

PRODUCT CARE ASSOCIATION SERVICE PARTNER PORTAL



User Guide

February, 2023

User Guide

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1) Product Care Overview

Product Care Association of Canada (PCA) is a federally incorporated, not-for-profit organization that creates, implements and leads successful waste diversion programs across Canada and in the United States. Product Care has been in the business of paint recycling programs since 1994 when the first extended producer responsibility regulation for paint in Canada was passed in British Columbia. For over 27 years now we have been responsibly managing regulated materials and have continued to expand our roster of accepted materials on behalf of our stewards as new Extended Producer Responsibility (EPR) regulations come into force.

2) Portal Overview

Product Care's Service Partner Portal (SPP) is a convenient web-based tool for service partners to enter information for services rendered such as collection, transportation and processing. Once information is entered in the portal, Product Care staff can view it immediately. It avoids unnecessarily mailing or faxing "paperwork" and is integrated with Product Care's accounting system for effective and efficient payments. SPP also lists eligible users of the portal for each company as well as historical information about the submissions made to Product Care and their status.

3) Getting to the Login Page

Service Partner Dashboard

- Resources & Documents
- Forms
- Order Print Materials
- Become a Service Partner
- ON Service Partners Portal

Resources & Documents

Ontario X Product Category Sort by

Policies Standards & Guidelines

Name	Product	Date Updated
Refillable Pressurized Containers – Call in Collection	HHW/ Household Hazardous Waste	15 Nov 2021
ON PaintReuse Standards & Guidelines	Paint	7 Feb 2019
Return to Retail Zones Map – ON	General	5 Feb 2019
ON Approved Transporter & Processors	Paint	30 Jan 2019
ON Transportation Standards	Paint	24 Jan 2019
ON Processor Standards	General	24 Jan 2019
ON Instructions for Weighing ISP Materials	General	24 Jan 2019
ON ISP Materials Packing Standards	General	22 Jan 2019

Reporting

Regulatory

- 1 If you have been approved as a transporter/hauler or processor within our service network, or if you are a participating Municipality with a collection site or event then you will be using this portal.

The portal can be accessed through our Service Partner Support Webpage at:
[Resources & Documents - Product Care Recycling](#)

OR

Create a bookmark directly to the online portal at:
[Service Partner Portal | Product Care Association \(servicepartners.ca\)](#)

4) Logging Into and Out of the Service Partner Portal

productcare
RECYCLING

Service Partner Portal

ACCOUNT SUBMISSIONS HISTORY CONTACT

Welcome to Product Care's claims portal

- ✓ Please log in to submit a claim, to review the status of a claim, or to review your account information.
- ✓ If you have any questions, [please contact us](#).

Portal Alerts

Sign in

Username

Password

SIGN IN

[Forgot password?](#)

If You Have an Account

- 1 If you have an account, use your email address as your username and the password provided to you to login.

The Sign In button will not become active unless a valid email address is entered and until both fields have been completed.

Each user is required to have their own, unique email address.

If you have not received your password then you can contact the Product Care team for assistance at ONClaims@productcare.org

You Do Not Have an Account

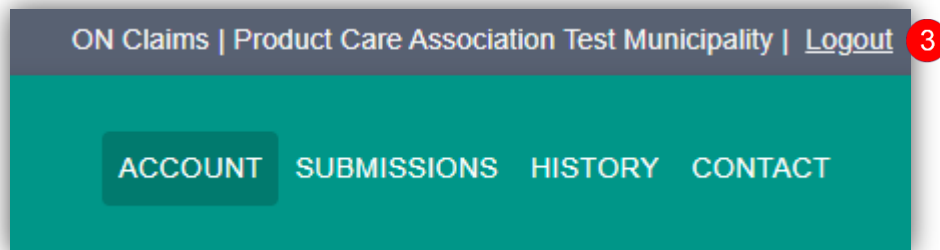
If your company is an approved service partner with PCA but you are not yet set up as a contact within the portal then please contact our staff directly at onclaims@productcare.org or 1-877-592-2972 ext. 239.

If your company is not a PCA approved service partner please contact us at onclaims@productcare.org or 1-877-592-2972 ext. 239.

Forgot or Change Password

2 If you cannot remember your password or need to change it, click on the “Forgot password?” link. You will be prompted to enter your email and if there is an existing account, an email containing a link instructing you to reset your password will be sent to that email address.

Logging out of the Service Partner Portal



3 Click on “Logout” located at the top right side of the Service Partner Portal screen to logout. This will take you back to the main Service partner Portal screen.

5) General Tips for Portal Use

- The portal has a navigation bar at the top which allows you to navigate between pages. Portal users will only be able to view various parts of the portal based on their level of access.
- Your claim line data will be lost if you haven’t clicked on “Save” before closing the browser
- The portal is designed to function with the latest versions of the most commonly used web browsers.
- The portal user’s name and municipality or company name will appear in the top right corner of the portal to indicate which user is logged in.

- The Collection Site, Transporter and Processor and their associated ID's must be valid entries selected from the lists or menus. The portal does not check that the site you have selected is a valid site for your company or municipality. This will occur later on through the claims review process and the selection of invalid entries will delay your payment so be diligent in your data entry.

