



# The Vault

by

**LPMA** powered by **Interchange 360**

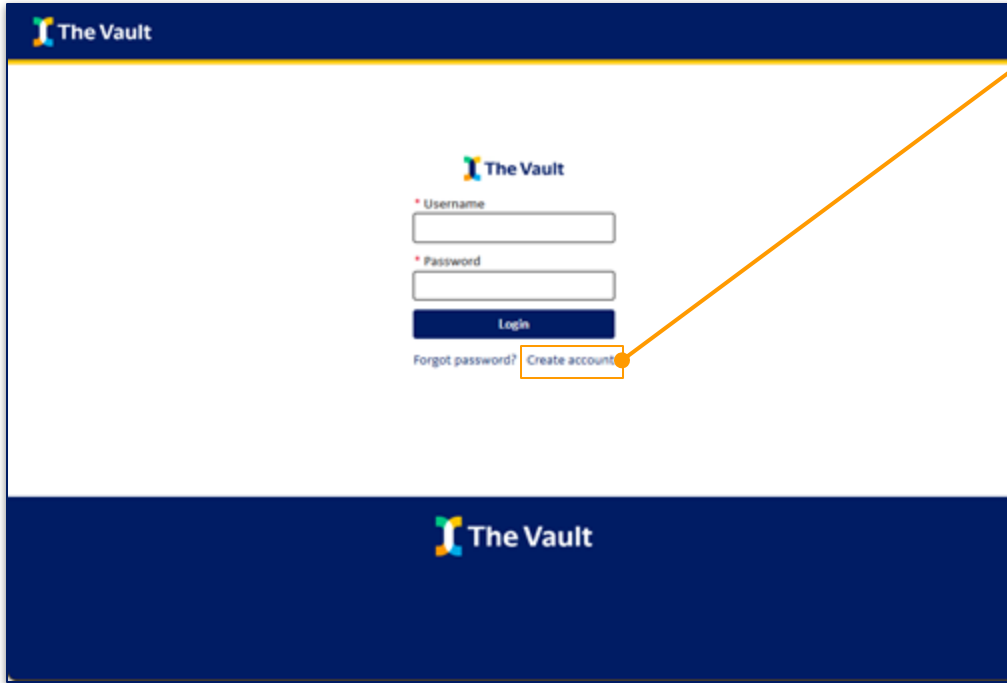
# Training Manual #1

*Account Creation &  
Program Registration*

October 6, 2025

# Account Creation: Login Page

The Vault can be accessed via the following URL: <https://thevault.interchangerecycling.com/>



The screenshot shows the login page for 'The Vault'. At the top left, there is a logo and the text 'The Vault'. The main content area contains the 'The Vault' logo, a red asterisk followed by 'Username', an empty text input field, a red asterisk followed by 'Password', another empty text input field, a dark blue button labeled 'Login', and a link labeled 'Forgot password? Create account'. The 'Create account' link is highlighted with a red box, and a red arrow points from this box to the text on the right. The bottom of the page features a dark blue footer with the 'The Vault' logo.

## Create an Account:

Navigate to The Vault login page and click "Create account".

# Overview of the **Account Creation** Process

Once an individual associated with a Member organization (“user”) selects the “Create account” button, there are four steps associated with signing up for an Account in The Vault:



**Step 1** User first enters a unique identifier to make sure that the Account is not already registered in The Vault.

If an existing account is found, the user is prompted to log in.

**Step 2** Enter information pertinent to the organization, e.g., legal business name and address.

If an existing account is found, the user is prompted to contact LPMA (duplication management)

**Step 3** Contact information is collected about the user creating the Account.

This user will automatically become the Account Administrator and thereby have control over adding other users, enrolling for new programs, etc. (this can be changed once logged in to The Vault).

**Step 4** Before an Account is created, the user can review the entered information for accuracy and make any necessary changes.

# Account Creation: Business Number

User enters a unique identifier to make sure that the Account is not already registered in The Vault. If an existing account is found, the user is prompted to log in using their existing credentials.

The screenshot shows the 'Start Registration by entering your business number' page. It includes a progress bar with steps: Business Number, Business, Contact, and Summary. The 'Business Number' step is active. The page explains that becoming a member/participant ensures compliance with applicable EPR regulations. It asks for location information and provides input fields for Canada (Corporate Registration Number or Business License Number) and United States (Employer Identification Number (EIN)). A 'Next' button is visible at the bottom right.

**Enter a Business Number:**  
Based on the Location(s) of Operations selected, enter the following information:

**United States:** Employer Identification Number (EIN)  
**Canada:** Corporate Business Registration Number or a Business License Number

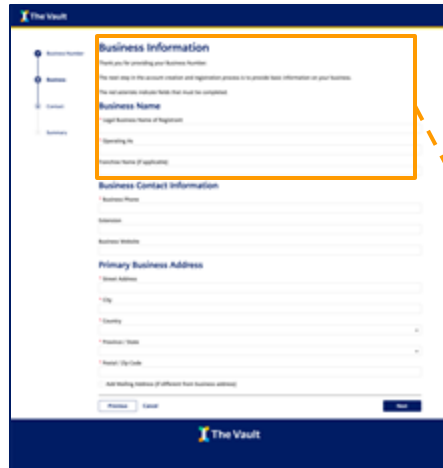
**Duplicate Account:**

If an account already exists in The Vault, an error message will prompt the user to sign in.

