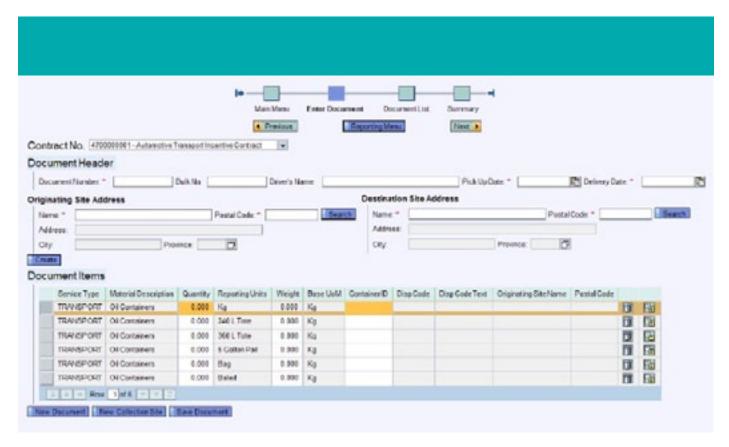
ORANGEDR®P

Reporting Guide for Transporters & Processors of



This edition: March 2011



This manual describes the reporting process for Approved Transporters and Processors of Phase 1 Automotive Hazardous Waste in Ontario.

Related User Guides and Other Resources

MHSW Phase 1 Program Plan

www.stewardshipontario.ca/mhsw/pdf/plan/MHSW plan nov 30.pdf

Stewardship Ontario Vendor Standards

www.stewardshipontario.ca/service-providers/vendors standards

Becoming a Approved Transporter or Processor of Automotive Hazardous Waste

http://stewardshipontario.ca/sites/default/files/OD_AUTOHAZARDS_BECOMING_MANUAL_FINAL.pdf

Registering as a Transporter or Processor

http://www.stewardshipontario.ca/service_providers/what-we-do/mhsw/transporters-processors/registering

Need help? Have comments or feedback?

Please contact Stewardship Ontario serviceprovider@stewardshipontario.ca or call 1-888-288-3360

About the Orange Drop Program

Orange Drop is the consumer name of the program that encourages residents/consumers to ensure their household hazardous waste is disposed of in an environmentally safe manner.

Like Stewardship Ontario's very successful Blue Box Program, the Orange Drop Program uses an identifiable colour as a call to action for Ontarians to protect the environment by recycling and safely disposing of household hazardous waste.

In a short time, Orange Drop has become the most comprehensive program of its kind in North America. Since 2008, the program has grown to divert tens of millions of Kilograms of hazardous waste from our landfills and waterways each year.

Seventy-five per cent of Ontarians have access to 81 municipal Orange Drop depots. Safe disposal of hazardous waste is easier than ever before with drop-off locations situated conveniently at retail stores, pharmacies and municipal recycling depots. In addition, municipalities host more than 300 collection events each year to ensure that all Ontario residents have access to Orange Drop collection opportunities.

Stewardship Ontario began operating the Orange Drop Program with nine products in July 2008.

The administration and funding of the Orange Drop Program – the collecting, transporting, processing and responsible handling (recycling and safe disposal) of hazardous and special waste – is 100 per cent funded by the industry stewards that produce and sell those materials and products into the Ontario marketplace.

List of Definitions

Service Provider: A Service Provider is an approved Transporter or Processor of Automotive Hazardous Waste.

Contract: Is how your Vendor Master (System Contract) is referred to throughout the Portal and throughout this manual.

BOL: Stands for Bill of Lading, which is a form used to document the collection and transportation of Automotive Hazardous Waste. The BOL shows the date of collection/transportation, address of originating site, address of drop-off site, weights and types of materials collected. These hard-copy forms are used to verify your submissions for payment to Stewardship Ontario and for material tracking purposes.

Transaction: A single line within your Document that shows that a material was processed or transported, what the material was, the weight, and container type.

