Managing Collection Activities in RPRA's Registry

A guide for producer responsibility organizations (PROs)





Table of contents

- What is collection activity reporting?
- Manage users reporting on collection activities
 - Add a user to your registry account
 - Access levels
- Collection activities
 - Adding a collection activity
 - Rules for adding collection activities
 - View, modify and delete a collection activity
- Shared and individual collection systems
- Accessibility
- Monthly confirmation of collection activities
 - What is a collection activities monthly confirmation?
 - How to complete a monthly confirmation



What is collection activity reporting?

'Collection activities' refers to collection sites, events, seasonal events, call-in, and other activity types related to material collection systems. Reporting collection activities to RPRA is a requirement under the Tires, Batteries, Electrical and Electronic Equipment, and Hazardous and Special Products regulations that RPRA oversees. This reporting is usually delegated to PROs on behalf of producers.

The Collection Activities functionality in RPRA's registry gives PROs, and producers without a PRO, the ability to report and maintain up-to-date information on collection activities in their registry account.

Reporting current and accurate collection activity data in the registry supports RPRA with monitoring collection system compliance. It also provides RPRA's Where to Recycle map with accurate collection locations that Ontarians can rely on to drop off used materials.

This guide provides information on what data needs to be reported and step-by-step instructions on how to complete the reporting of every type of collection activity in the registry.

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

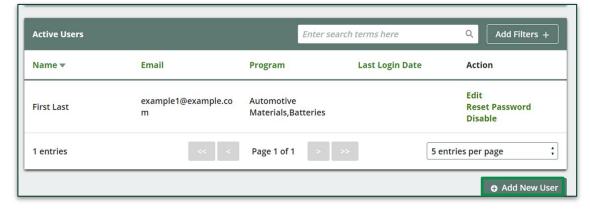


Add a user to your registry account (1/2)

Starting location: Logged into your Registry account.



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

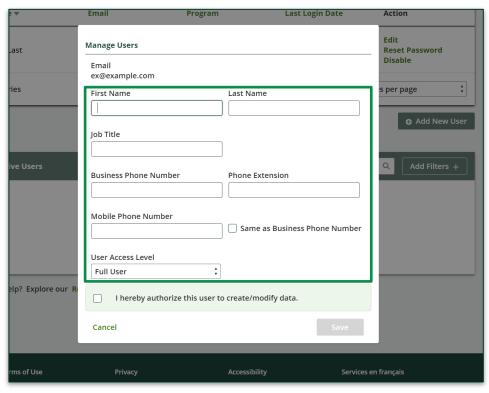


2) Select Add New User

Add a user to your registry account (2/2)



3) Enter the new user's email address and then click continue.



4) Add the users contact details.

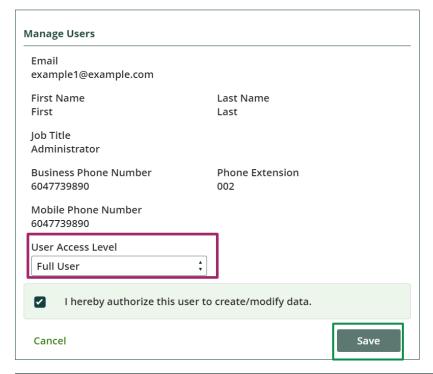
Access levels (1/4)

Once you add contact details, you will need to pick which user access level you want for that account.

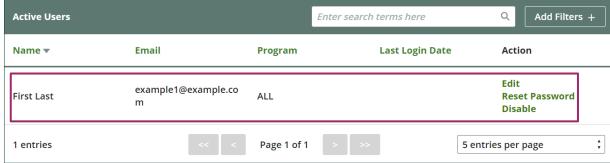
The following are the two types of users and each have different levels of account access:

- 1. Full User: This is the default user setting. Users added to your PRO account will be able to access all areas of your registry account, including the Collection Activities tab.
- 2. Collection Activities only: This type of user will only be able to access the Collection Activities tab in the programs selected in your account and will not have access to any other account data. This type of user works best if you are delegating the reporting of collection activities in your account to external parties.

Access levels (2/4) Full user

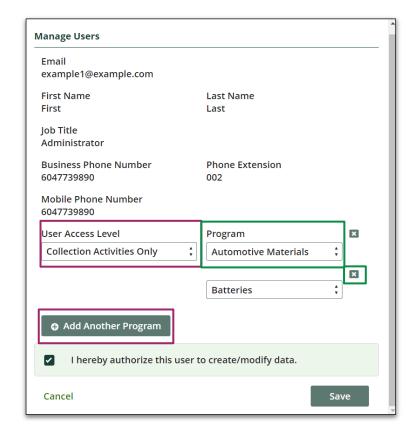


- 1. Under the **User Access Level** field select **Full User** from the drop down if you want the user to have access to all programs the PRO is enrolled in, including the new collection activities feature.
- 2. Click Save.



3. You will be directed back to the Manage Users dashboard where you will see the new or revised user displayed under the list of Active Users. You can edit active users to modify permissions as required by clicking **Edit** under the **Action** column.

Access levels (3/4) Collection activities only



- 1. Under the **User Access Level field**, select the Collection Activities Only option from the drop down to grant a user access.
- 2. Choose the program or material type.
- 3. To add an additional program or material, select it from the **Add Another Program** drop down.
- 4. To delete a program or material, click the X button beside the corresponding name.

Access levels (4/4) Collection activities only



- 1. Check the 'I hereby authorize this user to create/modify data' disclaimer.
- 2. Click Save.



3. You will be directed back to the Manage Users dashboard where you will see the new or revised user displayed under the list of Active Users. You can edit active users to modify permissions as required by clicking **Edit** under the **Action** column.



Collection activities applicable by program

The collection activity types available in the registry vary by program. Only activities applicable to the programs you're enrolled in will be shown in your registry account.

The following is a summary of which collection activities are applicable to each program.

