



# **CERS Business User Guide**

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This guide has been developed by the California Environmental Reporting System Business User Group in cooperation with CAL/EPA to assist businesses using CERS.

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# 1. Getting Started

## I. Create an Account

First time users, please visit CERS home page @ <http://cers.calepa.ca.gov/>

a. Select “**Business Portal Sign In**”

California Environmental Reporting System

### CERS Central

Home Business Portal Regulator Portal General Public Contacts

Home  
Businesses  
Regulators  
Announcements  
EDT  
Data Seeding  
Training

#### Businesses Business Portal Sign In

- Training Portal Sign In
- CERS General Announcements/Blog
- CERS Chemical Library
- Unified Program Internet Site
- CERS Business User Group Contact: [Tod Ferguson](#)

**CERS Training Portals**  
If you would like to gain familiarity with using CERS, you can begin using the [Business Training Portal](#) and/or the [Regulator Training Portal](#). These training portals are fully functional copies of CERS. Existing CERS users can sign in to the training portals with their CERS1 sign in, and other users can create new accounts. Neither training portal contains any business or facility data, but users can create new businesses and facilities in the Business training portal, and regulator users (once approved by CERS Technical Support staff) can view and act upon these facilities and their submittals.

#### Regulators Regulator Portal Sign In

- Training Portal Sign In
- CERS Regulator Users Group [crrucg](#)
- Unified Program Violation Library [\(Database\)](#)
- CERS Data Registry
- Unified Program Internet Site

#### Recent Announcements/Blog Postings [\(All Announcement Lists/Blogs...\)](#)

- [CERS2 Updates: Faster / Fewer Submittals / Violation Library / Bugs & Enhancements / Official UBL](#) (Jan 11, 2012)
- [CERS2 Regulator and Business Portals Now Available at <http://cers.calepa.ca.gov>](#) (Jan 06, 2012)
- [Upcoming CERS Regulator User Group Meeting on Tues, Jan 10 from 8:30-10:00](#) (Jan 03, 2012)

#### Other CERS Links

- [CERS Enhancements Listing](#) (Scheduled and Proposed)
- [CERS Change Management Committee](#)
- [CERS2 EDT Home Page](#)
- [CERS2 EDT Implementation Listserv](#)

For additional assistance, please contact the CERS Help Center

b. Watch Demo Video before proceeding to create a New Account.

c. Then select “**Create New Account**”

### CERS Business Sign-In

Your Username  [Next](#)

[Forgot your username?](#)

### New to CERS?

To start reporting on your facility(s) in CERS, create a CERS account.

[Create New Account](#) [Watch Demo Video](#)

Want to experiment with CERS?  
Use the Business Training Portal to learn how to use CERS by creating and managing test data before starting your official facility reporting.

[Go to CERS Business Training](#)

Are you a CERS Regulator?  
Sign in to the [CERS Regulator Portal](#), or visit [CERS Central](#)

- d. Fill out CERS Registration and select **“Create My Account”**
  - i. Make sure the username and password meet the requirements in the red box.

California Environmental Reporting System : Business Sign In Help

## CERS Business

### CERS Registration

To create your CERS Account account, complete these two steps:

- Complete the form below, then select the "Create My Account" button.
- Follow ALL instructions in the follow up email you will receive.

**Your CERS Username**

Your CERS Username uniquely identifies your account when you sign in to CERS. You will be alerted if your proposed username is already in use by another CERS user.

- Can be from 5 to 16 characters in length.
- Can include letters and numbers; no spaces, punctuation or special characters.
- Must be different than your password.

Username

**Your Name and Email**

First Name <input type="text"/>	Last Name <input type="text"/>
Email <input type="text"/>	Confirm Email <input type="text"/>

**Your Password**

- Must be 8-16 characters.
- Must contain at least one uppercase character and one lowercase character.
- Must contain at least one number.

Password  Confirm Password

**Security Question**

If you forget your password, we will ask for the answer to this security question to reset your password.

Security Question  Answer

**Password Protection Phrase**

To help protect your password, please enter a phrase of your choice. This will be displayed when you are prompted for your password. If you don't see your phrase, don't provide your password!

Your Phrase

**Enter Verification Characters**

fqjkb

[Refresh](#)

Input symbols

Create My Account Cancel

- ii. You should receive an automated email message to activate your account. If you do not receive one, check your spam or junk folder. Make sure to follow the instructions on this email to activate your account.

