

# Hazardous and Special Products: Hauler Performance Reporting Guide

Refillable propane containers



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# Introduction



# What is Hazardous and Special Products performance reporting?

HSP performance is an annual report that haulers with obligations under the [Hazardous and Special Products \(HSP\) Regulation](#) complete to report on their transportation activities from the previous calendar year. **The deadline to submit performance reports is July 31.**

This guide will assist haulers with understanding what data they need to report and provide step-by-step instructions on how to complete the report in RPRA's Registry.

Further information about the HSP Regulation can be found on RPRA's [website](#).

If you have further questions that are not answered in this guide, contact the Compliance Team at [registry@rpra.ca](mailto:registry@rpra.ca) or call 1-833-600-0530.

# What data needs to be reported?

Haulers of **refillable propane containers** are required to report the following information from the previous calendar year:

- The total weight of material picked up from both inside and outside Ontario.
- The total weight and type of material picked up from outside Ontario.
- The total weight and type of material picked up and dropped off to a processor.



# How to log into the Registry as an account admin

The report is completed online through RPRA's Registry.

You can access your Registry account here: [registry.rpra.ca](https://registry.rpra.ca)

## Tips for logging into the Registry for the first time:

- If you don't have an account, click "Don't have an Account? Create a new Account".
- The Registry **will not work** with the Internet Explorer web browser. Google Chrome is the recommended web browser to use.

## Tips for logging into an existing Registry account:

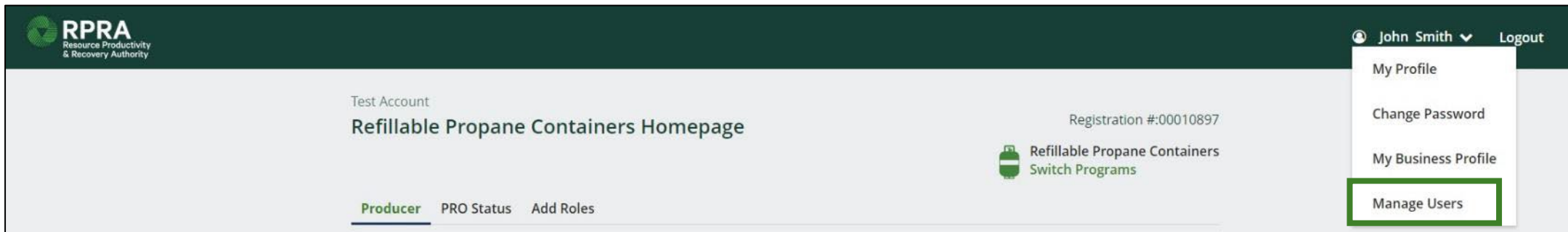
- If you already have an existing Registry account, you do not need to create a new one.
  - Simply log into your existing account, which will bring you to the homepage where you will see all programs you are enrolled in.
  - If you have forgotten your password, click "Forgot Password" on the login screen and follow the instructions provided.
- Watch [this how-to video](#) if you would like to watch step-by-step instructions.

# How to manage contacts in your Registry account

Account admins must add any new or manage existing primary contacts under the program they wish to give them access to (e.g., permissions to view and complete reports). Read this [FAQ](#) for more information on user levels in the Registry.

To manage contacts in your Registry account, see the following steps or watch our [how-to video](#):

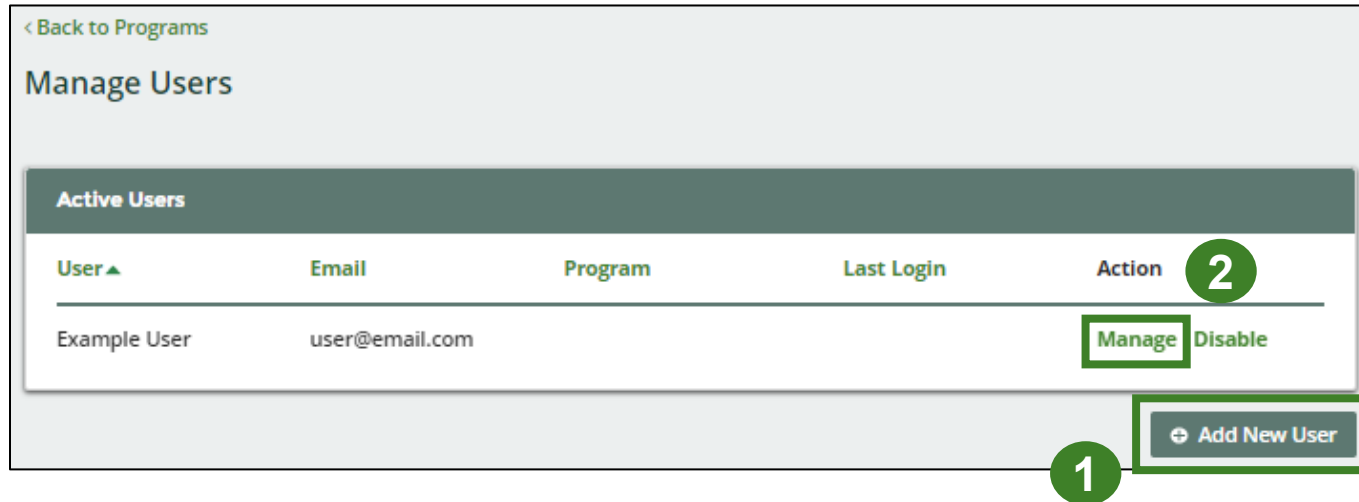
1. Once you are logged into your account, click on the drop-down arrow in the top right corner and select **Manage Users** as shown below.