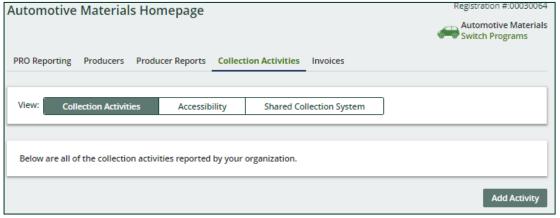
Program	Collection sites	Collection events	Curbside pickup	Curbside pickup upon request	Direct pickup	Seasonal sites	Call-in collection service
Tires*	√						
Batteries	√	√			√		
ITT/AV	√	√			√		
Lighting	√	√			√		
Automotive Materials	√	√	√	✓		✓	✓
Paints, coatings, and solvents	√	√	√	✓		✓	✓
Pesticides	√	√	√	✓		✓	✓
Non-Refillable Pressurized Containers	√	√	√	✓		✓	✓
Refillable Pressurized Containers*							✓
Refillable Propane Containers*							√
Mercury Containing Devices*							√

^{*}Where there is only one activity type for a program, users will bypass the 'Select Activity Type' page and proceed to enter the details of the activity.

Collection activities tab

The new **Collection Activities** tab helps PROs to manage their collection sites, events and any other applicable collection activities.

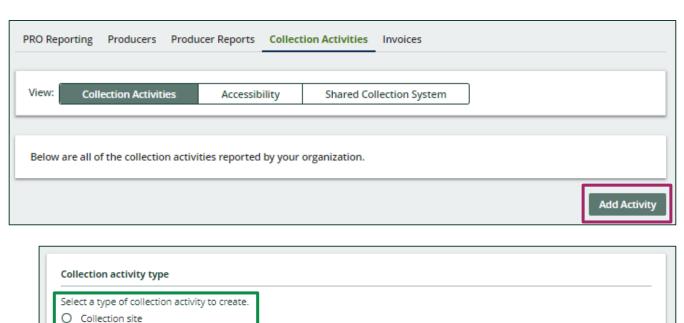
There are three sections on this tab: Collection Activities, Accessibility, and Shared Collection Systems.



The following are the definitions for each section:

- Collection activities: Create and manage all your activities.
- Accessibility: Displays the number of sites/events in the system and the required number, by community.
- Shared and individual collection systems: Displays details of whether you are establishing a shared or individual collection system.

Adding a collection activity: collection site (1/6)



Collection event
 Curbside pickup

O Seasonal site

Cancel

Curbside pickup upon request

O Call-in collection service

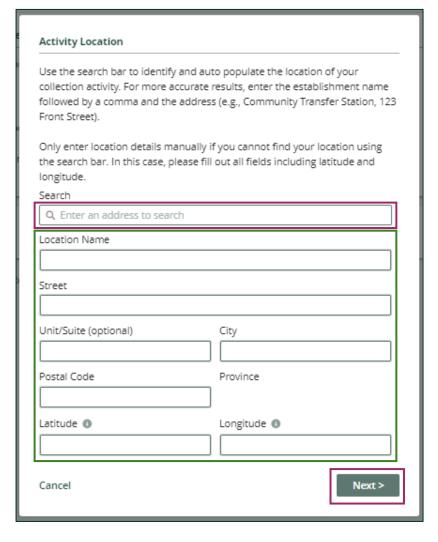
1. Add a new activity by clicking the **Add Activity** button, which will bring you to the Collection Activity page.



3. Click Next.

Next >

Adding a collection activity: collection site (2/6)

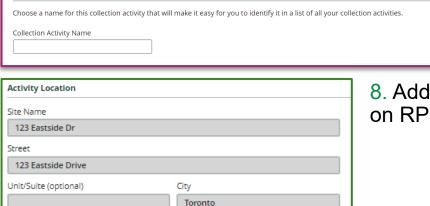


- 4. Type in the **location** and if applicable, select the suggested **address**.
 - Tip: search by the business name or combination of the business name and address for best results. Results are based on data that your business has added to its Google profile.
- 5. If you select an address from the drop down, all the fields below will be autopopulated.

Only enter location details manually if you cannot find your location using the search bar. If this is the case, enter the Location Name, Street, Unit, City, Postal Code, Latitude and Longitude of the site.

- A warning will appear if you enter an address that cannot be validated by Google
 API or if the user manually changes any auto-populated information. However,
 you can continue creating the activity using an unvalidated address. If so, the
 Compliance Team will review and approve as a valid location.
- The province will be auto-populated by the system based on the address entered.
 You cannot edit this field.
- Use Google Maps, GPS or GIS to find the latitude and longitude of an address (the geographic location).
- 6. Click on **Next** to continue to the next step.

Adding a collection activity: collection site (3/6)



Province

Ontario

Longitude

-79.55208929999999

Collection Activity Information

Postal Code

M8Z 5S5

43,623845

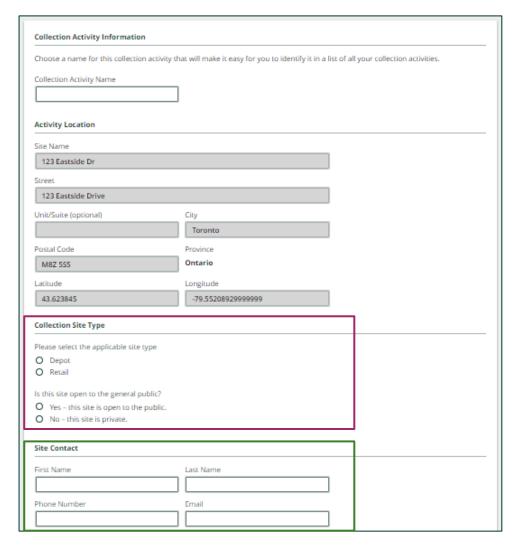
Latitude

7. After entering the location, you will be directed to the **Activity Details** page to add more information.

8. Add a Collection Activity name. This name will not show on RPRA's Where to Recycle map.

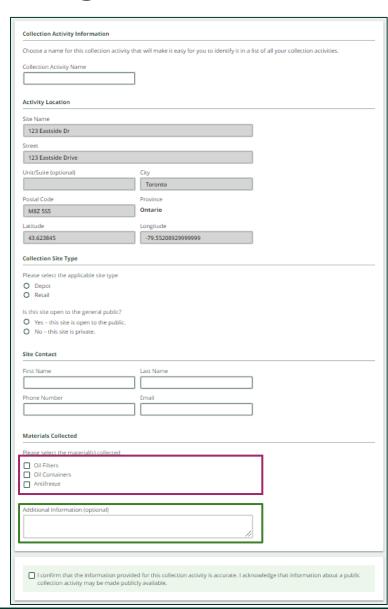
Note: Activity Location will be displayed on this page, but it will be non-editable, based on the information entered in the previous step.

