Mattress Recycling Council

ONLINE REGISTRATION, REPORTING AND ACCOUNT GUIDELINES
# Table of Contents

**Introduction** ..................................................................................................................................... 4

Mattress Recycling Council ....................................................................................................................... 4

Who Needs to Register with MRC ............................................................................................................ 4

**Part 1. Registration** .......................................................................................................................... 4

The Registration Process........................................................................................................................... 4

Before You Begin....................................................................................................................................... 4

Start Your Registration .............................................................................................................................. 5

Step 0: Pre-Qualifications ......................................................................................................................... 6

Step 1: Contact Information ..................................................................................................................... 7

Step 2: Company Information ................................................................................................................... 8

Step 3: Participant Role & Program Selection ........................................................................................ 10

Step 4: Take-Back Information................................................................................................................ 11

Step 5: Sales Methods ............................................................................................................................. 12

Step 6: Store Information ....................................................................................................................... 13

Step 7: Product Selection ........................................................................................................................ 14

Step 8: Participant Agreement ................................................................................................................ 15

Step 9: Submit Registration .................................................................................................................... 16

For Assistance ......................................................................................................................................... 16

**Part 2. Reporting** ............................................................................................................................ 17

Submitting a Report ................................................................................................................................ 17

Submitting a Report: Selecting Your State and Reporting Period .......................................................... 18

Submitting a Report: Completing Your Monthly Sales and Returns ....................................................... 19

Submitting a Report: Report Confirmation ............................................................................................. 20

Vewing Submitted Reports ....................................................................................................................... 21

Viewing a Summary Statement ............................................................................................................... 22

For Assistance ......................................................................................................................................... 22

**Part 3. How to Remit** ...................................................................................................................... 23

Payment Options .................................................................................................................................... 23

Online Payment: Submitting Payment .................................................................................................... 24

Online Payment: Payment Confirmation ................................................................................................ 25

For Assistance ......................................................................................................................................... 25

**Part 4. Updating Account Information** ........................................................................................... 26

Updating Your Contact Information ....................................................................................................... 26
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updating Your Company Information</td>
<td>27</td>
</tr>
<tr>
<td>Updating Your Roles/States</td>
<td>28</td>
</tr>
<tr>
<td>Updating Your Brand Names/URNs (Producers, Renovators and Distributors Only)</td>
<td>28</td>
</tr>
<tr>
<td>Updating Your Take-Back Information (Retailers and Institutional Sellers Only)</td>
<td>29</td>
</tr>
<tr>
<td>Updating Your Sales Methods (Retailers and Institutional Sellers Only)</td>
<td>29</td>
</tr>
<tr>
<td>Updating Your Stores</td>
<td>29</td>
</tr>
<tr>
<td>For Assistance</td>
<td>29</td>
</tr>
</tbody>
</table>
Introduction

Mattress Recycling Council

The Mattress Recycling Council (MRC) is a nonprofit organization established by the mattress industry that operates mattress recycling programs in California, Connecticut and Rhode Island. For more information on these programs, please visit www.MattressRecyclingCouncil.org.

Who Needs to Register with MRC

Depending on the state(s) in which you conduct business, you may need to register with MRC as a retailer, institutional seller, producer, renovator or distributor of mattresses and/or box springs. If you sell mattresses and/or box springs to consumers or to an entity for public or corporate use in California, Connecticut or Rhode Island, you must register with MRC and file a monthly report stating the quantity of mattresses and/or box springs that you sold and remit the recycling fees you collected on those sales to MRC.

Part 1. Registration

The Registration Process

This document will guide you through the steps to register as a participant with MRC. To register, visit www.MRCReporting.org. Registration is free.

