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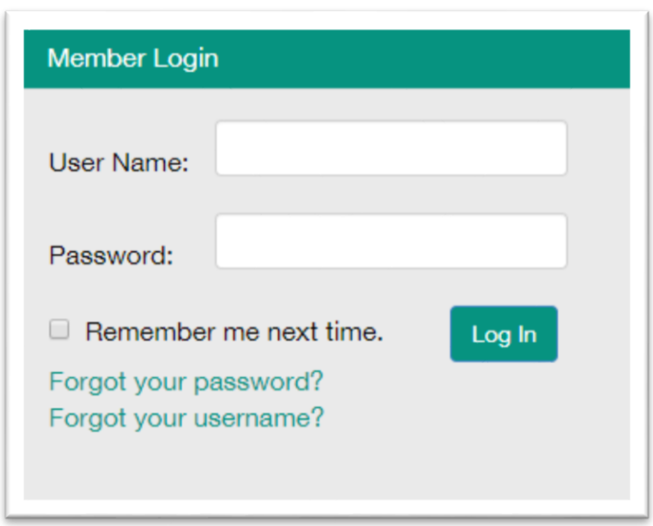
1. Introduction

This document provides an overview of how to use the Product Care Association (PCA) Member Fee Reporting System. For information regarding PCA's programs, please visit productcare.org.

If you have any questions, please contact us using the online form provided in the reporting portal, as outlined in the final section of this document.

2. Accessing Your Account

Login to your account at EHFreporting.com by entering your User Name and Password in the Member Login box on the Member Fee Reporting System home page, then selecting "Log In".

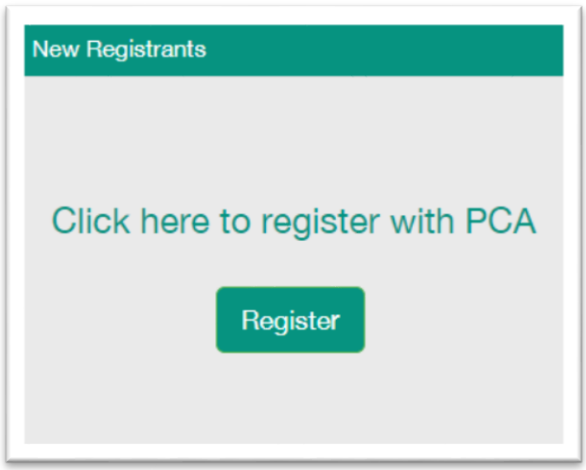


If you have forgotten your password, click the "Forgot your password?" link, and a password reset link will be emailed to the email address associated with your user name.

If you have forgotten your user name, click the "Forgot your username?" link, and your username will be emailed to you.

3. New Registrants – Creating an Account

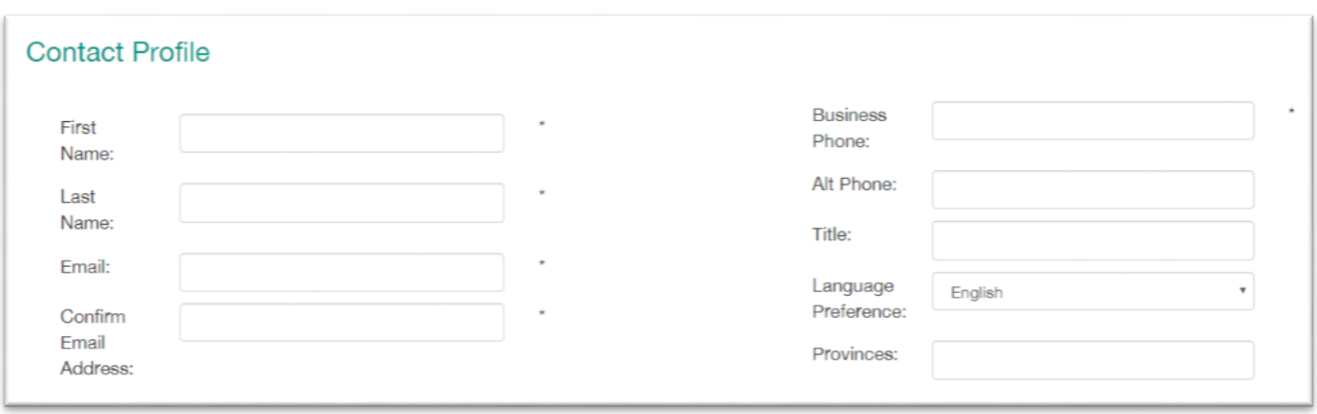
If you need to join PCA as a member to report sales and remit Environmental Handling Fees (EHFs), select “Register” from the New Registrants box on the Member Fee Reporting System home page.



You will now be guided through a step-by-step process to register and create an account with PCA.

Step 1: Contact Information

Enter your contact information in the form fields. Required fields are indicated with an asterix “ * ”.

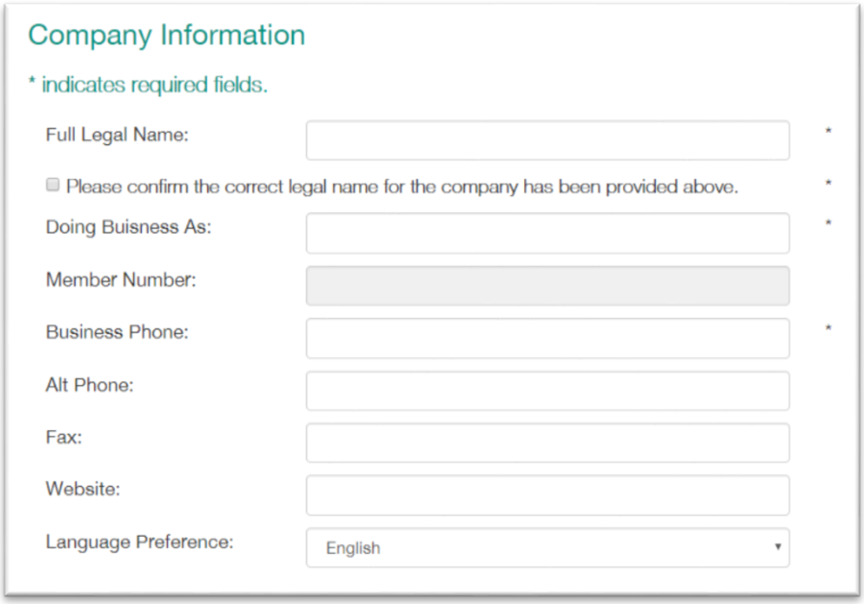


Set a user name and password for your account, then select the confirmation box to confirm you are authorized to register your company.

If you have already started a registration but did not complete it, you can complete the existing registration by selecting the box "I am continuing an existing application". You will be prompted to enter the user name and password you created when you first began the registration process. If you have forgotten either your user name or password, you can use the links on the home page to have them emailed to you.

Step 2: Company Information

Enter your company information in the form fields. Required fields are indicated with an asterix " * ". Your Member Number will be assigned when you complete your registration.



Company Information

* indicates required fields.