Adding a collection activity: collection site (4/6)



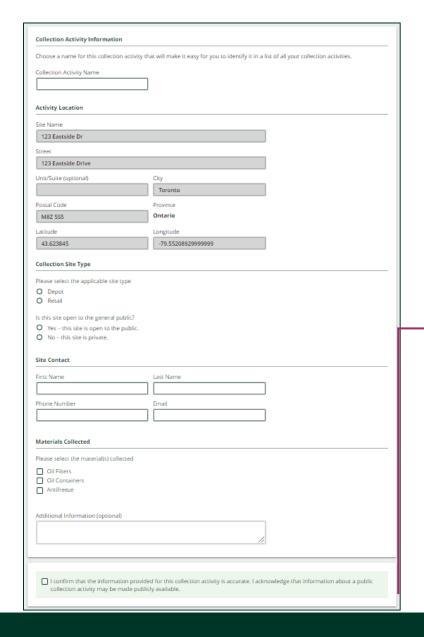
- 9. Select the attributes of the site:
 - **Depot:** Recycling centres and other municipal or public service locations that collect materials for recycling.
 - **Retail:** Retail stores and other business locations that collect materials for recycling.
 - **Public (Yes):** Site accessible to the public in Ontario. E.g., municipal depots.
 - **Private (No):** Site not accessible to the public in Ontario. E.g., school, office, private businesses.
- 10. Enter the contact details of the collection site: First Name, Last Name, Phone Number, and Email.
 - Contact information in this field must be an individual at the collection site. PROs contact information should not be included here.
 - Phone Number is the only mandatory field in this section.
 - The contact information collected in this field will not be included in RPRA's Where to Recycle map.

Adding a collection activity: collection site (5/6)

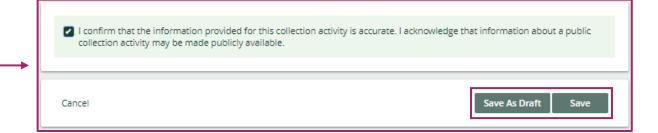


- 11. Select all applicable Materials Collected. This section will only appear for programs with multiple materials.
- 12. If desired, add any additional information about the collection site. This information will not be displayed on the Where to Recycle map.

Adding a collection activity: collection site (6/6)



- 13. Confirm that the information entered is correct and accurate.
- You have two options to save:
 - Save As Draft: These activities are <u>not</u> added to the Where to Recycle map. The activity name, public/private details and contact information can be edited at any time.
 - **Save:** These activities are considered final and will be displayed on the Where to Recycle map. After saving, you can only edit the activity name or contact information.



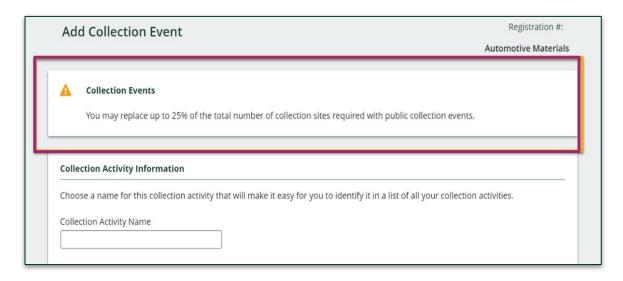
Note:

- You can always deactivate a site once it's been saved.
- Error messages may show up if any of the required fields are not populated or populated incorrectly.
- Click on **Cancel** to erase all information entered and go back to the main screen (slide 14).

Adding a collection activity: collection event (1/3)

Events must be held within the current calendar year. If an event starts in the current year but ends the following year, you must:

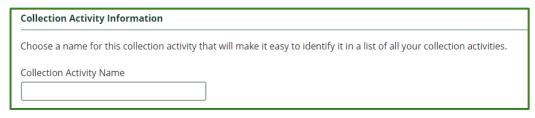
- Add the event until December 31 of that year, and
- Create a separate event in the upcoming year. Events created for future years will not count towards the current year's accessibility requirements.



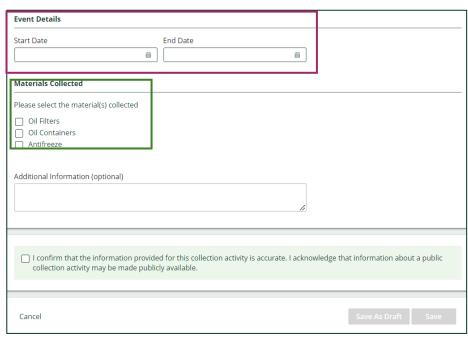
1. Enter the location details as in slide 16, then proceed to the Activity Details page. You may replace up to 25% of the total number of collection sites required with public collection events. You may report more events than the allowed maximum, but those additional events will not count towards the current year's accessibility requirements.

PROs should reach out to RPRA's Compliance Team to indicate which events count towards their accessibility requirements if they exceed the maximum.

Adding a collection activity: collection event (2/3)

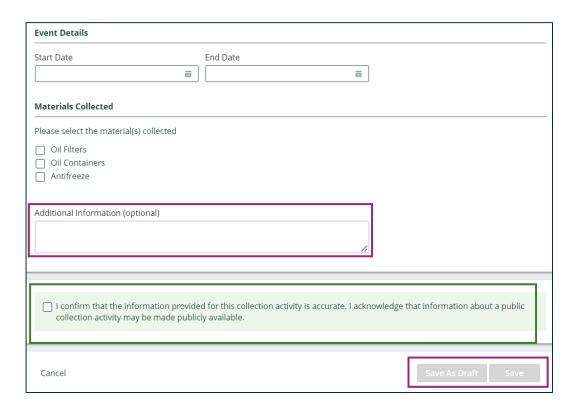


2. Add a Collection Activity name. This name will not be displayed on the Where to Recycle map, so it can be tailored to the PRO's naming conventions.



- 3. Enter the **event start** and **end dates**. You can click on the calendar button to select dates more easily.
- 4. In multi-material programs, select the specific materials collected at this event.

