



To: All USTIF Facility Owners and Operators
From: Rick Burgan, Director-Bureau of Special Funds
Date: May 23, 2017
RE: Announcement on New Fee Billing System/Website/Payment Method Changes

To Whom It May Concern:

Because you are a participant in the USTIF program as either a facility owner or tank owner/operator, we are writing to announce a change to invoices, payment methods and the website. Several years ago, the USTIF recognized the need to update its fee reporting and billing processes as a result of our current internal system becoming antiquated and unsupported by newer software and as a result of advances in the field of web based financial transaction services. USTIF then entered into a service contract with ICF Incorporated that included the design and development of a new interactive web based fee billing and payment system. During the development of the system, we moved to a dedicated website for USTIF. We are now ready to introduce a new dedicated, interactive web based fee billing and invoicing system.

The website is accessible at <https://ustif.pa.gov> and contains information that was on the former site as well as new information regarding the billing system. There is a Message Board area where various documents are currently posted. In addition to serving as a valuable informative resource, the website will now be used as a gateway to the new fee billing system for individual account access and payment processing. Participants will now be able to view their entire account, fees that are being invoiced, and payment history on a real time basis.

We anticipate going “live” with the system on July 1, 2017. There are multiple dependencies that may affect this date so we would ask that you please monitor the USTIF website at <https://ustif.pa.gov> on a regular basis where updates will be posted accordingly. However, at this time, you are encouraged to visit the site and create an account.

As a result of the new system development, we have examined several of our workflows that include the mailing of paper invoices on a monthly basis and the remittance of checks and “coupons” to PNC Bank for processing and data entry. This particular process has proven itself to be administratively cumbersome. In light of the current technological advances that have been made over the last decade, the existing process is somewhat antiquated and costly. The Commonwealth has set forth initiatives for all agencies to make government more efficient and less costly and therefore we announce the following new changes to the program:

- Program participants will still receive monthly paper invoice statements but **USTIF will no longer be accepting payment via check or ACH.** Credit cards or e-checks will be the only accepted payment methods. This is being done in order to increase efficiency in various processes, eliminate data entry errors, reduce costs related to bank processing fees, and eliminate printing costs related to the three separate types of return envelopes currently being printed.
- **All payments will take place within the new billing system. There will be a link provided to the Commonwealth’s financial services provider where all payment transactions will occur.**

- **As a result of the transition to a new financial services provider, paper checks will no longer be accepted after June 30, 2017. We would kindly ask that you please remit any fees by check 5 days prior to that cutoff date to ensure proper processing and crediting to your accounts as well as to avoid any possible claim eligibility issues.**

As stated above, program participants will have the ability to access the new system to establish their individualized account. This can be done by utilizing the “Create An Account” button on the upper right portion of USTIF’s website. You will be transferred over to the new billing system where you will then proceed by utilizing the “Create An Account” button on the lower portion of the page. Adjacent to that button you will find links to step by step instructions on how to set up your account and how to access the Help Desk in the event you require further assistance. The system will prompt you for your e-Facts number and I note that number is listed on your monthly invoice as your “Owner ID”. When entering your Employer Identification Number (EIN or TIN), please do not enter the hyphen or you will receive an error message. After your account is established, you will be able to then log in to your dedicated “landing” or “home” page from which you will complete all transactions through the new system. After accessing your specific account, please ensure all information on the page is accurate. If it is not, then please notify us of any changes via an e-mail to ra-ustif@pa.gov. We encourage you to set up your account now so that you will be ready for implementation on the “go live” date.

At the present time, some of the functionality features of the account will be disabled until the actual “go live” date such as your account history and payment features. As requested previously, please monitor our website on a regular basis for system updates and important information.

The USTIF team is excited to partner with all our program participants in this new venture and certainly appreciate your cooperation and patience as we all adapt to the new “way” of doing business at USTIF. Should you experience technical difficulties or have any questions, I encourage you to utilize the system Help Desk feature or submit an inquiry via the dedicated e-mail account.