Full Legal Name: *

Please confirm the correct legal name for the company has been provided above. *

Doing Buisness As: *

Member Number:

Business Phone: *

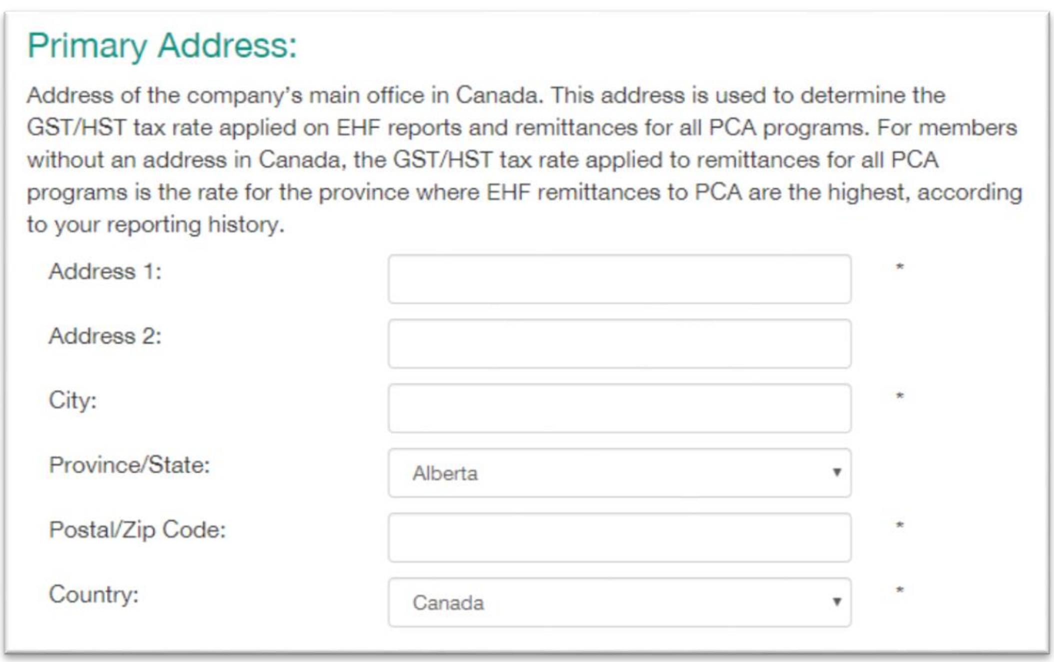
Alt Phone:

Fax:

Website:

Language Preference: English

Enter your company's Primary Address. Note, the address entered here will be used to determine the tax rate applied on all EHF reports and remittances.



Primary Address:

Address of the company's main office in Canada. This address is used to determine the GST/HST tax rate applied on EHF reports and remittances for all PCA programs. For members without an address in Canada, the GST/HST tax rate applied to remittances for all PCA programs is the rate for the province where EHF remittances to PCA are the highest, according to your reporting history.

Address 1: *

Address 2:

City: *

Province/State: Alberta

Postal/Zip Code: *

Country: Canada *

Step 3: Program Selection

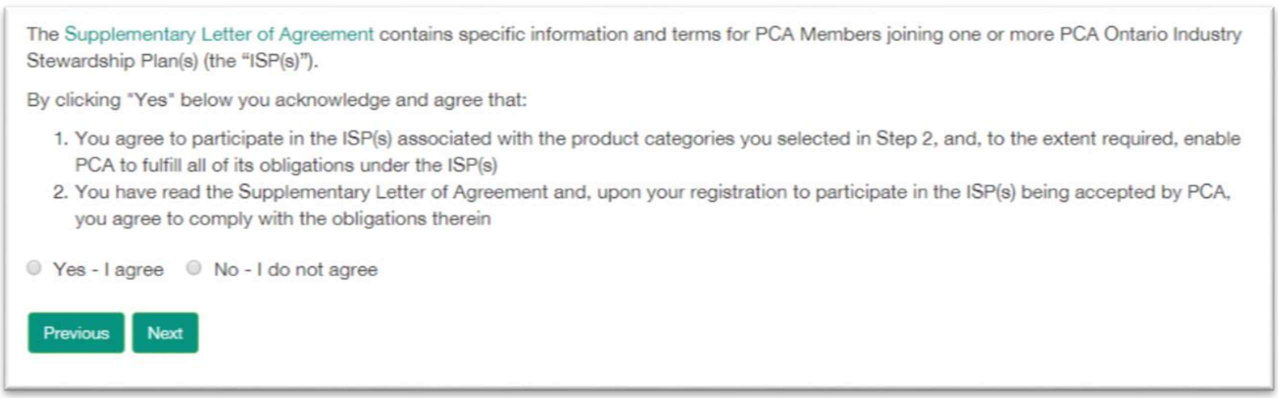
Select the Product Categories for the applicable PCA programs you will need to report sales for, depending on the products you sell in each province.

Province	Program	Product Categories	Check All That Apply
BC	Paint and HHW	Paints/Coatings	☐
		Flammable Liquids/Solvents	☐
		Pesticides	☐
		Gasoline	☐
	Lamps and Lighting Equipment	Lighting Products	☐
	Smoke and CO Alarms	Smoke/CO Alarms	☐
SK	Paint	Paints/Coatings	☐
MB	HHW	Paints/Coatings	☐
		Flammable Liquids/Solvents	☐
		Pesticides	☐
		Gasoline	☐
		Toxics	☐
		Corrosives	☐
		Physically Hazardous	☐
		Lighting Products	☐
ON	Paint	Paints/Coatings	☐
	Pesticides, Solvents and Fertilizers (PSF)	Pesticides	☐
		Solvents	☐
		Fertilizers	☐
QC	Lamps	Lighting Products	☐
NB	Paint	Paints/Coatings	☐
NS	Paint	Paints/Coatings	☐
PEI	Paint	Paints/Coatings	☐
	Lamps	Lighting Products	☐
NL	Paint	Paints/Coatings	☐

Step 3a: Supplementary Letter of Agreement for PCA Ontario ISPs

If you selected any of the product categories in Ontario, you will be taken to Step 3a, which will ask you to review and acknowledge acceptance of the PCA Supplementary Letter of Agreement. If you did not select any product categories in Ontario, you will skip this step.

You can download the agreement by selecting the link embedded in the words "Supplementary Letter of Agreement". You must click "Yes – I agree" in order to continue.


The Supplementary Letter of Agreement contains specific information and terms for PCA Members joining one or more PCA Ontario Industry Stewardship Plan(s) (the "ISP(s)").