Document: Is how a Bill of Lading or other form that detailed information about the movement or processing of Automotive Hazardous Waste is referred to within the *We Recycle* Portal.

Document Header: The information entered at the top of the Document Entry Screen. This includes the contract number, document number, the dates of pick-up and delivery; originating site address; destination site address.

Report: Can be a completed Document or a group of completed Documents that are ready for submission.

Submission: A completed Report, once sent into Stewardship Ontario (or "submitted") is what is referred to as your "Submission."

The We Recycle Portal

Stewardship Ontario's We Recycle Portal exists to make submitting your reports easy.

The portal enables Stewardship Ontario to use your reports to manage service provider payments, track the movement of Automotive Hazardous Waste, identify collection sites and analyze data.

This document will guide you through the submission of a report via the We Recycle Portal.

We hope that you find the portal easy to use. We welcome any comments you might have on the system. If you should have any questions at any point please contact us at serviceprovider@stewardshipontario.ca.

This guide and use of the *We Recycle* Portal is for **Approved** Transporters and Processors of Automotive Hazardous Waste. If you are not yet an approved service provider please refer to Becoming an Approved Transporter or Processor of Automotive Hazardous Waste http://stewardshipontario.ca/sites/default/files/OD_AUTOHAZARDS_BECOMING_MANUAL_FINAL.pdf

Logging-in to the We Recycle Portal

- When you registered as a Transporter or Processor of Automotive Hazardous Waste, your company's primary contact received a User ID and temporary password from Stewardship Ontario via e-mail.
- Go to the We Recycle Portal https://werecycle.stewardshipontario.ca.
- Log-in using the User ID and temporary password assigned to you.
- The system will prompt you to change your password to one of your choosing.
- After you have changed your password, you will be taken to the Reporting home page. YOU CAN ONLY COMPLETE
 A REPORT AFTER YOU HAVE BEEN APPROVED AS A SERVICE PROVIDER.
 - If you cannot remember your password, please click on "Get Support" at the bottom of the page.
 - If you cannot remember your User ID, please contact us at 1-888-288-3360, or via e-mail at serviceprovider@stewardshipontario.ca



General Tips for Navigating We Recycle





- The navigation bar that appears at the top of each page of We Recycle is shown above.
- Any time you would like to reference information on the Stewardship Ontario website, click on the link in the navigation bar. This will take you to Stewardship Ontario's home page. When you close or reduce the Stewardship Ontario website window, you will return to the last We Recycle page you were working on.
- Frequently "Save" your information throughout your session. The Portal will "time-out" if left unused for a period of time and any unsaved data will be lost.
- Once you have completed your session on the We Recycle Portal, you must "Log Off" to safely end your session. The "Log Off" link is in the navigation bar at the top.
- We Recycle functions with most popular web browsers including Internet Explorer versions 7 & 8 and Mozilla Firefox.

It is important that you enable pop-up windows to use the system from *We Recycle* and that our websites are added to your list of "trusted sites." You or a member of your IT personnel may want to consult our Tech Notes http://www.stewardshipontario.ca/serviceproviders/what-we-do/mhswguidebooks for directions on this.

Reporting & Contracts

Once you are an Approved Transporter or Processor of Automotive Hazardous Waste, and you are operating within the incentive system or have been awarded a contract for providing services to Stewardship Ontario, you will be required to report your activity regularly.

You must submit reports in order to get paid for any Automotive Hazardous Waste you have managed.

The reporting process is structured around the type of contract you have with Stewardship Ontario. Each company will be issued at least one type of contract:



Transportation Incentive Contract – A Transport Incentive Contract is a Vendor Master (system contract) issued to Transporters operating under Stewardship Ontario's incentive program. This type of contract is restricted to the transporting of Automotive Hazardous Waste. Transporters are responsible for independently negotiating contracts with collection sites. Incentives are set by material per geographic zone on a per Kilogram or per unit basis which are subject to change as directed by Stewardship Ontario. This type of contract is reported on a transaction-by-transaction basis (e.g., by each pickup of each material at each collection site).



