

## Frequently Asked Questions Annual NC Solid Waste Report Forms

Thank you for your submitting the Annual Report in a timely manner.

Should you have difficulties submitting the form, the following list addresses the most common problems. However, please do not hesitate to contact either your facility Inspector or Geof Little [919-707-8252 or [Geof.Little@deq.nc.gov](mailto:Geof.Little@deq.nc.gov)] with any questions regarding submitting your form successfully.

- **What's different about the forms?**
  - Contact and Mailing Address fields are self-populating and can be corrected as needed this year. The web-based forms allow you to save the form at any time [see below], allow for uploading of spreadsheets and facility information, and have several automatic features that are also discussed below.
- **What if I/we operate more than 1 permitted facility?**
  - One form will need to be completed and submitted for each permitted facility or activity. However, please be aware that the program will only save one draft form per email address.
- **My Facility is not included in the pull-down list?**
  - The forms use pull-down lists to assist in completing the forms. If you do not see your facility in the list, please call or email Geof Little at 919-707-8252 / [Geof.Little@deq.nc.gov](mailto:Geof.Little@deq.nc.gov).
- **How do I move from page to page?**
  - At the bottom of the first page is a 'Next' button. On the middle pages, buttons are at the bottom for 'Previous' and 'Next.' The last page has a 'Previous' button and an inactive 'End' button.
  - Also, you can click the tabs at the top of the page to move directly to a specific page.
- **Can the form be saved during data entry and completed later?**
  - Yes. At the bottom of each page is a button that can be clicked to 'Save a Draft.' The form will prompt you for your [correct] email address. A link will be mailed to that email address you provide. Click that link to continue entering data into that specific form. However, the form is not recoverable if the email address is incorrect.
  - Please be aware that if you are reporting for multiple facilities, the program will only save one draft per email address.
- **How do I save a copy after the form is completed?**
  - When data entry is complete, press the 'Submit' button and the program will do 3 things: [i] Automatically send the form to your inspector, and [ii] Thank you for submitting your report and [iii] it will give you options to Download / Print / or Email the form. You are encouraged to Download the form, which will allow you to save, print or email the form later. The format for the download or email document is PDF.
  - Also, the person who submitted the form will receive a 'thank you' email that will include an electronic copy after the form is reviewed and accepted.
- **Where do I send the form when it's completed?**
  - When you've completed the form, pressing the 'Submit' button on the Certification page will automatically route the form to the assigned Environmental Specialist for your facility.
  - You will need to save a copy of the form to forward to each County Manager of the counties that generated waste that your facility received.
- **How will I know the Report Form is accepted?**
  - An email response will be automatically sent to you when the form is approved. The email response will contain the copy of the form that will be used as the official submittal.
- **Where do I report my recycling information when I have to submit reports for multiple landfills, such as a MSW landfill and a C&D landfill?**
  - Please enter the material recovery/recycling data on only 1 of the landfill forms.
  - If the recovery activity is reported elsewhere in the Local Government Materials form, that data does not need to be repeated in the Solid Waste report form.

## Frequently Asked Questions

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- **What if I have a large amount of waste data to enter?**
  - The program allows for uploading spreadsheet data with the form. Please, however, only submit an actual data electronic spreadsheet and not a .pdf copy of the data.
- **Can my data be edited after I submit it?**
  - Not directly, which is why you should download a copy of the submitted report form. Before the form is finalized, it is editable by either your Solid Waste inspector or Geof Little. The protocol is to confirm the changes with you by telephone and email. The finalized corrected form will be emailed to you when the review is complete.
- **Having issues trying to submit the form?**
  - You may need to either disable your pop-up blocking software or configure it to trust pop-ups from the <https://edocs.deq.nc.gov/>\* web address. Consult your browser or pop-up blocker documentation for more information on permitting pop-ups from the web site.
  - Also, check to make sure your web browser is up-to-date.