By clicking "Yes" below you acknowledge and agree that:

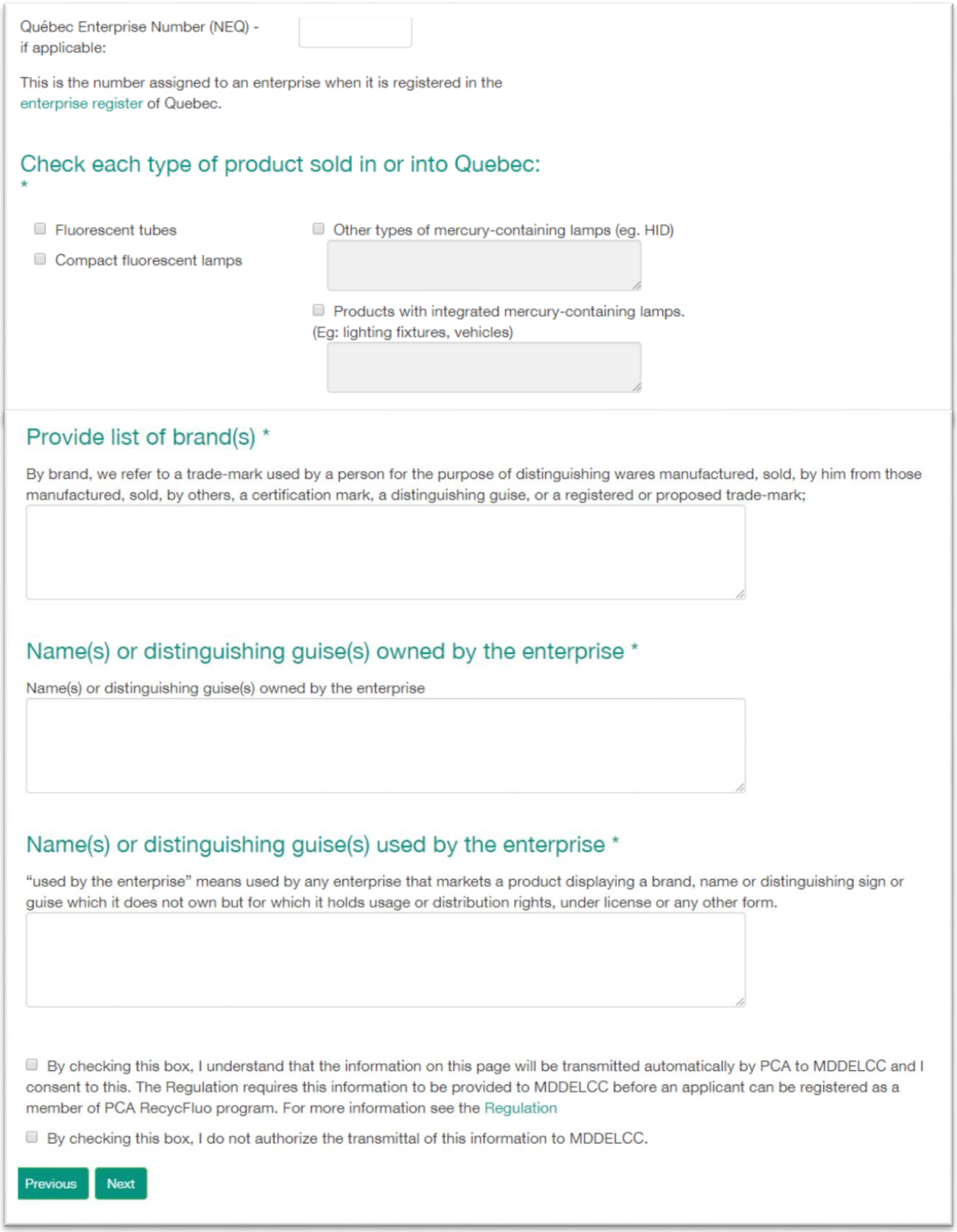
1. You agree to participate in the ISP(s) associated with the product categories you selected in Step 2, and, to the extent required, enable PCA to fulfill all of its obligations under the ISP(s)
2. You have read the Supplementary Letter of Agreement and, upon your registration to participate in the ISP(s) being accepted by PCA, you agree to comply with the obligations therein

Yes - I agree No - I do not agree

Previous Next

Step 3b: Quebec Enterprise Registration

If you selected Lighting Products in Quebec, you will be taken to Step 3b, which will ask you to fill out a form that will be transmitted to the MDDELCC (Ministère du Développement Durable, de l'Environnement et Lutte contre les Changements Climatiques). A copy will also be sent to the email address you entered in Step 1. If you did not select the Lighting Products category in Quebec, you will skip this step.



Québec Enterprise Number (NEQ) - if applicable:

This is the number assigned to an enterprise when it is registered in the enterprise register of Quebec.

Check each type of product sold in or into Quebec:

*

- Fluorescent tubes
- Compact fluorescent lamps
- Other types of mercury-containing lamps (eg. HID)
- Products with integrated mercury-containing lamps. (Eg: lighting fixtures, vehicles)

Provide list of brand(s) *

By brand, we refer to a trade-mark used by a person for the purpose of distinguishing wares manufactured, sold, by him from those manufactured, sold, by others, a certification mark, a distinguishing guise, or a registered or proposed trade-mark;

Name(s) or distinguishing guise(s) owned by the enterprise *

Name(s) or distinguishing guise(s) owned by the enterprise

Name(s) or distinguishing guise(s) used by the enterprise *

“used by the enterprise” means used by any enterprise that markets a product displaying a brand, name or distinguishing sign or guise which it does not own but for which it holds usage or distribution rights, under license or any other form.

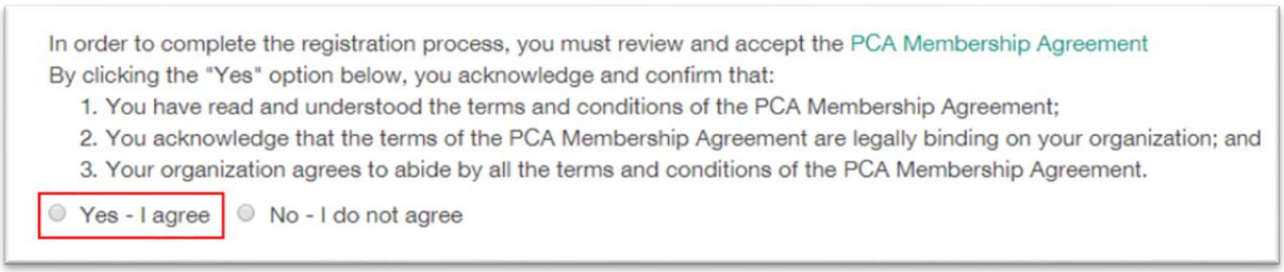
- By checking this box, I understand that the information on this page will be transmitted automatically by PCA to MDDELCC and I consent to this. The Regulation requires this information to be provided to MDDELCC before an applicant can be registered as a member of PCA RecycFluo program. For more information see the Regulation
- By checking this box, I do not authorize the transmittal of this information to MDDELCC.

Previous Next

Step 4: Membership Agreement

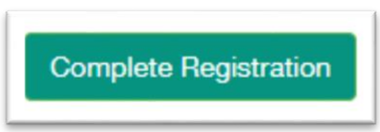
You must agree to the PCA Membership Agreement in order to continue with your registration.

You can download the agreement by selecting the link embedded in the words “PCA Membership Agreement”. You must click “Yes – I agree” in order to continue.



Step 5: Complete Registration

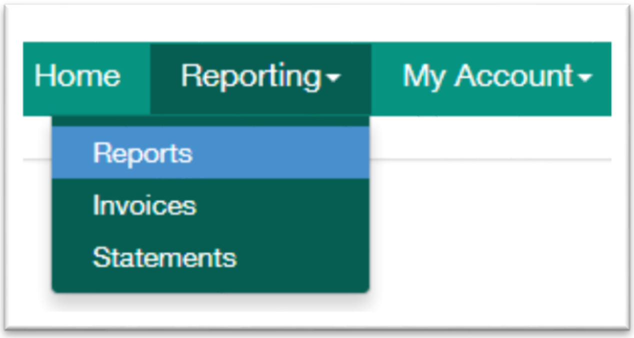
You must click the button “Complete Registration” in order to submit your application to PCA.



