



CRM
Version 0.1



Technical Standards and Safety Authority

Insurer Portal Training Documentation





Insurer Portal Training Document

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Overview

This training document will help users navigate through the Insurer Portal App, and complete functionalities such as: Uploading ROI's, Failed Inspections form and cancellation of Insurer.

Prerequisites:

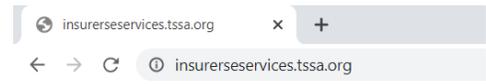
- User has redeemed their code and completed their portal registrations form.

Step-by-step Instructions

Step	Task	Screen
------	------	--------

Signing into Portal

1. Open link to Insurer Portal App:
“<https://insurerservices.tssa.org>”



2. Click on Sign In button



Welcome to TSSA BPV COI Portal
Click on Sign In Button to initiate services.



3. Enter Log in information

√

[Sign in](#) [Redeem invitation](#)

Sign in with a local account

* Username

* Password

Remember me?

[Sign in](#) [Forgot your password?](#)

4. Click on Sign in Button

[Sign in](#) [Redeem invitation](#)

Sign in with a local account

* Username

* Password

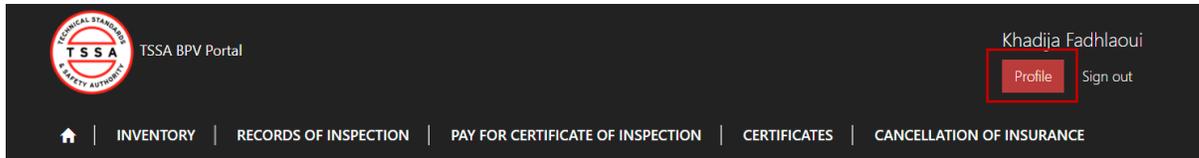
Remember me?

[Sign in](#) [Forgot your password?](#)



