

# UOMA EHC OneWindow Frequently Asked Questions (FAQ)

## FAQs

### Terminology

#### **What is an Organization vs Remitter vs User vs Contact?**

Some of the terminology we are using will change slightly. The most common terms that the application uses are explained here for your reference. Any further questions can be directed to your support team at [EHCsupport@usedoilrecycling.ca](mailto:EHCsupport@usedoilrecycling.ca)

**Contact** – A contact is anyone who is listed on record for the UOMAs to communicate with regarding a Remitter account.

**User** – a generic term for someone who has access to the system. Users access the system using their email address. Note that Users are automatically considered contacts, however, not all Contacts are system users.

**Roles** – Users can have one or more roles, each with distinct permissions. There are 3 roles in the system.

- Master User – has overall access and permissions to manage contact information and user access
- Data Entry User - the person who enters the data and submits the EHC filings for approval
- Filing Approver - the person (who can be the same person) who approves the EHC filings.

**Remitter** – a registered EHC member who is required to submit an EHC filing. Filings are completed for each Remitter in each province.

**Organization** – a convenient grouping of related Remitters that can file together. This may be a corporate head office with many Remitters or a business with a single location. All Remitters belong to an Organization.

### General

#### **What is changing for EHC remitters?**

Most things will stay the same for EHC remitters – submission timelines, EHC fees and the remittance process itself will not be changing. The new EHC OneWindow application is user friendly, national in scope and should result in a less time-consuming remittance process.

#### **Will it be a one window log in application?**

Yes, there will be one link to the new application and remitters who file in multiple provinces will be able to remit for all provinces in a single window. This is a significant improvement over the previous EHCForms application, which required multiple logins to complete a multi-jurisdictional filing.

#### **How will people in my organization gain access to the application?**

Access to the application will initially be granted to the Member by the UOMA for an organization. Your organization's Master User will then be able to grant specific permissions to additional users, depending on organizational accountabilities. Additional information will be available online at <http://usedoilrecycling.com/uoma-members/>

#### **Will the EHC fees be changing?**

No, there will be no changes in the EHC fees charged with the implementation of the new EHC OneWindow application.

### **Is using the application mandatory?**

Yes, with the implementation of the new EHC OneWindow application, mandatory electronic remittance will be required.

### **How can I get more information about what is changing?**

Information about the new EHC OneWindow application can be found here: <http://usedoilrecycling.com/uoma-members/>

### **Will both French and English language options be available?**

Yes, you can initially set your language on the login page. To set it permanently you can update your language preference under your Profile in the system.

### **Will I be able to change my organization's contact information in the new EHC system?**

Yes, the organization Master User will be able to update contact information and maintain access for their users as they may change over time.

### **How do I know if my EHC Filing was submitted and received by the Agency?**

On the Summary page you can see if you have Filings to complete. Your filings will be created automatically for you, based on data in your remitter details. You can click on the areas to drill down and see more details.

### **How do I make adjustments to my EHC Filing once it has been submitted?**

Once a Filing has been approved it **cannot** be directly edited. If you have made an error, please contact the agency to open an 'adjustment' filing that you can utilize to correct the reported period. This is an important change from EHCForms, so please ensure you enter and approve filings carefully so they are correct the first time.

#### **Important notes:**

- a. When opening an 'adjustment' filing, the agency will direct you on whether to report in one of two manners:
  - i. Report the period in full with the correct figures (agency will reverse the original invoice in the background)
  - ii. Report the net difference between your original report and the correct figures (agency will maintain the original invoice in the background)
- b. Do not adjust a period's filing on a filing for a different period. Please contact the agency to open an adjustment filing.

### **Will I be able to view past remittances?**

Going forward, yes, organizations will be able to view past remittances. With the new EHC OneWindow application being implemented effective January 1, 2020, for applicable sales, this will be the start date of the data contained in the system. Any remittances filed prior to January 2020, in the EHCForms system will not be available in the new application.

### **Will I be able to submit payment through the new application?**

No, not at this time. Existing arrangements for payment will remain in place (i.e., electronic transfer, cheque, etc.).

## Timeline

### **How will I remit my EHC for 2019 after January 1, 2020?**

All 2019 remittances will continue to be submitted on the old EHCForms system. The old EHCForms system will be available for 2019 remittances until **February 7, 2020**, and so all remittances for 2019 and earlier, must be completed by then. All 2020 remittances must be submitted in the new application – starting February 3, 2020, for monthly remitters.

### **What is the remittance schedule in the new EHC system?**

Monthly Remitters	Starting <b>February 3, 2020</b> , monthly EHC remittances must be filed via the new application.
Quarterly Remitters	Starting <b>April 1, 2020</b> , quarterly EHC remittances must be filed via the new application.
Annual Remitters	Starting <b>January 1, 2021</b> , annual EHC remittances must be filed via the new application.

### **Can I submit pre-2020 remittances in the new EHC system?**

All pre-2020 remittances (eligible remittances to December 31, 2019) **must** be submitted in EHCForms prior to February 7, 2020. However, any outstanding pre-2020 filings will be made available for filing on EHC OneWindow.

## Training

### **When will training for users on the new application be available?**

Instructional materials and support will be available in January 2020. These instructional materials are being developed for use when first accessing the application.

### **What kind of training will be available?**

A training session will be held for each group of remitters and training materials will be provided. There will also be a helpdesk available to respond to your questions. The email address to submit your questions to is: [EHCsupport@usedoilrecycling.ca](mailto:EHCsupport@usedoilrecycling.ca)

### **Will training be available prior to our organization having to remit EHC in 2020?**

Instructional materials and the helpdesk will be available to users prior to the first round of 2020 remittances (February 3 – 29, 2020, for monthly remitters).

### **How can I get assistance with using the new application?**

The email address to submit your questions to is: [EHCsupport@usedoilrecycling.ca](mailto:EHCsupport@usedoilrecycling.ca)

## Privacy

### **Will my remittance information be shared with other provinces?**

No, remittance information is still collected provincially and retained by the provinces. All existing terms and conditions regarding data sharing and protection of privacy will be upheld and maintained.

### **Will other Members be able to see the information provided by my organization?**

No, Members will only be able to see their own information.