

# Common Tier 2 Reporting Issues

## Table of Contents

|  |   |
|--|---|
| Commonly Used URL Links & Important Info. ....                                     | 1 |
| Tier II Identifying Numbers.....   | 1 |
| Gaining Access to the Tier II Reporting Application .....                          | 2 |
| Forgotten your STEERS ER Account Number .....                                      | 2 |
| Unable to add your Customer Number (CN) to the Tier II Reporting Application. .... | 2 |
| Unable to access the Tier II Reporting Application after requesting access. ....   | 3 |
| Your account is on Probation .....   | 4 |
| Issues in the Tier II Core Data and Tier II Reporting Applications.....            | 4 |
| Missing facilities to add to your report. ....                                     | 4 |
| How to access the Draft Report you created.....                                    | 5 |
| Page information being cut off.....  | 5 |

## Commonly Used URL Links & Important Info.

- [Tier II Chemical Reporting Program Home Page](#)- Program overview and basic guidance.
- [STEERS](#)- State of Texas Environmental Electronic Reporting System.
- [Tier II User Guide](#)- Comprehensive User Guide for the new Tier II Reporting program.
- [TCEQ FTPS](#)- TCEQ's file transfer service where exported Tier II Reports will be downloaded.
- [Central Registry Query](#)- Search for basic information on facility or customer information.

### Tier II Identifying Numbers

#### TXT2 Number:

A program identification number unique to the Tier II Chemical Reporting Program. TXT2 numbers are 5 or 6 digit numbers that are assigned to owners or operators of facilities.

#### Customer Number (CN):

Each customer (individual or organization) is issued a unique 11-digit identification number called a CN (e.g. CN123456789). Each customer should have only one CN based upon their name and [Texas Secretary of State](#) or [Texas Comptroller of Public Accounts](#) information as applicable.

#### Regulated Entity Number (RN):

Each site location is issued a unique 11-digit identification number called a RN (e.g. RN123456789).

Each regulated entity should have only one RN number per address or physical location.

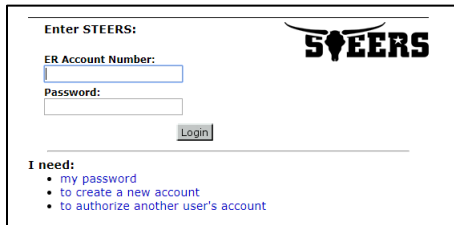
*Note: Each CN can only be affiliated with a single TXT2 number, and vice-versa.*

## Gaining Access to the Tier II Reporting Application

Before you will be able to begin working on your Tier 2 Report you will first need to have created a STEERS account and attempted to add the relevant applications for the Tier 2 Program. Steps on completing this can be found on the [Step 2: Setting Up STEERS](#) page. If you are encountering issues adding these program areas or gaining access once you have signed your SPA to take these added program areas off Probation; see the items below for possible solutions.

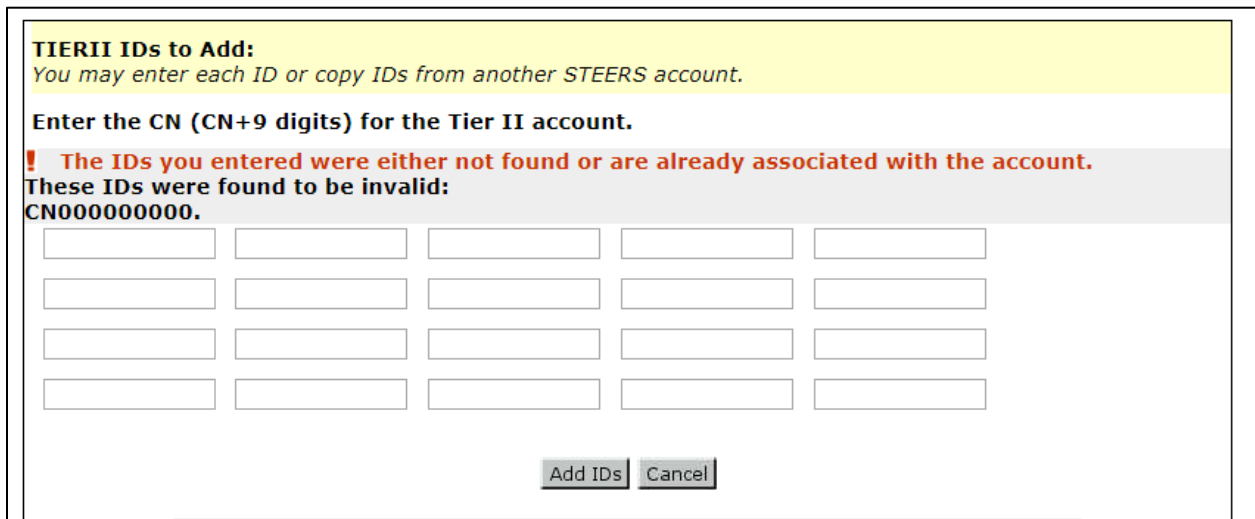
### Forgotten your STEERS ER Account Number

Your ER Account Number is assigned to you when you first sign up for your STEERS Account and is included in the email sent to you to set your password. If you have lost your ER Account Number you will need to [Contact STEERS](#), the Tier 2 team will not be able to help you.