6) Service Partner Portal Pages

There are four key elements to the reporting portal interface:

<i>Account</i>	<i>Submissions</i>	<i>History</i>	<i>Contact</i>
Summarizes your companies' information including portal users and mailing address.	Enter claim information into the portal enabling PCA staff to validate, verify and remit payment.	Maintains your submission history in a searchable and exportable format, and indicates your submission status (e.g. pending, approved, rejected, paid.)	Product Care accounting and submission contacts information

6a) The Account Page

The Account Page provides the user with a quick reference to all of their company or municipal contact information, a list of registered users for your company or municipality, and for collectors a list of collection sites and/or events. Currently, this information cannot be changed by any user.

Note: Transporters and Processors will not see the collection sites that they service listed here, only collectors will see their collection sites listed.

The screenshot displays the 'Service Partner Portal' interface. At the top, there is a navigation bar with the 'productcare RECYCLING' logo and the title 'Service Partner Portal'. A red arrow points to the 'ACCOUNT' tab, which is highlighted. Other tabs include 'SUBMISSIONS', 'HISTORY', and 'CONTACT'.

The main content area is divided into three sections:

- COMPANY/MUNICIPAL INFORMATION:** A form with fields for Name, Street, City, Country, Province, Postal Code, Main Phone, Other Phone, and Fax. The example data shows 'Product Care Association Test Municipality' in 'Toronto' with postal code 'M9W 6A9'.
- LOCATIONS:** A table listing collection sites and events with their status (Active/Inactive).
- REGISTERED PORTAL USERS:** A table listing users, their roles, and their status (Active/Inactive).

Name	Active
PCA Test Depot	✓
Test - Lauren Site	✓
PCA Test Event	✓

Name	Email	Role	Active
Aaron Turecki	aaron@productcare.org	Administrator	✓
ON Claims	ONclaims@productcare.org	Administrator, Data Entry	✓
Lauren Kulokas	lauren@productcare.org	Administrator, Contract, Data Entry, Finance, Recipient, Operations	✓

If any of the information on the Account Page appears incorrect or requires updating please contact our PCA staff at ONClaims@productcare.org or 1-877- 592-2972 ext. 361.

Examples include:

- An employee starting at, or leaving, your company or municipality
- A change of address or phone number for a contact, or for your place of business
- If you are a municipality and need to add a municipal collection site or event to the approved collection site list.

6b) Submission Page

The core function of the Service Partner Portal is the reporting of collection data to PCA from Municipalities, Transporters and Processors as a means of tracking the movement of materials, managing payments and to compile and analyze the data for regulatory commitments. The Submissions page is where you will enter your claims data.

6c) Submission Page Features

Here is a high-level overview of the main features of the submission page:

Submission Title

- 1 Each new submission starts by clicking on the “+” sign.
- 2 This allows the user to enter a “Title”, or name of the submission, which is mandatory. This is a free form field that will be set by the user and will aid you in associating the submission contents with a place or time (e.g. “Event June 2022” or “My Depot Claims October 2022”). Once the title is entered, click on the “ ✓ ” to save the submission title.

The current date and person entering the submission will appear. The user can now start entering claim details.

Please note: For lighting processing claim lines, collectors will be able to see the same “Title” of the submission that the processor entered in the collector account to view the bulb counts that came from their sites.

Adding a Claim Line

- 3 Select the submission by clicking on the title of the submission you’ve created
- 4 Click on the “+” to start entering each claim line.
Hint: have your supporting paperwork readily available which will provide the details you are required to enter in each claim line.

The screenshot displays the Productcare Recycling Service Partner Portal. The top navigation bar includes the logo and links for ACCOUNT, SUBMISSIONS, HISTORY, and CONTACT. The main content area is divided into three sections:

- SAVED UNFINISHED SUBMISSIONS:** A table with columns: Note, Title, Date, Entered By, and Actions. A red circle '3' highlights the 'Title' column. The table contains one entry: 'PCA test submission #1' with a date of '2/9/2022' and 'ON Claims' status.
- SUBMISSION/SIPPING DOCUMENTS:** A section with a search bar and a table with columns: Name and Actions. It currently shows 'No records to display'.
- CLAIMS:** A section with a search bar and a table with columns: Service Type, Document No., Pickup Date, Delivery Date, Collection Site, Transporter, Processor, Material Category, Container Type, Quantity, Weight(kg), Unit, and Actions. A red circle '4' highlights the 'Actions' column. It currently shows 'No records to display'.

Claim form details

- 5 Each field must be completed for each claim line submitted. There are drop down menus with a Search action to help you select information. You may type text in those fields to reduce the records in a list and display only those records that contain your text. The weight field has a validation that the system will check. It will check for weights that seem unusual, or incorrect combinations of materials and containers.

Click on the “Save” button when you’ve completed entering all the data. “Reset” will clear all the fields.

CLAIM FORM



5

Material Category*	Service Type*
<input type="text"/>	<input type="text"/>
Pickup Date*	Delivery Date*
<input type="text"/>	<input type="text"/>
Collection Site*	Transporter*
<input type="text"/>	<input type="text"/>
Processor*	Document Number*
<input type="text"/>	<input type="text"/>
Container Type*	Unit*
<input type="text"/>	<input type="text"/>
Quantity*	Weight*
<input type="text"/>	<input type="text"/>

SAVE

RESET

Please note: For lighting processing claims only, additional fields will display to enter bulb type and quantity of bulbs or tubes.

