applicant has no HKID, have the type and number of another document ready

- Whether the delivery address can be reached by lift; if not, how many floors must be walked
- The registered social worker's name, registration number, contact phone number and email address
- The type of appliance the applicant needs and any specific requirement (for example the washing machine type or the TV size)

TIP Fields marked with a red asterisk (*) are required. The others may be left blank where they do not apply.

2 CHAPTER 2

Choose the type of application

The first item on the form asks for the type of application. The fields below it change with the choice.

Type of application	When to use it	How to fill it in
Application of Individual Case with referral by Registered Social Worker	A social worker applies for an appliance for an individual applicant (a person or a household)	See chapter 3
Application of Non-Government Organisation (NGO)	An organisation applies for an appliance for its facilities or its own operation	See chapter 4

NOTE On the English form this first item is currently labelled "Select uses of refurbished electrical equipment". It is the choice of application type described above.

CHAPTER 3

3

Case referred by a social worker: step by step

3.1 Applicant details

The screenshot shows a web form for 'Applicant details'. It includes the following fields and data:

- Applicant name ***: Text input containing 'Chan Tai Man (SAMPLE)'.
- Applicant Gender(Mr/Ms/Mrs) ***: Dropdown menu with 'Mr' selected.
- Applicant age**: Spin box with '70'.
- Identity Type ***: Radio buttons for 'Hong Kong Identity Card' (selected) and 'Other Document'.
- Identity Card Details**: Two text boxes, the first containing 'A' and the second containing '1234'.
- Contact phone no.:(Mobile) ***: Text input containing '90000000'.
- Contact phone no.:(Home)**: Empty text input.
- Residential / Delivery address ***: Text input containing 'Flat A, 10/F, Sample Building, 1 Sample Road, Kowloon'.
- Building with elevator**: Toggle switch that is turned on.
- Remark: How many floor need to walk**: Empty text input.

Figure 2 Applicant details (sample data)

Field	How to fill it in
Applicant name *	The applicant's full name.
Applicant Gender(Mr/Ms/Mrs) *	Choose "Mr" or "Ms/Mrs" from the list.
Applicant age	Used to consider whether the case should be given priority.
Identity Type *	Hong Kong Identity Card: enter the letter(s) in the first box and the first 4 digits in the second box (exactly 4 digits). Other Document: two more boxes appear, "Other Document Type" and "Other Document No". Both are required.
Contact phone no.:(Mobile) *	The applicant's mobile number. It is used to contact the applicant before delivery.

Field	How to fill it in
Contact phone no.:(Home)	An additional contact number may be provided.
Residential / Delivery address *	The full address, including the building name, floor and flat.
Building with elevator	Switch it on if a lift reaches the flat. If it is left off , the box beside it, "Remark: How many floor need to walk", must be filled in.

NOTE To protect the applicant's privacy the system collects only the letter(s) and first 4 digits of the identity card. Please do not enter the full identity card number.

3.2 Applicant's circumstances

The screenshot shows a web form with three main sections:

- Health status ***: Includes radio buttons for Healthy, Physically disabled, Mentally disabled, Chronic patients (selected), and Others. Below is a text field for "Health Status Remark".
- Background type**: Includes radio buttons for Suffer from natural disaster/accidents, Single parent family, New immigrant, Singleton elderly (selected), and Others. Below is a text field for "Background Type Remark".
- Financial situation**: Includes radio buttons for CSSA (selected), Low income, and Others. Below is a text field for "Financial Status Remark".
- Application Remarks**: A large text area with a note "Max. Character accept is 300" and a character count "0 / 300 Character".

Figure 3 Health status, background type and financial situation

Field	How to fill it in
Health status *	Choose at least one; more than one may be chosen: Healthy, Physically disabled, Mentally disabled, Chronic patients, Others.