Adding a collection activity: collection event (3/3)

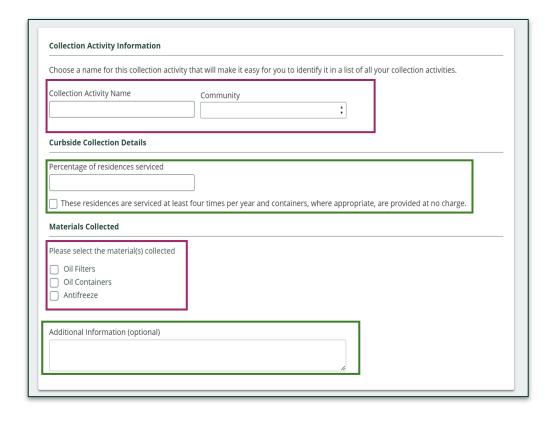


- 5. If desired, add any relevant additional information about the event. This information will not be displayed on the Where to Recycle map.
- 6. Confirm that the information entered is correct and accurate.
- 7. You have two options to save:

Save As Draft: These activities are <u>not</u> added to the Where to Recycle map. The activity name, start/end date and additional information can be edited.

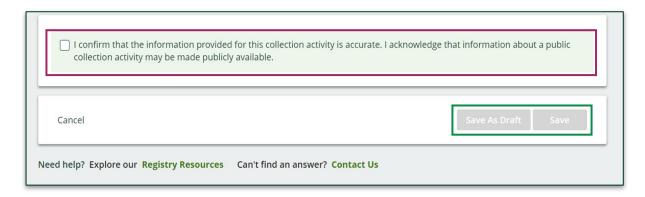
- **Save:** These activities are considered final and cannot be edited. Events will be displayed on the map.
- You can always deactivate a site once it's been saved.

Adding a collection activity: curbside pickup (1/2)



- 1. Create a name for the curbside pickup program and enter the community where this service is provided. If you provide curbside pickup at multiple communities, create a separate activity for each community.
- 2. Enter the percentage of households serviced by the curbside pickup. Then, check the checkbox to confirm that the households are serviced at least four times per year and containers, where appropriate, are provided at no charge.
- 3. In multi-material programs, select the material(s) collected curbside.
- 4. Enter any relevant additional information about the event.

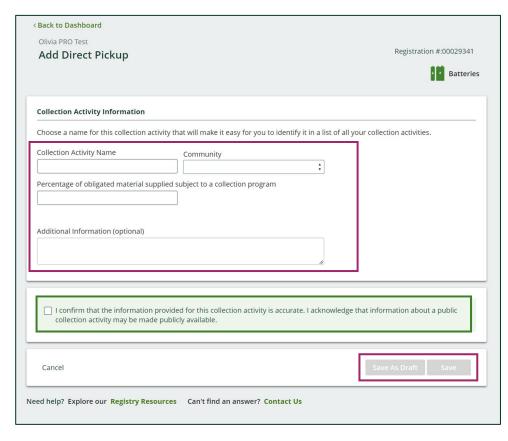
Adding a collection activity: curbside pickup (2/2)



- 6. Confirm that the information entered is correct and accurate.
- 7. You have two options to save:
 - Save As Draft: The activity name, percentage of residences serviced and the checkbox confirming the residences are serviced at least four times per year can be edited.
 - Save: These activities are considered final and cannot be edited.
 - You can always deactivate a curbside pickup once it's been saved.

Note: Curbside pickups are <u>not</u> displayed on the Where to Recycle map.

Adding a collection activity: direct pickup

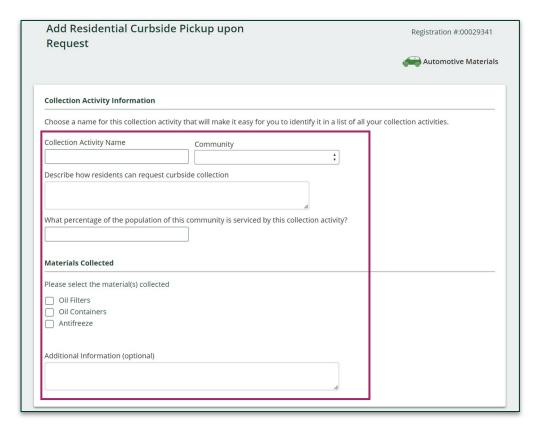


Note: Direct pickups are <u>not</u> displayed on the Where to Recycle map.

- 1. Fill out the following collection activity information:
 - Create a name for the activity.
 - Select the community for which this activity is applicable for. If you provide direct pickup at multiple communities, create a separate activity for each community.
 - Indicate the percentage of obligated material supplied subject to a direct pickup.
 - Indicate the material(s) for which this service is applicable.
 - Add any additional information you believe is relevant. This information will not be displayed on the Where to Recycle map.
- 2. Confirm that the information entered is correct and accurate.
- 3. You have two options to save:
 - Save As Draft: The activity name, percentage of obligated material supplied subject to a direct pickup, and additional information can be edited.
 - **Save:** Once saved, these activities are considered final and cannot be edited.
 - You can always deactivate a direct pickup once it's been saved.

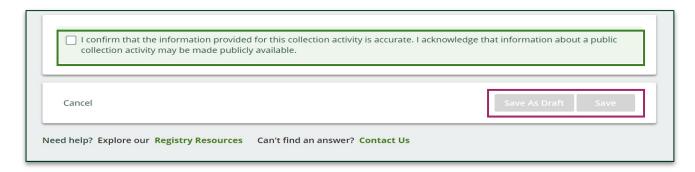
Adding a collection activity: curbside pickup upon request (1/2)

Curbside Pickup upon Request is only applicable to the Hazardous and Special Products (HSP) Program.



- 1. Fill out the following collection activity information:
 - Choose a name for this activity keeping in mind that this will be non-editable.
 - Describe how residents can request curbside collection.
 - Indicate the percentage of the community served by this Curbside Pickup upon Request service.
 - Indicate the material(s) for which this service is applicable.
 - Add any additional information you believe is relevant. This information will not be displayed on the Where to Recycle map.