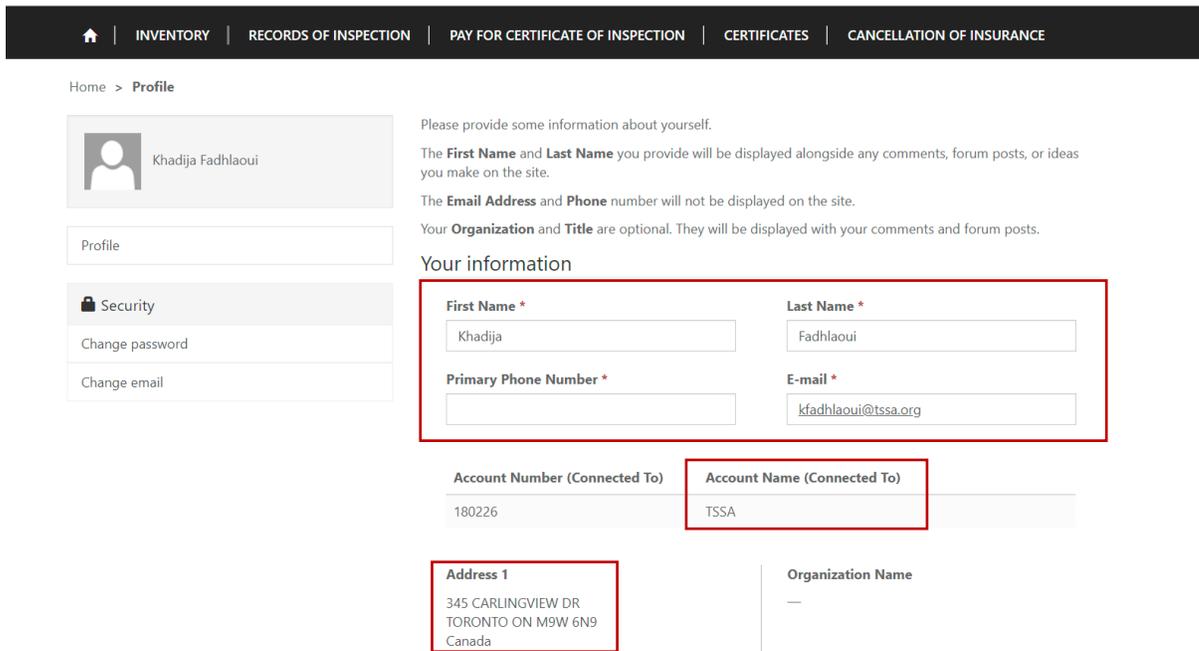
Profile Page

5. Select the Profile option from your User Name Menu in the top right corner.



6. To ensure TSSA has the correct information review your profile page and validate the following contact details

△ *Name, Phone and Email address fields are editable. Changes to these fields will automatically update TSSA database.*





Home Page

Home page will be displayed to users when clicking on the "Home" tab located at the top menu bar.

- > Home page displays quick links to other pages on portal



The screenshot shows the TSSA BPV Portal Home Page. At the top left is the TSSA logo and the text "TSSA BPV Portal". At the top right, the user name "Amitesh Solanki" is displayed with "Profile" and "Sign out" buttons. A navigation menu includes "Home" (highlighted), "INVENTORY", "RECORDS OF INSPECTION", "UPLOAD ROI", "FAILED INSPECTIONS", and "CANCELLATION OF INSURANCE". The main content area features a welcome message for "ROYAL & SUN ALLIANCE INSURANCE COMPANY OF CANADA" with contact information for Toronto. Below this are five icons: "Inventory" (a boiler), "Records of Inspection" (a document), "Cancellation of Insurance" (a clipboard with a red circle), "Failed Inspections" (a red 'X' and the word "Fail"), and "Upload ROI" (an orange upload icon). At the bottom, there are three boxes for "BPV Portal FAQs", "TSSA BPV legislation", and "Training Videos". The footer contains copyright information for 2017 and helpful links for knowledge articles and the TSSA website.



Inventory Page

- 7. Inventory page displays a list of Inventories that the portal user is associated to in TSSA Database.

Home > Inventory

Inventory Number ↑	Owner/Operator	Account Site	Site	Asset Class	Status	CRN Number	Equipment Tag	OIN	National Board Number	Serial Number
174598		CENTRAL UTILITIES PLANT	65 LANG WAY, GUELPH, ON, N1G 2W1, Canada	Boiler	Active (Uninsured)	D173.5	4	5.109705		62820
175564			872 TASHMOO AVE, SARNIA, ON, N7T 7M1, Canada	Pressure Vessel	Active (Insured)	SAN6157	Alteration CRN# SAN6157, Original CRN# E4638.5	5.353312		E751
175564			872 TASHMOO AVE, SARNIA, ON, N7T 7M1, Canada	Pressure Vessel	Active (Insured)	SAN6155	ITEM TT117 - Alteration CRN# SAN6155, Original CRN# E4966.5	5.353316		E752

Searching for Inventories

Use the quick search bar located at the top right side to find inventories.

△ *Astrix symbol (*) is used as a wild card in Portal app. Use this to maxiums your search in the database.*

Home > Inventory

Search: 1745* [Download]

Inventory Number ↑	Owner/Operator	Account Site	Site	Asset Class	Status	CRN Number	Equipment Tag	OIN	National Board Number	Serial Number
17459	GUELPH	CENTRAL UTILITIES PLANT	65 LANG WAY,	Boiler	Active	D173.5	4	5.109705		62820

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Phone: 1-877-682-8772 Email: customerservices@tssa.org

Helpful Links
Knowledge Articles TSSA Website



Downloading List of Inventories

- To view a full list of your inventories click on the Download button located on far right side of the screen.
 - > System will download excel list of inventories
 - △ User can use the excel file to filter by site or owner/operator name

9.