## II. Add Facility

Once the account is activated, users can sign in and add a new facility by selecting **“Add Facility”** or request access to an existing CERS Business by selecting **“Search”**



The screenshot shows the CERS Business web application interface. At the top, there is a green navigation bar with the text "CERS Business" and four buttons: "Home", "Submittals", "Facility", and "Comp". Below the navigation bar, there are two main sections. The first section is titled "Add a New Facility" and contains the text: "Welcome to the CERS **User Name!** If you and your business are new to CERS, please add a new facility." followed by a green button with a right-pointing arrow and the text "Add Facility". The second section is titled "Request Access to an Existing CERS Business" and contains the text: "If your business/organization has previously used CERS to report on its facility(s), please search for your business/organization." followed by a green button with a right-pointing arrow and the text "Search".

- a. If a facility exists, select **“Search”**
  - i. When User requests access to a facility, it will need a Lead User or Regulator to approve or authorize access. The Regulating Agency may request verification prior to access for Lead Users. Allow some time delay for this process.
  - ii. Business with facilities in more than one CUPA jurisdiction will be handled by Cal/EPA in accordance with their current practices of requiring written requests and validation from the business. Note: organization letters will soon become obsolete.
  
- b. If selected **“Add Facility”**, follow these steps:
  - i. Provide Facility Address
  - ii. Provide Facility Name
  - iii. Select **“Continue”** after facility has been added to CERS
  - iv. Under the Facility Information section, complete questions in the Business Activities worksheet and select **“Save”**. This questionnaire helps determine which submittal elements will be required for your facility.
  - v. Next, fill out the Business Owner/Operator Identification form and select **“Save”**. Do not submit your Facility Information until you have completed the remaining submittal elements required for your facility. CERS requires that the Facility Information be submitted with any other submittal element (i.e., must be submitted each time another section is updated and re-submitted).

**Facility Name: Business Activities**

Home >> Prepare Submittal (10138659) >> Facility Information: Business Activities (Draft)

**Instructions/Help**

Use this form to identify the activities occurring at your facility that are regulated under California's Unified Hazardous Waste and Hazardous Materials Management Regulatory Program. CERS will provide guidance on completing the reporting requirements for these business activities.


Save Cancel

**Site Identification**

Facility Name   
 Facility Name

Business Site Address   
 123 Facility Address  
 San Deigo, CA 92122  
 County: San Diego

CERSID  
 10138659



**Hazardous Materials**

Does your facility have on site (for any purpose) at any one time, hazardous materials at or above 55 gallons for liquids, 500 pounds for solids, or 200 cubic feet for compressed gases (include liquids in ASTs and USTs); or the applicable Federal threshold quantity for an extremely hazardous substance specified in 40 CFR Part 355, Appendix A or B; or handle radiological materials in quantities for which an emergency plan is required pursuant to 10 CFR Parts 30, 40 or 70?  Yes  No

**Underground Petroleum Storage**

Does your facility own or operate underground storage tanks?  Yes  No

### III. Entering Chemical Inventory

Even if your facility is in a jurisdiction that requires reporting hazardous materials below the state thresholds, you can use the Hazardous Materials Inventory submittal element to meet these requirements by electing **“Start”**.

**Prepare Draft Submittal: Facility Name**

Home >> Prepare Submittal (10138659)

**Instructions/Help**

Use this page to prepare draft submittals for your facility to transmit to your local regulator(s). Make sure to review any status and guidance messages for your forms or submittals by selecting the guidance icons

- Select "Start" button to create a submittal from scratch or copied from a previous submittal.
- Select "New" and "Edit" buttons to complete specific submittal forms or provide supplemental documentation.
- Select "Discard" button to delete a draft form/documentation when you need to re-start a form or it is no longer relevant for your draft submittal.
- Select "Not Applicable" if you believe the submittal element is no longer relevant for your facility (e.g., closed UST tank).
- Select "Submit" when you are ready to transmit one or more submittals to your local regulator(s). ALL submittals must include a Facility Information element.

**Facility Information**

**Business Activities** DRAFT Feb. 24, 2012

**Business Owner/Operator Identification** Review Needed

**Discard Draft Submittal**

**Hazardous Materials Inventory** No Previous Submittal

**Emergency Response and Training Plans** No Previous Submittal

**Underground Storage Tanks** No Previous Submittal



- a. If your facility has many different hazardous materials, you should select **“Upload Inventory”** and be sure to use the CERS Hazardous Material Inventory Upload Template (<http://cers.calepa.ca.gov/Tempdocs/Seeding/InventorySeedTemplateNov2011.xls>). Copy and paste your data into the template. This will avoid many unnecessary errors.

- i. The file size limit is 500 inventory items that can be uploaded at one time. You can choose 2 options from the dropdown menu: “Replace Existing Inventory” (deletes current inventory and replaces it with uploaded list) or “Append to Existing Inventory” (adds uploaded list to current inventory).
- ii. If an inventory were to exceed those limits, you would need to cut up their excel files into separate chunks of about 200 chemicals, then use the “Append to Existing Inventory” function on the upload page to run the various uploads.

