

# MEMBER REGISTRATION AND REPORTING GUIDE

Product Care  
Association

Revised May 2024



## Contents

<b>1. Introduction</b>	2
<b>2. Existing Members - Accessing Your Account</b>	2
<b>3. New Registrants- Creating an Account</b>	3
Step 1: Contact Information	3
Step 2. Company Information	4
Step 3. Program Selection	6
Step 3a. Supplementary Letter of Agreement for PCA Ontario programs	7
Step 3b. Supplementary Letter of Agreement for PCA for Alberta programs	8
Step 3c. Quebec Enterprise Registration – Lighting	8
Step 3d. Quebec Enterprise Registration – Non-Refillable Pressurized Fuel Containers	10
<b>4. Membership Agreement</b>	11
<b>5. Complete Registration</b>	11
<b>6. Environmental Handing Fee (EHF) Reporting</b>	12
<b>7. Viewing Reports and Downloading Invoices</b>	14
<b>8. Administrative Charge Invoices</b>	15
<b>9. Downloading Statements</b>	16
<b>10. Updating Contact Information</b>	17
<b>11. Adding New Contacts</b>	18
<b>12. Updating Company Information</b>	19
<b>13. Adding or Removing Programs</b>	20
<b>14. Notifying PCA of Remitter Relationships</b>	21
<b>15. Contact Us</b>	24

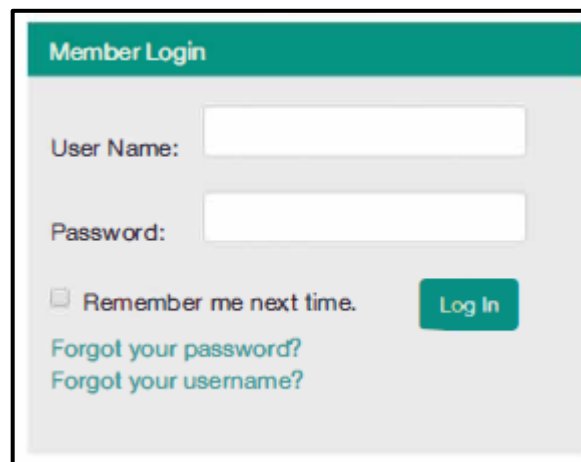
## 1. Introduction

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](http://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. Existing Members - Accessing Your Account

Login to your account at [EHFreporting.com](http://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".

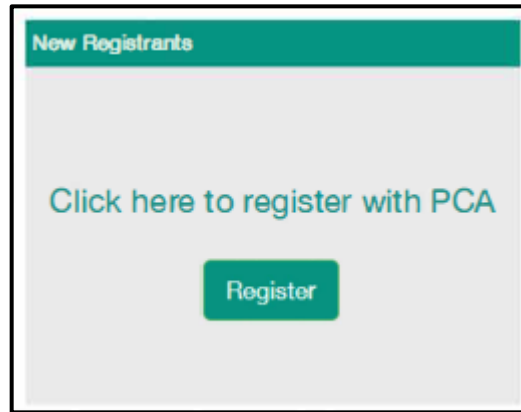
A screenshot of a web form titled "Member Login". The form has a teal header bar with the title. Below the header, there are two input fields: "User Name:" followed by a white text box, and "Password:" followed by a white text box. Below the password field is a checkbox labeled "Remember me next time." To the right of the checkbox is a teal button with the text "Log In". At the bottom of the form, there are two links: "Forgot your password?" and "Forgot your username?".

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 username.