Adding a collection activity: curbside pickup upon request (2/2)

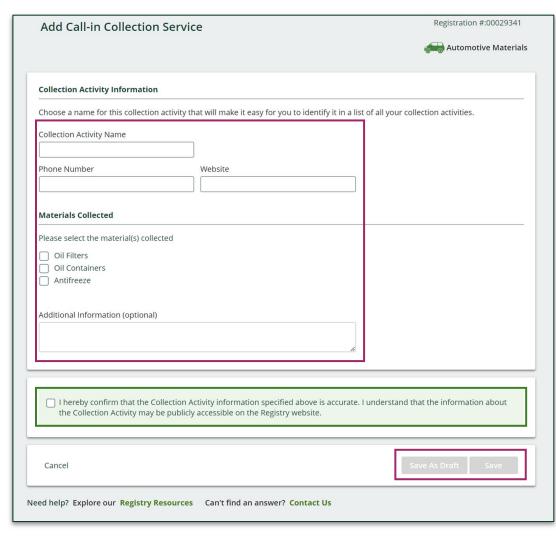


- 2. Confirm that the information entered is correct and accurate.
- 3. You have two options to save:
 - Save as Draft: The activity name, description, percentage and content on the Additional Information box can be
 edited.
 - Save: These activities are considered final and cannot be edited.
 - You can deactivate a curbside pickup upon request once it's been saved.

Note: Curbside pickups upon request are <u>not</u> displayed on the Where to Recycle map.

Adding a collection activity: call-in collection service

Call-in Collection Service is only applicable to the HSP Program. Services must be available to all communities in Ontario.



- 1. Fill out the following collection activity information:
 - Choose a name for this activity. Keep in mind that this will be non-editable.
 - Add the phone number or website where communities can request a call-in collection service.
 - Indicate the material(s) for which this service is applicable.
 - Add any additional information you believe is relevant. This information will not be displayed on the Where to Recycle map.
- 2. Confirm that the information entered is correct and accurate.
- 3. You have two options to save:
 - Save As Draft: The activity name and contact information can be edited.
 - Save: These activities are considered final and cannot be edited.
 - You can deactivate a call-in collection activity once it's been saved.

Note: Call-in collection services are <u>not</u> displayed on the Where to Recycle map.

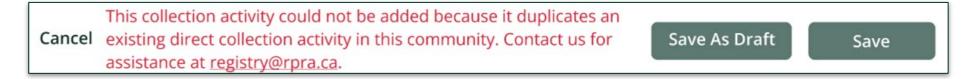


Duplicate rules (1/3)

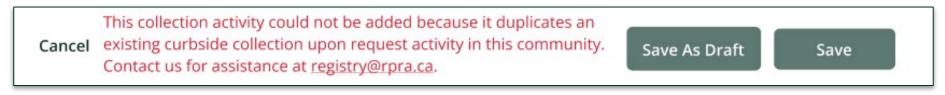
PROs/Collection Systems can only have one Active Curbside Pickup record at a time per material type per community. Upon saving an additional curbside pickup for the same material and community, the following error message will appear.



PROs/Collection Systems can only have one Active Direct Pickup records at a time per material per community. Upon saving an additional direct pickup for the same material and community, the following error message will appear.



PROs/Collection Systems can only have one Active Curbside Pickup Upon Request Activity record at a time per material per community. Upon saving an additional curbside pickup upon request for the same material and community, the following error message should appear.



Duplicate rules (2/3)

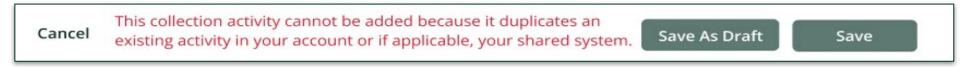
PROs/Collection Systems can only have one Active Call-in Collection Service per material type. Upon saving an additional active call-in collection service for the same material, the following error message will appear.



PROs/Collection Systems can have multiple Active Collection Events at the same location as long as the dates are different. Upon saving an additional event at the same location and date, the following error message will appear.

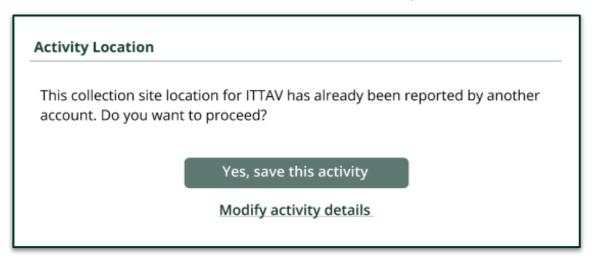


Individual PROs cannot have multiple Active Collection Site Activities for the same material at the same collection site location (e.g. PRO 1 creates 2 activities at the same location for the same material). Upon saving an additional active collection site activity duplicate for the same material and location, the following error message will appear.



Duplicate rules (3/3)

Collection site locations can have multiple Active Collection Site Activities per material from multiple PROs/Collection Systems (e.g. PRO 1 reports an activity location for Batteries; PRO 2 also reports an activity location for Batteries). However, the following message will appear to warn the user prior to adding potential duplicates.



PROs in a shared system **cannot report multiple Active Collection Site Activities** for the same material at the same collection site location (e.g. PRO 1 reports Batteries at a site; PRO 2 reports Batteries at the same site). Upon saving an additional active collection site activity for the same material and location, the following error message will appear.

Cancel

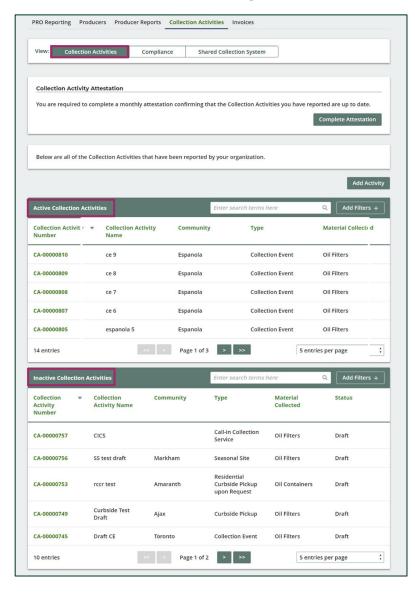
This collection activity cannot be added because it duplicates an existing activity in your account or if applicable, your shared system.

Save As Draft

Save



How to view your collection activities (1/2)



You can find tables that display your active and inactive collection activities under the **Collection Activities** tab.