Field	How to fill it in
Background type	More than one may be chosen: Suffer from natural disaster/accidents, Single parent family, New immigrant, Singleton elderly, Others.
Financial situation	Choose one only: CSSA, Low income, Others.
Remark boxes	If "Others" is chosen, or anything needs adding, explain it in the matching remark box.
Application Remarks	Anything else our staff should know, up to 300 characters.

3.3 Social worker's declaration and details

Figure 4 Social worker's declaration and details (sample data)

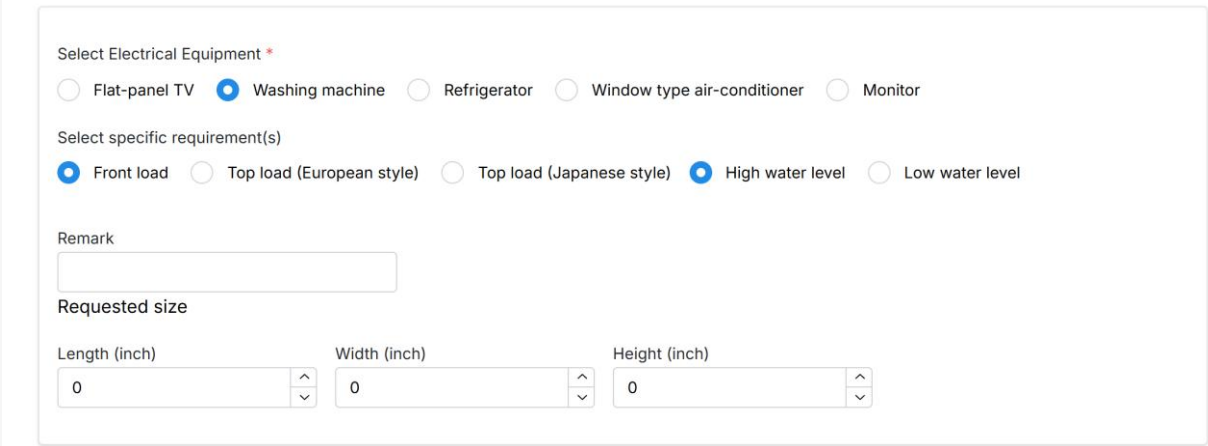
Field	How to fill it in
Registered social worker has explained the content of "Guidance Notes" and "Personal Information Collection Statement" to the applicant. *	This switch must be on, or the form cannot be submitted.
Applicant is willing to participate in media interviews and coverage	Switch it on if the applicant agrees.
Name of organisation of registered social worker (if applicable)	Used to count the number of referrals from each organisation every year.

Field	How to fill it in
Name of registered social worker * , Social Worker Gender(Mr/Ms/Mrs) *	Later emails and the result letter address the social worker by this name and title.
Registration no. / IR88 no. *	Enter the social worker registration number, or the organisation's IR88 number.
Contact phone no. of registered social worker *	A number that can be reached during office hours.
Fax no. of registered social worker	Fill in if fax is needed.
Email address of registered social worker *	The confirmation email and the application result are sent to this address.

NOTE Check the email address carefully. If it is wrong, the confirmation email and the application result will not reach you.

3.4 Choose the appliance

Under "Select Electrical Equipment", choose one item. **Each application covers one type of appliance only.** Once a type is chosen, its specific requirements appear.



Select Electrical Equipment *

☐ Flat-panel TV ☒ Washing machine ☐ Refrigerator ☐ Window type air-conditioner ☐ Monitor

Select specific requirement(s)

☒ Front load ☐ Top load (European style) ☐ Top load (Japanese style) ☒ High water level ☐ Low water level

Remark

Requested size

Length (inch) Width (inch) Height (inch)

0 0 0

Figure 5 Options shown after choosing "Washing machine"

Appliance	Specific requirement(s)	Other fields
Flat-panel TV	20 inch or below, 22-32 inch, 37 inch or above (more than one may be chosen)	Remark, Requested size (inch)
Washing machine	Type: Front load, Top load (European style), Top load (Japanese style) Water level: High water level, Low water level	Remark, Requested size: Length, Width, Height (inch)
Refrigerator	One door, Two doors	Remark, Requested size: Length, Width, Height (inch)
Window type air-conditioner	3/4 HP, 1 HP, 1.5 HP	Remark
Monitor	—	Remark, Requested size (inch)

TIP Options marked "rare item, may take longer to wait for" (for example a TV of 20 inch or below, or a 1.5 HP air-conditioner) are in short supply, so the wait may be longer. If space is limited where the appliance will go, fill in "Requested size" so that staff can match a suitable one.