- iii. Of course all of the files need to include the column headings or the upload will be rejected.
- b. Note that not all Users will have the capability to upload their inventory. Refer to point “c” below to manually enter your information.

**Unified Program Chemical Library**  
 CERS Data Registry » Unified Program Chemical Library

Instructions/Help

**Search CERS Chemical Library**

Chemical/Material Name   
 CAS Number   
 CERS Chemical Library ID

Use the form to the left to search the CERS Chemical Library. After searching, use the "Export to Excel" button at the bottom right of the results below to see more detailed information about each chemical.  
[Export Entire Library to Excel](#)

**CERS Chemical Library Search Results**

CCLID	Chemical Name	Common Name / Synonym Name	Synonym?	CAS
No records to display.				

[Export Entire Library to Excel](#) [Export to Excel](#)

Page 1 of 0

Displaying items 0 - 0 of 0

- c. If facility only has a few hazardous materials, it is recommended to add them manually by selecting **"Add Material"**. Simply use the CERS Chemical Library to search for the material and select "Add" when material is found.
  - i. If the material is not found in the CERS Chemical Library, select **"Unable to Find Material/Add New Chemical"** to add your material to your inventory.
  - ii. There is no difference in the upload process for materials that are or are not in the CERS Chemical Library. CERS would not reject a submittal bases on inconsistency with data in the Chemical Library.
- d. To check the validity of your inventory data, click **"Validate My Inventory"** at the bottom of the Hazardous Materials Inventory window.




**Hazardous Materials Inventory (9)** Draft Aug. 30, 2012

Only show materials with errors/warnings

	Common Name	CAS	Location	Max Daily Amount	
<input type="button" value="Edit"/>	95% OXYGEN, 5% CARBON DIOXIDE		Research Building 1	1,150 cubic feet	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	CARBON DIOXIDE	124-38-9	Research Building 1	3,942 cubic feet	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	Hydrochloric Acid	7647-21-0	Research Building 1	150 gallons	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	Motor Oil		Outside Building #2	30 gallons	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	NITROGEN	7727-37-9	Research Building 1	6,354 cubic feet	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	NITROGEN	7727-37-9	Research Building 1	83.16 gallons	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	OXYGEN	7782-44-7	Research Building 1	249 cubic feet	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	OXYGEN @ 1PPM TO 22.5% BALANCE NITROGEN		Research Building 1	304 cubic feet	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	SULFURIC ACID		Research Building 1	30.396 gallons	<input type="button" value="Discard"/>

Page 1 of 1



Displaying items 1 - 9 of 9

- i. Note any guidance icons [  = Required;  = Warning;  = Advisory] that appear next to line items. If you have a larger inventory spanning several pages, check the box **“Only show materials with errors/warnings”** to view just the flagged items.

**Hazardous Materials Inventory (9)** Draft Aug. 30, 2012

✓ Your inventory was validated. Please review any guidance message icons.

Only show materials with errors/warnings




	Common Name	CAS	Location	Max Daily Amount	
<input type="button" value="Edit"/>	Motor Oil 		Outside Building #2	30 gallons	<input type="button" value="Discard"/>
<input type="button" value="Edit"/>	NITROGEN 	7727-37-9	Research Building 1	83.16 gallons	<input type="button" value="Discard"/>

Validate My Inventory


Page 1 of 1 Displaying items 1 - 2 of 2

- ii. Click the green **“Edit”** button next to the line item you wish to make revisions to. At the top, you will see the guidance icon next to a brief summary of *why* the data has been flagged. Specific field(s) in the chemical profile that require further review will be highlighted in red.

**Submittal Guidance**

All (1)  Required (1)  Warning (0)  Advisory (0)

Required guidance must be resolved before you can submit the Hazardous Materials Inventory submittal element.

 Field "Storage Container" for material "Motor Oil", location "Outside Building #2" MUST be filled in before you submit your inventory.