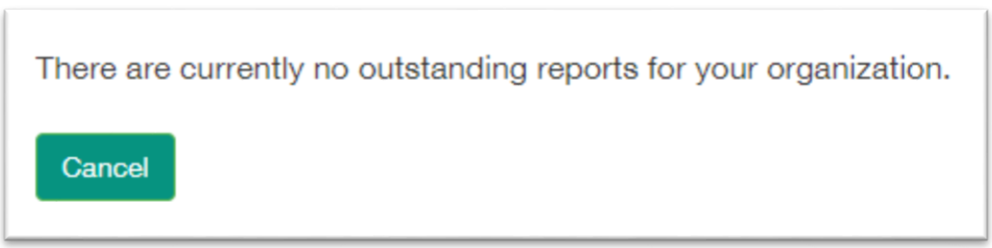
Once submitted, your application will be reviewed by PCA, and someone will contact you, typically within 2 business days, to confirm your account details. When your registration is approved, you will receive a confirmation email, at which time you can login to your account to submit EHF reports.

4. Submitting EHF Reports

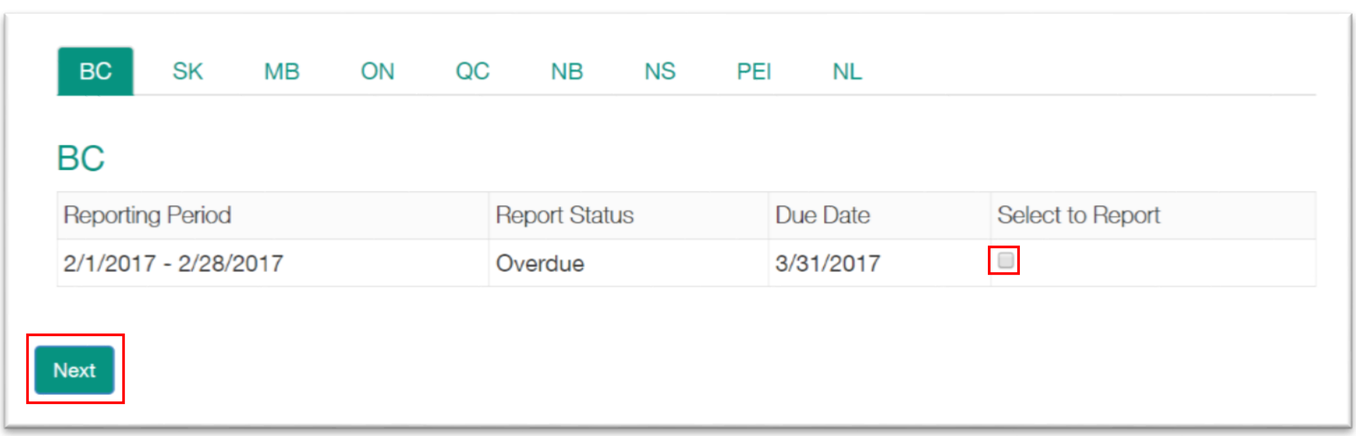
After logging in to your account, go to “Reporting” and then “Reports” to submit your EHF reports to PCA.



If you go to this page before your registration has been reviewed and approved by PCA, you will not see any outstanding reports:



Once your registration in each Program is approved, you will see available reports listed by Province. Select the Province you want to report for, then select the box under “Select to Report”, then select “Next”:



You will be taken to the reporting page, which will show you the reporting categories that need to be reported against, depending on the product categories you have registered for.

Fill out the quantity of each product category:

Paint and HHW

Paints/Coatings

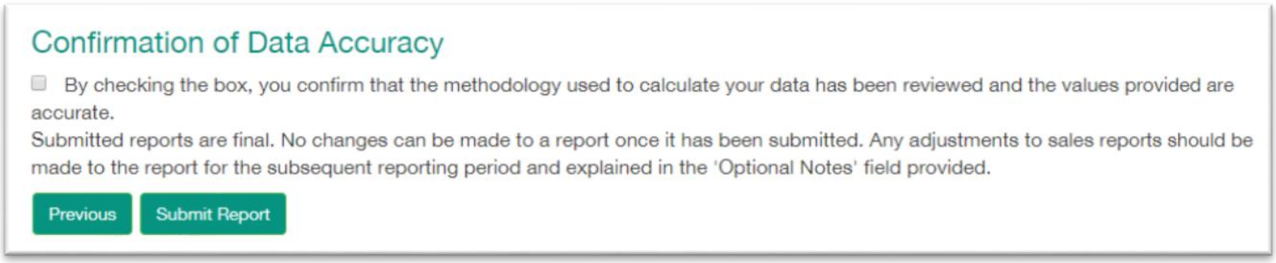
Product Category	Quantity	EHF	Total
100 ml to 250 ml	0	$0.20	$0.00
251 ml to 1 L	0	$0.35	$0.00
1.01 L to 5 L	0	$0.85	$0.00
5.01 L to 23 L	0	$2.15	$0.00
Aerosols (any size)	0	$0.25	$0.00
Category Subtotal			$0.00

At the bottom of the report you can enter an optional PO Number, or any Optional Notes that you would like submitted with your report. The PO number and Optional Notes will appear on your invoice.

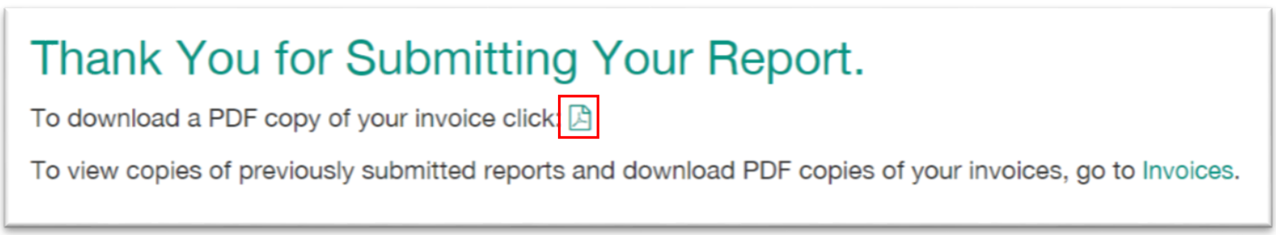
Purchase Order Number (optional):

Optional Notes: Use this space to add any details about the methodology used to obtain the numbers entered above, or any reminders about the data. This note will be included in your report when it is submitted.

After you select “Save & Continue”, you will be taken to a confirmation screen. If you abandon the reporting page at this point, your data will be saved and you can return and update your report at a later time. Once you are ready to submit, select the check box to confirm data accuracy, and select “Submit Report”.

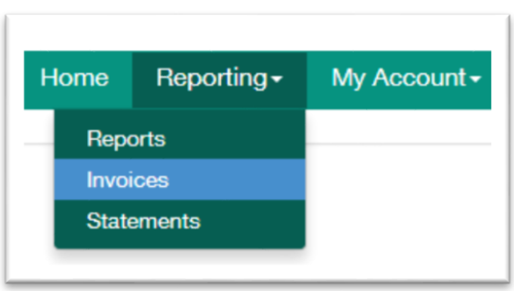


Once your report is submitted, there will be a confirmation screen where you can download a copy of your invoice:



5. Viewing Reports and Downloading Invoices

To view copies of previously submitted reports and to download PDF copies of your invoices, select “Invoices” from the reporting confirmation screen, or go to “Reporting” and then “Invoices”.



