



Product Care Association

Claims Portal Training for Pesticides, Solvents and Fertilizers & Program Updates

June 15, 2016

Agenda



- Product Care Logo and New Website
- PSF Program Review
- Portal Refresher
- Reporting PSF & paint materials in the portal
- Reporting PSF & paint materials using the upload spreadsheet
- Demonstration
- Reporting frequency
- Claim processing and payment
- PCA program updates

Questions?



- All participants can pose questions throughout the presentation
- Please type your questions in the chat function at the bottom left
- There will be breaks throughout the presentation to answer any of the questions submitted through the chat function

Product Care



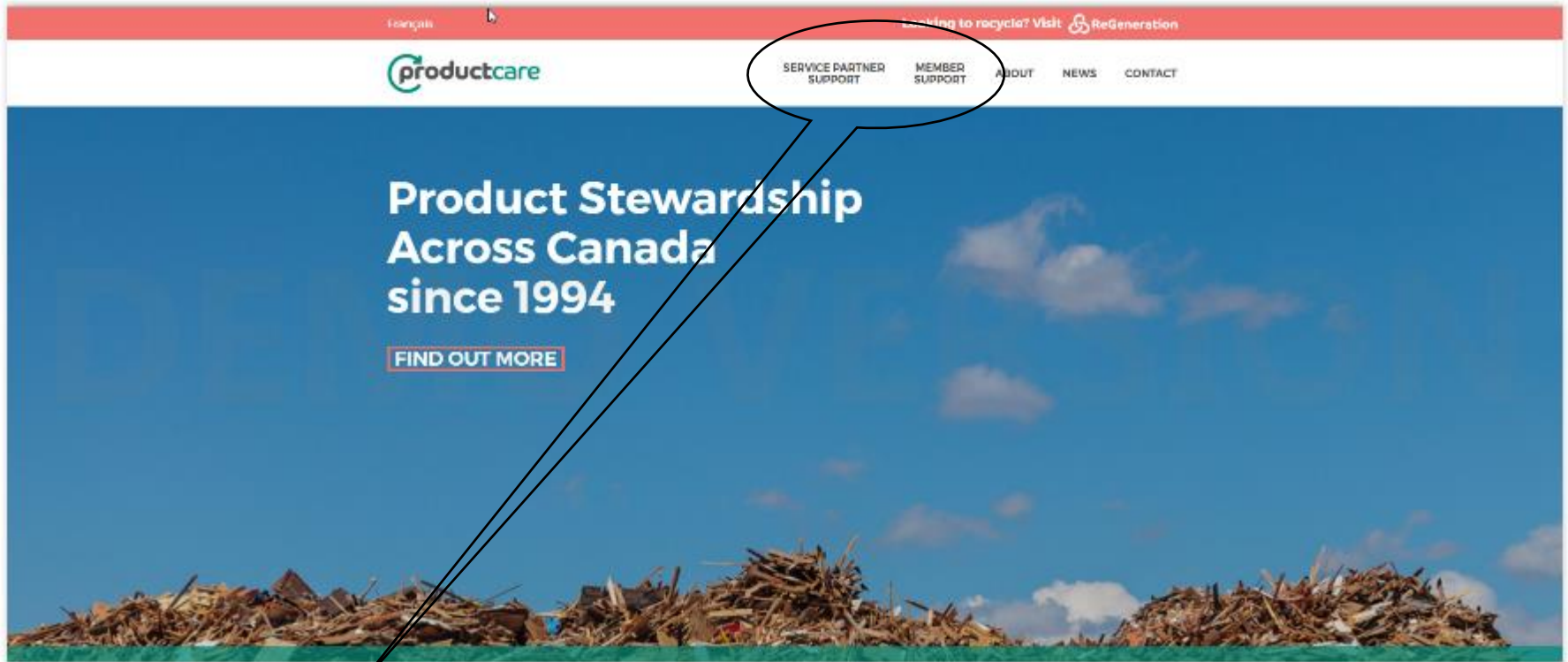
- Refreshed Logo



- New Website

<http://www.productcare.org/>

Productcare.org



Click **Service Partner Support** at the top

Productcare.org



Here you will find program support documents, downloadable forms and reports, and answers to frequently asked questions related to the collection, transportation and processing of recyclable materials.

Please select your region from the menu on the left in order to access the information most relevant to you.

If you are a Member of a Product Care program, please visit the [Member Support Page](#) for pertinent information.

ALREADY KNOW WHAT YOU'RE LOOKING FOR? TRY THE SEARCH TOOL.

British Columbia

Manitoba

Ontario

New Brunswick

Newfoundland and Labrador

Nova Scotia


Prince Edward Island

Click **Ontario** to navigate to ON Program Information and Resources

Productcare.org



[Back to Service Partner Support](#)




Welcome, Ontario Service Partner, to the section of the website dedicated to you! It is our aim to make the information and resources you require available to you with just a click or two.

We'd like to thank our partner municipalities, retail collection locations, and service providers (including transporters and material processors) for their efforts to make Product Care's Ontario programs (Paint, Pesticides and Solvent & Fertilizers) successful.

Topics covered in this section are listed in the navigation table below. Our Reporting Portal can also be accessed from this page, just click on the green box in the right hand column.

If you still don't find what you're looking for or are having challenges connecting, please don't hesitate to contact us directly. We're here to help.

RESOURCES	NEWS	FAQS	CONTACT
Program Information			Patrick Citarek <i>Ontario Program Director</i> Direct: 416.307.2886 Hours: Monday - Friday 8:00 AM - 4:00 PM (EST)
Regulatory			Rich Lagani <i>Recycling Operations & Logistics Manager</i> Direct: 416.775.1907 Hours: Monday - Friday 8:00 AM - 4:00 PM (PST)
Presentations & Webinars			
Reporting & Regulation			
Order Promotional Materials			
Municipal Promotion & Education Materials			

 [Click here for the Ontario Reporting Portal.](#)

Resources, News, FAQs and other specific program information available on the support pages.

Access the **Service Partner Reporting Portal** by clicking here.



PSF Program & Portal Updates

PSF Program Overview



- PCA began operating the end of life management of pesticide, solvent and fertilizer (PSF) materials April 1, 2016
- With the transition from Stewardship Ontario (SO) to PCA, there was no change in the collection system
- Municipalities or First Nations participating in the SO program were transitioned to the PCA operated program
- As part of the transition, PCA amended the PCA-municipal ISP materials agreement to include PSF
- Municipalities and First Nations participating in the program **must return the signed amending agreement to PCA before PSF claims can be processed or paid**

Depot Hourly Rate



- The portion of the depot hourly rate for **pesticide, solvent and fertilizer (5.8%)** transferred to PCA as of April 1, 2016
- Therefore, the PCA depot hourly rate will combine the paint (75.9%) and PSF (5.8%) portions

2016 Labpack Factors



- PCA adopted the approved 2016 Labpack Factors (LPFs) currently used by SO
- 2016 LP factors announced by SO:

Material	PCA Share	Municipal Share
Co-mingled Aerosols (331)	53.75%	46.25%
Pesticides (242)	16.21%	83.79%
Misc. Organics/Flammables (263)	13.55%	86.45%
Fertilizers (147)	23.66%	76.34%

Making Claims



- PCA will reimburse municipalities for depot services and events which occur on or after April 1, 2016 for PSF materials
- The municipality **claims to SO for PSF materials** for depot services or events which took place **before April 1, 2016**
- For depot services or events which took place **on or after April 1, 2016**, the municipality **claims to PCA for PSF materials**
- Commingled aerosols continue to be claimed to PCA and PCA will continue paying the paint, pesticide and solvent portions of the aerosol drum to the municipality

April and May Claims




- PCA provided a temporary upload spreadsheet which allowed municipalities to track April and May PSF claims before the portal was launched.
- For municipalities who chose to track their April and May claims, those spreadsheet can now be uploaded as separate submissions in the portal
- Alternatively, municipalities can simply key in their claim lines directly in the portal and submit their monthly submission

Getting to the Portal



[Back to Service Partner Support](#)




Welcome, Ontario Service Partner, to the section of the website dedicated to you! It is our aim to make the information and resources you require available to you with just a click or two.

We'd like to thank our partner municipalities, retail collection locations, and service providers (including transporters and material processors) for their efforts to make Product Care's Ontario programs (Paint, Pesticides and Solvent & Fertilizers) successful.

Topics covered in this section are listed in the navigation table below. Our Reporting Portal can also be accessed from this page, just click on the green box in the right hand column.

If you still don't find what you're looking for or are having challenges connecting, please don't hesitate to contact us directly. We're here to help.

RESOURCES	NEWS	FAQS	CONTACT
Program Information			Patrick Chauvet <i>Ontario Program Director</i>
Regulatory			Direct: 416.307.2886 Hours: Monday - Friday 8:00 AM - 4:00 PM (EST)
Presentations & Webinars			Rich Laganl <i>Recycling Operations & Logistics Manager</i>
Reporting & Regulation			Direct: 416.775.1907 Hours: Monday - Friday 8:00 AM - 4:00 PM (PST)
Order Promotional Materials			
Municipal Promotion & Education Materials			




[Click here for the Ontario Reporting Portal.](#)

Access the **Service Partner Reporting Portal** by clicking here.

Log In



 Product Care Association
Ontario Service Partner Portal

Welcome to the claims reporting portal for municipalities, transporters and processor participating in Ontario's Paint, Pesticide, Solvent and Fertilizer recycling programs.

- Please log in below to submit a claim, review your reporting history, or to confirm your account information.
- If you have any questions please contact us at claims@productcare.org or by phone at 1-877-992-2972.
- For detailed reporting instructions you can download our user manual [here](#).

Your Email

Password

[Forgot my password](#)

Apply to join our team of Service Partners

Portal Refresher



- **Account Information**

- Summarizes your Municipalities' information including approved Depots and Events, portal users and mailing address

- **Submitting a Claim**

- Upload Spreadsheet or manual entry of claims into the portal allows for PCA staff to validate, verify and remit payment

- **History and Submission Status Tracking**

- Maintains your submission history in a searchable and exportable format, and indicates your submission status as it moves from pending to approved to paid

Summary of What's New




- PSF materials were added to the reporting portal and upload spreadsheet
- Users will no longer need to enter the “Program” field
- “Service Type” restrictions improved
 - Municipalities will only be able to submit claims for Comingled Materials or Events, and the portal will not upload other service types from the spreadsheet to reduce submission errors
- All blank cells must be completed before submitting
- “Weight” field limits improved
 - The portal will highlight the weight cell if the weight variance is too high or low based on the material type and number of containers.

Claim Submission



- Claims can be submitted directly into the portal

 Product Care Association
Ontario Service Partner Portal

ACCOUNT SUBMISSIONS HISTORY CONTACT

SUBMISSION

Submission Title:

Download Template
Upload Spreadsheet

SHIPPING DOCUMENTS

File Name:

SAVED UNFINISHED SUBMISSIONS

Title	Date	Entered By
Save Without Submitting		

CLAIMS

Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Qty	Weight (kg)	Unit
Commingled	ABC	Jun 1 2016	Jun 2 2016	PCA Test Depot	Hotz	Hotz	Aerosols	205L Drum	1	60	kg
Commingled	DEF	Jun 1 2016	Jun 2 2016	PCA Test Depot	Hotz	Hotz	Pesticides	205L Drum	1	80	kg
Commingled	GHI	Jun 1 2016	Jun 2 2016	PCA Test Depot	Hotz	Hotz	Misc. Organics	205L Drum	1	75	kg
Commingled	JKL	Jun 1 2016	Jun 2 2016	PCA Test Depot	Hotz	Hotz	Fertilizers	205L Drum	1	72	kg

Submit Claims

Claim Submission



- Claims can also be submitted via the upload spreadsheet
- Upload spreadsheet is available for download in the reporting portal

Claim Submission



template.xlsm - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW

Clipboard Font Alignment Number Styles Cells Editing

R8C2

productcare Product Care Association
Ontario Service Partner Claims Spreadsheet

Legend:
Blank Row
Finished Row
Required Field

Version: 2.0

Service type	Document No.	Pickup Date	Delivery Date	Site ID	Collection Site	Transporter	Processor	Material Category	Shipping Container	Weight	
		DDMMYYYY	DDMMYYYY							Qty	(kg)
Commingled Material	ABC	01062016	02062016	3010	PCA Test Depot	Hotz	Hotz	Aerosols	205L Drum	1	60 kg
Commingled Material	DEF	01052016	02062016	3010	PCA Test Depot	Hotz	Hotz	Pesticides	205L Drum	1	80 kg
Commingled Material	GHI	01062016	02062016	3010	PCA Test Depot	Hotz	Hotz	Misc. Organics	205L Drum	1	75 kg
Commingled Material	JKL	01062016	02062016	3010	PCA Test Depot	Hotz	Hotz	Fertilizers	205L Drum	1	72 kg



Demonstration

Resources



- [Reporting Portal User Guide](#) is available on productcare.org
- Webinar presentation and audio recording will be made available at: <http://www.productcare.org/service-partner-support/ontario/>
- Have questions about a claim or having issues with submitting your claim?
 - Contact Akash Pabla by email at ONclaims@productcare.org or by phone at 1 877 592 2972 x 361

Questions?



- Please type your questions in the chat function at the bottom left

Reporting Frequency



- PCA strongly encourages municipalities to submit monthly claims on or before the end of the following month (or within 30 days of the service date)
- Timely claim reporting avoids back logs, and ensures that PCA can process and pay your claims in timely manner

Reporting Frequency



- As of May 1, PCA requested that all claim submissions made to PCA for any program material must only contain services from **one month**.
- This means that all **claim lines within one submission must be services from the same month**. Service from different months cannot appear on the same submission.
- Submissions made with claim lines from different months of service will be rejected and require resubmission.
- This practice:
 - Improves financial tracking for both PCA and the municipality. Claim lines in one submission reflect claims for the same month;
 - Enables PCA to quickly review and approve submitted claims.

Claim Processing and Payment



- PCA aims to review claims within 5 days of submission
- Payment is processed within 30 days of claims approval

Questions?



- Please type your questions in the chat function at the bottom left



PCA Program Updates

Lamp Program Update

- PCA committed \$1mil to the Ontario Interim Lamp Program which began June 1, 2015
- From June 1, 2015 to April 30, 2016, PCA has contributed \$950K to participating municipal and retail collection sites
- Funding for May 2016 will likely exceed the remaining funds

Lamp Program Update

- PCA sent a communication June 13 which outlined:
 - PCA will accept May 2016 lamp program claims
 - May 2016 claims must be submitted on or before July 15, 2016 (note any claims submitted after July 15 will not be accepted)
 - PCA will determine the total \$ of May claims and then distribute the remaining program funds proportionally
 - No May 2016 lamp program payments will be made until after July 15

Lamp Program Update

- After the interim program is complete PCA will send out a final program completion notice to all participants
- PCA also intends to provide a program summary which may highlight key aspects of the program in the last year

Paint Program Update



- PCA continues to operate the paint program and there are no changes to the way service providers claim depot collected paint or municipalities claim aerosols or event collected paint
- PCA has been working with the MHSW Working Group to develop a Paint Reuse program whereby municipalities offer a free reuse program of paint for their residents
- PCA intends to launch the Paint Reuse program in the coming months

Lab Pack Studies



- PCA conducted its first Lab Pack (LP) study at Hotz, May 16 to 19
- The LP study followed the same LP study methodology as previously used by SO for consistency
- The study was conducted by a third party audit firm (2CG)
- PCA will continue to implement the LP studies for the remainder of 2016 to develop the LP factors for 2017

PCA Ontario Contacts



Pat Chauvet

Ontario Programs Director

patrick@productcare.org

1-877-592-2972 x356

Rich Lagani

**Recycling Operations &
Logistics Manager**

richl@productcare.org

1-877-592-2972 x237

Akash Pabla

Claims Analyst

ONclaims@productcare.org

1-877-592-2972 x361

Holly Lafontaine

Ontario Program Manager

holly@productcare.org

1-877-592-2972 x239



Thank You
The Product Care Team

Questions?



- Please type your questions in the chat function at the bottom left