The screenshot displays the RPRC (Resource Productivity & Recovery Authority) Registry account dashboard. The top navigation bar is dark green with the RPRC logo on the left and the user name 'John Smith' with a dropdown arrow and a 'Logout' link on the right. The main content area is light gray and contains the text 'Test Account', 'Refillable Propane Containers Homepage', and 'Registration #:00010897'. Below this, there is a 'Refillable Propane Containers Switch Programs' button with a propane canister icon. At the bottom, there are links for 'Producer', 'PRO Status', and 'Add Roles'. A dropdown menu is open from the user name, listing 'My Profile', 'Change Password', 'My Business Profile', and 'Manage Users'. The 'Manage Users' option is highlighted with a green rectangular border. A green circle with the number '1' is positioned to the right of the dropdown menu.

# How to manage contacts on your Registry account cont.

1. Click **Add New User** to add an additional user to your account.
2. Under Action, click **Manage** to update preferences of existing users.



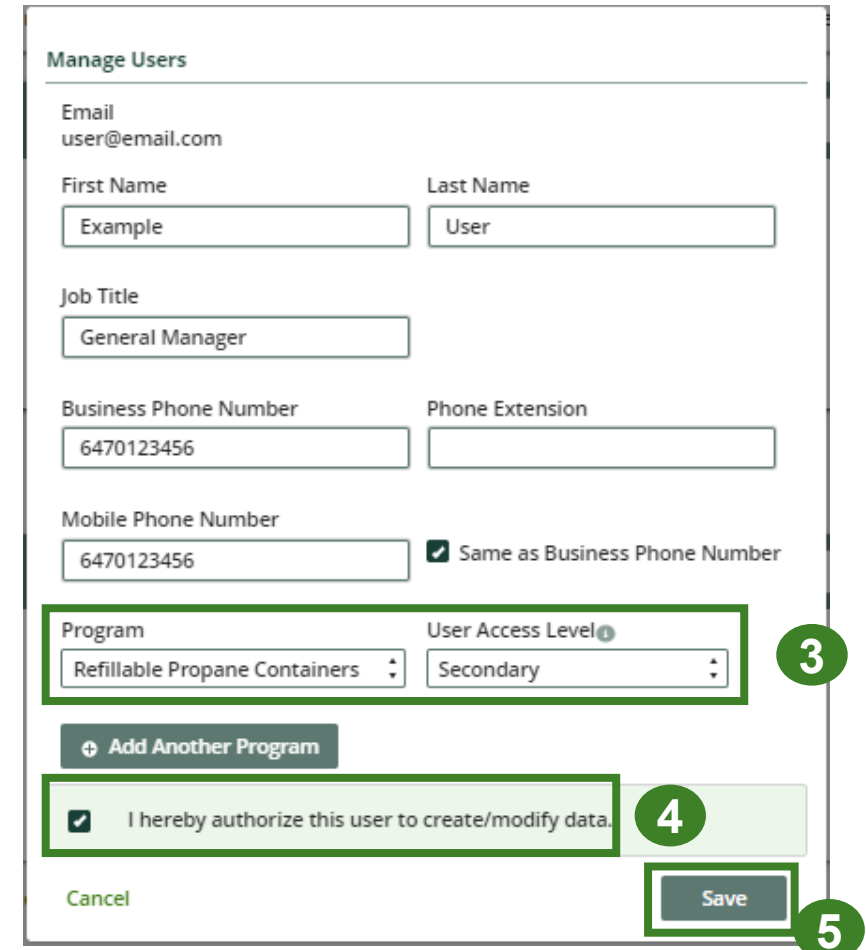
< Back to Programs

## Manage Users

**Active Users**

User ▲	Email	Program	Last Login	Action 2
Example User	user@email.com			<b>Manage</b> Disable