**Chemical Identification and Physical Properties**

Chemical Name: Motor Oil CERS Chemical Library ID: -  
 Common Name: Motor Oil CAS Number: [ ] US EPA SRS Number: [ ]  
 Physical State:  Solid  Liquid  Gas Hazardous Material Type:  Pure  Mixture  Waste Trade Secret:  Yes  No

**Chemical Hazard Classification**

EHS:  Yes  No Fire Code Hazard Classes (by priority): Combustible Liquid, Class III-B Federal Hazard Categories:  Fire  Reactive  Pressure Release  Acute Health  Chronic Health DOT Hazard Class: [ ]  
 Radioactive:  Yes  No State Waste Code: 221 [Lookup Code](#)  
 Curies: [ ] [View/Edit Additional Firecodes](#)

**Inventory Location and Quantity**

Chemical Location: Outside Building #2 Average Daily Amount: 10 Maximum Daily Amount: 30 Units:  gallons  cubic feet  pounds  tons  
 Chemical Location Confidential EPCRA:  Yes  No Largest Container: 55 Annual Waste Amount: 500  
 Map# (Optional): [ ] Grid# (Optional): [ ] Days on Site: 365

**Inventory Storage Information**

Aboveground Tank  Can  Box  Tank Truck, Tank Wagon  
 Underground Tank  Carboy  Cylinder  Tank Car, Rail Car  
 Tank Inside Building  Silo  Glass Bottle  Other  
 Steel Drum  Fiber Drum  Plastic Bottle  
 Plastic/Non-Metallic Drum  Bag  Tote Bin

Storage Pressure:  Ambient  Above Ambient  Below Ambient Storage Temperature:  Ambient  Above Ambient  Below Ambient  Cryogenic

**Mixture Components**

- iii. In the example above, the profile for “Motor Oil” is flagged because it is missing information about its storage container (the “Inventory Storage Information” box is highlighted in red). To correct this error, check the appropriate box that denotes how your motor oil is stored and click **“Save.”**



**Inventory Storage Information**

Aboveground Tank     Can     Box     Tank Truck, Tank Wagon  
 Underground Tank     Carboy     Cylinder     Tank Car, Rail Car  
 Tank Inside Building     Silo     Glass Bottle     Other  
 Steel Drum     Fiber Drum     Plastic Bottle  
 Plastic/Non-Metallic Drum     Bag     Tote Bin

Storage Pressure:  Ambient     Above Ambient     Below Ambient

Storage Temperature:  Ambient     Above Ambient     Below Ambient     Cryogenic

**Mixture Components**

Hazardous Component Name	CAS Number	% by Weight	EHS
VARIOUS LUBRICATING BASE OILS	6474X-XX-X	85.00	<input type="radio"/> Yes <input checked="" type="radio"/> No
ADDITIVE PACKAGE, INCLUDING	MIXTURE	15.00	<input type="radio"/> Yes <input type="radio"/> No
ZINC ALKYL DITHIOPHOSPHATE	68649-42-3	2.00	<input type="radio"/> Yes <input type="radio"/> No
			<input type="radio"/> Yes <input type="radio"/> No
			<input type="radio"/> Yes <input type="radio"/> No

Additional Mixture Components

**Additional Chemical/Material Description**

Additional Chemical Description Information

Created By: Jennifer Woods on 9/12/2012 12:50 PM  
Last Updated By: Jennifer Woods on 9/12/2012 2:14 PM

- iv. Once the appropriate fields are corrected and you click “Save,” the guidance icon will disappear from your inventory list. Once “Steel Drum” is selected as the container for “Motor Oil”, the updated inventory lists now only flags “Nitrogen” and not “Motor Oil”:

**Hazardous Materials Inventory (9)** Draft Aug. 30, 2012

Only show materials with errors/warnings

Common Name	CAS	Location	Max Daily Amount	
<a href="#">Edit</a> 95% OXYGEN, 5% CARBON DIOXIDE		Research Building 1	1,150 cubic feet	<input type="button" value="Discard"/>
<a href="#">Edit</a> CARBON DIOXIDE	124-38-9	Research Building 1	3,942 cubic feet	<input type="button" value="Discard"/>
<a href="#">Edit</a> Hydrochloric Acid	7647-21-0	Research Building 1	150 gallons	<input type="button" value="Discard"/>
<a href="#">Edit</a> Motor Oil		Outside Building #2	30 gallons	<input type="button" value="Discard"/>
<a href="#">Edit</a> NITROGEN	7727-37-9	Research Building 1	6.354 cubic feet	<input type="button" value="Discard"/>
<a href="#">Edit</a> NITROGEN	7727-37-9	Research Building 1	83.16 gallons	<input type="button" value="Discard"/>
<a href="#">Edit</a> OXYGEN	7782-44-7	Research Building 1	249 cubic feet	<input type="button" value="Discard"/>
<a href="#">Edit</a> OXYGEN @ 1PPM to 22.5% BALANCE NITROGEN		Research Building 1	304 cubic feet	<input type="button" value="Discard"/>
<a href="#">Edit</a> SULFURIC ACID		Research Building 1	30.396 gallons	<input type="button" value="Discard"/>