TSSA BPV Portal | Amitesh Solanki | Profile | Sign out

Home | **INVENTORY** | RECORDS OF INSPECTION | UPLOAD ROI | FAILED INSPECTIONS | CANCELLATION OF INSURANCE

Home > Inventory

Search [] [] **Download**

Inventory Number ↑	Owner/Operator	Account Site	Site	Asset Class	Status	CRN Number	Equipment Tag	OIN	National Board Number	Serial Number
174598	[Redacted]	CENTRAL UTILITIES PLANT	65 LANG WAY, GUELPH, ON, N1G 2W1, Canada	Boiler	Active (Uninsured)	D173.5	4	5.109705		62820

View Details of Inventory

- Click on the inventory Number (TSSA UID) to see additional technical information of the device.
 - > Portal will direct user to details information page

TSSA BPV Portal | Amitesh Solanki | Profile | Sign out

Home | **INVENTORY** | RECORDS OF INSPECTION | UPLOAD ROI | FAILED INSPECTIONS | CANCELLATION OF INSURANCE

Home > Inventory

Search [] [] **Download**

Inventory Number ↑	Owner/Operator	Account Site	Site	Asset Class	Status	CRN Number	Equipment Tag	OIN	National Board Number	Serial Number
174598	[Redacted]	CENTRAL UTILITIES PLANT	65 LANG WAY, GUELPH, ON, N1G 2W1, Canada	Boiler	Active (Uninsured)	D173.5	4	5.109705		62820
175564	[Redacted]		872 TASHMOO AVE, SARNIA, ON, N7T 7M1, Canada	Pressure Vessel	Active (Insured)	SAN6157	Alteration CRN# SAN6157 , Original CRN# E4638.5	5.353312		E751
175564	[Redacted]		872 TASHMOO AVE, SARNIA, ON, N7T 7M1, Canada	Pressure Vessel	Active (Insured)	SAN6155	ITEM TT117 - Alteration CRN# SAN6155 , Original CRN# E4966.5	5.353316		E752



11. Review details of Inventory.

[View details](#)

Summary

GENERAL	
TSSA ID 174598	Serial Number 62820
Owner/ Operator * GUELPH	Manufacturer's Name BWXT CANADA LTD
CRN Number D173.5	Shell MAWP —
Installation Address 65 LANG WAY,	Year Built 1967
Equipment Tag Number 4	
Device Type * Boiler	
Inspection Cycle Months 12 Months	

Records of Inspection Page

12. To view records inspections previously submitted click on Records of Inspection tab.
> System will display records in “submitted by insurer” status on default page

TSSA BPV Portal

Amitesh Solanki
Profile Sign out

Home | INVENTORY | RECORDS OF INSPECTION | UPLOAD ROI | FAILED INSPECTIONS | CANCELLATION OF INSURANCE

Home > Records of Inspection

ROI(s) - Submitted by Insurer

ROI Number	Inventory Number	Equipment Type	Account Name (Owner/Operator)	Site Address	Rol Status ↑	ROI Submission Date
53076	6466			84 SMELTER RD, CONISTON, ON, POM 1M0, Canada	Submitted by Insurer	2/24/2021 1:54 PM 📄
50670	4507			250 LAURIER BLVD, BROCKVILLE, ON, K6V 5V7, Canada	Submitted by Insurer	2/24/2021 1:54 PM 📄
42243	179:			3 UNIROYAL RD, PO BOX 430, LINDSAY, ON, K9V 4S5, Canada	Submitted by Insurer	2/24/2021 1:54 PM 📄



Searching Records of Inspections

13. Use the quick search bar located at the top right side to find ROI's.
- △ *Astrix symbol (*) is used as a wild card in Portal app. Use this to maxiums your search in the database.*