### Unable to add your Customer Number (CN) to the Tier II Reporting Application.

To gain access to the Tier II Reporting Application you must add the relevant Tier II ID's to your STEERS account by inputting the Customer Number in the "Tier II IDs to Add" input box as shown in the steps on [Step 2: Setting Up STEERS](#). It is possible to encounter the following error message: The IDs you entered were either not found or are already associated with the account. See below for an example.



For the system to successfully process your request for access your CN and facility RNs must be affiliated with your TXT2 number, your Tier II specific ID. The error above is a result of the system not recognizing this affiliation and will need to be corrected. This could be a result of your facility RNs not being affiliated to your TXT2 number which would need to be corrected using the [Tier II Core Data Application](#); or it could be a result of your facility information failing to migrate into the system when the TCEQ attempted to bring all of the Tier II reports submitted last year into the new system. If you have completed a Tier II Core Data application affiliating one of your RNs to your CN and TXT2 and continue to get this error you will need to [Contact Us](#) to have the issue resolved.

Note: You will not be able to check on the affiliation status of Tier II IDs using the [Central Registry Query](#) as all Tier II information has been ruled to be confidential.

Unable to access the Tier II Reporting Application after requesting access.

Once you have requested access to your Customer Number (CN) in the Tier 2 Reporting application and have successfully submitted a signed STEERS Participation Agreement you will see that the Tier II Reporting Application will appear on your STEERS Home page as shown below.

**Welcome to STEERS Internet Version 6.2!**

**Notice:** STEERS automatically logs out after 20 minutes of inactivity. Activity is defined by moving from one page to another, not by entering information on a page.

For more information on how to navigate this site, please visit our [Help](#) section.

**Select Reporting Program Area:** [Tier II Reporting \(TIERII\)](#)

**OR**

**Select e-Permits Program Area:** [Tier II Core Data \(EPR\\_TIERII\)](#)

If you see the Tier II Reporting application as a selectable Program Area that means you have successfully added it to your STEERS account and taken your request for access off Probation. At this point you will need to be granted approval to view the data associated with the Customer Number you requested access to in the Application. If you attempt to access the Tier II Reporting application and are given the following screen it means that you have not been granted access yet.

The screenshot shows the top navigation bar with the Texas Commission on Environmental Quality logo and links for Help, Contact Us, and Logout. Below this, the user is logged in as 'ER'. A central message states: 'You are not actively associated with any Tier II Access Roles.' A '-Back To Top-' link is visible at the bottom of the message area.

If you request access to a Customer Number in the Tier II Reporting application as the **Owner/Operator** role your request for access will be sent to the TCEQ for approval. You will receive an email once this request has been approved, or you will receive an email from us if your request for access as the **Owner/Operator** role will overwrite someone else's access. *Note: There can only be one account holding the Owner/Operator role at any one time and overwriting someone's access will revoke their ability to access the Tier II Reporting Application.*

If you request access to a Customer Number as the **Authorized Representative** role your request for access will require secondary approval, and you will need to be approved by the current holder of the **Owner/Operator** role. Chapter 13 (Pg. 210) in the [Tier II User Guide](#) provides guidance on how they can go about granting this request for access. If you are uncertain if anyone currently holds the **Owner/Operator** role for a CN, you can use the *Who Else Has Access?* button within your STEERS account to see who else has requested access to a CN and what access type they selected. If the **Owner/Operator** role is not currently held by anyone there will be no one to grant your request for access as an **Authorized Representative**.

The screenshot shows the top navigation bar with the Texas Commission on Environmental Quality logo and links for Help, Contact Us, and Logout. Below this, the user is logged in as 'ER'. A central message states: 'You are not actively associated with any Tier II Access Roles.' A '-Back To Top-' link is visible at the bottom of the message area.

You have 22 IDs for TIERII



## Your account is on Probation

Until a signed STEERS Participation Agreement (SPA) showing the specific level of access you have requested for a particular STEERS program has been submitted your STEERS account will show that program area as being on probation. *Note: Any time an authority access role change is made, including requesting access to additional CNs in the Tier II Reporting application, you will need to sign and submit an updated SPA to take that ID off probation.*

## Issues in the Tier II Core Data and Tier II Reporting Applications

### Missing facilities to add to your report.

When you create a draft Tier 2 Report within the Tier 2 Reporting application you will be given the option to “Add Existing Facilities” to the report, this button will pull up the “Account Facilities Available to be Added to a Draft Tier II Account Report” pop-up which will list all facilities that can be added to that report.