This screenshot shows a dashed box highlighting an error message. The page title is 'United States' and the field is 'Employer Identification Number (EIN)'. The value '34012' is entered. A red error message states: 'An account with this Employer Identification Number already exists, please sign in with that account or contact us for support.' There are 'Cancel' and 'Next' buttons at the bottom.

# Account Creation: Business Information

Enter information pertinent to the organization, e.g., legal business name, contact information, and address.



The screenshot shows a web form titled "Business Information" with a sidebar on the left containing "Business Number", "Business", "Contact", and "Summary". The main form has a "Business Information" section with a red dashed box around it. Below this are sections for "Business Contact Information" and "Primary Business Address". At the bottom are "Previous" and "Next" buttons.

## Business Information

Thank you for providing your Business Number.

The next step in the account creation and registration process is to provide basic information on your business.

The red asterisks indicate fields that must be completed.

## Business Name

\* Legal Business Name of Registrant

\* Operating As

Franchise Name (if applicable)

# Account Creation: Business Information

Enter information pertinent to the organization, e.g., legal business name, contact information, and address.

The screenshot shows the 'Business Information' form in The Vault system. The form is divided into several sections: 'Business Information', 'Business Name', 'Business Contact Information', and 'Primary Business Address'. The 'Primary Business Address' section is highlighted with an orange dashed box. This section includes fields for Street Address, City, Country, Province / State, and Postal / Zip Code. There is also a checkbox labeled 'Add Mailing Address (if different from business address)' and buttons for 'Previous', 'Cancel', and 'Next'.

The close-up view of the 'Primary Business Address' form section shows the following fields and options:

- Street Address**: Text input field
- City**: Text input field
- Country**: Dropdown menu
- Province / State**: Dropdown menu
- Postal / Zip Code**: Text input field
- Add Mailing Address (if different from business address)**: Checkbox
- Previous**: Button
- Cancel**: Button
- Next**: Button

**Add Mailing Address:** If the mailing address differs from the primary business address, the user can select the 'Add Mailing Address' checkbox and enter the new primary mailing address.

# Account Creation: Contact Information

Contact information is collected about the specific user creating the Account.

The screenshot shows a web interface for 'The Vault' with a sidebar on the left containing 'Account Setup', 'Account', 'Contact', and 'Settings'. The main content area is titled 'Contact Information for your business' and includes a sub-header 'Please provide the name and contact information for the primary contact in your organization. The red asterisks indicate fields that must be completed.' Below this, there are two sections: 'Name' with fields for 'First Name', 'Last Name', and 'Title/Position'; and 'Contact Information' with fields for 'Phone Number', 'Mobile Phone Number', and 'Email'. A 'Department(s)' section is also present with a list of checkboxes: Finance, Operations, Administration, Legal, Marketing, and Environmental/Sustainability. A 'Save' button is at the bottom right.

**Contact Information for your business**

Please provide the name and contact information for the primary contact in your organization.

The red asterisks indicate fields that must be completed.

**Name**

- \* First Name
- \* Last Name
- \* Title/Position

**\* Department(s)**

- Finance
- Operations
- Administration
- Legal
- Marketing
- Environmental/Sustainability

**Departments:** Multiple departments can be selected. These are used to define what emails/notifications a user receives.

# Account Creation: Contact Information

The email address entered must be connected to an inbox that can accept inbound message (i.e., not a “noreply” email) given that a verification email code will be sent to this address.

The screenshot shows the 'Contact Information for your business' form in The Vault. The form is divided into sections: 'Name', 'Address', and 'Contact Information'. The 'Contact Information' section is highlighted with a green dashed box. It includes fields for 'Email', 'Phone Number', 'Extension', and 'Secondary Phone Number'. The 'Email' field is marked with an asterisk and the text '(This will be your username)'. The 'Phone Number' field is also marked with an asterisk. The 'Extension' and 'Secondary Phone Number' fields are optional. The form has a 'Next' button at the bottom right.

The detailed view of the 'Contact Information' form section shows the following fields and buttons:

- Contact Information**  
A link will be sent to the email you provide to complete your registration
- \* Email (This will be your username)
- \* Phone Number
- Extension
- Secondary Phone Number
- Buttons: Previous, Cancel, Next

# Account Creation: Summary

Before an Account is created, the user can review all the information they have entered on a single page for accuracy and make any necessary changes.

