



STANDARD BILLING PRACTICES

This document should be read in conjunction with the Fee Schedule

Invoicing Policy	Amusement, Ski-Lift & Elevating Devices	Boilers & Pressure Vessels	Operating Engineers	Fuels	Upholstered & Stuffed Articles
Fees All licensing, registration, certification and examination fees are non-refundable. Priority service, out of province and overtime rates apply to all engineering and inspection services; please see fee schedule for more details	✓	✓	✓	✓	✓
Hourly Rates Hourly rates will be billed in ¼ hour increments Note: Minimum hourly charges apply for certain engineering and inspection services; please see fee schedule for more details	✓	✓	✓	✓	NA
Minimum Fee Will be billed at the published amount; please see fee schedule for more details. Note: Minimum fees include all travel time and a specified number of activity hours	✓	NA	✓	✓	NA
Dishonored Payments A \$35.00 administration fee will apply for each returned item	✓	✓	✓	✓	✓
Payment Terms Payment due upon receipt of the invoice. All invoices are payable in Canadian funds Note: Please notify the Technical Standards and Safety Authority of any errors in your invoice within 10 days of receipt	✓	✓	✓	✓	✓



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Payment Options <ul style="list-style-type: none"> • Cheque or money order • Debit card (in person only) • Credit card (VISA & MASTERCARD) • Wire transfer • US funds - US \$ to CAD \$1.25; effective Jan. 18, 2016 	✓	✓	✓	✓	✓
Invoice Issued on service delivery	✓	✓	✓	✓	✓
Customer Statement Of Account Will be sent monthly for outstanding invoices	✓	✓	✓	✓	✓
Collection Letters and Late Payment Charges Collection letters will be sent for overdue invoices. TSSA reserves the right to use a credit bureau and charge interest or overdue accounts.	✓	✓	✓	✓	✓



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GST/HST Will be applied in accordance with Canada Revenue Agency (CRA) rules and regulations. GST/HST is not applicable to exempt groups or entities (e.g. federal government, Registered Aboriginal People). Such groups or entities must provide TSSA with their GST/HST exemption number	✓	✓	✓	✓	✓
Appeals As of March 22, 2017, there is a 90-day limit to submit appeals. The limit begins at the date of invoice (appealing fees) or the date of the inspection (appealing orders). Appeals submitted after a 90-day period will no longer be considered. TSSA began enforcing the law on April 24, 2017.	✓	✓	✓	✓	✓
Normal Hours Of Operation Monday through Friday from 8 a.m. to 5 p.m. (Excluding statutory holidays)	✓	✓	✓	✓	✓

Effective May 1, 2013

All Enquiries: Contact our Customer Contact Centre **Toll Free:** 1.877.682.8772 **E-mail:** customerservices@tssa.org