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

### 3. New Registrants- Creating an Account

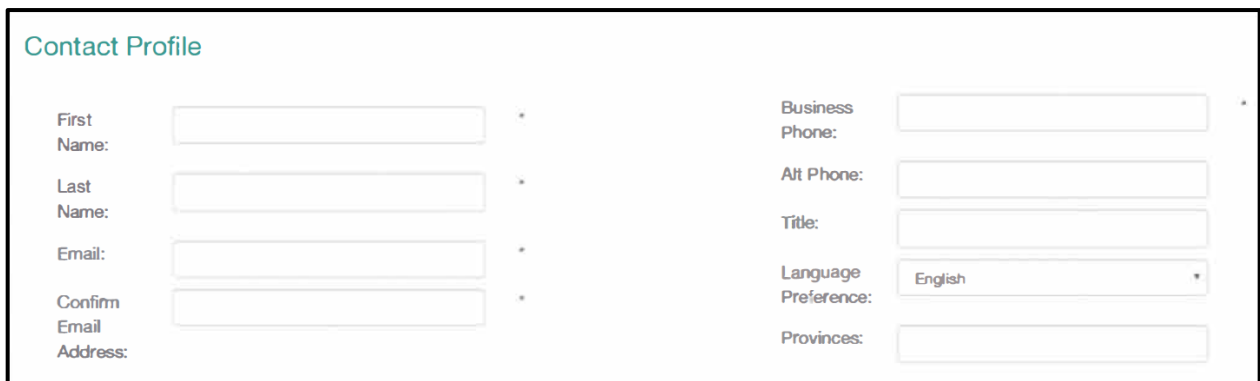
If you need to join PCA as a member to report sales and remit Environmental Handling Fees (EHFs), select "Register" from the New Registrants box on the Member Fee Reporting System home page.



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" \* ".

A screenshot of a registration form titled "Contact Profile". The form is organized into two columns of input fields. The left column contains: "First Name:" with a text box and an asterisk; "Last Name:" with a text box and an asterisk; "Email:" with a text box and an asterisk; and "Confirm Email Address:" with a text box and an asterisk. The right column contains: "Business Phone:" with a text box and an asterisk; "Alt Phone:" with a text box; "Title:" with a text box; "Language Preference:" with a dropdown menu showing "English"; and "Provinces:" with a text box.

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

**Contact Login**

User Name:  \*

Password:  \*

Confirm Password:  \*

I confirm that I am authorized by the company/organization named above to register with and submit reports to the PCA member fee reporting system on their behalf. \*

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 username and password you created when you first began the registration process. If you have forgotten either your username or password, you can use the links on the home page to have them emailed to you.

I am continuing an existing application

## 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 Business As:  \*

Member Number:

Business Phone:  \*

Alt Phone:

Fax:

Website:

Language Preference:



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:	<input type="text"/>	*
Address 2:	<input type="text"/>	
City:	<input type="text"/>	*
Province/State:	<input type="text" value="Alberta"/>	▼
Postal/Zip Code:	<input type="text"/>	*
Country:	<input type="text" value="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	<input type="checkbox"/>
		Flammable Liquids/Solvents	<input type="checkbox"/>
		Pesticides	<input type="checkbox"/>
		Gasoline	<input type="checkbox"/>
	Lamps and Lighting Equipment	Lighting Products	<input type="checkbox"/>
	Smoke and CO Alarms	Smoke/CO Alarms	<input type="checkbox"/>
AB	HSP	Flammable Liquids/Solvents (AB HSP)	<input type="checkbox"/>
		Pesticides (AB HSP)	<input type="checkbox"/>
		Gasoline (AB HSP)	<input type="checkbox"/>
		Toxics (AB HSP)	<input type="checkbox"/>
		Corrosives (AB HSP)	<input type="checkbox"/>
SK	Paint	Paints/Coatings	<input type="checkbox"/>
	HHW	Flammable Liquids/Solvents	<input type="checkbox"/>
		Pesticides	<input type="checkbox"/>
		Gasoline	<input type="checkbox"/>
		Toxics	<input type="checkbox"/>
		Corrosives	<input type="checkbox"/>
		Physically Hazardous	<input type="checkbox"/>
MB	HHW	Paints/Coatings	<input type="checkbox"/>
		Flammable Liquids/Solvents	<input type="checkbox"/>
		Pesticides	<input type="checkbox"/>
		Gasoline	<input type="checkbox"/>
		Toxics	<input type="checkbox"/>
		Corrosives	<input type="checkbox"/>
		Physically Hazardous	<input type="checkbox"/>
		Lighting Products	<input type="checkbox"/>
ON	EEE - Lighting	Lighting Products	<input type="checkbox"/>
	HSP Paint	Paint (HSP)	<input type="checkbox"/>
	HSP PSF	Pesticides (HSP)	<input type="checkbox"/>
		Solvents (HSP)	<input type="checkbox"/>
		Fertilizers (HSP)	<input type="checkbox"/>
HSP Refillable Pressurized Containers (propane)	Refillable Pressurized Containers (propane)	<input type="checkbox"/>	
QC	Lamps	Lighting Products	<input type="checkbox"/>
	Non-Refillable Pressurized Containers	Non-Refillable Pressurized Containers	<input type="checkbox"/>
NB	Paint	Paints/Coatings	<input type="checkbox"/>
NS	Paint	Paints/Coatings	<input type="checkbox"/>
	Lamps	Lighting Products	<input type="checkbox"/>
PEI	Paint	Paints/Coatings	<input type="checkbox"/>
	Lamps	Lighting Products	<input type="checkbox"/>
NL	Paint	Paints/Coatings	<input type="checkbox"/>