Validate My Inventory

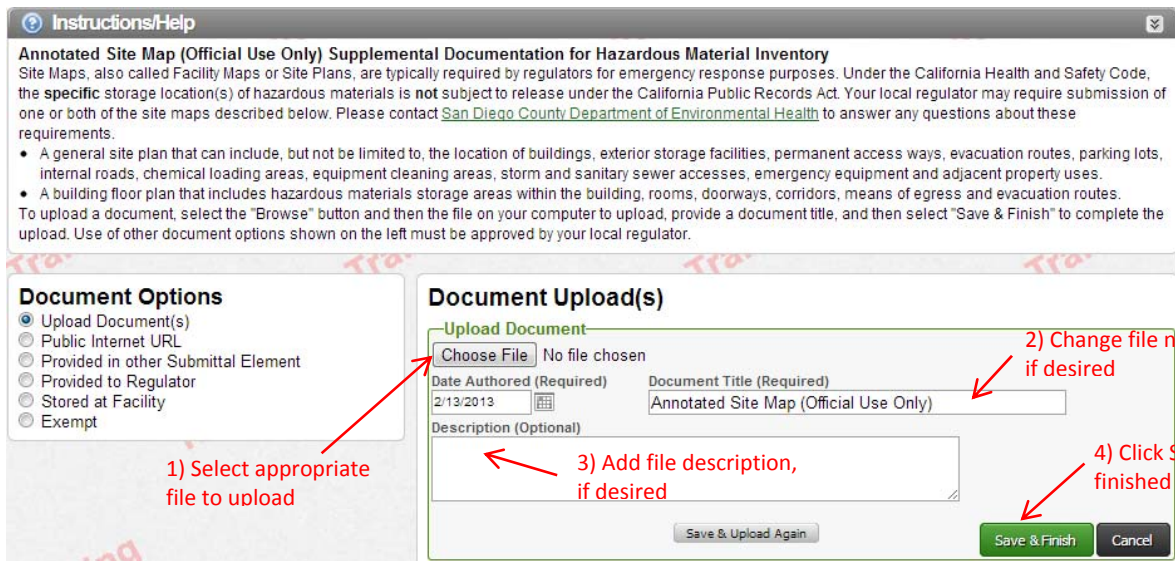
Page 1 of 1    Displaying items 1 - 9 of 9

#### IV. Uploading Additional Documents

- a. Site Map: upload a site map to complete the Hazardous Materials Inventory section. Note that there are other options to complete the submission, especially for those facilities that do not require site map.
- i. Under the Hazardous Materials Inventory section, click either “**Site Map (Official Use Only)**”, “**Document Needed**”, or the “**New**” button on the Site Map line – all will bring you to the same window for uploading your site map.

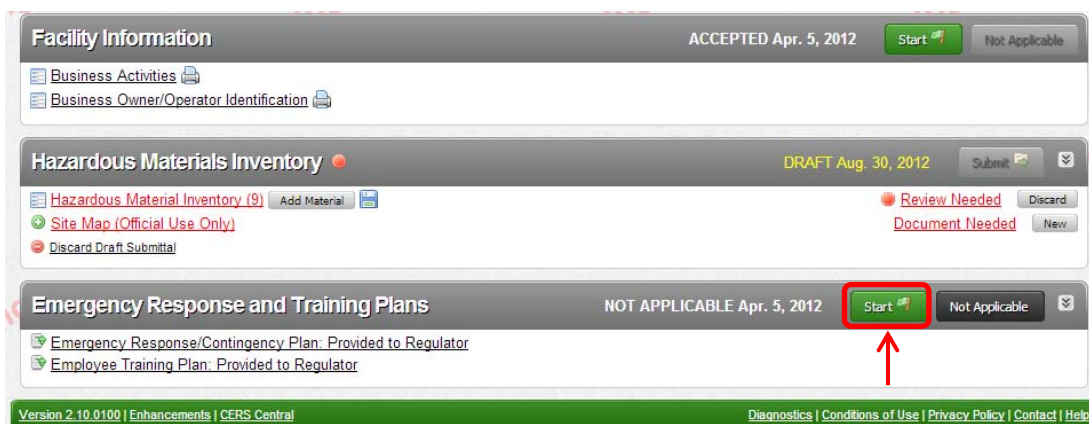


- ii. Click on the **“Choose File”** button to select the appropriate site map. You may change the file name or add a description for this document if you wish. When you are done, click **“Save & Finish.”**



b. Emergency Response and Training Plans:

- i. Select **“Start”** under the Emergency Response and Training Plans section to upload the corresponding files.



- ii. On the next screen, you'll see "Document Options" on the left-hand side with six different ways you can submit a document. Choose one of the following:
- 1) Upload Document(s): Click "**Choose File**" and select the appropriate plans from your computer to upload. You may choose to edit the document title or add a description. Click "**Save & Finish**" when you are done.