The screenshot shows the TSSA BPV Portal interface. At the top, there is a navigation bar with the TSSA logo and the text 'TSSA BPV Portal'. On the right, the user's name 'Amitesh Solanki' is displayed with 'Profile' and 'Sign out' buttons. Below the navigation bar, there are links for 'Home', 'INVENTORY', 'RECORDS OF INSPECTION', 'UPLOAD ROI', 'FAILED INSPECTIONS', and 'CANCELLATION OF INSURANCE'. The main content area shows a breadcrumb trail 'Home > Records of Inspection' and a filter 'ROI(s) - Submitted by Insurer'. A search bar on the right contains the text '53076' and a search icon. Below the search bar is a table with the following data:

ROI Number	Inventory Number	Equipment Type	Account Name (Owner/Operator)	Site Address	ROI Status ↑	ROI Submission Date
53076	646672			84 SMELTER RD, CONISTON, ON, P0M 1M0, Canada	Submitted by Insurer	2/24/2021 1:54 PM

At the bottom of the page, there is a footer with copyright information: '© 2017 Technical Standards and Safety Authority, 345 Carlingview Drive, Toronto, ON, M9W 6N9. Phone: 1-877-682-8772. Email: customerservices@tssa.org' and 'Helpful Links: Knowledge Articles TSSA Website'.

View Records of inspection in different status's

14. To view different status's of ROI's click on the drop down arrow next to Submitted by Insurer and select value from the list of values.

The screenshot shows the TSSA BPV Portal interface. At the top, there is a navigation bar with the TSSA logo and the text 'TSSA BPV Portal'. On the right, the user's name 'Amitesh Solanki' is displayed with 'Profile' and 'Sign out' buttons. Below the navigation bar, there are links for 'Home', 'INVENTORY', 'RECORDS OF INSPECTION', 'UPLOAD ROI', 'FAILED INSPECTIONS', and 'CANCELLATION OF INSURANCE'. The main content area shows a breadcrumb trail 'Home > Records of Inspection' and a filter 'ROI(s) - Submitted by Insurer'. A search bar on the right contains the text 'Search' and a search icon. Below the search bar is a table with the following data:

ROI Number	Inventory Number	Equipment Type	Account Name (Owner/Operator)	Site Address	ROI Status ↑	ROI Submission Date
				84 SMELTER RD, CONISTON, ON, P0M 1M0, Canada	Submitted by Insurer	2/24/2021 1:54 PM

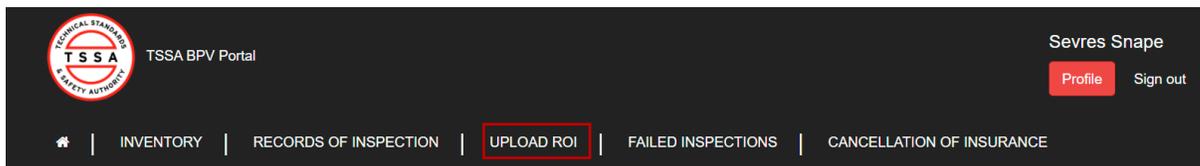
The dropdown menu for 'ROI(s) - Submitted by Insurer' is open, showing the following options: 'ROI(s) - Submitted by Insurer', 'ROI(s) - Validated', 'ROI(s) - Rejected', 'ROI(s) - Pending Payments', and 'ROI(s) - Paid'.



Upload Records of Inspections

The Upload ROI page is where you can upload either your bulk or complete a single form records of ROI's.

△ *Bulk upload template can be downloaded when user clicks on "here" icon located at the bottom of the Upload xls button.*



Home > Upload ROI > Index

Records of Inspection

Bulk upload multiple ROIs (Excel File)
Upload ROIs from Microsoft Excel file(.xls or .xlsx only).

Upload xls

Click [here](#) to download Records of Inspection excel Template

Single ROI
Add(Create) a Single ROI.

ADD ROI



Bulk upload Records of Inspections

15. Click on **Upload xls** button on the Upload ROI page

Bulk upload multiple ROIs (Excel File)

Upload ROIs from Microsoft Excel file (.xls or .xlsx only).



