User Guide for ADF Returns

in PICTUS

PICTUS is a "self-serve" application that allows you to submit your ADF Returns and payment, monitor your account balance, manage your company's contact information, and determine who in your company has access to your ADF data.

v4.7 (Feb 15, 2024)

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Getting Started – Access

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A) General System Requirements:

1. This is a web application, accessible through most common web browsers.
2. Use the latest version of: **Google Chrome, Microsoft Edge, Mozilla Firefox or Safari** as your internet browser. (Do NOT use **Internet Explorer** as that browser is not supported through the application). **Note:** You may need to refresh your browser or use one of the other recommended browsers to be able to access the application.
3. The system link is: https://tsbc.pictus.online Sign-in **using the e-mail address** that was used to set-up your account, either from the "Invite" you received from an existing User, or from the Self-Service Registration process you initiated.
4. Your e-mail address is your system account "User Name" and once created it cannot be changed.

B) Access to the System: There are 3 ways to get access to the e-Commerce system:

5. If your business is **already registered with TSBC**, we have already given you access to the system, so you do **NOT** need to Re-register for access. Use your existing User ID (e-mail address) to log into the system.
6. If someone from the Agency or from one of your Businesses has "Invited" you to use the new system, you will have **received an "Invite" e-mail** with a link to Reset your Password. Once you reset your password and log-in, you need to complete your Contact information. Once that is completed, you will be logged into the system.
7. You can request access to the system using the "**Self-Registration**" process by clicking on "**REGISTER**" from the Log-in Page.
   i. "**Create Account**": Provide your E-mail address (must be unique and not already used in the system).
   ii. "**Contact Details**": Provide your First and Last Name and Phone Number.
   iii. "**Create Organization**": Provide the name of the Business and add "(Org)" to the end of it.
   iv. Once your account is set-up (which includes your Organization), you will be directed to the main Summary Page. You can then submit your registration information using the "**Create Business**" function.

C) Register a New Location:

8. Once you have access to the system, and you want to apply to Register a new location, you must apply online:

   a) Complete the **online "Self-Registration" process** by entering your information and attaching a completed "Terms and Conditions" form directly in the system (there is a link to the form from within the system).

   b) Refer to the "**Registration**" sections in this document.

   Note: You must complete all of the steps at once in order to "Submit" the application. Partial information will not be saved.

   Contact TSBC at 1-866-759-0488 or via e-mail at registrations@tsbc.ca if you require further assistance.

D) Self-Registration Process - Overview:

9. The quickest way to apply to Register a new location, is to complete the online "Self-Registration" process by entering your information online and attaching the completed form directly in the system.

10. As you complete each step in the online submission process, you will need to provide specific information, so have it handy. You must complete all of the steps at once and cannot save partial ("draft") information.

11. During the "**Create Business**" process, you will see a link near the top for the "**Terms & Conditions" file.** Click on the link to open the fillable form. Download the form, complete and sign it then scan it to your machine, as you will need to attach the file as part of the online process.

12. If you already **have an account**, Login and click on the blue "**Create Business**" button.

13. If you do **NOT yet have an account, click** on the "**REGISTER**" from the Log-in page. This allows you to first create an Account and then you can use the "Create Business" function. Follow the steps listed under the section in this document called "Self-Registration – Create Account".

TIRE Stewardship BC
New value from old tires

D) Self-Registration Process – "Create Business":

14. To Register a new Location ("Create Business"), from the main Summary Page, you need to:
    - **a) Select the Organization** that the new Business will be related to. If you only have 1 Organization, it will be the default for your new Business registration.
    - b) Click on the blue button labelled "**Create Business**" then select "**Create Remitter**".
    - c) There are several steps to submitting your Business for registration. You will need to provide the following information. Each area ("tab") will have a green check mark once the necessary data has been provided.
        - i. Business Name (the "Doing Business As" name), Legal Name, Type of Business, Operations Start Date.
        - ii. Address(es) and any other Contacts.
        - iii. Create a "Notes & Files" and attach the completed "Terms & Conditions" form (follow the link to open the fillable form).
        - iv. Once all the tabs have green check marks, click on the "Submit" button. This completes the process and the form is sent to TSBC for processing.
15. Once the registration application has ben submitted, the Agency will review your submission and process the application, You will be advised of the registration decision and provided additional details on how to file your ADF Returns.
16. Please refer to other sections of the document for screenshots and step-by-step process for submitting a "Self-registration" application.

Getting Started – Access

TSBC e-Commerce

E) Passwords:

17. Set (or re-set) your Password using the "**Forget?**" function on the Log-in page.
18. You will receive an e-mail from **ecofees@tsbc.ca** with a link to set (or reset) your password. You may also receive e-mails from one or more of our other e-mail addresses, such as: **registrations@tsbc.ca** or **compliance@tsbc.ca** .
19. If you don't receive an e-mail in your Inbox, check your "Junk" folder in case your system does not recognise the e-mail ID (and mis-takes it for junk).
20. Also, if possible, add the domain of **"@tsbc.ca"** to your "safe list" so all e-mails from us are accepted by your system. If you are still having issues logging in, please contact TSBC at 1-866-759-0488.
21. Passwords must be at least **10 characters long** and contain 1 upper case letter, 1 lower case letter and 1 number.

F) Once Logged in:

22. You should "**bookmark**" the e-Commerce log-in page (**https://tsbc.pictus.online**) for future reference, as you will need to sign in each month and File your ADF Return.
23. Once you log-in you can "**Change Password**" at any time from the Summary page menu (upper right corner). If you forgot your Password, click on the "Forgot?" text on the log-in page.
24. Refer to the **"Filing" section** of this Guide on how to submit your ADF Returns online.
25. Refer to the "**Quick Reference Guide**" for a short 2-page reminder on the basic steps to use the system. The Guides are all available from the "Participant Resources" section of the TSBC website: **https://tsbc.ca/participant-resources/**

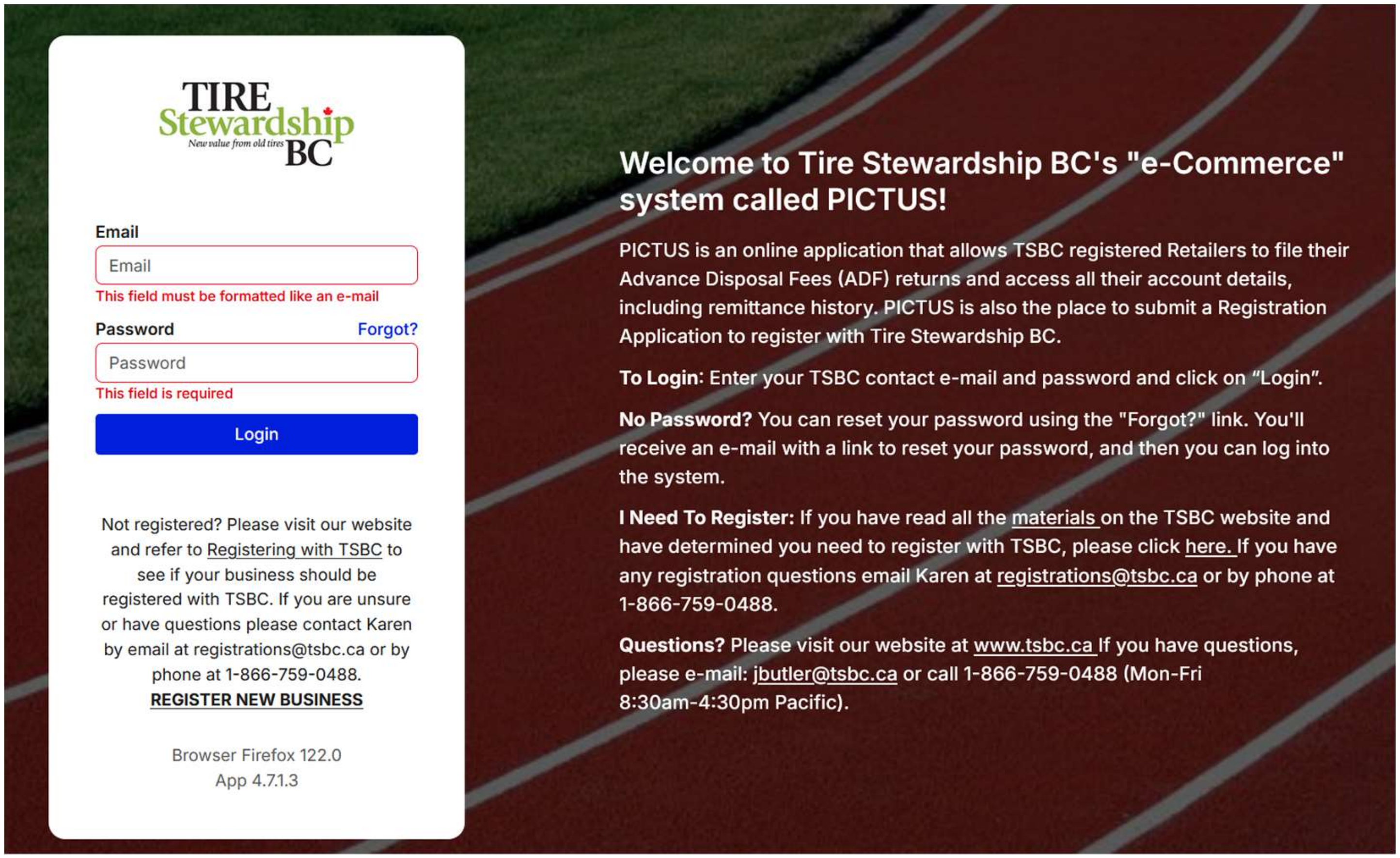
2. Log-in, Home Page & Passwords

Log-in Page

https://tsbc.pictus.online

- Enter your Email ID and Password (minimum of 10 characters) and click the blue "**Login**" button.
- To initially Set or to Reset a Password if you have Forgotten your Password, enter your E-mail ID then click on "**Forgot?**" link. You will receive an e-mail and instructions on how to set your password.
- Refer to the "Self-Registration" sections of the "User Guide" for details on using the "**REGISTER**" function.

Note: Below the "Register" function are 2 lines which display your browser type and version (e.g. Firefox 122.0), and the current version of PICTUS (e.g. App 4.7.1.3). You may need this info if you require support.

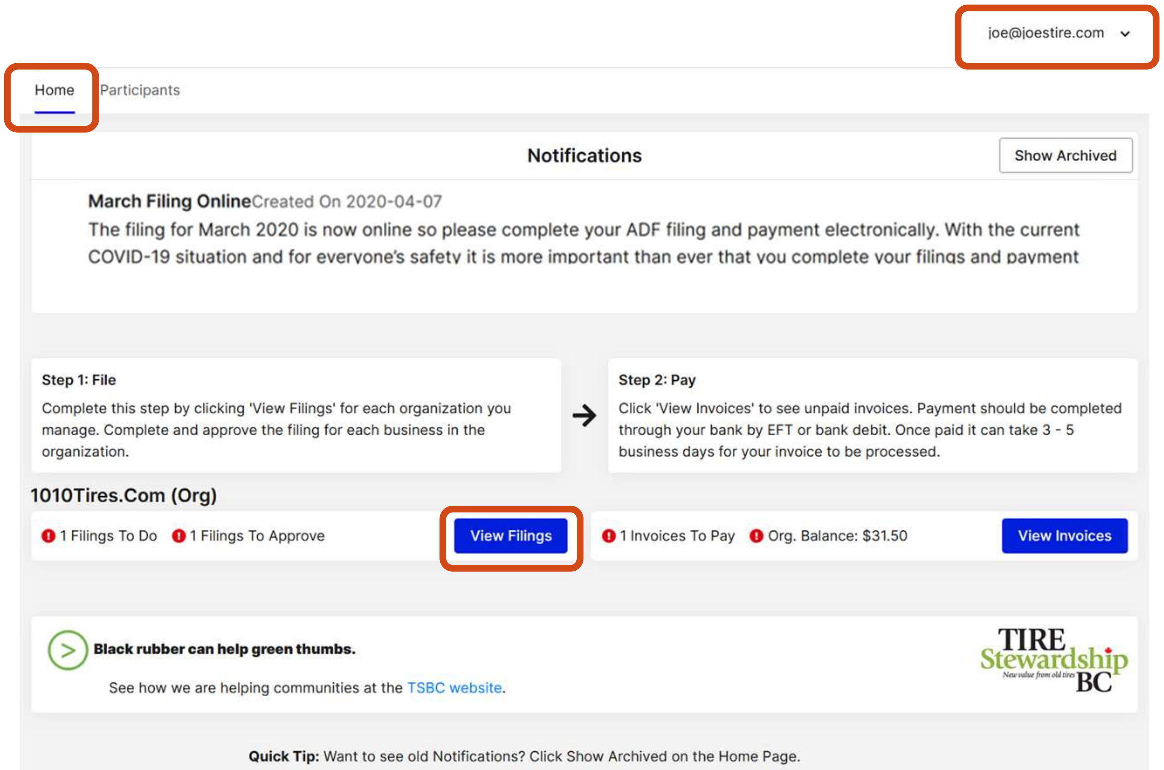


Home Page

Login > Home

- The "Home" or landing page is the communication and launching point into other parts of the application.
- This page shows a Summary of your Filings so you can see if any are outstanding or waiting to be paid.
- Notifications may be general (for all users) or could be specifically for you.

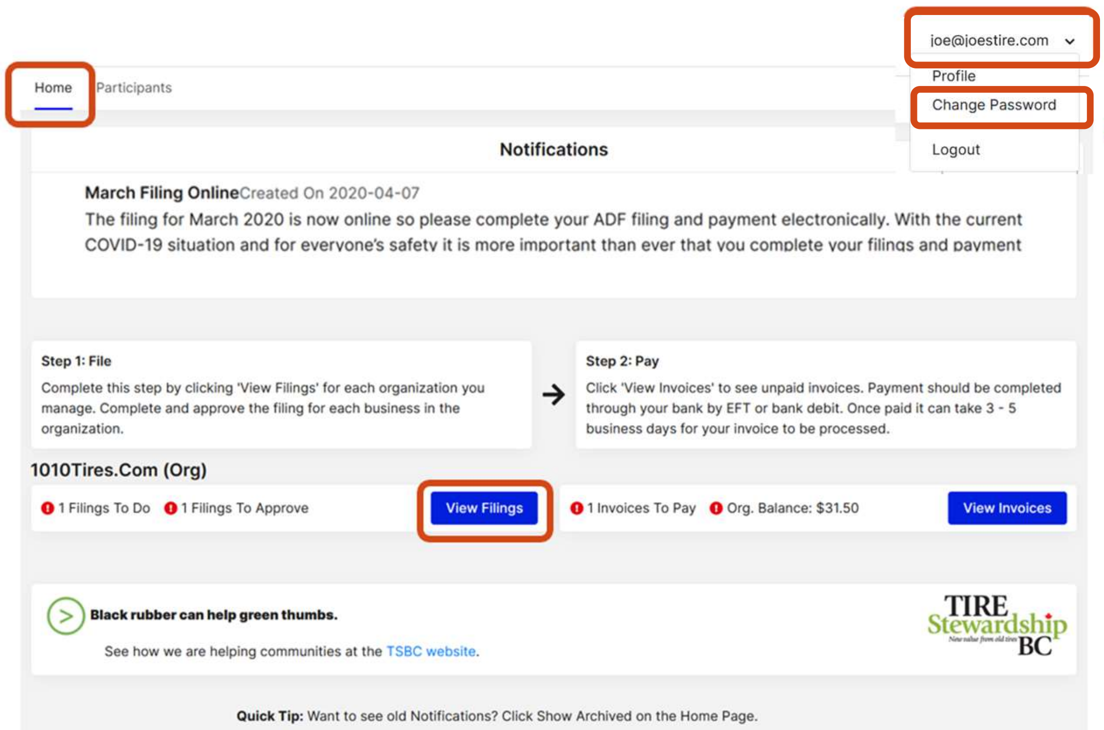
- To **File your ADF Return, click on the blue "View Filings" button**.
- To Edit your company information, click on the "Participants" tab at the top (to the right of the "Home" tab).
- Your Email ID are displayed in the upper right corner beside the menu icon.
- To edit your personal Contact information, select "Profile" from the drop-down menu in the top right-hand corner of screen.

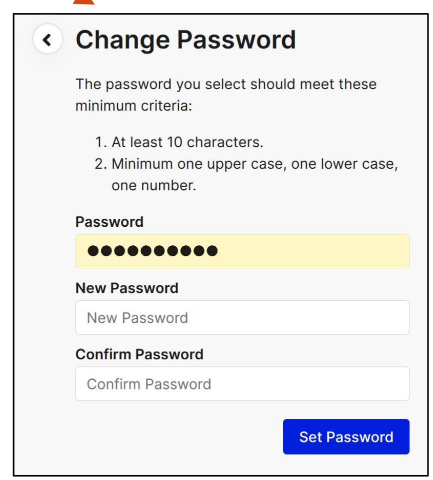


Home – Profile & Change Password

Login > Home

- The "Home" page is the communication and launching point into other parts of the application.
- Your Email ID are displayed in the upper right corner beside the menu icon.
- If you click on the Summary page menu, you can also edit your "Profile"
- You can "Change Password" also (once you have your initial Password setup). Passwords must be at least **10 characters long** and contain 1 upper case letter, 1 lower case letter and 1 number.
- Some organizations require employees to change passwords on a regular basis for security purposes.

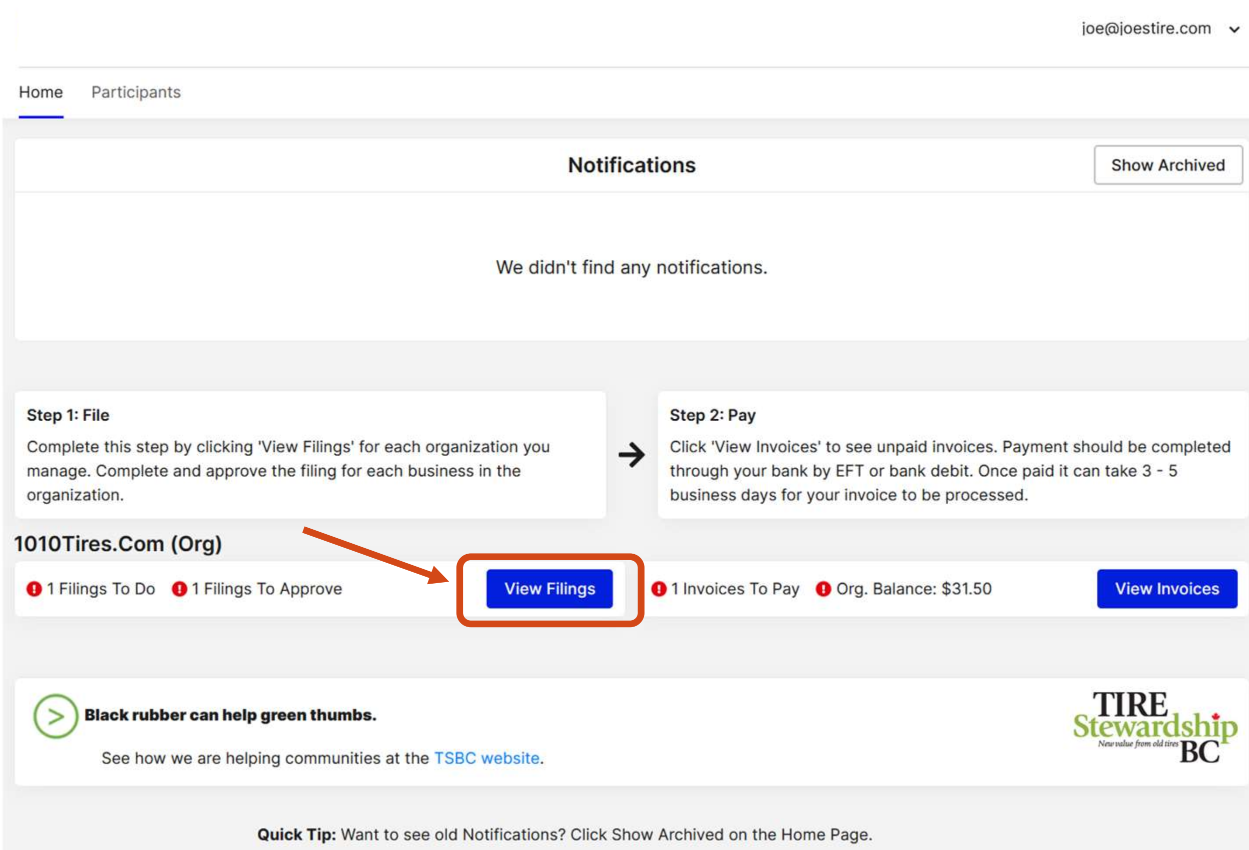




3. ADF Returns – Filing: Individual Returns

Home Page

- The "**Home**" page shows a summary of your Filings so you can see if any are outstanding or waiting to be paid.
- To File your ADF Return, click on the blue "**View Filings**" button.
- This will take you to another screen where you can select one or more of the outstanding Filings (ADF Returns) that you want to complete.

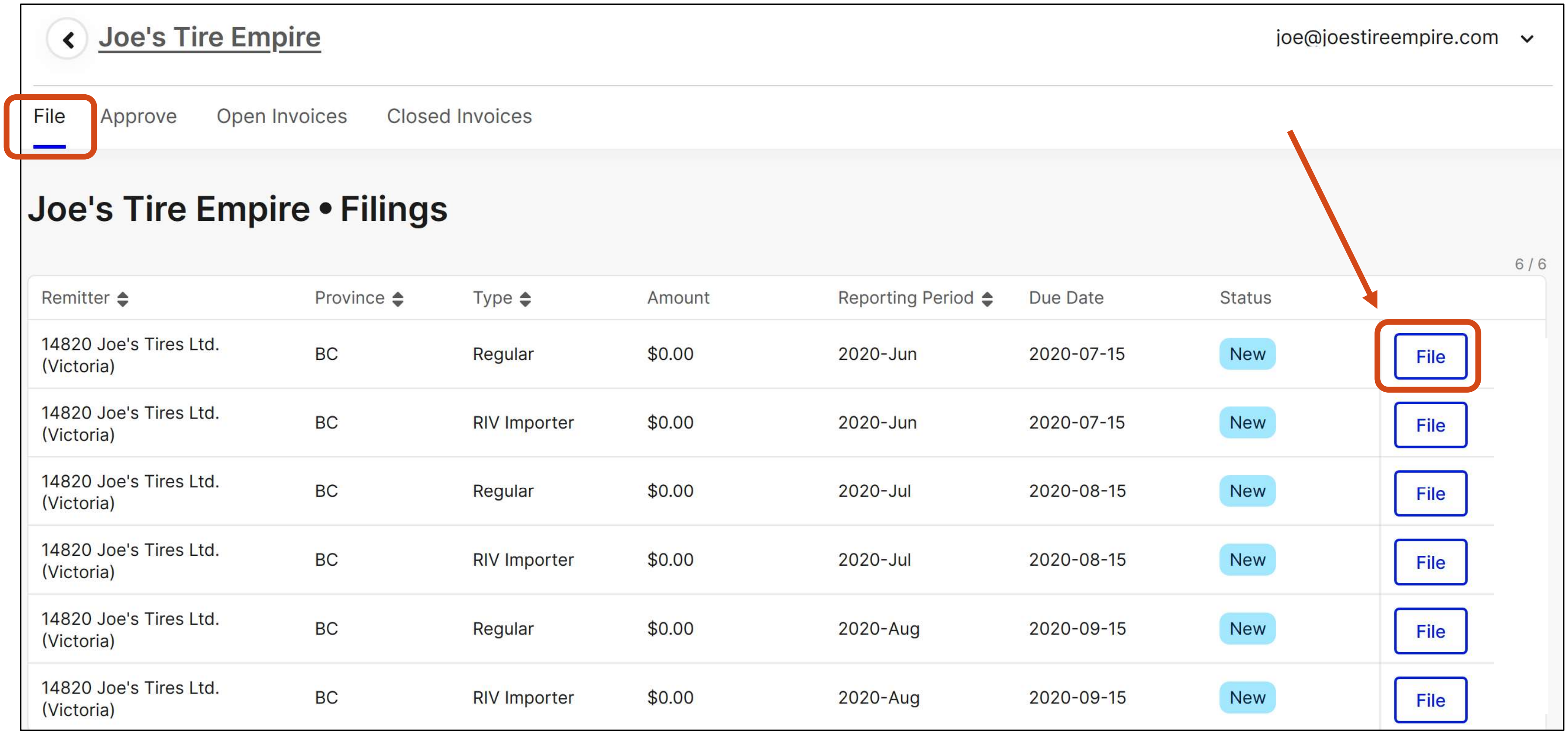


Filing – Main Page

Login > Filing App

- The “File” function is the core of the system and what you will use mostly. Your outstanding filings will be shown in the “File” tab (on far left).
- To complete a filing, click the “File” button to the right of the row.
- Complete 3 easy steps: **File, Approve and Pay**!!

NOTE: You must file a “Nil” Return even if you have paid your wholesaler the ADF Fees.



Joe's Tire Empire joe@joestireempire.com

File Approve Open Invoices Closed Invoices

Joe's Tire Empire • Filings

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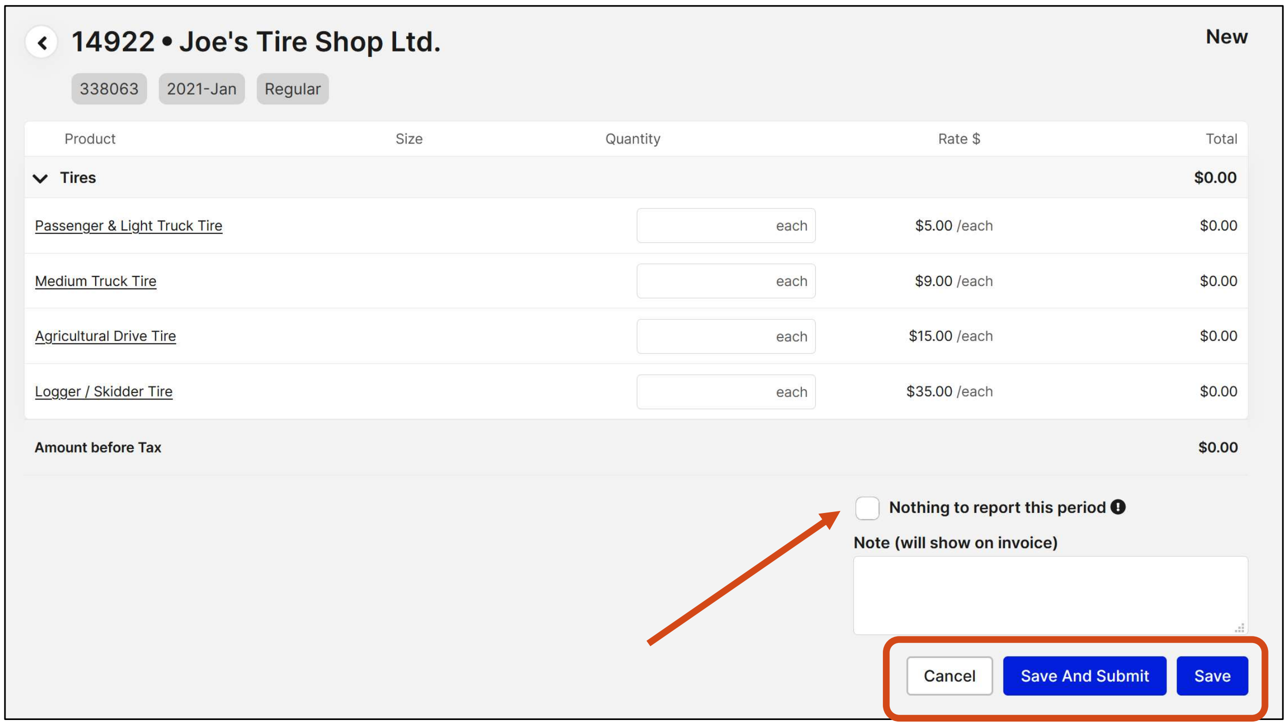
Remitter	Province	Type	Amount	Reporting Period	Due Date	Status	
14820 Joe's Tires Ltd. (Victoria)	BC	Regular	$0.00	2020-Jun	2020-07-15	New	File
14820 Joe's Tires Ltd. (Victoria)	BC	RIV Importer	$0.00	2020-Jun	2020-07-15	New	File
14820 Joe's Tires Ltd. (Victoria)	BC	Regular	$0.00	2020-Jul	2020-08-15	New	File
14820 Joe's Tires Ltd. (Victoria)	BC	RIV Importer	$0.00	2020-Jul	2020-08-15	New	File
14820 Joe's Tires Ltd. (Victoria)	BC	Regular	$0.00	2020-Aug	2020-09-15	New	File
14820 Joe's Tires Ltd. (Victoria)	BC	RIV Importer	$0.00	2020-Aug	2020-09-15	New	File

Filing an ADF Return

Login > Filing > File

- The blank ADF Return form is shown below.
- Simply fill in the Quantity of each product sold for that reporting period and click "**Save and Submit**".
- There is a "**Save**" button if you aren't quite ready to Submit. This keeps the filing "**In Progress**" until you go back into the screen, make any changes and then click on "**Save and Submit**".

- If the remitter sold no tires in the period, check the box next to "**Nothing to report this period**." and then "Save and Submit" (a "Nil Return"). **NOTE**: You must file a "Nil" Return even if you have paid your wholesaler the ADF Fees.
- You can optionally add a "Note" to the Filing if you want to highlight anything related to the Return. The Note will show on the Invoice, so it remains there for future reference.



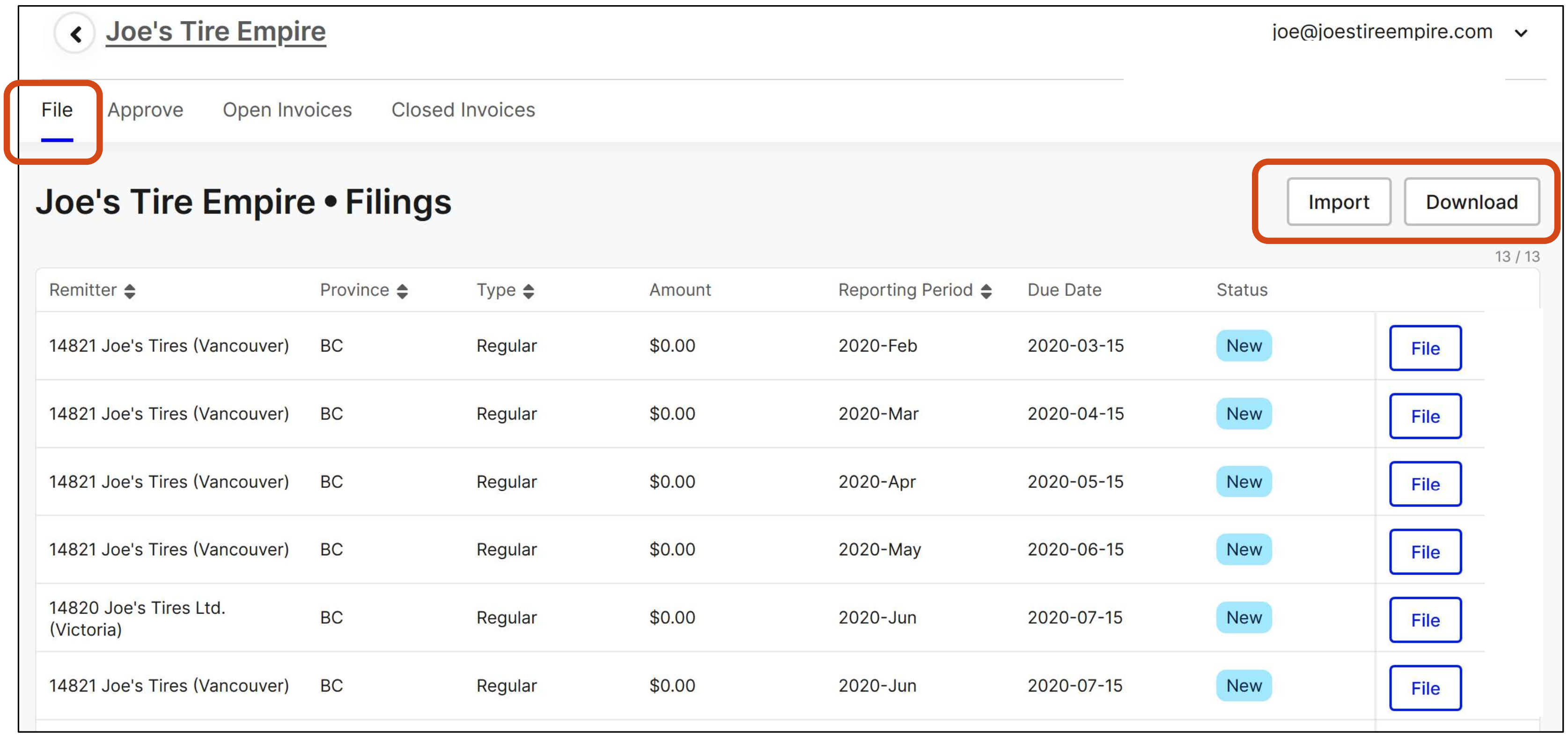
4. ADF Returns – Filing: Download & Import (Multi-Remitter Orgs)

File – Download & Import

Login > Remitters > File

- The "Download" and "Import" functions are only available if you have **2 or more Remitters within an Organization**. (These buttons do NOT appear if you are a single Remitter Organization.)

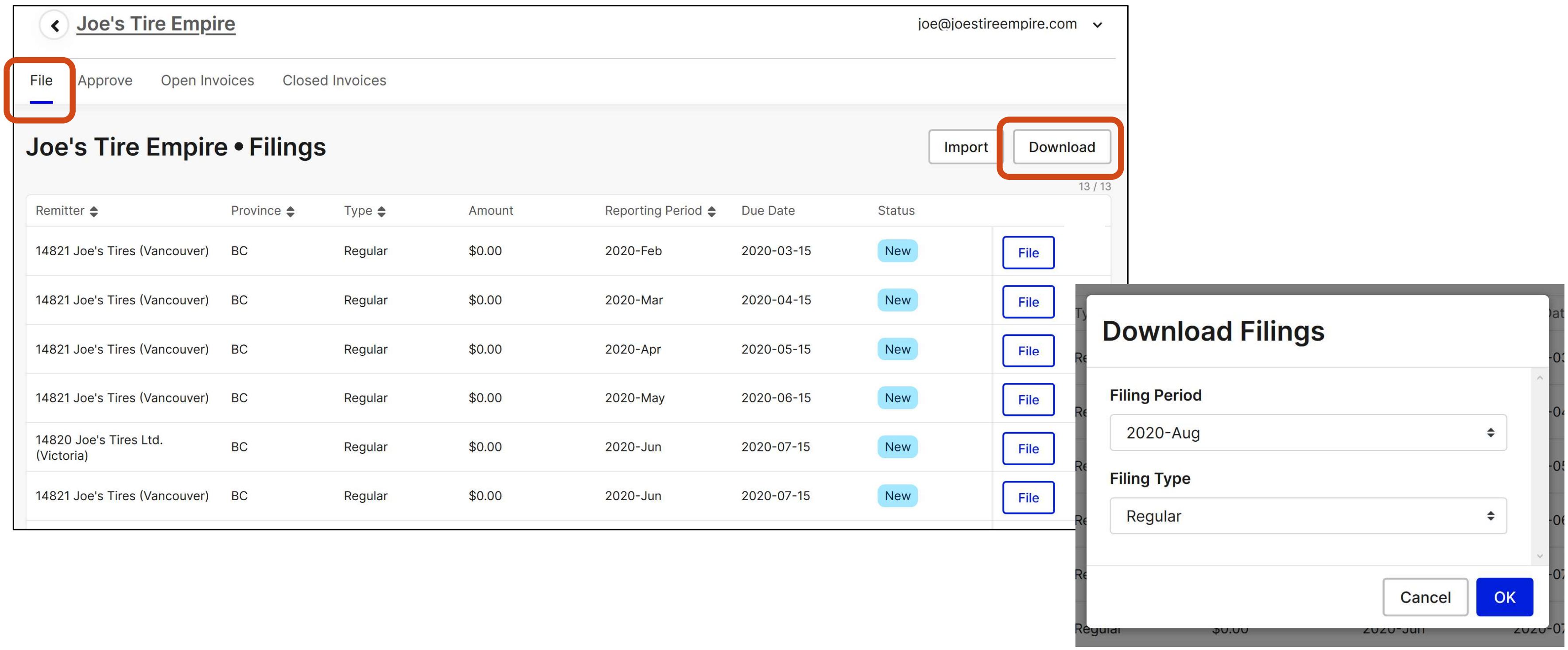
- If you have more than 1 Remitter, you can click on "**Download**" to open a pre-formatted Excel spreadsheet (for a single Filing period) that lists all of the Remitters within your Organization. Save the file and then populate the volumes of each tire for each location.
- Once the data is all entered and checked, you can "**Import**" the completed file into the system. That will then populate the ADF Returns for each Remitter.