1 **+ Add New User**



### Manage Users

Email  
user@email.com

First Name  
Example

Last Name  
User

Job Title  
General Manager

Business Phone Number  
6470123456

Phone Extension

Mobile Phone Number  
6470123456  Same as Business Phone Number

Program  
Refillable Propane Containers

User Access Level 3  
Secondary

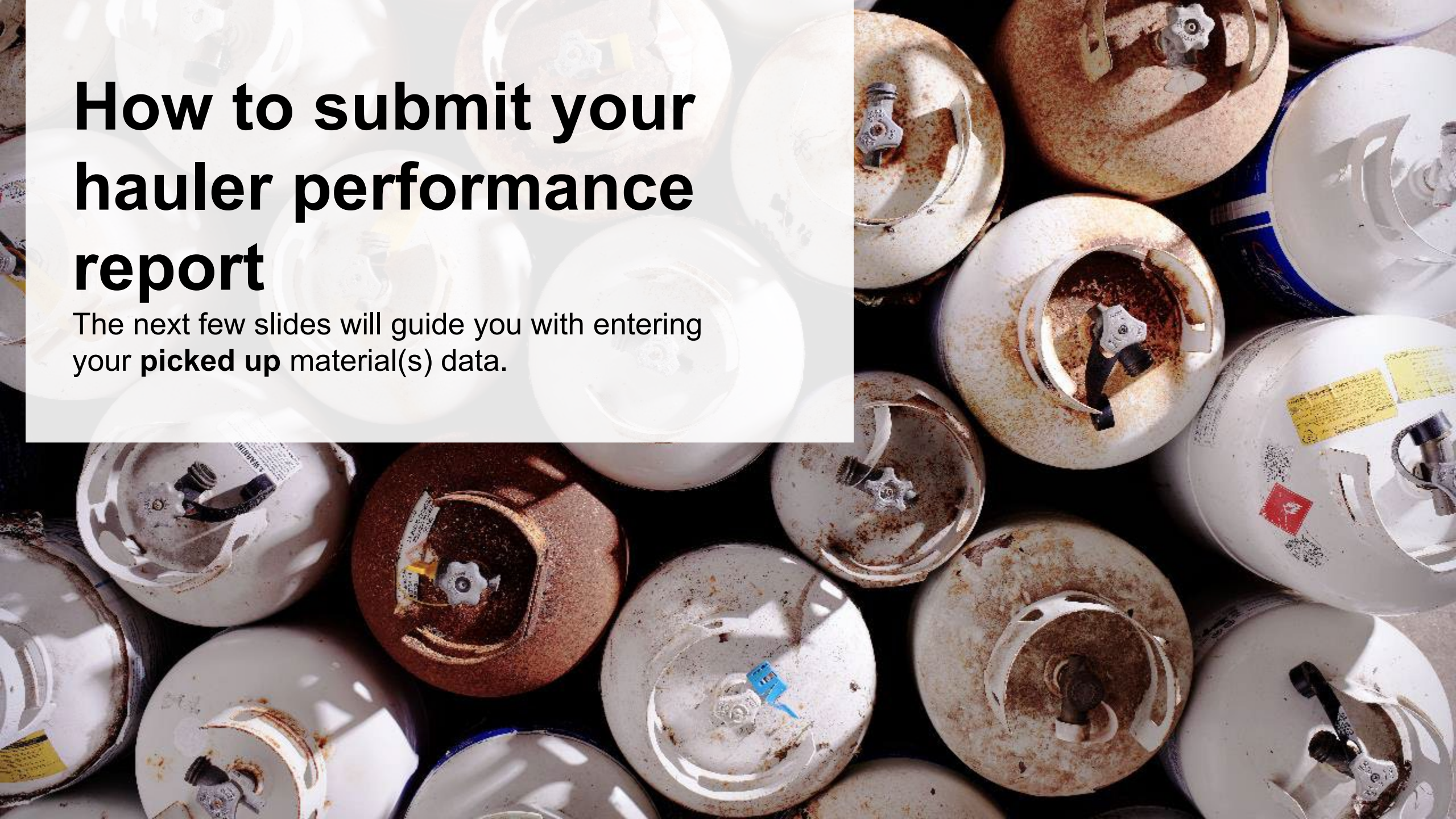
**+ Add Another Program**

I hereby authorize this user to create/modify data. 4

Cancel **Save** 5

3. To give reporting abilities to a **Primary** or **Secondary** contact, select the program from the drop-down that you would like to grant the user access to.
4. Check the box to authorize the user.
5. Click **Save**.





# How to submit your hauler performance report

The next few slides will guide you with entering your **picked up material(s)** data.

# Performance report

## Access your program

1. After logging in, click on the icon for the **Refillable Propane Containers** program on your dashboard.

HSP Testing Guide

### Programs








▼ Programs You Are Registered In

▼ Digital Reporting Services

You are not registered in any programs from this section.

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▼ Producer Responsibility Programs

				
Automotive Materials	Fertilizers	Mercury-Containing Devices	Paints, Coatings and Solvents	Pesticides
				
Pressurized Containers (Excluding Refillable Propane Containers)	Refillable Propane Containers			

1



# Performance report

## Start your report

1. On the **Refillable Propane Containers Homepage**, click on the **Hauler** tab to navigate to the hauler reports.
2. Under **Action**, click on **Start** to begin completing the Refillable Propane Containers Performance – Hauler report.
3. After clicking **Start**, a notice will appear. After reading the notice, click **Proceed**.

**Note:** Only the roles you are enrolled in will be clickable (e.g., if you are only a hauler, you will only see the hauler tab and add roles tab).

HSP Testing Guide  
Refillable Propane Containers Homepage  
Registration #:00025567  
Refillable Propane Containers Switch Programs

An asterisk (\*) indicates that you have incomplete items to address in the tab.

1

Producer **Hauler \*** Processor \* Invoices Add Roles

Refillable Propane Containers

Report	Status	Last Updated By	Action
2021/22 Refillable Propane Containers Pe...	Not Started Due Date: Jul 31, 2023		<b>Start</b>

2

Attention

It is an offence if you submit false or misleading information to the Authority.