**The Vault**

**Summary**  
Please review the information below to correct before creating your account.

**Business Information**

Business Number  
Corporate Registration Number (20120101)

**Business Name**  
Legal Business Name of Registered Entity  
Operating As (Optional)  
Former Name (if applicable)

**Business Contact Information**

Business Phone # (1-800-955-5838)  
Extension (if)  
Business Website: www.1234567.com

**Business Address**

Street Address (12345 St)  
City (Toronto)  
Province (Ontario)  
Postal Code (M1A 1A1)

**Profile and Contact Information**

Name  
First Name (John)  
Last Name (Doe)  
Title/Position (Owner)  
Department (Finance)

**Contact Information**

Email (This will be your primary contact email for The Vault)  
Phone Number # (1-800-955-5838)  
Extension (if)  
Secondary Phone Number

I confirm that I have the authority to register my organization for The Vault and that the information provided above is correct.

**The Vault**

## Attestation:

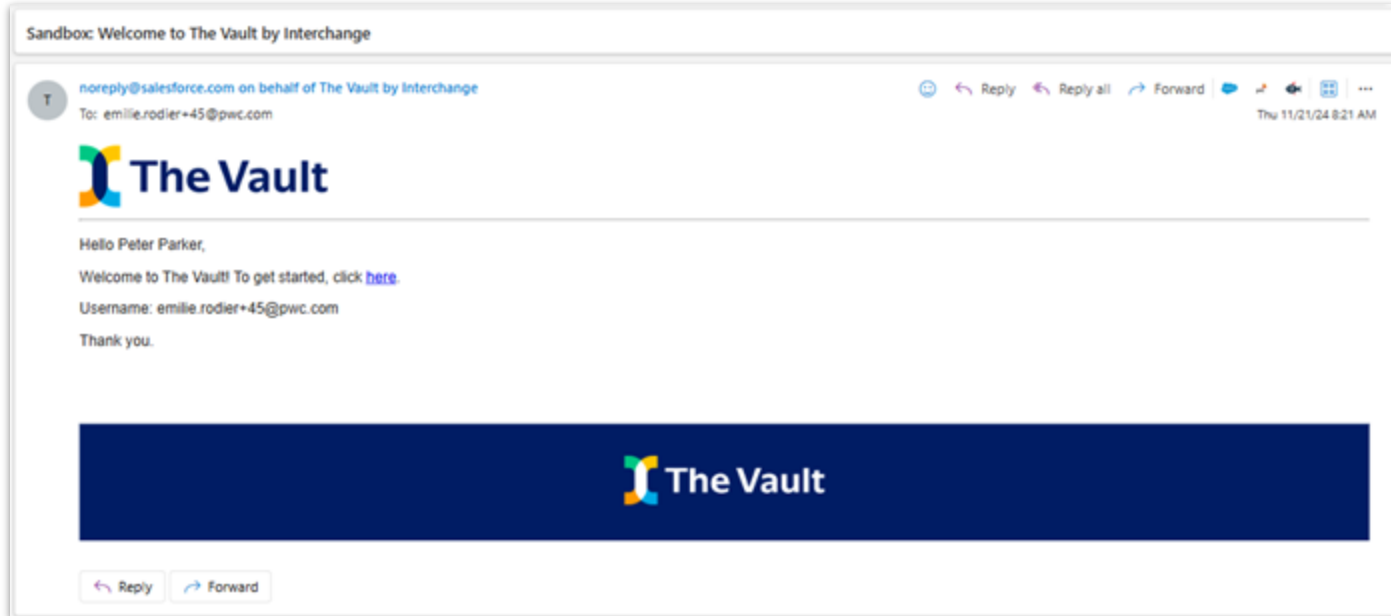
User must agree to the Terms & Conditions (by selecting this checkbox) to create an Account.

# Setting a New Password

After creating an Account in The Vault, the User will receive a system generated email to set a password that they will use, along with their email address, to access The Vault.

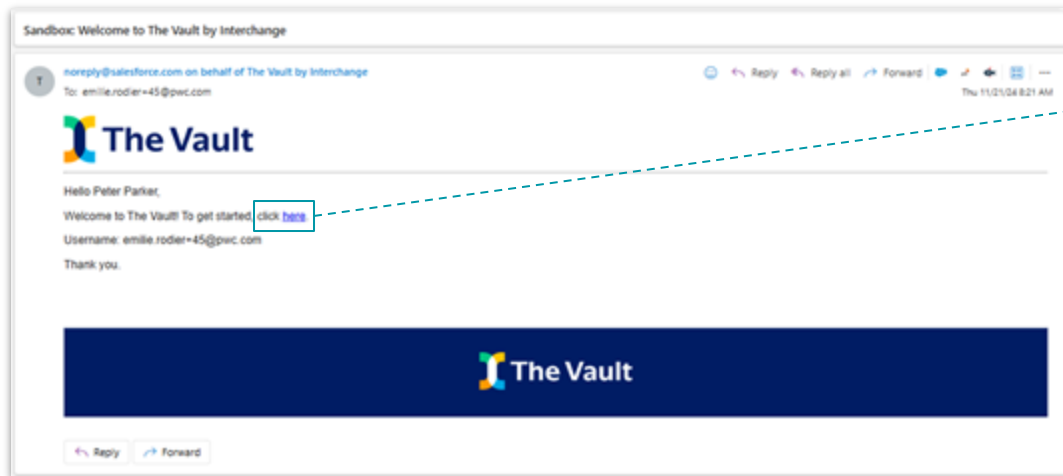
# Setting a New Password: **Welcome Email**

Once an account has been created, the user will receive an email directing them to click a link to complete their registration.



