ANNUAL ONLINE UST RENEWAL PROCESS FREQUENTLY ASKED QUESTIONS

1. How do I login?
A valid Iowa Enterprise A&A username and password will be required in order to use the application. Anyone will be able to create an A&A account to pay tank management fees. The A&A account is not specific to your UST facility- the Iowa Enterprise A&A system is used throughout the State of Iowa for multiple programs.

If you created an account during 2018 renewals you will use the same username and password. If you do not have an account, click on “Create an Account” at the top of the UST Online Renewal application login page to obtain an Iowa Enterprise A&A account.

2. What if I forgot my login or password?
If you do not remember your login you will need to click “Forgot Password or Forgot ID” at the top of the page. If you are still unable to login you may contact Help Desk at 515-281-5703.

3. How do I find my site?
You can search by using your UST Site Registration number or by site city. If you own or operate multiple facilities you can search using your distribution center number to search all of your sites at once. Your distribution center number can be found at the bottom of the Affiliates tab of the UST Tank Database.

4. What do I need to complete the online renewal for my facility?
In order to complete the online renewal you will need to be knowledgeable of the operators at the site and be able to answer operational compliance questions about your UST system. You may also need to attach the following:
   - Current financial responsibility documentation if it expires prior to March 1.
   - Copy of A/B Operator Training Certificate if a new A/B Operator is added.

5. What if I am unable to upload my Financial Responsibility Documents or A/B Operator Certificate?
You may submit and pay your online renewal but your annual tags will not be issued until current financial responsibility and/or A/B Operator certificate is received by the UST Section (online, email, or postal mail).

6. Can I save and come back to where I left off in my renewal?
Yes. Your renewal session will be saved and you can pick up where you left off when you log back in.

7. Do I have to pay online in order to submit my tank management fee form?
No. Once you complete the online renewal you will be given the option to “Submit and Print”. You will print and sign the form and mail it in with your check. Mailing instructions are at the bottom of the form.

8. Can I pay for more than 1 site at a time?
Yes. You may add each site individually or by using a distribution center number. We may already have all of your sites grouped together to pay. If so you will receive this message: “This site is part of a distribution center. Would you like to search for sites in the distribution center? This will keep any sites you have currently selected but will refresh the results to display only the sites in the distribution center.”

9. Can I pay with a credit card through the online renewal?
Not at this time. Fees are high for processing credit cards so the UST Section opted to only allow eCheck since the processing is free.

10. I completed the online renewal and paid but have not yet received my annual tags?
Your site may have outstanding compliance items that need addressed. Please contact Cara Ingle at 515-725-8364 or via email at cara.ingle@dnr.iowa.gov