



## Pickup Request Process Update – Non-Deposit Bulk Pesticide Containers

Dear retail collection partner,

Please be advised that the process for requesting a pick-up of non-deposit bulk pesticide containers is changing this year.

This updated process will make it easier for ag-retailers to fulfil their obligations and legal requirements under Transport Canada's Transportation of Dangerous Goods (TDG) Act for shipping regulated products and empty packaging. We have tried to keep the request process as simple and convenient as possible. Please note the following key changes that will be introduced this year under the updated process. A detailed step-by-step tutorial is also attached:

- 1) You will now be required to provide the product manufacturer, product name, size (L), and quantity of all non-deposit bulk containers at the time of request (selected from a pre-approved list of non-deposit bulk products);
  - o For any containers that are not found on the list of accepted containers, you will be required to enter the information separately for verification by Cleanfarms.
- 2) The online system will create a Bill of Lading (BOL) that can be used as the official shipping document. The driver will ensure all products are listed on the BOL as they load the truck. The items listed on the BOL must be accurate – the driver will not accept any containers that are not listed on the BOL at time of pickup.

To change the BOL before the containers are picked up:

- 3) At any time after the initial request is submitted, you can easily add new containers to the request and BOL before the driver arrives. If changes are made, simply print an updated BOL for the driver when they arrive.
- 4) New containers can only be added after the original request if they are recognized on the approved list.
- 5) Any pickup requests for containers that have not been pre-approved as eligible into the program must be reviewed by Cleanfarms staff. This will ensure that non-program materials (such as oil and Diesel Exhaust Fuel containers) are not entering the program.

Other aspects to the non-deposit bulk container collection will remain the same as previous years. Retailer responsibilities still include the following:

- Non-deposit containers must be kept separate from deposit containers.
- A pickup of non-deposit containers can be requested once the minimum number of containers have been accumulated (province-specific).



- Totes will only be picked up by the contractor if they are empty (less than an inch of liquid in the bottom), and all bungs/ closures are in place.
- Be sure to sort pesticide containers away from other farm-use liquid containers such as fertilizers, oil or Diesel Exhaust Fuel (DEF).

**Final Notes:**

Access to the online system will be available starting April 1, 2018.

Cleanfarms is always available to help with entering online requests. If you have any trouble, please give us a call.

Let us know if you have any questions or comments on the new updated system.

Thank you for your time.

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## Non-Deposit Bulk Pesticide Containers Pickup Request Tutorial

### Submitting a Non-Deposit Bulk Pesticide Container Pickup Request

#### To request a pickup online

1. Visit the Online Pickup Request System at <https://collection.cleanfarms.ca> and login with the appropriate credentials, including Username, Password, and Business ID. If you have lost track of this information:
  - o Lost Password: Select 'Forgot Password', input Username and Business ID, and click 'Send Change Password Link to My Email'
  - o Lost Username or Business ID: Select 'Signup', Select 'Request login information', input all pertinent contact information for your company. A Cleanfarms administrator will contact you with the information you requested. Alternatively, you can call or email Cleanfarms directly at [info@cleanfarms.ca](mailto:info@cleanfarms.ca) or 1-877-622-4460.
2. Once logged in, select 'Create Pickup Request' in the upper righthand corner of the screen.
3. Select the 'Non-Deposit Bulk Pesticide Containers' box to open the request form - this will bring you to the 'PRODUCT DETAILS' section.
4. Under 'Manufacturer' start typing in the product manufacturer. Select from the drop-down list.
5. Under 'Product' select the appropriate product name and size.
6. Under 'Qty' input the quantity of containers for pickup.