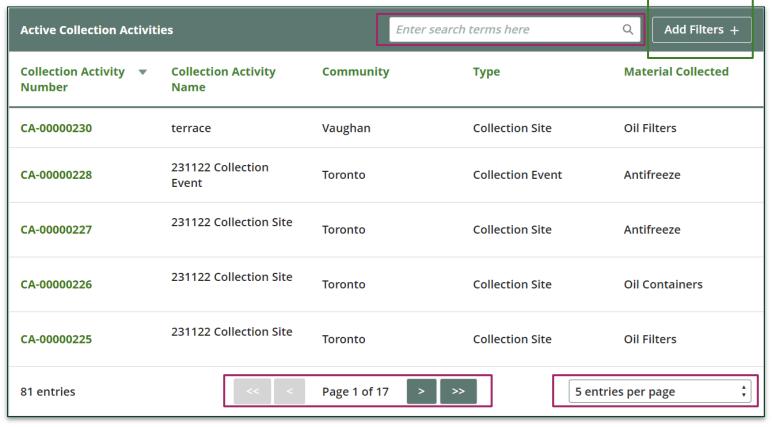
The **Active Collection Activities** table will display Collection Activity Number, Name, Community, Type and Material Collected.

*Material collected is only displayed for programs with multiple materials.

The **Inactive Collection Activities** table will display the same columns as the Active Collection Activities table but has the additional Status column with values of: In Review, Draft, Deactivated.

How to view your active collection activities (2/2)

This table includes ongoing collection activities in your system. Collection sites and events in this table **will be displayed** on the Where to Recycle map.



1. To search for an activity, enter a collection activity name, community or type of activity

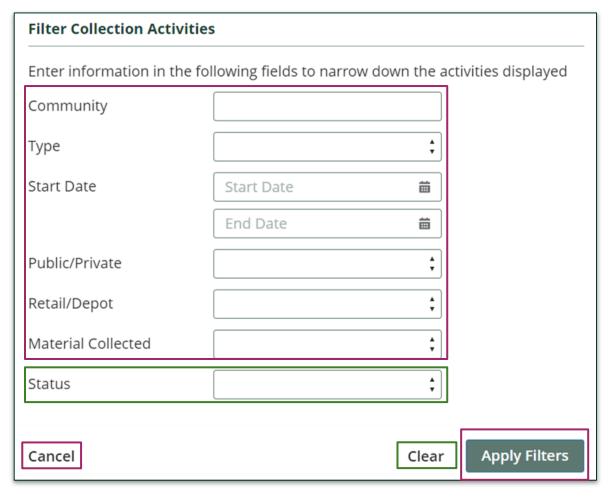
- 2. You can also narrow down the search results using the Add Filters button. For more information on filtering, see slide 38.
- 3. Change the view using the following functionality:
- Use the arrows at the bottom of the table to go to the next page of records.
- Increase or decrease the number of entries per page using the dropdown.

Summary of collection activity statuses

Each collection activity entered in the registry will be assigned a status based on how it is saved and the rules for adding collection activities. You can view the status in the Active and Inactive Collection Activities tables.

Status	Active	Draft	In Review	Deactivated	Deleted
Description	An ongoing activity that may count towards compliance calculations (with some exceptions)	A created activity not visible in the map and not counting towards accessibility metrics	Collection sites, seasonal sites and collection events with an unvalidated address	An activity that no longer counts towards compliance calculations	An activity that no longer applies
Example	Collection site with validated address showing on the Where to Recycle map	An event with no confirmed date	Collection site with an address not validated by Google	Event carried on a previous calendar year Seasonal Site operated in a previous calendar year	Event added in error
Visibility on the Where to Recycle map	Visible	Not visible	Not visible	Not visible	Not visible
Rules	User can only edit the contact information for collection sites and seasonal sites	User can edit certain details of the activity If the un-editable information changes, the PRO must deactivate the draft record and create a new one	User cannot edit the activity, but they can delete it	Registrant cannot edit any details of the activity	User can only cancel a draft/ in review activity Registrant cannot edit details of the activity, as deleted activities are not surfaced in the Registry

Collection activities table: filter collection activities

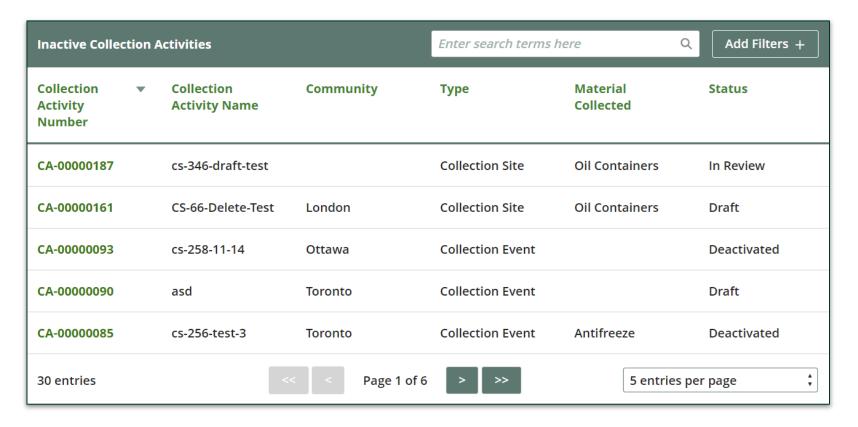


- 1. Filter the table by Community, Type (site, event etc.), Date (only for events and seasonal sites), Public/Private, Retail/Depot, and Material Collected.
- 2. You may also filter by the status of the activity (only applicable on the Inactive Collection Activity table).
- 3. Click on Apply Filters to see the results.
- 4. Click Clear if you want to remove previously entered data.
- 5. Click Cancel to go back to the Collection Activities Table without saving changes.

View your inactive collection activities

This table includes activities in your system that are either <u>under review</u>, <u>created as a draft or deactivated</u>. Collection sites and events in this table **will NOT be displayed** on the Where to Recycle map.

This table includes the same columns as the table of active sites, plus the status of each record. See the previous slide for details of each status type.

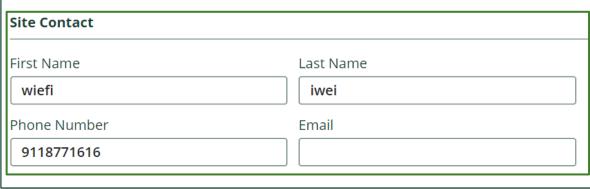


Edit an active collection activity

Users can only edit an active activity if it's a Collection Site or Seasonal Site.