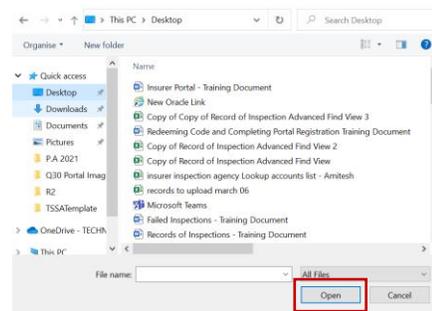
16. Select **Choose File** button

Bulk upload multiple ROIs (Excel File)

Upload ROIs from Microsoft Excel file (.xls or .xlsx only).



17. Find & Select file to upload. Click on Open button displayed in the dialog box.
> System will direct users to the ROI Validation page (image below)



Excel File Details

File Name	Created On	Created By	
Bulk ROI Upload_Demo to Insurers_March 4 2021.xlsx	3/4/2021 4:43:15 PM	Sevres Snape	Details Delete

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Serial Number Mismatch Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete

Validated Records

TSSAID	Owner/Operator	Action
--------	----------------	--------



Editing & Resubmitting Unvalidated Records

18. ROI's that fail validation will be displayed under unvalidated records section. Reason for failure is displayed adjacent to the record.

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Serial Number Mismatch Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete

19. Click on Edit button to modify the record

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Serial Number Mismatch Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete



20. Modify fields on the form that require corrections. Click on Re-submit button.

Home > Upload ROI > Index

EDIT

Insurer Does NOT Exist | Not a Valid Inspector |

Customer Information

Owner/Operator Name* HOGWARTS OIA SCHOOL OF MAGIC	Contact Phone Number 416-734-3453
	Contact Name* MICHELLE WILLIAMSON
	Contact Email Address M.WILLIAMSON@TSSA.ORG

Inspection Information

Insurer Name* HOGSMEADE INSURANCE	Inspector Name* <input type="text"/>
Inspection Agency Name GTT ONSET	TSSA Issued Inspector Certificate Number (COC) * <input type="text"/>
Inspection Date* 2021-03-01	Inspection Type External
Inspection Status* Pass	NB Code Violation Category Text <input type="text"/>

Inventory Information

TSSA ID* 17475793	CRN# D6858.5
Serial Number 10028	Installed Address 8 ALFRED ST, COLBORNE, ON, K0K 1S0
NB <input type="text"/>	Year Built <input type="text"/>
OIN 5.167545	MAWP (psi) 150.00
Maximum Inspection Frequency <input type="text"/>	Manufacturer Name <input type="text"/>
Equipment Tag Number CH-82	Device Type <input type="text"/>

[Back to List](#)



21. System will re-process the record and validate the information modified. When record passes validation it will be displayed under the Validated Records section. Click on Submit to TSSA button.
- > System will send the information to TSSA data base and create an ROI record.

Excel File Details

File Name	Created On	Created By	
Bulk ROI Upload_Demo to Insurers_March 4 2021.xlsx	3/4/2021 4:43:15 PM	Sevres Snape	Details Delete

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Serial Number Mismatch Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete

Validated Records			
TSSAID	Owner/Operator		Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC		Edit Details Delete

I have reviewed the ROIs submitted and attest to their completeness and accuracy.

[Submit To TSSA](#)

Single Form ROI

22. Click on Add ROI

Single ROI

Add(Create) a Single ROI.

[ADD ROI](#)

23. Complete Fields on Form. Mandatory fields are marked in red astrix symbol (*).
- △ System will autopopulate Inventory technical information also the owner/operator name of the device.
 - △ System will auto populate COC number value when inspector name is selected & vise versa.



ROI Submission

Inventory Information

TSSA ID*	CRN#
Serial Number	Installed Address
NB	Year Built
OIN	MAWP (psi)
Maximum Inspection Frequency	Manufacturer Name
Equipment Tag Number	Device Type

Customer Information

One of Contact Phone Number or Contact Email Address Should be populated!