### Step 3a. Supplementary Letter of Agreement for PCA Ontario programs

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.

#### Supplementary Agreement to appoint Product Care as PRO for Ontario programs

The Product Care Ontario Producer Responsibility Organization (PRO) Appointment Agreement (the "PCA PRO Agreement"), contains specific provisions for PCA members participating in PCA Ontario programs as required by Ontario law, which are supplementary to the provisions of the PCA membership agreement.

Clicking on the link is for viewing and review purposes only. You will be asked to accept the supplementary agreement as part of the registration process.

[View PCA PRO appointment supplementary agreement](#)

Accept PCA PRO Agreement: By clicking "Yes – I agree" below, subject to the acceptance of your registration request by Product Care.

- 1. You agree to participate in Product Care's Ontario HSP and/or Lighting programs for the product categories you selected, and
- 2. You have read and agree to the terms of the PCA PRO Agreement.

Enter RPRA producer registration number\*:

Yes – I agree to appoint PCA as my HSP or Lighting PRO for my selected products.

\*Note: Enter your RPRA Producer registration number. If you do not have a RPRA registration number, leave the field blank and it can be added at a later date. Click "Next" to continue.





### Step 3b. Supplementary Letter of Agreement for PCA for Alberta programs

If you selected any of the product categories in Alberta, you will be taken to Step 3b, which will ask you to fill out a form, review and acknowledge acceptance of the PCA Supplementary Letter of Agreement. If you did not select any product categories in Alberta, 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.

**Supplementary Agreement to appoint Product Care as PRO for Alberta programs**

The Product Care Alberta Producer Responsibility Organization (PRO) Appointment Agreement (the "PCA PRO AB Agreement"), contains specific provision for PCA members participating in PCA Alberta Programs as required by the by-laws for Alberta HSP, which are supplementary to the provisions of the PCA membership agreement.

Clicking on the link is for viewing and review purposes only. You will be asked to accept the supplementary agreement as part of the registration process.

[View PCA PRO appointment supplementary agreement](#)

**Accept PCA PRO AB Agreement:** By clicking "yes - I agree" below, subject to the acceptance of your registration required by Product Care.

- 1. You agree to participate in Product Care's Alberta HSP program for the product categories you accepted and their respective containers.
- 2. You have read and agreed to the terms of the PCA PRO Agreement

Please provide your ARMA Registration Number:

Visit ARMA's WebSite at [ARMA - Corporate](#) to register.

Yes - I agree to appoint PCA as my HSP PRO for my selected products.