CLAIM FORM

5

Material Category*	Service Type*
Lighting	Processing
Pickup Date*	Delivery Date*
<input type="text"/>	<input type="text"/>
Collection Site*	Transporter*
<input type="text"/>	<input type="text"/>
Processor*	Document Number*
<input type="text"/>	<input type="text"/>
Container Type*	Unit*
N/A	EACH
Quantity*	Weight*
<input type="text"/>	<input type="text"/>
Bulb Type*	
<input type="text"/>	

SAVE


RESET



Claim form field details

Table 1: Claim Data Fields	
Material Category	Paints & Coatings; Aerosols; Pesticides; Misc. Organics; Non-Refillable pressurized container; Refillable pressurized container (propane); Lighting; Fertilizers; Refillable pressurized containers – non propane; Non-refillable pressurized containers – Helium tanks; Non-refillable pressurized containers – Small cylinders
Service Type	Transportation; Processing; Commingled Materials; Event Collection; ReUse; Courier Note: You cannot claim for transportation and processing on the same claim line, you must have a separate claim line for each type of service.
Pickup Date	The date that the materials were picked up from the collection site. Enter the dates that the materials were picked up. Select the date from the drop down menu. It cannot be in the future but can be the current date, and it must not be greater than one year old. The Pickup Date and Delivery Date can be the same date. For ReUse claims only: this field will be the first day of the month that the ReUse claim is for
Delivery Date	The date that the materials were delivered to the processor. Enter the dates that the materials were delivered to the processor. Select the date from the drop down menu. It cannot be before the pick-up date but can be the current date, and it must not be greater than one year old. The Pickup Date and Delivery Date can be the same date. For ReUse claims only: this field will be the last day of the month that the ReUse claim is for
Collection Site	Collection Site name is the location where the materials were collected or generated. The collection site must be an approved PCA collection site or in the case of lighting, large volume generator. Select the collection site from the drop- down menu. You may also start typing the collection site or large volume generator name in the field which will narrow down the search.
Transporter	The name of the company who picked up the materials from the collection site. The transporter must be an approved PCA transporter. Select the transporter from the drop-down menu. You may also start typing the transporter's name in the field which will narrow down the search. For ReUse claims only: this field will auto populate to "ReUse"
Processor	The name of the company who received the materials for proper end of life management. The processor must be an approved PCA processor. Select the processor from the drop-down menu. You may also start typing the processors name in the field which will narrow down the search. For ReUse claims only: this field will auto populate to "ReUse"

Document Number	<p>Free form field (Bill of Lading Number/Shipping Manifest Number, Invoice, etc.)</p> <p>Input the document number of the supporting shipping document associated with this claim line. Enter the BOL number or manifest number. This value can be repeated on multiple claim lines if you moved materials on the same shipping document.</p> <p>For ReUse claims only: this field will auto populate to “Not Applicable.”</p>
Container Type	<p>Select the container type the materials were transported in. Gaylord Box; 205L Drum; 20L Pail; Tubskids; Metal Paint Bins; Paint Can (for ReUse claims only); 4' Lighting Box, 8' Lighting Box, Bulb Box, Skid, 1350L Cage A, 1550L Cage B; N/A (for lighting processing claims)</p>
Unit	<p>Kilograms (kg); Each</p> <p>For lighting processing claims only: Use Each and enter quantity of each bulb type</p>
Quantity	<p>Number of containers shipped field should be entered as provided in the shipping documents supporting your claim. This must be a positive whole number in order to validate the claim.</p> <p>For ReUse claims only: this field will be the number of eligible paint containers reused in the month</p>
Weight (kg)	<p>Weight of material shipped field should be entered as provided in the shipping documents supporting your claim. The weight must be the actual net weights of the contents, excluding the weight of the shipping containers or pallets. This must be a positive whole number in order to validate the claim.</p> <p>The weight field will validate based on the material category selected, the quantity of containers and weight entered. If the weight falls outside of the average weight (higher or lower) the field will display in yellow. Please check to ensure you’ve entered each field correctly then “save” the submission. If the field was yellow when saving the submission, it will still be submitted and reviewed by Product Care staff</p> <p>For ReUse claims only: this field will be the weight of eligible paint and coatings reused in the month</p>
Bulb Type	<p>Fluorescent Tube <= 2ft; Fluorescent Tube >= 2ft - <= 4ft; Fluorescent Tube > 4ft; CFL; LED bulb; LED tube; HID; Miniature; Crushed Glass; Neon Tubes; High Pressure Sodium; Incandescent & Halogen; Metal Arc; Polycoated Fluorescent Tube <= 2ft; Polycoated Fluorescent Tube >= 2ft - <= 4ft; Polycoated Fluorescent Tube > 4ft; Projector Lamp; UV Lamp; U & O Tubes</p>