Owner/Operator Name*	Contact Name*
Contact Phone Number	Contact Email Address

Inspection Information

Insurer Name*	Inspector Name*
Inspection Agency Name	TSSA Issued Inspector Certificate Number (COC) *
Inspection Date* yyyy-mm-dd	Inspection Type
Inspection Status* Pass	NB Code Violation Category Text

Create

24. Click on Create button located at the bottom of form to process.
- > Information provided on form will be pushed through validation process. User will be directed to the Unvalidated Triage page.



[Back to List](#)

25. Information that passes validation will be displayed under Validated Records section. If the record Failed, it will be displayed under the Unvalidated Records section. User will have the ability to edit and resubmit the form for processing.

Click on **Submit to TSSA** button for records displayed under Validated Records section.

△ See section "Editing & Resubmitting Records of Inspection" for detailed steps.



26.

Excel File Details

File Name	Created On	Created By	
Bulk ROI Upload_Demo to Insurers_March 4 2021.xlsx	3/4/2021 4:43:15 PM	Sevres Snape	Details Delete

Insurers are expected to review all unvalidated ROIs and work with TSSA to resolve the error messages. Please email bpv_inquiries@tssa.org for assistance.

Unvalidated Records

TSSAID	Owner/Operator	Failure Reason	Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Serial Number Mismatch Insurer Does NOT Exist Not a Valid Inspector	Edit Details Delete

Validated Records

TSSAID	Owner/Operator	Action
17475793	HOGWARTS O/A SCHOOL OF MAGIC	Edit Details Delete

I have reviewed the ROIs submitted and attest to their completeness and accuracy.

[Submit To TSSA](#)

Failed Inspections Page

27. Click on Failed inspection Tab
- > System will open the Failed Inspection page
 - > System will display any previously submitted Failed Inspections forms in the table on this page

TSSA BPV Portal

Sevres Snape
[Profile](#) [Sign out](#)

Home | INVENTORY | RECORDS OF INSPECTION | UPLOAD ROI | **FAILED INSPECTIONS** | CANCELLATION OF INSURANCE

Home > FAILED INSPECTIONS

[Failed Inspections - Submitted](#)

Search

ROI Number	Inventory Number	Equipment Type	Account Name (Owner/Operator)	Site Address	ROI Status ↑	ROI Submission Date
------------	------------------	----------------	-------------------------------	--------------	---------------------------	---------------------

Submitting a Failed Inspection Form

28. Click on "Create Failed Inspection" button located on the far right side of the page
- > System will open failed Inspection form



TSSA BPV Portal Sevres Snape
Profile Sign out

Home | INVENTORY | RECORDS OF INSPECTION | UPLOAD ROI | FAILED INSPECTIONS | CANCELLATION OF INSURANCE

Home > FAILED INSPECTIONS

Failed Inspections - Submitted

Search

ROI Number Inventory Number Equipment Type Account Name (Owner/Operator) Site Address ROI Status ↑ ROI Submission Date

29. Click on the magnifying glass icon next to the field name "Inventory number"

ROI Detail

Inventory Number *

30. Using the Search bar, insert the inventory number. This will help narrow down the search in the data base. Once record is found a check mark icon will be displayed on the left side, this means the system has selected the record. Click on the Select button located at the bottom of the window.