Step 0 of 9: Pre-Qualifications
Step 1 of 9: Contact Information
Step 2 of 9: Company Information
Step 3 of 9: Participant Role and Program Selection
Step 4 of 9: Take-Back Information (applies only to retailers)
Step 5 of 9: Sales Methods (applies only to retailers)
Step 6 of 9: Store Information (applies only to retailers)
Step 7 of 9: Product Registration (applies only to producers, renovators and distributors)
Step 8 of 9: Participant Agreement
Step 9 of 9: Submit Registration

Before You Begin

- Review the definitions page (under the “Resources” tab in the main menu) for a description of retailer, institutional seller, producer, distributor and renovator, as well as mattress and box spring.
- Determine if you are registering (and reporting if you are a retailer or an institutional seller) on behalf of all locations, some locations, or only one specific location. If you are not registering and reporting on behalf of all locations in one or more program states, each location will need to register and report individually.
• California producers and renovators will need to have brand or Uniform Registry Number (URN) information available. This information is optional but encouraged for those in Connecticut and Rhode Island.
• If you have any questions about products subject to these requirements, definitions or state legislation, visit www.MattressRecyclingCouncil.org.

Start Your Registration

To start the registration process, go to http://www.MRCReporting.org/ and click on the “Register” button in the “New Registrants” box at the bottom of the screen.
Step 0: Pre-Qualifications

The first page (step 0) determines whether your company is required to register with MRC. Prior to answering this question, please review the definitions on the “Resources” tab at MRCReporting.org for producer, renovator, distributor and retailer.

- If you are a producer, renovator, distributor or retailer of mattresses or box springs sold or offered for sale to consumers in Connecticut, Rhode Island or California, click “Yes” and “Next” at the bottom of the page. If you are not, please do not complete the registration process.

Definitions

**Producer** - A person or entity that: a) manufactures, renovates or imports included products, and b) sells or offers for sale those products in one or more of the states that have enacted mattress recycling laws. In Connecticut and Rhode Island, a distributor is also considered a producer.

**Renovator** - A person or entity that alters a used mattress or box spring for later resale by replacing the outer cover or filling, adding filling, rebuilding the used mattress or box spring, or replacing components with new or post-consumer components. This does not include stripping a mattress or box spring of its ticking without adding new material, sterilizing or sanitizing the used materials, or altering a mattress or box spring for a party that will retain the product for lease, rental or personal use (and not for resale).

**Distributor** - A company that has a contractual relationship with one or more manufacturers to market and sell mattresses to retailers.

**Retailer** - A person or entity that sells or offers for sale included products to an end user through any means, including, but not limited to, through a physical store, or by remote offering, including sales outlets or catalogs, electronically through the Internet, by telephone, via a television sales channel, or through the mail.
Step 1: Contact Information

Each participant account has an administrator (admin contact). The administrator is the only person that has the ability to make changes to the account. Once the account has been verified, the administrator can add up to two more contacts.

- Provide the name and other requested information for your company’s admin contact and click “Next.”
Step 2: Company Information

The system allows for a primary and alternate address for the company. The primary address is the participant’s main office. The alternate address can be provided if reporting is generated at another location.

*Note: If you are only registering (and reporting, if your company is a retailer or seller to an end-user) on behalf of one or some locations in the applicable states, then the other locations will need to register with MRC separately.*

- Enter the full legal name of the company, the company name under which the company is doing business and the company’s business phone. You must confirm the company’s legal name to proceed to the next step. Company website, alternate phone and company fax are optional.
- Enter the information for your company’s primary address.
- Enter the address from where reports will be issued under “alternate address,” if it is not the company’s main office.
- Click the appropriate button to confirm on behalf of whom you are registering and to certify the accuracy of the information provided.
- Click “Next” to proceed to the next step.

![Step 2 of 9: Company Information](image-url)
Primary Address:
Address of the company’s main office.
☐ Select if you wish to receive correspondence at this address.
Address 1: 
Address 2: 
City: 
State: AL 
Zip Code: 
Country: USA 

Alternate Address
Address where reports to MRC will be issued from (if different from main office address).
☐ Select if you wish to receive correspondence at this address.
Address 1: 
Address 2: 
City: 
State: AL 
Zip Code: 
Country: USA 

☐ certify that:
1. I am registering (and reporting, if my company is a retailer or seller to an end-user) on behalf of all locations owned by, operated by or affiliated with my company that produce, import, distribute or renovate mattresses or box springs offered for sale in all program states, and
2. the information I am providing is accurate.

OR

☐ certify that:
1. I am registering (and reporting, if my company is a retailer or seller to an end-user) on behalf of specific locations owned by, operated by or affiliated with my company that produce, import, distribute or renovate mattresses or box springs offered for sale in one or more program states, and
2. the information I am providing is accurate.