Processing Incentive Contract – A Process Incentive Contract is a Vendor Master (system contract) issued to Processors operating under Stewardship Ontario's incentive program. This type of contract is restricted to the processing of Automotive Hazardous Waste. Processors are responsible for independently negotiating contracts with Transporters. Incentives are only paid to Processors of Automotive Plastics and are set on a per Kilogram or per unit basis which are subject to change as directed by Stewardship Ontario. This type of contract is reported on a transaction-by-transaction basis.



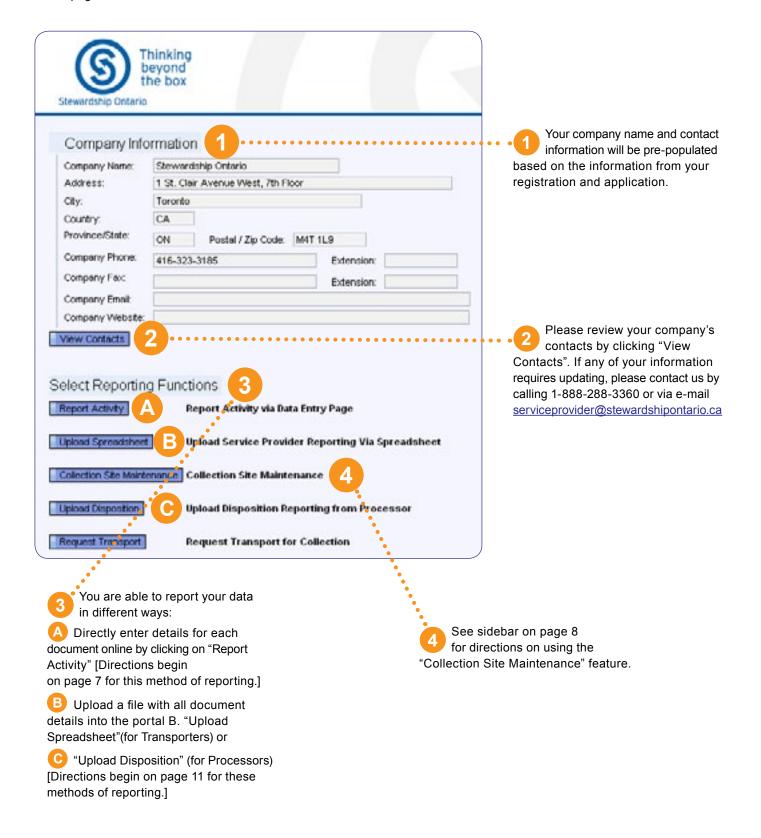
Bulk Move Contract – A Bulk Move Contract is a non-monetary supplement to either a standard or incentive contract. It is issued only to Transporters and is required to be completed to allow Stewardship Ontario to gather information on the disposition and recovery of collected and transported Automotive Hazardous Waste. Disposition information is reported on an aggregate basis at intervals agreed upon by Stewardship Ontario and the service provider.

Both Transporters and Processors may operate under Incentive Contracts. Only Transporters can operate under a Bulk Move Contract.

Depending on the scope of your business with Stewardship Ontario, you may have several types of system contracts. These system contracts define the type of materials and containers which you can report the movement of and define the terms of payment for each transaction.

We Recycle Home Page

After logging-in [see page 3], you will be taken to the *We Recycle* home page. Here are some of the features and functions of this page that are referred to in the next section.



Direct Entry of Document Details



Document Number: The transportation of Automotive Hazardous Waste is tracked using Bills of Lading (BOLs). Each BOL is designed to represent a single transport run. In the *We Recycle* Portal, these BOLs are referred to as "Documents."

Originating Site Address: This is the address of the Collection Site.

