Q: I have not received a response from help desk support or my phone call 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: Please email websitesupport@ustifsupport.zendesk.com with "Request Owner I.D. number" in the subject line. Please include the account number from the December 2018 statement. It is on the first line in the upper right corner of the statement.

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: Our Company participates in the Fund as a Tank Owner and Distributor. How do we switch between profiles in the fee billing system?
A: On the top right corner of the website, you will see the button "Mysites". Click it and select either Distributor or Owner profiles. You need to select Distributor to switch from the Owner profile to the Distributor profile.

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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