# Setting a New Password: **Setting a Password**

Upon clicking on the email link, Users will be redirected to the password change page and prompted to set their new password.



### Change Your Password

Enter a new password for **emilie.rodier+45@pwc.com**.  
Make sure to Include at least:

- 8 characters
- 1 letter
- 1 number

\* New Password

\* Confirm New Password

Password was last changed on 11/21/2024, 4:21 PM.



# Role and Program Selection

Once logged in, the user needs to select their Role (Member) and the Program they want to register for (e.g., Colorado or Oregon).

# Role & Program Selection

After a user creates an Account, they will select their role (e.g., Member/Participant). This top-level decision will impact what program(s) are subsequently available for registration.

## Role Selection

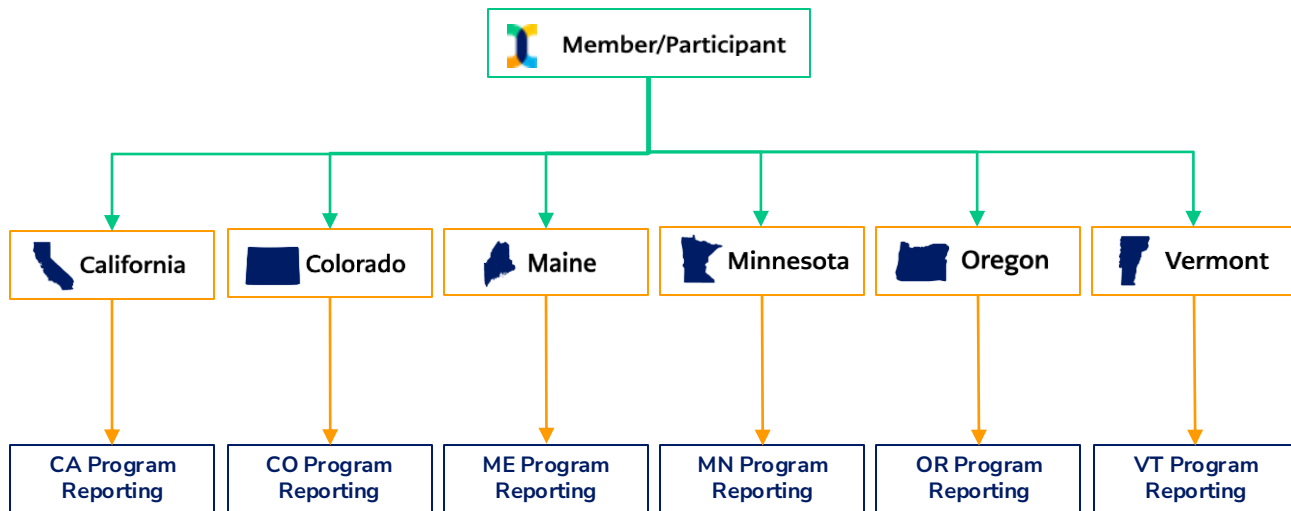
- Defines what program(s) an Account can be registered for.

## Program Selection

- Allows for different pricing, products, etc. per jurisdiction.
- An Account can be registered for more than one program.

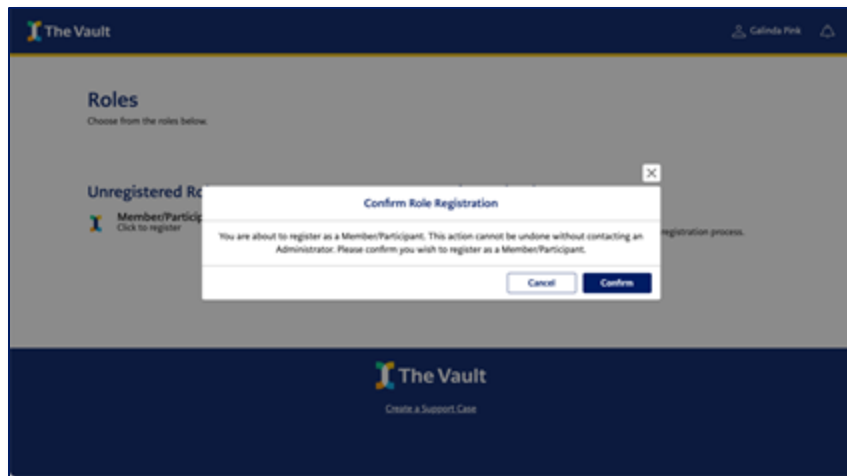
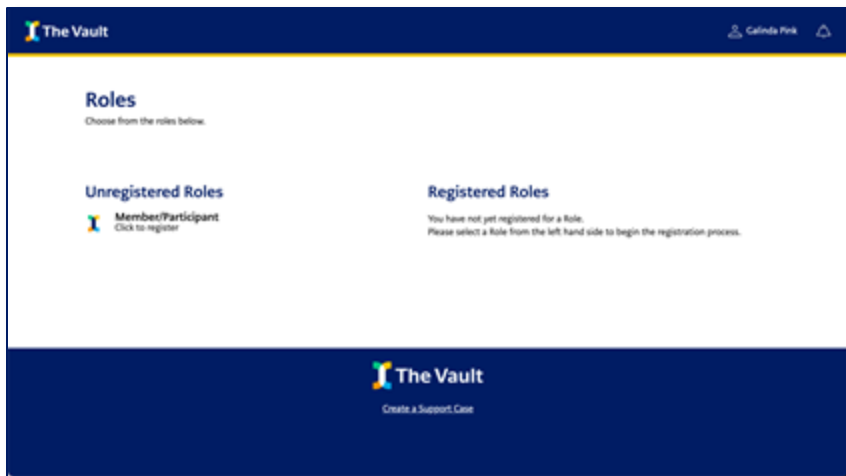
## Reporting