Destination Site Address: This is the address of the Processor.

Processors

Document Number: In order to track the processing of Automotive Hazardous Waste, Stewardship Ontario requires a document that can "verify delivery."

We realize that each Processor has varied business operations. We will work with you through the application process to determine what existing document you currently use for tracking or "control" purposes will satisfy our reporting requirements.

Examples of these types of documents may include:

- Shipping manifests
- Bills of Lading

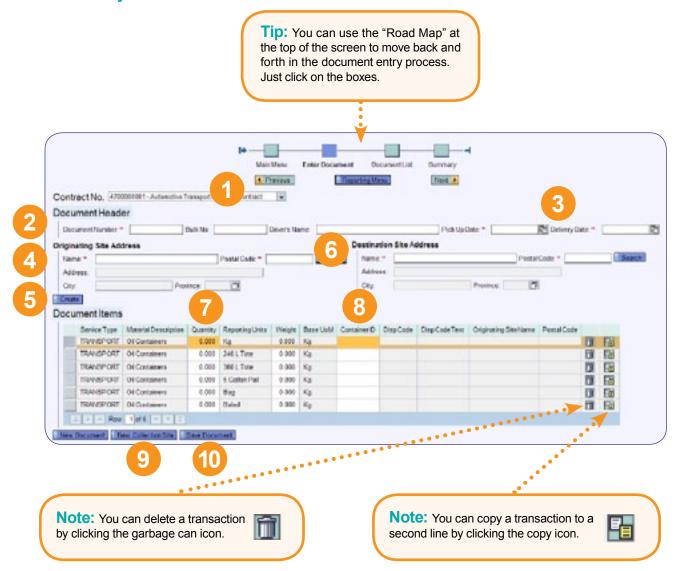
Originating Site Address: This is the address of the Transporter's business operations.

Destination Site Address: This is the address of the sub-Processor or the final destination location, i.e., secure landfill.

To begin select "Report Activity" on the home page (see 3 on page 5).

You will be taken to the Document Entry Screen (see page 7).

Document Entry Screen



Document Header and Addresses

- 1 Select a contract number from the drop down menu.
- When a contract number has been selected, the table will display the materials, containers/units you are eligible to transport
 or process according to that contract.
- If your company has only one contract with Stewardship Ontario, then it will be automatically selected in the drop-down menu.
 - The table under "Document Items" in the example shows the items that a Transporter approved to move antifreeze, oil filters and automotive plastics, under a specific contract, would see.
- Enter the "Document Number."
- For Transporters, this is the Bill of Lading number.
- For Processors, this is the number of your shipping manifest or other agreed upon "control document." (see page 6)
- The same number can be used for multiple collection sites.
- Select the "Pick Up Date" and "Delivery Date" by clicking on the calendar icons to the right of those fields.
- Note: the "Pick Up Date" must be earlier or on the same day as the "Delivery Date," and neither date can be in the future.

- Select the "Originating Site Address" by typing in at least the first letter of the "Name" of the site and the first letter of the "Postal Code."
- Click the "Search" button.
- Select the correct Originating Site from the pop-up window which will appear.
 - O For Transporters, this is the Collection Site
 - For Processors, the Originating Site may be the Transporter's address or XX (see page X)
 - If the Document is being reported under a Transport Incentive Contract and materials have not been collected from this site before use the directions in Step 5.
- If you need to register a new Originating Site you can do this by clicking on the "Create" button.
- A pop-up window will open.
- Fill in all the fields marked with a red asterisk.
- Click "Save."
- The location is now permanently saved in the Originating Site list and can be accessed in the future by following Step 4.
- Select the "Destination Site Address" by typing in at least the first letter of the "Name" of the site and the first letter of the "Postal Code."
- Click the "Search" button.
- Select the correct Destination Site from the pop-up window which will appear.
 - For Processors, the Originating site is the Transporter's address (see page 6)
 - Destination Sites may be Processors, Sub-Processors or the final destination location, i.e., secure landfill.