Select Electrical Equipment *

☒ Flat-panel TV
 ☐ Washing machine
 ☐ Refrigerator
 ☐ Window type air-conditioner
 ☐ Monitor

Select specific requirement(s)

☐ 20 inch or below (rare item, may take longer to wait for)
 ☒ 22-32 inch
 ☐ 37 inch or above

Remark

Requested size (inch)

Figure 6 Options shown after choosing "Flat-panel TV"

3.5 Submit the application

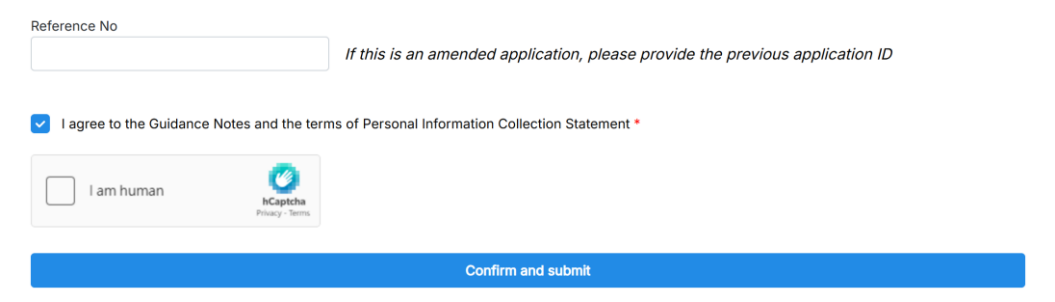
The screenshot shows the bottom section of a web form. At the top, there is a text input field labeled "Reference No" with a placeholder text "If this is an amended application, please provide the previous application ID". Below this is a checkbox that is checked, with the text "I agree to the Guidance Notes and the terms of Personal Information Collection Statement". Underneath is an hCaptcha widget with a checkbox labeled "I am human" and the hCaptcha logo. At the bottom of the form is a large blue button labeled "Confirm and submit".

Figure 7 Bottom of the form

- 1** Leave "Reference No" blank in most cases. Fill in the **Application ID** of the earlier application only when you are submitting again to correct it (see chapter 6).
- 2** Tick "I agree to the Guidance Notes and the terms of Personal Information Collection Statement".
- 3** In the hCaptcha box tick "I am human" and complete the picture challenge as instructed on screen (chapter 7 explains the challenge).
- 4** Press "Confirm and submit".
- 5** A confirmation window opens. "Send a confirmation email with the application ID" is already ticked; we suggest leaving it ticked. Press the green "Confirm". To go back and make changes, press "Cancel".

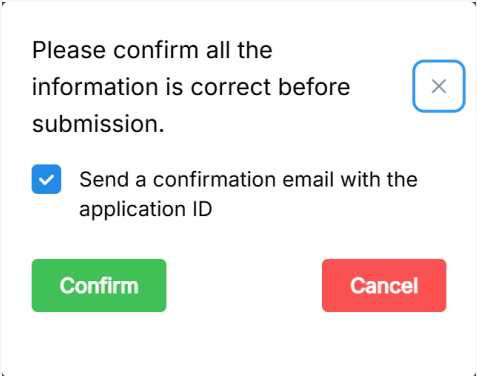
The screenshot shows a confirmation dialog box. It has a title bar with a close button (X). The text inside says "Please confirm all the information is correct before submission." Below this is a checkbox that is checked, with the text "Send a confirmation email with the application ID". At the bottom are two buttons: a green "Confirm" button and a red "Cancel" button.