- Reporting requirements can be unique per program.



# Role Selection

Once an Account has been created and a password successfully set, the user will be able to log into The Vault and is directed to the Role Selection page. This page shows the Roles that the user's Member/Participant organization is eligible to register for. Once a Role is selected, the user will be brought to the Program Dashboard to select a Program to register for.



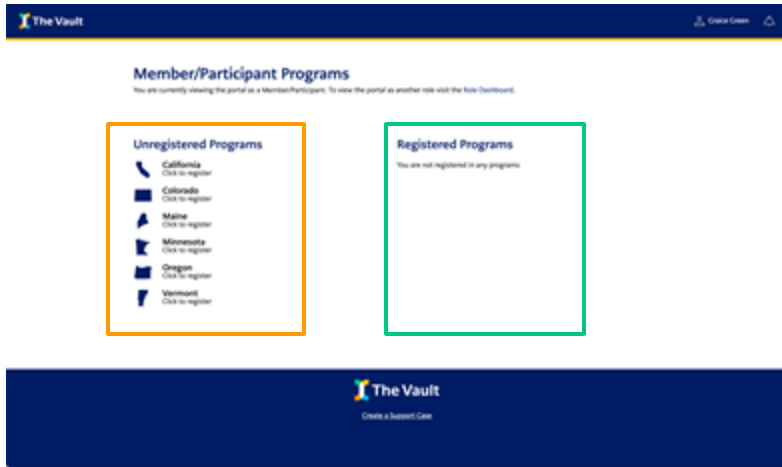
# Program Registration

Users can select the applicable Program(s) to register for from the Program Selection page. This page is only visible once a Role has been selected (i.e., the User has confirmed they are a Member/Participant)

# Program Selection

Once registered for a Role, the applicable Programs for that Role and Member/Participant organization are displayed on the Program Selection page. This page shows the Programs that the Member/Participant organization has not yet registered for (**Unregistered Programs**) and the Programs that the Member/Participant organization is actively registered in (**Registered Programs**).

The programs that are displayed here are dependent on the Location of Operations (US and/or Canada) that were selected during Account Creation.



Note: If a Member/Participant is registered in only one Program then they will be automatically directed to that program when they log in. However, if a Member/Participant is registered in more than one Program, they must first pick their desired Program from this selection page.

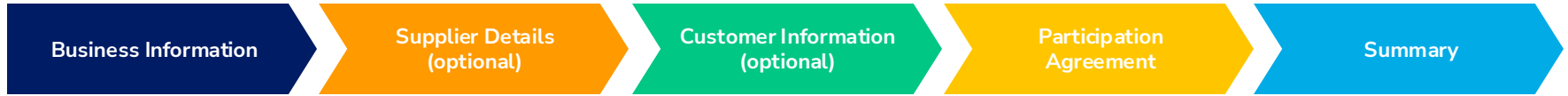
# Program Registration

To begin registration in a specific Program, the user confirms their intention by clicking the “Register” button on the Program.



# Program Registration: Typical Flow

Once a user selects “Register”, there are five steps associated with completing a Program Registration in The Vault. Once these steps have been completed the Program Registration will be reviewed by LPMA before it can be activated.



**Step 1** Provide program-specific business information for the Member/Participant organization, such as first supply date and the amount of approximate annual sales of eligible materials.

**Step 2 (optional)** Indicate if the Member/Participant receives eligible materials from any suppliers.

Member/Participants can also indicate if they pay environmental fees to these suppliers and can upload any supporting documentation for these relationship(s).

*Note: Supplier details can be provided at a later date.*

**Step 3 (optional)** Add the details for any customers (i.e., end users/resellers) that the Member/Participants supplies to and upload any applicable supporting documentation for these relationship(s)

*Note: Customer details can be provided at a later date.*

**Step 4** This is a required step to upload the applicable signed Participation Agreement and any other additional relevant documentation to their registration.