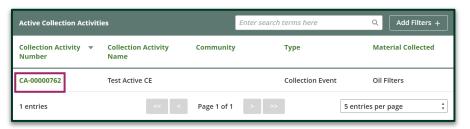


1. Click **edit** to modify an active Seasonal or Collection Site.

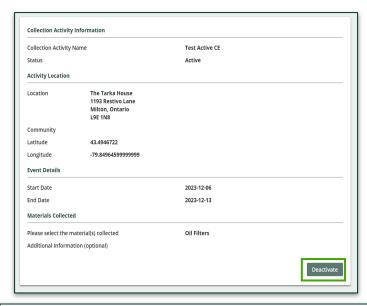


- 2. You can only edit fields in the Site Contact section:
 - First Name
 - Last Name
 - Phone Number
 - Email

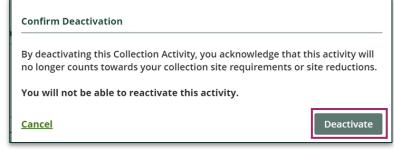
Deactivate an active collection activity



1. To deactivate an active collection activity, click on the Collection Activity Number.



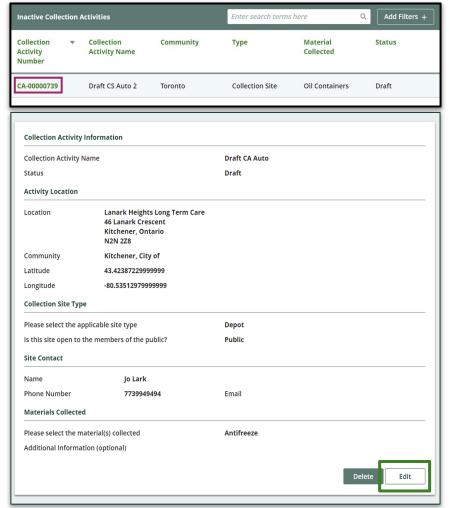
2. Users will be redirected to the Details page where they can click on the Deactivate button to deactivate the collection activity.



3. A confirmation message will appear indicating there is no reactivation option once an activity has been deactivated.

Edit an inactive collection activity

Inactive collection activities that are in Draft status can be edited or deleted, and those that are In Review status can be deleted. Deactivated sites cannot be edited or deleted.

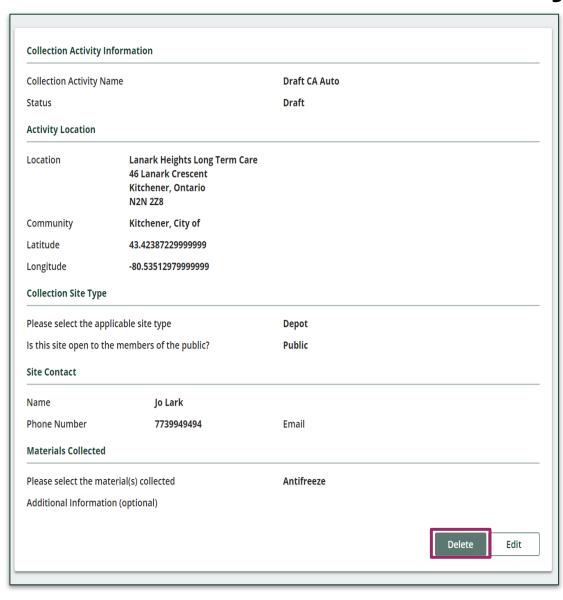


1. Edit an Inactive activity by clicking on the Collection Activity Number.

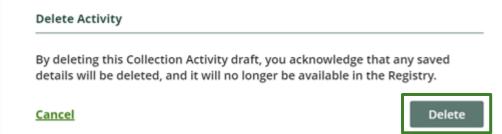
To learn about activity status, refer to slide 37.

2. Click Edit to modify the information on the Collection Activity Details page.

Delete a draft collection activity



- 1. Click **Delete** to remove a draft collection activity.
- 2. After clicking the Delete button, a confirmation message will appear to indicate there is no recovery option available after deleting this activity. Click **Delete**.





How to view your collection system details

PROs can establish individual collection systems or establish a shared collection system with other PROs. The **Shared Collection Systems** tab displays the details of the system you have indicated.



1. If you are part of a **shared collection system**, you will see the details of the system including the material, participants, start date and end date.



2. If you are **not part of a shared collection system**, you will see a message stating that you are establishing and operating an individual system.

If you decide to change the details of your system (i.e., individual vs. shared) after it's been indicated or to add a new collection system, contact RPRA's Compliance Team at registry@rpra.ca.



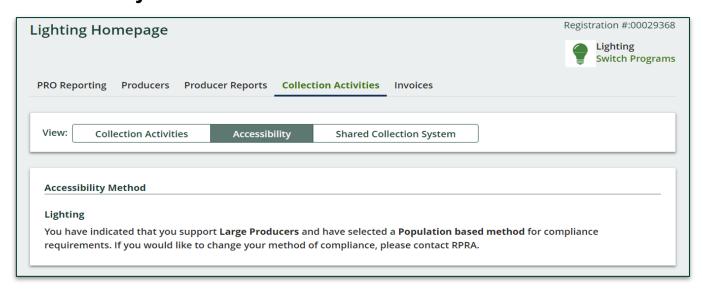
Accessibility tab

PROs have two options to help producers comply with their accessibility requirements. Requirements are calculated based on either-population or retail locations.

If you haven't had your accessibility methods set up yet, or need to modify existing ones, contact RPRA's Compliance Team at registry@rpra.ca. Notify us which accessibility method you will implement or want to modify and a member of our team will support you.

Similarly, you must tell our Compliance Team whether you are establishing a collection system for small producers, large producers or a combination of both as the accessibility requirements vary.

Once RPRA has established the type of producers and accessibility method, you will see it reflected at the top of the **Accessibility** tab.



Note: If you provide services to both small and large producers, you will only see that the Registry says you support large producers.

Compliance metrics in a shared system

The registry will display a table showing the required number of collection sites per community, sites established, reductions, net number of sites and a compliance status. This table will be available for each material type in every program.