**\*NOTE: If you cannot find the manufacturer/product/size, skip to the "Requesting Unknown Containers" section of this document\***

7. If you have containers with the same product name in different sizes, you must enter them as separate line items
  - o Based on the information that you have provided, the 'Reg?' column will automatically fill if it is regulated for transport under TDG. If you notice this is incorrect, please let us know by emailing [info@cleanfarms.ca](mailto:info@cleanfarms.ca).
8. Once information has been entered, click "Add Product". This will then allow you to enter the next container.
9. You may edit or delete a row by selecting 'Edit this row' or 'Delete row' under the 'Action' column.
10. After all containers have been entered, include any instructions to the driver in the text box beside 'Instructions to driver?' (ex. call before arrival, drive to a specific area of the yard, etc.)
11. When all information is accurate and complete, click 'Next'.



12. This will bring you to the 'Dealer Pickup Request Summary' page. Please review all information and when you are satisfied that it is accurate and complete, select 'Confirm'.
13. Once the request has been submitted, you will arrive at a page titled 'Successfully Requested'. The request is now 'Pending' and has been sent to the Contractor.
14. At any time between the initial request and the driver arriving, the BOL can be updated. See the steps for editing a transaction below.
15. When the truck arrives, provide the most recent copy of the BOL to the driver. The driver will verify the products during loading and confirm the actual quantities picked up. You must print and provide the accurate Shipping Document to the driver if the driver does not have a copy.

### **Editing a Non-Deposit Pesticide Container Pickup Request**

Often customers will drop off containers after a request for pickup has been submitted. Please ensure that additional containers are added to the pickup request. Any new containers that are not added to the pickup request will not be picked up unless they are listed on the BOL.

#### **To edit a request:**

1. Log in and select the 'Request Details' tab to find the pending request.
2. Under the 'Action' column, select 'Edit Transaction'.
3. To add a new product/ litre size, input the container information and select 'Add Product'
  - If the truck has already been dispatched, only approved containers can be added. Call Cleanfarms for assistance (1-877-622-4460). Unknown containers can be added to the next request.
4. When you are finished, click the 'Update' button at the bottom of the screen. You will be directed back to the 'Request Details' tab.
5. You must provide the updated BOL to the driver upon pickup. To view and print the updated BOL, select 'Print BOL' under the 'Action' column.

### **Unknown Containers**

All 'Unknown' containers must be approved by Cleanfarms. 'Unknown/ Other' manufacturers or products will be approved based on program eligibility. The container will not be approved for pickup if it is:

- Non-program material - oil containers, some fertilizer containers, DEF containers, or deposit/ multi-trip containers.
- Non-member product - Cleanfarms offers collection at no cost based on funding provided by member companies. Non-member company products are ineligible for our programs.



### **Requesting Unknown Containers**

If you do not see the manufacturer, product, or size in the main list, click on the box titled 'Click here if you did not find the product above' to request unknown products/sizes. Cleanfarms will review all the products entered in this section prior to pickup to ensure they are eligible for the program and that the TDG information is correct.

- Select the product manufacturer from the drop-down list. If you do not see the product manufacturer on the list, select 'Other' and type the manufacturer.
- If the container does not have a label, type "Unknown" for manufacturer and product.
- Under 'Product Name' input the product name and choose the size from the list.
- Input the quantity under 'Qty'.
- Select 'Add Product'.

### **Partial Pickups**

In some cases, the driver may not have room for all of the containers. If this happens, the driver will come back for the remaining containers within a day or two. There is no reason to update the pending request unless new containers (products) are dropped off before the pickup is completed.

Each time the driver arrives, ensure he has an updated BOL that lists all products and sizes.

### **Ad-Hoc Pickups**

In some instances, if the driver is in your area and has space available on the truck, they will arrive at your location to pickup any containers that you may have, regardless of if a pickup request has been submitted. If the truck is on site, you can make a pickup request for approved containers and print a BOL immediately.

Please note – any unknown containers that are sent for review by Cleanfarms will not show up on the BOL.

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Don't hesitate to contact Cleanfarms at any time with questions, comments or suggestions.

[info@cleanfarms.ca](mailto:info@cleanfarms.ca)

1-877-622-4460