



## PaintCare Manufacturer Portal - Reference Guide for Creating a New Account


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## A. Overview

This guide will assist you in creating a new account using the PaintCare reporting system. Go to [www.paintcarereporting.org](http://www.paintcarereporting.org), and click **Create** in the new account section if your company does not have an account with PaintCare.

## B. Review the Terms and Conditions

 Terms and Conditions for using this website

TERMS OF USE  
Effective Date: July 23, 2018

**IMPORTANT** – THIS IS A LEGAL AGREEMENT BETWEEN YOU (referenced herein as "YOU" or "USER" or with "YOUR") AND PAINTCARE INC. ("PaintCare") THAT APPLIES EACH TIME YOU USE OR ACCESS THE WEBSITE PORTAL LOCATED AT [www.paintcarereporting.org](http://www.paintcarereporting.org) ("Website"). YOU SHOULD THEREFORE READ CAREFULLY THE FOLLOWING TERMS AND CONDITIONS CONTAINED IN THIS TERMS OF USE AGREEMENT ("TOU") AS THEY GOVERN YOUR ACCESS AND USE OF THE WEBSITE. PAINTCARE IS WILLING TO LICENSE THE USE OF THE WEBSITE ONLY ON THE CONDITION THAT YOU ACCEPT AND AGREE TO ALL OF THE TERMS AND CONDITIONS CONTAINED IN THIS TOU. IF YOU DO NOT AGREE WITH THIS TOU, YOU ARE NOT GRANTED PERMISSION TO ACCESS OR OTHERWISE USE THIS WEBSITE AND ARE INSTRUCTED TO EXIT THIS WEBSITE IMMEDIATELY.

Terms and Conditions

- License Grant.** This TOU provides to you a personal, revocable, limited, non-exclusive, royalty-free, non-sublicenseable, non-transferable license to use the Website conditioned on your continued compliance with the terms and conditions of this TOU. You may print and download materials and information from the Website solely for your personal use, provided that all hard copies contain all copyright and other applicable notices contained in such materials and information. The content layout, formatting, and features of and access privileges for the Website shall be as determined by PaintCare in its sole discretion.
- Restrictions.** Notwithstanding the foregoing, you may not modify, translate, decompile, create derivative work(s) of, copy, distribute, disassemble, broadcast, transmit, publish, remove or alter any proprietary notices or labels, license, sublicense, transfer, sell, mirror, frame, exploit, rent, lease, private label, grant a security interest in, or otherwise use in any manner not expressly permitted herein the Website. Specifically, and by way of illustration and not limitation, you may not separate and use any graphics, photographs, or other audio, visual, or video elements from the accompanying text or material without the prior express written permission of PaintCare and/or its licensor(s). Moreover, you may not (a) use any "deep link," "page scrape," "robot," "spider," or other automatic device, program, script, algorithm, or methodology, or any similar or equivalent manual process, to access, acquire, copy, or monitor any portion of the Website or in any way reproduce or circumvent the navigational structure or presentation of the Website to obtain or attempt to obtain any materials, documents, or information through any means not purposely made available through the Website, (b) attempt to gain unauthorized access to any portion or feature of the Website or any other systems or networks connected to the Website or to any PaintCare server or to any of the services offered on or through the Website, by hacking, password "mining," or any other illegitimate or prohibited means, (c) probe, scan, or test the vulnerability of the Website or any network connected to the Website, nor breach the security or authentication measures on the Website or any network connected to the Website, (d) reverse look-up, trace, or seek to trace any information on any other User of or visitor to the Website, (e) take any action that imposes an unreasonable or disproportionately large load on the infrastructure of the Website or PaintCare's systems or networks or any systems or networks connected to the Website, (f) use any device, software, or routine to interfere with the proper working of the Website or any transaction conducted on the Website, or with any other person's use of the Website, (g) forge headers, impersonate a person, or otherwise manipulate identifiers in order to disguise your identity or the origin of any message or transmittal you send to PaintCare on or through the Website, (h) use the Website to harvest or collect e-mail addresses or other contact information, or (i) use the Website in an unlawful manner or in a manner that could damage, disarrange, or otherwise negatively impact

[Download Terms & Conditions](#)

I certify that I have read, understand, and agree to abide by the terms and conditions of for using this website.


Note: You may use your browser's back button to return to previous screens at any time while using this website.

[Next](#)

Check the box to certify acceptance, then click **Next**.

## C. Enter Company and Contact Information

Complete the company information sections including the primary contact information. A secondary contact can also be added but is not required. Click [Next](#).

 Enter Company and Contact Information

[Enter Company and Contact I...](#) [Select Account Type](#) [Acceptance of Participant/M...](#) [Select States](#) [Submit Brands List](#) [Review Account Information](#)

- The value you provide in the Company Legal Name field will be exactly how your company will be listed on public registration lists. If you are a manufacturer please make sure that spelling, abbreviations and punctuation are how you would like to be listed.(If you are a retailer or distributor your info will not appear on public registration lists.)
- If your company is known by other names that you would like to appear on registration lists, indicate up to three other names in the Doing Business As (DBA) 1, 2, and 3 fields.

### 🏠 Company Information

\* Company Legal Name

Doing Business As (DBA) 1

+

\* Street/PO Box

\* Billing City

\* Billing Country

\* Billing State/Province

\* Billing Zip/Postal Code

\* Phone  Ext.

Fax

Website

### 👤 Primary Contact Information

\* First Name

\* Last Name

\* Work Email

Title

Preferred Name

\* Phone  Ext.

### 👤 Secondary Contact Information

First Name

Last Name

WorkEmail

Title

Preferred Name

Phone  Ext.

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## D. Choose the Appropriate Account Type

There are **three distinct types of manufacturers** (collectively referred to as “Participants”) followed by **an option each for distributors or retailers** (collectively referred to as “Remitters”). Select the type of account for your company. Click **Next**.

Select Account Type

✓ Select Account Type Acceptance of Participant/M... Select States Submit Brands List Review Account Information

A. Reporting Participant/Manufacturer with No Remitter Agreements.  
I will report and pay fees on sales of ALL of my own products and DO NOT have or will have agreements with others to report and pay fees on sales of my products.

B. Reporting Participant/Manufacturer with Remitter Agreements.  
I will report and pay fees on sales of some of my products AND I have or will have agreements with others to report and pay fees on sales of the rest of my products.

C. Non-Reporting Participant/Manufacturer with Remitter Agreements.  
I will not report and pay fees on my sales because I will have remitter agreements for others to report and pay fees on sales of ALL of my products.

D. Remitter Only (Distributor).  
I have or will have an agreement with one or more manufacturers or distributors to report and remit fees for their products.

E. Remitter Only (Retailer).  
I have or will have an agreement with one or more manufacturers or distributors to report and remit fees for their products.

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## E. Manufacturers Only - Accept the Participant Agreement

All manufacturers who choose to participate in PaintCare must sign this agreement before completing their registration.

Acceptance of Participant/Manufacturer Agreement

✓ ✓ Acceptance of Participant/Ma... Select States Submit Brands List Review Account Information

You have indicated that you are a manufacturer. In order to complete the registration process, you must review and accept the PaintCare Participant/Manufacturer Agreement. By clicking the "Yes," option below, you confirm that you have read and accept PaintCare's Participant/Manufacturer Agreement on behalf of your company.  
Last updated: January 30, 2017

**PARTICIPANT AGREEMENT**

**IMPORTANT - READ CAREFULLY:** THIS PARTICIPANT AGREEMENT ("Agreement") IS A LEGAL AGREEMENT WITH PAINTCARE INC. ("PaintCare") AND IT GOVERNS PARTICIPATION IN THE PAINT STEWARDSHIP PROGRAMS FOR WHICH PAINTCARE OR ONE OF ITS AFFILIATE ORGANIZATIONS HAVE AGREED TO SERVE AS STEWARD IN VARIOUS U.S. STATES (with such programs described further at [www.paintcare.org](http://www.paintcare.org) and referenced generally herein as the "Programs"). ENTITIES SUBJECT TO THIS AGREEMENT WITH PAINTCARE SHALL BE REFERENCED HEREIN AS A "Participant(s)". PAINTCARE IS WILLING TO ALLOW A PARTICIPANT TO JOIN AND BE A PART OF THE PROGRAMS ONLY ON THE CONDITION THAT SUCH PARTICIPANT ACCEPT AND AGREE TO ALL OF THE TERMS AND CONDITIONS CONTAINED IN THIS AGREEMENT. BY CLICKING THE "[ACCEPT]" ICON BELOW, OR BY ACCESSING, DOWNLOADING, COPYING, OR OTHERWISE USING A PAINTCARE PORTAL OR WEBSITE ("Website") IN ORDER TO PARTICIPATE IN THE PROGRAMS, PARTICIPANT AGREES TO BE BOUND BY THE TERMS OF THIS AGREEMENT.

**1. General Participant Obligations.** This Agreement applies to the named entity on the account associated with access or participation in the Programs by Participant. Participant covenants that such Participant, or the person agreeing to this Agreement on behalf of such Participant, is at least eighteen (18) years of age (or the legal age of majority (whichever is greater)) and will, at all times, provide true, accurate, current, and complete information when submitting information or materials on the Website, as a part of the Programs, or to PaintCare. Participant agrees that it shall be responsible and liable for its own reports, payment obligations, data, business rules, and requirements as well as any acts or omissions of its designated employee(s) (with Participant and its designated employee(s) referenced herein as the "Authorized User(s)"). Participant also acknowledges that PaintCare and its affiliate organizations have the authority to establish policies, procedures, and rules for the administration and enforcement of the Programs, and Participant agrees to be bound by all such policies, procedures, and rules.

**2. Record Requirements.** Participant shall, upon the Effective Date and continuously throughout the term of this Agreement, provide to PaintCare in writing and within all time requirements specified by PaintCare, applicable State law, or by the Programs, the identity of the then-current architectural paint ("Program Product(s)") and, from time to time, any new Program Products. Participant shall maintain and keep accurate records of all Program Product transactions by it during the term of this Agreement (namely, Program Products sold, leased, or supplied by it) in such form and fashion as to allow for a confirmation of the monies paid or due and payable by the Participant to PaintCare pursuant to the Programs. The record-keeping obligation shall apply in all states in which PaintCare or one of its affiliate organizations operates or fulfills a stewardship role for the Programs, where Participant sells Program Products, or where Participant has elected to register with PaintCare in order to participate in the Programs and shall include, without limitation, the obligation to submit a monthly remittance report summarizing all Program

Download Agreement

Do you agree to be bound by the PaintCare Participant/Manufacturer Agreement?

(Yes, continue) Yes, I have read and accept the PaintCare Participant/Manufacturer Agreement. Continue with the Registration process.

(No, cancel) No, I do not accept the Participant/Manufacturer Agreement, cancel the registration process

Signer of Agreement: Signature

Signed Date: May 14, 2026

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## F. Distributors and Retailers Only - Remitter Agreements

Once your account set-up is complete AND a manufacturer has requested you sign a remitter agreement, it will become available in your account for review and signature. Until then, **please proceed to Step G** to complete your account set-up.

## G. Select States for Your Account

Choose all states where your products are currently sold and/or shipped.

The screenshot shows the 'Select States' step in a multi-step process. The progress bar at the top has four steps: three are completed (green with checkmarks) and the current step, 'Select States', is active (blue). The next steps are 'Submit Brands List' and 'Review Account Information'. Below the progress bar, the section is titled 'Active States'. A paragraph explains that checking a box for a state will put the company name on the manufacturer registration list for that state. Below this, a list of states with their program start dates is provided, each with an unchecked checkbox. 'Vermont (2014)' is the only state with a checked checkbox. At the bottom, there are 'Previous' and 'Next' buttons, with 'Next' highlighted in red.

Select States

Active States

Check the box for the states where you wish to participate. If you are a manufacturer and your products are sold in these states, checking the box for the state will put your company name on the manufacturer registration list for that state, and your brands will appear on the brands list for that state. If you are a distributor or retailer, checking the box will allow you file reports on behalf of manufacturers or distributors with which you establish agreements in that state, but your company will not appear on public registration lists. These states are currently up and running. The dates in parenthesis indicate when the program began.

- Select All
- California (2012)
- Colorado (2015)
- Connecticut (2013)
- District of Columbia (2016)
- Illinois (2025)
- Maryland (2026)
- Maine (2015)
- Minnesota (2014)
- New York (2022)
- Oregon (2010)
- Rhode Island (2014)
- Vermont (2014)
- Washington (2021)

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## H. Manufacturers Only - Submit Brands List (All States - except CA and VT)

Manufacturers have two options for submitting their “brands” list (provided you have not registered for either California or Vermont): you can **Upload file with brand list** or **Skip this step and plan to contact PaintCare later**.

The screenshot shows the 'Submit Brands List' step in a multi-step process. The progress bar at the top has four steps: three are completed (green with checkmarks) and the current step, 'Submit Brands List', is active (blue). The next step is 'Review Account Information'. Below the progress bar, a text box explains that users can upload a file with their list of brands (Excel, Word, or PDF) or skip this step. Below this, there are two radio button options: 'Upload file with brand list' (selected) and 'Skip this step and plan to contact PaintCare later'. Below the radio buttons, there is a section for uploading a file with a 'Select File' button, an 'Upload Files' button, and a 'Download Registration Template' button. At the bottom, there are 'Previous' and 'Next' buttons, with 'Next' highlighted in red.

Submit Brands List

You can upload a file with your list of brands. (We accept Excel spreadsheets, Word and other text files, or PDFs.) If your brands list is not ready now, you can skip this step and submit it later. Please contact PaintCare by email or by phone (see footer for contact information) for assistance with your brands list.

Upload file with brand list

Skip this step and plan to contact PaintCare later

Upload file with brand list

Select File

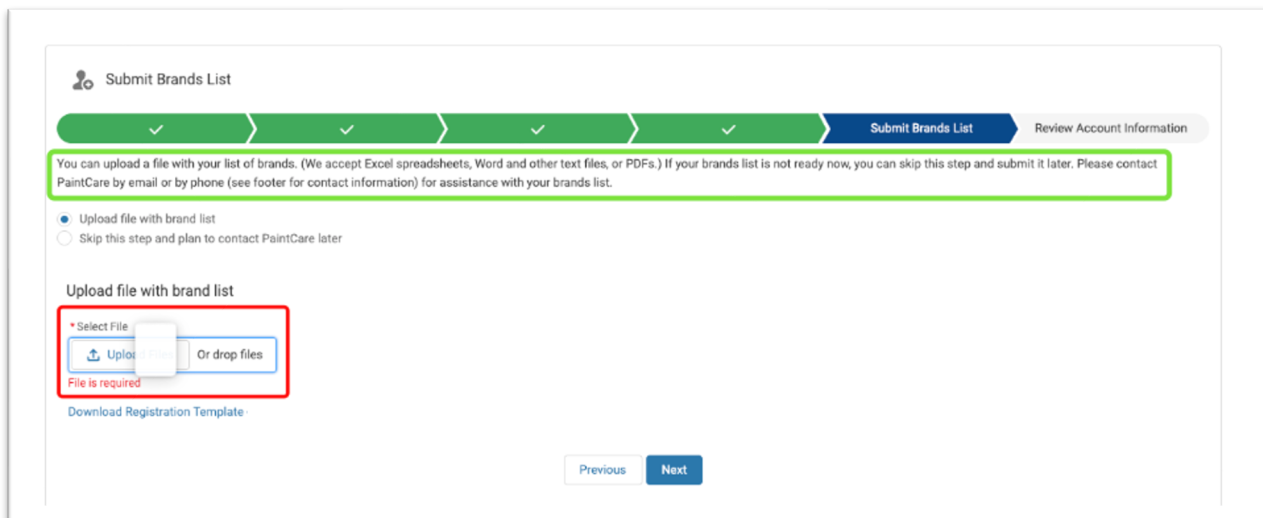
Upload Files Or drop files

Download Registration Template

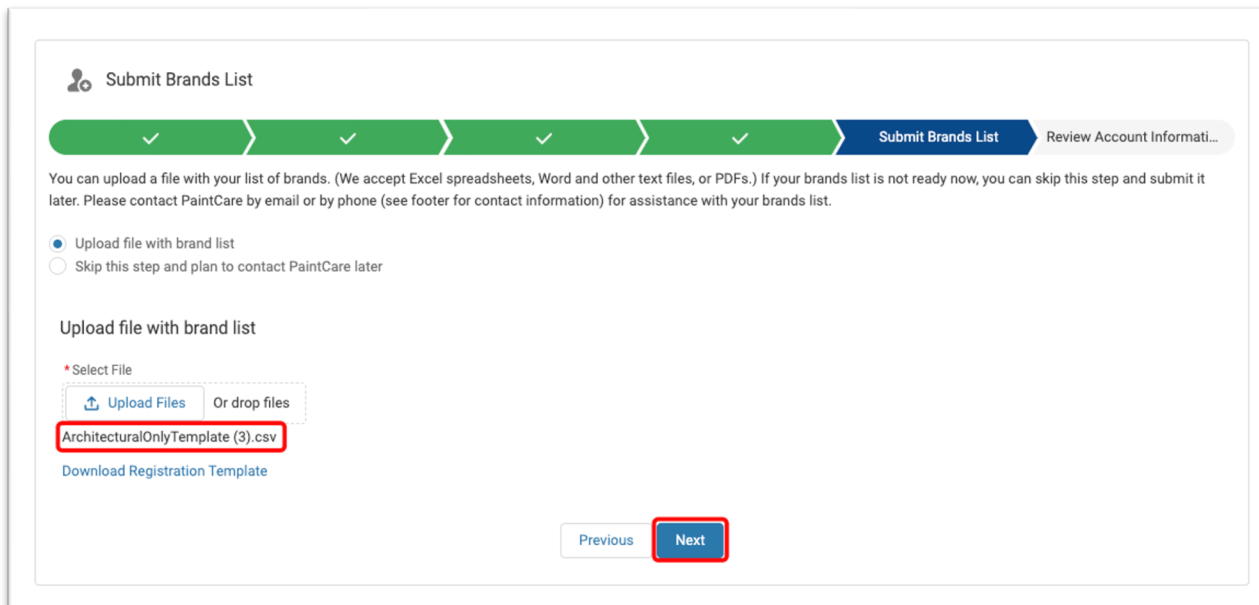
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To begin the process, click the [Download Registration Template](#) button to obtain a spreadsheet document, and fill in the relevant information pertaining to your brands. Instructions are provided in the template.

Then click on the [Upload Files](#) button and find the completed spreadsheet on your computer through a brief search process or click on the [Or drop files](#) button to drag the file from your computer using your mouse and “drop” it into the system.



Either way, the system will confirm the file has uploaded/dropped correctly by displaying the file name.



When you click [Next](#) you will be taken to verification screen to review your registration information, the states where you have registered, the file name of the brands list ([see Step J below](#)). PaintCare will add the submitted brands to your account after registration is complete and staff approve the registration.

## I. Manufacturers Only - Submit Brands and Products List (CA or VT)

If you select either California (CA) or Vermont (VT) during the registration process, regardless of how many other states you select, you will need to submit a list containing both “brands” and “products” to PaintCare to meet additional requirements in those states.

Similar to above, to begin the process click the **Download Registration Template – Brands and Products** button to obtain a spreadsheet document [*\*NOTE\* – this is a different template than the one used in Step H*] and fill in the relevant information pertaining to your brands and products. Instructions are provided in the template.

**Submit Brands List**

Progress bar: ✓ ✓ ✓ ✓ **Submit Brands List** Review Account Information

You can upload a file with your list of brands. (We accept Excel spreadsheets, Word and other text files, or PDFs.) If your brands list is not ready now, you can skip this step and submit it later. Please contact PaintCare by email or by phone (see footer for contact information) for assistance with your brands list.

Upload file with brand list  
 Skip this step and plan to contact PaintCare later

Upload file with brand list

\*Select File

[Upload Files](#) Or drop files

**Download Registration Template - Brands and Products**

[Previous](#) [Next](#)

Then click on the **Upload Files** button and find the completed spreadsheet on your computer through a brief search process or click on the **Or drop files** button to drag the file from your computer using your mouse and “drop” it into the system. Either way, the system will confirm the file has uploaded/dropped correctly by displaying the file name.

**Submit Brands List**

Progress bar: ✓ ✓ ✓ ✓ **Submit Brands List** Review Account Information

You can upload a file with your list of brands. (We accept Excel spreadsheets, Word and other text files, or PDFs.) If your brands list is not ready now, you can skip this step and submit it later. Please contact PaintCare by email or by phone (see footer for contact information) for assistance with your brands list.

Upload file with brand list  
 Skip this step and plan to contact PaintCare later

Upload file with brand list

\*Select File

[Upload Files](#) Or drop files

**AllBrandsProductsTemplate (5).csv**

[Download Registration Template - Brands and Products](#)

[Previous](#) [Next](#)

When you click **Next** you will be taken to verification screen to review your registration information, the states where you have registered, the file name of the brands list (**see Step J below**). PaintCare will add the submitted brands to your account after registration is complete and staff approve the registration.

## J. Verify Account Information (ALL)

You can edit your registration information here or click the “Previous” at the bottom if you need to go back and change something. When everything looks good, click “Submit” to finalize the registration process.

**Primary Contact Information**

* First Name	Registration Test	
* Last Name	User	
* Work Email	Test@email.com	
Title		
Preferred Name		
* Phone	(333) 222-1111	Ext.

[Edit](#)

**Registered States**

STATE NAME
Colorado (2015)

**Attached Files**

ArchitecturalOnlyTemplate (3).csv

[Previous](#) [Submit](#)

## K. You’re Finished!

You will receive an email confirmation once these steps have been completed. We will contact you with any questions and finalize your registration by sending you an email to set up your password to access the reporting website.

Thank you for setting up an account with PaintCare.

We will send you an email confirming your account with additional information in a few minutes and contact you within one business day. If you questions or do not receive an email, please contact PaintCare at (855) 724-6809