Remitters – File Download

Login > Remitters > File

- If you are a **multi-Remitter Organization**, you can click on the "Download" button to create an Excel spreadsheet with the Remitters listed for a given Filing Period.
- You need to specify which Filing Period and which Filing Type you want to download and import.
- You can then complete the ADF details for each Remitter for that period and then "Import" the file (to populate the Filing records).



Remitters – Complete Filing

Login > Remitters > File

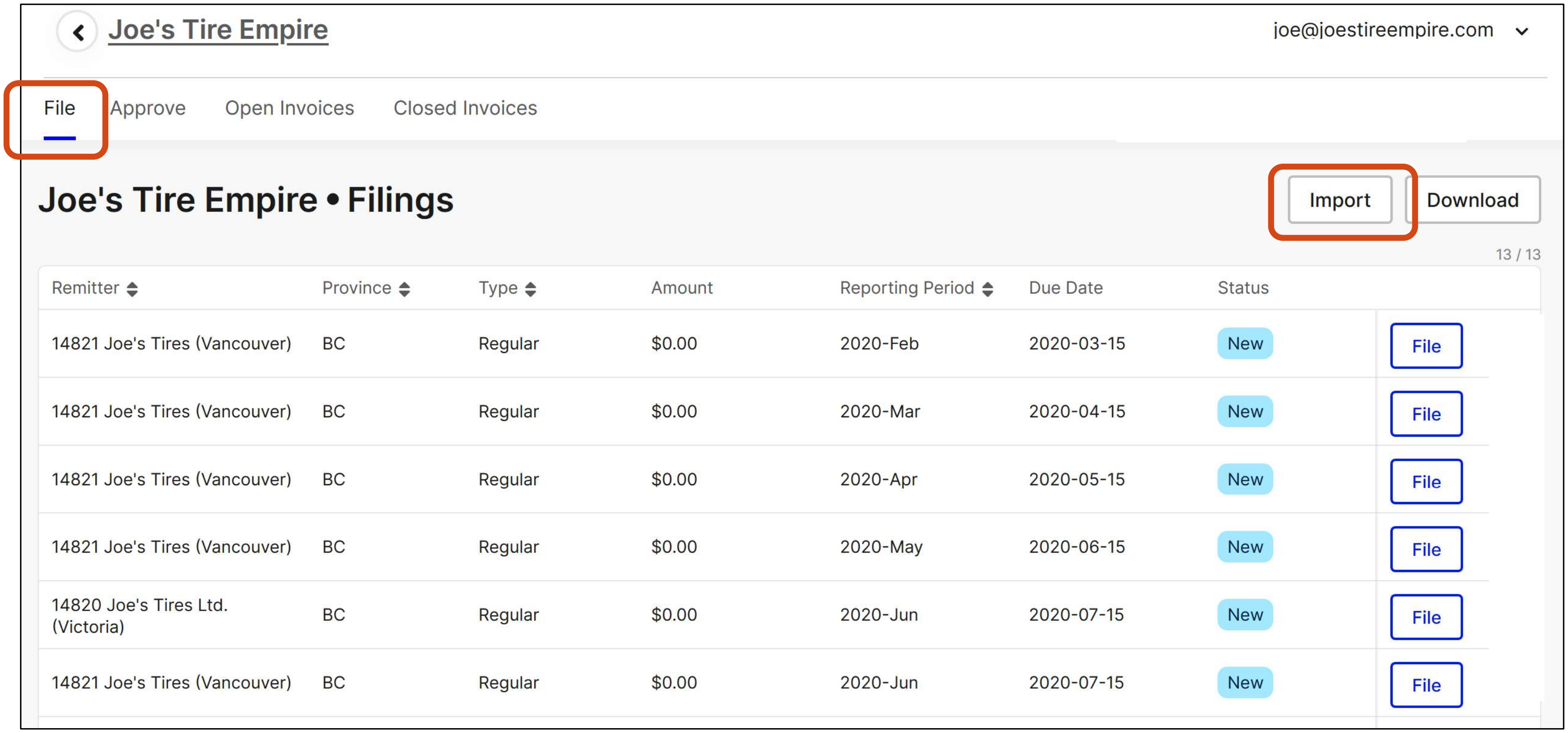
- The snapshot below shows an **example of a downloaded file** for "Joe's Tire Empire" organization and lists each of its 2 Remitter locations.
- This is for the August 2020 Filing Period, and for Regular Filings only. You can download one file for each period and for each Filing Type (Regular or RIV).
- Note the total at the bottom for cross-checking volumes and payment calculations.
- This also provides the Organization with a record of what they submitted, without having to download each invoice.

Tire Stewardship BC		Fill in the product quantities in the colored areas, where applicable. To submit a nil filing enter 0 in any one of the product quantity fields, leaving the other fields blank. To skip a filing leave the product quantities blank. Once completed, save this sheet and import this file by clicking the "Import" button on the filing page in Pictus. Once imported these filings will be ready for approval. Please note that these filings are only for the period of 2020-Aug. Taxes and other fees will be added on filing approval when an invoice is created.				
Advance Disposal Fee - Filing Import Sheet						
Organization:	**Joe's Tire Empire**					
Reporting Period:	**2020-Aug**	**Each PLT**	**Each MT**	**Each AG**	**Each LS**	
Filing Type:	**Regular**	**$5.00**	**$9.00**	**$15.00**	**$35.00**	
Registration No.	**Remitter Name**	**PLT #**	**MT #**	**AG #**	**LS #**	**Total Product $**
14820	Joe's Tires Ltd. (Victoria)					$0.00
14821	Joe's Tires (Vancouver)					$0.00
Totals		**0**	**0**	**0**	**0**	**$0.00**

Remitters – File Import

Login > Remitters > File

- Once you have completed the Downloaded file, and confirmed that the information is correct, you can use the "**Import**" function to upload the file.
- The "Import" button allows you to select the file from a location on your computer.
- Once you confirm the file, it will **upload the data and populate the Filings** for each Remitter, so you can then "**Approve**" them.

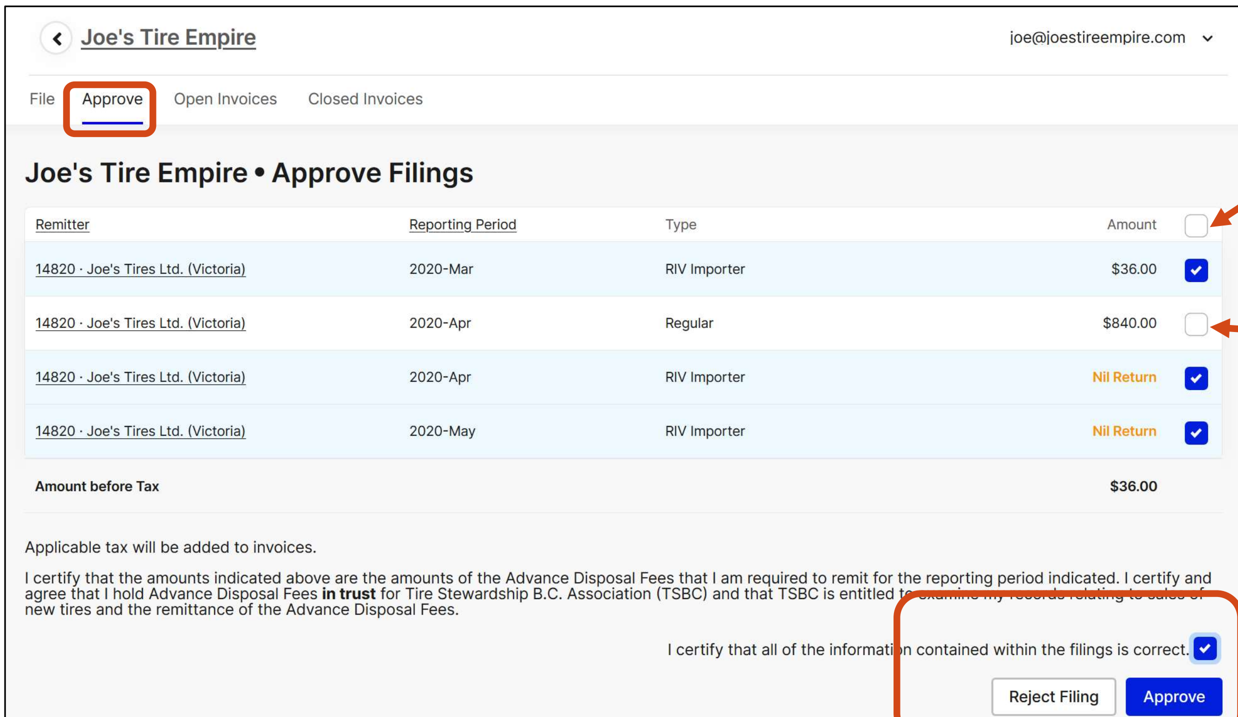


5. ADF Returns – Filing: Approve, Adjust & Pay

Approve Filing(s)

Login > Filing > Approve

- All Submitted filings collect on the "**Approve**" page (tab). A user with the "Filing Approver" role can approve or reject one or more filings (i.e. can be done as a group for multiple filings). To reject a filing, check the Filing then "**Reject Filing**" at the bottom.
- Click on the Filing(s) to approve and **click next to "I certify**…" then click on "**Approve**". This moves the Filing to the "Open Invoices" tab. To Approve all Filings at once, click on the box next to the "Amount" in the upper right side of the Filings list, then certify and "Approve".
- Once Approved, the Filings cannot be changed and become Invoices. The invoices show up on either the "Open Invoices" tab if payment is required, or the "Closed Invoices" when payment is not required (e.g. Nil Returns).
- Contact TSBC if a mistake has been made and they will create an Adjustment Filing.



Click to approve All Filings listed.

OR

Click one or more Filings to approve (including Nil Returns).

Certify then Approve or Reject the selected Filings

Filing – Adjustments & Payment

FAQs

1. Q: **How do I make adjustments to my ADF Return once it has been submitted**?
A: Once an ADF Return has been approved it cannot be adjusted. However, TSBC is able to adjust a Filing (ADF Return) if necessary, so please contact them if you require a Filing adjustment.

2. Q: **How do I setup TSBC as a "Payee" in my online banking system**?
A: To setup TSBC as a bank "Payee" log into your banking system and go to where you setup a new "Payee" (usually under "Bill Payments"). Search on "tire". They will be listed as "Tire Stewardship BC Association".
Enter your 5-digit TSBC Registration # as your Account #.

3. Q: **What is TSBC's banking information so I can setup payments to them by EFT?**
A: You will need to contact your bank to ensure your accounts allows EFT transactions. Then use the following payment routing instructions to setup TSBC for EFT Payments:

Pay:	Bank of Montreal
Bank ID Codes:	S.W.I.F.T BIC CODE: BOFMCAM2
Account with Institution:	BMO Bank of Montreal 2219 Oak Bay Avenue Victoria, BC V8R 1G4
Beneficiary Customer:	Tire Stewardship B.C. Association 300 – 536 Broughton Street Victoria, BC V8W 1C6
Bank Account:	Transit: 27060 Institution: 001 Account: 8900-427

6. Invoices – Open and Closed

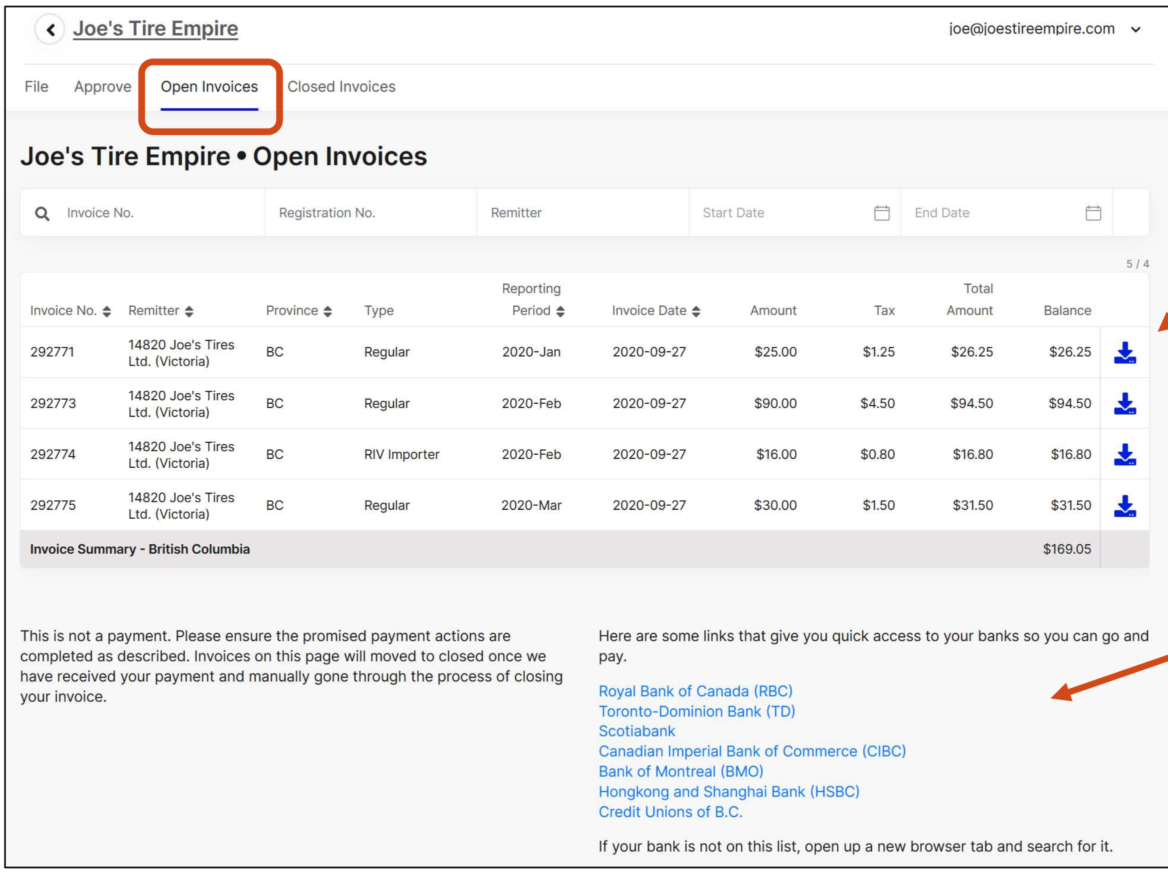
Invoices – Open (Unpaid)

Login > Filing > Open Invoices

- The "**Open Invoices**" tab lists invoices that have been approved and require payment or where payment receipt has not yet been confirmed by TSBC.
- Once payment is confirmed by TSBC (EFT or Bank payment), these will show as "Closed Invoices".
- You can **download the invoices** by clicking on the blue download arrow to the right of the row.

NOTE: Nil Returns are shown on the "Closed Invoices" tab as they do not require payment.

These are the Invoices which are still "Open" and have not ben paid. Please ensure you make the required payment to TSBC.



Joe's Tire Empire

joe@joestireempire.com

File | Approve | Open Invoices | Closed Invoices

Joe's Tire Empire • Open Invoices

Invoice No. | Registration No. | Remitter | Start Date | End Date

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Invoice No.	Remitter	Province	Type	Reporting Period	Invoice Date	Amount	Tax	Total Amount	Balance
292771	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-Jan	2020-09-27	$25.00	$1.25	$26.25	$26.25
292773	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-Feb	2020-09-27	$90.00	$4.50	$94.50	$94.50
292774	14820 Joe's Tires Ltd. (Victoria)	BC	RIV Importer	2020-Feb	2020-09-27	$16.00	$0.80	$16.80	$16.80
292775	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-Mar	2020-09-27	$30.00	$1.50	$31.50	$31.50
Invoice Summary - British Columbia									$169.05

This is not a payment. Please ensure the promised payment actions are completed as described. Invoices on this page will moved to closed once we have received your payment and manually gone through the process of closing your invoice.

Here are some links that give you quick access to your banks so you can go and pay.

Royal Bank of Canada (RBC)
Toronto-Dominion Bank (TD)
Scotiabank
Canadian Imperial Bank of Commerce (CIBC)
Bank of Montreal (BMO)
Hongkong and Shanghai Bank (HSBC)
Credit Unions of B.C.

If your bank is not on this list, open up a new browser tab and search for it.

Click on the blue "download" icon to open or save the invoice (in PDF format).

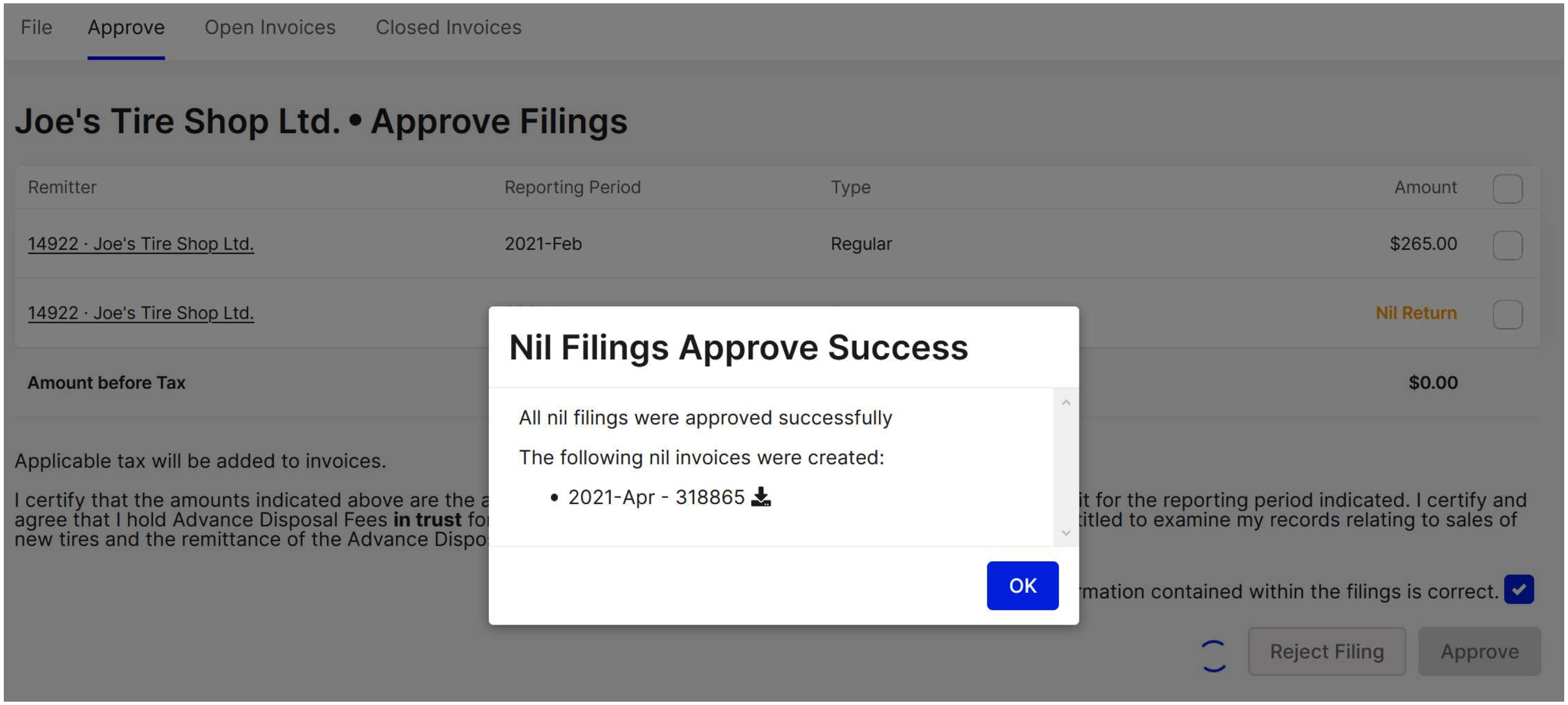
There are links to some of the more common banking sites (click on the link to go to the bank's main website).

Invoices – NIL Filing Invoice

Login > Filing > View, Print, Download Invoice

- If you are filing a "**Nil Return**", when you "Approve" it, a "Closed Invoice" will be created as no payment is required.
- You will see a pop-up confirming the Invoice has been created, including the **Invoice #** and a **download icon** (downward arrow) so you can download the Invoice in PDF format, if required.

NOTE: You must file a "Nil" Return even if you have paid your wholesaler the ADF Fees.



Invoices – View, Print, Download

Login > Filing > View, Print, Download Invoice

- You can view, print or download a PDF of the invoice by clicking on the blue download arrow icon to the right of the invoice line.
- Invoices are also created for "Nil Returns" ($0) so there is a record of the ADF Return.

TIRE Stewardship BC — New value from old tires

Advance Disposal Fees

Joe's Company Ltd. 1234 Main Street Victoria BC V8V 0A0	**Business:** 14820 Joe's Tires Ltd. (Victoria)

No.:	292771	**Date:**	Sept. 27, 2020
Type:	Regular	**Period:**	2020-Jan
Submitted By:	Tire Stewardship BC	**From:**	Jan. 1, 2020
Approved By:	Joe Smith	**To:**	Jan. 31, 2020

Products Sold

Code	Name	Size	Quantity	Rate	Product Total
PLT	Passenger & Light Truck Tire		5	$5.00/each	$25.00
			Product Total		$25.00
		GST	877270900 RT0001	5 %	$1.25
			Total		$26.25

Payments

Date	Source	Status	Amount
No Payments Found			
			$26.25

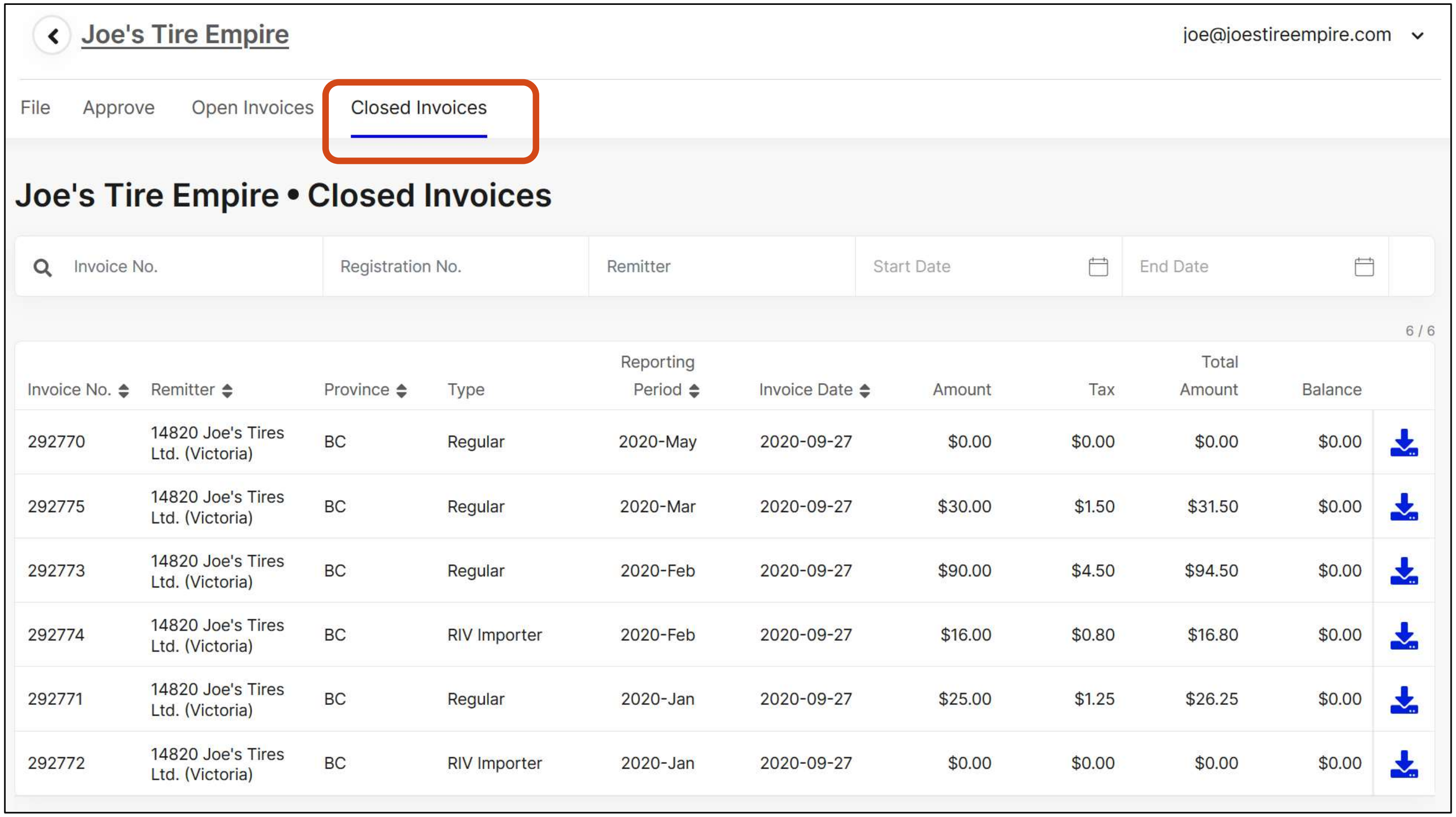
Payment is due by the 15th day of the month following the Reporting Period.
Please pay by EFT or online bank payment.

Tire Stewardship BC
PO Box 5366
Victoria BC V8R 6S4

Invoices – Closed (Paid)

Login > Filing > Closed Invoices

- The "**Closed Invoices**" tab shows invoices which are paid (remittance receipt has been confirmed by TSBC) and those Invoices requiring no payment.
- Any "**Nil Returns**" (reporting periods where the business had nothing to report for the period) do not require payment, so the invoices are also "Closed".
- Closed Invoices **can also be downloaded**, to view or print in PDF format, by clicking on the blue down arrow icon to the right of the invoice.



Joe's Tire Empire

joe@joestireempire.com

File | Approve | Open Invoices | Closed Invoices

Joe's Tire Empire • Closed Invoices

Invoice No. | Registration No. | Remitter | Start Date | End Date

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Invoice No.	Remitter	Province	Type	Reporting Period	Invoice Date	Amount	Tax	Total Amount	Balance	
292770	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-May	2020-09-27	$0.00	$0.00	$0.00	$0.00	
292775	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-Mar	2020-09-27	$30.00	$1.50	$31.50	$0.00	
292773	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-Feb	2020-09-27	$90.00	$4.50	$94.50	$0.00	
292774	14820 Joe's Tires Ltd. (Victoria)	BC	RIV Importer	2020-Feb	2020-09-27	$16.00	$0.80	$16.80	$0.00	
292771	14820 Joe's Tires Ltd. (Victoria)	BC	Regular	2020-Jan	2020-09-27	$25.00	$1.25	$26.25	$0.00	
292772	14820 Joe's Tires Ltd. (Victoria)	BC	RIV Importer	2020-Jan	2020-09-27	$0.00	$0.00	$0.00	$0.00	

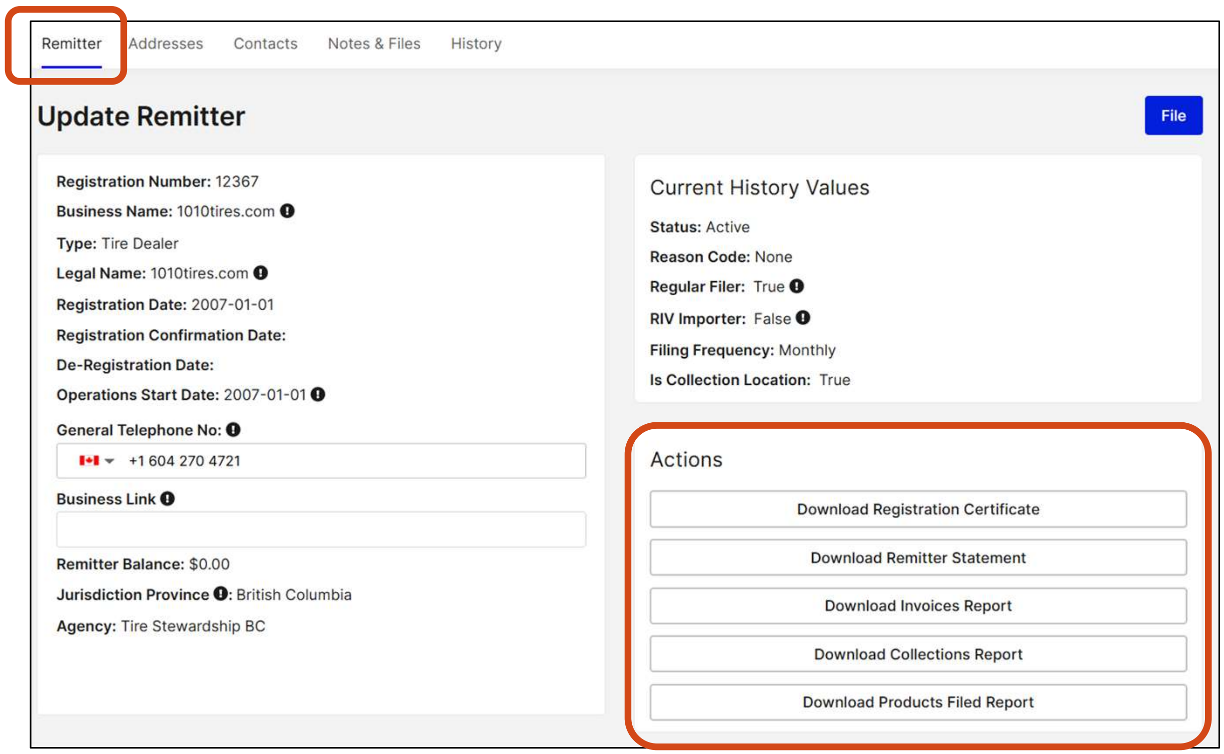
7. Filing Reports

Filing – Reports

Login > Remitters > Actions

- To see a summary of your account balance or all of the products you have reported, go to the main Remitter page and click on the "edit" (pencil) icon beside your business' name.

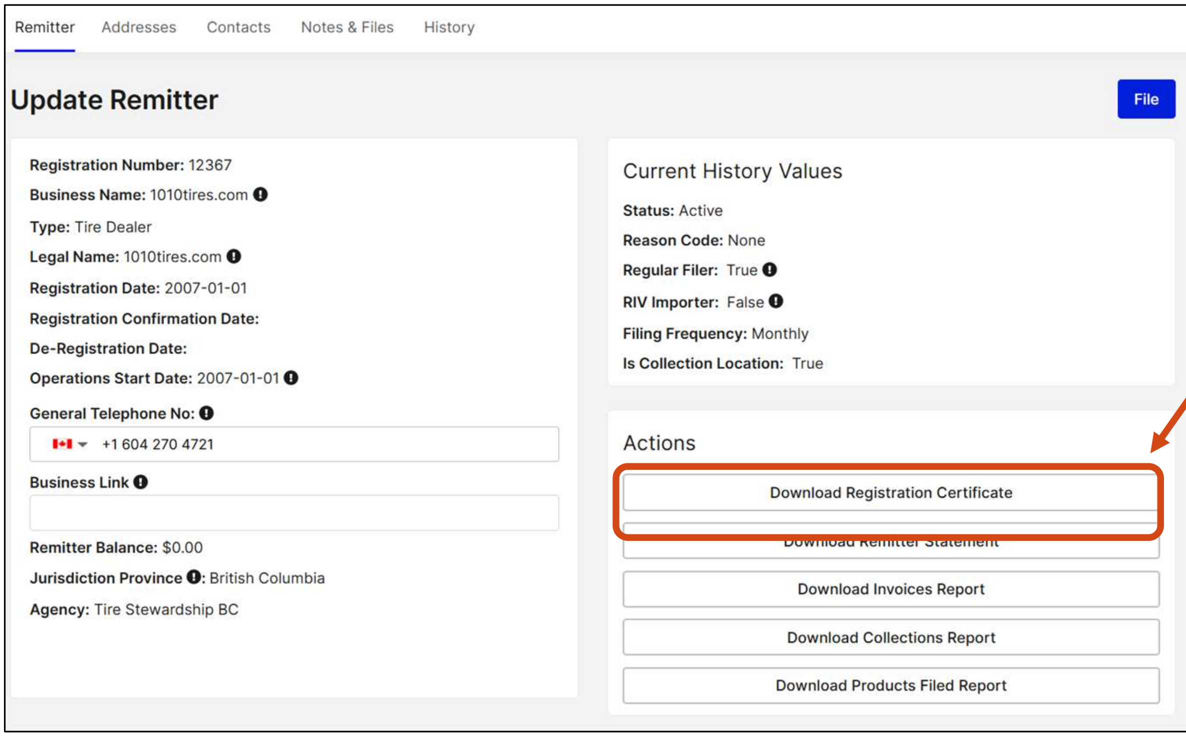
- Under the "**Actions**" section on the lower right, there are buttons to run 5 different **Reports**:
    - The "**Registration Certificate**" is the TSBC Certificate of Registration, now available to download directly.
    - The "**Remitter Statement**" is a PDF file that shows details of your account balance, including all payments, credits and adjustments.
    - The "**Invoices Report**" is a 3-tab Excel file that shows Invoice totals, details and taxes for all invoices within a certain data range.
    - The "**Collections Report**" is available for Remitters that are also Collection Locations and lists all Collections (pick-ups).
    - The "**Products Filed Report**" shows details of all of the products you have reported, including quantity, type and fees.



Registration Certificate

Login > Remitters > Actions

- On the main “Remitter” page, you can “**Download Registration Certificate**” to get a copy of your business’ TSBC Registration Certificate (without having to contact TSBC).
- You can either “Open” the file to view/print the certificate, or “Save” it as a file.
- An example of a **Registration Certificate** is shown on the next page.



Click on “Download Registration Certificate” then either Open or Save the file.

Registration Certificate

Login > Remitters > Actions

- Shown below is an Example of a "**Registration Certificate**".
- The certificate shows the business name and address and its TSBC Registration Number.

TIRE Stewardship BC
New value from old tires

Certificate of Registration

1010tires.com

12291 Bridgeport Road
Richmond, BC
V6V 1J4

Registration No. 12367

This number should be used in all correspondence with TSBC and provided to the hauler for scrap tire collection.

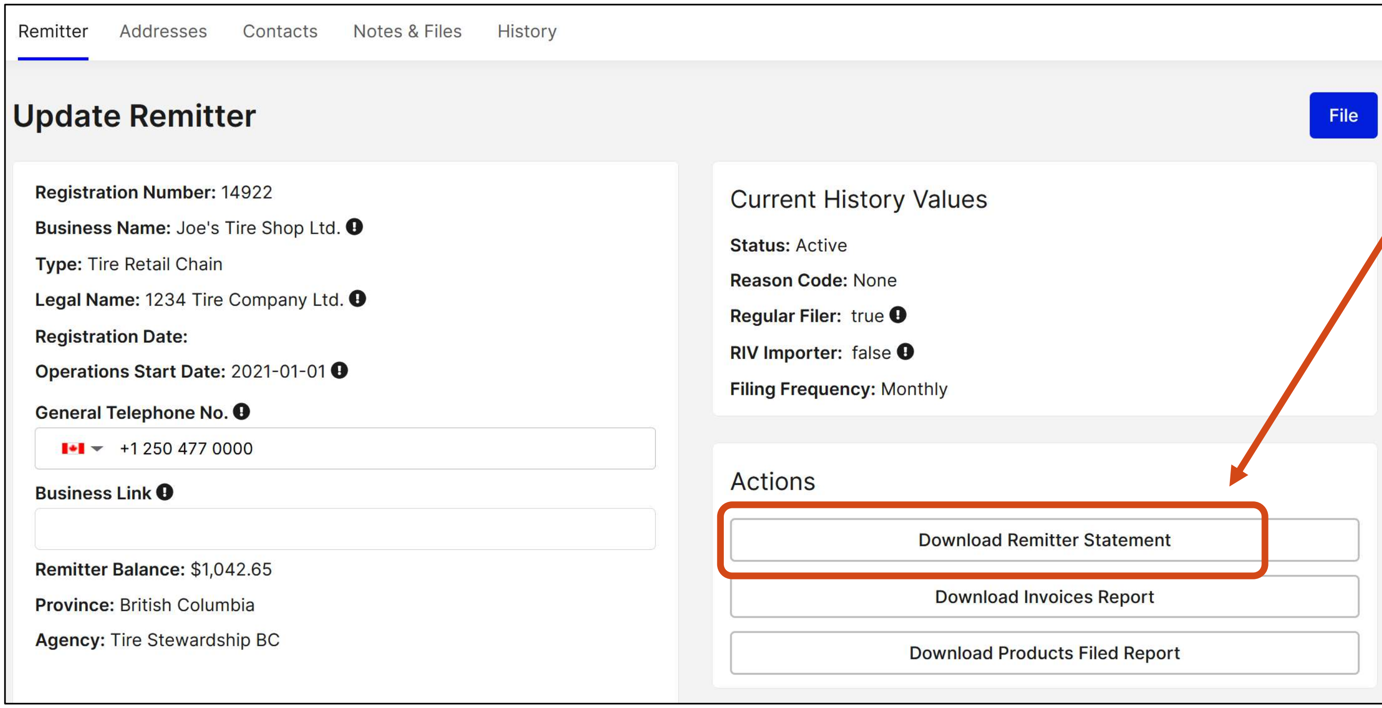
www.tsbc.ca

EXAMPLE

Remitter Statement

Login > Remitters > Actions

- On the main "Remitter" page, you can "**Download Remitter Statement**" to see a listing of all Filings for that Remitter to explain the Balance on the account.
- You can either "Open" the file to view/print the statement, or "Save" it as a file.
- An example of a **Remitter Statement** is shown on the next page.