Review the following slide for definitions of each column in the table.

Accessibility Totals		Enter	search terms here	Q Add Filters +	
Community ▲	Required Sites	Active Sites	Reductions	Total Activities	Accessibility Status
Addington Highlands	3	4	0	4	0
Adelaide-Metcalfe	4	2	0	2	8
Adjala-Tosorontio	11	9	0	9	8
Admaston/Bromley	3	6	0	6	8
Ajax	127	172	13	185	8
358 entries	<< <	Page 1 of 72	> >>	5 entries per	page ‡

Compliance metrics definitions

The following are definitions of each column in the compliance metrics table on the previous slide.

Required Sites: this is calculated based on the material's regulatory requirements for a population-based approach. Should a PRO choose to use a retail-based approach, they will have to reach out to the Compliance Team to discuss the details of their retail system. Retail system accessibility will be tracked manually and the accessibility totals in the registry will not be applicable.

Active Sites: the number of active public collection sites are based on how many have been created in the system registry. If a PRO has indicated they are sharing a collection, this table will show the aggregate number of sites reported by all PROs sharing the same system. PROs working individually will see only the sites they have created themselves.

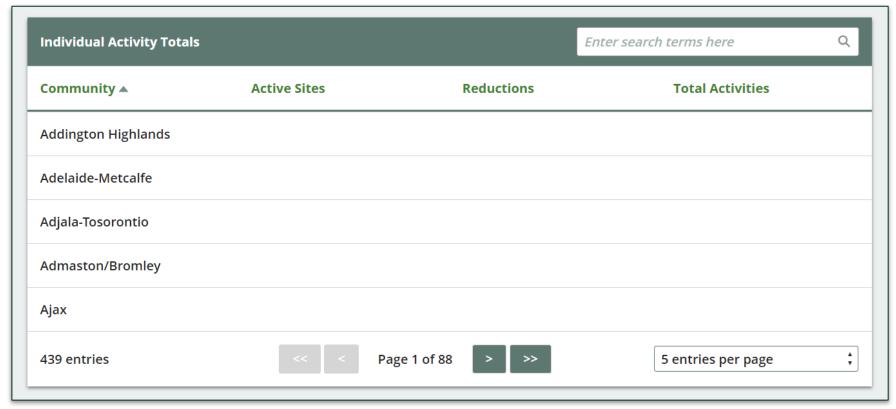
Reductions: the number of active reductions from events, direct collection activities, curbside collection activities and seasonal sites (only applicable for HSP).

Total Activities: the sum of the Active Sites and Reductions.

Status: refers to the comparison between the required number of sites and active sites. This column will display an X if the community does not meet the minimum requirements, a check mark if the community meets minimum requirements or NA if the community doesn't have collection site requirements.

Individual activity totals

If you have indicated a shared collection system with other PROs, you'll see an additional table labelled 'Individual Activity Totals'. This table provides an overview of your contribution to the shared collection system and allows you to compare your individual contribution to that of the overall shared system.



Active Sites

The number of active public collection sites per community.

Reductions

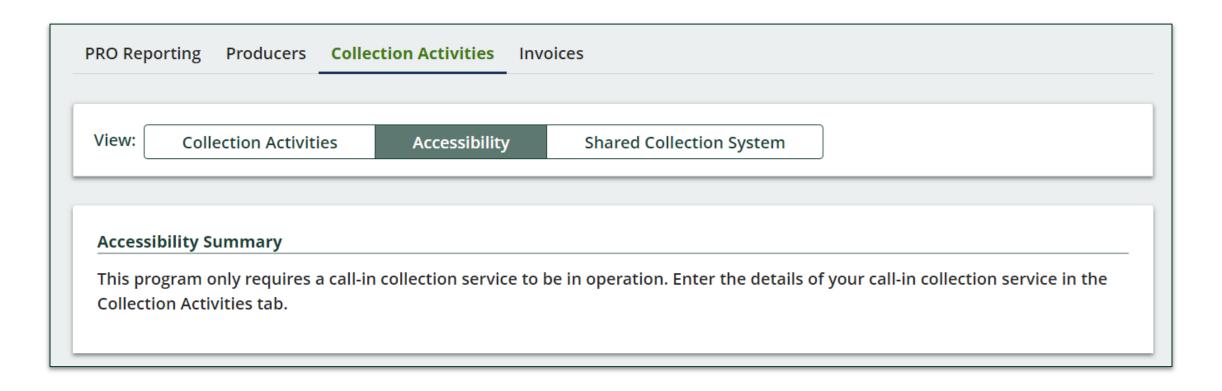
The number of all active applied reductions (e.g., events, direct pickup, curbside pickup, seasonal sites).

Total Activities

The sum of the Active Sites and Reductions.

Accessibility summary

For programs with no public collection site requirements (e.g., refillable propane containers), PROs will see the following message under the **Accessibility** tab.



Items not supported by the registry

Certain details and calculations are not supported by the registry and are tracked manually. If any of the below apply to you, contact RPRA's Compliance Team at registry@rpra.ca to add or modify your information.

Retail-based calculations

If you choose to comply with your accessibility requirements using a retail-based approach, you must report your activities in the registry. The Accessibility tab will not display your accessibility metrics as it was only designed for a population-based approach. Your retail-based accessibility requirements, totals and compliance status need to be tracked manually.

Event Maximums

You may report more events than the maximum allowable for reductions but will need to contact the Compliance Team to indicate which events should count towards your accessibility requirements.

Alternative Locations

*Only applicable to HSP programs

You may use alternative locations to fulfil your accessibility requirements.



What is a collection activities monthly confirmation?

Every month, PROs are required to log into their Registry accounts and confirm their activities are up to date for each applicable program.

RPRA reviews monthly confirmations to ensure collection activities reported in the registry are accurately maintained and updated promptly.

Account administrators will receive a reminder email to complete their confirmation on the first day of each month.

How to complete a monthly confirmation

Under the Collection Activities section of the **Collection Activities** tab, users will see a Monthly Confirmation message.

Click Complete confirmation.

Users must check the box and click **Confirm** to complete their monthly confirmation.

Once you complete the monthly confirmation, the button will disappear and a message of who completed it and when will appear.