Here you will see a table that lists all previously submitted reports for your company, including the invoice type, region, reporting period, and status of the invoice. You can view the details of each report by selecting the Invoice Number, or you can download a copy of each invoice by selecting the link "Download PDF".

Invoices

#	Type	Region	Start Date	End Date	Due Date	Invoice Date	Submitted By	Amount (CAD)	Balance Due (CAD)	Status	Download
		All Regions									
PCA0000839	Invoice	BC	01/01/2017	01/31/2017	02/28/2017	12/15/2017	John Smith	$1,689.56	$1,689.56	Submitted	Download PDF

6. Administrative Charge Invoices

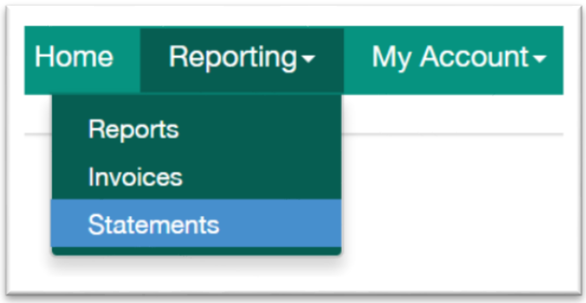
Administrative charge invoices may be issued if a member is late in reporting or remitting EHFs to PCA. When administrative charge invoices are issued, they are emailed to the primary contact listed for the member account, but are also available to be viewed or downloaded from the "Invoices" page.

Invoices

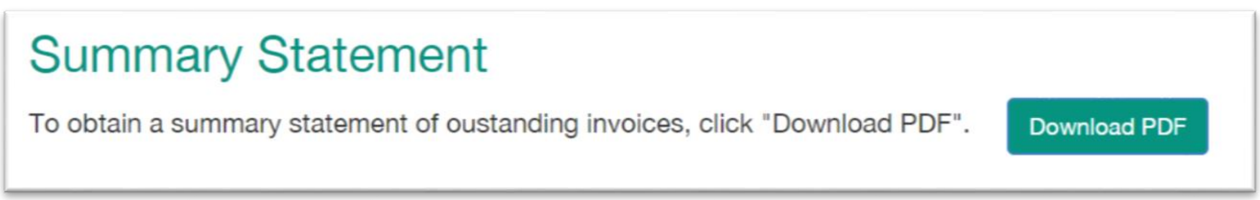
#	Type	Region	Start Date	End Date	Due Date	Invoice Date	Submitted By	Amount (CAD)	Balance Due (CAD)	Status	Download
		All Regior									
ORAC0000258	Overdue Report							$100.00	$100.00	Paid	Download PDF
OPAC0000249	Overdue Payment							$643.57	$643.57	Issued	Download PDF

7. Downloading Statements

To download a PDF copy of your account summary statement, go to “Reporting” and then “Statements”.



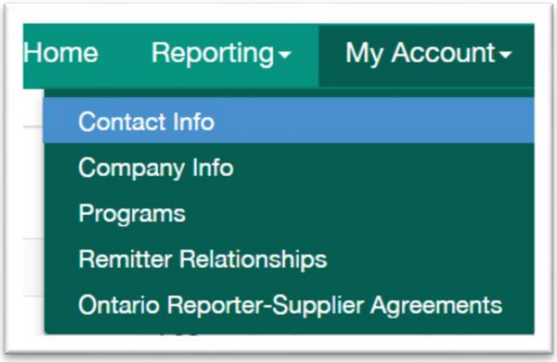
Here you will see a button to download your statement:



Your summary statement will show any outstanding invoices, including administrative charge invoices, as well as any credits on your account.

8. Updating Contact Information

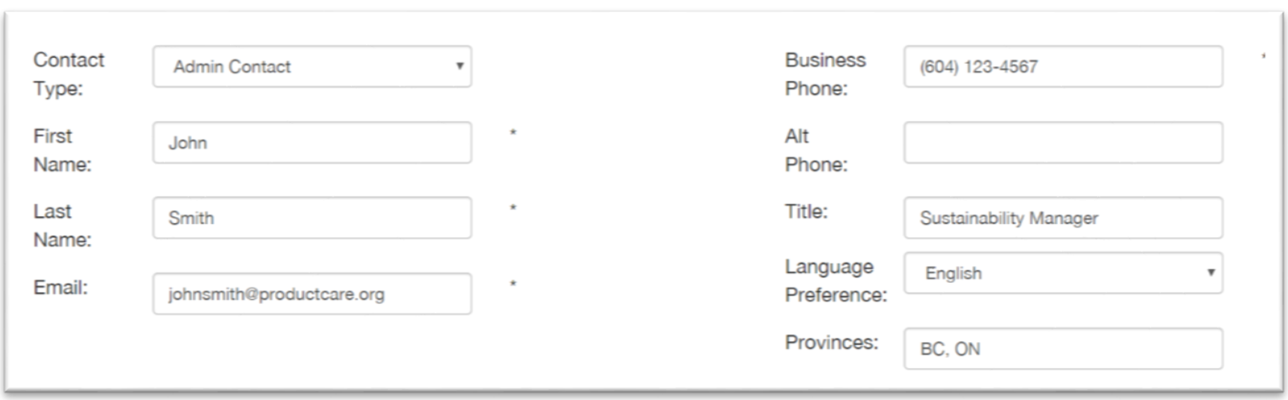
To update your contact information, go to “My Account” and then “Contact Info”.



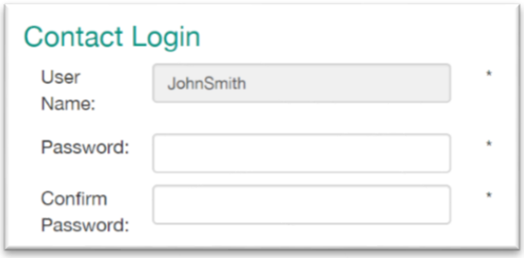
You will see a table with all of the contacts for your account listed. Click on the name of the person whose contact details you want to edit. Only Admin Contacts will be able to edit contact information for other contacts. All contacts are able to update their own details.

Type	Name	Email	Title	Primary Contact	Provinces	Status
Admin Contact	John Smith	johnsmith@productcare.org	Sustainability Manager	Yes	BC, ON	Active

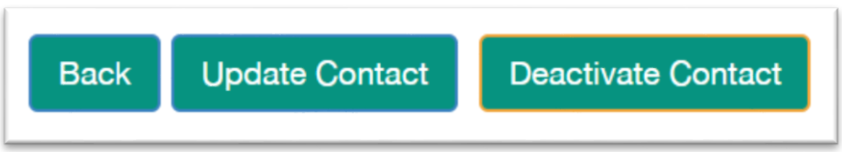
Update the relevant fields in the online form.



Passwords can be reset at the bottom of this form:

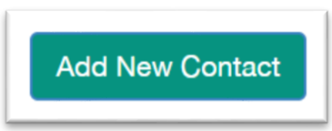


When you are done editing, select "Update Contact". If you no longer wish for a contact to have access to the online portal, select "Deactivate Contact".