Click on "Download Remitter Statement" then either Open or Save the file.

Remitter Statement

Login > Remitters > Actions

- Shown below is an Example of a "**Remitter Statement**".
- All Filings and Payments are shown (latest first), as well as any other adjustments on the account.
- The overall Account Balance and # of Missing Filings are shown near the Statement date.

TIRE Stewardship BC — New value from old tires

Statement

1234 Tire Company Ltd.
1234 Main Street
Armstrong BC V3V 4X4

Business:
14922
Joe's Tire Shop Ltd.

Statement Date: May 14, 2021

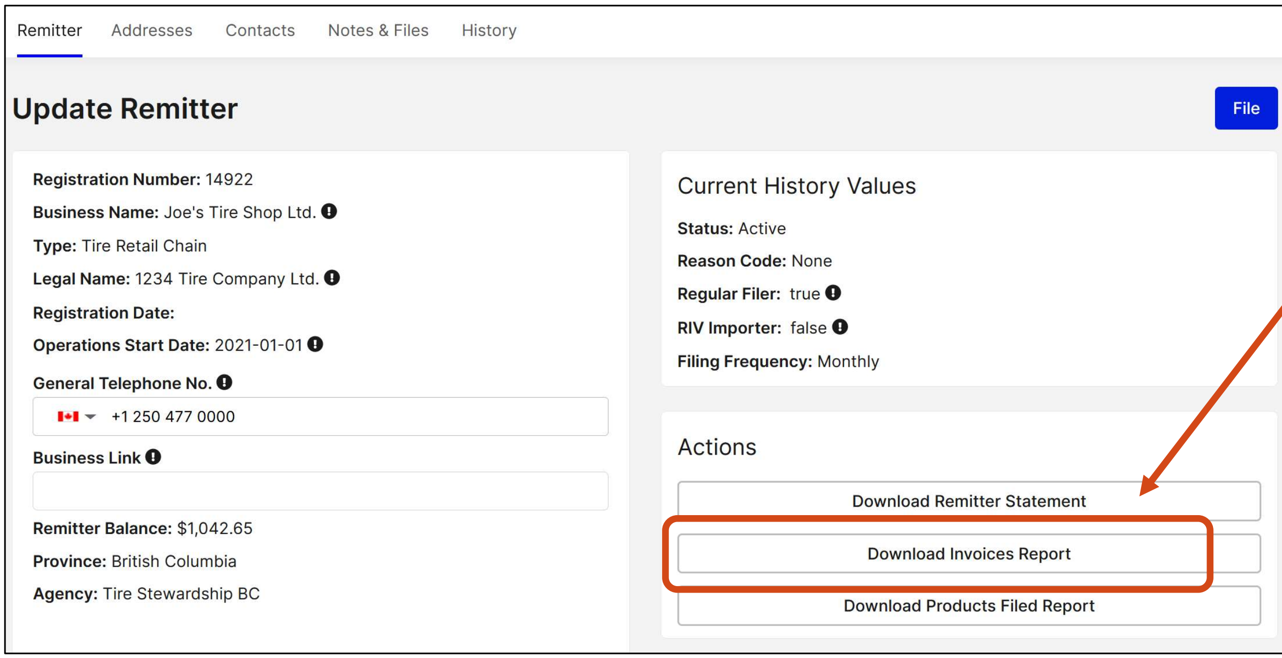
Account Balance: $0.00
Missing Filings: 0

Type	Status	Number	Date	Amount	Balance
Period: 2021-Apr		**From: April 1, 2021**		**To: April 30, 2021**	
Regular	Filed	323294	May 12, 2021	$299.25	$0.00
	Payments	0869406661	May 13, 2021	-$299.25	
Period: 2021-Mar		**From: March 1, 2021**		**To: March 31, 2021**	
Regular	Filed	320948	April 13, 2021	$252.00	$0.00
	Payments	0869594748	April 14, 2021	-$252.00	
Period: 2021-Feb		**From: Feb. 1, 2021**		**To: Feb. 28, 2021**	
Regular	Filed	317740	March 11, 2021	$173.25	$0.00
	Payments	0869663078	March 12, 2021	-$173.25	
Period: 2021-Jan		**From: Jan. 1, 2021**		**To: Jan. 31, 2021**	
Regular	Filed	314956	Feb. 12, 2021	$320.25	$0.00
	Payments	0869415745	Feb. 12, 2021	-$320.25	

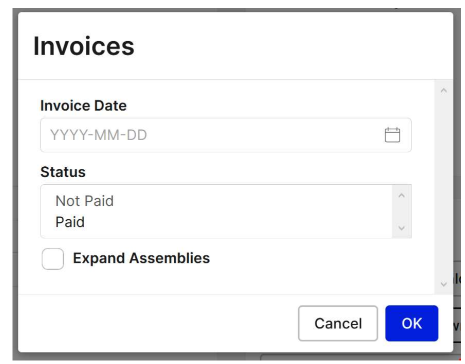
Invoices Report

Login > Remitters > Actions

- On the main "Remitter" page, you can "**Download Invoices Report**" to see a listing of all the Remitter's Invoices for a date range of when the Invoices were created (NOT the Filing Period dates), and if they are Paid or Unpaid.
- After you select the Date Range and Invoice Status, you can either "Open" the 3-tab Excel file to edit, view or print the worksheet(s), or "Save" it as a file.
- An example of an **Invoice Report** is shown on the next page.



Click on "Download Invoices Report" then select a Date range of when the Invoices were created (NOT the Filing periods). Select whether you want Paid or Not Paid Invoices (or both). Then either Open or Save the file.



Invoices Report

Login > Remitters > Actions

- Shown below is an Example of an "**Invoices Report**" (in Excel format).
- It lists all invoices created within the data range selected, and consists of 3 tabs:
  - **Invoices** (total) – Lists the total of each invoice, balance owing, etc.
  - **Invoice Details** – Lists the details reported on each Invoice, and
  - **Invoice Taxes** – Lists the applicable taxes for each Invoice

Pictus Report - Invoices

| Report Date: 2021-05-05 | Participant: Joe's Tire Shop Ltd. | Start Date: 2021-04-01 | End Date: 2021-05-05 | Status: Not Paid, Paid |

Invoice No	Date	Organization	Reg. No	Business Name	Filing Period	Type	CE	Total Fee	Total Tax	Total Amount	Balance Outstanding	Status	Reason	Nil Return	Created/Approved By	Payments	Note
318863	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Jan	Regular	N	$993.00	$49.65	$1,042.65	$1,042.65	Paid		N	joe@joestires.com		
318864	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Mar	Regular	N	$0.00	$0.00	$0.00	$0.00	Paid		Y	joe@joestires.com		
318865	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Apr	Regular	N	$0.00	$0.00	$0.00	$0.00	Paid		Y	joe@joestires.com		
Totals								$993.00	$49.65	$1,042.65	$1,042.65						

Pictus Report - Invoices

| Report Date: 2021-05-05 | Participant: Joe's Tire Shop Ltd. | Start Date: 2021-04-01 | End Date: 2021-05-05 | Status: Not Paid, Paid |

Invoice No	Date	Organization	Reg. No	Business Name	Filing Period	Type	CE	Category (top)	Category (sub)	Product Code	Product Name	Source	Size	Quantity	Fee Rate	Total Fee	Tax Code	Tax Amount	Item Total
318863	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Jan	Regular	N		TIRES	PLT	Passenger & Light Truck Tire	Base		120	$5.00	$600.00	G	$30.00	$630.00
318863	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Jan	Regular	N		TIRES	MT	Medium Truck Tire	Base		2	$9.00	$18.00	G	$0.90	$18.90
318863	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Jan	Regular	N		TIRES	AG	Agricultural Drive Tire	Base		25	$15.00	$375.00	G	$18.75	$393.75
Totals														147		$993.00		$49.65	$1,042.65

Pictus Report - Invoices

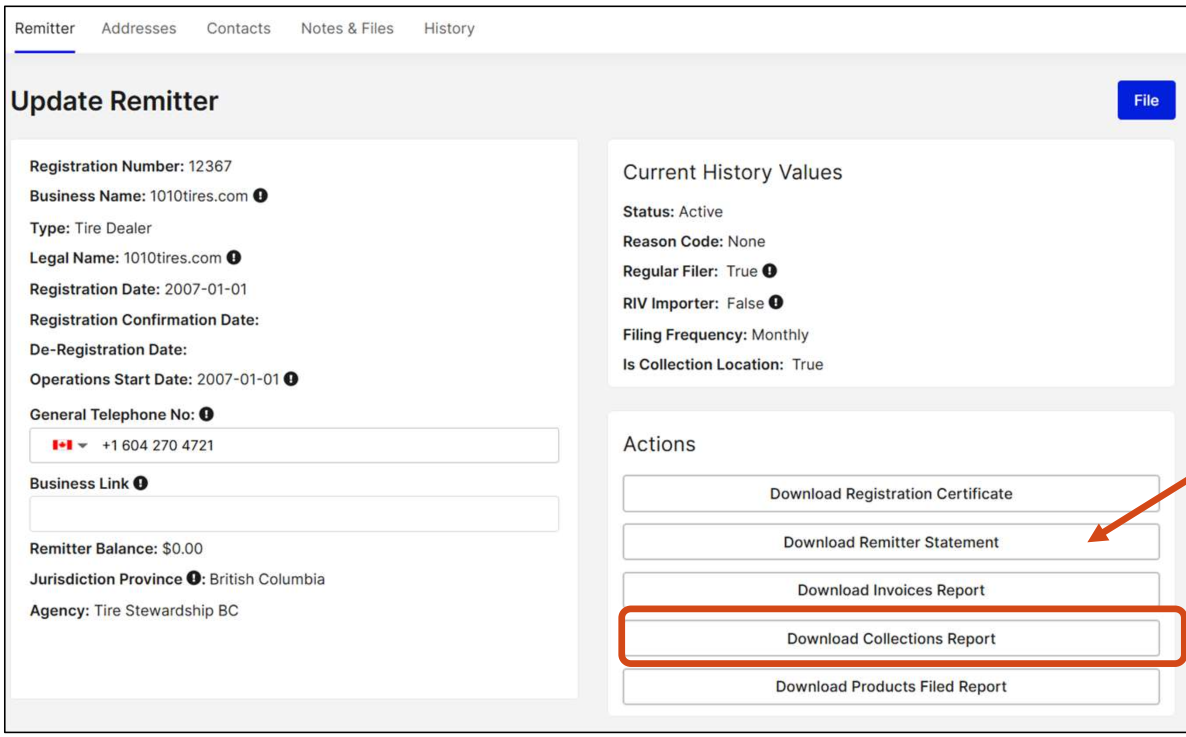
| Report Date: 2021-05-05 | Participant: Joe's Tire Shop Ltd. | Start Date: 2021-04-01 | End Date: 2021-05-05 | Status: Not Paid, Paid |

Invoice No.	Date	Organization	Reg. No.	Business Name	Filing Period	Type	Tax Type	Rate	Net Amount	Tax Amount
318863	2021-05-05	Joe's Tires (Org)	14922	Joe's Tire Shop Ltd.	2021-Jan	Regular	GST	5.000%	$993.00	$49.65
Totals									$993.00	$49.65

Collections Report

Login > Remitters > Actions

- On the main “Remitter” page, you can “**Download Collections Report**” (in Excel) to see a listing of all collections (pick-ups of used tires) from your location.
- Remitters who are “Collection Locations” will have data on this report, if they have had any pick-ups for used tires.
- An example of a **Collections Report** is shown on the next page.



Click on “Download Collections Report”.

Collections Report

Login > Remitters > Actions

- Shown below is an Example of a "**Collections Report**" (in Excel format)
- The report is a 2-tab Excel file. It lists the "Collection" information on one tab and the "Collection Details" information on the other tab. Collection Details include the count of each tire type collected.
- If the business has not had any Collections, the tabs will be blank.

Pictus Report - Collections

| Report Date: 2023-01-28 | Jurisdiction: BC | Remitter: Abbotsford Hyundai |

Pro	Document	Collection Date	Collection	Summary	Start D	From Reg No.	From Organization	From Business	From City	By Organization	By Reg No	By Business	By Vehicle
BC	9766381	2010-03-26 0:00:00	120638	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9768485	2010-05-17 0:00:00	122924	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9768285	2010-05-25 0:00:00	123011	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9777373	2010-06-28 0:00:00	124085	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9771884	2010-07-16 0:00:00	216875	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9773213	2010-08-16 0:00:00	125462	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9773032	2010-08-27 0:00:00	125549	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9769617	2010-09-17 0:00:00	125911	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9769199	2010-09-28 0:00:00	218586	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9765288	2010-11-10 0:00:00	127271	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9765795	2010-12-20 0:00:00	129040	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9765819	2011-01-03 0:00:00	171484	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any
BC	9770903	2011-01-17 0:00:00	220806	N		13466 (R)	Abbotsford Hyundai (Org)	Abbotsford Hyundai	Abbotsford	Tire Gone (Org)	806	Tire Gone	any

Pictus Report - Collections

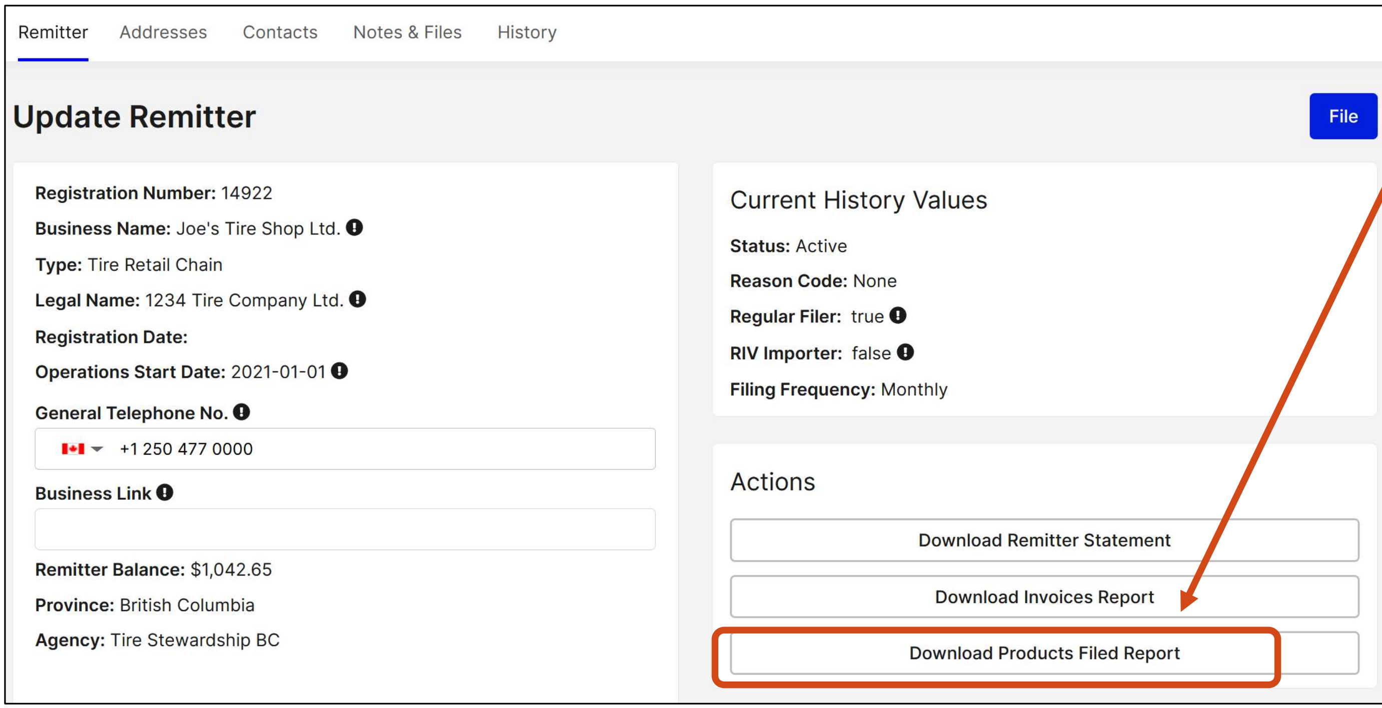
| Report Date: 2023-01-28 | Jurisdiction: BC | Remitter: Abbotsford Hyundai |

Pro	Document No.	Collection Date	Collection No.	From Reg No.	From Business	From City	By Reg No	By Business	Delivery Date	Used Category	Used Product	Measurement No.	Collected Quantity	Included Quantity
BC	9766381	2010-03-26 0:00:00	120638	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-03-27 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	10	10
BC	9768485	2010-05-17 0:00:00	122924	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-05-29 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	10	10
BC	9768285	2010-05-25 0:00:00	123011	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-05-29 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	14	14
BC	9777373	2010-06-28 0:00:00	124085	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-06-29 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	13	13
BC	9771884	2010-07-16 0:00:00	216875	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-07-27 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	17	17
BC	9773213	2010-08-16 0:00:00	125462	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-08-30 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	11	11
BC	9773032	2010-08-27 0:00:00	125549	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-08-30 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	25	25
BC	9769617	2010-09-17 0:00:00	125911	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-09-18 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	12	12
BC	9769199	2010-09-28 0:00:00	218586	13466 (R)	Abbotsford Hyundai	Abbotsford	806	Tire Gone	2010-09-30 0:00:00	Used Tires	Used Passenger and Light Truck Tires	No Ticket	9	9

Products Filed Report

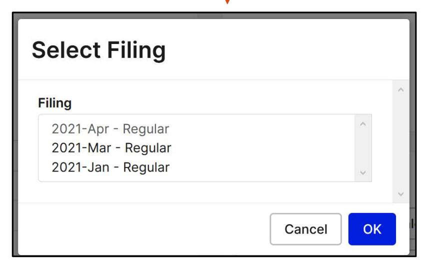
Login > Remitters > Actions

- On the main "Remitter" page, you can "**Download Products Filed Report**" (in Excel) to see a listing of all products you have filed for one or more Filing periods, and the amount of fees associated with those products.
- Once you select the Filing(s) you want to include, you can either "Open" the file to edit, view or print the worksheet(s) or "Save" it as a file.
- An example of a **Products Filed Report** is shown on the next page.



Click on "Download Products Filed Report".

Select one or more Filings. To select more than one, hold down the "Ctrl" key and click on those Filing Periods you want to select. To select all, click on the 1st one, then hold the "Shift" button, scroll to the bottom, then click the last one. You can then either open or save the file.



Products Filed Report

Login > Remitters > Actions

- Shown below is an Example of a "**Products Filed Report**" (in Excel format)
- The report is a single tab worksheet that shows the total quantity and type of products reported for the selected reporting period(s), regardless of whether or not they have been paid.
- The total quantities and fees are also included.

NOTE: To see the Types and Quantity of Tires reported for each Reporting Period, look at the 2nd tab of the "Invoices Report".

Pictus Report - Products Filed

| Report Date: 2021-05-05 | Business: Joe's Tire Shop Ltd. | Filings: 2021-Jan Regular, 2021-Mar Regular, 2021-Apr Regular |

Category (top)	Category (sub)	Product	Code	Item Units	Item Size	Quantity	Fee
	Tires	Passenger & Light Truck Tire	PLT	Each		120	$600.00
	Tires	Medium Truck Tire	MT	Each		2	$18.00
	Tires	Agricultural Drive Tire	AG	Each		25	$375.00
Totals						**147**	**$993.00**

EXAMPLE

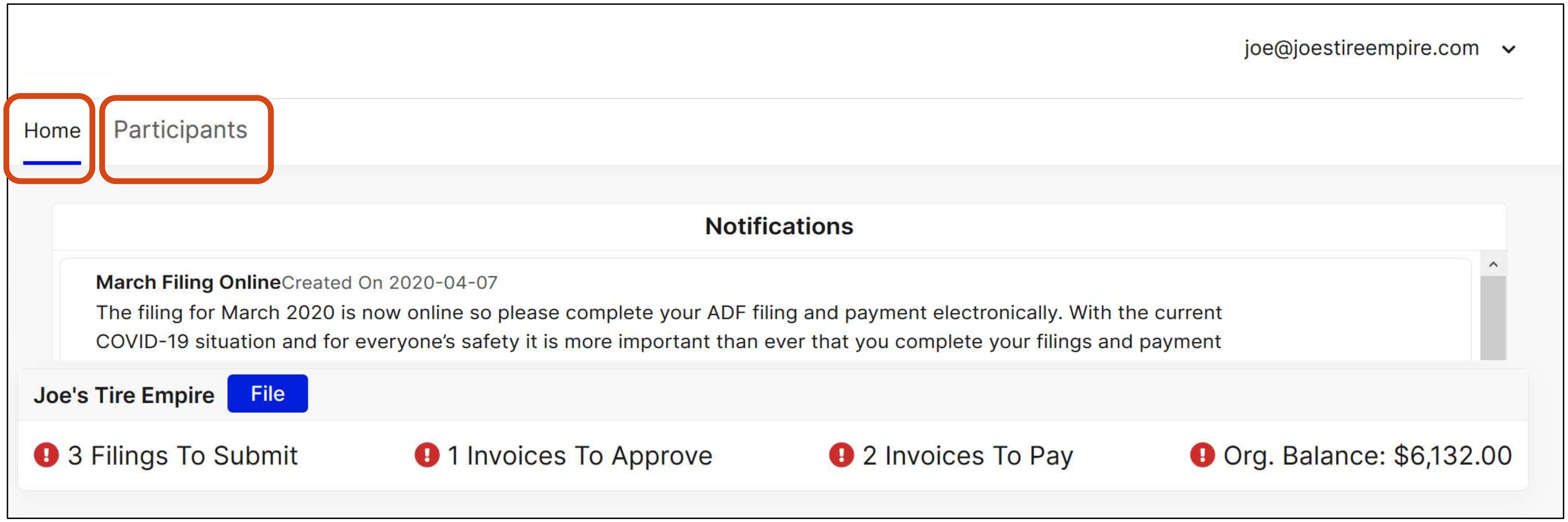
8. Manage Your (Remitter) Information

Manage Your Information ("Self-Serve")

1. TSBC's e-Commerce system ("PICTUS") is a "self-serve" application which gives you the ability to:
    a) Enter your ADF Reports online (as explained in the "**File**" section)
    b) Maintain your company's information (address, phone #, Contacts, etc.), using the "**Businesses**" (Remitter) function within the "**Participants**" section
    c) Grant and manage access to your records for any or all of your Contacts, using the "**Users**" function
    d) Delete contacts and/or "Deactivate" Users who are **no longer with your organization**
2. This application is designed to allow you access to the business(es) that you are authorized for, without having to sign in to multiple accounts (known as a "single sign-on").
3. Refer to the "**Terminology & Navigation**" section of this document to understand the terms and definitions in this section.

Home Page
Login > Home

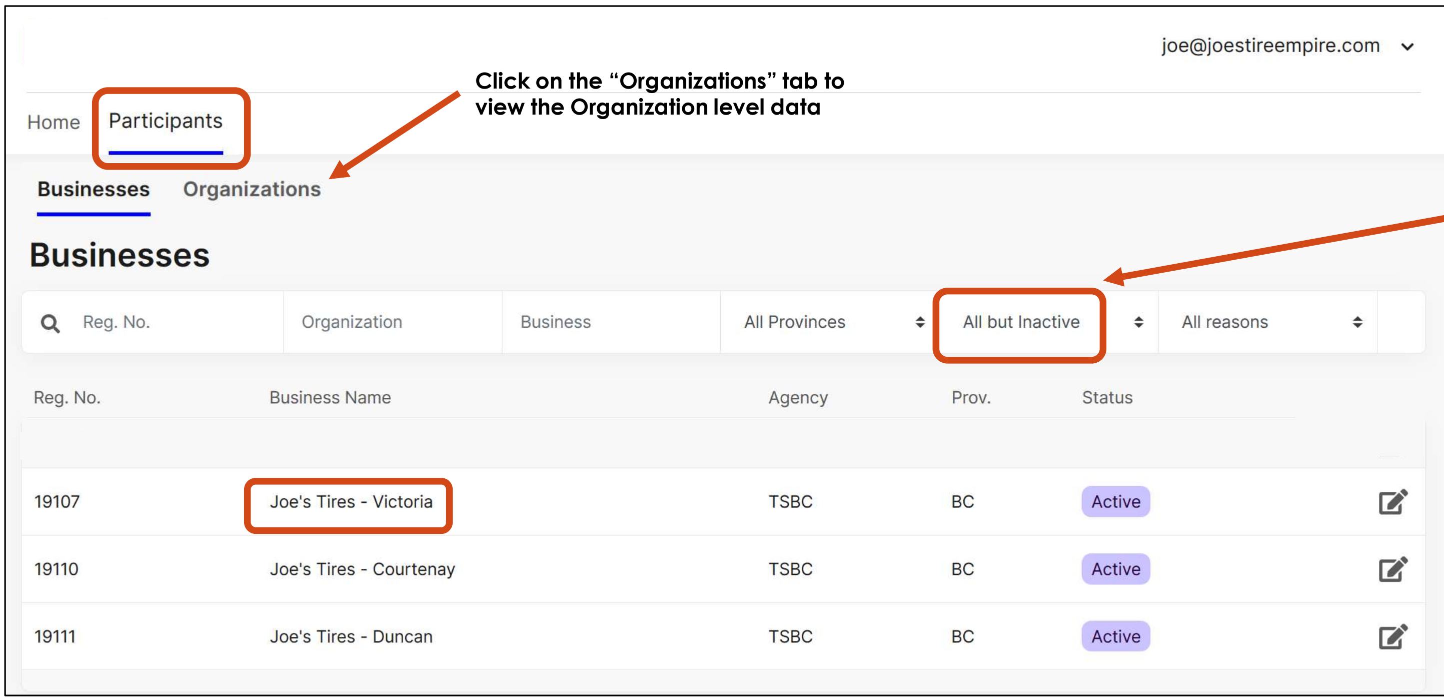
- The "Home" or landing page is the communication and launching point into other parts of the application.
- This page shows a Summary of your Filings so you can see if any are outstanding or waiting to be paid.
- Notifications may be general (for all users) or could be specifically for you.
- Your Email ID are displayed in the upper right corner beside the menu icon.
- To File your ADF Return, click on the blue "File" button.
- To Edit your information, click on the "Participants" tab at the top (to the right of the "Home" tab).



Manage - Remitter (Participant/Business) Information

Organization vs. Businesses (Remitter) level Information:

- Each Participant (Remitter) is part of an Organization, and an Organization may have 1 or more businesses (Remitters).
- Access to an Organization allows the user to see information for ALL Remitters within that organization.
- Access to a Remitter (only) allows the user to ONLY see information for that specific Remitter.
- Access is managed through the "Manage Users" function described in this document.



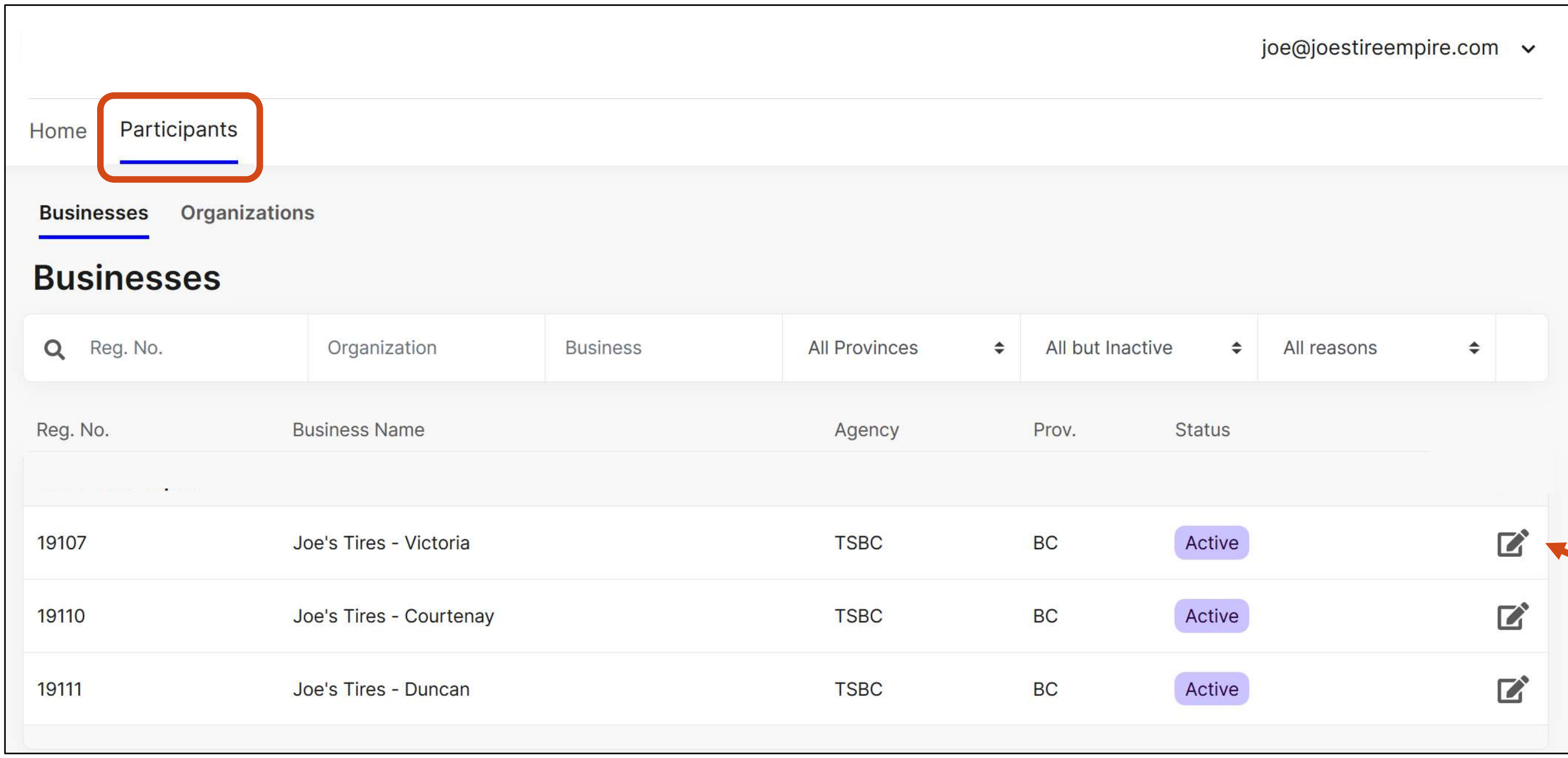
Defaults to all Statuses except "Inactive". To see all Remitters (including Inactive), click on the arrows on the right of the "Status" column.

Remitter

Businesses Page

Login > Participants

- The "Businesses" page shows a list of the Organization's Remitters (locations). Each location is related to a registered retailer.
- Remitters need to complete a Filing for each eligible Filing Period.
- You can Edit Remitter information by clicking the pencil icon on the right of the line.
- You can also store contact information at the Organization level, for people who manage information for all of the individual Remitters (retailers).



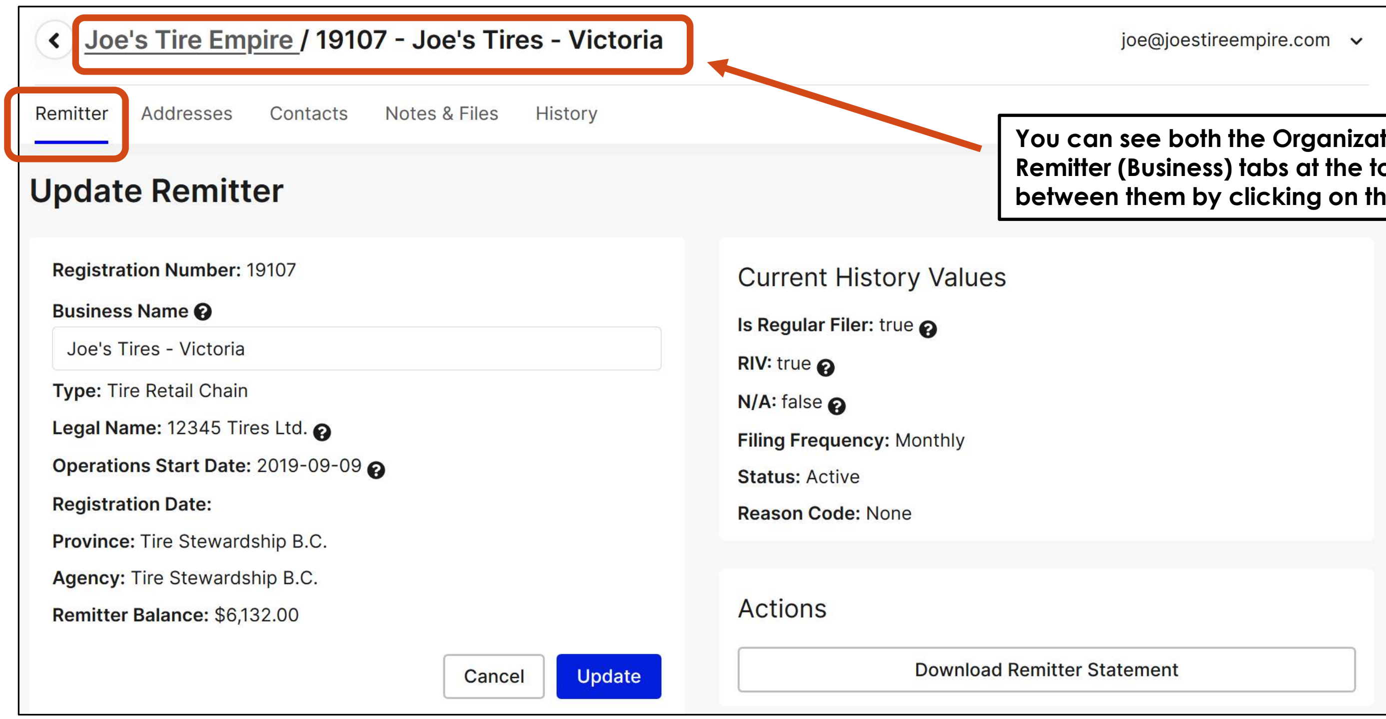
Edit Remitters

Login > Remitters > Edit

- On the "Businesses" (Remitters) page, clicking Edit allows you to view remitter details and edit certain information such as addresses and contacts. Click on each of the 5 "tabs" to view or edit the information. "Update" to save and "Cancel" to go back without saving the changes.
- You can edit some or all of the "Address" or "Contacts" information by clicking on the tab. Red tabs indicate there is missing information.

NOTE: You cannot edit your Business Name nor your Physical Address online (only your mailing or other addresses). Contact TSBC directly if you have changes to your Business Name or Physical Address.

- The "Notes & Files" tab allows you to enter messages, as well as attach files; for example, a registration document if you applying online to register a new Remitter (location).
- The "History" tab shows all changes that were made to your Remitter details (and is "read only"). The light blue highlighted line is the current information.