**Supporting AB Program information**

**Type of Producer \***

Please indicate whether you are a:

Brand holder  
 Importer  
 Retailer

Brand holders means a person who owns or licenses a brand or who otherwise has rights to market a product under the brand.  
Importer means a person who imports the product into Alberta.  
Retailer means a business that supplies designated materials to consumers, whether through an online order or at a physical location.

**Is your company a franchisor with franchises in Alberta? \***

Yes  
 No

### Step 3c. Quebec Enterprise Registration – Lighting

If you selected Lighting Products in Quebec, you will be taken to Step 3c, which will ask you to fill out a form that will be transmitted to the MELCCFP {Ministère de l'Environnement, de la Lutte contre les Changements Climatiques, de la Faune et des Parcs). 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 MDELC and I consent to this. The Regulation requires this information to be provided to MDELC 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 MDELC.

## Step 3d. Quebec Enterprise Registration – Non-Refillable Pressurized Fuel Containers

If you selected non- refillable pressurized fuel container program in Quebec, you will be taken to Step 3d, which will ask you to fill out a form that will be transmitted to the MELCCFP (Ministère de l’Environnement, de la Lutte contre les Changements Climatiques, de la Faune et des Parcs). A copy will also be sent to the email address you entered in Step I. If you did not select the non refillable fuel container product category in Quebec, you will skip this step.

Quebec 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: \***

Non-Refillable Pressurized Fuel Containers  
(such as propane, butane, isobutane or propylene, except lighters and fire starters)

**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 MELCCFP and I consent to this. The Regulation requires this information to be provided to MELCCFP before an applicant can be registered as a member of Product Care Non-Refillable Fuel Container program. For more information see the Regulation.

## 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.

In order to complete the registration process, you must review and accept the [PCA Membership Agreement](#)

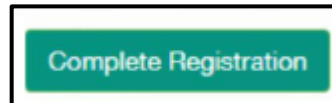
By clicking the "Yes" option below, you acknowledge and confirm that:

1. You have read and understood the terms and conditions of the PCA Membership Agreement;
2. You acknowledge that the terms of the PCA Membership Agreement are legally binding on your organization; and
3. Your organization agrees to abide by all the terms and conditions of the PCA Membership Agreement.

Yes - I agree    No - I do not agree

## 5. Complete Registration

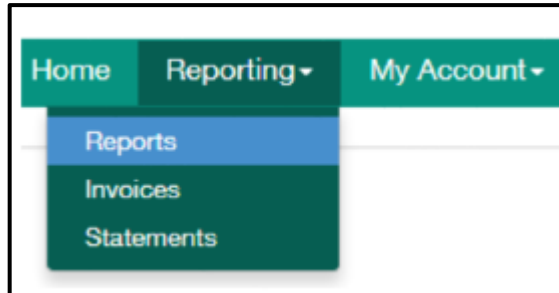
You must click the button "Complete Registration" in order to submit your application to PCA.



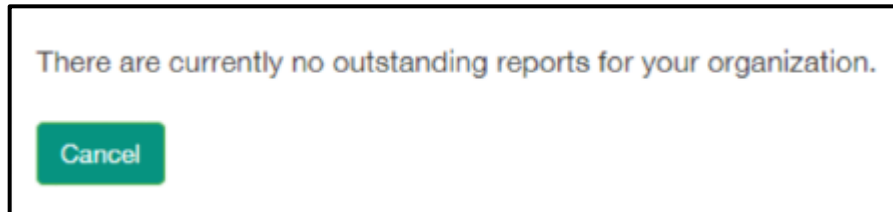
Once submitted, your application will be reviewed by PCA, and someone will contact you, typically within 2 business days, to confirm your account details. When your registration is approved, you will receive a confirmation email, at which time you can login to your account to submit EHF reports.