If you are not registering and reporting on behalf of all locations in one or more program states, each location will need to register and report individually.*
Step 3: Participant Role & Program Selection

Participant obligations vary from state to state depending on what role the company plays in the manufacturing, renovation, distribution and sale of mattresses and box springs.

- Check the appropriate boxes for each state in which your company conducts business and all applicable roles. For example, if you are a producer in California, as well as a retailer in Rhode Island and Connecticut, you would select the boxes for Producer in the California column and Retailer in the Connecticut and Rhode Island columns.
- Click “Next” to proceed to the next step.

Definitions

Retailer - A person or entity that sells or offers for sale included products to an end user through any means, including, but not limited to, through a physical store, or by remote offering, including sales outlets or catalogs, electronically through the Internet, by telephone, via a television sales channel, or through the mail.

Institutional Seller - A person or entity that sells or offers for sale included products for public or corporate use (such as a hotel or other lodging establishment, school, dormitory, hospital, nursing home, correctional institution, military facility, rental company or other non-residential end user) in one or more of the states that have enacted mattress recycling laws (currently California, Connecticut or Rhode Island) through any means.

Producer - A person or entity that: a) manufactures, renovates or imports included products, and b) sells or offers for sale those products in one or more of the states that have enacted mattress recycling laws. In Connecticut and Rhode Island, a distributor is also considered a producer.

Renovator - A person or entity that alters a used mattress or box spring for later resale by replacing the outer cover or filling, adding filling, rebuilding the used mattress or box spring, or replacing components with new or post-consumer components. This does not include stripping a mattress or box spring of its ticking without adding new material, sterilizing or sanitizing the used materials, or altering a mattress or box spring for a party that will retain the product for lease, rental or personal use (and not for resale).

Distributor - A company that has a contractual relationship with one or more manufacturers to market and sell mattresses to retailers.
Step 4: Take-Back Information

If you are a Retailer or Institutional Seller, please indicate if you are currently taking back old mattresses upon delivery of a new product and whether you recycle.

![Take-Back Information Form]
Step 5: Sales Methods

If you are a Retailer of Institutional Seller, please indicate the methods of sales your company uses.

- Check the appropriate boxes for each state in which your company conducts business and all applicable sales methods.
- If your business operates/sells online and the online entity operates under a different name than the brick-and-mortar store(s), please enter the name in the box for “online entity name.”
- Click “Next” to proceed to the next step.

**Step 5 of 9: Sales Methods**

<table>
<thead>
<tr>
<th>Pre-Qualification</th>
<th>Contact Information</th>
<th>Company Information</th>
<th>Program Selection</th>
<th>Take-Back Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales Methods</td>
<td>Store Information</td>
<td>Product Selection</td>
<td>Participant Agreement</td>
<td>Finish</td>
</tr>
</tbody>
</table>

**Sales Methods**

Retailers sell or offer for sale included products to an end user through any means, including, but not limited to, through a physical store, or by remote offering, including sales outlets or catalogs, electronically through the Internet, by telephone, via a television sales channel or through the mail.

Please indicate which methods of sales your company uses: (Click ALL that apply – if you have both a brick-and-mortar and online storefront, check the boxes for each method in each state location.)

<table>
<thead>
<tr>
<th>Brick-and-Mortar (or other additional sales)</th>
<th>CA</th>
<th>CT</th>
<th>RI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online *</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*If your business operates online sales and the online entity operates under a different name than the brick-and-mortar stores, please provide the name for the online entity:

Online entity name: [Box]
Step 6: Store Information

If you are a Retailer or Institutional Seller reporting on behalf of multiple locations, the system allows for the information for each location to be entered.

- Enter the name, address and phone number for each store location and click “Save” after each entry.
- The store information will populate in the table below.
- Review the information in the store locations for accuracy. If there is an error, revise the entry by clicking “Edit” or “Delete” in the “Actions” column.
- Check the confirmation box.
- Click “Next” to proceed to the next step.
Step 7: Product Selection

Companies that manufacture, import or distribute mattresses or box springs offered for sale in California are required to provide brand names or Uniform Registry Numbers (URNs) information. For Connecticut or Rhode Island this information is optional but encouraged.

This screen will provide fields for each state in which you indicated your company manufactures, distributes or renovates mattresses or box springs.