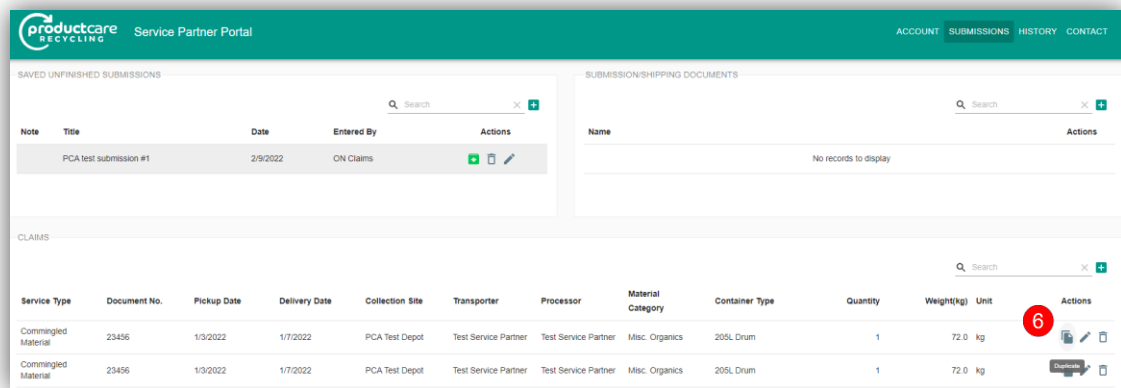
Duplicating a claim line

- 6 Using the “Duplicate” function will save you time entering claims. After entering one claim line of data, click on  the duplicate line icon, under “Actions” which creates a second, exact same, claim line.







Next, click on edit  icon. In the new claim line created, change the necessary information in the  pop-up.

You can change any of the fields in the “Claim Form” - you do not need to change fields that do not require changing.

Click the “Save” icon, this will create a second line with the updated information



The screenshot displays the Productcare Recycling Service Partner Portal interface. It features three main sections: 'SAVED UNFINISHED SUBMISSIONS', 'SUBMISSION/SHIPPING DOCUMENTS', and 'CLAIMS'. The 'CLAIMS' section contains a table with the following data:

Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Quantity	Weight(kg)	Unit	Actions
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Misc. Organics	205L Drum	1	72.0	kg	  
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Misc. Organics	205L Drum	1	72.0	kg	  

A red circle with the number 6 highlights the 'Duplicate' icon in the 'Actions' column of the second row.

7

Deleting a Claim Line

To remove or delete a line from the claims area, click on the icon to the right of the line under “Actions”.



You will be asked if you want to delete the selected line

✓ = yes - remove the line, X = no-do not remove the line.

Are you sure you want to delete this claim?

Service Partner Portal

ACCOUNT
SUBMISSIONS
HISTORY
CONTACT

SAVED UNFINISHED SUBMISSIONS

Q Search

X

+

Note	Title	Date	Entered By	Actions
	PCA test submission #1	2/9/2022	ON Claims	<div>+</div> <div>🗑️</div> <div>✎</div>

SUBMISSION/SHIPPING DOCUMENTS

Q Search

X

+

Name	Actions
No records to display	

CLAIMS

Q Search


X

+

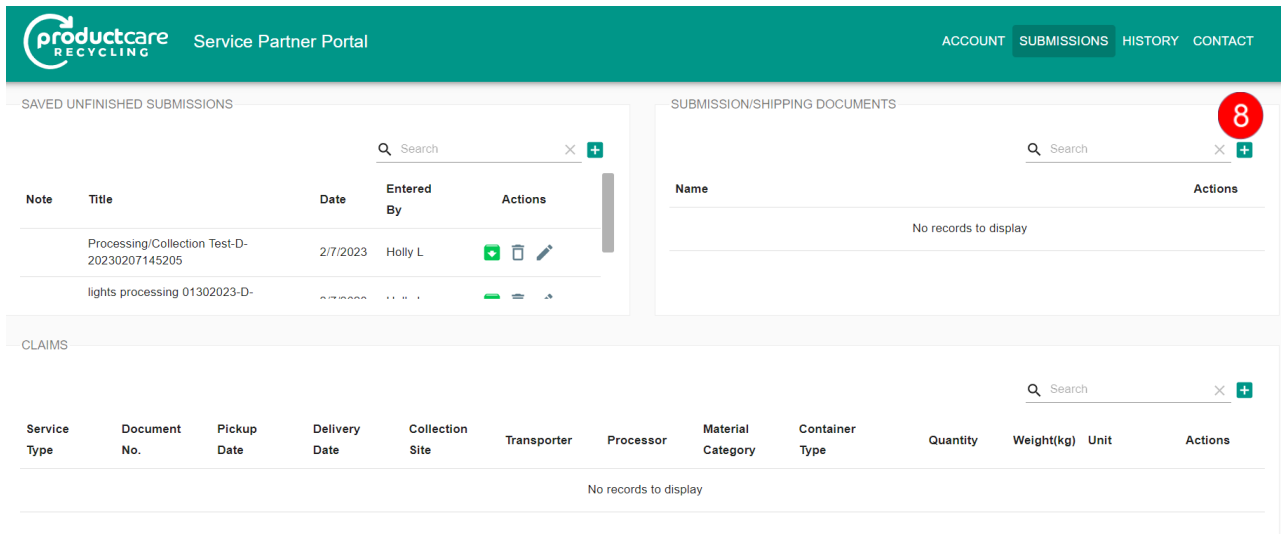
Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Quantity	Weight(kg)	Unit	Actions
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Aerosols	205L Drum	1	52.0	kg	<div>🗑️</div> <div>✎</div> <div>+</div>
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Misc. Organics	205L Drum	1	72.0	kg	<div>🗑️</div> <div>✎</div> <div>+</div>

Note: It is important to note that a claim line cannot be deleted once the claim has been submitted

Attaching Supporting Documents







8 Supporting document must accompany each submission. Click the “” to attach the supporting document for your submission. The supporting documents, such as copies of bills of landing, shipping manifests, invoices, etc. must be attached to each submission. It is anticipated that most files will be in a PDF file format (.pdf), but many other file formats are supported for upload. Once all files are selected, they will be automatically uploaded.