Figure 8 Confirmation window

When the application has been submitted, the screen shows "Application submitted successfully" and the Application ID:

ON SCREEN

Application submitted successfully

Application ID : 12345

A confirmation email has been sent with this application ID.

NOTE Write down the **Application ID** straight away. You will need it to ask about progress or to correct the application. After you press "Confirm" to close the window the form is cleared, ready for the next application.

4

CHAPTER 4

Application by an NGO

After choosing "Application of Non-Government Organisation (NGO)", the applicant and social worker fields are replaced by the organisation's details:

Application Form for Refurbished Electrical Equipment

Select uses of refurbished electrical equipment *

☐ Application of Individual Case with referral by Registered Social Worker ☒ Application of Non-Government Organisation (NGO)

Name of organisation *

Name of NGO representative * Position *

Contact phone no. * Fax no.

Email address *

Service targets *

Residential / Delivery address *

☐ Building with elevator Remark: How many floor need to walk *

Select the type of application *

☐ For the use of the service targets in NGO facilities ☐ For operation of the NGO

Application Remarks

Max. Character accept is 300

0 / 300 Character

Figure 9 Fields for an NGO application

Field	How to fill it in
Name of organisation *	The organisation's full name.
Name of NGO representative *, Position *	The representative responsible for this application.
Contact phone no. *	A number that can be reached during office hours.
Fax no.	Fill in if fax is needed.
Email address *	The confirmation email and later notices are sent to this address.
Service targets *	The people the organisation mainly serves, for example the elderly or low-income families.
Residential / Delivery address *, Building with elevator	Where the appliance is to be delivered. If no lift reaches it, state how many floors must be walked.

Field	How to fill it in
Select the type of application *	Choose one: "For the use of the service targets in NGO facilities" or "For operation of the NGO". (On the English form this item, which asks how the appliance will be used, currently carries this label.)
Application Remarks	Up to 300 characters.

Choosing the appliance and submitting are the same as for a case referred by a social worker. See sections 3.4 and 3.5.

5

CHAPTER 5

After submitting

5.1 Confirmation email

If "Send a confirmation email with the application ID" was left ticked, the system sends a confirmation email at once:

- **Sent to:** the "Email address of registered social worker" for a case referred by a social worker; the organisation's "Email address" for an NGO application.
- **Contents:** the Application ID appears in the subject and the body, and a PDF copy of the application form is attached for your records.
- Receiving the confirmation email means the application has arrived. **There is no need to phone to confirm.**

TIP

If it has not arrived after a few minutes, check the junk mail folder first. As long as the screen showed an Application ID when you submitted, the application has been received. Please do not submit it again.

5.2 Application ID and application number

Number	When you get it	What it is for
Application ID	Shown as soon as the form is submitted, and given in the confirmation email	Used for enquiries and corrections before the application is confirmed
Application number	Assigned after staff have checked and confirmed the application; given in the application result notice	Used from then on for the result notice and delivery arrangements

5.3 Asking about progress

At present there is no web page where applicants can look up progress themselves. To ask about a case, quote the **Application ID** (or the application number) and contact us by email or phone: Tel: 2290 5238 Email: donation@weee.com.hk

5.4 Emails you may receive later

Email	What it means
Application result notice	Sent after staff have processed the application, normally with the result letter for the refurbished appliance application attached.
Repeated application / suspected repeated application notice	If the same applicant has applied for the same type of appliance within two years, staff will email you and follow up.
Request for further information (NGO applications)	If staff need information such as the organisation's IR88 details, they will contact you by email.

CHAPTER 6

6 If something was filled in wrongly

6.1 Before submitting: the screen shows errors

After you press "Confirm and submit", if a required field is empty or in the wrong format, the page returns to the top and shows "Information is not Correct / not complete". The fields with a problem are outlined in red, with a red message below them. Correct each one, then press "Confirm and submit" again.