Cancel **Proceed**

3

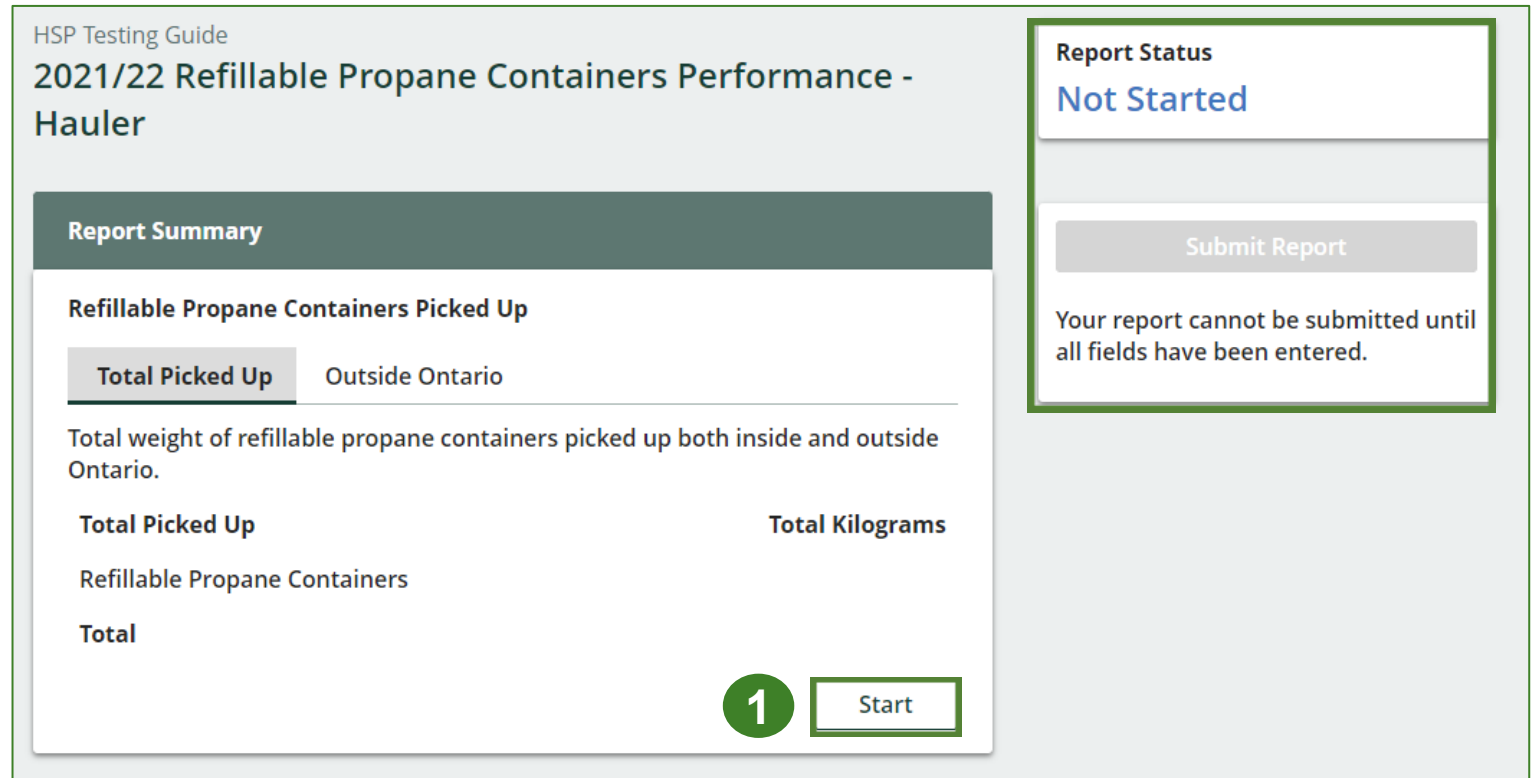


# Performance report

## Report summary page

Before entering any information, your report status will be listed as **Not Started**, and the **Submit Report** button will be disabled until all sections of the report are completed. If some sections of the report are not applicable, enter **0**.

1. Under **Refillable Propane Containers Picked Up**, click **Start** to begin entering the total weight of refillable propane containers picked up inside and outside of Ontario.



HSP Testing Guide  
2021/22 Refillable Propane Containers Performance -  
Hauler

### Report Summary

#### Refillable Propane Containers Picked Up

**Total Picked Up** Outside Ontario

Total weight of refillable propane containers picked up both inside and outside Ontario.

Total Picked Up	Total Kilograms
Refillable Propane Containers	
Total	

**1** Start

Report Status  
**Not Started**

Submit Report

Your report cannot be submitted until all fields have been entered.

# Performance report

## Enter weight of total picked up materials

1. Under the **Total Picked Up** tab, enter the **Total Kilograms** of refillable propane containers picked up inside of Ontario.
2. Click **Save & Next** to proceed.

HSP Testing Guide  
2021/22 Refillable Propane Containers Performance -  
Hauler  
Enter your data and click **Save & Next** to move to the next reporting screen.

**Refillable Propane Containers Picked Up**

**Total Picked Up** Outside Ontario

Total weight of refillable propane containers picked up both inside and outside Ontario.