**Step 5** Review the entered information for accuracy, go back to a section to make changes, and confirm the terms and conditions when ready to proceed with the program registration.

# Program Registration: Business Information

Enter information pertinent to the Member/Participant organization, e.g., business start date, primary line of business.

**The Vault LPM**

**Business Information**

Please provide the following information for your business in the context of the state you selected

Legal Business Name: UAT Recycling Company Business Phone: 4167787788

Operating As: UAT Recycling Company Business Address: 123 Main Street Toronto, Ontario A1A1A1, CA

Website: recyclingcompany.com

\* Business Start Date

\* Select one description that best describes the company's primary line of business

Select all descriptions that best describe the company's secondary line(s) of business

Distributor  
 Importer  
 Manufacturer  
 Online Seller  
 Original Equipment Manufacturers (OEM)  
 Retailer  
 Wholesaler  
 Other

**The Vault LPM**

**Business Information**

Please provide the following information for your business in the context of the state you selected

Legal Business Name: UAT Recycling Company Business Phone: 4167787788

Operating As: UAT Recycling Company Business Address: 123 Main Street Toronto, Ontario A1A1A1, CA

Website: recyclingcompany.com

\* Business Start Date

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Select all descriptions that best describe the company's secondary line(s) of business

Distributor  
 Importer  
 Manufacturer  
 Online Seller  
 Original Equipment Manufacturers (OEM)  
 Retailer  
 Wholesaler  
 Other

# Program Registration: Additional Locations

Enter any additional location(s) the Member/Participant operates within the jurisdiction they are registering into.

The screenshot shows the 'Business Information' section of the software. The 'Additional Locations' section is highlighted with a green dashed box. It contains a table with the following columns: Location Name, Address, Phone Number, and Manage. A green box highlights the 'Add Location' button next to the table. Below the table, there is a text prompt: 'Click Add Location to add to this table'. The 'Program Eligible Materials' section is also visible below the 'Additional Locations' section.

## Additional Locations

Please list out all additional locations for the company in the state.

Location Name	Address	Phone Number	Manage
---------------	---------	--------------	--------

Click Add Location to add to this table

Add Location

### Add a Location:

For each additional location added, the user will be prompted to enter: the Location Name, Street Address, and Phone Number.

The 'Add a Location' form contains the following fields and buttons:

- Location Name (required)
- Street Address (required)
- Phone (required)
- City (required)
- Country (required)
- Province/State (required)
- Postal/Zip Code (required)
- Cancel button
- Save button

# Program Registration: Program Eligible Materials

Enter the volume the Member/Participant sells/supplies annually for all Program Eligible Materials. This supports LPMA with identifying the approximate amounts of products they can expect the Member/Participant to report per annum.

The screenshot shows a registration form with the following sections:

- Business Information:** Includes fields for Legal Business Name, UIC Reporting Location, Operating Site, UIC Reporting Location, Website, and Accounting Information. It also has a dropdown for 'Business Year Class' and a 'Select one description that best describes the company's primary line of business' section with radio buttons for Distribution, Importer, Manufacturer, Retail Seller, Program Equipment Manufacturer (DEM), Reseller, Refinisher, and Other.
- Additional Locations:** A table with columns for Location Name, Address, Phone Number, and Manager. A 'Save Location' button is present.
- Program Eligible Materials:** A section with a dropdown for 'Date of first sale/supply in or into the state', a text input for 'Please enter an approximate number of materials sold/supplied per year for the following options. If you do not sell/supply this material please enter 0 where applicable.', and a list of material types with corresponding input fields: Motor Oil (Gallons), Aerosol (Units), Coolants (Gallons), Diesel Exhaust Fluid (DEF) (Gallons), and Other Products (Gallons). It also includes a 'Cancel' button and 'Save Draft' and 'Next' buttons.

## Program Eligible Materials

\* Date of first sale/supply in or into the state

Please enter an approximate number of materials sold/supplied per year for the following options. If you do not sell/supply this material please enter 0 where applicable.

\* Motor Oil (Gallons)

\* Aerosol (Units)

\* Coolants (Gallons)

\* Diesel Exhaust Fluid (DEF) (Gallons)

\* Other Products (Gallons)

Cancel

Save Draft

Next

# Program Registration: Suppliers (optional)

Enter the details of all companies that supply the Member/Participant with Program Eligible Materials. This supports LPMA with understanding a Member/Participant's position in a supply chain.

*Note: this section is optional and supplier details can be provided at a later date.*

The screenshot shows the 'Suppliers' registration page in The Vault LPMA system. The page has a dark blue header with the LPMA logo and navigation tabs. A sidebar on the left contains a progress indicator with steps: Registration, Suppliers, Customers, Participation Agreement, and Summary. The main content area is titled 'Suppliers' and includes a search bar with the text 'Search for a Business' and an 'Add' button. Below the search bar is a table with columns for 'Company Name', 'Address', and 'Manage'. The table is currently empty. Below the table is a section for 'Invoice Upload' with a file upload button and a 'No results' message. At the bottom of the page, there are 'Previous', 'Cancel', 'Save Draft', and 'Next' buttons.