- 2) Public Internet URL: If your ER Plans/Training files are maintained online in a *public domain* (i.e., non-password protected), enter the web address in which the links to these documents may be accessed. Click "**Save**". Note: check with your local regulator to ensure this is a viable option for your CUPA.

- 3) Provided in other Submittal Element: If you've already uploaded your ER/Training Plans into CERS, indicate which section they were included in and add any relevant comments, such as the date they were submitted, in the box below. Click "**Save**".

- 4) Provided to Regulator: If you previously submitted the files to your regulator and they were approved, indicate the date they were submitted in the box below and click **“Save”**.

**Document Options**

- Upload Document(s)
- Public Internet URL
- Provided in other Submittal Element
- Provided to Regulator**
- Stored at Facility
- Exempt

**Stored at Regulatory Agency**

If previously approved by your local regulator, you can use this document option to indicate the document(s) has been provided to the Regulator. Enter the date the document was provided.

Date Provided  
4/4/2012

Discard Save Cancel

- 5) Stored at Facility: If the files were previously approved by your local regulator, you may use this option and indicate in which facility these documents are stored. Then click **“Save”**.

**Document Options**

- Upload Document(s)
- Public Internet URL
- Provided in other Submittal Element
- Provided to Regulator
- Stored at Facility**
- Exempt

**Stored at Facility**

If previously approved by your local regulator, you can use this document option to indicate the document(s) is stored at one of your Facilities. Indicate the facility where the document(s) is stored.

Select Facility...

Select Facility

Discard Save Cancel

- 6) Exempt: If you feel your facility is exempt from submitting these documents, enter a short explanation of why in the box below and click **“Save”**.

**Document Options**

- Upload Document(s)
- Public Internet URL
- Provided in other Submittal Element
- Provided to Regulator
- Stored at Facility
- Exempt**

**Exempt**

Select this option if you feel you are exempt from this document upload requirement. Please enter a short explanation of why you feel you are exempt in the space provided below. If the regulatory agency does not approve of the document exemption, the submittal element will be rejected.

Comment

Discard Save Cancel

- c. If facility has Underground Storage Tanks, select **“Start”** and answer the questions. Select **“Save”** when finished.
- i. A facility cannot make a UST submittal without entering a valid (8-digit beginning with 44) Board of Equalization (BOE) number. This number is required for any facility containing petroleum products in a UST.
  - ii. Cal/EPA designated the “dummy” number, **44000000**, for any facility that has USTs containing *only non-petroleum products*. Eventually, CERS will be modified so that facilities containing non-petroleum USTs only will not be able to enter a BOE number.
  - iii. If you do not have BOE number and require one, call the BOE at (916) 322-9669 or write them at: State Board of Equalization Fuel Industry Section, MIC:30 P.O. Box 942879, Sacramento, CA 94279-0030.

## 2. Managing Business Organizations

- Organizations allow a set of users to manage multiple facilities owned/operated by single business. Organizations typically are corporations or other legal entities with multiple facilities.
- Every facility belongs to only one organization.
- Every CERS2 business user must be associated with at least one organization.

### I. User Accounts

- If you are an existing user and you cannot login, select **“Forgot your username”** and enter the registered email. If you have your correct username, you can select **“Forgot your password”**. You should then receive an email on how to reset your password.
- Be sure to keep username, password, and also the security question somewhere safe in case it slips your mind.
- To change your account information (i.e., username, first & last name, email address, security question and answer, password and password protection phrase):
  - Click on **“[Your Name]’s Account”** at the top of the CERS Business Home page.



- (ii) Click on **“Edit My Profile”** (for username, name, email, security question or phrase) or **“Edit My Password”** (for password only)

- (iii) Update desired fields and click **“Save”**

## II. My Business

Go to **“My Business”** located at the top right corner of the page and select one of the options you wish to manage.

a. Manage People

A user can belong to multiple Organizations (e.g., consultants)

A user's security rights applies to ALL facilities associated with an Organization

- **Viewer:** View facility information (read only)
- **Editor:** View/edit facility information (no submit)
- **Approver:** View/edit/submit facility information
- **Lead User:** View/edit/submit facility information plus manage the Organization's users.