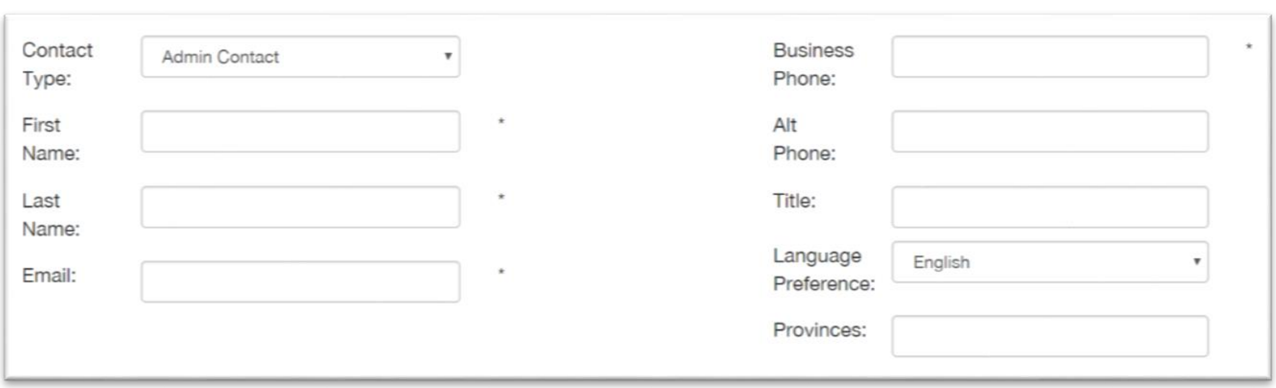


9. Adding New Contacts

To add a new contact, go to "My Account" and then "Contact Info" and select "Add New Contact". You can add an unlimited number of contacts to your account, however only Admin Contacts can add new contacts to an account.



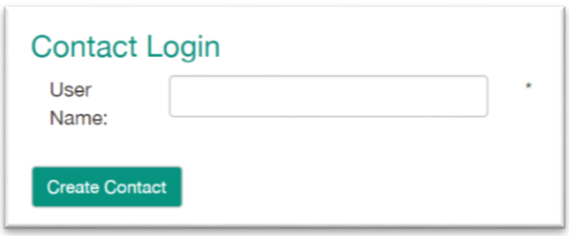
Fill out the relevant contact information for the contact you are adding.



There are two types of contact types in the system:

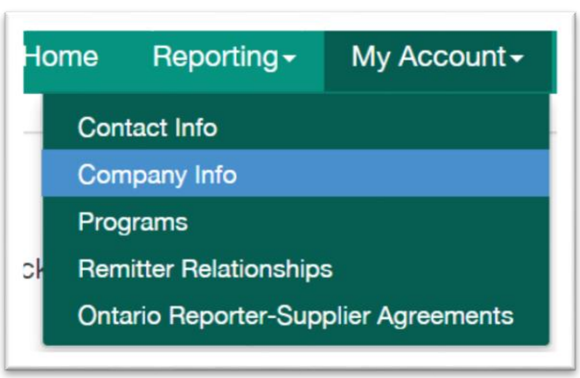
- Admin Contacts: Have the ability to edit company information, add and edit contacts, and submit and view EHF reports and invoices.
- Secondary Contacts: Cannot add or edit contacts or company info, but can view account information and have the ability to submit and view EHF reports and invoices.

Assign a User Name for the new contact, and then select “Create Contact”. The contact will be automatically emailed with their user name and will be provided with a link to set a password, at which time they will have access to your account.

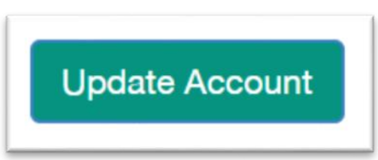


10.Updating Company Information

To update your company information, go to “My Account” and then “Company Info”. Only Admin Contacts can edit company info.

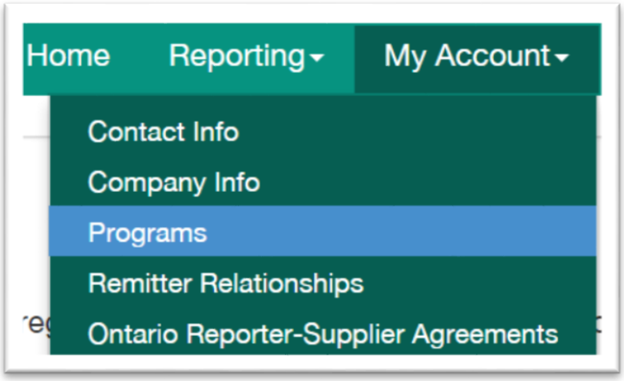


Edit the relevant fields that require changes, then select “Update Account”.



11. Adding or Removing Programs

To add or remove programs or product categories, go to “My Account” and then “Programs”.

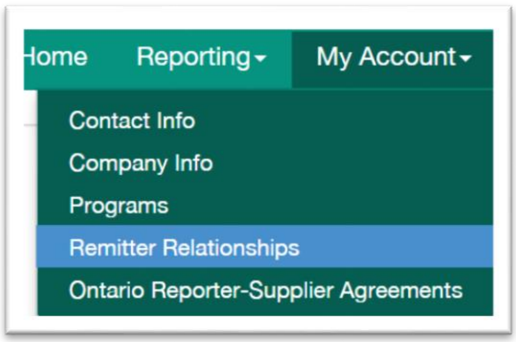


You will see the list of all programs and product categories. To add a program, select the relevant check box and select “Next”, which will initiate a registration for that program. To remove a program, un-select the relevant check box and select “Next”, which will initiate the termination from that program.

You will receive a confirmation email to confirm your program changes, and someone from PCA will contact you, typically within 2 business days, to confirm the reason for registering for a new program or requesting termination from a program.

12. Notifying PCA of Remitter Relationships

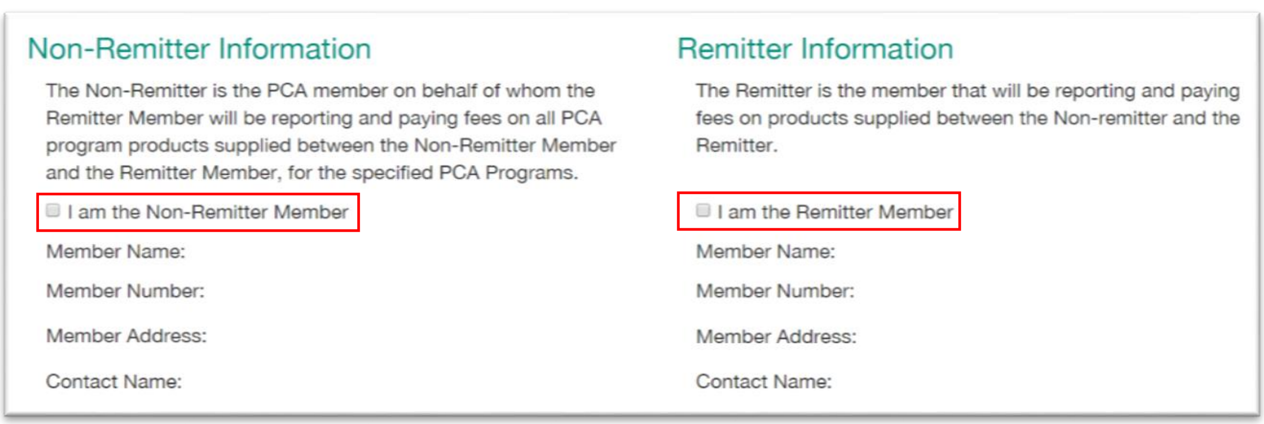
To notify PCA of a Remitter Relationship, where one PCA member is responsible for reporting and remitting EHFs on behalf of another member, go to “My Account” and the “Remitter Relationships”.