Note: if a document was attached in error, use the symbol next to the file under “Actions” to delete it.



The screenshot displays the Productcare Recycling Service Partner Portal. The top navigation bar includes the logo, "Service Partner Portal", and links for ACCOUNT, SUBMISSIONS (highlighted), HISTORY, and CONTACT. The main content area is divided into three sections: "SAVED UNFINISHED SUBMISSIONS", "SUBMISSION/SHIPPING DOCUMENTS", and "CLAIMS".

SAVED UNFINISHED SUBMISSIONS

Note	Title	Date	Entered By	Actions
	Processing/Collection Test-D-20230207145205	2/7/2023	Holly L	  
	lights processing 01302023-D-	2/7/2023	Holly L	  

SUBMISSION/SHIPPING DOCUMENTS


8

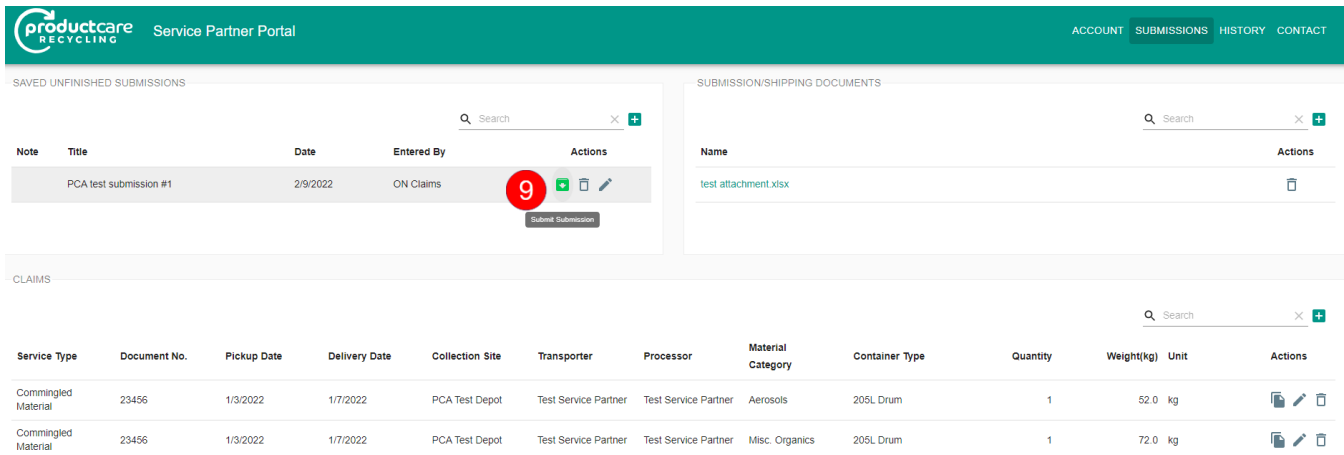
Name	Actions
No records to display	

CLAIMS

Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Quantity	Weight(kg)	Unit	Actions
No records to display												




Submitting a Claim

- 9 To successfully submit a claim, ensure all the claim lines have been accurately entered and supporting documents attached, click on the  icon.




The screenshot shows the Productcare Recycling Service Partner Portal. The top navigation bar includes links for ACCOUNT, SUBMISSIONS, HISTORY, and CONTACT. The main content area is divided into three sections: SAVED UNFINISHED SUBMISSIONS, SUBMISSION/SHIPPING DOCUMENTS, and CLAIMS.





SAVED UNFINISHED SUBMISSIONS

Note	Title	Date	Entered By	Actions
	PCA test submission #1	2/9/2022	ON Claims	   Submit Submission

SUBMISSION/SHIPPING DOCUMENTS

Name	Actions
test attachment.xlsx	

CLAIMS

Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Quantity	Weight(kg)	Unit	Actions
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Aerosols	205L Drum	1	52.0	kg	 
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Misc. Organics	205L Drum	1	72.0	kg	 

- 10 You will be asked to confirm that you want to submit the claim, click “Yes” if you wish to submit or “No” if you need to go back to the submission.

Are you sure?

This action can't be reverted!

It will SUBMIT submission **Processing/Collection Test-D-20230207145205** with all their claims and files.

Please click Yes if you want to proceed.

When it submits successfully, the claim lines will be cleared and a pop-up message will appear notifying you that your submission was submitted successfully.

However, you will not be able to submit your submission without attaching supporting documents. There will be an error message pop-up in the right bottom corner and your claims will remain populated in the claims area to await for resubmission after you attach supporting documents.