Collection Site Maintenance

If you have a Transportation Incentive Contract and have a significant number of new Collection Sites to create, the "Collection Site Maintenance" feature will allow you to enter many new collection sites to the system in one session. [See Item 4 on the homepage diagram on Page 5.] This is accessible from the main menu.

Enter up to 50 new Collection Site addresses per screen. Click the "Submit" button when complete. You may use this feature to enter as many batches of addresses (50 per screen) as required to prepare your Document.

If a duplicate Collection Site already exists in the system, you will receive an error message indicating this and the site entry in question will be highlighted.

Note: This feature is specific to Automotive Hazardous Waste Transport Incentive Contracts.

Document Items - Quantity, Reporting Units, Weight

- Enter the quantity of containers collected in the transaction that correctly matches the activity, material and container type you are reporting.
- The weight for the waste transported or received must be entered in the weight field. Your entry might look something like this:

Quantity	Reporting Units	Weight	Base UoM
0.000	205 L Drum	0.000	Kg
0.000	Leb Packs	0.000	Kg
0.000	Litres	0.000	Kg

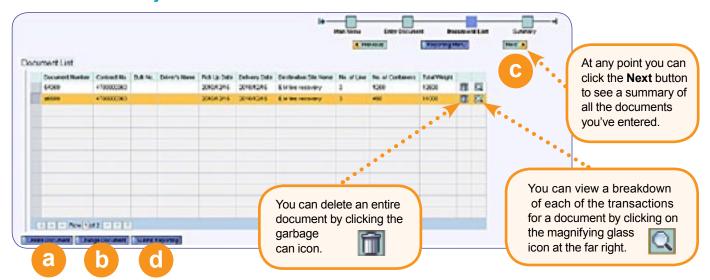
Note: If you are operating under a Standard Contract, you may be collecting under a "per container" agreement, in which case the weight does not have to be provided.

- 8 If a container has a unique identifying number, then you may enter that number in the "Container ID" field.
- Any transaction with a Container ID entered is limited to a quantity of one (as a group of containers would not have the same ID).
- The portal allows you to record multiple collection sites under the same Document number.
- Once you are finished reporting the material from one Originating Site, click "New Collection Site."
- All of the transactions will be cleared but your Document Identifiers and Destination Site will remain.
- Proceed through steps 4 to 9 until you have entered all of your activity.

Saving Your Document

- Once you have entered all of a Document's transaction details click on "Save Document."
- This will save your reporting activity and clear the document header and transactions.
- You can then begin entering a new Document.

Document Summary



This Document Summary Screen lists each Document number, the contract number, the driver's name, the pickup and delivery dates, the destination sites, the number of transactions, and the total number of containers and weight transported on a Document.

- Click on "Create Document" to return to entering documents.
- To edit a Document, highlight it in the Document list and then click the "Change Document" button. This will take you back into the Document Entry Screen for that Document and will allow you to alter any of its transactions or details.

Submitting Your Report

Once you are satisfied with the Documents you have entered, you can submit them for review in one of two ways:

- Clicking on the "Next" button; or
- Clicking on the "Submit Reporting" button at the bottom of the list of documents.

A submission confirmation pop-up window will appear, asking you to confirm that you intend to submit these records. If you are ready to submit, click "Confirm," otherwise click "Cancel."

Once submitted, you will not be able to modify these records, **so please ensure that all details are correct.** Incorrect details will prolong the review of your submission and will hold up payment.

NOTE: You are encouraged to submit Documents as frequently as you like. Each submission is evaluated upon receipt. Once approved, Purchase Orders will be issued for each submission.

- Once you click "Confirm," you will be shown a summary of your submission, with an "Inbound Delivery Number."
 - Take note of this number, as you will need to refer to it if you are corresponding with Stewardship Ontario about your submission
 - You will also be e-mailed a submission acknowledgment.
 - The attachment to the e-mail will detail the information you entered during your reporting session.

