



Frequently Asked Questions for Insurers: The Boilers and Pressure Vessels (BPV) Portal

TSSA's automated Certificate of Inspection (COI) process for Boilers and Pressure Vessels (BPV), supported by a new portal, went live in March 2021. The updated process through the portal allows insurers to upload Records of Inspection (ROIs) individually or in bulk and immediately identify which ROI uploads were successful, which require review and editing and the root cause of the failed upload.

The new portal makes it easier for BPV owners to review the information of their devices and renew COIs following an inspection by an insurance company or inspection agency. Insurers will upload ROIs onto the TSSA portal for COI owners to review and approve, or update the profile information if necessary, before paying the fee to renew their COIs. Insurers can also view the inventory that they insure and inspect and download that information.

The following are answers to common questions to guide insurers when uploading ROIs to the portal:

1. I uploaded an ROI and received a “UID not found” message. What do I do?

A: When TSSA migrated its inventory data from its old system to the new system, some of the data did not migrate. As a result, the new system does not recognize the Unique Identification (UID) Number on the ROI. Should this occur, simply email the ROI information to customerservices@tssa.org and we will request the UID to be recreated. You will receive a new UID that you can use to resubmit your ROI.

2. I uploaded an ROI and received an “Owner/Operator mismatch” message. What do I do?

A: If the owner's name on your ROI is very similar to the owner's name that TSSA displays on your inventory page in the portal, copy and paste the name that TSSA has on file into your ROI and use this name going forward. If the owner's name is entirely different, please email customerservices@tssa.org. We will investigate to see if there has been a change of ownership and will update our records accordingly. Once that is completed, we will notify you, and you will be able to resubmit the ROI.

3. I uploaded an ROI and received a “Maximum Allowable Working Pressure (MAWP) mismatch” message. What do I do?

A: A mismatch on the MAWP will not result in the rejection of your ROI. It will still be processed, but we do need to confirm that the device is operating within the MAWP. Please email bpvcustomerservice@tssa.org, and TSSA will validate the MAWP for the device concerned.

4. If I delete a bulk file that I have uploaded, will all ROIs or insurance cancellations be deleted or only those that did not successfully upload?

A: All ROIs or cancellations uploaded in a single Excel will be deleted from the portal if you delete the Excel file upload.

5. I tried to do a bulk upload of insurance cancellations, but I received an “Owner/Operator mismatch” error message. What do I do?

A: The bulk upload of insurance cancellations works the same as the bulk upload of ROIs. If the owner's name is similar but not the same, copy and paste the name displayed on the inventory page in the portal. If the owner's name is different, email customerservices@tssa.org. TSSA will investigate, resolve the issue and get back to you.

6. I uploaded an ROI to the portal, but the owner still received a letter advising that they have not renewed their COI. Why?

A: Owners must review and approve the ROI that you have uploaded, and they must pay for and obtain their COI to be compliant with the Regulation and avoid receiving reminder notices.

7. I can't see some Unique Identification (UID) Numbers on the inventory page in my portal. What do I do?

A: Email customerservices@tssa.org and we will investigate and resolve the issue.

If you have more questions related to the portal, please send an email to customerservices@tssa.org.



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www.tssa.org

Our mailing address is:

345 Carlingview Drive
Toronto, ON M9W 6N9
1-877-682-TSSA (8772); customerservices@tssa.org

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