- Enter the brand names OR URNs of products that are manufactured, imported or distributed by your company in applicable program states. Separate entries with a comma.
- Check the box to confirm that the correct states and company brands and/or URNs have been provided.
- Click “Next” to proceed to the next step.
Step 8: Participant Agreement

All participants in the MRC program must agree to the terms of the MRC Participant Agreement.

- Click on the link to read the “MRC Participant Agreement,” which sets forth the terms and conditions that will apply to your organization’s participation with MRC.
- Once you have read the agreement, indicate whether you agree to these terms. If you do not accept the agreement, you cannot complete your registration with MRC.
- Click “Next” to proceed to the next step.
Step 9: Submit Registration

- Click “Submit Registration” at the bottom of the page to complete your registration with MRC.
- If you would like to review the information you provided, click “Previous” to re-visit the application stages.

What happens after submission?

- An email will be sent to the company’s admin contact confirming the registration has been received by MRC. An email will be sent for each state role that was selected. This email is NOT proof of registration.
- The submitted application will be reviewed by MRC. A staff member will contact the company’s admin contact to verify the application and ask follow-up questions. Expect to be contacted by MRC via email within two business days of submitting your application.
- Once the company has responded to MRC, the account is activated and an account approval email is generated. Retain this proof of registration for your records and forward to others in your organization as needed. You may now login and use the reporting and payment functions, add new contacts or edit your contact information, company information or registered programs.

Proof of Registration

Your registration is not complete and your account is not active until you have replied to MRC’s follow-up questions AND received an account approval email with a participant number. Retain the account approval email as your proof of registration. It may be copied or distributed to others in your organization.

For Assistance

If you require additional assistance with the registration process or have other questions about MRC, please contact us:

Email: support@mattressrecyclingcouncil.org
Phone: 1-888-646-6815
Website: www.MattressRecyclingCouncil.org
Part 2. Reporting

Submitting a Report

Reports are due no later than 30 days following the end of the previous month (e.g. if you are submitting a report for May, you have until June 30 to submit the report). To start the reporting process:

- Logon to MRCReporting.org with your username and password.
- Click on “Reporting” in the main menu bar and then select “Reports.”
Submitting a Report: Selecting Your State and Reporting Period

You can only report sales for one state at a time. However, one account can be registered for all three states. To submit a report:

- Select your reporting state.
- Check the “Select to Report” box and then click “Next” to proceed to the reporting matrix.
Submitting a Report: Completing Your Monthly Sales and Returns

Complete the reporting matrix for your mattress, box spring, renovated mattress and renovated box spring sales and returns.

- In the “Quantity” column enter the number of sales and returns in the appropriate box. You must fill out each box to complete your report. If you have had no sales, enter “0” in each box.
- The total owed will be automatically calculated and displayed at the bottom of the matrix.
- Click “Save and Continue” to proceed.

![Image of MRC Reporting Matrix](image.png)
Submitting a Report: Report Confirmation

Once you complete the reporting matrix, you must review the report and confirm your data accuracy.

- For information on how to make a payment, please refer to your invoice.
- Select the check boxes to confirm the data provided is accurate and submit your report.

NOTE: Submitted reports are final. No changes can be made to a report once it has been submitted. If an error has been made on a submitted report, make any adjustments on the report for the subsequent reporting period. Provide explanations for the adjustments in the “Optional Notes” field (see page 19).
Viewing Submitted Reports

Once you submit a report, you will have the ability to download a copy of that report:

All of your submitted reports are archived in your account. To view submitted reports:

- Click “Reporting” in the main menu bar and then select “Submitted Reports.”
- Select “Download PDF” to view, print or save a PDF of the submitted report.
**Viewing a Summary Statement**

If you would like to view a complete list of all of your outstanding invoices, go to the “Statements” page.

To view a summary statement:

- Click “Reporting” in the main menu bar and then select “Statements.”
- To view, print or save a summary statement click on “Download PDF.”

**For Assistance**

If you require additional assistance with the reporting process or have other questions about MRC, please contact us:

Email: support@mattressrecyclingcouncil.org
Phone: 1-888-646-6815
Website: www.MattressRecyclingCouncil.org
Part 3. How to Remit

Payments are due no later than 30 days following the end of the previous month (e.g. if you are remitting recycling fees for May, you have until June 30 to submit the payment).