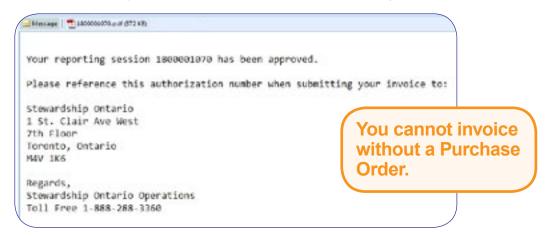


After completing your online submission, you must submit your hard-copy paperwork (Bills of Lading) to Stewardship Ontario: Contract Coordinator, Stewardship Ontario, 1 St. Clair Ave. W., 7th Floor, Toronto, ON M4V 1K6

Stewardship Ontario representatives will undertake a thorough review and possible audit of your submission. Any discrepancies will be communicated to your primary contact and may require re-submission of the documents in question in order to rectify.

Invoicing

Once your submission has been approved, you will receive a notification e-mail with invoicing instructions.



Your Purchase Order will be attached to the e-mail and will list your Document numbers and materials that been approved for invoicing to Stewardship Ontario.



Payment terms are net 30 days upon receipt of invoice.

Uploading Your Data

In order to save you the time of entering each Document into the system manually, the *We Recycle* Portal also enables Transporters and Processors to upload files with all of a Document's information in it.

To do so, from the We Recycle home page (see page 5):

- If you are a Transporter, select "Upload Spreadsheet"
- If you are a Processor, select "Upload Disposition"

Uploading a Spreadsheet

When you are approved as a Transporter of Processor, you will receive an Excel file of the reporting spreadsheet.

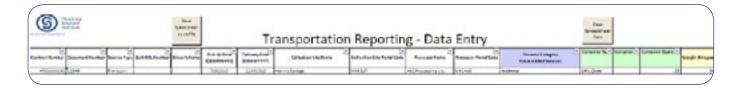
A few tips on uploading a spreadsheet:

- You can only report transactions for one contract number per spreadsheet upload.
- Dates on the spreadsheet must be entered as a series of eight digits: ddmmyyyy.
- As with the Direct Entry method, document numbers can be reported on multiple lines, to reflect multiple transactions.

For Transportation Incentive Contract Reporting

The spreadsheet for Transportation Incentive Contracts requires you to enter:

- 1. contract number
- 2. document number
- 3. driver's name
- 4. pick-up date
- 5. delivery date
- 6. collection/originating site name
- 7. collection/originating site postal code
- 8. destination site/processor name
- 9. destination site/processor postal code
- 10. the material category
- 11. the container type
- 12. the quantity
- 13. the equivalent weight in Kilograms

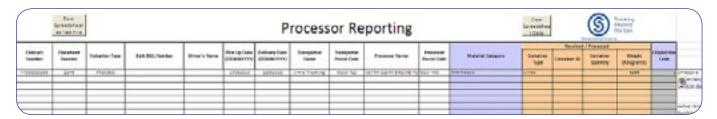


For Processing Incentive and Bulk Move Contract Reporting Spreadsheet

The disposition reporting spreadsheet does not require you to fill in all the Document header information (e.g. Driver's Name, Pick Up Date, etc.)

You are required to provide:

- 1. pick-up date
- 2. delivery date
- 3. material type
- 4. container type
- 5. quantity
- 6. equivalent weight
- 7. numeric disposition code
- 8. downstream site of disposition



Uploading Your Spreadsheet

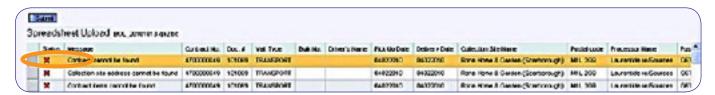
When you have completed populating your spreadsheet, select the "Save Spreadsheet as Text File" button. This will save your file in the format required in order to upload.