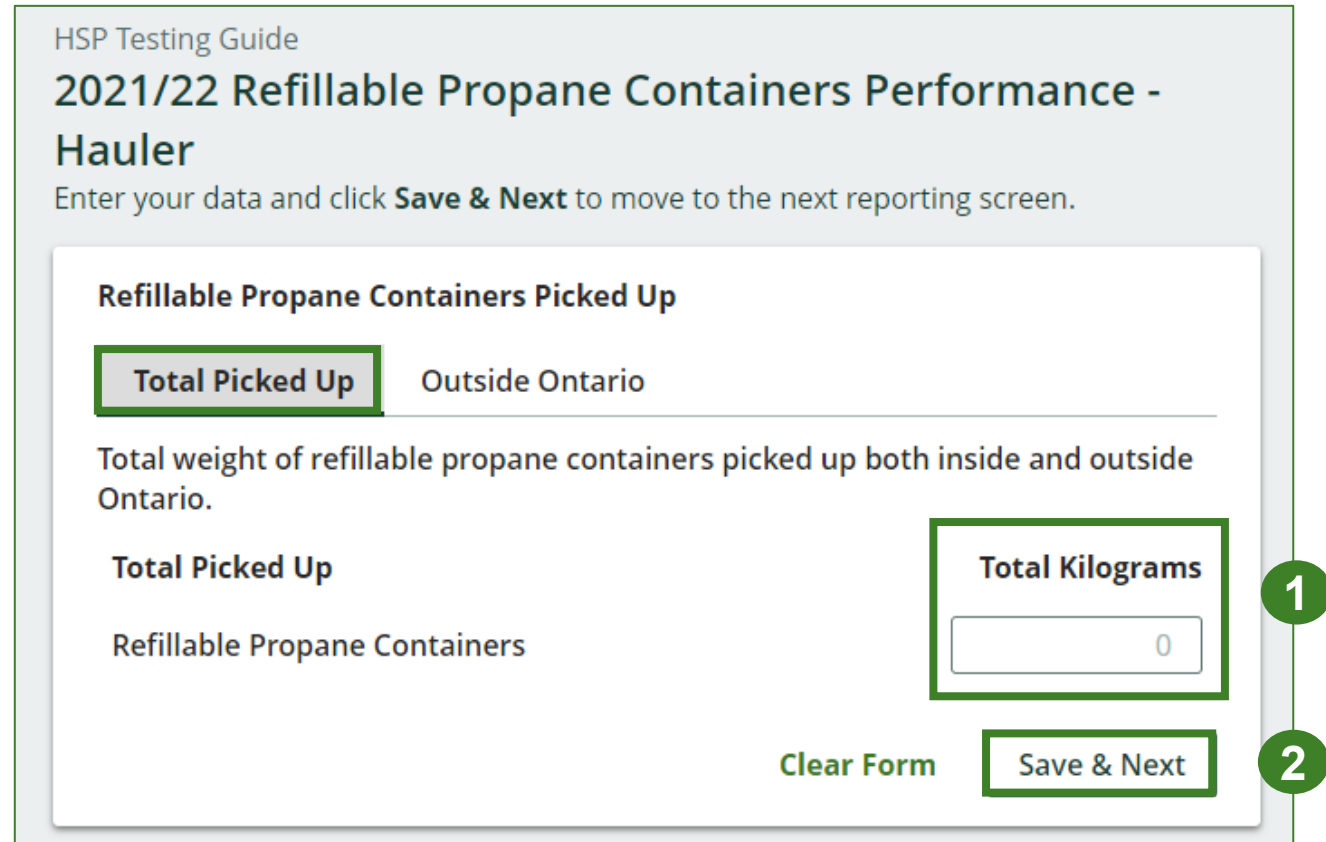
**Total Picked Up**

Refillable Propane Containers

**Total Kilograms**

0

Clear Form **Save & Next**



# Performance report

## Enter weight of total picked up materials cont.

1. Under the **Outside Ontario** tab, enter the **Total Kilograms** of refillable propane containers picked up outside of Ontario.
2. If you did not pick up any refillable propane containers outside of Ontario, select the check box for **I did not pick up any propane containers outside Ontario.**
3. Click **Save & Next** to proceed.

HSP Testing Guide  
2021/22 Refillable Propane Containers Performance -  
Hauler  
Enter your data and click **Save & Next** to move to the next reporting screen.

**Refillable Propane Containers Picked Up**

✓ Total Picked Up **Outside Ontario**

Total weight of refillable propane containers picked up outside Ontario.

**Outside Ontario**

Refillable Propane Containers

**Total Kilograms**

I did not pick up any propane containers outside Ontario.

**Clear Form** **Previous** **Save & Next**



# Performance report

## Review your materials picked up data

1. Review the previously entered **Total Kilograms** of refillable propane containers picked up.
2. Click on **Edit** if you need to make a change to the refillable propane container weights.

HSP Testing Guide  
2021/22 Refillable Propane Containers Performance - Hauler

**Report Summary**

**Refillable Propane Containers Picked Up**

✓ Total Picked Up    ✓ Outside Ontario

Total weight of refillable propane containers picked up both inside and outside Ontario.