Payment Options

Your submitted reports generate an invoice. At the bottom of every invoice is payment method information for three payment options:

- Directing your bank to automatically send funds to MRC’s bank (ACH payment).
- Directly paying MRC online by providing your bank account information.
- Mailing a check to MRC.

This information is also in the Payment Option page of the Make a Payment section.
Online Payment: Submitting Payment

Add your bank account information to your online account:

- Logon to MRCReporting.org with your username and password.
- Click on “My Account” in the main menu bar and then select “Bank Account Profile”.
- Click on “Enter Bank Account Information & Review Agreement” and fill out the payment portal agreement document.

To make an online payment on your invoice:

- Click “Make a Payment” in the main menu bar and then select “Make an Online Payment”.
- Select the invoice you’d like to pay by selecting “Pay this Invoice”.
  - If you have several outstanding invoices, select “Yes, please pay these invoices!” to pay all outstanding invoices.
- Once you have selected the invoices you’d like to pay, click “Yes, Please Make Payment”.
- To cancel at any time, select “Abort Payment” to exit to the home screen.
Online Payment: Payment Confirmation

Review the agreed-upon amount one last time:

- Your payment will not be made until you click “Make a Payment”.

For Assistance

If you require additional assistance with the remittance process or have other questions about MRC, please contact us:

Email: support@mattressrecyclingcouncil.org
Phone: 1-888-646-6815
Website: www.MattressRecyclingCouncil.org
Part 4. Updating Account Information

To update your account information, log in to www.MRCReporting.org with your username and password. If you do not remember your username or password you can create a new one:

Updating Your Contact Information

Once logged in, you can update your contact information:

- Go to “My Account,” “Contact Info.”
- Here you can add new company contacts.

There are three options for company contacts:

1) Admin Contact – Can edit company information and submit reports and payments.

2) Contact – Can submit reports and payments.

3) Secondary Contact – Receives notifications of overdue reports and payments.
Updating Your Company Information

To update your company information:

- Go to “My Account,” “Company Info.”
- Here you can update basic company information such as company name, phone number, website and address.
- Once you have entered the new information, click the “Update Account” on the bottom right.
Updating Your Roles/States

If your company changes its role (retailer, institutional seller, producer, renovator or distributor) or the states it does business in (California, Connecticut or Rhode Island), you can also update this information:

- Go to “My Account,” “My States.”
- Here you can register or deregister from any of the MRC programs by selecting the “Add/Remove States” button and selecting or deselecting boxes (see below).

Please note that if you are expanding your registration, you will need to re-agree to the MRC Participant Agreement and your registration will be pending for that program until approved.

Updating Your Brand Names/URNs (Producers, Renovators and Distributors Only)

If you do business in the state of California, brand name or Uniform Registry Number (URN) information is required. In Connecticut and Rhode Island, this information is optional but encouraged.

To update your brand names/URNs:

- Go to “My Account,” “My States.”
- Select the “Edit Brand Names and/or URNs” box (see above).
- This will take you to a new screen where you can change this information.
Updating Your Take-Back Information (Retailers and Institutional Sellers Only)

To update your information about taking back old mattresses upon delivery of a new product and whether you recycle:

- Go to “My Account,” “My States.”
- Select the “Edit Take-Back Information” box (see above).
- This will take you to a new screen where you can change this information.

Updating Your Sales Methods (Retailers and Institutional Sellers Only)

To update your sales methods:

- Go to “My Account,” “My States.”
- Select the “Edit Sales Methods” box (see above).
- This will take you to a new screen where you can change this information.

Updating Your Stores

If your company is reporting on behalf of multiple locations and adds a new location, closes a location or the contact information of a location changes, you can update this information as follows:

- Go to “My Account,” “Stores.”
- Click on the store name to edit the information.
- Select the “Create Store” box to add a location.
- Select the “Delete” box to remove a location.

For Assistance

If you require additional assistance with updating your account information or have other questions about MRC, please contact us:

Email: support@mattressrecyclingcouncil.org
Phone: 1-888-646-6815
Website: www.MattressRecyclingCouncil.org

Thank you for registering with MRC.