Once the file is saved on your computer, you can upload it by selecting the appropriate upload function from the home page. See #3 on the *We Recycle* Home Page (Page 5).

A pop-up window will appear. Click "Browse" to retrieve the file from your hard-drive.

Once you have selected the text file created, click "Upload" to import the file into the We Recycle portal.

The first two columns of the spreadsheet upload table will alert you to the success of the upload. If the "Upload" field has a red X in it, the document has been rejected by the system.



A list of common upload errors and recommended solutions can be found on Pages 15 and 16.

If your spreadsheet is rejected, please go back and correct your documents as directed by the error message in the "Message" field, re-save the file as described above, and click "Upload Spreadsheet Menu". This will take you the upload menu from where you can attempt to upload your spreadsheet again.



If the spreadsheet is accepted, the "Status" field for each document will have a green vin it.

Once your spreadsheet has been accepted, click "Submit."

If for any reason you decide that you do not wish to submit your documents after successfully uploading them, simply navigate back to the main menu and the system will discard the uploaded data.

Note: Once you submit your spreadsheet, it is no longer available for review or edit. To change your data call Stewardship Ontario:

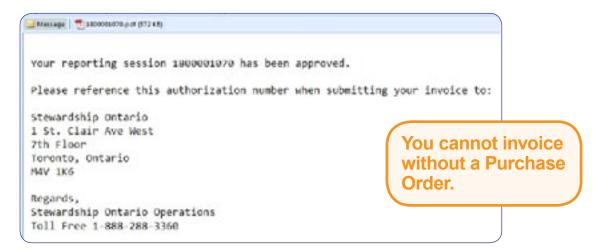
1-888-288-3360

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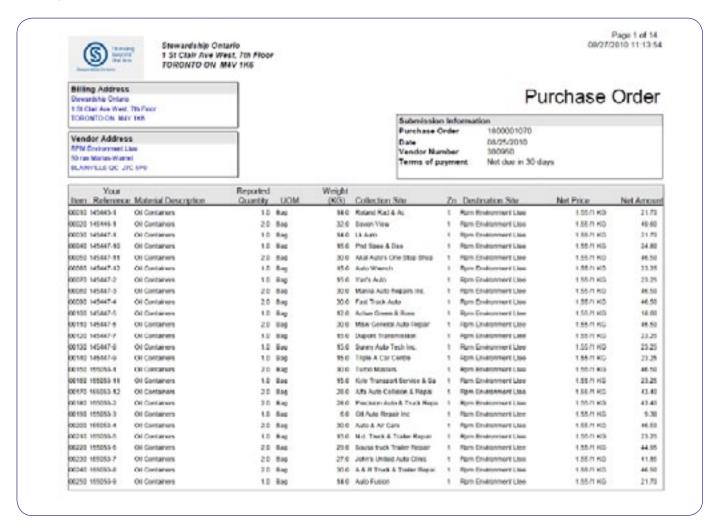
Stewardship Ontario representatives will undertake a thorough review and possible audit of your submission. Any discrepancies will be communicated to your primary contact and may require re-submission of the documents in question in order to rectify.

Invoicing

Once your submission has been approved, you will receive a notification e-mail with invoicing instructions.



Your Purchase Order will be attached to the e-mail and will list your Document numbers and materials that been approved for invoicing to Stewardship Ontario.



Payment terms are net 30 days upon receipt of invoice.

Common Upload Errors

In this section we have identified common errors received when uploading a Document to the *We Recycle* Portal and suggest possible solutions.

If these solutions are unsuccessful, please contact Stewardship Ontario by e-mail at $\underline{\text{serviceprovider@stewardshipontario.ca}}$ or by phone at 1-888-288-3360.