The screenshot shows the 'Application Form for Refurbished Electrical Equipment' on the ALBA IWS website. The form has several fields with red outlines and error messages:

- Applicant name ***: Red outline with message "Application Name cannot be empty".
- Applicant Gender(Mr/Ms/Mrs) ***: Dropdown menu with "Mr" selected.
- Applicant age**: Red outline with a downward arrow.
- Identity Type ***: Radio buttons for "Hong Kong Identity Card" (selected) and "Other Document". Below are two input boxes, both with red outlines and messages "can't empty".
- Contact phone no.:(Mobile) ***: Red outline with message "can't empty".
- Contact phone no.:(Home)**: Empty input box.
- Residential / Delivery address ***: Red outline with message "Delivery Address cannot be empty".

A green notification box at the bottom right says "Information is not Correct / not complete" and "Information is not Correct / not complete". At the bottom, there is a "Remark: How many floor need" field.

Figure 10 Fields with a problem are outlined in red

Red message	What to do
Application Name cannot be empty / can't empty	The field is required.
need to have four digit	The second identity card box must contain exactly 4 digits.

Red message	What to do
Delivery Address cannot be empty	Enter the full delivery address.
Remark cannot be empty if elevator is not available	Switch on "Building with elevator", or state the number of floors in "Remark: How many floor need to walk".
Please select at least one of the above	Choose at least one item under "Health status".
Please confirm Registered social worker has explained the content of Guidance Notes and Personal Information Collection Statement to the applicant	Explain them to the applicant, then switch on the declaration.
Invalid Email Format	Check the email address for mistakes, for example a missing @.
Please select one of the above	No appliance has been chosen (for an NGO application, this also applies to the use of the appliance).
Please agree to the Personal Information Collection Statement	Tick the agreement at the bottom of the page.
need to pass the hCaptcha verification	The "I am human" check has not been completed. Complete it, then press "Confirm and submit" again.

NOTE If the screen shows "application unsuccessful", the system could not save the application. Please try again later; if it keeps happening, contact us.

If the screen shows "The application result could not be confirmed. Please do not submit again and contact support.", do not submit again. Contact us so that we can check.

6.2 After submitting: a mistake is found

Once an application has been submitted, the applicant cannot change it online. Use one of these two ways:

- 1 Submit a correct application again:** fill in the whole form once more and enter the earlier Application ID in "Reference No" at the bottom, so that staff know it is a correction.
- 2 Ask us to correct it:** give us the Application ID and the details to be corrected. Tel: 2290 5238
Email: donation@weee.com.hk

7

CHAPTER 7

Frequently asked questions

Can one form be used to apply for more than one appliance?

No. Each application covers one type of appliance only. If the applicant needs more than one type, please submit a separate application for each.

What if the applicant has no Hong Kong Identity Card?

Under "Identity Type" choose "Other Document", then enter the document type and number.

Can the form be filled in in Chinese?

Yes. Press "中文" at the top right of the page to switch to the Chinese form.

The confirmation email was not ticked when submitting. Can it be sent afterwards?

The system does not send it afterwards. Please keep the Application ID shown on screen, and contact us if needed. Tel: 2290 5238 Email: donation@weee.com.hk

What is the picture challenge before submitting, and why are there sometimes several rounds?

The picture challenge before submitting is the hCaptcha human verification. It stops bots from flooding the system with applications. The kind of challenge and the number of rounds are decided automatically by hCaptcha according to the visitor's risk level; they are not set by this system.

An organisation's network, where many people share the same outgoing IP address, is more likely to be judged high-risk, so it may be given a few more rounds than a home network. We will review the hCaptcha difficulty setting and lower it if necessary.

How long does it take to get a result?

It depends on stock and on the queue. Staff will notify you of the result by email once the application has been processed.

What if we are interested in co-organising a donation event?

Please contact us. Call 2290 5238 and leave your contact details, or email tik.cheng@weee.com.hk directly.