

## Supplement April 2020 to the OES Processor Guidebook:

This is an interim supplement that is based on the COVID-19 situation.

In light of the COVID-19 situation, the following amended processes are introduced to help manage safe, effective, compliant collection activity. These changes regarding signatures will remain in effect while provincial restrictions are in place relating to COVID-19 social distancing.

1. To request a pickup, a generator must be open and conducting business. This includes the ability to collect source documentation for the load and provide it to the program to support claims if requested.
2. Generators continue to request pickups in MTS. OES contacts the generator to confirm access to MTS and assist with any system needs or challenges. OES assistance for Generators with internet disruption is available to help the Generator place the pickup request and maintain independent business controls. In rare situations where **the generator does not have access to the internet, a computer or printer, the generator can call OES to assist** with entering the pickup request. OES will aid the Generator with creation of Waybill. Requests can be directed to [oesoperations@ontarioes.ca](mailto:oesoperations@ontarioes.ca) or by calling 1-888-646-1820 ex. 12
3. Note: Processors **cannot** log into MTS on behalf of a generator and book a pickup request.
4. OES must review and approve pickup request prior to the processor scheduling a pick up. The approved pick-ups are visible to the Processor in MTS as has routinely been the case. Pick-ups that occur prior to OES release of the Waybill are a contravention to the business controls and may not be approved for reimbursement; this is not a new requirement of the program.
5. Changes to the signature requirements of Transporter Manifest  
The generator will no longer be required to sign the Transporter's (Trucking company) Manifest at time of pick up if they do not wish to. The processor will be responsible for providing a digital copy to the generator. The generator can then sign and upload the copy into MTS. This must be completed for the claim to be processed.

The generator will attach the Generator waybill to the last skid loaded on the truck.

For Roll off shipments, the generator must note the bin number or the licence number of the truck on the Generator waybill. The signed waybill does not need to be attached to the load it can be emailed to the processor. Scale ticket requirements remain in place.

The generator will continue to upload their copy of the MTS waybill to MTS and upload the Transporter manifest once a copy is received from the processor.

6. Public Facing Drop off Locations: Source Documentation requirement for public facing generators such as scrap yards will temporarily be amended regarding signatures.

On a temporary basis, the generators documents will no longer be required to bear the customer's signature, however all other required information must be complete and legible. This includes name, address, valid phone number and driver licence number. OES must have the correct information to be able to validate the drop off or else the claim will not be eligible for reimbursement.

Standard procedure remains that generators may be requested to provide a copy of source documentation to [oesoperations@ontarioes.ca](mailto:oesoperations@ontarioes.ca) at the same time as generator MTS Waybill upload.

7. OES will continue to conduct source documentation reviews on an ongoing basis for generator sites that are operational. If sites are not operational, OES will defer the due date to a point when the site is fully operational.
8. OES will continue to review and verify all transactions to ensure program requirements are met and assist generators and processors in this challenging time. Questions or requests for assistance may be sent to [oesoperations@ontarioes.ca](mailto:oesoperations@ontarioes.ca)