Error Message	Meaning/Solution	
A system transactional error has occurred, please contact Stewardship Ontario support at toll-free: 1-888-288-3360, thank you!	There is a problem with the portal. Contact Stewardship Ontario support at toll-free: 1-888-288-3360.	
Maximum allowed file size is 1 mega byte	The file is too large. Break it up into multiple files. Contact Stewardship Ontario if you are unsure of how to do this.	
Quantity must be 1 for container ID #	If you enter a Container ID #, the quantity cannot exceed one.	
File is empty - Please select a valid file	Confirm that you are uploading the correct file (this error message indicates that there is no data in the file).	
File must be .txt format	Please follow the procedure on page 12 to convert file into text format (this error message indicates the file is not in the correct format).	
Invalid contract	Confirm that the contract number is correct. Please verify that you used the contract number supplied to you by Stewardship Ontario.	
Document number cannot be blank	You have omitted a Document number. Please enter it and re-upload the file.	
Document already entered	You have entered this Document number in a previous upload.	
Pickup date cannot be blank	You have failed to enter a date of pick-up for this document. Please enter one and re-upload the file.	
Originating site address cannot be found	Confirm that you have entered the right collection site name and, if so, create the site in the document entry screen if operating under an incentive contract, otherwise, if operating under a standard contract, contact Stewardship Ontario.	
Processor site address cannot be found	Confirm that you have entered the right processing site name and, if so, create the site in the document entry screen if operating under an incentive contract, otherwise, if operating under a Standard Contract, contact Stewardship Ontario.	
Quantity is invalid	Confirm your quantity has a numeric value.	

Error Message	Meaning/Solution	
Quantity cannot be zero	Enter a quantity exceeding zero and re-upload.	
Material category cannot be blank	Enter a material in the appropriate field and re-upload.	
Container type cannot be blank	Enter a container type in the appropriate field and re-upload.	
Contract items cannot be found	Confirm that you have entered the correct contract items (i.e. material, container type) and if so, contact Stewardship Ontario.	
Weight is invalid	Confirm your weight is a numeric value.	
Weight cannot be zero	Enter a quantity exceeding zero and re-upload.	
Validity period of contract started on #date#	The date entered for this document is earlier than the commencement date of the contract. Correct and re-upload.	
Validity period of contract expired on #date#	The date entered for this document is later than the expiry date of the contract. Correct and re-upload.	
Delivery date should not be in the future	Correct the date and re-upload the file.	
Disposition code is required	Enter the correct disposition code and re-upload.	
Invalid disposition code	The disposition code you have entered is one that is not recognized by the system. Correct and re-upload.	



Who is Stewardship Ontario

Stewardship Ontario is a private, not-for-profit organization that develops, funds and operates Ontario's highly successful recycling programs for printed paper and packaging (Blue Box) and household hazardous and special waste (MHSW) also known as Orange Drop.

Stewardship Ontario collects fees from 'stewards'—the first importers, manufacturers, or brand owners of the packaging or products that end up in curbside blue boxes and recycling carts or that are classified as household hazardous and special waste. These fees help to pay for the costs of collecting, transporting, recycling and safely disposing of waste across the province.

Through Stewardship Ontario, industry stewards provide the province's municipalities with substantial revenue to offset the costs of their recycling programs. Since 2004, Stewardship Ontario has reimbursed municipalities approximately \$375 million for the collection, processing and safe disposal of Blue Box and Orange Drop materials.

Waste Diversion Act, 2002

Stewardship Ontario was established under the Corporations Act and was continued under the Waste Diversion Act, 2002. The organization receives no funding from government or taxpayers. Stewardship Ontario is designated in legislation as an "Industry Funding Organization" in order to make it clear that it is the responsibility of industry to fund stewardship programs for various wastes.

Stewardship Ontario is accountable to Waste Diversion Ontario, an agency of the government of Ontario. As such, the organization must meet a series of targets from waste diversion to financial performance. An annual report provides detailed performance results along with an audited financial statement for public review.

For more information visit www.stewardshipontario.ca