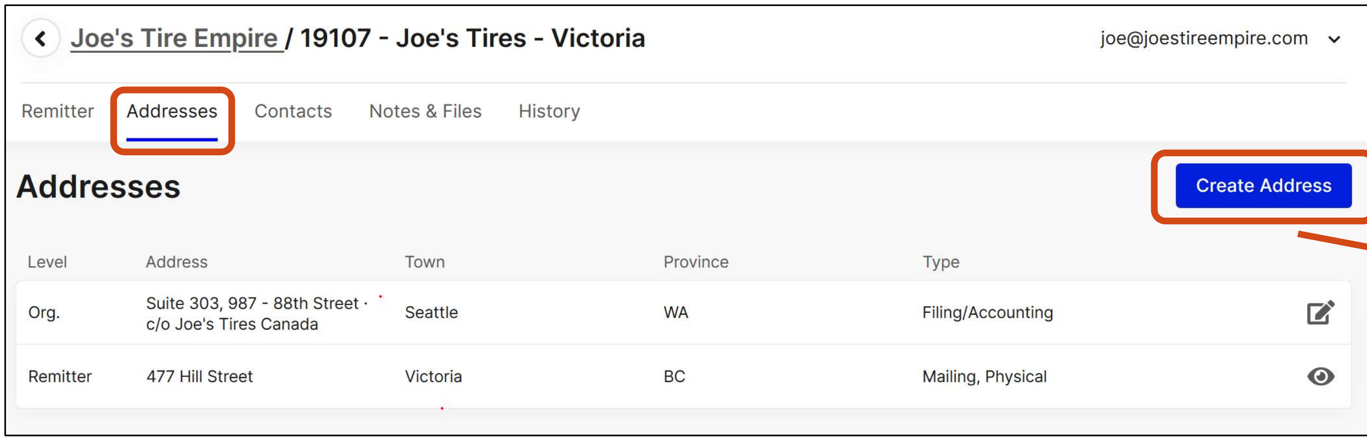
You can see both the Organization and the Remitter (Business) tabs at the top, and toggle between them by clicking on the name.

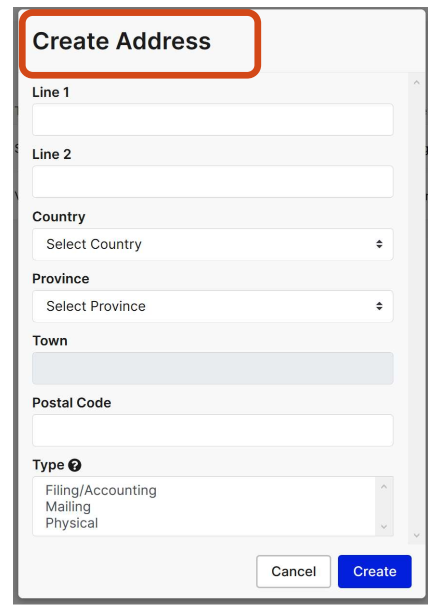
Edit Remitter – Address

Remitter > Edit > Address

- Each Remitter must have a Physical address in file. You can also have other types of Addresses, such as Mailing or Accounting addresses on file.
- An Address could also be more than 1 Type (e.g. the Physical address is also the mailing address). To select more than 1 value, hold down the "Ctrl" key to highlight the value(s).
- To edit your Address, click on the pencil icon beside existing address lines.

NOTE: If you need to Change your Physical Address you will need to contact TSBC.

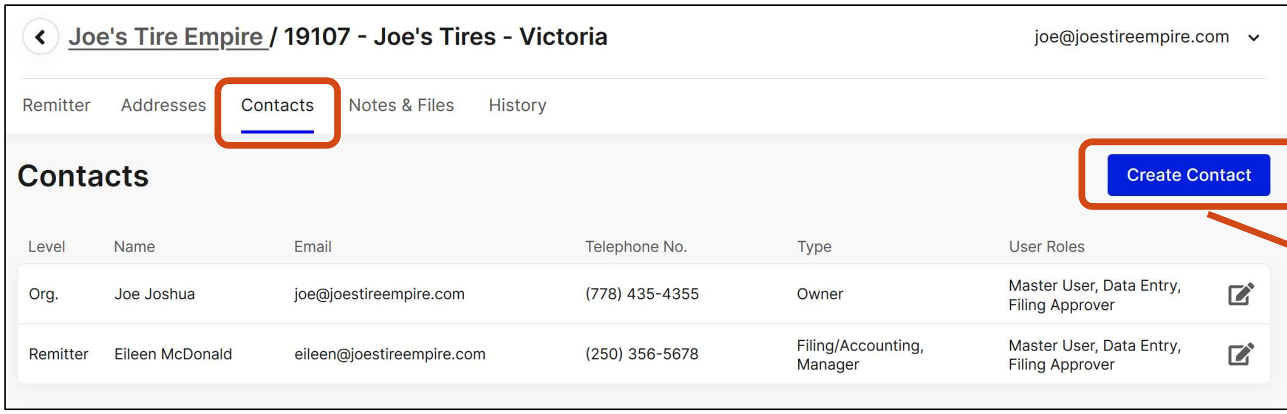


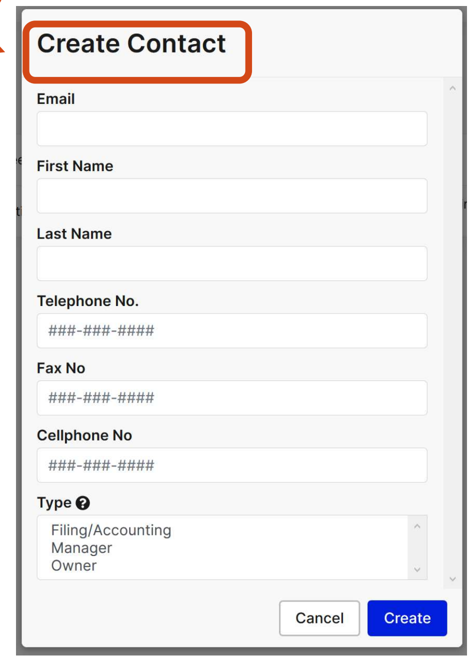


Edit Remitter – Contacts

Remitter > Edit > Contacts

- Each Remitter must have at least one contact person, and one must be the Owner or Manager contact. Use the "Create Contact" button for new contacts.
- The contact can be one or more types of: Owner, Filing/Accounting or Manager. To select more than 1 value, hold down the "Ctrl" key to highlight the value(s).
- To Edit Contact information, click on the pencil icon beside the contact that are listed (in the screenshot below there are no contacts yet).





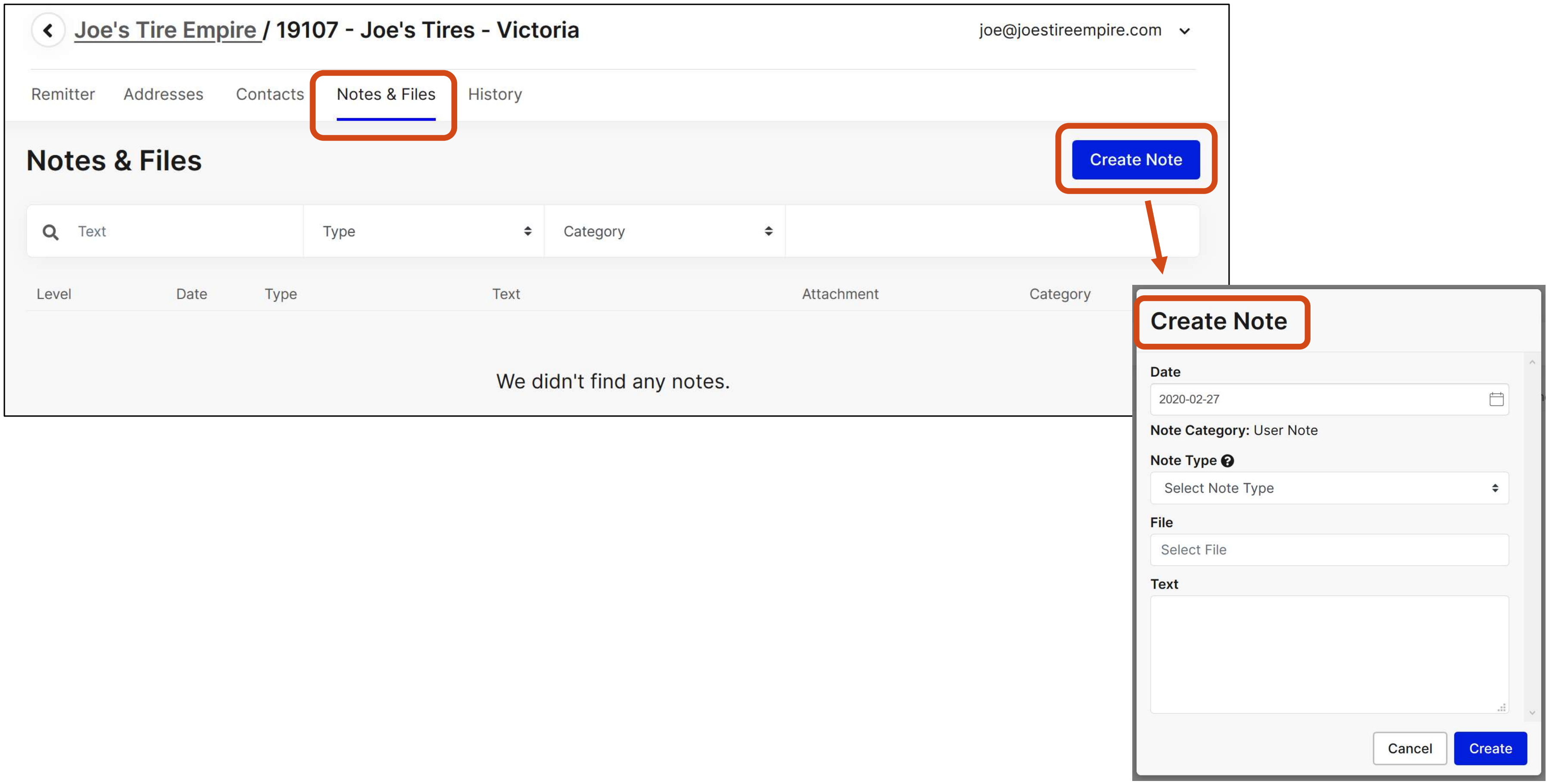
NOTE: When entering phone numbers, just enter the numbers themselves and do **NOT** enter parenthesis or dashes. The system will automatically format the phone numbers.

If it does not show the format automatically, you may need to refresh our browser.
When you are finished and hit the "Create" button, the system will store the correct format.

Edit Remitter – Notes & Files

Remitter > Edit > Notes & Files

- You can also add a Note or attach Files to your TSBC record by clicking on the "**Notes & Files**" tab.
- This is an optional field and can be left blank.



Edit Remitter – History

Remitter > Edit> History

- The **History** screen is a "view only" screen, so you cannot change the values.
- It is a record of all significant changes to a record, including Status changes, etc.
- The active line is highlighted in pale blue..

Joe's Tire Empire / 19107 - Joe's Tires - Victoria

joe@joestireempire.com

Remitter Addresses Contacts Notes & Files History

History

Effective Date	Status	Reason Code	Filing Frequency	Is Regular Filer	RIV	N/A	Tax Exempt	Organization	Changed By	Change Date
2019-10-01	**Active**	None	Monthly	true	true	false	false	Joe's Tire Empire	Unknown	2020-02-14
2019-09-09	Submitted	None	Monthly	true	true	false	false	Joe's Tire Empire	Unknown	2020-02-14

9. Manage Your Users' Access

Manage – User Access

REMEMBER: You can "invite" a person to be a User (e.g. their e-mail ID is used to create their User record). but they will need to be either:

- already listed as a Contact on the Organization or Remitter record, or
- enter their Contact information the 1st time they log-in.

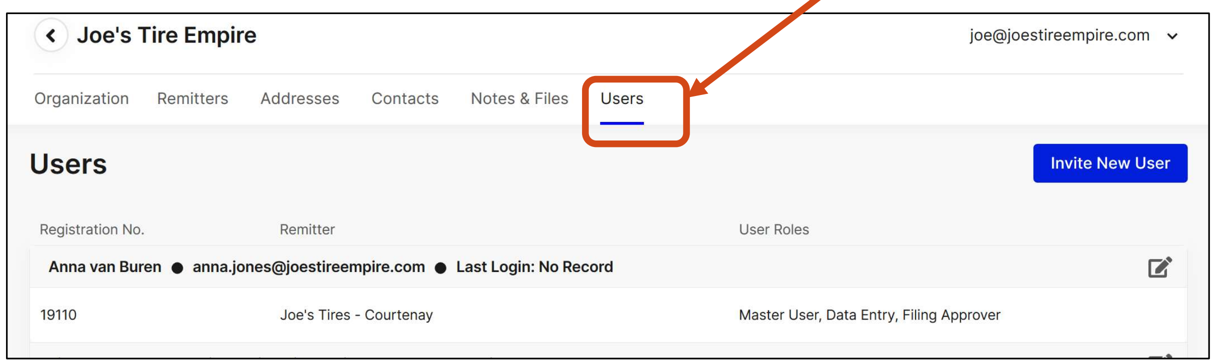
Contacts vs. Users:

- Each Remitter and each Organization must have at least one Contact record (name, e-mail, phone #).
- Initially, each business (registered location) has been assigned one or more Users (with all Roles) based on contact information on file at TSBC.
- The "Master User" role can grant access to other people or change their access level ("permissions") by editing the User's "Role" (Master User, Data Entry, Approver),including the ability to add other Users.
- When you are signed into the application, you can review the Users by going to the Organization line (grey) and clicking the "Edit" button (pencil) on the right side of the line. The "Users" tab (at the Organization level) shows all users and their Role (permission level).

FIRST: Edit the Organization

THEN: Edit the Users

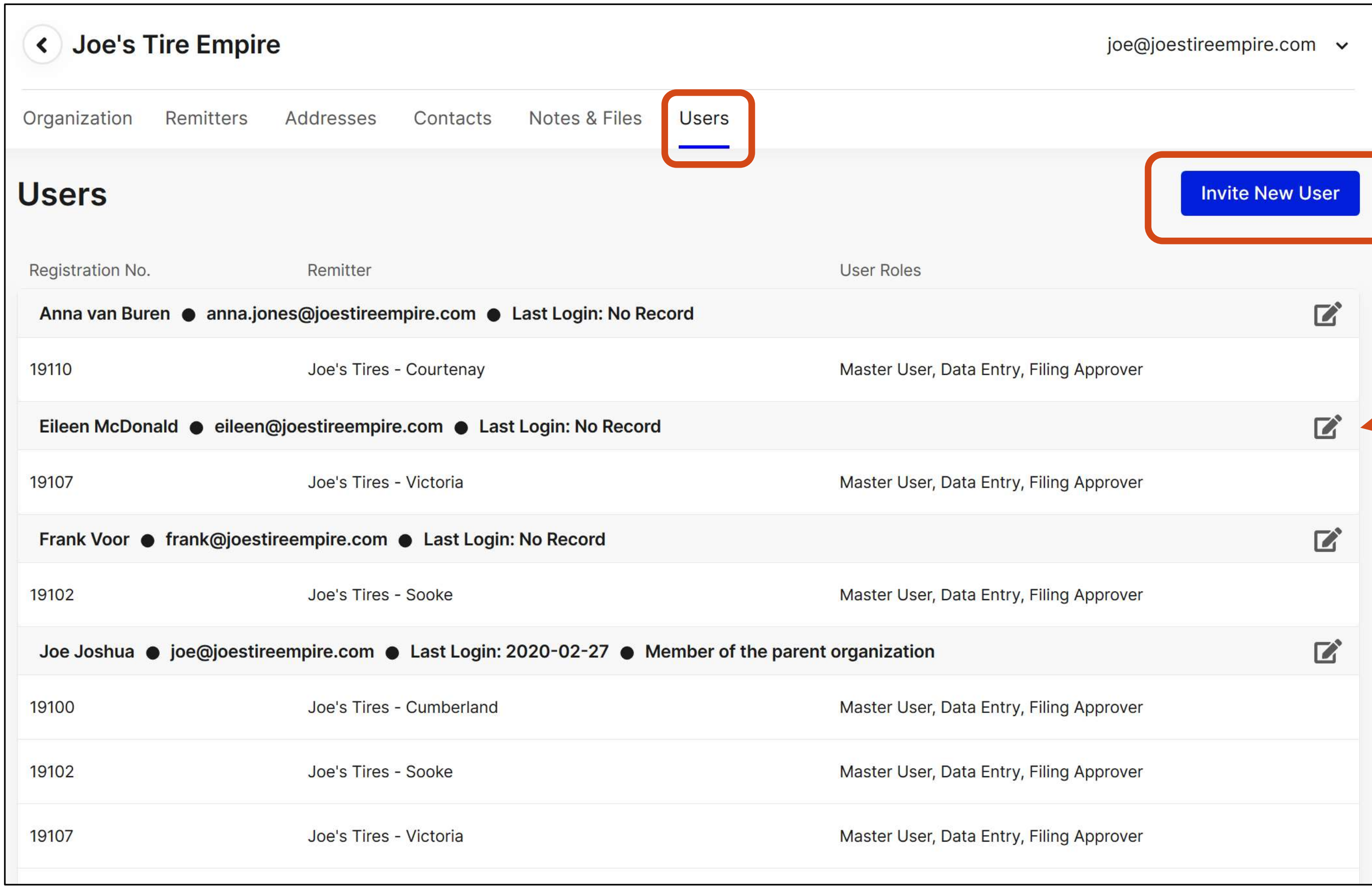
Go to the "Users" tab in the Organization record



Users page

Login > Users

- The Master User can edit an individual's access (role) on the "Users" page by clicking on the pencil icon. Data Entry Users and Filing Approver Users will have view access only.
- The Master User can "Invite New Users", and can designate their roles: another Master User, Data Entry User or Filing Approver User.
- Refer to the Terminology section to understand the permissions for each User type.



Invite NEW User

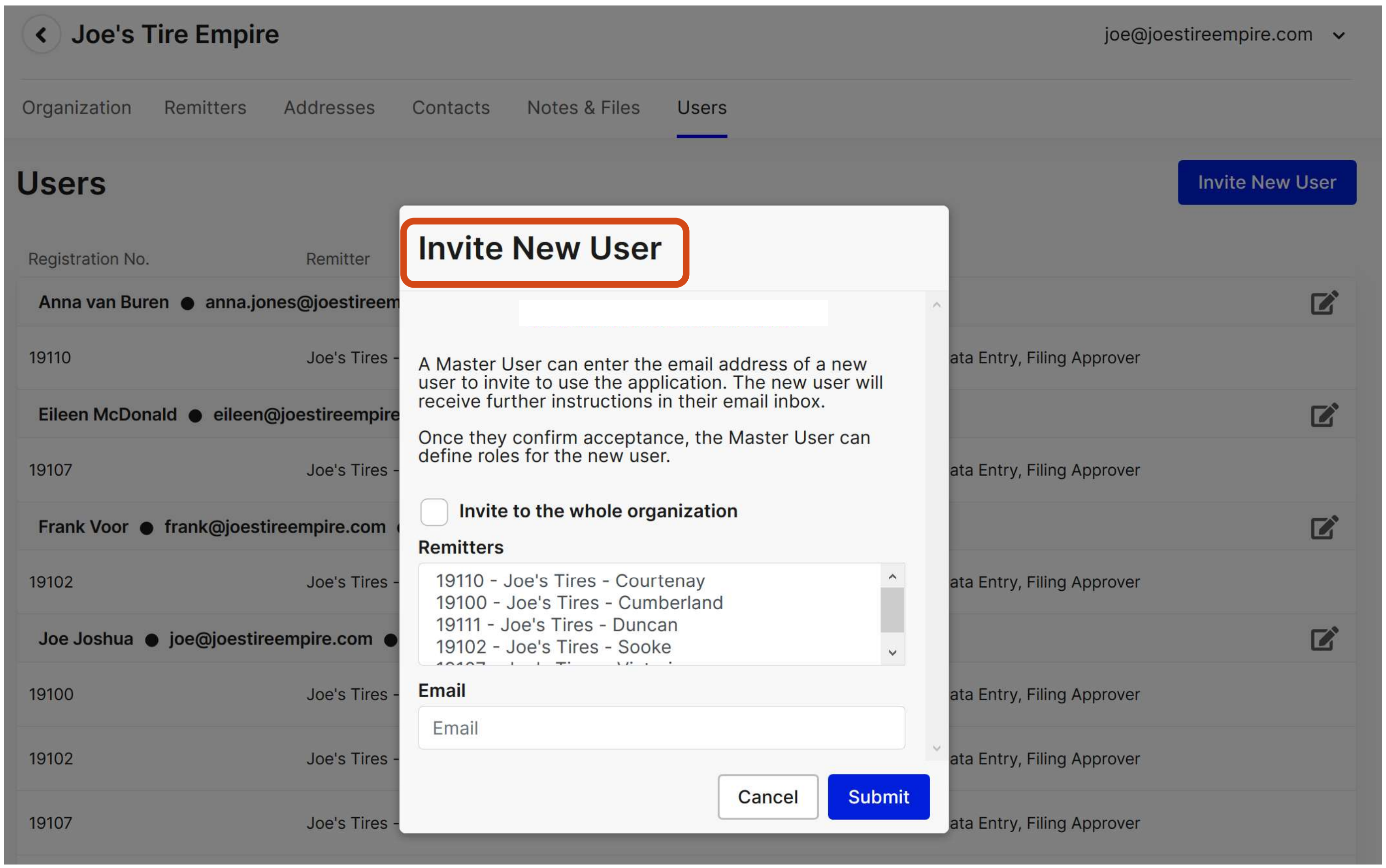
OR

Edit the Users Roles or Remove User

Manage Users – Invite (New)

Login > Users > Invite New User

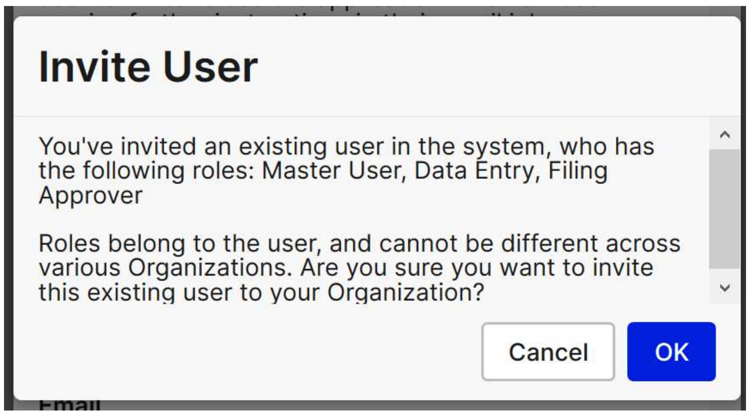
- The Master User can "**Invite New User**" to log-in to the system and create an account
- The new user will receive an e-mail with further instructions. Once they confirm acceptance, the Master User can define their role (type of user).
- Refer to the Terminology section to understand the permissions for each User type.



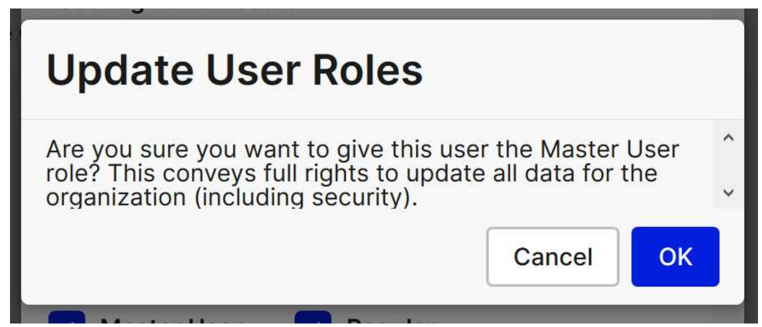
Manage Users - Invite (Existing)

Login > Users > Edit

- Users will have the same Roles (permissions) for any and all Remitters they have access to.
- If the User that you "Invite" already exists in the system, because they have access to a different Remitter or Organization, they will have the same level of access to your records.
- If you add a User and give them the "Master User" role, you will see a pop-up asking you to confirm this, as Master User has full rights to update all data for the Organization.



You will see this pop-up if you Add an existing User to your Remitter.

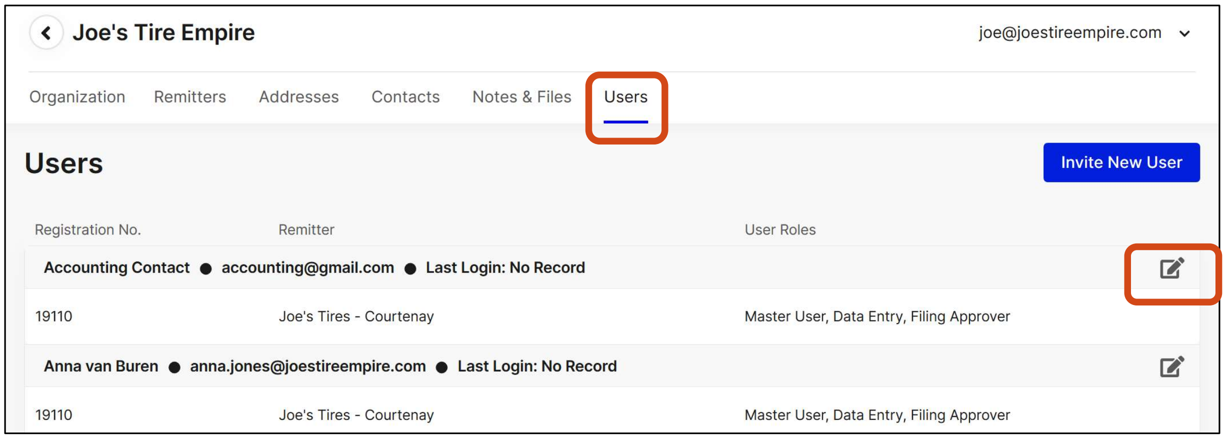


You will see this pop-up if you are giving a User the role of "Master User".

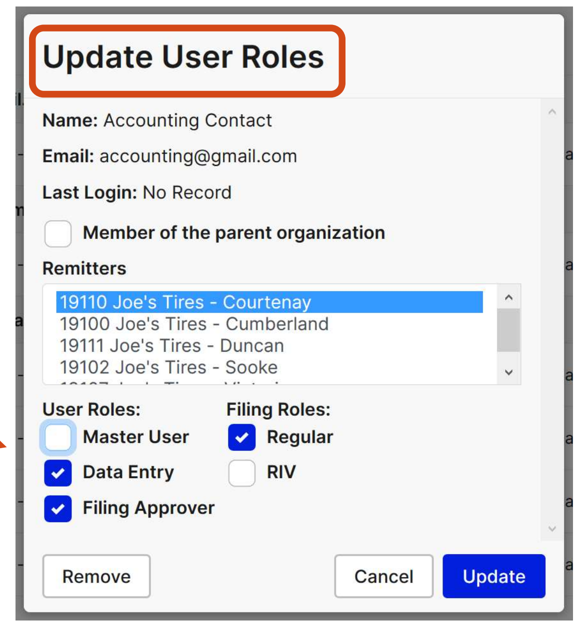
Manage Users-Edit/Remove

Login > Users > Edit

- The Master User can “Update User Roles” by clicking on one or more roles of: Master User, Data Entry User, Filing Approver (or all 3). When done click on “Update”.
- You can “Remove” a User ID to revoke the person’s access. This should be done for anyone who leaves your organization to prevent them from accessing your records.
- Refer to the Terminology section to understand the permissions for each User type.



Edit the Users roles or Disable User



The pop-up window allows you to edit the User’s Role and also define their Filing Roles.

v4.7 (Feb 15, 2024) USER GUIDE

10. Register New Locations

Register - New Location

Please also refer to the section in this document called "**Getting Started – Access**" To register a new location, you can apply online or mail in the completed paper application form. To apply online, you must first have an Account in PICTUS.

1. **Existing Retailer – Online application**:

   a) If you are **already a registered Retailer** with TSBC, **you do NOT need to Re-register to use the e-Commerce application**. You have already been set-up with a User ID, as described in the "Manage Users" section of this document so you already have a PICTUS Account.

   b) To apply online to register a new location for **one of your existing Organizations**: Log-in to the system, click on the blue "**Create Business**" and select "Remitter" from the drop-down list. Then Select which Organization you want to add the new Business to and begin the process.

   c) If you want to register a new location for a **NEW Organization**, contact TSBC and they will create the Organization for the new Business. Then you can "**Create Business**" for the new Organization.

   d) Refer to the "**Self-Registration**" sections of this document for detailed step-by-step instructions to "Create Business".

2. **New Retailer – Online application:**

   a) If you are a **new tire retailer business in BC who has NOT YET registered with TSBC**, please go to the "Participant Resources" section of the TSBC website and review the information on "Registering with TSBC": https://tsbc.ca/participant-resources/

   b) You can register online using our "**Self-Registration**" process described in this document (including the Terms and Conditions form which you can access once you create an account online).

   c) The "**Terms and Conditions**" (self-registration) form can be downloaded from the TSBC website once you are logged in. During the "Create Business" process, there is a link to the Terms & Conditions fillable form, so you can download it. You'll need to complete the form and attach online to your application for registration.

3. **Questions?**: If you have any questions, please **contact TSBC at:** 1-866-759-0488 or registrations@tsbc.ca

TIRE Stewardship BC New value from old tires

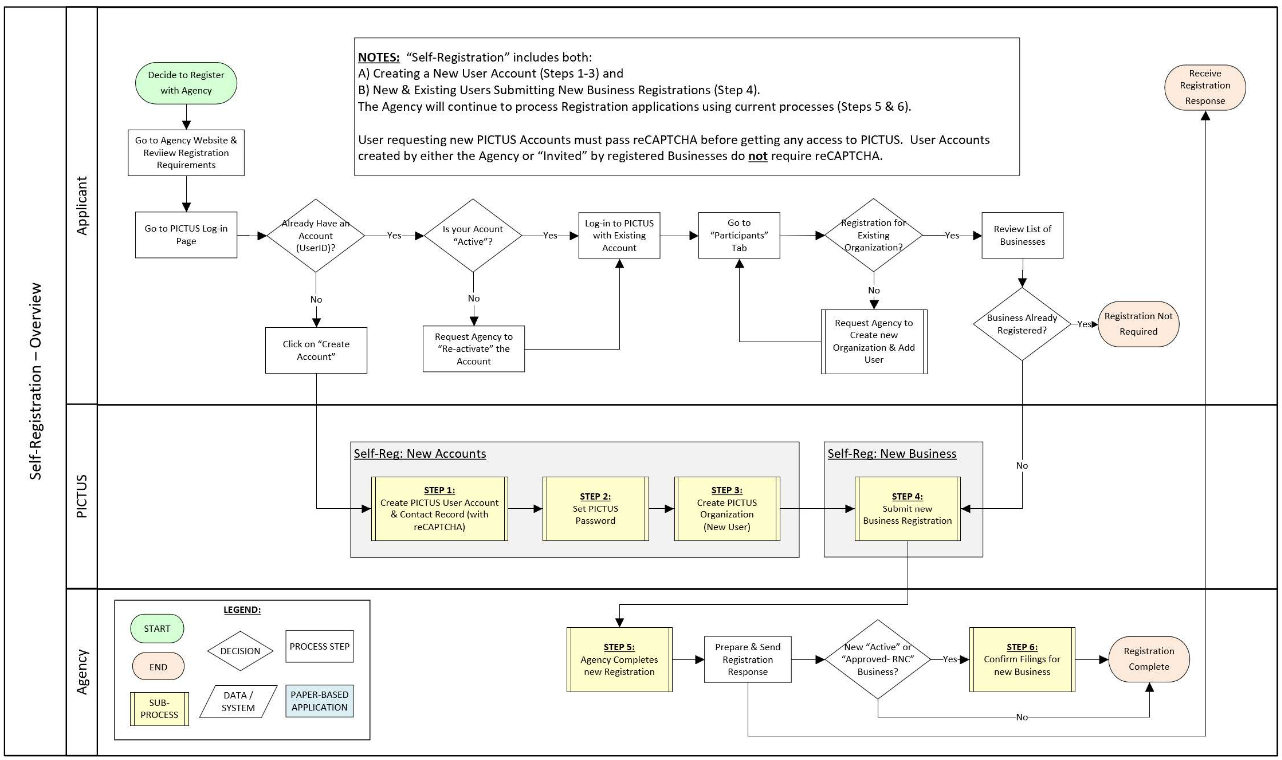
11. Self-Registration – Overview

Self-Register – Overview

Register > Create Account and/or Create Business

- If you require access to TSBC's e-Commerce application to register a new location so you can submit your ADF Returns, you can now register directly online by submitting the necessary information.

- The diagram below shows the overall process and the steps for the Applicant (you), PICTUS (the system) and the Agency (TSBC).
- The new "Self-Registration" process includes the ability to **"Create Account" (Steps 1-3**) and, once you have an account, you can submit a registration application using the **"Create Business" (Step 4)** function. Steps 5 and 6 are done by TSBC (the Agency).
- If you already have an Account, you do NOT need to complete Steps 1-3, but can go directly to "**Step 4 – Create Business**".
- Refer to the next sections for step-by-step directions on how to complete each part of the process.



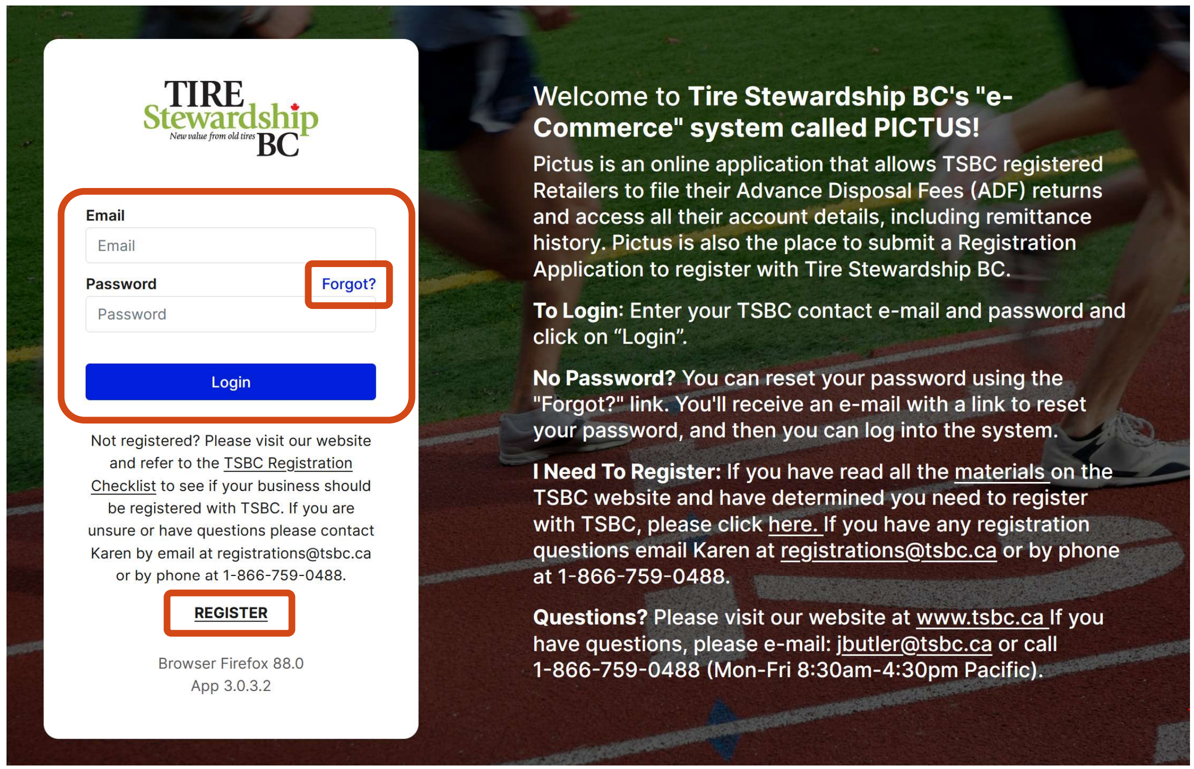
Self-Register – Login Page

Register > Create Account

- The main system page is the starting point for all users of the e-Commerce ("PICTUS") application.
- If you have a system account already, enter your Email ID and Password and click "Login". If you have forgotten your password, or do not have one yet, click on the blue "Forgot?" link. Then follow the instructions in the e-mail to reset your password and Login.
- To create a new system account, click on the word "**REGISTER**" and follow the instructions.

NOTE:

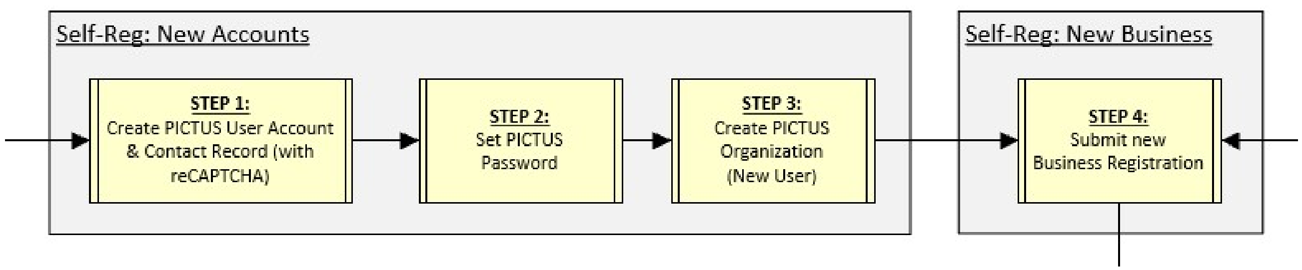
1. Before beginning the "**REGISTER**" process, refer to the "Participant Resources" section of the TSBC website https://tsbc.ca/participant-resources/ and click on "Registering with TSBC" for relevant information.
2. You should have already reviewed the "**Registering with TSBC**" checklist to confirm your business needs to be registered with TSBC
3. Part way through the online registration process, there will be a link to the "**Terms and Conditions**" form. You will need to complete it and attach to your online request, as it is required for this process.
4. If you have questions, please contact TSBC at registrations@tsbc.ca.