## 6. Environmental Handing Fee (EHF) Reporting

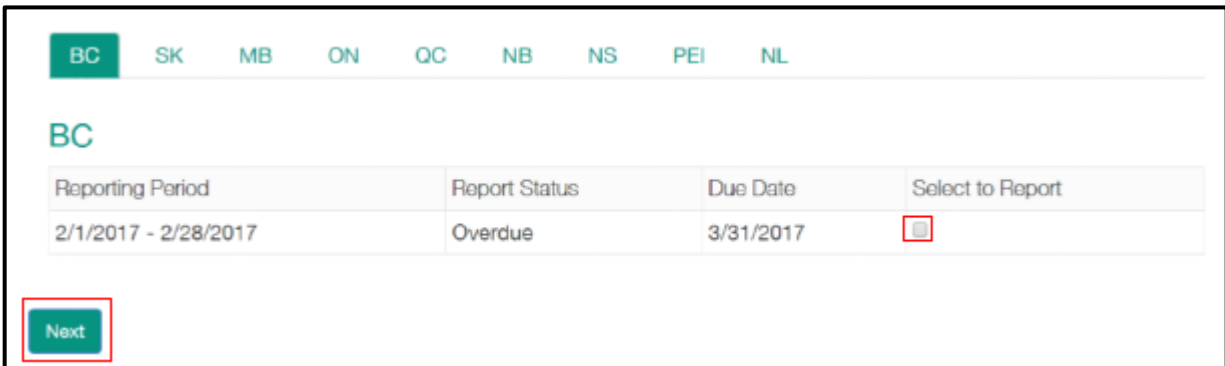
After logging in to your account, go to "Reporting" and then "Reports" to submit your EHF reports to PCA.



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	<input type="text" value="0"/>	\$0.20	\$0.00
251 ml to 1 L	<input type="text" value="0"/>	\$0.35	\$0.00
1.01 L to 5 L	<input type="text" value="0"/>	\$0.85	\$0.00
5.01 L to 23 L	<input type="text" value="0"/>	\$2.15	\$0.00
Aerosols (any size)	<input type="text" value="0"/>	\$0.25	\$0.00
Category Subtotal			\$0.00

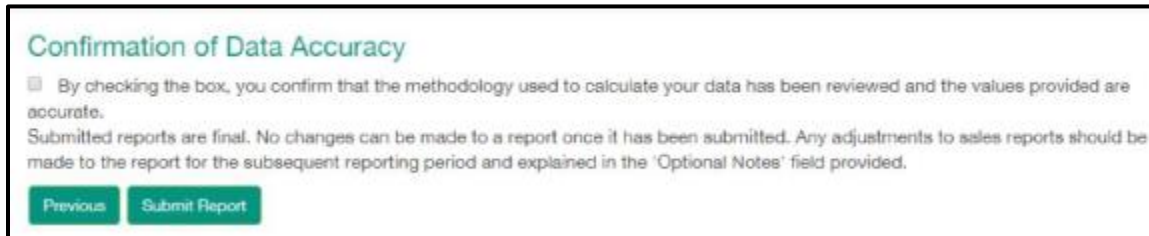
At the bottom of the report, you can enter an optional PO Number, or any Optional Notes that you would like submitted with your report. The PO number and Optional Notes will appear on your invoice.

Purchase Order Number (optional):

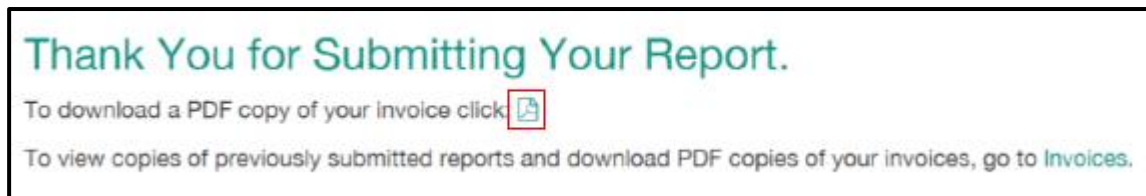
Optional Notes: Use this space to add any details about the methodology used to obtain the numbers entered above, or any reminders about the data. This note will be included in your report when it is submitted.