A yellow rectangular box with a thin black border and a subtle drop shadow, containing the text "Cannot submit without documents".

Cannot submit without documents


11




Saving without Submitting

You may want to enter your submissions data periodically and return to it at a later date or time to submit.

After creating a submission, save your submission and claim line data, you may logout (top right of the service partner portal screen). Your data will not be lost.

When you log back into the Service Partner Portal, go to the submission page. You will see “Saved Unfinished Submissions”. Choose your unsubmitted submission and the entered claim information will be populated in the Claims section.

Click on  the arrow to submit your submission. Prior to submitting, you can add additional claim lines to this submission and supporting documents.

SAVED UNFINISHED SUBMISSIONS				
				<div> <div>11</div> <div> <div>Q</div> <div>Search</div> <div>X</div> <div>+</div> </div> </div>
Note	Title	Date	Entered By	Actions
	Processing/Collection Test-D-20230207145205	2/7/2023	Holly L	<div> <div>→</div> <div></div> <div></div> <div></div> </div>

6d) History Page

The History page is where you will be able to review your previous submissions, check the status of those submissions and use the new feature “Duplicate a submission”. When you arrive on the History page, the latest submissions your company or municipality completed are automatically shown at the top.

productcare RECYCLING Service Partner Portal

ACCOUNT SUBMISSIONS **HISTORY** CONTACT

SUBMISSION LIST

DOWNLOAD SUBMISSION REPORT

Q Search X

SubNo	Title	Date	Status	Amount
ONP-19873	PCA test submission #1	2/9/2022	Pending	58.21
ONP-19872	PCA test Submission	2/9/2022	Pending	153.94
ONP-18919	jan 29 test v2	1/29/2021	Rejected	0.0
ONP-17475	Wendy's Test	2/27/2020	Rejected	0.0
ONP-17313	Pat claim test	1/17/2020	Rejected	0.0
ONP-17280	Pat 123	1/9/2020	Rejected	0.0

SUBMISSION DETAILS

Sub No: ONP-19873 Title: PCA test submission #1 Date: 2/9/2022

Status: Pending Amount: 58.21 Submitted By: ON Claims

FILES LIST

Name

[test.attachment.xlsx](#)

CLAIMS

Q Search X

Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Quantity	Weight(kg)	Unit
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Aerosols	205L Drum	1	52.0	kg
Commingled Material	23456	1/3/2022	1/7/2022	PCA Test Depot	Test Service Partner	Test Service Partner	Misc. Organics	205L Drum	1	72.0	kg

The main areas of the “History Page” are:

- **Submission List**
- **Submission Details**
- **Files (supporting documents) List**
- **Claims**

Submission List

SUBMISSION LIST

DOWNLOAD SUBMISSION REPORT

Q Search X


SubNo	Title	Date	Status	Amount
ONP-19873	PCA test submission #1	2/9/2022	Pending	58.21
ONP-19872	PCA test Submission	2/9/2022	Pending	153.94
ONP-18919	jan 29 test v2	1/29/2021	Rejected	0.0
ONP-17475	Wendy's Test	2/27/2020	Rejected	0.0
ONP-17313	Pat claim test	1/17/2020	Rejected	0.0
ONP-17280	Pat 123	1/9/2020	Rejected	0.0

“Submission List” includes the PCA assigned “SPP” number (submission number), submission “Title”, “Date” it was submitted to PCA, “Status”, “Amount” (value of the submission to be paid) before taxes and the person who submitted the claim. You can search for previous submissions. Just choose the Search action and type the title in the search box. In addition, you can sort on any column of your submissions and claims.

You may select one of the submissions by clicking on it in the “submissions list”. Once selected, the submission information will appear in the “Submission Details”, Files List and Claims sections

Submission Details

When a submission has been selected under the “Submission List” the detail of that submission will display here. This includes the PCA assigned “**SPP**” number (submission number), submission “Title”, “Date” it was submitted to PCA, “Status”, “Amount” (value of the submission to be paid) before taxes and the person who submitted the claim.

SUBMISSION DETAILS 		
Sub No	Title	Date
ONP-19890	PC 220227A	3/1/2022
Status	Amount	Submitted By
Pending	0.0	ON Claims

Submission Status

There are five different statuses you may see

- **“Pending”** - the submission was submitted to Product care and staff is reviewing it for accuracy and completeness
- **“Approved”** – The submission has been reviewed and is in “good standing”, it has been sent to accounting to be paid
- **“Paid”** – The submission has been paid
- **“Rejected”** – The person who submitted the submission cannot resolve error(s) found in the claim, nor can PCA staff. The submission once rejected has to be resubmitted and a new SPP number will be generated. Only PCA staff can reverse a submission.
- **“Reversed”** - When a submission has been paid or approved and subsequently found to have error(s), a reversal process is initiated by PCA staff. The submitter will be notified prior to the reversal is made.

Files List

You may view the attached supporting document for the selected submission. Clicking on the file name will allow the user to open the supporting document.

FILES LIST	
Name	
test attachment.xlsx	

Claims

The claims details of the selected submission will appear in the section of the screen below the **Submission List** and **Submission Details** area. *It is important to note that the Submission details on the History page cannot be changed as they have already been submitted to PCA.* The fields are the same as in the Submission page, with the exception of the Amount field. This will populate once the value of the claim line has been determined and the submission has been approved by PCA. Otherwise, it will appear as \$0.00 while the submission is pending approval or is rejected.