Self-Register – Create Account – Step #1 – 4

Register > Create Account

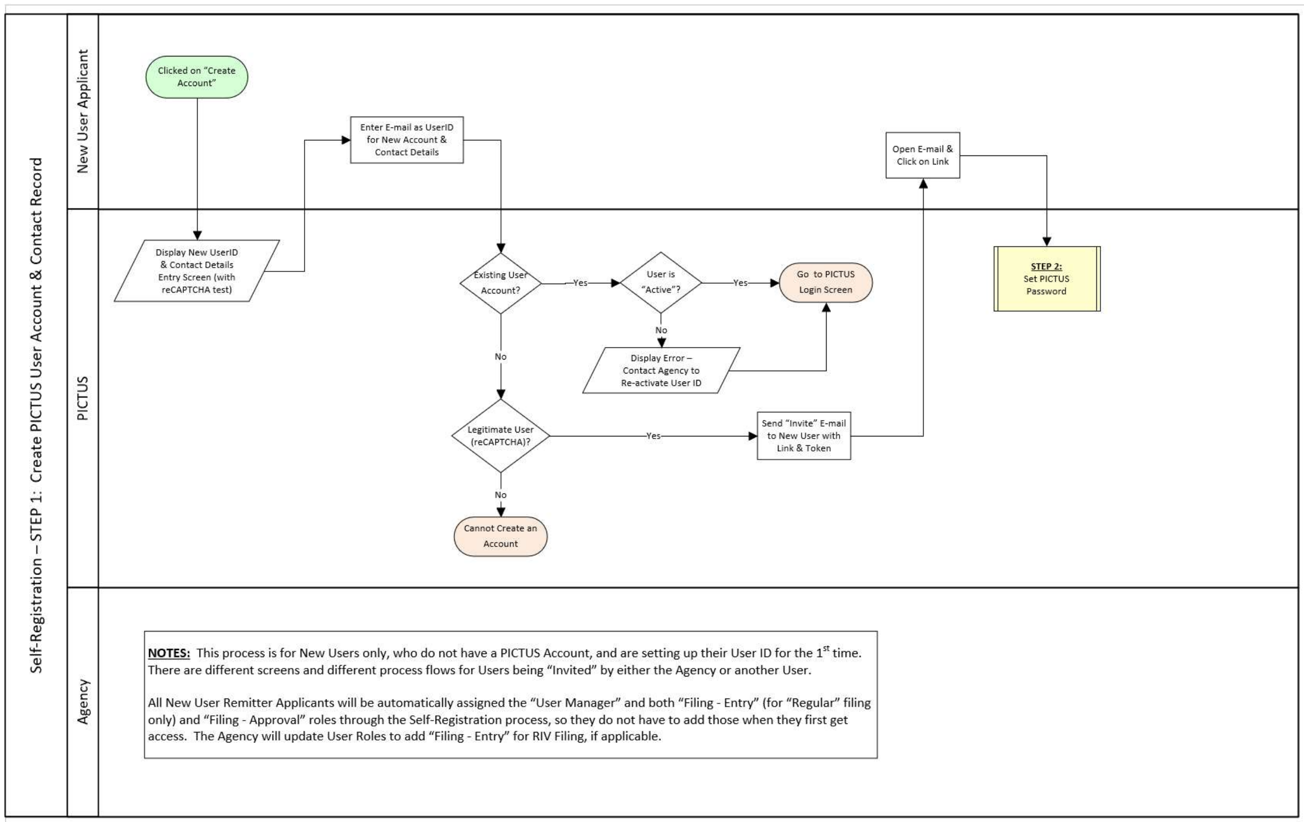
- If you require access to TSBC's e-Commerce application to register a new location in order to submit your ADF Returns, you can now register directly online by submitting the necessary information using the Self-registration function.
- To access the system, you need to first have an Account for the system. If you already have an account, go directly to the section called "**Step 4 – Create Business**".
- If TSBC has NOT created an account for you, or if you have not been "invited" to use the system, you can create your own account by following Steps 1 – 3 shown on the following pages.
  - **Step #1: E-mail and Contact**
  - **Step #2: Set Password**
  - **Step #3: Create Organization**
- Once you have an Account and an Organization, go to the section called "**Step 4 – Create Business**". This step is to submit information for a registration application for a new business location.



12. Self-Registration – Step #1: E-mail & Contact

Self-Register – Create Account – Step #1: E-mail & Contact

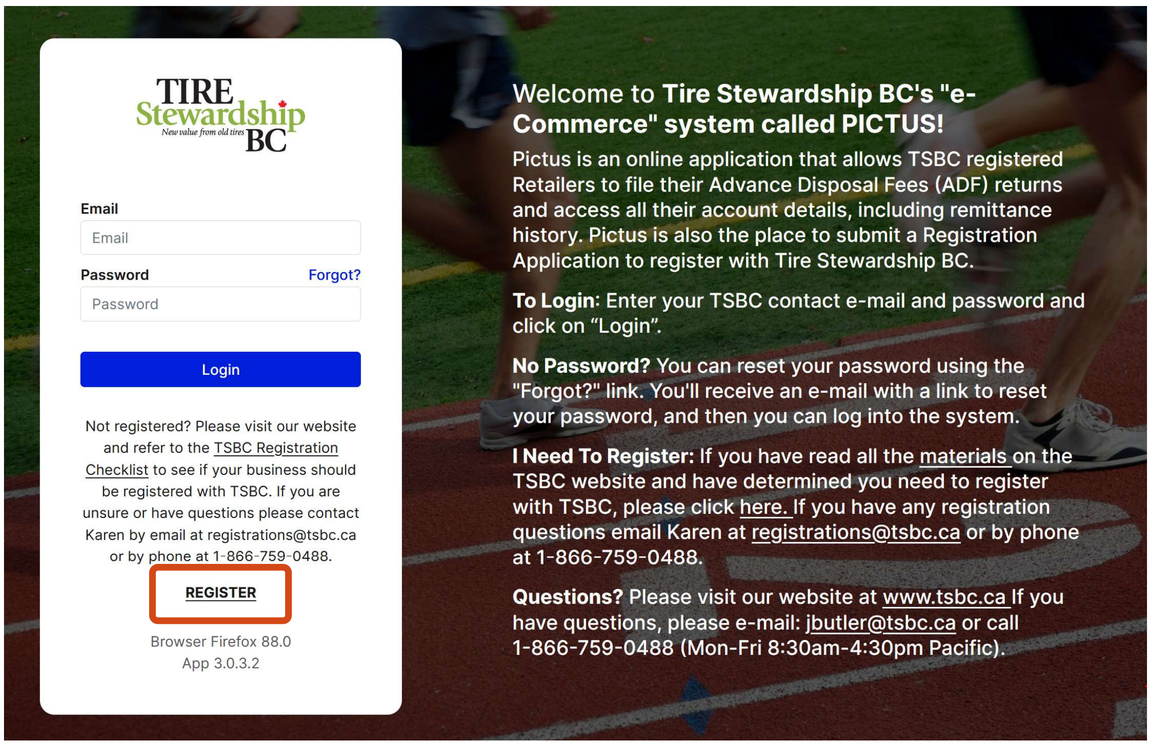
- The Diagram below shows the process to complete the 1st step "**E-mail & Contact**". Screenshots are also shown on other pages.
- In this step you will create an account using your E-mail ID and provide your Contact information.



Self-Register – Create Account – Step #1: E-mail & Contact

Register > Create Account

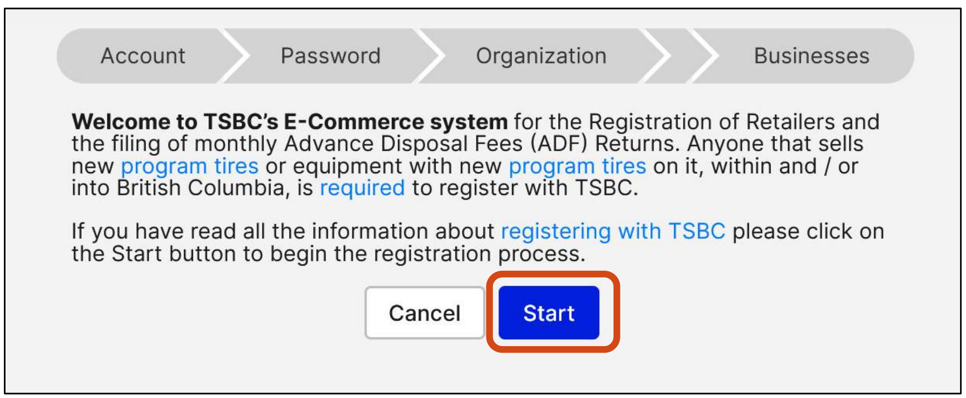
- To create a new system account, click on the word "**REGISTER**" and follow the instructions.
- You will need to have the following information ready to input:
    - A completed and signed "Terms and Conditions" form (available from a link within the "Create Business" process).
    - The Legal and Business Name(s) of the company, its Operations Start Date, Contact Names, E-mails and Phone numbers,
    - The company's Physical address and addresses for Mailing or Accounting (if different than the physical address)



Self-Register – Create Account – Step #1: E-mail & Contact

Register > Create Account

- The “Welcome” page provides additional information on the program and explains requirements of the Advance Disposal Fee program. There are 4 greyed out arrowed tabs at the top of the screen. Each tab will turn blue to indicate which section you are using.
- Click on any of the blue words (“hypertext links”) in the text on the screen to be taken to the TSBC website for further information and explanation.
- If you have confirmed that your business is eligible to be registered, and have the other necessary information ready, then press the blue “**Start**” button. Partway through the “Create Business” process you will also need to complete the “Terms and Conditions” form (available from a link you’ll see during that process).
- If you are unsure about having to register, or are not yet prepared to register online, click on the “Cancel” button. This will take you back to the main Login page.



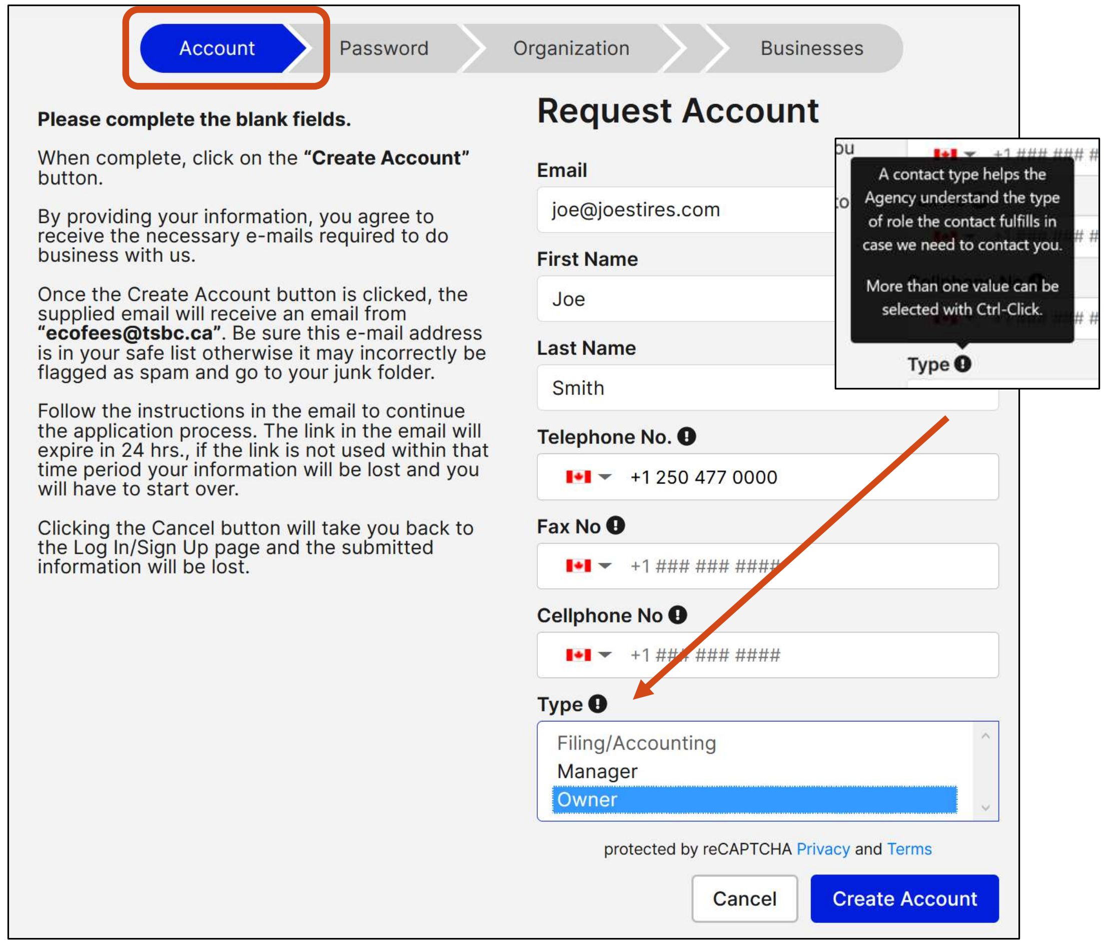
Self-Register – Create Account – Step #1: E-mail & Contact

Register > Create Account

- Once you click "Start" you will be taken to the "Account" tab to enter information about the account you are requesting (Step 1 of 4).
- **The e-mail for the account must be unique** and cannot one already used by the system.
- To complete the form:
  - Enter your e-mail ID, First & Last name and Telephone No. (number).
  - Fax No. and Cellphone No. are optional.
  - Select the "Type" of role the contact has in the organization.
  - The click on the blue "Create Account" button.
- Click on the black bubbles beside the cell titles to see an explanation of what is required. An example is shown for "Type".
- If there are any errors or omissions on the system, the system will include the issues and you can edit the information and click "Create Account" again.

<u>**NOTE**</u>: Some of the common errors are shown in the following pages.

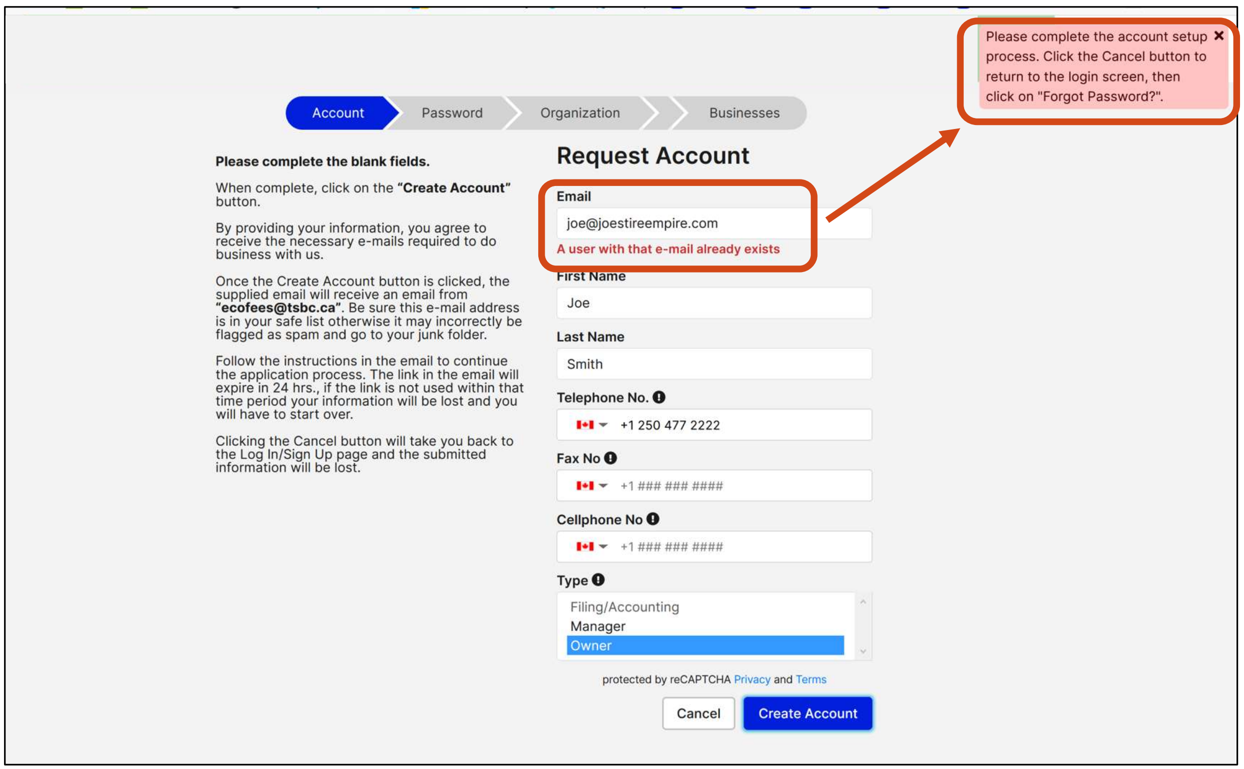
- Please contact TSBC if you are having issues completing this form.



Self-Register – Create Account – Step #1: Error Messages

Register > Create Account

- If you complete the "Request Account" form and get errors when trying to submit it by hitting the blue "Create Account" button, it means there is an issue with the form.
- A red "bubble" with text will appear in the upper right hand corner of the screen and text will appear below the "Email ID" field, as shown below.
- Refer to the next page which shows the 3 types of errors and steps to resolve them.



Self-Register – Create Account – Step #1: Error Messages

- There are several errors which may occur when trying to create a new Account, as shown below, including how to resolve them.

Error #1: UserID (Email) Already Exists

> This UserID is already in use by another individual. Please use a different e-mail address, or contact the Agency for assistance. ✕

- In this example, the Email ID is already in use and linked to an existing business, so you cannot create another account with the same Email ID (UserID).
- Wording beneath the Email field in the form shows **"A user with that e-mail already exists".**
- If you already have an account and want to register a new Location, go to "**Step 4 – Create Business**".

Error #2: Inactive UserID (Email)

> This UserID already exists but is inactive. Please contact the Agency to re-activate the UserID. ✕

- In this example, the Email ID exists in the system but has been marked as "Inactive" so it cannot be accessed. This can occur if the business is sold or the account was not being used by the business.
- Wording beneath the Email field in the form shows **"A user with that e-mail already exists".**
- The Email ID must be changed back to "Active" by the Agency before you can login to that account, so please contact TSBC.

Error #3: Incomplete Account

> Please complete the account setup process. Click the Cancel button to the login screen, then click on "Forgot Password?". ✕

- This can happen if you begin the Request Account process, click the "Create Account" button, but then do not refer to the New Account email with the password link to continue the process of self-registration. The UserID gets added to the system, but it is not linked to any Organization yet.
- Wording beneath the Email field in the form shows **"A user with that e-mail already exists".**
- Go to the Login page, enter your mail ID and click on "Forgot?" to reset your password.

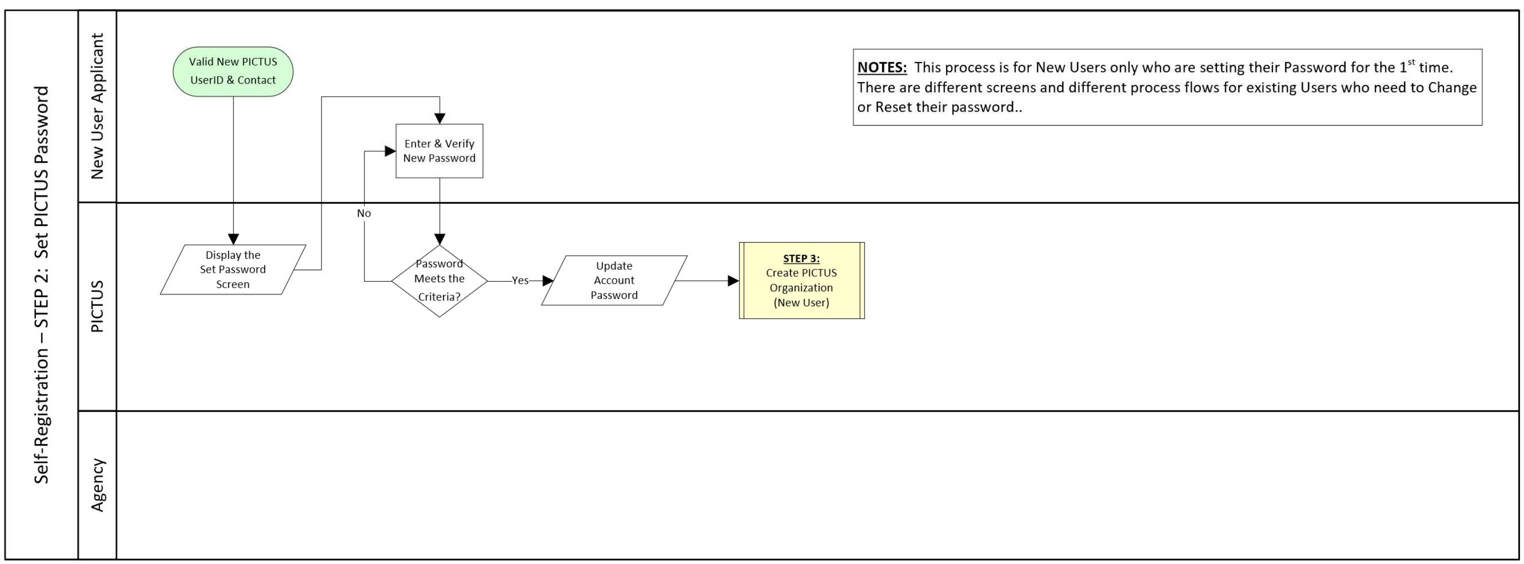
---

13. Self-Registration – Step #2: Password

Self-Register – Create Account – Step #2: Password

Register > Create Account

- Once you submit the "Create Account" form, the 2nd step is to Create a Password for your new account.
- The diagram below shows the process to Set your password and the screens are shown on the following pages.
- Your password **must be at least 10 digits long and contain**:
  - at least 1 upper case letter,
  - at least 1 lower case letter, and
  - at least 1 number.



TIRE Stewardship BC
New value from old tires

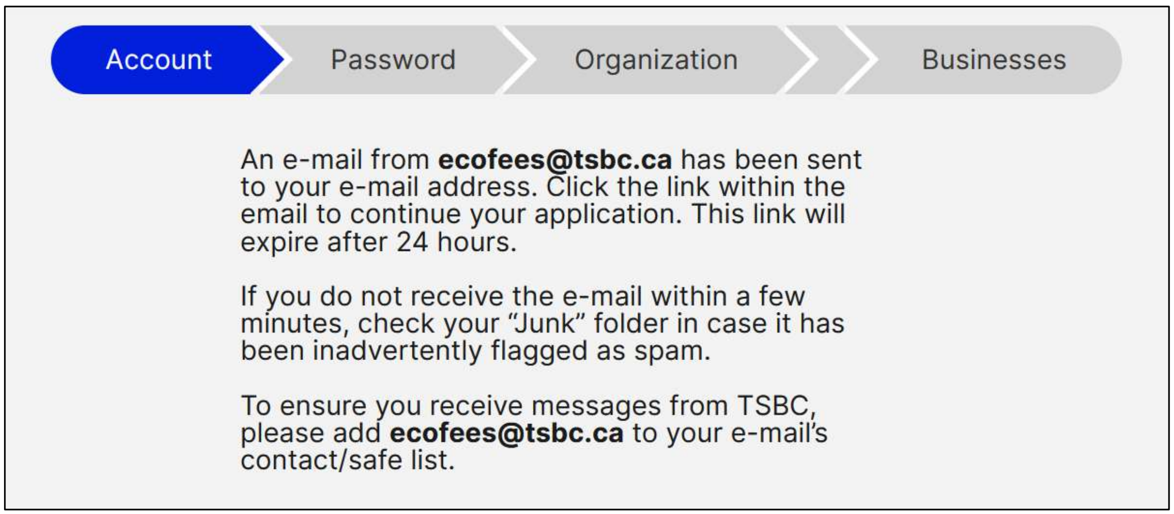
Self-Register – Create Account – Step #2: Password

Register > Create Account

- Once you submit the "Request Account" form, you will see a screen with the text shown below.
- The E-mail of the new Account will receive an e-mail from ecofees@tsbc.ca with a link to set your password   Click on that link and follow the directions.

NOTE: The link in the e-mail **expires after 24 hours** and **can only be used one time**.

- If you do not receive the e-mail after several minutes, please check your "Junk" e-mail folder, in case it was flagged as spam. If that happens, add the e-mail ecofees@tsbc.ca to your e-mail's contact / safe list, so future e-mails are not blocked.



Self-Register – Create Account – Step #2: Password

Register > Create Account

- The e-mail below is an example of the "**Password Reset**" message for new accounts.
- To set your password, click on the blue "click here" to go to the "Set Password" screen.

NOTE: The link in the e-mail **expires after 24 hours** and **can only be used one time**.

Subject: Tire Stewardship BC - New Account

Hello,

Your user information has been received by Tire Stewardship BC. To continue with your registration application, click here and you will be directed to the PICTUS application. The first step is to create a password,

If you did not submit your user information, or believe you have received this e-mail is error, please contact TSBC at ecofees@tsbc.ca or by phone at 1.866.759.0488.

Note: The link above expires after 24 hours and can only be used once, so please ensure that action is taken promptly. If you do not click on the link, your application information will be lost, you will not be registered and will need to start over.

Regards,

TSBC
ecofees@tsbc.ca | Tire Stewardship BC
w. 1.866.759.0488 | f. 1.877.598.9119 | www.tsbc.ca
Join us on Facebook & Twitter & Instagram

Self-Register – Create Account – Step #2: Password

Register > Create Account

- The “click here” link in the Password Reset e-mail will bring you to the “Password” screen (Step 2 of 4).
- Enter your password on both lines, making sure they match each other, and that they meet the criteria. Then press the blue “Set Password” button.
- Your password **must be at least 10 digits long and contain**:
  - at least 1 upper case letter,
  - at least 1 lower case letter, and
  - at least 1 number.
- Once you have set your password, your account will be created. You will then be taken to the “**Create Organization**” step, which is the last step to create your account.

14. Self-Registration – Step #3: Organization

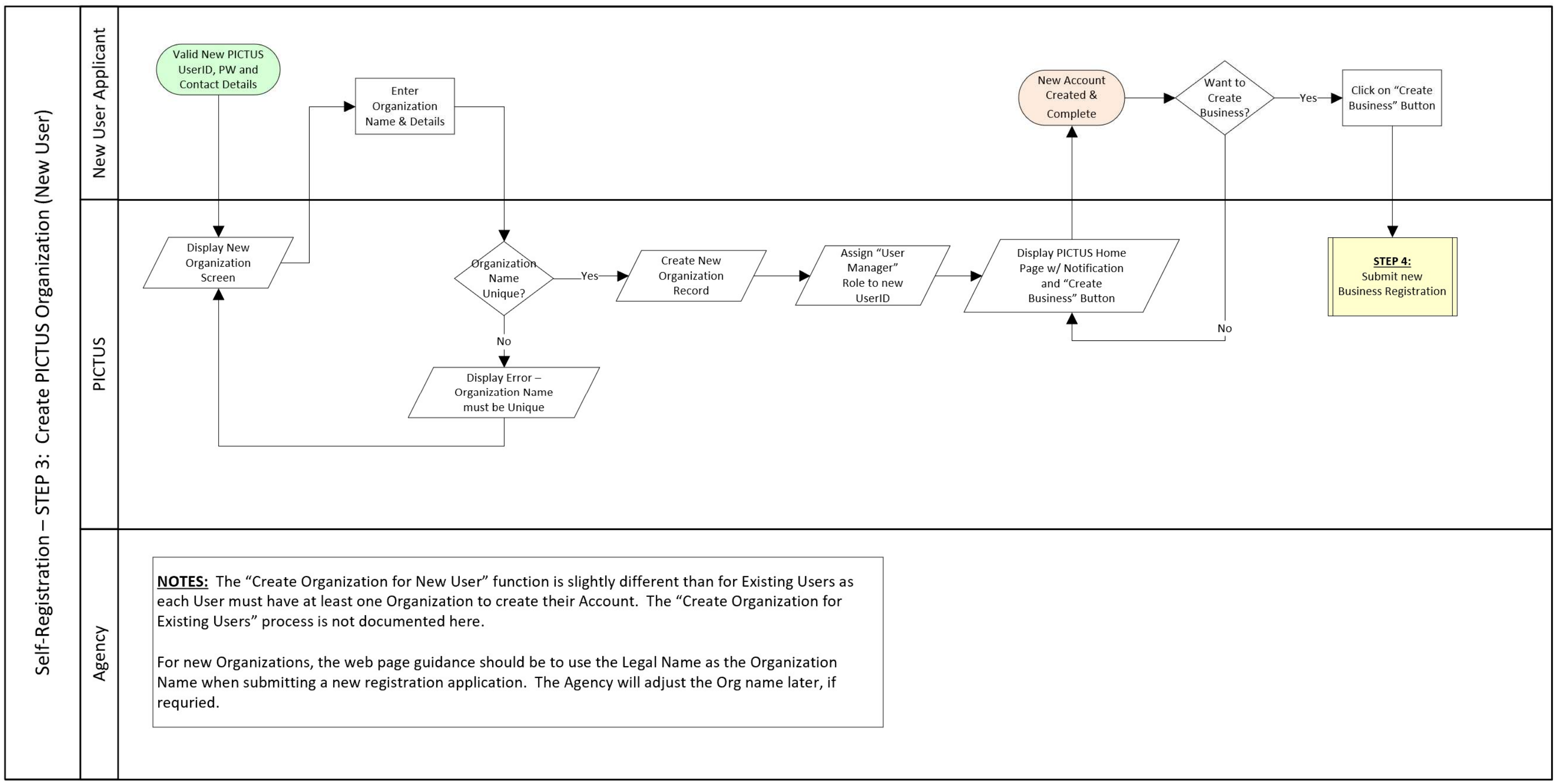
Self-Register – Create Account – Step #3: Organization

Register > Create Account

- The last step in Creating your Account is to create an Organization.
- Organizations are needed to link your account to your Business(es).

NOTE: Your Organization name must be unique so it **should contains "(Org)" after the name** to indicate it is the organization.

- The screens needed to complete this step are shown on the following pages.



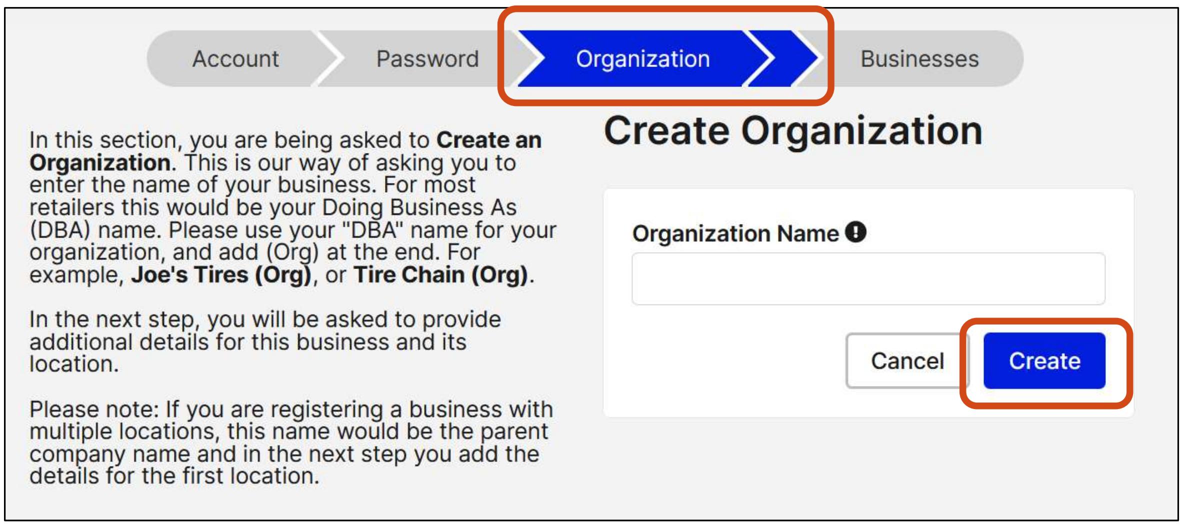
Self-Register – Create Account – Step #3: Organization

Register > Create Account

- Once you set your Password for a new account, you will be taken to the "Create Organization" screen (Step 3 of 4).
- The Organization name must be unique and not used by any other Business in the system.
- The Organization name can be the same as the Business Name, but to make it unique, you can **add "(Org)" after the name**.

NOTE: the Agency may adjust the Organization Name when the application is processed, to ensure it is unique within the entire system.

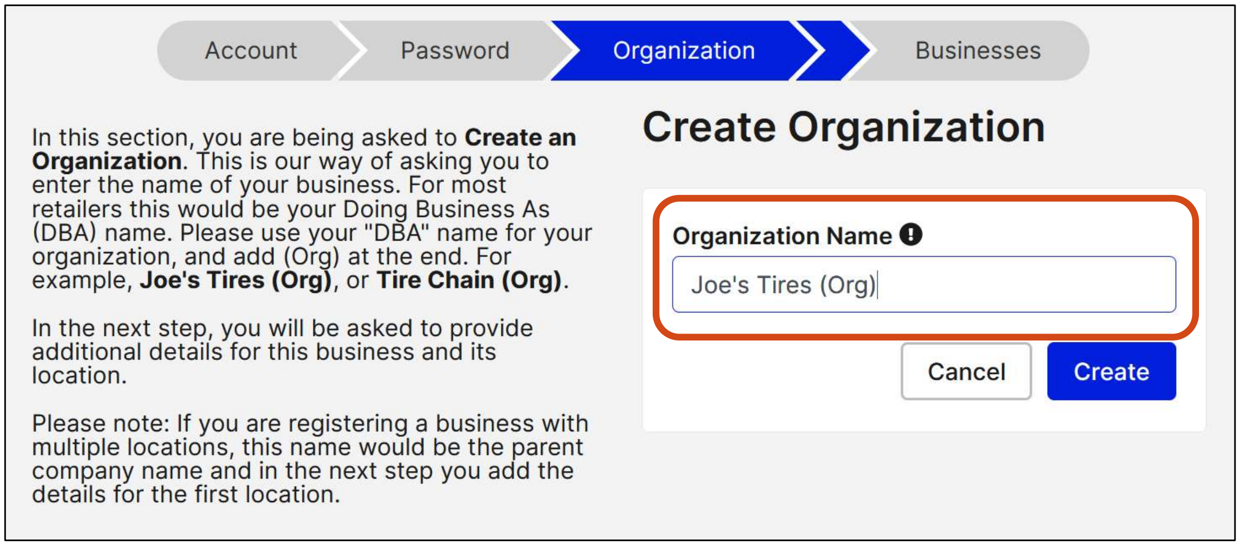
- Once you have selected the Organization name, click on the blue "Create" button.