\* The EHF listed above is an example only and may not represent the true EHF for those products.

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".

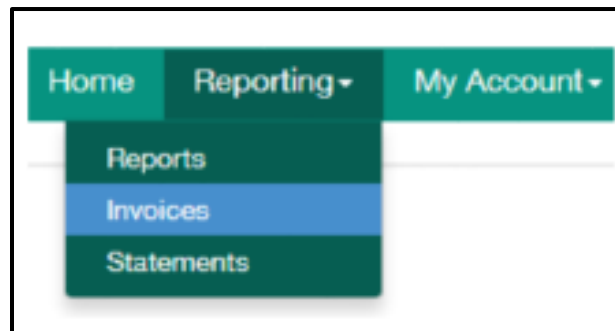


Once your report is submitted, there will be a confirmation screen where you can download a copy of your invoice.



## 7. 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
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

## 8. Administrative Charge Invoices

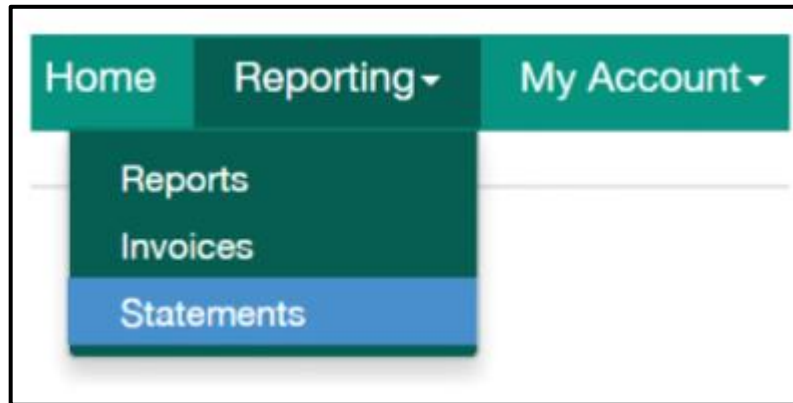
Administrative charge invoices may be issued if a member is late in reporting or remitting EHF's to PCA. When administrative charge invoices are issued, they are emailed to the primary contact listed for the member account but are also available to be viewed or downloaded from the "Invoices" page.

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

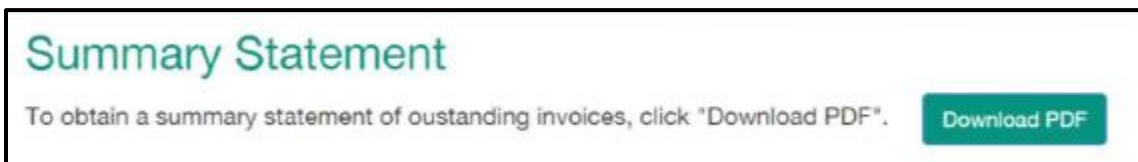


## 9. Downloading Statements

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.

## 10. Updating Contact Information

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



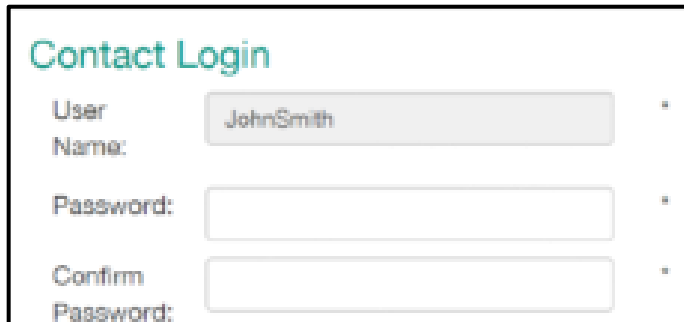
You will see a table with all of the contacts for your account listed. Click on the name of the person whose contact details you want to edit. Only Admin Contacts will be able to edit contact information for other contacts. All contacts can update their own details.