## Suppliers

Please select all companies who supply your business with Program Eligible Material.

Search for a Business



Add

The search functionality allows users to search for and select any Supplier already registered in The Vault and add them to their Suppliers List.

# Program Registration: Suppliers

If the Supplier does not already exist within The Vault, the user can manually enter in their details.

The screenshot shows the 'Suppliers' page in The Vault. On the left is a navigation menu with options like 'Program Home', 'Switch Program', 'Program', 'Customers', 'Account', 'Lift Receipts', 'Comments', 'Registration #', and 'Summary'. The main content area is titled 'Suppliers' and includes a search bar with the text 'Search for a Business' and an 'Add' button. Below the search bar is a message: 'If you cannot find the company who supplies your business, then you can request for the business to be added by contacting us, or by manually entering their details below.' Underneath is a table titled 'Selected Suppliers' with columns for 'Company Name', 'Address', and 'Manage'. An 'Add Supplier' button is located to the right of the table. At the bottom of the page, there is an 'Invoice Upload' section and a footer with 'The Vault LPMA' logo and contact information.

If you cannot find the company who supplies your business, then you can request for the business to be added by contacting us, or by manually entering their details below.

## Selected Suppliers

Company Name	Address	Manage
--------------	---------	--------

Click Add Supplier to add to this table

Add Supplier

The 'Add a Supplier' form contains the following fields:
 

- \* Company Name
- \* Contact Name
- \* Phone
- \* Email
- \* Street Address
- \* City
- \* Country
- \* Province/State
- \* Postal/Zip Code

 At the bottom of the form are 'Cancel' and 'Save' buttons.

### Add a Supplier:

For each supplier the user will be prompted to enter the: Company Name, Address, Contact Name, and Email.

# Program Registration: Invoice Upload

Upload PDFs of an invoice(s) or other documentation that prove their relationship with the *Selected Suppliers*.

The Vault LPMA

Suppliers

Please select all companies who supply your business with Program (Single Material).

Search for a Business

If you cannot find the company who supplies your business, then you can request for the business to be added by contacting us, or by manually entering their details below.

**Selected Suppliers**

Company Name	Address	Message
Click Add Supplier to add to this table		

**Invoice Upload**

Do you pay environmental fees to all your suppliers?

Please provide invoices or documentation proving your relationship with the above listed suppliers.

or Drop File

File Name

No results

The Vault LPMA

Interchange 360 is the trade name for the Lubricants Packaging Management Association (LPMA).

Do you pay environmental fees to all your suppliers?

**Invoice Upload**

Please provide invoices or documentation proving your relationship with the above listed suppliers.

or Drop File

File Name

No results

# Program Registration: Customers (optional)

Indicate if the Member/Participant sells their Program Eligible Material to end users and/or resellers. This helps LPMA understand the distribution network and the role of this Member/Participant in the supply chain.

*Note: this section is optional and customer details can be provided at a later date.*

The screenshot shows the 'Customers' section of the LPMA registration form. A green dashed box highlights the 'Customers' header and the two dropdown menus for 'Do you sell Program Eligible Materials to end users?' and 'Do you sell Program Eligible Materials to resellers?'. Below this, there is a 'Customer List' section with a search bar and a table of selected customers. The table has columns for 'Company Name', 'Address', and 'Manage'. Below the table is an 'Invoice Upload' section with a 'Search Draft' button and a 'File Name' input field.

## Customers

\* Do you sell Program Eligible Materials to end users?

Yes

\* Do you sell Program Eligible Materials to resellers?

Yes

### Selling Program Eligible Material to Resellers:

If the user selects "Yes", they have the option to [fill out a Customer List](#) and upload supporting information. This can also be completed at a later date.

# Program Registration: Customer List

If selling to resellers, users can provide a list of their customers.

*Note: This table only appears when the answer to “Do you sell Program Eligible Materials to resellers” is YES.*

The screenshot shows the 'Customers' registration page in The Vault LPMA. The page has a dark blue header with the logo and user name 'Colin Green'. A left sidebar contains navigation links: Program Name, Switch Program, Program California, Account, and Registration & PE Activity. The main content area is titled 'Customers' and contains two dropdown menus for 'Do you sell Program Eligible Materials to end users?' and 'Do you sell Program Eligible Materials to resellers?'. Below these is a 'Customer List' section with a search box and an 'Add' button. A table titled 'Selected Customers' has columns for 'Company Name', 'Address', and 'Manage'. Below the table is an 'Invoice Upload' section with a 'Need to continue later?' button and an 'Upload File' button. The footer contains the LPMA logo, a privacy policy link, and contact information for Interchange 360.

## Customer List

Please select all companies to whom your company supplies Program Eligible Material. Include customers who are resellers only, do NOT include end users.

Search for a Business



Add

### Search for a Business:

Allows the user to search and add users that have an active registration in The Vault and add them to their Customers List.