The screenshot shows the 'Report' section of the application. At the top, there are fields for 'Type' (set to 'ANNUAL') and 'Year' (set to '2018'). Below these is a 'Notes' text area. The 'Facilities' section is a table with columns for 'RN', 'Facility Name', and 'Physical Address'. The table contains one row with a value in the 'RN' column. Below the table is a red-bordered button labeled 'Add Existing Facility...'. At the bottom of the interface are 'Save', 'Reset', and 'Cancel' buttons, and a '<Back To Top>' link.

For a facility to show up in this list to be added to a draft Tier II Report it's Regulated Entity Number (RN) must first be properly affiliated to your Customer Number (CN) and TXT2 number combination. *Note: A facility can only be present in one draft report at a time.*

If you are missing any facilities, there are two likely reasons.

- Your facility is not properly affiliated to your CN/TXT2 numbers. This will need to be corrected by filling out a core data application using the Tier 2 Core Data application as seen on [Step 3: Tier II Core Data](#).
- Your facility is affiliated, but its 2017 data did not properly migrate into the new system. If you have already attempted to submit a Tier 2 Core Data application for a facility and still cannot find your facility RN in the list of facilities that can be added to a Tier II Report it is most likely because the affiliation between your RN and CN/TXT2 numbers already exists in our system. Your facility's data failed our migration effort due to an issue with either the report or some other issue with your Cn/TXT2 affiliations. To have this corrected you will need to [Contact Us](#).

## How to access the Draft Report you created.

Facilities that are properly affiliated with your CN/TXT2 can be added to a draft report which will allow you to update its facility, chemical, and contact information. These draft reports can always be accessed again by selecting the *List All* button found on the bottom of the Account Report Search page. This will pull up your Account Reports List which will include all your previously submitted reports, as well as current draft reports. Reports without a Certification Date listed are Draft reports. This is also how you will access the Deficiency Correction reports that will allow you to make any corrections to issues that caused your submitted report to be rejected by the TCEQ.

Account Report Search

Detailed Search

Industrial Classification

NAICS

Physical Location

City  County  Zip Code

LEPC  Fire Department

Chemical Details

Chemical(s)

Chem Max Daily Amt Range

Include EHS Storage Facilities Only  Yes  No

Include AN Storage Facilities Only  Yes  No

Search Reset

Facility Search

RN  Name

Physical Address

Street Address  City

Search Reset

List All Tier II Account Reports

List All

## Page information being cut off.

Some browsers or monitors are not able to properly show all parts of the Tier II Reporting application on screen. This issue can also happen if you have zoomed your page in too far. An example of a page that may be affected by this issue is the Account Facilities Available to be Added to a Draft Tier II Account Report pop up page that comes up when you select the Add Existing Facility button. A simple solution to this is to try and zoom out on the page, this can typically be done by holding the Ctrl button and hitting the minus (-) button. Alternatively, you can attempt to access this feature through a different browser.

Account Facilities Available to be Added to a Draft Tier II Account Report

Include Inactive Facilities?  Yes  No

Search Results Table

(1 of 1) 1 25

| <input type="checkbox"/> | RN          | Facility Name            | Physical Address                    | Report Type | Report Year |
|--------------------------|-------------|--------------------------|-------------------------------------|-------------|-------------|
| <input type="checkbox"/> | RN110500972 | TCEQ TEST 2              | 3000 TEST DRIVE, AUSTIN, TX, 78757  |             |             |
| <input type="checkbox"/> | RN110501574 | TCEQ TEST SITE 3         | 1400 TEST CIRCLE, AUSTIN, TX, 78753 | ANNUAL      | 2018        |
| <input type="checkbox"/> | RN110501970 | TIER II TEST SITE DALLAS | 1400 TEST CIRCLE, AUSTIN, TX, 78753 |             |             |
| <input type="checkbox"/> | RN110502176 | DALLAS TIER 2 TEST       | 1500 WAY CIRCLE, AUSTIN, TX, 78753  |             |             |
| <input type="checkbox"/> | RN110503018 | TIER 2 SAN ANTONIO       | 1600 TEST CIR, AUSTIN, TX, 78753    |             |             |
| <input type="checkbox"/> | RN110503182 | TEST SITE SA             | 900 TEST CIR, AUSTIN, TX, 78753     | ANNUAL      | 2017        |
| <input type="checkbox"/> | RN110504370 | TIER 2 MABRY TEST        | 1500 TEST WAY, AUSTIN, TX, 78757    | ANNUAL      | 2018        |
| <input type="checkbox"/> | RN110504792 | TIER 2 MABRY TEST 2      | 1500 TEST WAY, AUSTIN, TX, 78757    | ANNUAL      | 2018        |

(1 of 1) 1 25

Select Cancel