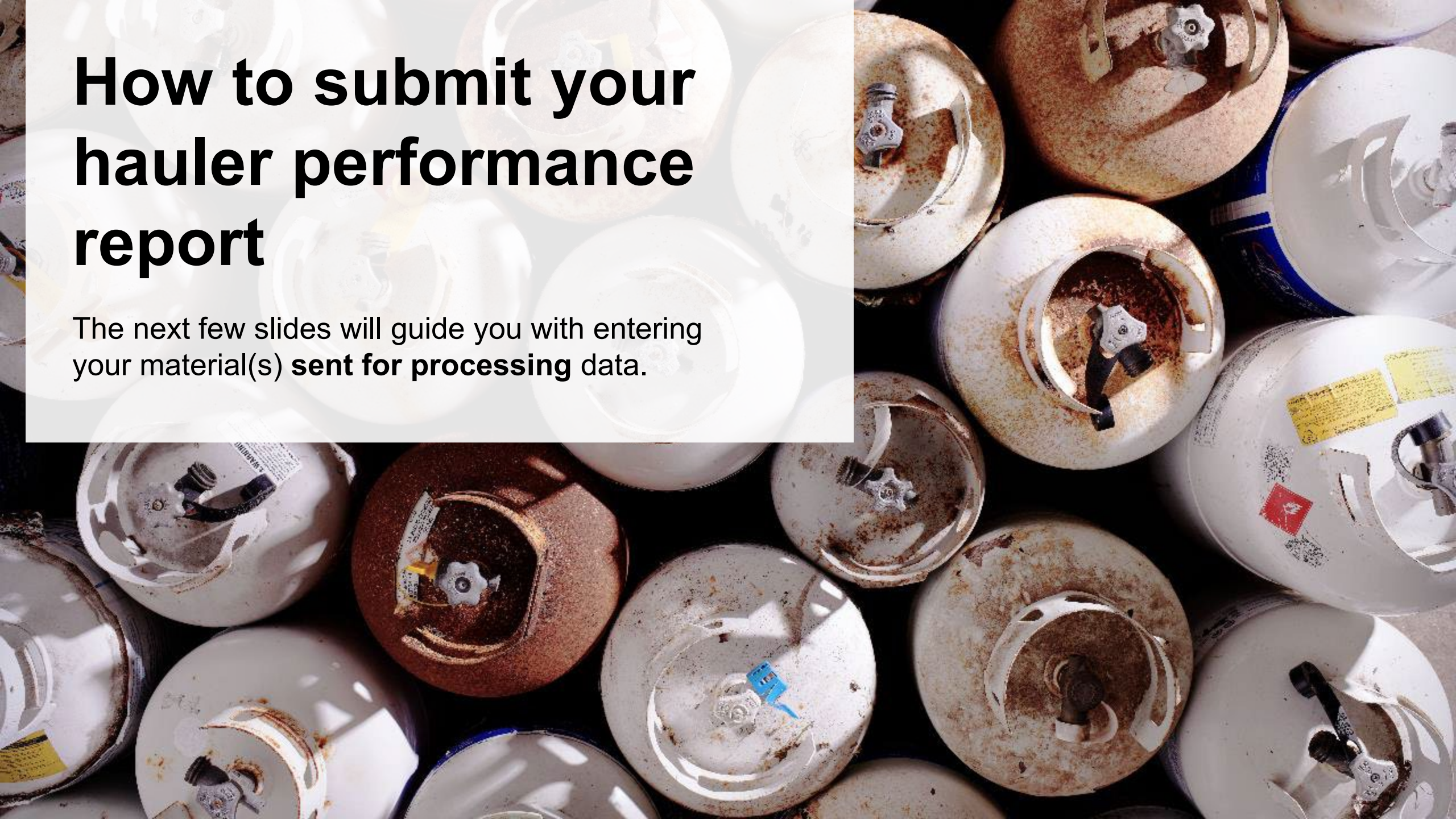
Total Picked Up	Total Kilograms
Refillable Propane Containers	1,000
<b>Total</b>	<b>1,000</b>

Total Picked Up data last updated by: Stefort Cumma on May 24, 2023 12:38 p.m.

[Edit](#)

# How to submit your hauler performance report

The next few slides will guide you with entering your material(s) **sent for processing** data.





# Performance report

## Enter weight of materials sent for processing

1. Under **Refillable Propane Containers Dropped Off**, click **Start** to enter the refillable propane container weights dropped off for processing.

HSP Testing Guide

### 2021/22 Refillable Propane Containers Performance - Hauler

**Refillable Propane Containers Dropped Off**

**Sent for Processing**

---

Total weight of refillable propane containers sent for processing.

Sent for Processing	Total Kilograms
Refillable Propane Containers	
<b>Total</b>	

**Start**

**1**



# Performance report

Enter weight of materials sent for processing cont.

1. Under **Sent for Processing**, enter the **Total Kilograms** of refillable propane containers sent for processing.
2. If you did not send any refillable propane containers for processing, click on the check box marked **I did not send any refillable propane containers for processing**.
3. Click **Save & Next** to proceed.

HSP Testing Guide  
2021/22 Refillable Propane Containers Performance - Hauler  
Enter your data and click **Save & Next** to move to the next reporting screen.

**Refillable Propane Containers Dropped Off**

**Sent for Processing**

Total weight of refillable propane containers sent for processing.