# Program Registration: Selected Customers

If the Customer does not already exist within The Vault, the user can manually enter in their details.

The screenshot shows the 'Customers' page in The Vault LPMA. The 'Selected Customers' table is highlighted with a blue box. The table has columns for 'Company Name', 'Address', and 'Manage'. Below the table is a button labeled 'Add Customer'. A green dashed line points from the table to a magnified view of the 'Add Customer' form.

## Selected Customers

Company Name	Address	Manage
Click Add Customer to add to this table		

Add Customer

## Add a Customer

\* Company Name  Contact Name

\* Phone  Email

\* Street Address  \* City

\* Country  \* Province/State  \* Postal/Zip Code

Cancel

For each Customer, the user will be prompted to enter Company Name, Address, Contact Name & Email

# Program Registration: Invoice Upload

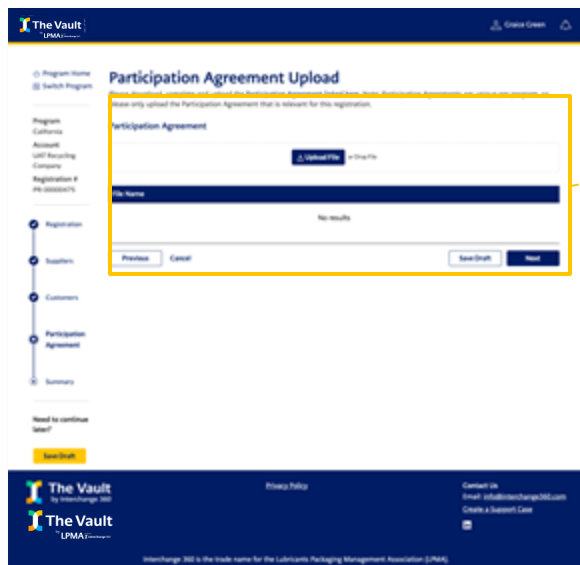
Upload PDFs of an invoice(s) or other documentation to support their relationship with the selected Customers.

The screenshot shows the 'The Vault LPMA' registration interface. The 'Customers' section is active, displaying a 'Customer List' and 'Selected Customers' table. The 'Invoice Upload' section is highlighted with a green box. It contains the text: 'Please provide invoices or documentation proving your relationship with the above listed customers.' Below this text is an 'Upload File' button and a 'Drop File' area. A 'File Name' input field is present, and the text 'No results' is displayed below it. Navigation buttons 'Previous', 'Cancel', 'Save Draft', and 'Next' are visible at the bottom of the form.

This is a close-up view of the 'Invoice Upload' section. It features the heading 'Invoice Upload' and the instruction: 'Please provide invoices or documentation proving your relationship with the above listed customers.' Below the instruction is a dashed box containing an 'Upload File' button and the text 'or Drop File'. Underneath is a dark blue 'File Name' input field. The text 'No results' is centered below the input field. At the bottom, there are four buttons: 'Previous', 'Cancel', 'Save Draft', and 'Next'.

# Program Registration: Participation Agreement

Use the linked Participation Agreement to complete and upload program specific agreement form. This is a required file.



## Participation Agreement Upload

Please download, complete and upload the Participation Agreement linked here. Note: Participation Agreements are unique per program, so please only upload the Participation Agreement that is relevant for this registration.

### Participation Agreement

Upload File or Drop File

File Name

No results

Please upload your Participation Agreement in order to proceed.

**Required Documentation:** The user must upload the program-specific Participation Agreement to be able to proceed.

# Program Registration: Summary

Before a Program Registration is completed, the user can review the information entered on a single page for accuracy.

**Summary**

Please review the information entered below before submitting your registration.

**Registration**

Business Information

Location Name	Address	Phone Number
Headquarters	123 Demo Street, Los Angeles, California 90001, United States	(416) 555-1234

**Program Eligible Materials**

File Name	Result
Material 01 (Upload)	100
Material 02 (Upload)	100
Material 03 (Upload)	100
Material 04 (Upload)	100
Material 05 (Upload)	100
Material 06 (Upload)	100
Material 07 (Upload)	100

**Suppliers**

Company Name	Address
Supplier 01	456 Demo Street, Toronto, Ontario M5K 1A5, CA

**Supplier Invoices**

File Name	Result
Invoice 01 (Upload)	100

**Customers**

Do you sell Program Eligible Materials to end users?  
No

Do you sell Program Eligible Materials to resellers?  
No

**Customer List**

Company Name	Address
Customer 01	123 Demo Street, Toronto, Ontario M5K 1A5, CA

**Customer Invoices**

File Name	Result
Invoice 01 (Upload)	100

**Documents**

File Name	Result
Document 01 (Upload)	100

I agree with the terms & conditions and confirm the information I have provided is accurate

**Note:** After submitting the Program Registration, status will be updated from “In Progress” to “Pending”.

## Terms & Conditions:

The user must accept the program-specific Terms & Conditions to be able to submit a program registration.