CLAIMS											
										Q Search X	
Service Type	Document No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Quantity	Weight(kg)	Unit

Download Submission Report

You may download any selected submission to view the details for your records, see the example below. The download will generate a PDF file which you may save for your record.

SUBMISSION LIST

DOWNLOAD SUBMISSION REPORT



Product Care Association
105 West 3rd Avenue
Vancouver BC V5Y1E6
Toll Free: 1.877.592.2972
Fax: 604.592.2982
Email: contact@productcare.org

Company/Municipality
PCA Test Municipality 180 Attwell Dr. Unit 300 Test change M9W 6A9

Claim Summary
Submission ID: ONP-19873 Submission Date: Feb 09 2022 Status: Pending Terms of Payment: 30 days

Submission Claims:

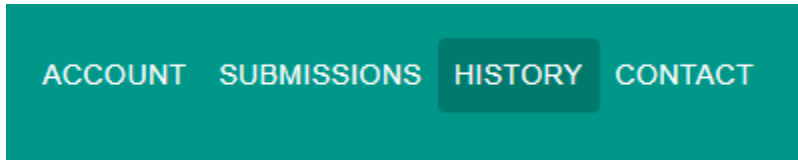
Service Type	Doc No.	Pickup Date	Delivery Date	Collection Site	Transporter	Processor	Material Category	Container Type	Unit	Qty	Weight	Amt
Commingled Material	23456	Jan 03 2022	Jan 07 2022	PCA Test Depot	Test Service Partner	Test Service Partner	Aerosols	205L Drum	kg	1	52.00	53.94
Commingled Material	23456	Jan 03 2022	Jan 07 2022	PCA Test Depot	Test Service Partner	Test Service Partner	Misc. Organics	205L Drum	kg	1	72.00	4.27

Totals Summary:
Total Excluding Taxes: \$58.21
Fuel Surcharge(FSC): \$0.00
Total Before Tax: \$58.21
Total Taxes: \$0.00
Total Payment: \$0.00


Duplicating a Submission


The “duplicate submission” feature allows the user to create a new submission by duplicating a previous submission, saving the user time and avoiding rekeying repetitive data in each claim line.





To start a duplicate submission, go to the “history page”.









Under the submission list section of the history page, find a previous submission you want to duplicate. It should be a submission that is in “pending”, “approved” or “paid” status. Make sure the submission you want to duplicate is highlighted.

Under “Actions” click on  icon and the “duplicate submission” notice will appear, click “Yes” if you want to duplicate that submission.

SUBMISSION LIST 

 Date From 03/25/2022  Date To 04/25/2022  

 Search 

SubNo	Title	Date	Status	Amount	Actions
ONP-20523	PC test 2 032922	3/29/2022	Pending	0.0	 
ONP-20522	PC test 1 032922	3/29/2022	Pending	0.0	
ONP-20521	pca 123	3/29/2022	Pending	0.0	



Duplicate Submission

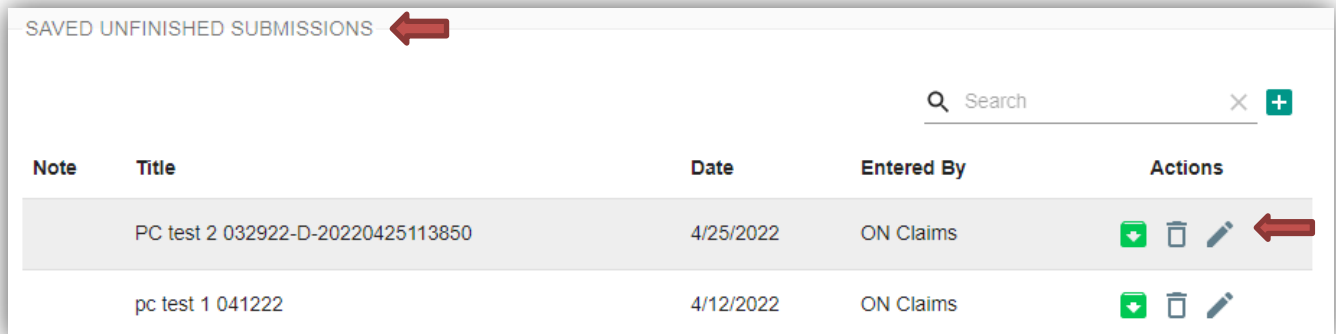
This action can't be reverted!








It will DUPLICATE submission with all their claims

Please click **Yes** if you want to proceed.

Go to the “Submissions” page of SPP and under “Saved Unfinished Submissions” you will see the duplicated submission including each of the claim lines.

The user must now change the title of the duplicated submission. Make sure the submission you want to change is highlighted and click on the  icon which will allow you to change the title of the submission. Note that the current “date” and “Entered By” appears, this cannot be changed. Remember to click on  once you’ve changed the title of the submission.



Note	Title	Date	Entered By	Actions
	PC test 2 032922-D-20220425113850	4/25/2022	ON Claims	   
	pc test 1 041222	4/12/2022	ON Claims	  

The user can now delete and edit each of the claim lines in the new submission (see section 6c “submission features” in this document to deleted or edit/change a claim line.