Self-Register – Create Account – Step #3: Organization

Register > Create Account

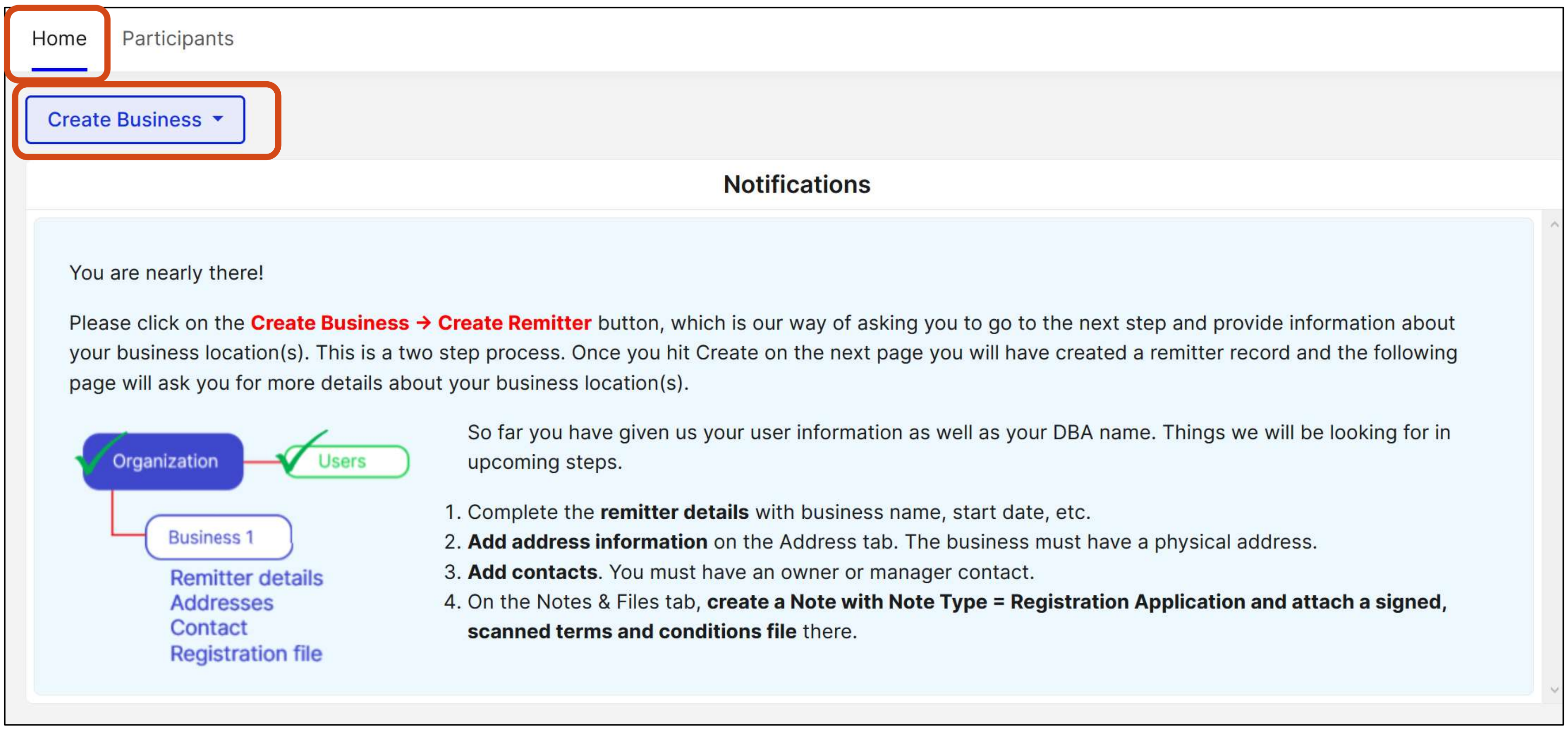
- An example of an Organization Name is shown below.
- If the name you select is NOT unique, you will not be able to submit this form.
- The black icon beside the “Organization Name” label has additional information about the field.



Self-Register – Create Account – Step #3: Organization

Register > Create Account

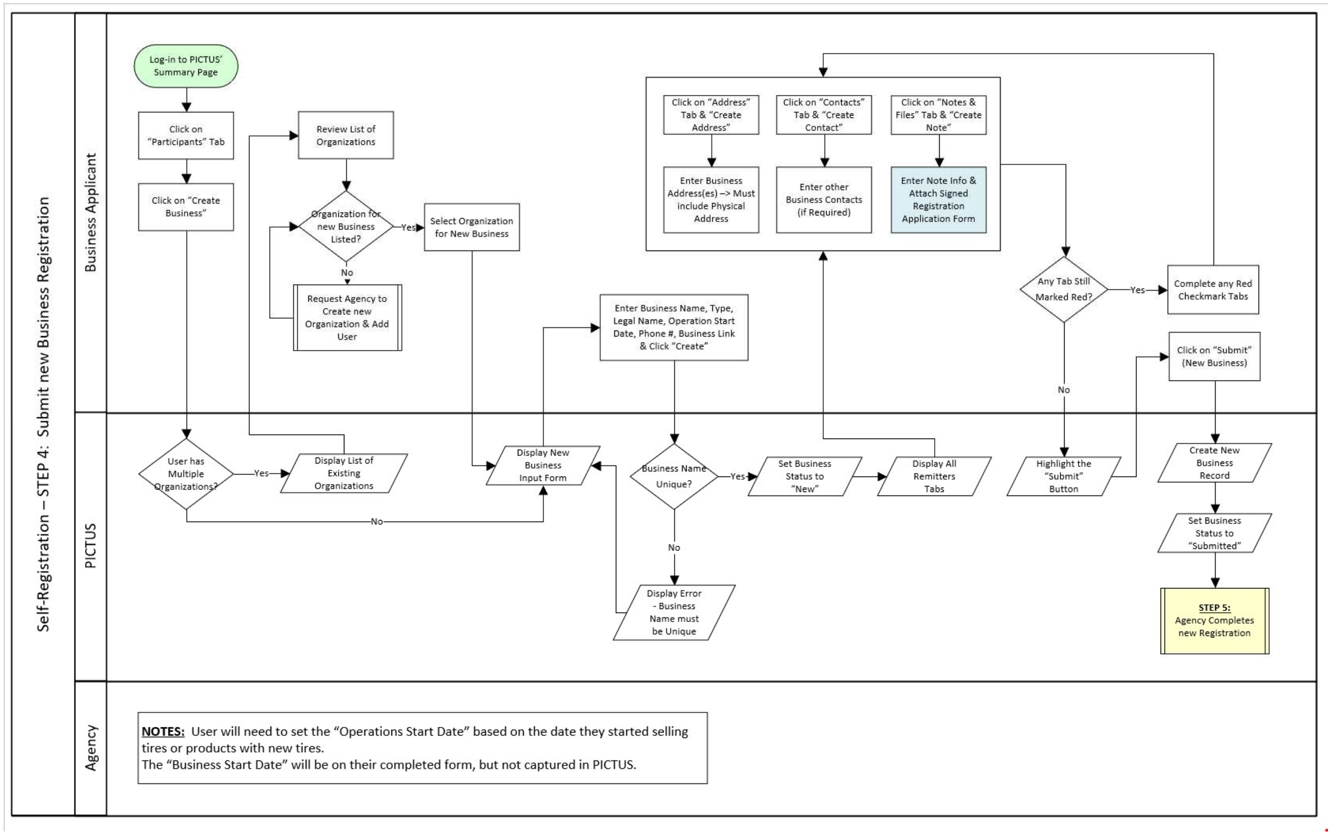
- Once you create an Organization, you will be taken to the "Home" page for new accounts.
- There are 2 tabs on this page: The "**Home**" page (note it is underlined to blue to indicate it is the page you are on), and the "**Participants**" page (where your Businesses are listed, once they are approved).
- From the "Home" page, you need to "**Create Business**". To do that, follow the "Create Business" process shown as Steps 4 in the next section.



15. Self-Registration – Step #4: Create Business

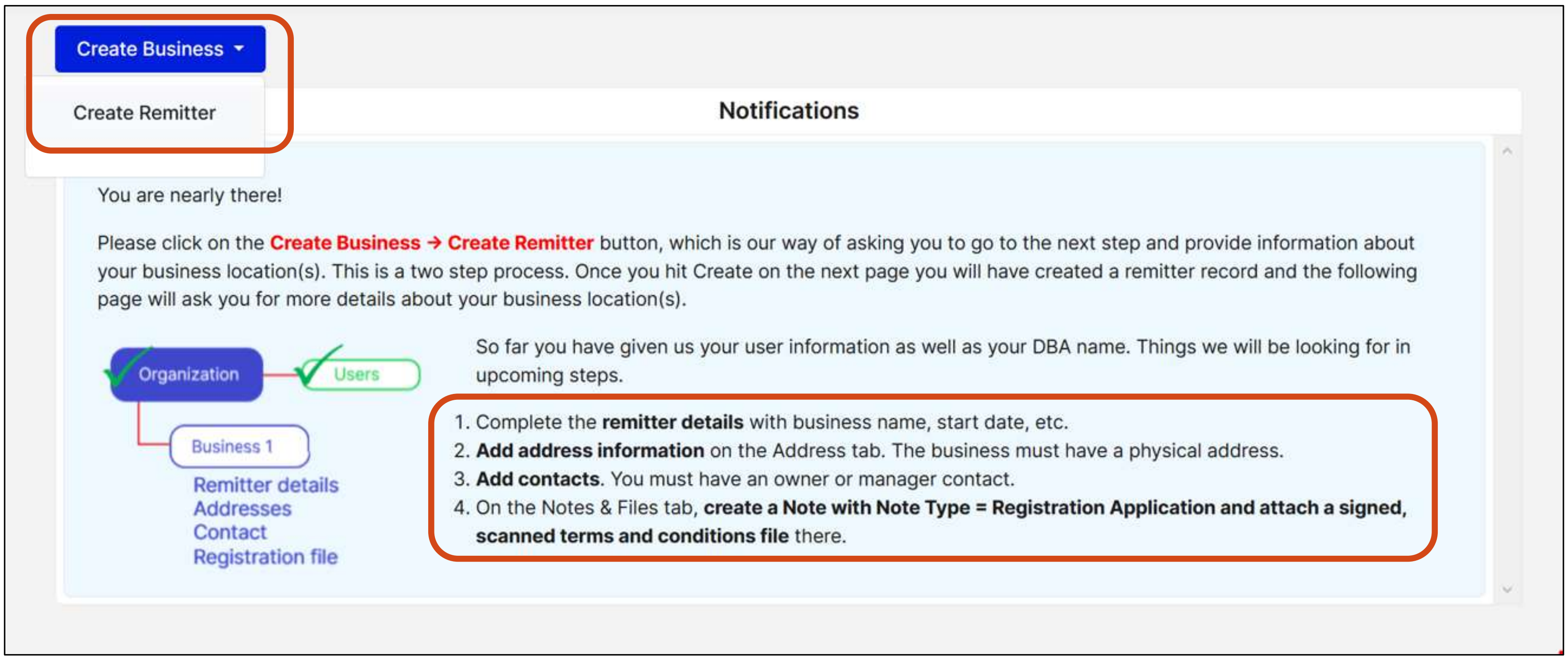
Self-Register – Create Business – Step #4: Create Remitter

- The final step to submit your Registration application is to complete Step 4 "Create Business".
- To submit your application, you must provide information about your Business Name, Start Date, Contacts, Address(es) and attach a completed, signed "Terms & Conditions" form.
- Refer to the following pages for a step-by-step process to complete this Step.



Self-Register – Create Business – Step #4: Create Remitter

- Once you have successfully created an Account, you will be taken to the new account Home Page.
- You will need to "Create Business" (Step 4 of 4), by following the instructions shown in the "Notification" section of the page. This requires you to enter or validate information on 4 tabs. See steps 1-4 in the screenshot below.
- To begin, click on "**Create Business**" and select "**Create Remitter**".
- Once you create the Remitter record, you need to provide details about the business before you can "Submit" the application.
- See the following pages for screens showing the step-by-step process.

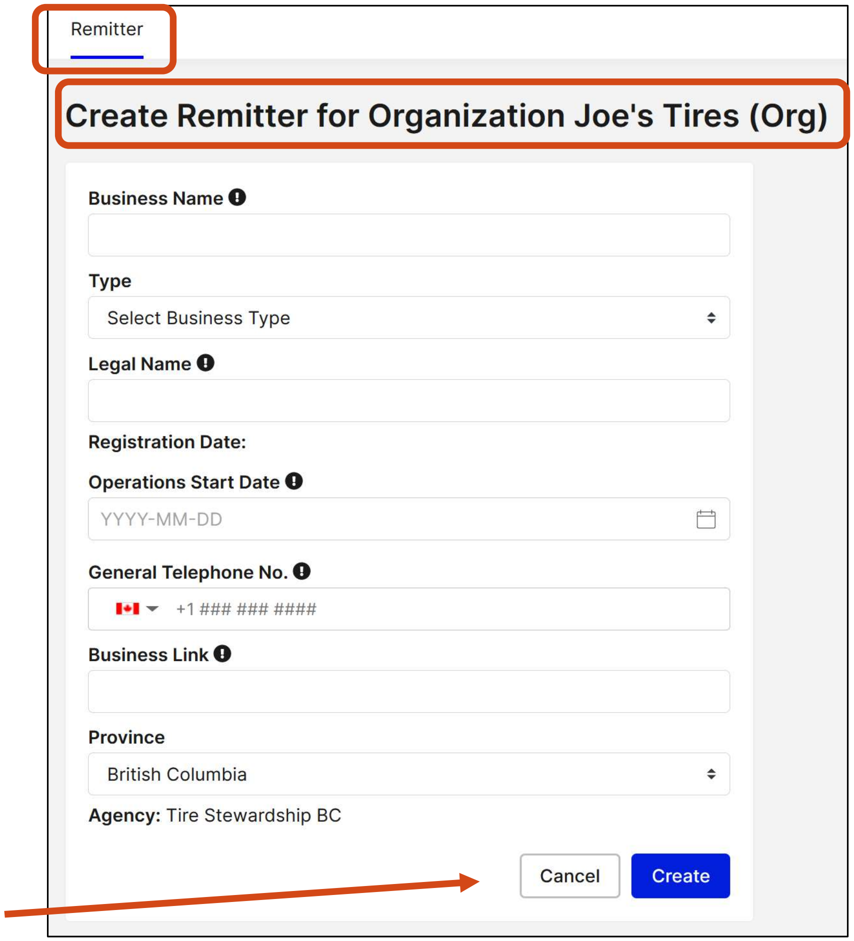


Self-Register – Create Business – Step #4: Create Remitter

- The first step is to create the Remitter (Business) and provide some basic information about the company.
- The "**Business Name**" should be the "Doing Business As (DBA)" name. It must be unique.

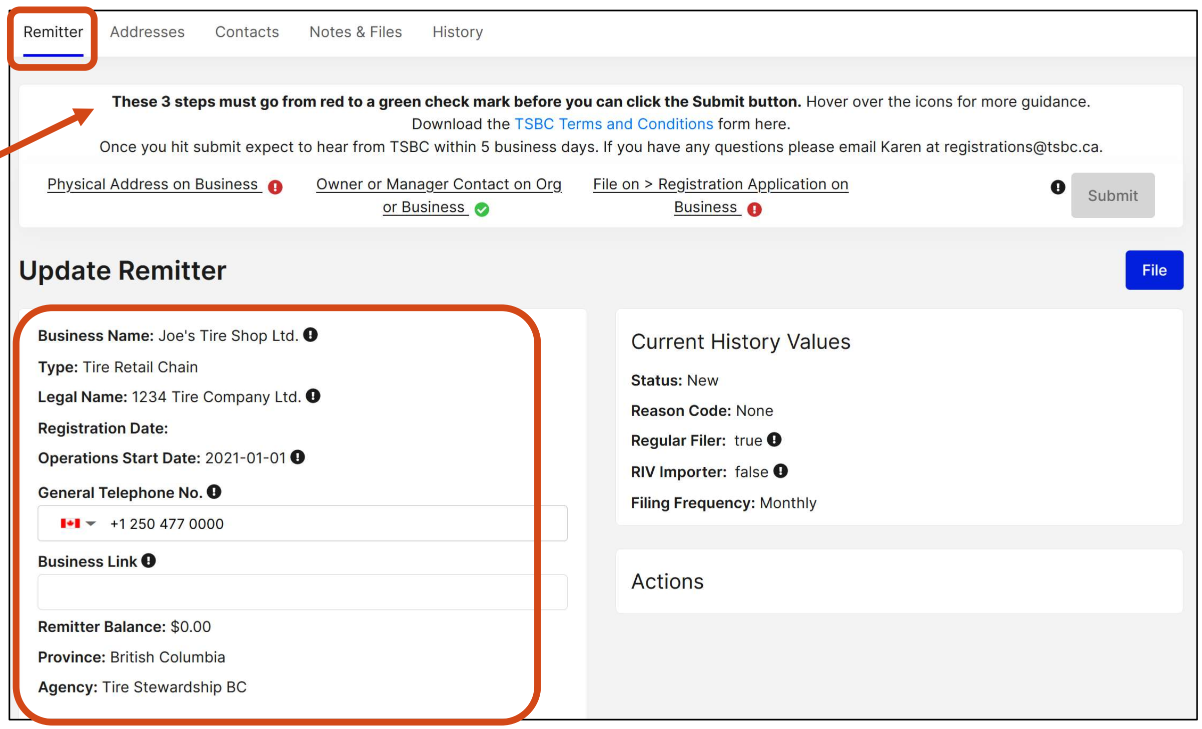
<u>NOTE</u>: Once your application is approved, TSBC may adjust your DBA name to follow Agency standards, by adding a City name or other identifiers.

- Select the "**Type**" of business from the drop-down list.
- TSBC will fill in the "**Registration Date**" once your application is reviewed and approved.
- The "**Operations Start Date**" is defined as the day the business started selling tires.
- Enter the "**General Telephone No**." as just numbers (no parenthesis nor dashes). The system will automatically format it for you, but you may need to refresh your browser to see the format.
- The "**Business Link**" is an optional field. It is used to locate your geographic location. You can use Google Maps to find your Business Link, if one exists, by going to this site and entering your company name: https://www.google.ca/maps/
- You can copy the URL of your Google Maps Business Link into this field.
- Once the form is complete, click on "**Create**". This creates the basic Business and links it to your Organization and your Email ID.



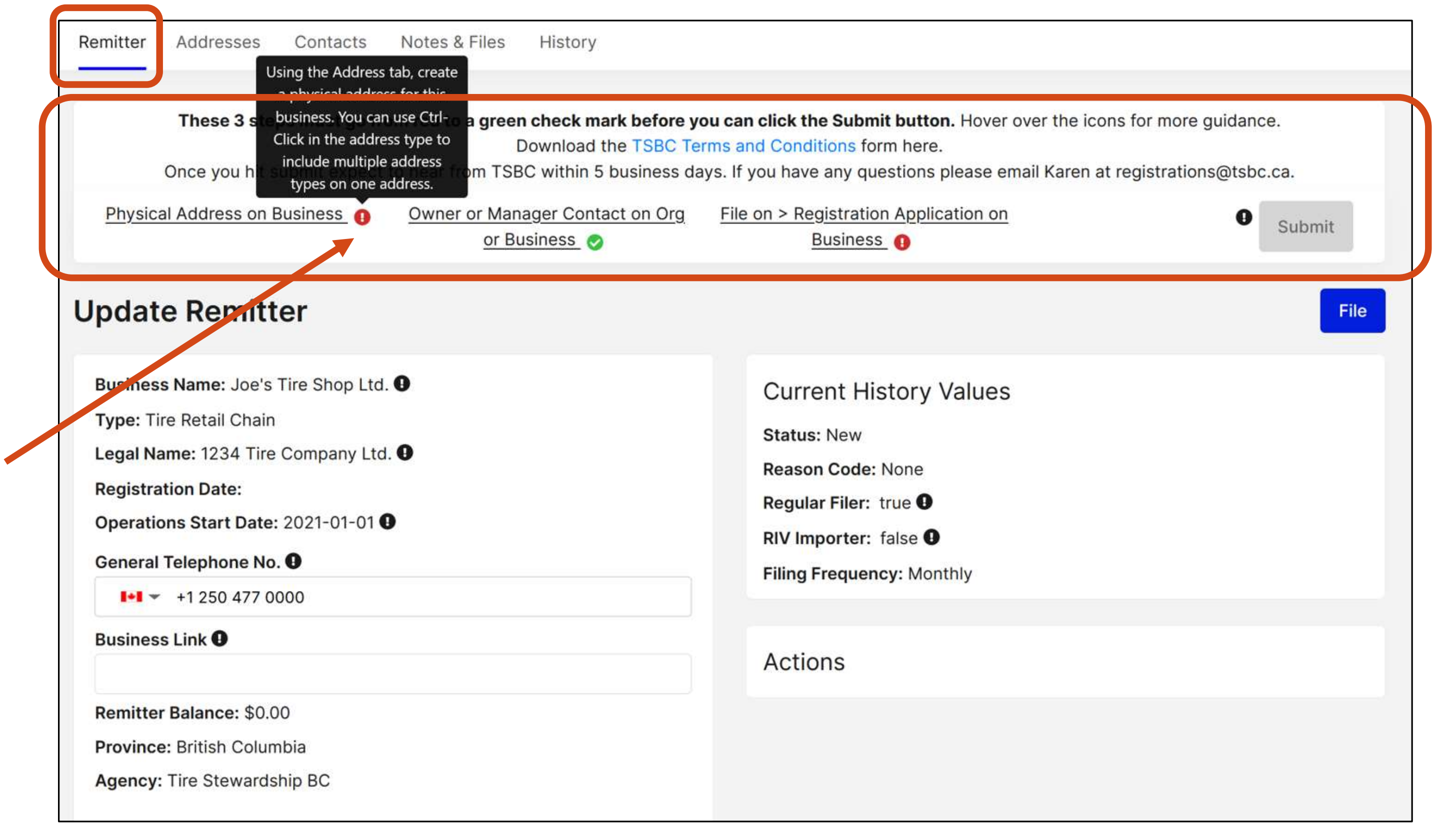
Self-Register – Create Business – Step #4: Create Remitter

- Once the Remitter (Business) is created, you will see the full record for your Business. Each Business has **information on 5 tabs**: **Remitter** (the information you entered on the previous step), **Address, Contacts, Notes & Files** and **History**.
- To complete your application, you must enter "Address" data and attached the signed Terms & Conditions file as a "Notes & Files".
- The "**Update Remitter**" section on the left show the data you entered. You can edit the Telephone No., but other fields cannot be edited until TSBC reviews your application.
- The "**Current History Values**" section on the right is for the Agency to enter/change if required. The Business's application Status is "New" as it has not yet been submitted.



Self-Register – Create Business – Step #4: Create Remitter

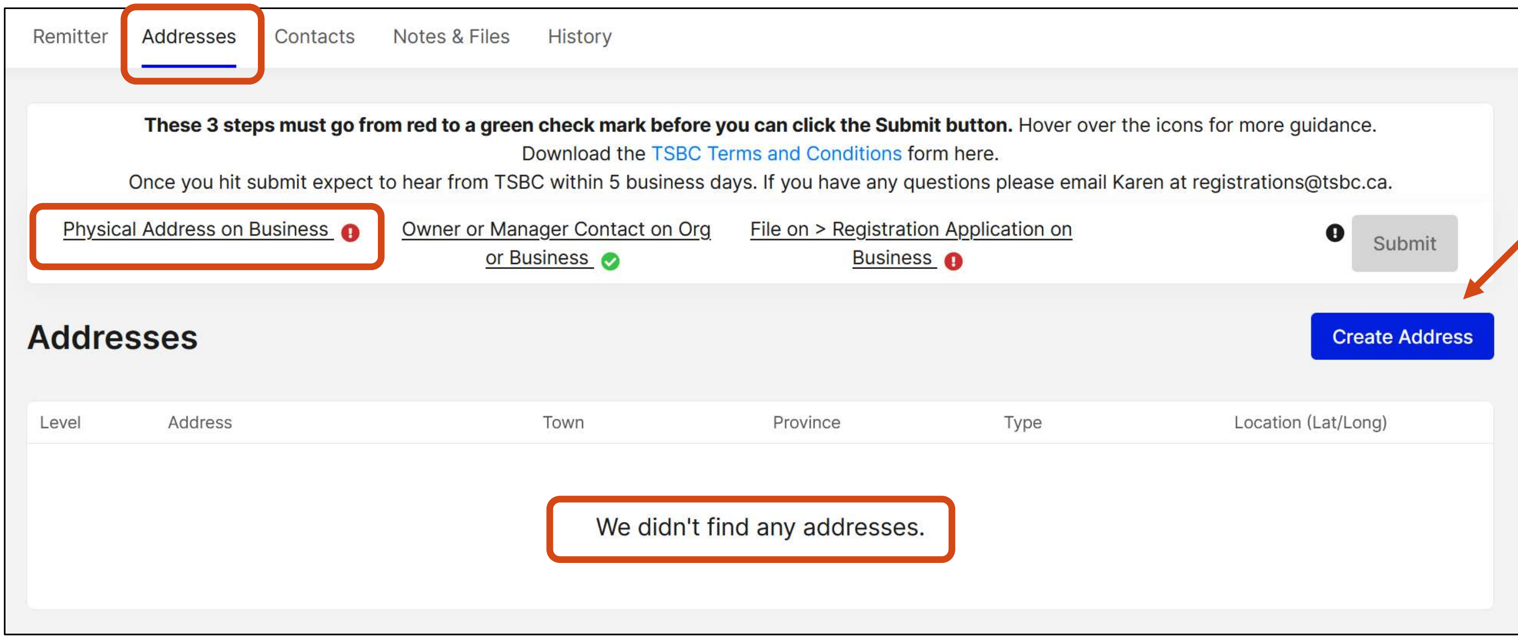
- To complete your registration application, please **check / complete each tab until the 3 red or green "check marks" are all green**. When the data is complete the "**Submit"** button the far right will turn blue and you can "Submit" the application.
- If you hover above the red/green "bubbles" next to the titles, you will see a pop-up with further explanation as shown in the snapshot below.



Self-Register – Create Business – Step #4: Remitter Address

Register > Create Business

- Click on the "**Address**" tab (it will have a blue underline on it to indicate that is the tab you are on).
- If the check mark is red, then you need to add the physical Address for the Business by clicking on "**Create Address**". Every Remitter (Business) must have their **physical address** entered in the system.
- This will open a pop-up screen where you can enter the Business' address.
- If the mailing address or accounting address is different than the Business' physical address, you can create an address for each of them. A business can have several addresses.

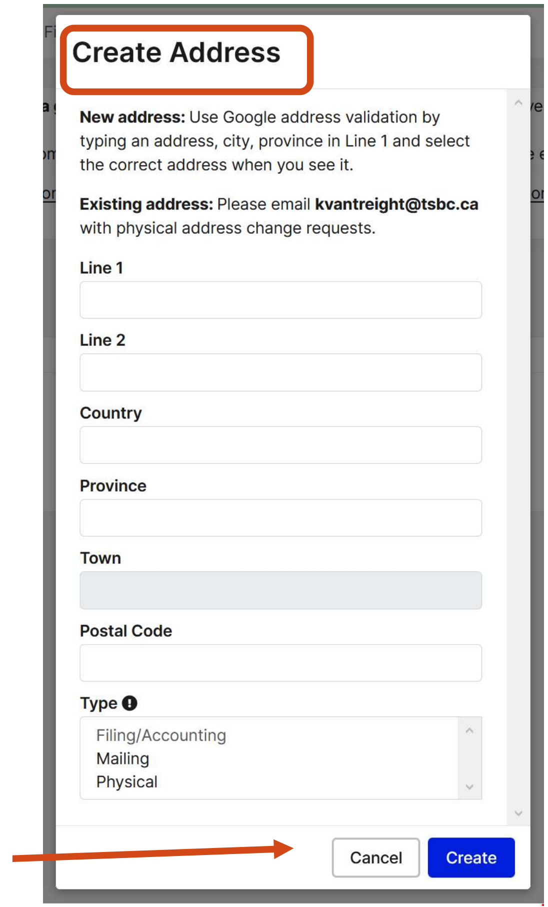


Self-Register – Create Business – Step #4: Remitter Address

Register > Create Business

- When you click on "Create Address" you will see the pop-up screen below.
- The address uses **Google addresses** so start typing on Line 1 and your address should appear. Select the correct address then hit "Tab" and the form should automatically populate the address fields.
- If Google does not find your address, you can **manually enter** the address into the fields.
- For "**Province**" use the 2-letter short-form of "BC".
- For BC, the "**Town**" field will include a list of all communities, towns and cities in BC.
- For other provinces, you will need to type in the town/city/community name.
- Please format the "**Postal Code**" to be in the "X9X 9X9" format.
- Select one or more of the address "**Type**". To select more than 1 value, select one then hold down the "Ctrl" key and click on the other choice(s).
- When finished, click "**Create**" and you will be taken back to the main Remitter (Business) screen.
- If you want to submit another address, just select "Create Address" again.

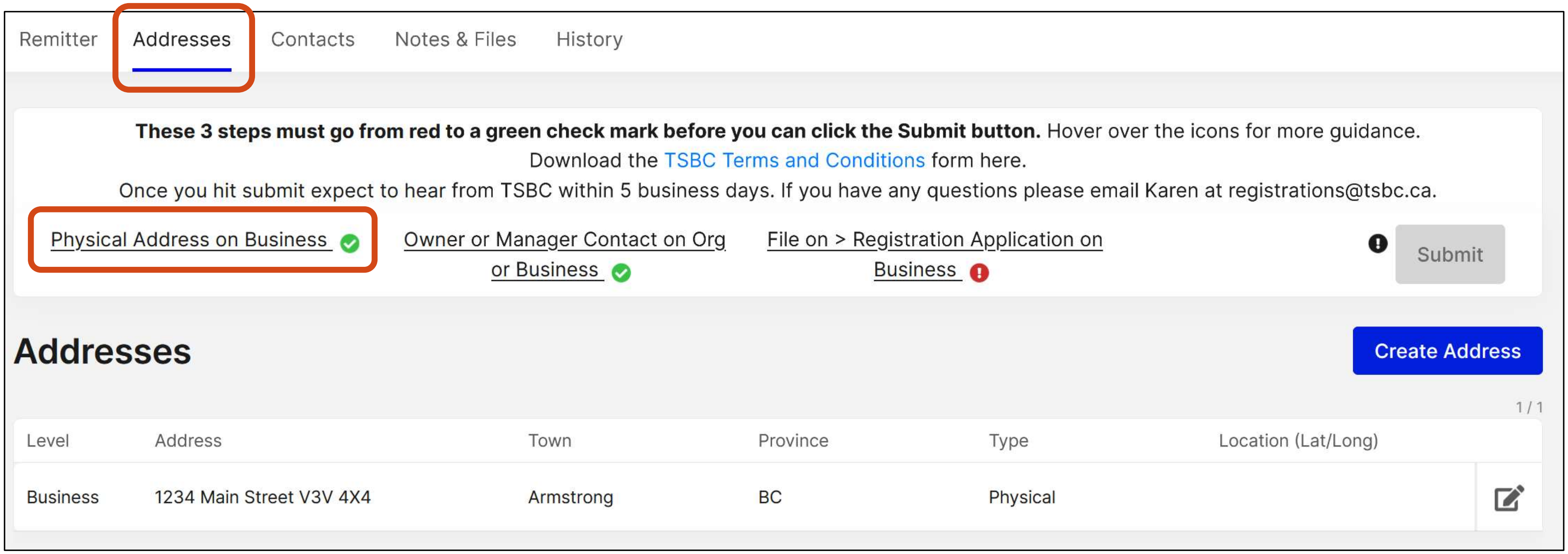
NOTE: Once you create the **Physical address**, you cannot modify it. If it is incorrect or has changed, please contact TSBC to have them edit the physical address.



Self-Register – Create Business – Step #4: Remitter Address

Register > Create Business

- Once you have created a physical address for your Business, you are returned to the Address tab of the main Remitter page.
- You'll notice that the "**Physical Address on Business**" now has a green check mark, as shown in the screenshot below.
- If you want to add other address types for this business (mailing of Filing/accounting), click on "**Create Address**" and complete the form again.
- The only outstanding step is to attach the "File on > Registration Application on Business", which is still a red check mark.



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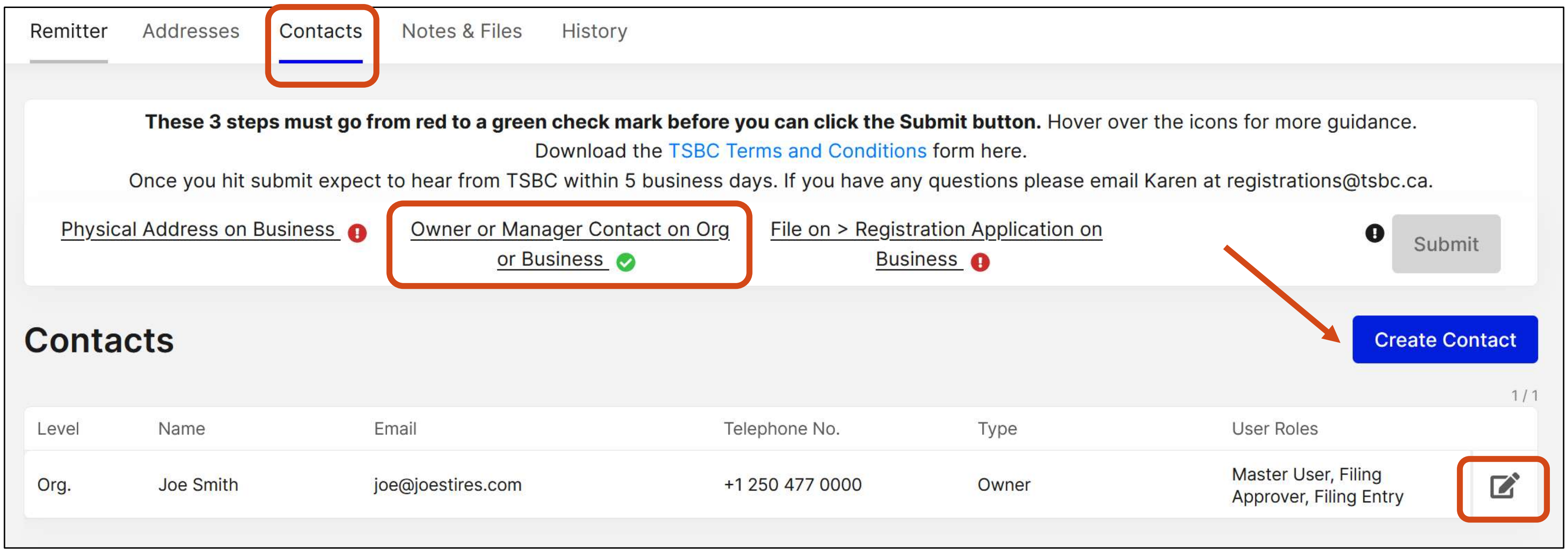
Self-Register – Create Business – Step #4: Remitter Contacts

Register > Create Business

- The "Contacts" tab shows a green checkmark because you provided Contact information when you set-up your account back in Step 1 of 4.
- You can edit the Contact information by clicking on the pencil icon to the right of the line.
- If you want to add other Contacts for the Business, click on the blue "**Create Contact**" button. A pop-up screen will appear for you to complete.

NOTE: You must have a Contact who is **either the Manager or the Owner**. If you created the account and your Contact Type is "Filing/Accounting", then you need to create another Contact who is an "Owner" or "Manager" Type in order to make the "check mark" green, and be able to submit the application..



Self-Register – Create Business – Step #4: Remitter Contact

Register > Create Business

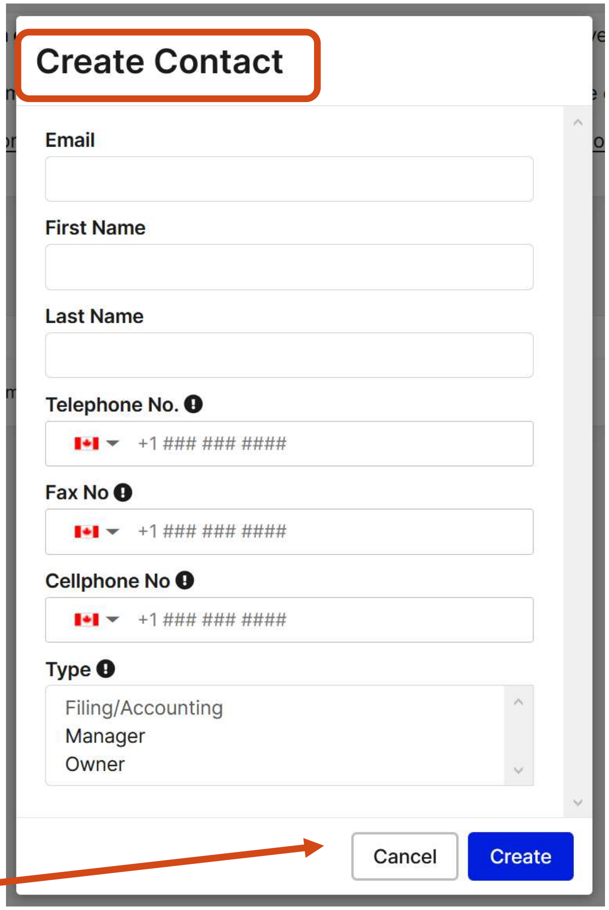
- To add other contact records, complete the pop-up form and hit "Create" once done.
- The contact's "**E-mail**" must be unique and must be in an e-mail format.
- If the contact you are creating already exists in the system, as it is listed on a different Business, the system will link that person to your business also.
- Please enter the contact's **First and Last Name**.

NOTE: Do **NOT** use the person's role nor any generic names (e.g. "general information") for the First and Last Name.

- Enter the numbers for the "**Telephone No.**" and it will format itself. You do **NOT** need to enter parenthesis nor dashes for the Phone numbers.

NOTE: If the phone number does not auto-format when you enter it, you may need to refresh your browser. When you "Create" (save) the record, the system will correctly format the phone number(s).