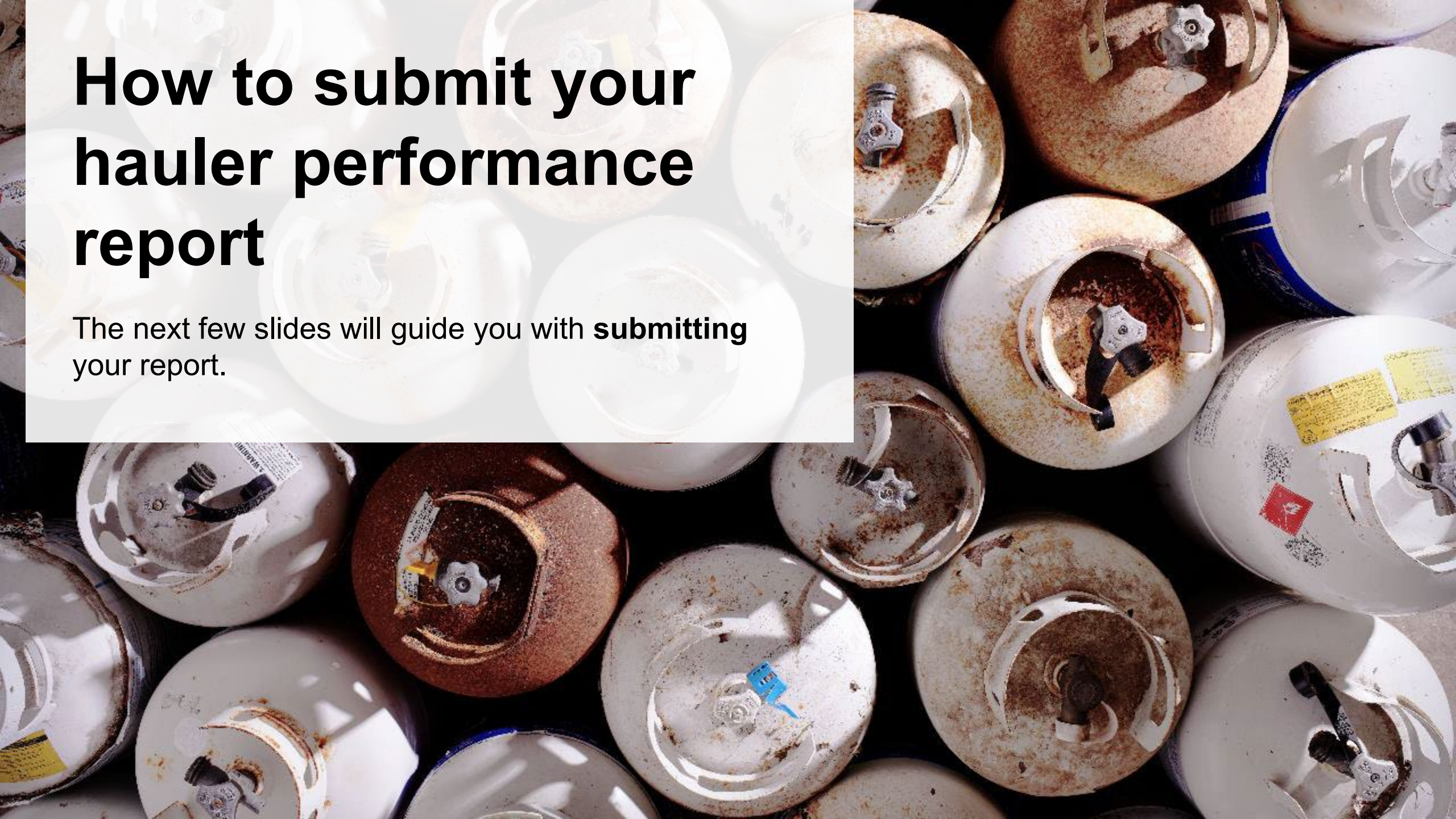
Sent for Processing	Total Kilograms
Refillable Propane Containers	<input type="text" value="0"/>

I did not send any refillable propane containers for processing.

**Clear Form** **Save & Next**

# How to submit your hauler performance report

The next few slides will guide you with **submitting** your report.





# Performance report

## Submit your report

1. Under **Report Summary**, you can review the data previously entered and click **Edit** if you need to make changes.
2. Click on **Submit Report** once you are finished reviewing and ready to submit.

< Back to Dashboard

Karim's Auto  
2021/22 Refillable Propane Containers Performance - Hauler

Report Status  
In Progress

Submit Report

Your report cannot be submitted until all fields have been entered.

**1**

### Report Summary

#### Refillable Propane Containers Picked Up

✓ Total Picked Up ✓ Outside Ontario

Total weight of refillable propane containers picked up both inside and outside Ontario.

Total Picked Up	Total Kilograms
Refillable Propane Containers	1,000
<b>Total</b>	<b>1,000</b>

Total Picked Up data last updated by: Karim Asad on Jul 13, 2023 01:57 p.m.

Edit

#### Refillable Propane Containers Dropped Off

✓ Sent for Processing

Total weight of refillable propane containers sent for processing.

Sent for Processing	Total Kilograms
Refillable Propane Containers	1,000
<b>Total</b>	<b>1,000</b>

Sent for Processing data last updated by: Karim Asad on Jul 13, 2023 01:57 p.m.