- Select an existing user to edit
- Select **“Add Person”** to add someone to your Business. Enter their email and select **“Continue”**. Then, enter their full name and their phone number and title if possible. Be sure to check a role under **“Permission Group”** for this person and select **“Save”** when finished.
- Select **“Delete”** to delete an existing user
- As a consultant, you can be added as a user to as many business organizations as necessary but CERS cannot create an organization for you as your facilities are not owned by your firm. As their consultant, they would add you (or they could request us to add you when they first create their organization) as a user with Editor, Approver, or Lead User permissions, depending on their needs and your services.

b. Manage Facilities

iv. Facility Transfer

You can request your regulator to approve transferring one of your facilities to a different business. This is normally used to help businesses aggregate all of their reporting facilities under a single CERS business, typically because of changes of ownership or duplicate business records.

- a) This allows you to place facilities into your organization that are currently not associated with your business. For example, there are many facility files that were migrated over from CERS1 (and Unidocs before that). These were all migrated as is, so they were assumed by CERS1 to be a business with only one facility. You could now transfer the files that are not currently in your business organization to the correct organization.

v. Merge Facilities

You can request your regulator to approve merging duplicate facilities' records for your business if reporting/submittals have already been performed on one or both facilities. Facilities can only be merged into another facility for the same business/organization.

vi. Delete Facilities

You may request that your regulator delete a facility if you have never reported on this facility. Facilities with submissions would normally be merged into another facility. Contact your facility's local regulator if you have an unusual situation that can't be handled using the Transfer, Merge, or Delete options described on this page.

vii. Archived Facilities

View any facilities previously reported in CERS by your business but which are now owned/operated by some other business. This would normally be facilities transferred out of your business at your request or by your regulator due to a owner/operator change for the facility.

c. Select Business

- a) To add a new Business organization, click "**Select Business**" from the "**My Business**" drop-down menu.
- b) In the next window, click the button "**Add a new facility/business**"

### 3. Helpful Tips

#### I. Getting Help

- a. CERS Business website is an interactive online managing tool. Users often need to correspond with certain requirements in order to proceed. Make sure to check emails and notifications and complete the required tasks.
- b. Two most useful tools at the bottom of the website:
  - o **Request Technical Assistance:** [cers@calepa.ca.gov](mailto:cers@calepa.ca.gov)
  - o **Local regulator(s):** <https://cersbusiness.calepa.ca.gov/Tools/Regulators>

CERS Business

Home
Submittals
Facilities
Compliance
My Business

Tools: Regulators
Home >> CERS Tools

Instructions/Help

This page lists the basic contact information for all CUPAs (Certified Unified Program Agencies) and PAs (Participating Agencies) in California. The **E-Submissions** column on the right indicates if the regulator is currently accepting electronic submissions through CERS. Regulators are not mandated to review/accept electronic submissions in CERS until January 2013, and may require facilities to perform their reporting on paper forms during 2012.

Name	Type	Address	Phone	Contact	E-Submissions?
<a href="#">Alameda County Environmental Health</a>	CUPA	1131 Harbor Parkway, Suite 240 Alameda, CA 94602-6577	(510) 567-6700	<a href="mailto:dehalamedacers@acgov.org">dehalamedacers@acgov.org</a> <a href="#">Web Site</a>	No
<a href="#">Alhambra Fire Department</a>	PA	301 North First Street Alhambra, CA 91801	(626) 570-5190		No
<a href="#">Alpine County Health Department</a>	CUPA	75-B Diamond Valley Road Markleeville, CA 96120	(530) 894-2146	<a href="mailto:djampson@alpinecountycal.gov">djampson@alpinecountycal.gov</a>	Yes
<a href="#">Amador County Environmental Health</a>	CUPA	810 Court Street Jackson, CA 95642	(209) 223-6439	<a href="mailto:ACEH@co.amador.ca.us">ACEH@co.amador.ca.us</a>	No
<a href="#">Anaheim City Fire Department</a>	CUPA	201 South Anaheim Boulevard, Suite 300 Anaheim, CA 92805	(714) 765-4000	<a href="mailto:jowhite@anaheim.net">jowhite@anaheim.net</a>	No
<a href="#">Bakersfield City Fire Department</a>	CUPA	2010 H Street Bakersfield, CA 93301	(861) 326-3979	<a href="mailto:cpetkins@bakersfieldfire.us">cpetkins@bakersfieldfire.us</a>	Yes

#### Technical Assistance Request ✕

In order for us to provide those most effective and efficient service, please fill out the form below. **Please include as much detail as possible** about a problem or issue you are having, including any pertinent information (CERSID's, Regulator Name, Submittal Element, Business Name, etc).