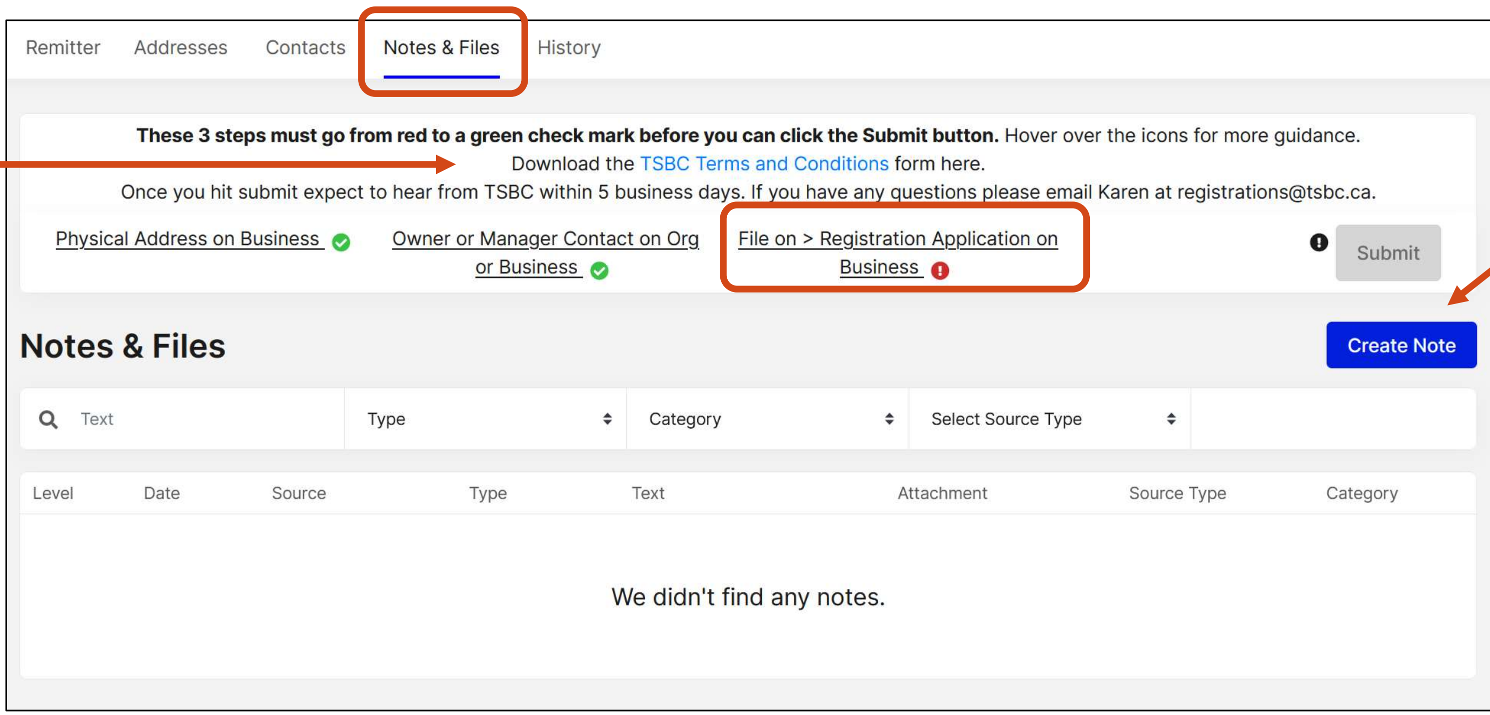
- The **Fax No**. and **Cellphone No**. fields are optional, but if you have that information, please provide it so we can other ways to reach the contact, if required.
- Select the "**Type**" of contact based on which role most closely reflects what the person does in the Business.
- Once the form is complete, hit the blue "**Create**" button. This will take you back to the main Remitter page.
- To create additional contacts for your Business, from the Remitter "Contacts" page, click on "Create Contact" again.



Self-Register – Create Business – Step #4: Remitter Notes & Files

Register > Create Business

- The last area you need to complete is the "**Notes & Files**" tab.
- Each registration application must have completed and signed the "**TSBC Terms and Conditions**" form, which is available from the TSBC website. Click on the blue wording "TSBC Terms and Conditions" in the 2nd line in the screen.
- Download the form, read it and complete the section on page 2 to indicate you are authorized and agree with the terms.
- When ready, click on the blue "**Create Note**" button to attach the Terms and Conditions form.



Self-Register – Create Business – Step #4: Remitter Notes & Files

Register > Create Business

- An example of the "**TSBC Terms and Conditions**" 2-page form is shown below, for your information.
- Go to the TSBC website to download the form, read and complete it (by an authorized personnel). Then **scan the completed form** onto your computer so you can attach it to your Business record in our system.

TERMS AND CONDITIONS OF REGISTRATION WITH TIRE STEWARDSHIP BC (TSBC)

Under the *Recycling Regulation* of the BC *Environmental Management Act* it is necessary for producers, including all retailers who sell or offer for sale the tires described in the Recycling Regulation to consumers within BC to participate in a tire product stewardship program approved by the Ministry of Environment. The Tire Stewardship B.C. Association (TSBC) is a not-for-profit association formed as a stewardship agency to represent the tire retailers of British Columbia. TSBC has had its tire product stewardship program (the Plan), approved by the Ministry of Environment in accordance with the *Recycling Regulation*.

The Applicant wishes to participate in the Plan, and accordingly agrees to be registered with TSBC and to abide by and comply with the following Terms and Conditions:

1. Applicant agrees to remit advance disposal fees (ADFs) as hereinafter set out.

a) An advance disposal fee (ADF) is payable by the Applicant to TSBC at rates set out in Schedule A in accordance with these Terms and Conditions.

b) The Applicant acknowledges that the ADF may be changed from time to time in the absolute discretion of TSBC, provided that the Applicant shall receive 90 days notice before such change takes effect.

c) The ADF is payable to TSBC at the time of sale to any consumer who is not the holder of a TSBC certificate of registration (Certificate of Registration).

d) The Applicant will **remit the prescribed ADF to TSBC** or any person as may from time to time be designated by TSBC and authorized to collect the ADF on behalf of TSBC (the Nominee).

2. Applicant holds the ADF in trust for TSBC and is to make payments as required.

The Applicant acknowledges and agrees that all ADFs are held in trust for TSBC.

The Applicant acknowledges and agrees to complete and file with TSBC or the Nominee an ADF remittance return (the Return) for each calendar month summarizing all sales and the ADF payable thereon by the 15th day following the end of each month. The Applicant will remit the required ADF to TSBC with the Return.

3. Applicant agrees to maintain and keep records of tire transactions as hereinafter set out:

a) a record of all new tires sold, leased or supplied by it during the term of this Agreement in such form and fashion as to allow for a confirmation of the monies paid or due and payable by the Applicant to TSBC under the Terms and Conditions of this agreement and the date when such payments were in fact due (the Records); and

b) to allow TSBC to access and inspect all Records.

4. Interest is payable on overdue amounts.

The Applicant hereby agrees to pay TSBC interest on any late payment of the ADF at the rate set out in Schedule A attached hereto as may be amended from time to time.

5. Assessments may be imposed.

The Applicant acknowledges and agrees that where the Applicant fails to remit ADFs in any Reporting Period, TSBC may assess the ADF due and payable by the Applicant based on reasonable estimate (the Assessment). The Assessment and any interest calculated thereon are due and payable at the time the Applicant receives notice of the Assessment. For the purpose of notices and Assessments, unless otherwise notified, the address provided by the Applicant at the time of Registration will be the address to which TSBC shall send all notices to the Applicant.

6. Applicant is bound by applicable TSBC program policies and procedures.

The Applicant acknowledges TSBC's authority to establish program policies and procedures (the Rules) for the administration and enforcement of the Plan, and agrees to be bound by all Rules made by TSBC.

Page 1 of 2

TERMS AND CONDITIONS OF REGISTRATION WITH TIRE STEWARDSHIP BC (TSBC)

7. TSBC may cancel or suspend registration.

The Applicant acknowledges and agrees that TSBC may cancel or suspend the registration of the Applicant if the Applicant:

a) Does not comply with the Plan or the Rules;

b) Fails to keep the required Records; or,

c) Fails to remit ADFs when due and owing.

The Applicant agrees to surrender its TSBC Certificate of Registration to TSBC if the Applicant's registration is cancelled or suspended. TSBC will notify the Ministry of Environment of all cancelled or suspended registrations.

8. Term of Agreement.

This Agreement is in force for so long as the Plan is in force.

The applicant hereby acknowledges that a **director, officer, shareholder, or authorized signatory** has read and understood the "Terms and Conditions of Registration with TSBC" as set out, and agrees to be bound by them:

Legal Business Name:

Authorized Signatory Name:

Authorized Signatory Title:

Authorized Signatory Email:

Authorized Signatory Signature:

Date:

Page 2 of 2

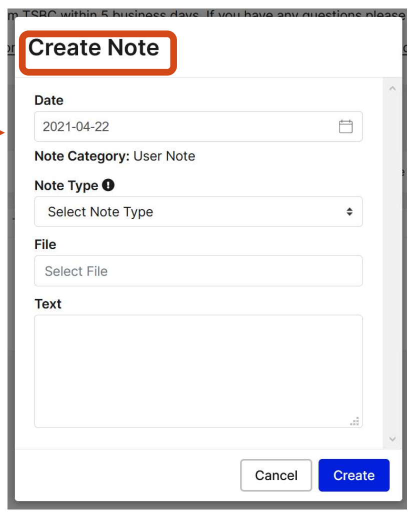
EXAMPLE

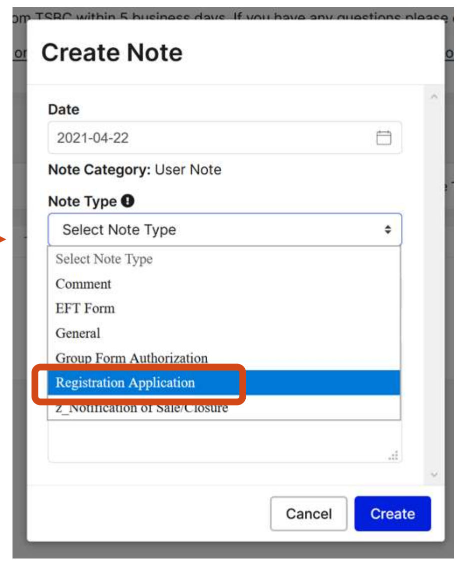
Self-Register – Create Business – Step #4: Remitter Notes & Files

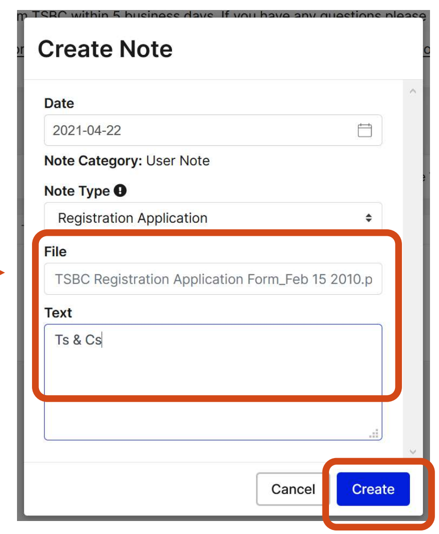
Register > Create Business

- To send your completed "TSBC Terms and Conditions" form, you need to create a note for the Agency to review the form.
- When you click on "Create Note" you will see a pop-up screen to complete.
- The 3 images below show the various data fields on the form.

1. The "**Date**" field automatically show the date you create the note. The "**Note Category**" also defaults to "User Note". These cannot be changed.
2. The "**Note Type**" field is a list of possible notes. Select "**Registration Application**" from the list.
3. The "**File**" field allows you to select a file from your computer. Follow the prompts to find and select your completed "TSBC Terms and Conditions" file. This will attach a copy to this note. You must enter something in the "**Text**" field, so if you have any comments, please enter them there.
4. Once the form is complete, click on the blue "**Create**" button.



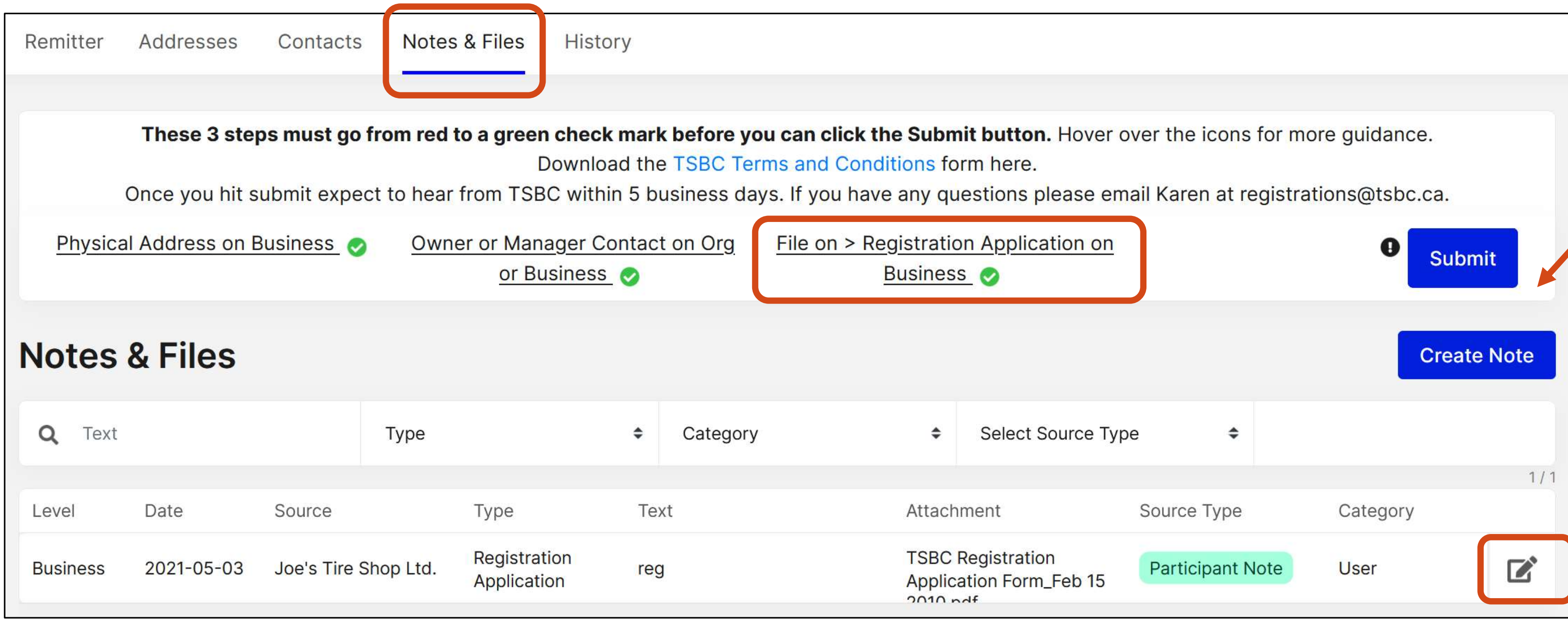




Self-Register – Create Business – Step #4: Remitter Notes & Files

Register > Create Business

- Once you have added a "Registration Application" type Note, you will notice that the "File on > Registration Application on Business" now shows a green check mark.
  If this is still red, it probably means you selected a different "Type" of note.
- To edit the Note, click on the pencil icon to the right of the note record.
- To add other notes (with or without file attachments), click on "**Create Note**" and complete the form again.
- Now that all 3 areas have green check marks, the "Submit" button turned blue so you can "**Submit**" your application.
- The "History" tab is "read only" and shown on the following page for your information.



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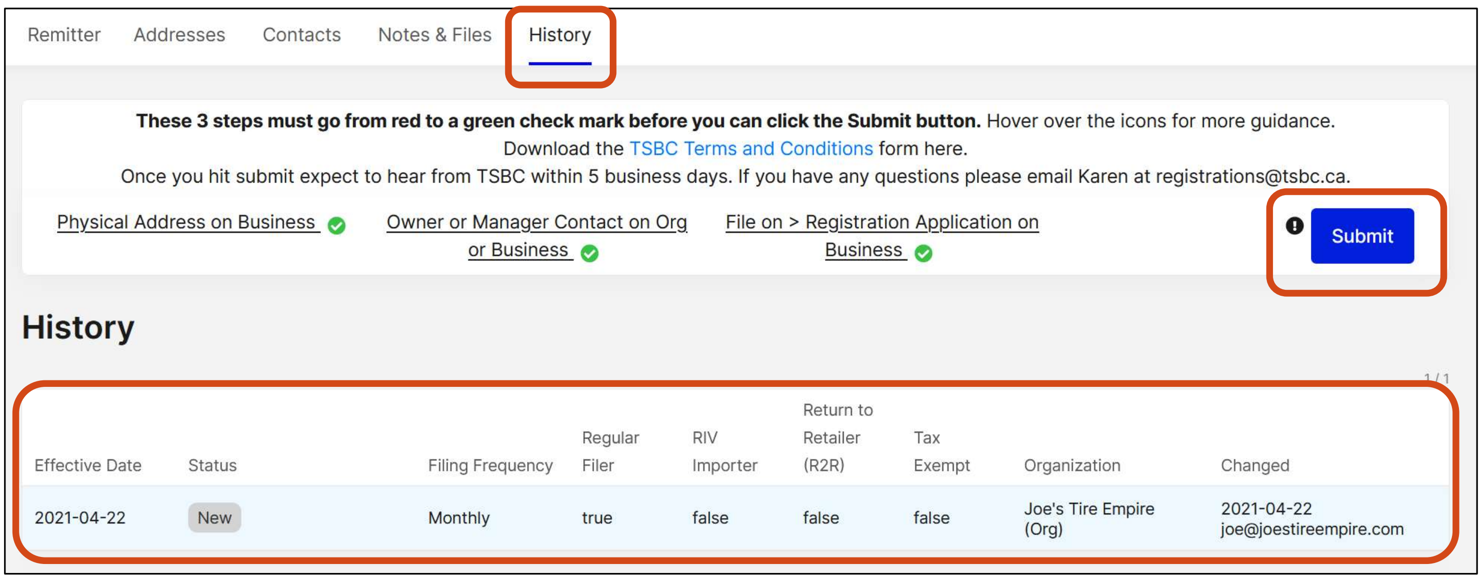
Self-Register – Create Business – Step #4: Remitter History

Register > Create Business

- The last tab of Remitter (Business) information is the "**History**" tab.
- It displays the Status of the Business and other important fields. It is a "read only" screen so you can view the data but cannot change it. **Only the Agency (TSBC) can change these values**.
- Once TSBC reviews your registration application, they will update the Business Status and possibly some of these other fields, so you will see the changes on this screen.
- If there are multiple History lines, the one that is shaded light blue is the active line.
- Now that all check marks are green, you can click on the blue "**Submit**" button. Once submitted, you cannot change any data until after the Agency processes your application.

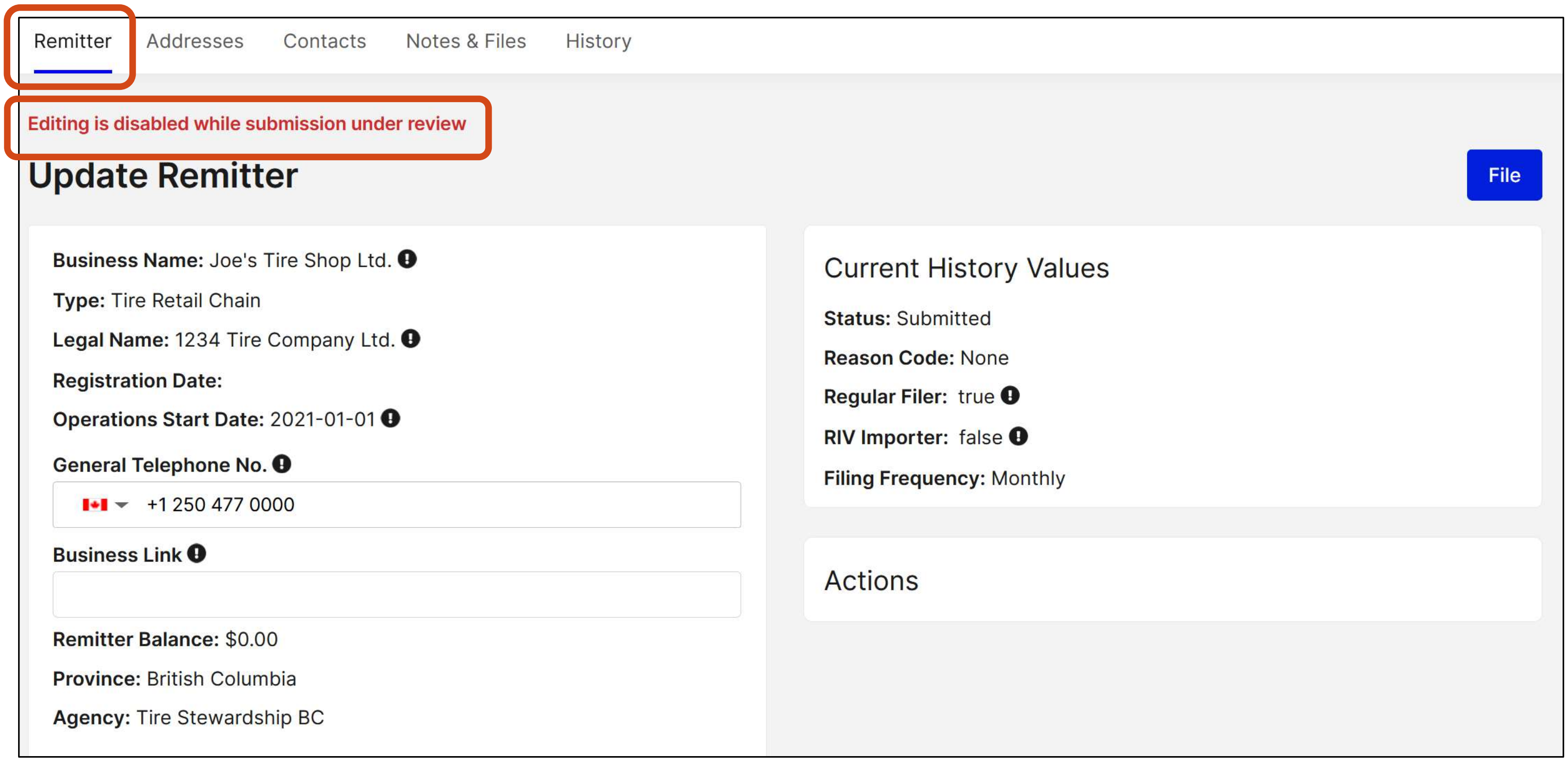


Self-Register – Create Business – Changes after Submission

Register > Create Business

- Once you submit the completed application for registration, you will notice the tabs can no longer be edited.
- There is a warning also in red text to remind you of that.
- Once the Agency processes your application, you will be able to edit some data.

NOTE: If you have made any errors in your registration application, or forgot to add something, or have any questions, please contact the Agency at: registrations@tsbc.ca



Self-Register – Create Business – Thank You E-mail

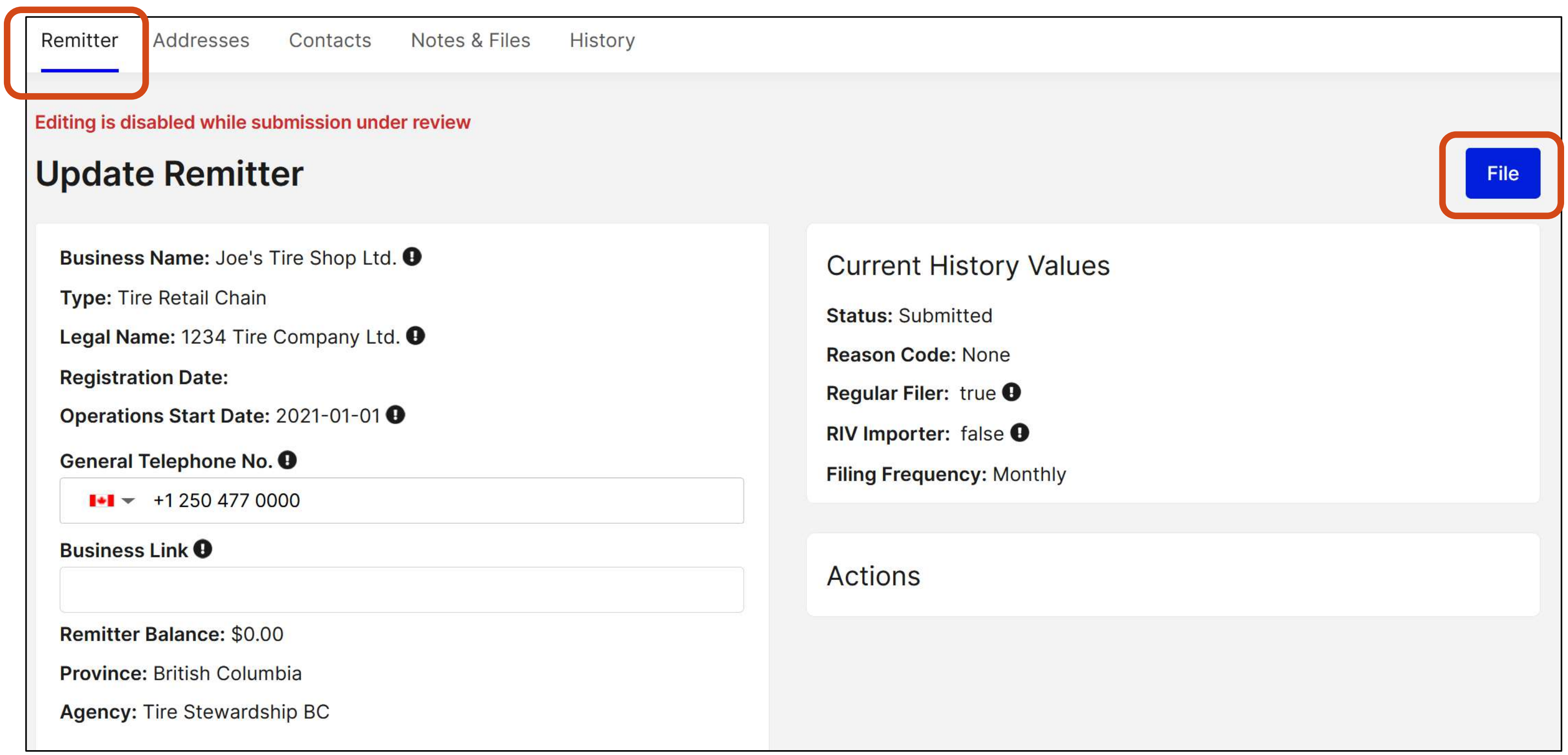
- After you "Submit" your online registration application, you will receive a **"Thank You" e-mail** from the Agency's registrations@tsbc.ca e-mail address confirming they have received your application.
- If you do not receive the "Thank you" e-mail, please **check your "Junk" folder** in case it has been inadvertently blocked or marked as spam. Please ensure your e-mail accepts e-mails from TSBC.
- TSBC will also be calling you to ensure you receive the e-mail, and in case they have any questions, as part of their review process.
- They want to ensure they have your correct contact information, and that your system accepts the various e-mails used by the Agency.
- An example of the "Thank You" e-mail is shown below.

NOTE: Once the Agency reviews and approves your application, you will receive a "Welcome" e-mail which will include your TSBC Registration # for your Business, and further information regarding the ADF Return Filing requirements. An example of the "Welcome" e-mail is included in the next section.

Sample of a "Thank you" e-mail sent from registration@tsbc.ca : Thank you for submitting your registration with TSBC. It will be reviewed within five business days. Karen Vantreight, Program Administrator

Self-Register – Create Business – Filing after Submission

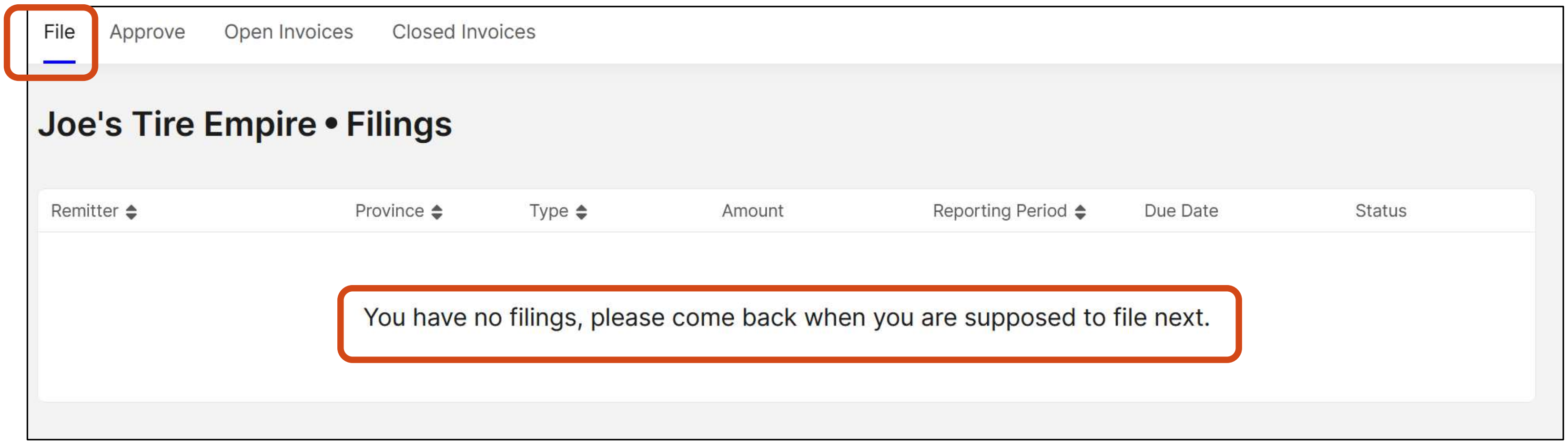
- Once you submit the completed application for registration, your file is not active until the Agency renders a decision on your application.
- Although the blue "File" button, shows up, you cannot file anything until the Agency creates new Filing period for your Business.
- If you have any questions about your application, please contact the Agency at: registrations@tsbc.ca



Self-Register – New Remitter Filings

Register > Create Business

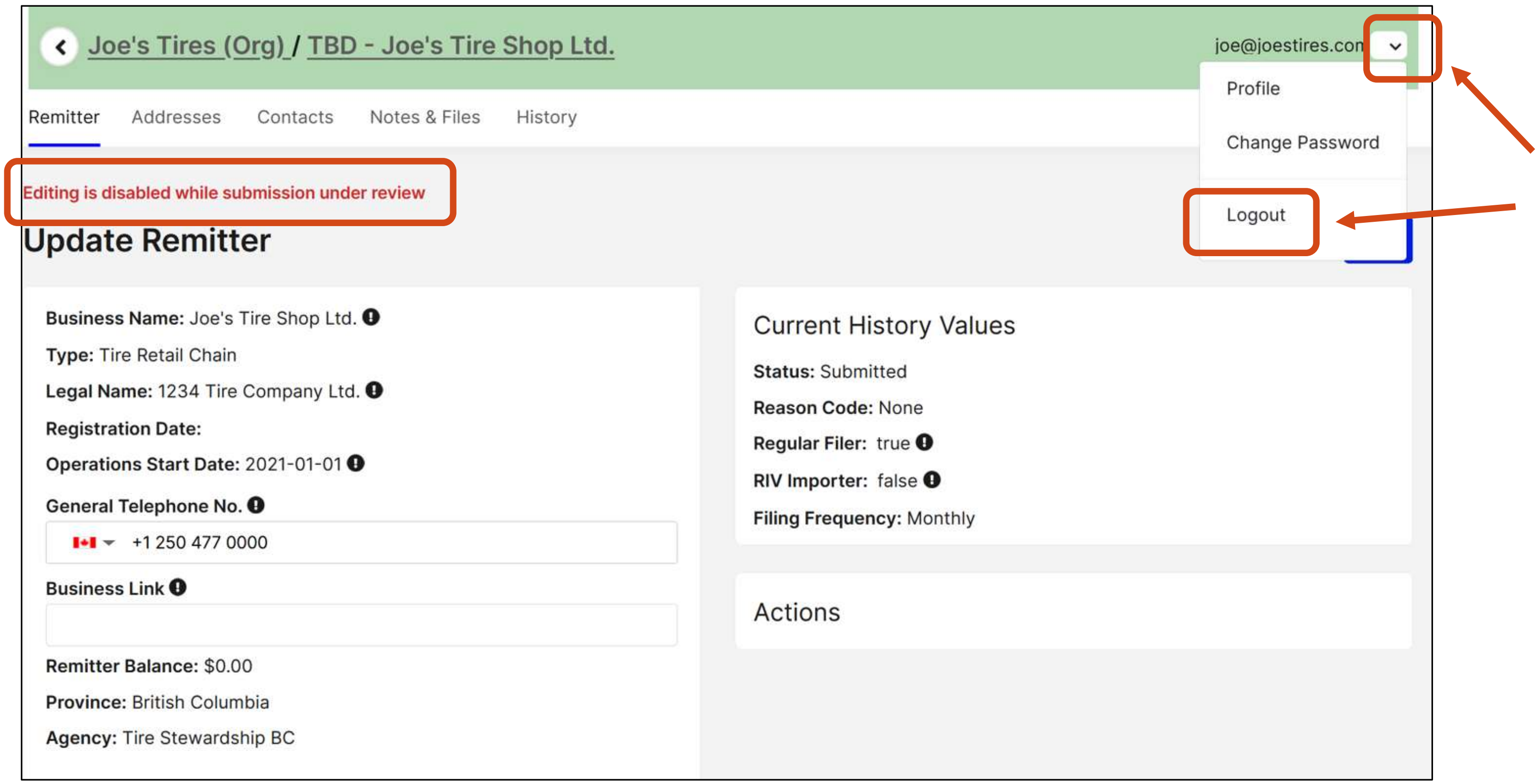
- From the Home Page, if you click on the blue "File" button, it shows there are no Filings created yet for your new business.
- Once the Agency processes your registration application, if approved, they will create Filing periods for your business and send you additional information on how to file.
- Please refer to the "Filing" section of this document also for further information.



Self-Register – New Account - Logout

Register > Create Business

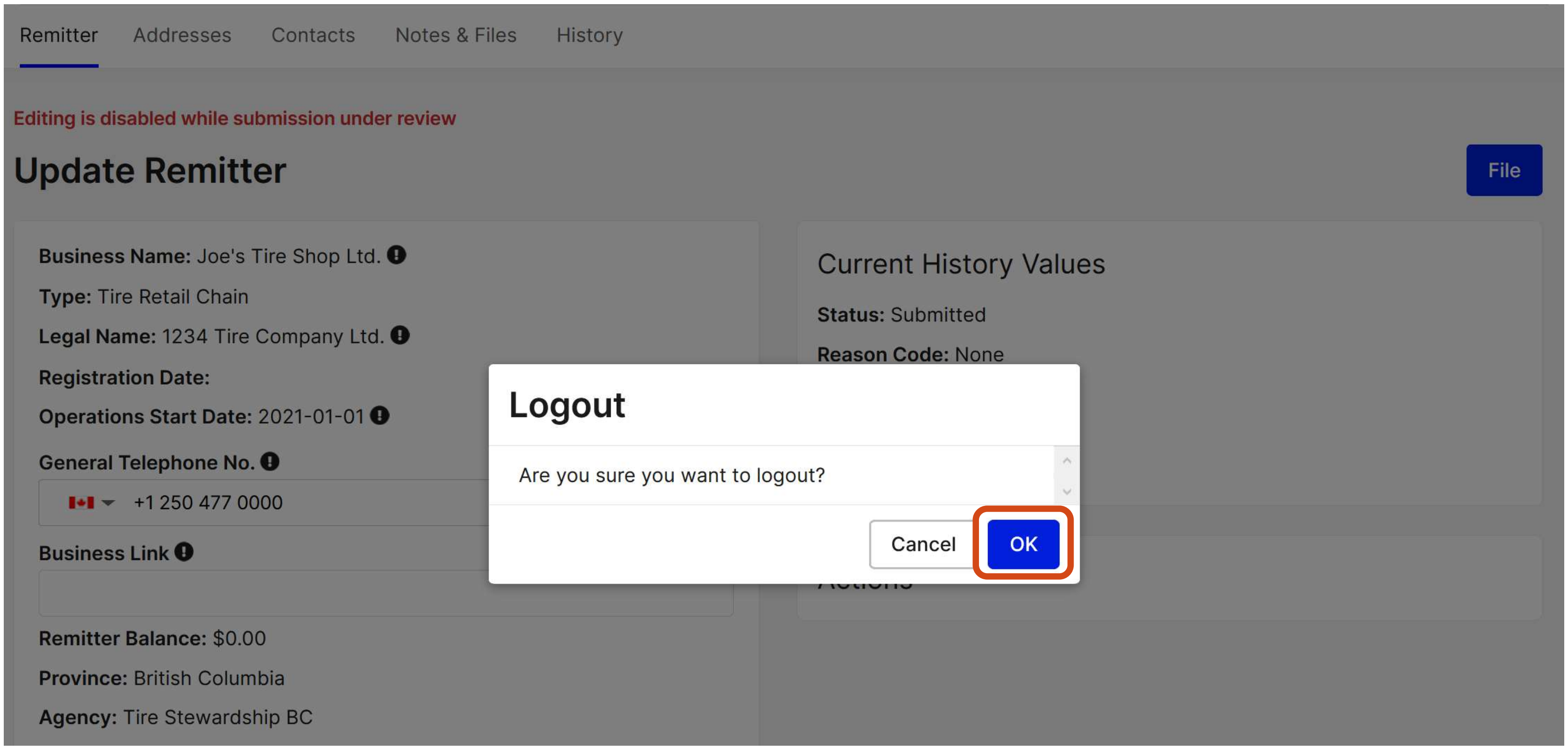
- Once your application has been "Submitted" you can not edit any information, as the Agency is processing your application.
- You also will have no Filings due until the Agency approves your application.
- You can logout of the system by clicking on the upper right hand menu and selecting "Logout" from the drop-down list.