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

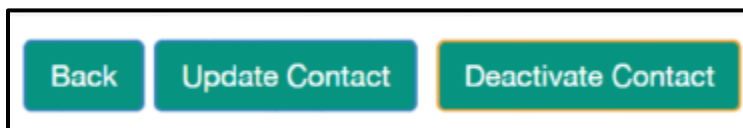
Update the relevant fields in the online form.

Contact Type:	<input type="text" value="Admin Contact"/>	Business Phone:	<input type="text" value="(604) 123-4567"/>
First Name:	<input type="text" value="John"/>	Alt Phone:	<input type="text"/>
Last Name:	<input type="text" value="Smith"/>	Title:	<input type="text" value="Sustainability Manager"/>
Email:	<input type="text" value="johnsmith@productcare.org"/>	Language Preference:	<input type="text" value="English"/>
		Provinces:	<input type="text" value="BC, ON"/>

Passwords can be reset at the bottom of this form:

A screenshot of a "Contact Login" form. The form has a title "Contact Login" in teal. It contains three input fields: "User Name:" with the value "JohnSmith", "Password:", and "Confirm Password:". Each field has a small asterisk to its right. The form is enclosed in a black border.

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."

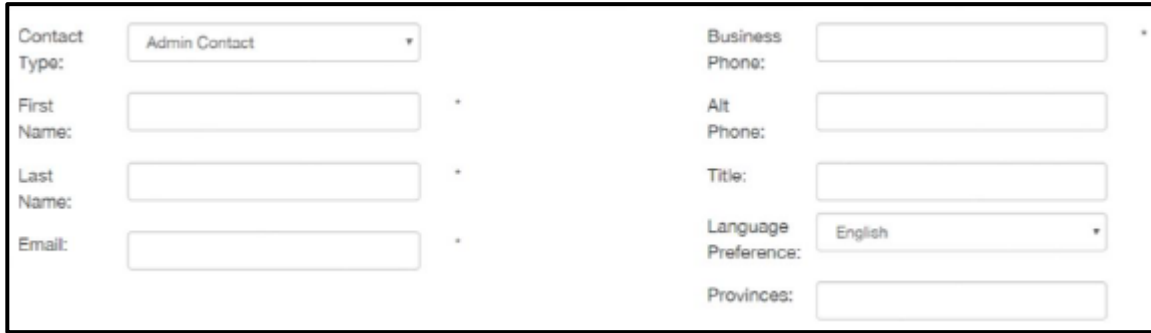
A row of three teal buttons with white text: "Back", "Update Contact", and "Deactivate Contact". The "Deactivate Contact" button has a thin yellow border. The buttons are enclosed in a black border.

## 11. Adding New Contacts

To add a new contact, go to "MyAccount" 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.

A single teal button with white text that says "Add New Contact". The button is enclosed in a black border.

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

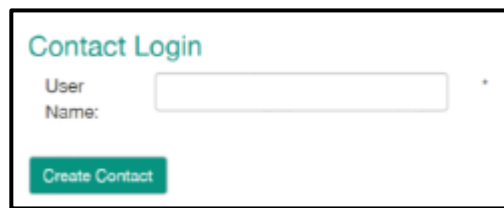


A screenshot of a web form for creating a contact. The form is divided into two columns. The left column contains: 'Contact Type:' with a dropdown menu set to 'Admin Contact'; 'First Name:', 'Last Name:', and 'Email:' each with a text input field. The right column contains: 'Business Phone:', 'Alt Phone:', and 'Title:' each with a text input field; 'Language Preference:' with a dropdown menu set to 'English'; and 'Provinces:' with a text input field. All text input fields have an asterisk (\*) to their right, indicating they are required.

