



## 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
<b>Fees</b> 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	✓	✓	✓	✓	✓
<b>Hourly Rates</b> Hourly rates will be billed in ¼ hour increments <b>Note:</b> Minimum hourly charges apply for certain engineering and inspection services; please see fee schedule for more details	✓	✓	✓	✓	NA
<b>Minimum Fee</b> Will be billed at the published amount; please see fee schedule for more details. <b>Note:</b> Minimum fees include all travel time and a specified number of activity hours	✓	NA	✓	✓	NA
<b>Dishonored Payments</b> A \$35.00 administration fee will apply for each returned item	✓	✓	✓	✓	✓
<b>Payment Terms</b> Payment due upon receipt of the invoice. All invoices are payable in Canadian funds <b>Note:</b> Please notify the Technical Standards and Safety Authority of any errors in your invoice within 10 days of receipt	✓	✓	✓	✓	✓

Effective May 1, 2013



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<b>Payment Options</b> <ul style="list-style-type: none"> <li>• Cheque or money order</li> <li>• Debit card (in person only)</li> <li>• Credit card (VISA &amp; MASTERCARD)</li> <li>• Wire transfer</li> </ul>	✓	✓	✓	✓	✓
<b>Invoice</b> Issued on service delivery	✓	✓	✓	✓	✓
<b>Customer Statement Of Account</b> Will be sent monthly for outstanding invoices	✓	✓	✓	✓	✓
<b>Collection Letters</b> Will be sent for overdue invoices. TSSA reserves the right to use a credit bureau	✓	✓	✓	✓	✓
<b>GST/HST</b> 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	✓	✓	✓	✓	✓
<b>Normal Hours Of Operation</b> 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 **Fax:** 416.231.4903 **E-mail:** [customerservices@tssa.org](mailto:customerservices@tssa.org)