Lookup records

Search

Inventory Number	Status Reason Code	Account	Site	Program	Asset Class	Asset Type
<input checked="" type="checkbox"/> 1386590	Active (Insured)	Hogwarts O/A School of Magic	6 ADAMS ST, PARIS, ON, N3L 3Y4, Canada	Boilers and Pressure Vessels	Boiler	
<input type="checkbox"/> 17463462	Active (Insured)	Hogwarts O/A School of Magic	8 ALFRED ST, COLBORNE, ON, K0K 1S0, Canada	Boilers and Pressure Vessels	Boiler	

> System will return the user to the failed inspection form

31. System displays inventory record selected and auto populated the following fields on the form:

√

ROI Detail

Inventory Number *

Asset Class *
Boiler

CRN Number
H7268.5

Customer Information

Owner/Operator

Insurer *

32. Complete the remaining fields on the form
Click on Submit button upon completion



Insurer *
Hogsmeade Insurance A Div Of All-wizarding Insurance [x] [Q]

Inspector Name
[Text Field]

Inspection Date *
[Date Picker]

Inspection Type *
[Dropdown Menu]

Contact Name
[Text Field]

Contact Email Address
[Text Field]

Contact Phone Number
[Text Field]

Description for Failure & History of Equipment
[Text Area]

Submit

33. System will return to Failed Insepection page and display the submitted record on screen.

Home > FAILED INSPECTIONS

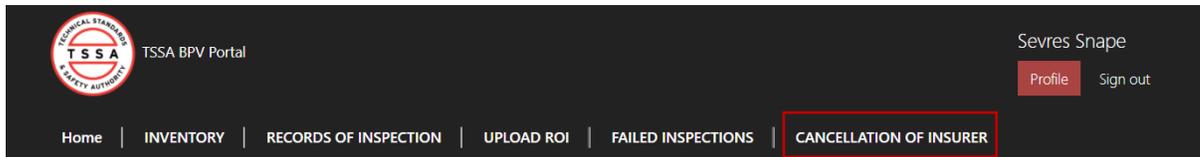
Failed Inspections - Submitted [Search] [Q] Create Failed Inspection

ROI Number	Inventory Number	Equipment Type	Account Name (Owner/Operator)	Site Address	ROI Status ↑	ROI Submission Date
ROI-1061	17475793		Hogwarts O/A School of Magic	8 ALFRED ST, COLBORNE, ON, KOK 1S0, Canada	Submitted by Insurer	3/4/2021 12:03 PM



Cancellation of Insurer Page

34. Click on Cancellation of Insurer Tab located on the top menu bar.



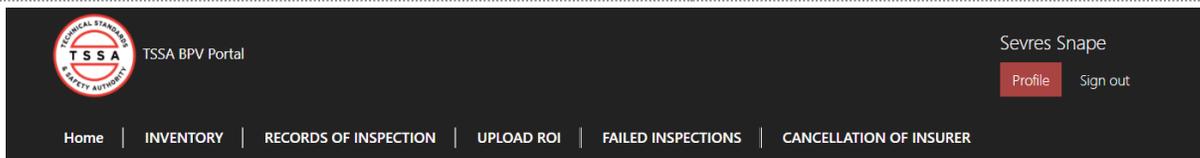
Home > Cancellation of Insurer

Change of insurance - Submitted

Search

Cancellation/Update # ↑	Inventory	Effective Date of Cancellation	Owner/Operator Name	Previous Insurer Name	New Insurer Name	Created On
-------------------------	-----------	--------------------------------	---------------------	-----------------------	------------------	------------

35. Select on Create button located on the far left side
> System will trigger the Cancellation form



Home > Cancellation of Insurer

Change of insurance - Submitted

Search

36. Click on the magnifying glass located on inventory field
> System will displays a window with a list of inventories that are associated to the user

Equipment Information
Inventory



37. Use the search bar to find the inventory in our data base.
> System will displays a check mark next to the selected Inventory
Click on Select button located at the bottom of the window