Edit

**2**

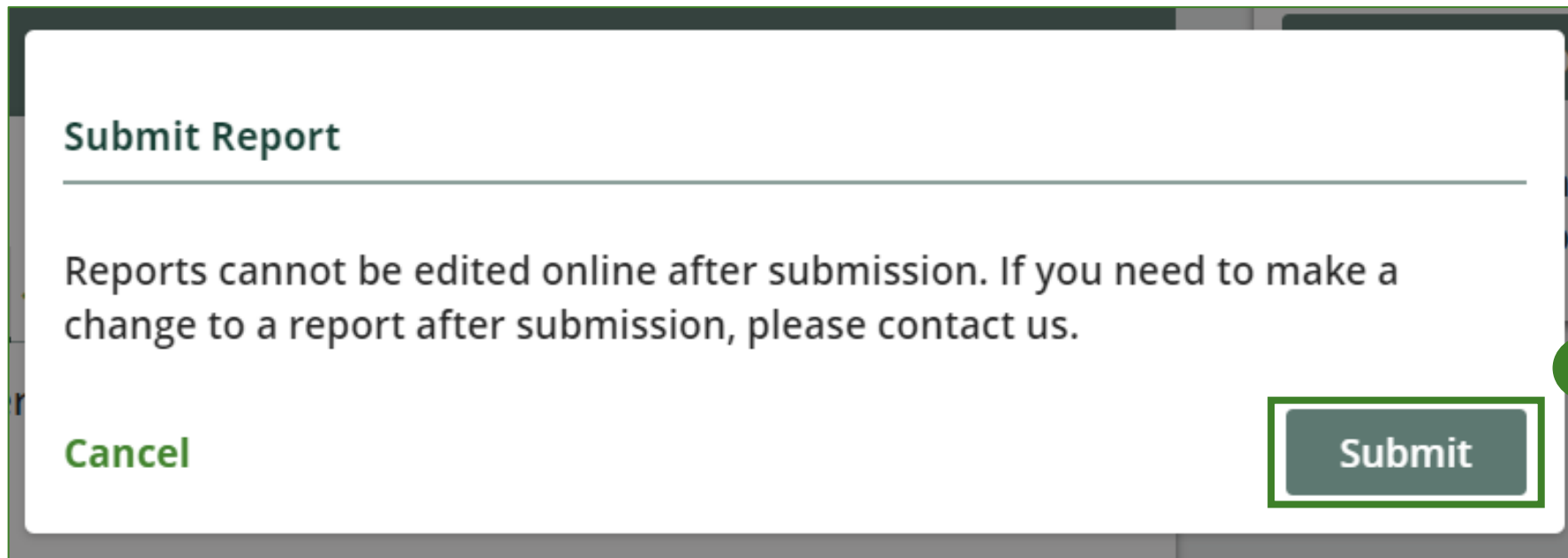


# Performance report

## Submit your report cont.

1. After clicking on **Submit Report**, the below notice will appear. After reading the notice, click **Submit**.

**Note:** Once the report is submitted you are not able to make any changes.



# Performance report

## View submitted report

1. Your report status should now read as **Submitted**.
2. Click on **Back to Dashboard** to return to the Refillable Propane Containers Homepage.

The screenshot shows a web interface for a performance report. A green circle with the number '2' points to a '< Back to Dashboard' link at the top left. A green circle with the number '1' points to a 'Report Status' box at the top right. The report title is '2021/22 Refillable Propane Containers Performance - Hauler'. The status is 'Submitted' with a timestamp of 'May 24, 2023 01:09 p.m.'. Below this is a 'Report Summary' section with a sub-section 'Refillable Propane Containers Picked Up'. It includes a 'Total Picked Up' button and a location filter 'Outside Ontario'. A table shows 'Total Picked Up' as 1,000 kilograms. Below this is a 'Refillable Propane Containers Dropped Off' section with a 'Sent for Processing' button. A table shows 'Sent for Processing' as 1,000 kilograms. Both tables have a 'Total' row showing 1,000 kilograms. The interface also includes a '< Back to Dashboard' link at the top left and a 'Report Status' box at the top right.

[< Back to Dashboard](#)

HSP Testing Guide  
2021/22 Refillable Propane Containers Performance - Hauler

**Report Status**  
Submitted  
May 24, 2023 01:09 p.m.

### Report Summary

#### Refillable Propane Containers Picked Up

[Total Picked Up](#) [Outside Ontario](#)

Total weight of refillable propane containers picked up both inside and outside Ontario.

Total Picked Up	Total Kilograms
Refillable Propane Containers	1,000
<b>Total</b>	<b>1,000</b>

Total Picked Up data last updated by: Stefort Cumma on May 24, 2023 01:09 p.m.

#### Refillable Propane Containers Dropped Off

[Sent for Processing](#)

Total weight of refillable propane containers sent for processing.

Sent for Processing	Total Kilograms
Refillable Propane Containers	1,000
<b>Total</b>	<b>1,000</b>

Sent for Processing data last updated by: Stefort Cumma on May 24, 2023 01:09 p.m.

# Performance report

## View submitted report cont.

1. On the **Refillable Propane Containers Homepage**, under the **Hauler Reports** tab, your Refillable Propane Containers Performance – Hauler report status should show **Submitted** and who it was last updated by.
2. Under **Action**, you can click **View** to review the report submission or click **Download** for a copy of the report.

The screenshot displays the 'Refillable Propane Containers Homepage' with a navigation menu including 'Producer', 'Hauler', 'Processor \*', 'Invoices', and 'Add Roles'. A notification banner at the top states: 'An asterisk (\*) indicates that you have incomplete items to address in the tab.' Below the navigation, a table titled 'Refillable Propane Containers' is shown. The table has columns for 'Report', 'Status', 'Last Updated By', and 'Action'. A single row is highlighted with a green border, showing a report titled '2021/22 Refillable Propane Containers Pe...' with a status of 'Submitted' (dated May 24, 2023 01:09 p.m.) and updated by 'Stefort Cumma'. The 'Action' column for this row contains 'View' and 'Download' buttons. A green circle with the number '1' is positioned at the bottom left of the screenshot, and another green circle with the number '2' is at the bottom right, pointing to the 'View' and 'Download' buttons respectively.

Report	Status	Last Updated By	Action
2021/22 Refillable Propane Containers Pe...	Submitted May 24, 2023 01:09 p.m.	Stefort Cumma	View Download





# Additional resources

# Have a question?

## Resources to help you submit your report:

- Visit our [HSP hauler webpage](#) for additional information on reporting requirements.
- For support with navigating the Registry and meeting your regulatory requirements, visit our [HSP Registry Resources webpage](#) to access registry procedures, compliance bulletins, how-to videos, FAQs and more.
- If you have further questions that are not answered in this guide, contact the Compliance Team at [registry@rpra.ca](mailto:registry@rpra.ca) or call 1-833-600-0530.