Self-Register – New Account – Logout

Register > Create Business

- The system will ask you to confirm that you want to Logout.
- Press "OK" to log off the system. After logging out, we recommend you close the browser.
- To sign back in, go to the main Login page at: https://tsbc.pictus.online/

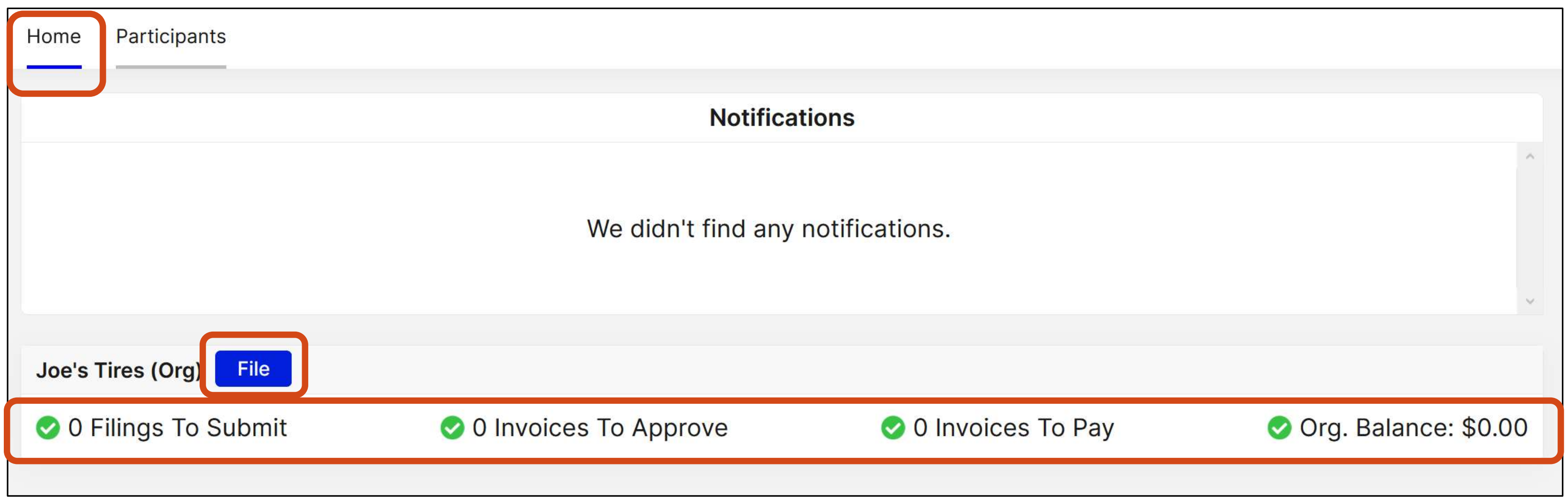


16. Self-Registration – How to Start Filing

Self-Register – Create Business – How to Start Filing

Register > Create Business

- After submitting your registration application, if you Log-out and Log-in again, you will notice that your Home Page has changed.
- It now shows a summary for your Business, and **indicates red or green check marks** if you have any:
  - **Filings to Submit**
  - **Invoices to Approve**
  - **Invoices to Pay** and
  - The **Organization Balance** owing
- You do not have any Filings yet because your registration application is still in "Submitted" status.
- Once the Agency reviews and approves your application, you will see Filings Created for your new business account.



Self-Register – Create Business – Welcome E-mail

- After the Agency processes your application, if approved, you will receive a 2-page "**Welcome" e-mail** from the Agency's registrations@tsbc.ca e-mail (see example below), confirming they have processed your application. If denied, they will also send you an e-mail.
- If you do not receive the e-mail, please **check your "Junk" folder** in case it has been inadvertently blocked or marked as spam. Please ensure your e-mail accepts e-mails from TSBC.
- The "Welcome" e-mail package **has critical information in it** to help you know what is required when Filing your ADF Returns.
- Please be sure to **thoroughly read and understand the Welcome package**.
- If you have any questions on the registration of your Business, or how to File, please contact TSBC as soon as possible.
- Delays in Filing can result in additional fines or interest being charged to your account.

Hello and Welcome TSBC Retailer,

Your TSBC registration number for **business name** is **#XXXXX**. You can download and print off your certificate of registration from the "notes and files" section of your account when you login to your TSBC Pictus account

Please note:
You are required to remit the ADF on all new program tire sales (including products with new tires) – unless your customer has provided you with their 5-digit TSBC Retailer Registration Number. This number should be recorded on your invoice to explain the exemption.

If you have nothing to report in a month, you must still file a "nil" Return.

Please start reporting for the sales month that you started selling new tires / equipment with new tires. E.g. started Jan 14, 2021 then the first sales month to report is January 2021 due February 15, 2021.

For scrap tire pick up of 50 tires or more, easily accessible, off rim and reasonably clean **please call 1-866-497-0281 or email** BCtirecollections@libertytire.com

If you're interested in becoming a Return to Retailer (R2R) please contact Karen (kvantreight@tsbc.ca)

Please see the attached documents for further ADF details:
Schedule A- e.g. for program versus non program tire types and the ADF per tire type
Remitter Guidelines- for remitting ADF

The Tire Stewardship BC (TSBC) e-Commerce application that we call Pictus is now available to you.

IMPORTANT: Please sign into this new system as soon as possible, fill out the online ADF form and remit your payment all online!

This is a "self-serve" application that allows you to submit your ADF Returns and payment, monitor your account balance, manage your company's contact information, and determine who in your company has access to your ADF data. Refer to the attached Guides for further details.

NOTE: We have **already created User Accounts for each of you**, based on your registration submission with TSBC. However, this application allows you to manage access to your records, so you can determine who has access, and which Role(s) / permission they have for your information.

1. Your User Account will be linked to each of the Remitters that you are listed as a Contact on, so you only need to sign into the system with a single User ID to access all your records.
2. You have each been given full access (assigned all 3 User "Roles" of Master, Data Entry and Filing Approval), as a starting point, so you have all permissions to manage your access going forward.
3. If you need to change your access, or grant anyone else access to the system, please ensure they are a Contact on the Remitter record and then Invite them as a New User. Refer to the User Guide in the "Manage Remitter Information" (to add Contacts) and "Manage User Access" section (to Invite User and define their Role(s).

PLEASE READ ALL OF THE FOLLOWING INFORMATION:

a) Overview:

1. File your ADF Returns online using this Pictus system and submit your payments through your online banking. The Filing form will be available on the 1st of each month, for the previous month's ADF Return.
2. The new system is available to you **NOW**, as we have already created your account, based on the contact information on file at TSBC. **Go to: https://tsbc.pictus.online to Login**. You can access the new system using the same e-mail that received this note.
3. If you are new to the system, you need to first set-up your Password. On the "Login" page, enter your e-mail and click on the "**Forgot your Password?**" link on the Login page. The "Forgot Password?" link will send you an e-mail (from "ecofees@tsbc.ca") with further instructions on how to reset your Password (must be at least **10 characters long**, including 1 uppercase, 1 lowercase and 1 number). You can reset your password at any time, using this same "Forgot your Password?" link.
   Note: If you don't receive an e-mail, check your "Junk" folder, in case it was sent there by your mail system.
4. All **ADF Returns and payments are due by the 15th of the following month** (Example January filing is due by Feb 15th).
5. Payment can be made by Electronic Funds Transfer (EFT) or by online banking, using the bill "Payee" function of your bank. (Credit cards are not accepted.)
6. Please refer to the attached "Quick Reference Guide" and "User Guide" for more details, including screenshots of the processes.
7. You should use the latest versions of either **Google Chrome, Mozilla Firefox, Safari or Microsoft Edge** as your browser. **Using Internet Explorer, may cause issues.** If you get a blank screen, hit the "Refresh" button for your browser and it will resolve most issues.
8. Any existing over-payments or under-payments are reflected on your account in the new system, so you can include them when you file online. You can also see all of your ADF Returns, including all "Closed Invoices" for previous Filing Periods.
9. Once you are signed into the system, you can manage your own Contacts and Users (access to your records), and no longer have to contact TSBC for these changes. Refer to the User Guides for further instructions on how to manage your information online.

b) Start Filing in 4 easy Steps!
Once you are logged on to the system, to File your ADF Return, follow these 4 easy steps: "File, Approve, Remit, Pay"...

1. Go to the "**File**" page and for each business listed, select the blue "File" button on the right side of the line. On the "File" tab, for each outstanding Filing Period, enter the **quantity of each tire type,** then click on the blue "**Save & Submit**" button. Note: Nil Returns are completed with just one button! Once you have entered all of the Filings, go to the "Approve" tab.
2. On the "**Approve**" tab, check off the filing(s) that you want to approve, check the "Certify" box, then click on the blue "**Approve**" button.
3. Once approved the Invoice will then show on the "Open Invoices" tab.
4. Be sure to actually "**Pay**". The ADF Report is **not complete until TSBC receives the funds.** Once funds are received and processed by TSBC, your invoice will move from the "Open Invoices" tab, to the "Closed Invoice" tab. This includes all Nil Returns (as they will have an invoice also, for $0).

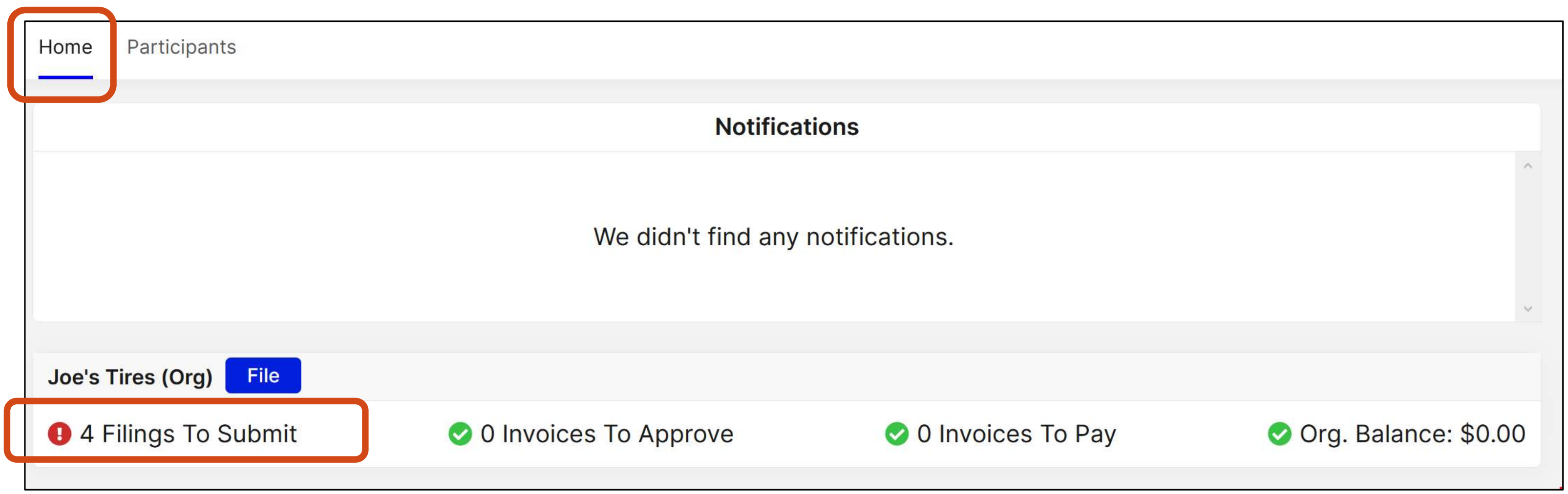
c) Follow Up & Questions:
We will be following up with a phone call in approximately one month to see if you have any questions about logging in, tire collections, the R2R program or anything else about the program.
If you have any questions, concerns or other feedback, please contact TSBC at:
Phone: **1.866.759.0488**

EXAMPLE

TIRE Stewardship BC
New value from old tires

Self-Register – Create Business – TSBC Process

- Once the Agency (TSBC) reviews and processes your application, they will **update your Business record** to add certain information and "activate" your Business. They will add values for:
  - **Registration Date**,
  - Assign a **Registration Number**,
  - Set Filing Frequency to "Monthly", and
  - Update your Status (to reflect the registration decision),
- If your Business is "**Active**" and selling tires, the Agency will also generate Filing records for you to complete.
- You will be required to submit ADF Returns for the months **from your "Operations Start Date" to the current Filing period.**
- In the example below, the Home screen shows there are now 4 Filings outstanding which need to be completed.
- If you click on the blue "**File**" button you will see the Filing Periods and can complete your ADF Returns (Filings).



Self-Register – Create Business – Filing ADF Returns

Register > Create Business

- The list below shows the 4 outstanding ADF Returns (Filings) for this Business.
- You will notice there are 4 tabs at the top of the screen:
  - The "**File**" tab which lists outstanding Filings
  - The "**Approve**" tab which lists any Filings which were completed but not yet Approved
  - The "**Open Invoices**" tab which lists Filings that were completed but where payment has not yet been received by TSBC, and
  - The "**Closed Invoices**" tab that lists all Filings (Invoices) for ADF Returns that have ben completed and fully paid.
- Refer to the "**Filing Reports" section of this Guide** for the steps to successfully submit your ADF Returns and payments.

File Approve Open Invoices Closed Invoices

Joe's Tires (Org) • Filings

4 / 4

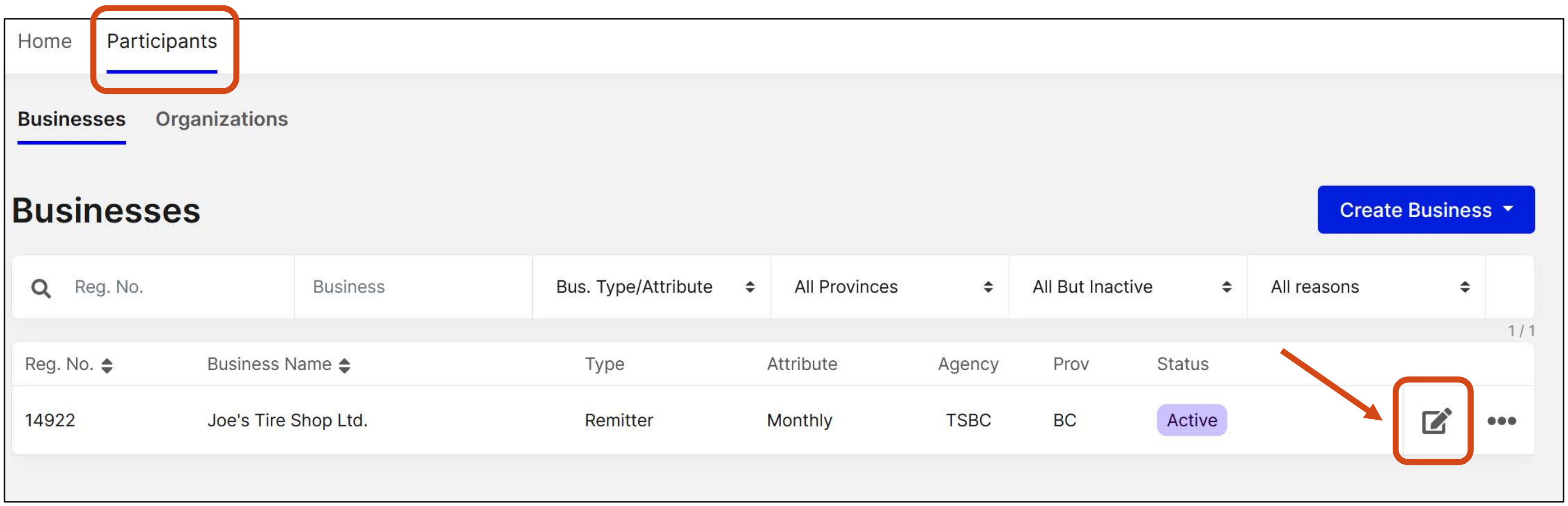
Remitter	Province	Type	Amount	Reporting Period	Due Date	Status	
14922 Joe's Tire Shop Ltd.	BC	Regular	$0.00	2021-Jan	2021-02-15	New | Late	File
14922 Joe's Tire Shop Ltd.	BC	Regular	$0.00	2021-Feb	2021-03-15	New | Late	File
14922 Joe's Tire Shop Ltd.	BC	Regular	$0.00	2021-Mar	2021-04-15	New | Late	File
14922 Joe's Tire Shop Ltd.	BC	Regular	$0.00	2021-Apr	2021-05-15	New	File

17. Self-Registration – How to Edit your New Account

Self-Register – Create Business – How to Edit your New Account

Register > Create Business

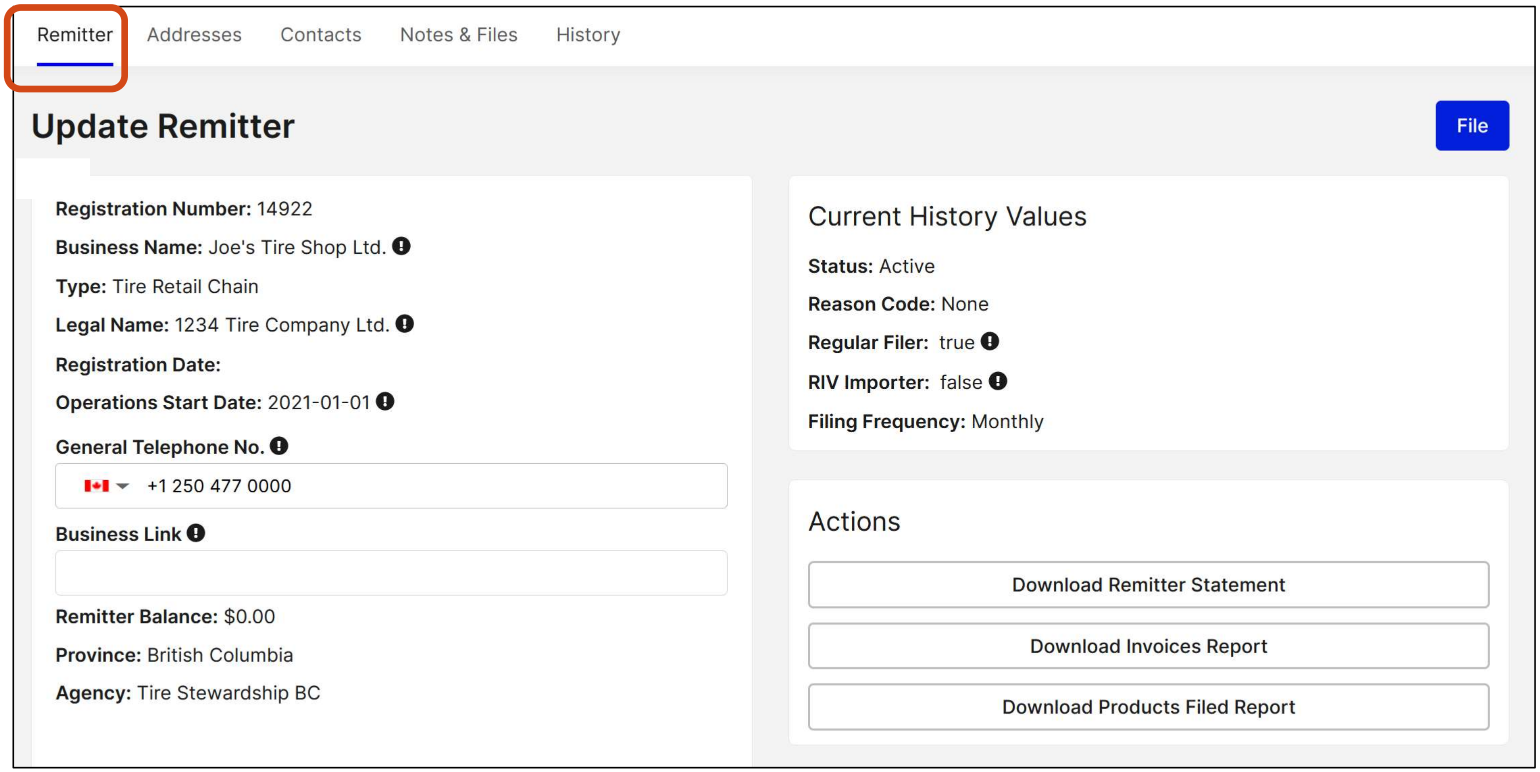
- Once you log-in to the system, you land on the "**Home**" tab.
- If you click on the "**Participants**" tab you can edit most of your Business' information.
- You will see that your Business now shows a **Registration Number** (Reg. No.) and has a **Status of "Active**".
- To review your information, and edit some of the data, click on the pencil icon to the right of the line showing your Business.
- When you start to Edit your information, you are taken to the main Remitter page, as shown on the next page.



Self-Register – Create Business – Edit Information

Register > Create Business

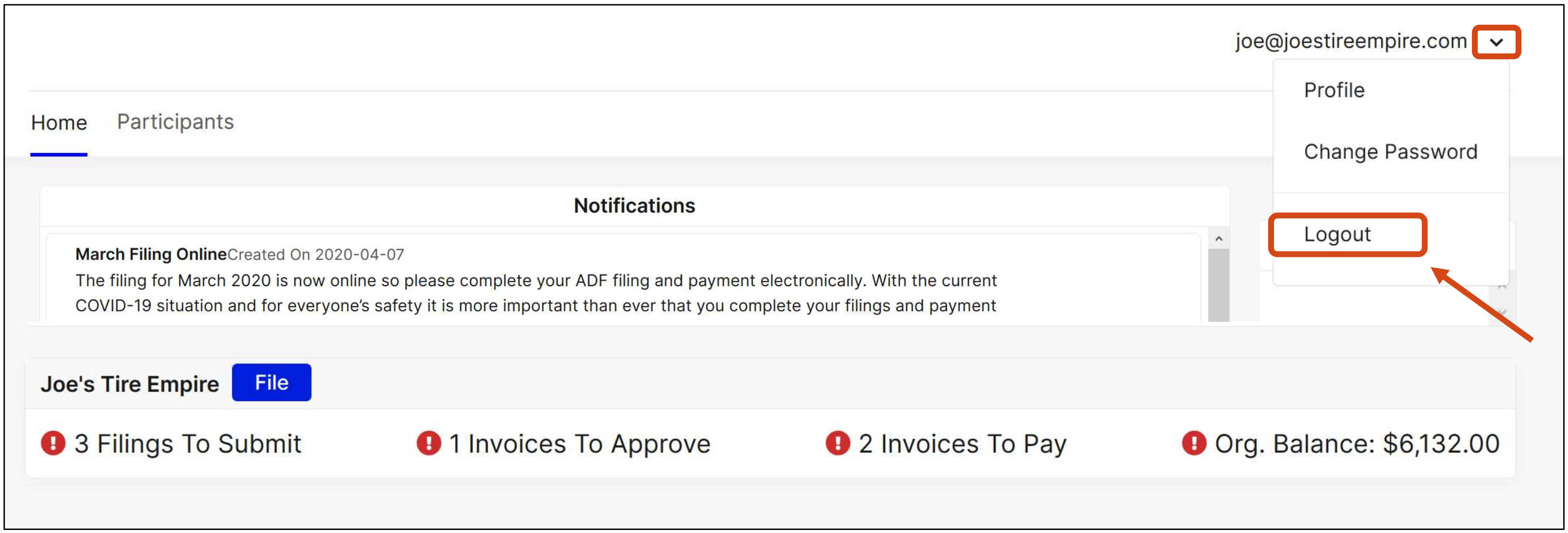
- When you want to review or edit your Business' information, you are taken to the main Remitter screen.
- It has the same 5 tabs you completed during the Self-Register process, with additional information the Agency has added.
- Refer to the **"Manage Your (Remitter) Information" section of this Guide** for the steps to successfully change your Business information.
- Refer to the **"Reports" section of this Guide** to see examples of the Reports available to you under the "Actions" area in the lower right section of this screen.



18. Log-out

Log-out
Logout

- For security, when you are done, sign out of the system by going to the Menu on the upper right corner of the screen, and "Log out" of your account.



19. Terminology & Navigation

Terminology
TSBC e-Commerce

- This application uses some specific Terminology and concepts which you should become familiar with as you use the system.
- The most common terms are explained here for your reference.

1. **Access** – accounts for registered users to log-in to the system and controls the types of functions they can perform.
2. **ADF** – "Advance Disposal Fees" are the eco-fees due to TSBC on the sale of a program tire.
3. **ADF Return** – a report of the volumes of tires sold for which Advance Disposal Fees (ADF) are due for a period of time.
4. **Bank Payment** – a payment made from your bank account directly to an approved "Payee", as setup in your bank account (usually as a "bill payment").
5. **Business** – any company that interacts with TSBC is called a "Business" in the e-Commerce application. Companies who file ADF Returns are a Business Type called "Remitters".
6. **Closed Invoices** – invoices for which TSBC has received payment in full and there is no outstanding balance owing, including Nil returns (shown on the Filing "Closed Invoice" tab).
7. **Contact** – a person who is listed on record for TSBC to communicate with regarding the Remitter account. There are 3 types of contacts: Filing/Accounting Contact, Manager Contact, Owner Contact. (**NOTE**: A Contact does not have access to the system unless they are set-up as a User.)
8. **Data Entry User** – the person who enters the data and submits ADF Returns for approval on behalf of the Remitters and Organizations assigned to the online account.
9. **EFT** – "Electronic Funds Transfer" is a function provided by banks for businesses to electronically pay from their accounts to pre-authorized recipients. This arrangement must be setup through your banking institution.

- This application uses some specific Terminology and concepts which you should become familiar with as you use the system.
- The most common terms are explained here for your reference.

10. **File** – the process for reporting, approval, remittance and invoicing of ADF Returns.
11. **Filing/Accounting Contact –** the person currently on record at TSBC who submits ADF Returns for the registered retailer location.
12. **Filing Approver User** – the person who approves the submitted ADF Returns and initiates remittance on behalf of the Remitters and Organizations assigned to the online account.
13. **Filing Period** – this is the month & year in which tire sales occurred.
14. **Invoice** – this is a verification of the amount payable to TSBC (including taxes), generated for each Filing (ADF Return), for each reporting period, after remittance has been submitted.
15. **Manager Contact** – the person currently on record at TSBC who manages the registered retailer location.
16. **Master User** – the person who has overall access and permissions to manage registrations and user access and permissions on behalf of the Remitters and Organizations assigned to the online account.
17. **Nil Return** – an ADF Return where the Retailer has reported zero tires for the reporting month.
18. **Open Invoice** – an invoice that has been created but where some or all of the amount owing is still outstanding (shown on the Filing "Remit" or "Payment Pending" tab).
19. **Organization** – a convenient grouping of related Remitters whose online accounts are managed by the same Email ID , or where the Remitters share common corporate address or bank account.

- This application uses some specific Terminology and concepts which you should become familiar with as you use the system.
- The most common terms are explained here for your reference.

20. **Owner Contact** – the person currently on record at TSBC who owns the registered retailer location.
21. **Participant** – a business that is registered with TSBC, which for ADF Reporting is the Remitter.
22. **Payment Pending** – an invoice that has been created and paid, but TSBC has not received or processed the payment yet (shown on the Filing "Payment Pending" tab).
23. **Registration** – the process of registering online with TSBC as a retailer (for new businesses only).
24. **Remittance** – the payment of one or more approved ADF Returns, through EFT or Bank Payment.
25. **Remitter** – the registered retailer who is required to submit an ADF Return.
26. **Self-Registration** – the process which allows Remitters to apply directly online to register a new location for the purposes of ADF Reporting. It includes the functionality to create a new system account if you do not already have one, and to submit a registration application online (once you have access).
27. **TSBC** – Tire Stewardship BC
28. **Users** – generic term for someone who has access to the system and has one or more roles of Master User, Data Entry or Filing Approver, each of which have distinct permissions. (**NOTE**: Users must provide Contact information when they first access the system, but not all Contacts are Users, as they may not have access to the system.)

Navigation
TSBC e-Commerce

- This system navigation is quite intuitive and easy to use.
- The main icons and functions are shown below for reference.

1. **User Account information** (on the upper right corner of the Summary page, to left of your User ID) allows you to manage your account, change your password and logout.

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2. **Back button** (on the upper left area of your browser screen) takes you to the previous screen. Pages with multiple tabs have a "**back" button** to the left of the tab.

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3. Where several actions are required, **coloured circles** are green (for all clear) or red (action required).

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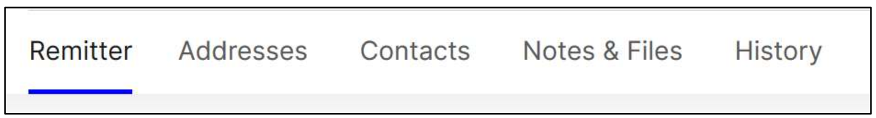
4. Buttons along the upper sections of the screen are **different pages / functions.**

- This system navigation is quite intuitive and easy to use.
- The main icons and functions are shown below for reference.

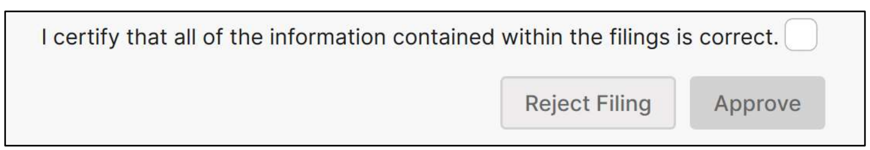
5. Box with pencil indicates you can **Edit the information**, whereas the "eye" means you can **View the data** (but not Edit it).


6. Tabs indicate **different sections of a function** that need to be completed. The blue underline indicates the active tab that you are on.



7. **Filters** indicate you can search using one or more selection criteria.

8. **Disabled buttons** are "greyed out" until required actions are performed (such as approving Filings).



Navigation (cont'd)

TSBC e-Commerce

- This system navigation is quite intuitive and easy to use.
- The main icons and functions are shown below for reference.

9. Question marks (or “bubbles”) include additional text to **explain terminology** (hover over the mark to see text).

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10. Some screens have a “Help Center” button on the bottom right which has further explanation about the page.

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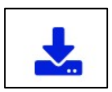
11. The blue downward arrow icon is to **download** information, including a PDF of your invoice(s).



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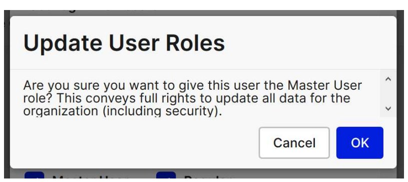
12. Pop-up windows are used to select one or more values (eg. for User Access) or to confirm an action before saving the change.



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20. Frequently Asked Questions (FAQs) & Other Help

Frequently Asked Questions

1. Q: **Why is TSBC moving to online "e-Commerce" for ADF Returns**?
A: Online submission of ADF Returns will save time for both retailers and TSBC and allow retailers to have direct access to their ADF information, including updating of contact information and managing access to their records.

2. Q: **How do I access the new system**?
A: The system is at: https://tsbc.pictus.online You will receive an e-mail from ecofees@tsbc.ca inviting you to log into the system. Click on the link in the e-mail to go to the sign-in page. It will ask you to set your password and then you can log-in. First-time users will also need to provide their contact information (first and last name and phone number).

3. Q: **What should I do if I didn't receive the "invite" e-mail from TSBC?**
A: The e-mail may take a few minutes to arrive in your Inbox, but if you don't receive it within a reasonable time, it may have been blocked by your e-mail. Check your "Junk" folder in case your system does not recognise the e-mail ID (and mistakes it for junk). Also, add ecofees@tsbc.ca to your "safe list" so its e-mails are accepted by your system. If you are still having issues logging in, please contact TSBC (Monday to Friday from 8:30am – 4:30pm Pacific time) at 1-866-759-0488.

4. Q: **Will there be training provided for the new system?**
A: TSBC is providing this guide as a training manual for remitters, including screenshots and descriptions of the most common functions you will use. Refer to the "Getting Started" section for further details on what is needed. The User Guide and Quick Reference Guide are also available at: https://tsbc.ca/participant-resources/

5. Q: **How do I know if my ADF Return was submitted and received by TSBC**?
A: On the Summary page you can see if you have Filings to complete, or to approve and pay, or if payment receipt have been confirmed by TSBC. You can click on the areas to drill down and see more details. The Closed Invoices tab shows all invoices which have been fully paid.

TIRE Stewardship BC New value from old tires

Frequently Asked Questions (cont'd)

FAQs

6. Q: **How do I make adjustments to my ADF Return once it has been submitted**?
A: Once an ADF Return has been approved it cannot be adjusted. However, TSBC is able to adjust a Filing (ADF Return) if necessary, so please contact them if you require a Filing adjustment.

7. Q: **How do I setup TSBC as a "Payee" in my online banking system**?
A: To setup TSBC as a bank "Payee" log into your banking system and go to where you setup a new "Payee" (usually under "Bill Payments"). Search on "tire". They will be listed as "Tire Stewardship BC Association".
Enter your 5-digit TSBC Registration # as your Account #.

8. Q: **What is TSBC's banking information so I can setup payments to them by EFT?**
A: You will need to contact your bank to ensure your accounts allows EFT transactions. Then use the following payment routing instructions to setup TSBC for EFT Payments:

Pay:	Bank of Montreal
Bank ID Codes:	S.W.I.F.T BIC CODE: BOFMCAM2
Account with Institution:	BMO Bank of Montreal 2219 Oak Bay Avenue Victoria, BC V8R 1G4
Beneficiary Customer:	Tire Stewardship B.C. Association 300 – 536 Broughton Street Victoria, BC V8W 1C6
Bank Account:	Transit: 27060 Institution: 001 Account: 8900-427

Frequently Asked Questions (cont'd)

FAQs

9. Q: **Why are cheques no longer acceptable**?
A: TSBC is moving to an online system for the submission and remittance of ADF Returns to reduce paper handling and costs for both retailers and TSBC.

10. Q: **How do I know if TSBC received my payment**?
A: When payments are received and reconciled by TSBC, the invoice will be listed under "Closed Invoices" and will show the date payment was received.

11. Q: **How do I register as a new retailer using the system**?
A: Refer to the "Register New Locations" and "Self-Registration" sections of this document. If you have an existing account (Registration #) with TSBC, you do NOT need to re-register. This system uses your contact e-mail ID as your account User Name.

12. Q: **How do I change which Remitters are in my "Organization"**?
A: Your Organization was setup based on information in TSBC's existing system. If you need to change this, please contact TSBC (see the "Help & Other Contacts" page)

13. Q: **How do I close my account using the system**?
A: You will need to contact TSBC to close your account, or in the event of a sale or change of ownership.

14. Q: **Who do I contact if I have trouble accessing the system**?
A: You can contact TSBC by:

Phone: 1.866.759.0488 (Monday to Friday from 8:30am – 4:30pm Pacific time)

E-mail: ecofees@tsbc.ca

Help & Other Contacts

1. In addition to this User Guide, please refer to the "**Quick Reference Guide**" document for a two-page summary of the key concepts of the e-Commerce system.

2. The "**User Guide**" (which includes the "**Self-Registration**" process) and the "**Quick Reference Guide**" can be found on TSBC's website under "Participant Resources" and clicking on either "E-commerce User Guide" or "E-commerce Quick Reference Guide": https://tsbc.ca/participant-resources/

3. If **further Help** is needed on how to use the system, contact TSBC, as follows:

   - Questions on Filing or general system guidance, e-mail: ecofees@tsbc.ca
   - Questions on Registration process or business information, e-mail: registrations@tsbc.ca
   - Any other question, please call: 1.866.759.0488 (Monday to Friday from 8:30am-4:30pm Pacific time)

4. If you need **Tire Pick-up**, please contact: **1.866.497.0281**

TIRE Stewardship BC New value from old tires

TIRE Stewardship BC
New value from old tires

https://tsbc.pictus.online