It is important to change the information for each claim line as required which matches the supporting documents being submitted or delete the claim lines that do not apply to the new submission.

You must also attach the supporting document(s) which support each claim line in the new submission.

See section 6c “submitting a claim” to complete the submission process.

6e) Contact Page

This page provides you with the contact information of the Product Care staff members that can assist you with any support or answer any questions that you may have. Please do not hesitate to contact us at any time.

 Service Partner Portal

ACCOUNT SUBMISSIONS HISTORY **CONTACT**

FOR ACCOUNTING INQUIRIES

 Toll Free: 1.877.592.2972
 Fax: 604-592-2982
 Email: apayaccounting@productcare.org

FOR SUBMISSION INQUIRIES

 Toll Free: 1.877.592.2972
 Fax: 604-592-2982
 Email: ONclaims@productcare.org

Our head office is located in Vancouver, British Columbia. We have additional offices in Delta, Ontario, and Québec.


420 – 2238 Yukon St
Vancouver BC, V5Y 3P2
Canada


604-592-2972
Toll Free: 1.877.592.2972
Fax: 604-592-2982

7) Paint Reuse Reporting (Ontario only)

Any municipality participating in the Paint Reuse (PR) program will report their monthly PR claims through the portal by entering data directly in the portal or by using the upload spreadsheet just like any other claim. For guidance on completing Paint Reuse claim lines, please review Table 1: Claim Data Fields above.

Paint Reuse Supporting Documentation

A municipality must submit both:

- 1) The on-site tracking information which accurately tracks the amount of eligible paints and coatings that have been reused in the month that the claim is being made for (this may be in kilograms or containers based on the municipalities' operation and tracking method), and
- 2) The PR Reporting Form which summarizes the PR claim information and assists the municipality in converting their on-site PR tracking data into the information required for the PCA portal claim.

Paint Reuse Reporting Form

The **PR Reporting Form** must be **completed, saved as a pdf and attached** to any submission that contains PR claim lines.

As shown below, the PR Reporting Form summarizes the PR data tracked at a site for a given month. If a municipality provides PR services at more than one depot in a month, then the municipality must complete one form for all depots. The municipality may input the number of eligible paint containers or kilograms reused at a depot in a month and the reporting form will automatically calculate the corresponding kilograms or containers respectively.

Once the PR Reporting Form is complete, the municipality must then enter the container quantities and kilograms on the PR Reporting Form into the corresponding portal claim line(s). This documentation must be accurate and support each claim line in the portal.

The municipality **must save the PR Reporting Form as a pdf** and attach the form to the submission in the online portal using the same steps as described in the **Adding Supporting Documentation** under the **How to Submit a Claim** section in this guide.

The PR Reporting Form can be downloaded here:

<http://www.productcare.org/wp-content/uploads/2017/03/Paint-Reuse-Monthly-Reporting-Form.xlsx>

MONTHLY PAINT REUSE REPORTING FORM

Complete this form by entering the **monthly** totals of eligible reused quantities which were reused in the reporting month at each of your participating HHW depots.

If you track containers reused at your depot then this form will automatically determine the kilograms that you report in the portal

If you track kilograms reused at your depot then this form will automatically determine the containers that you report in the portal

Note: you must report both the container quantities and kilograms in the portal just like any other claim made to PCA. This form as well as supporting PR documentation must be attached to your submission.

INPUT		INPUT	SELECT	AUTOMATIC	AUTOMATIC
MONTH	COLLECTION SITE	QUANTITY OF ELIGIBLE PAINTS & COATINGS REUSED	UNITS	CONVERTED QUANTITY	UNITS
November	HHW Depot Name 1		50 Containers	287 Kgs	
November	HHW Depot Name 2		100 Containers	575 Kgs	
November	HHW Depot Name 3		1000 Kgs	174 Containers	

8) Common Data Entry Errors

A Claim Will Not Be Saved if:

- Any of the fields that are missing values. When the **Save** button is clicked those will be highlighted in red.
- The weight or quantity fields are a negative number.
- The weight or quantity fields are not a whole number.
- The delivery date is earlier than the pickup date.

9) Reporting and Payment Timelines

The frequency that you report will determine the frequency in which payment is issued. Product Care recommends that you report at least once a month and would prefer every two weeks for those with higher volumes of services to claim.

Once a submission is sent to PCA for review and approval, we will strive to have your submission reviewed within 10 business days and would have either approved your submission or contacted you to discuss any question(s) that we may have about your claim.

When a submission is approved it will be pushed to the accounts payable department. The submission will be paid via EFT within 30 days after approval.

10) Remittance Advice

A remittance advice is emailed to each payee after PCA staff set up the Electronic Funds Transfer (EFT).

REMITTANCE ADVICE



Product Care Association
420 - 2238 Yukon St
Vancouver, BC V5Y 3P2

To:

Remittance Advice Number:

Settlement Date:

Amount Paid: Total including taxes

Document Type	Document No.	Document Date	Amount Due	Discount Taken	Amount Paid
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This number was assigned to your submission in the reporting portal.

This is the amount you are receiving payment including taxes