Lookup records ×

Search

<input type="checkbox"/>	(Insured)	O/A School of Magic	PARIS, ON, N3L 3X4, Canada	and Pressure Vessels	
<input type="checkbox"/>	17463462	Active (Insured)	Hogwarts O/A School of Magic	8 ALFRED ST, COLBORNE, ON, K0K 1S0, Canada	Boilers and Pressure Vessels
<input type="checkbox"/>	17464838	Active (Insured)	Hogwarts O/A School of Magic	8 ALFRED ST, COLBORNE, ON, K0K 1S0, Canada	Boilers and Pressure Vessel
<input type="checkbox"/>	17466536	Active (Insured)	Hogwarts O/A	8 ALFRED ST, COLBORNE, Canada	Boilers and Pressure Vessel

< **1** 2 >

38. System auto displays Site Address and Owner/Operator of the device.

Equipment Information

Inventory *

Site
8 ALFRED ST, COLBORNE, ON, K0K 1S0, Canada

Customer Information

Owner/Operator Name *

Effective Date of Cancellation *



39. Complete the Effective Date of Cancellation Field.

Effective Date of Cancellation *



40. Click on Submit button located at the bottom of the form

Equipment Information

Inventory *




Site

8 ALFRED ST, COLBORNE, ON, K0K 1S0, Canada

Customer Information

Owner/Operator Name *



Effective Date of Cancellation *




41. System will display the submitted record on Cancellation of Insurer Page


TSSA BPV Portal

Sevres Snape
Profile Sign out

Home
INVENTORY
RECORDS OF INSPECTION
UPLOAD ROI
FAILED INSPECTIONS
CANCELLATION OF INSURER

Home > Cancellation of Insurer

Change of insurance - Submitted ▾



 Create

Cancellation/Update # ↑	Inventory	Effective Date of Cancellation	Owner/Operator Name	Previous Insurer Name	New Insurer Name	Created On
CAN-1008	17475793	3/31/2021	Hogwarts O/A School of Magic	Hogsmeade Insurance A Div Of All-wizarding Insurance		3/4/2021 11:52 AM
CAN-1009	17464838	3/3/2021	Hogwarts O/A School of Magic	Hogsmeade Insurance A Div Of All-wizarding Insurance		3/9/2021 7:20 PM



Appendix

ROI Status	Definition
Submitted by Insurer	Records of Inspections submitted by Insurer and pending validation from Owners/Operators
Validated	Records of Inspection submitted and validated by Owner/Operators
Pending Payment	Records of Inspections Validated by Owner/Operators and pending Payment for COI's
Paid	Records of Inspection validated and Certificate has been paid for by the owner
Rejected	Records of Inspection Submitted by Insurer and Owner/Operator has rejected the ROI due to Incorrect Information.

ROI Error Message	Definition
TSSA UID Length is less then 8 digits	The inventory number noted on ROI is less then the mandatory length of 8 digits or greater.
TSSA UID is not found in database	The inventory number noted on ROI does nt exist in our database.
TSSA UID is Exempt	The inventory number noted on ROI is exempt as per regulations.
CRN Format is not Valid. Please edit or contact TSSA BPV Technical Services to Confirm CRN registration"	The CRN number noted on the ROI' contains " FITG or 0H" these are exempt. Please contact BPV technical services to confirm the CRN registered for that device.
Owner/Operator Name does not Match existing records.	The Owner/Operator name noted on the ROI does not match the information in TSSA data base.
Contact Name Incorrect Format	Contact Name noted on ROI contains a numeric or character ex. \$%&
Contact Phone Number Incorrect Format	Contact Phone number noted on ROI contains a non numeric value ex. \$%&
Contact Email Address Incorrect Format	Contact Email address noted on ROI has no domain



Duplicate Detection	Another ROI with the inspection date and inspection type has already been submitted.
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Frequently Asked Questions (FAQ)

1. **Q. I didn't receive an email to register for the Portal ?**
 - A. Please send email to customerservices@tssa.org or call 416.734.3400.
2. **Q. My list of inventories is missing devices?**
 - A. Please send an email to customerservices@tssa.org
3. **Q. The inventory details information presented in the portal is not correct, who can I contact ?**
 - A. Please contact our BPV technical team at bpvcustomerservice@tssa.org