Frequently Asked Questions (FAQ)

Q: I have not received a response from help desk support or my phonecall hasn't been returned. What should I do?
A: We are expecting higher than normal requests for assistance during the final enrollment period starting in November.   We will respond to your inquiry in the order it is received.

Q: I am a facility tank owner/operator setting up a new account. What is my eFACTS   Owner I.D. number?
A: Your eFacts I.D. number is the account number on the billing statement from USTIF. It may also be found in the recent Letter from the Executive Director.

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. It also commonly referred to as a federal identification number (FIN) or tax identification number (TIN).

Q: Why is the system not accepting my EIN/TIN?
A: Try entering the EIN/TIN without hyphens. If you have trouble, please contact websitesupport@ustifsupport.zendesk.com

Q: I forgot my screen name. How should I retrieve it?
A: You may find your screen name in your registration emails from "USTIF Fee Billing Site ". If you don't have those emails, please contact: websitesupport@ustifsupport.zendesk.com

Q: I forgot my password. How should I retrieve it?
A: Please email websitesupport@ustifsupport.zendesk.com and include your using name and Owner eFACTS I.D.

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: What should I do if I successfully created an account but never received the verification email to finish the process?
A: Please check your spam email or junk mail folder.   If you don't have those emails, please email websitesupport@ustifsupport.zendesk.com

Q: I am a facility tank owner/operator or certified Tank Company. 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 the Pennsylvania Department of Environmental Protection at 717-772-5599.

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: I am a new Distributor and would like to know if it's possible to test the upload?
A: In order test uploads, please email RA-USTIF@PA.GOV

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: I am trying to make a payment, but the system is not accepting the payment. What should I do?
A: Please review your payment information making sure all fields are completed in their entirety. It is possible you have a debit block on your bank account preventing us from accessing payment. If you receive an error code, please contact websitesupport@ustifsupport.zendesk.com

Q: Why am I seeing a foreign language on your website?
A: It's possible the browser you are using is not compatible.   Please contact websitesupport@ustifsupport.zendesk.com for assistance.

Q: I am a facility tank owner/operator. Why am I seeing tanks that I no longer own?
A: More than likely, the tanks were removed prior to the sale of the property.

Q: The information regarding tank substances is incorrect. What should I do?
A: Please contact the Pennsylvania Department of Environmental Protection at 717-772-5599 to update tank information.

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