



USTIF Fee Billing System (FBS)  
Frequently Asked Questions

Q: I am a Distributor and would like to know if it's possible to test the upload before the production date.

A: In order test uploads, please email [RA-USTIF@PA.GOV](mailto:RA-USTIF@PA.GOV)

Q: As a Distributor, what will I need to do differently once the system is live?

A: Please read the letter from the Executive Director dated April 28, 2017 on the home page.

Q: I forget my screen name. How should I retrieve it?

A: You can find your screen name in your registration emails from "USTIF Fee Billing Site ". If you don't have those emails, please email [USTIFSupport@icf.com](mailto:USTIFSupport@icf.com)

Q: Our Company participates in the Fund as a Tank Owner and Distributor. Do we need to create two accounts?

A: No, please use one email address to create an account as a Tank Owner and as a Distributor.

Q: Can I set up more than one account so multiple people can access the information online?

A: Yes, as long as different email accounts and screen names are used.

Q: As a Distributor, I own or manage two companies. May I use the same email address to create an account?

A: No, you must use two different email addresses.

Q: What is an EIN?

A: An employer identification number (EIN) is a nine-digit number assigned by the IRS. It is also referred to as a Federal Taxpayer Identification Number. This number is used to match your company when creating a new account. You may need to contact your accounting office to learn the number.

Q: Why is the system not accepting my EIN/TIN?

A: Try entering the EIN/TIN without hyphens.

Q: What should I do if I successfully created an account but never received the verification email to finish the process?

A: Please email [USTIFSupport@icf.com](mailto:USTIFSupport@icf.com)

Q: As a Tank Installer Company, what is my eFacts number?

A: Your eFacts number is the account number on the billing statement from USTIF.

Q: As a Tank Owner, what is my eFacts number?

A: Your eFacts number is the Owner ID on the billing statement from USTIF.

**Bureau of Special Funds**

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Q: I have created an Account. However, my email, phone number and address are incorrect. How do I correct it?

A: After you create an account and the email, phone number and/or address are incorrect, please contact [RA-USTIF@PA.GOV](mailto:RA-USTIF@PA.GOV)

Q: When is the "Go Live" date for the new fee billing system (FBS)?

A: The anticipated "Go Live" date is July 1, 2017.

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