There are two types of contact types in the system:

- Admins 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 the username for the new contact, and then select “Create Contact” The contact will be automatically e-mailed with their username and will be provided with a link to set a password, at which time they will have access to your account.



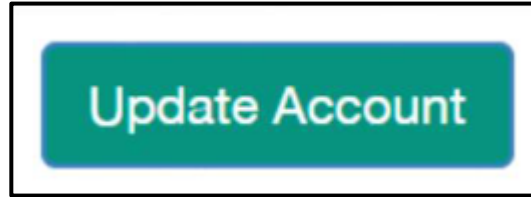
A screenshot of a 'Contact Login' form. It features a title 'Contact Login' in teal. Below the title is a 'User Name:' label followed by a text input field with an asterisk (\*) to its right. At the bottom of the form is a teal button labeled 'Create Contact'.

## 12. 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".



### 13. 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.

## 14. Notifying PCA of Remitter Relationships

To notify PCA of a Remitter Relationship, where one PCA member is responsible for reporting and remitting EHF's 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.

Non-Remitter Information	Remitter Information
<p>The Non-Remitter is the PCA member on behalf of whom the Remitter Member will be reporting and paying fees on all PCA program products supplied between the Non-Remitter Member and the Remitter Member, for the specified PCA Programs.</p>	<p>The Remitter is the member that will be reporting and paying fees on products supplied between the Non-remitter and the Remitter.</p>
<input checked="" type="checkbox"/> I am the Non-Remitter Member	<input type="checkbox"/> I am the Remitter Member
Member Name:	Member Name:
Member Number:	Member Number:
Member Address:	Member Address:
Contact Name:	Contact Name:



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.

The screenshot shows a form titled "Relationship Details" with the following sections:

- Relationship Details:**
  - PCA Program Product Categories which are subject to the Remitter Relationship: [Text input field]
  - Effective Date: [Date input field]
- Initiating Member:**
  - Initiating Member Comments (optional): [Text input field]
  - Additional Contacts for Email Confirmation: [Text input field]

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.

A horizontal box containing the text "Relationship Documents (optional) \*\*" and a green button labeled "Upload Documents".

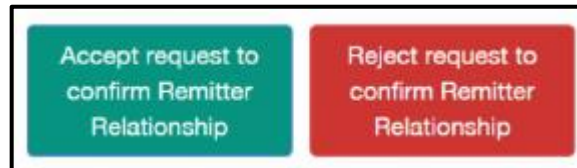
Select "Save & Continue", and you will be taken to a confirmation screen where you can review the relationship details before submitting. If you abandon the page after this point, the data will be stored in our system, and you can reference this relationship from the table on the remitter relationship 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 that is pending acceptance, go to the "Remitter Relationships" page, and select the Reference Number of the relationship from the summary table.

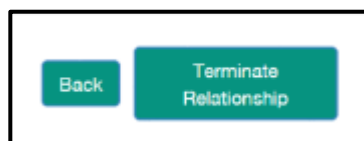
The online form that appears will be mostly read-only, but you can indicate which contact for your account should be listed as the relationship contact, add other contacts for notification, and add any comments or upload reference documents. To accept or reject the request to confirm the Remitter Relationship 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.

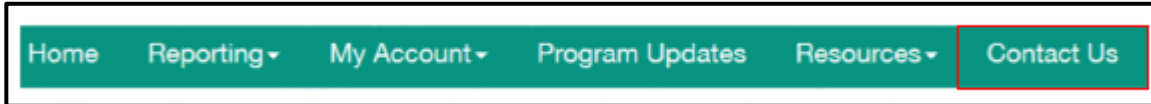
Relationship End Date\*\*\*:





## 15. 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.



### Contact Us

First Name:  \*

Last Name:  \*

Email:  \*

Business Phone:

Company Name:  \*

Member Number:

Program:  ▼

Comments: