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

http://www.productcare.org/

• New Website
Click **Service Partner Support** at the top
Click **Ontario** to navigate to ON Program Information and Resources
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:

<table>
<thead>
<tr>
<th>Material</th>
<th>PCA Share</th>
<th>Municipal Share</th>
</tr>
</thead>
<tbody>
<tr>
<td>Co-mingled Aerosols (331)</td>
<td>53.75%</td>
<td>46.25%</td>
</tr>
<tr>
<td>Pesticides (242)</td>
<td>16.21%</td>
<td>83.79%</td>
</tr>
<tr>
<td>Misc. Organics/Flammables (263)</td>
<td>13.55%</td>
<td>86.45%</td>
</tr>
<tr>
<td>Fertilizers (147)</td>
<td>23.66%</td>
<td>76.34%</td>
</tr>
</tbody>
</table>
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

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 login below to submit a claim, access your reporting history or to confirm your account information.
- If you have any questions please contact us at nlspc@productcare.org or by phone at 1-877-502-2572.
- For detailed reporting instructions you can download our user manual here.

Email
Password

Log In

Join Our Team

www.productcare.org
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
Claim Submission

• Claims can also be submitted via the upload spreadsheet

• Upload spreadsheet is available for download in the reporting portal
Claim Submission

Product Care Association
Ontario Service Partner Claims Spreadsheet

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Document No.</th>
<th>Pickup Date</th>
<th>Delivery Date</th>
<th>Site ID</th>
<th>Collection Site</th>
<th>Transporter</th>
<th>Processor</th>
<th>Material Category</th>
<th>Shipping Container</th>
<th>Weight (lb)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commingled Material</td>
<td>ABC</td>
<td>01062016</td>
<td>02062016</td>
<td>3010</td>
<td>PCA Test Depot</td>
<td>Hotz</td>
<td>Hotz</td>
<td>Aerosols</td>
<td>205L Drum</td>
<td>60</td>
</tr>
<tr>
<td>Commingled Material</td>
<td>DEF</td>
<td>01022016</td>
<td>02062016</td>
<td>3010</td>
<td>PCA Test Depot</td>
<td>Hotz</td>
<td>Hotz</td>
<td>Pesticides</td>
<td>205L Drum</td>
<td>80</td>
</tr>
<tr>
<td>Commingled Material</td>
<td>GHI</td>
<td>01062016</td>
<td>02062016</td>
<td>3010</td>
<td>PCA Test Depot</td>
<td>Hotz</td>
<td>Hotz</td>
<td>Misc. Organics</td>
<td>205L Drum</td>
<td>75</td>
</tr>
<tr>
<td>Commingled Material</td>
<td>JKL</td>
<td>01062016</td>
<td>02062016</td>
<td>3010</td>
<td>PCA Test Depot</td>
<td>Hotz</td>
<td>Hotz</td>
<td>Fertilizers</td>
<td>205L Drum</td>
<td>72</td>
</tr>
</tbody>
</table>
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/](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](mailto: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 backlogs, and ensures that PCA can process and pay your claims in a 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 $1 mil 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