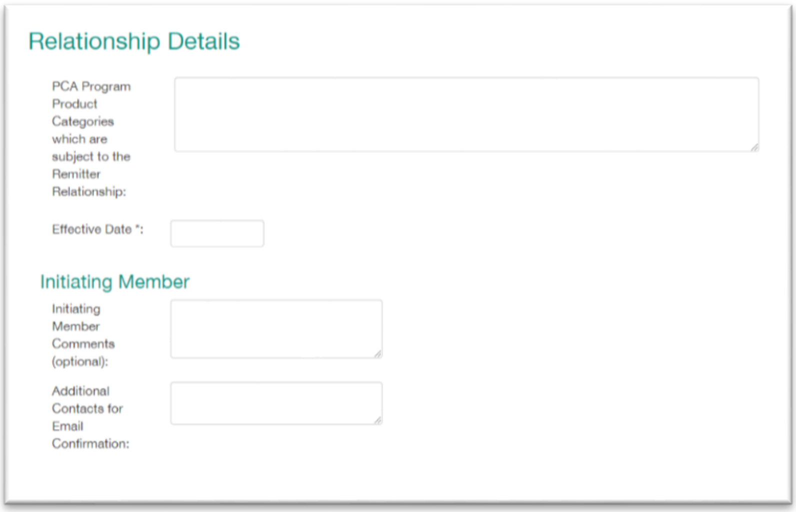
Initiating Notification of a Remitter Relationship

To initiate the notification process for a new relationship, select the button “New Relationship” and fill out the associated online form. You can only initiate the notification process for a new relationship with active PCA members. The member that initiates the relationship notification is referred to as the “Initiating Member” and the other member is the “Accepting Member”.

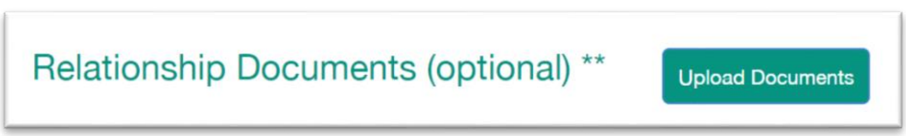
Fill out the online form by indicating if you are the “Non-Remitter” or “Remitter”, and the form will automatically populate with your account data.



Select the Member Name of the Accepting Member, and fill out the other form details, such as the relevant PCA program product categories subject to the relationship and the effective date. Enter any comments, and indicate if you would like other contacts associated with your account to be notified of the relationship as well.



If a formal, written remitter agreement exists, you can upload a copy for reference. This is an optional step, and PCA does not require a formal agreement to exist to be notified of a remitter relationship.



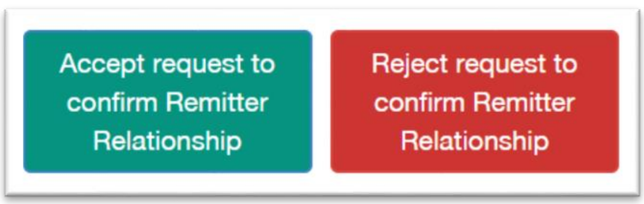
Select "Save & Continue", and you will be taken to a confirmation screen where you can review the relationship details before submitting. If you abandon the page after this point, the data will be stored in our system, and you can reference this relationship from the table on the remitter relationship page.

When you are satisfied the details are correct and are ready to have the Accepting Member confirm the relationship details, select the confirmation box and select "Submit". The contacts associated with the Accepting Member will be emailed and requested to confirm the relationship details. You and any associated contacts that you indicated should be copied on the email will also be copied. This relationship will now have a status of "Pending Acceptance" until the Accepting Member has confirmed the relationship.

Accepting or Rejecting a Remitter Relationship

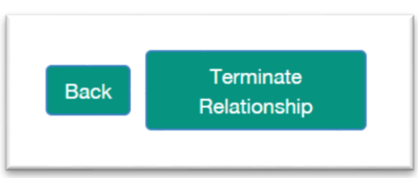
If you are the Accepting Member and have been notified by email that you have a remitter relationship the is pending acceptance, go to the “Remitter Relationships” page, and select the Reference Number of the relationship from the summary table.

The online form that appears will be mostly read-only, but you can indicate which contact for your account should be listed as the relationship contact, add other contacts for notification, and add any comments or upload reference documents. To accept or reject the request to confirm the Remitter Relationship select the confirmation box and select either the green button to “Accept request to confirm Remitter Relationship” or the red button “Reject request to confirm Remitter Relationship”. The Initiating Member will be emailed with a confirmation in either case. If the request to confirm the relationship is accepted, PCA will be notified.



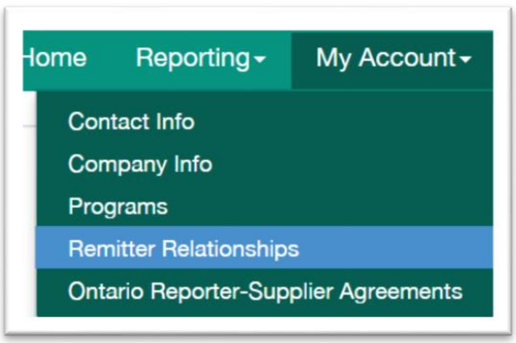
Terminating a Remitter Relationship

To terminate an “Accepted” relationship, select the reference number from the table for the relationship in question. The member that initiates the termination now becomes the “Initiating Member”, and the other member becomes the “Accepting Member”. Enter the Relationship End Date, then select “Terminate Relationship” and the accepting member will be notified by email of the request to terminate the relationship. They must then accept the termination in order for the process to be complete, at which time PCA will be notified of the terminated relationship.



13. Ontario Reporter-Supplier Agreements

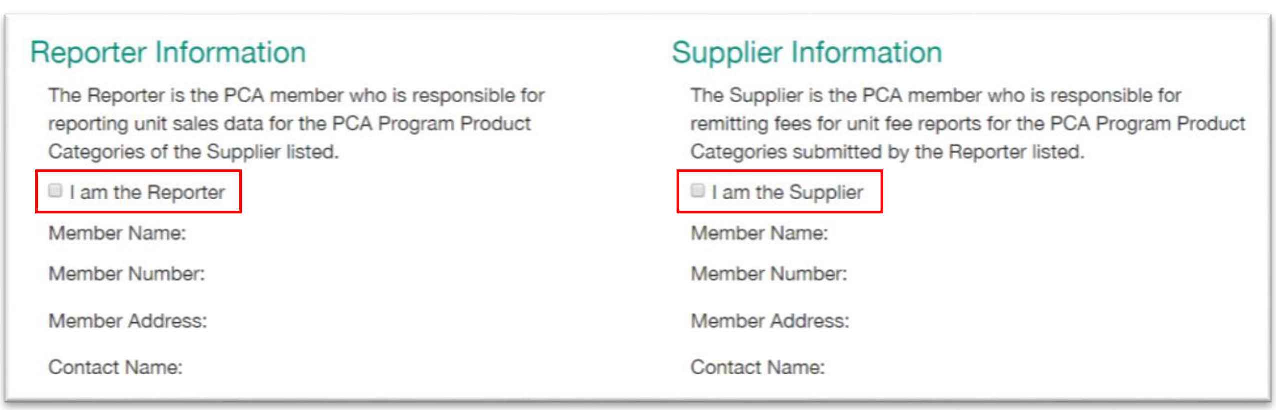
Ontario Reporter-Supplier (ON R-S) Agreements allow one PCA Ontario program member (the Reporter) to provide unit sales data to PCA on behalf of another PCA Ontario program member (the Supplier) so that the supplier can pay the associated EHFs to PCA. ON R-S Agreements can only be entered into between two PCA members of Ontario programs, and do not apply to other PCA programs. To initiate a new ON R-S Agreement, go to "My Account" and the "Ontario Reporter-Supplier Agreements". This tab will only appear for members who have at least one approved registration in an Ontario program.



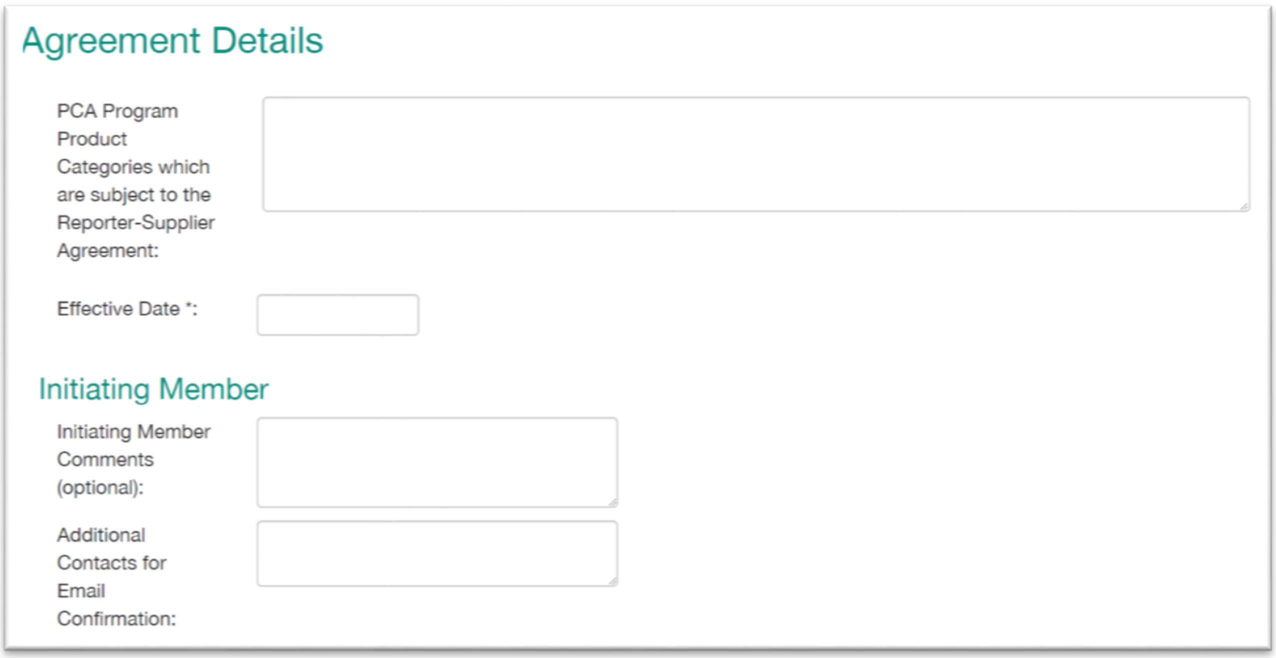
Initiating a New Reporter-Supplier Agreement

To initiate a new ON R-S Agreement, select the button "New Agreement" and fill out the associated online form. You can only initiate an ON R-S Agreement with active PCA members who have at least one approved registration for a program in Ontario. The member that initiates the agreement is referred to as the "Initiating Member" and the other member is the "Accepting Member".

Fill out the online form by indicating if you are the "Reporter" or "Supplier", and the form will automatically populate with your account data.



Select the Member Name of the Accepting Member, and fill out the other agreement details, such as the relevant Ontario PCA program product categories subject to the agreement and the effective date. Enter any comments, and indicate if you would like other contacts associated with your account to be notified of the agreement as well.



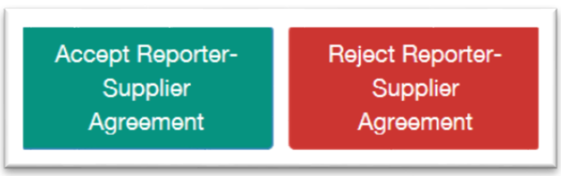
Select "Save & Continue", and you will be taken to a confirmation screen where you can review a PDF copy of the Reporter-Supplier Agreement before submitting. If you abandon the page after this point, the data will be stored in our system, and you can reference this agreement from the table on the Ontario Report-Supplier Agreements page.

When you are satisfied the details are correct and are ready to submit the On R-S Agreement, select all four confirmation boxes to confirm the terms of the agreement, and select "Submit". The contacts associated with the Accepting Member will be emailed and requested to accept the terms of the agreement. You and any associated contacts that you indicated should be copied on the email will also be copied. This agreement will now have a status of "Pending Acceptance" until the Accepting Member has agreed to the terms of the Agreement.

Accepting or Rejecting a ON R-S Agreement

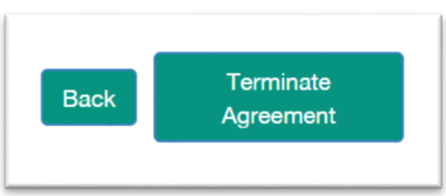
If you are the Accepting Member and have been notified by email that you have a ON R-S Agreement that is pending acceptance, go to the "Ontario Reporter-Supplier Agreements" page, and select the Reference Number of the agreement from the summary table.

The online form that appears will be mostly read-only, but you can indicate which contact for your account should be listed as the agreement contact, add other contacts for notification, add comments, and review a PDF copy of the Reporter-Supplier Agreement. To accept the On R-S Agreement, select all four confirmation boxes to confirm the terms of the agreement, and select the green button "Accept Reporter-Supplier Agreement". To reject, select the red button "Reject Reporter-Supplier Agreement". The Initiating Member will be emailed with a confirmation in either case. If the agreement is accepted, PCA will be notified and will proceed with the next steps to set up a dedicated Reporter-Supplier account.



Terminating an Ontario Reporter-Supplier Agreement

To terminate an "Accepted" agreement, select the reference number from the table for the agreement in question. The member that initiates the termination now becomes the "Initiating Member", and the other member becomes the "Accepting Member". Enter the Agreement End Date, then select "Terminate Agreement" and the accepting member will be notified by email of the request to terminate the agreement. They must then accept the termination in order for the process to be complete, at which time PCA will be notified of the terminated agreement.



14.Contact Us

If you have any questions or encounter any issues with the reporting system, please use the online “Contact Us” form, and someone from PCA will contact you.