Help Ticket Information

**Your Name**
**Your Email Address**
**Your Username**

Tod Ferguson
tferguson@ucsd.edu
tferguson@ucsd.edu

**Current Url**  
https://cersbusiness.calepa.ca.gov/Tools/Regulators

**Current CERSID**  
10154999

**Your Browser Information**  
Firefox 3.0 on WinXP

**Phone Number (optional, if you want to be called back)**

**Issue Description (Be specific please)**

Submit
Cancel

## II. Tools

- a. Be sure to check out **“Tools”** at the top of the page for help.
- b. Be sure to contact your local CUPA first to answer questions or resolve problems. If they cannot help, they can forward your question/problem via email to the CERS Help Center.

The screenshot shows the 'Tools' section of the California Environmental Reporting System: Business. The page has a green header with 'CERS Business' and navigation buttons for Home, Submittals, Facilities, Compliance, and My Business. Below the header, there is a 'Tools' sub-header with a breadcrumb trail 'Home > CERS Tools'. The main content area is divided into two columns. The left column contains links to 'Unified Program Regulators Listing', 'Business/Organization Listing', 'CERS Chemical Library', 'CERS Violation Library', and 'Your Browser Software'. The right column contains a box titled 'Upload Draft Inventory Data for Multiple Facilities in My Business' with a sub-header '(Available Q2 2012)' and a description of the upload process.

## III. Reports

- a. Clicking on **“Reports”** in the upper right-hand header allows you to search regulator listings, as well as download your submitted facility data as Excel files.

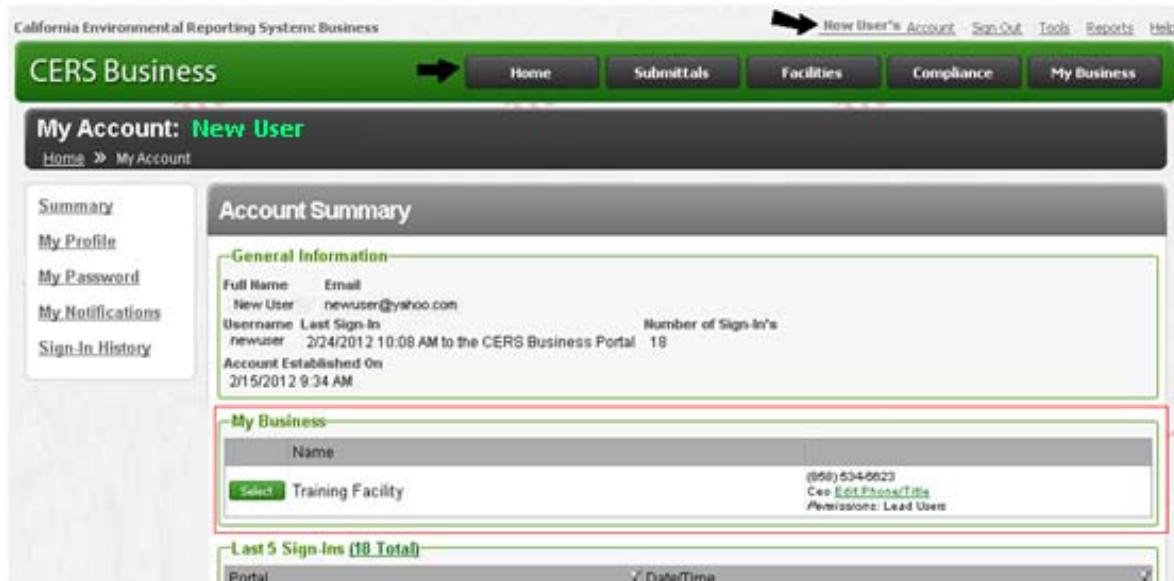
The screenshot shows the 'Reports' section of the California Environmental Reporting System: Business. The page has a green header with 'CERS Business' and navigation buttons for Home, Submittals, Facilities, Compliance, and My Business. In the top right corner, the 'Reports' link is circled in red with an arrow pointing to it. Below the header, there is a 'Reports' sub-header with a breadcrumb trail 'Home > Reports'. The main content area is divided into two columns. The left column contains links to 'Unified Program Regulators Listing' and 'Unified Program Local Reporting Requirements Listing', along with a note 'You may also want to review the CERS Tools page.'. The right column contains two download buttons: 'Download Submitted Inventories for All My Facilities' and 'Download Facility Information for All My Facilities', each with a description of the data to be downloaded.

- b. If you select **Unified Program Local Reporting Requirements Listing**, you may search by keyword or regulating agency to see if your local CUPA requires additional documents to be submitted that are not included in CERS.
- c. By clicking on either **“Download Submitted Inventories for All My Facilities”** or **“Download Facility Information for All My Facilities”** you can view all your submitted facility data at once in an Excel file. This is useful for ensuring all pertinent fields are correctly completed, match consistency through multiple facilities, or simply to keep a copy of your CERS business information for your own records.



#### IV. “Home” page


- a. If user has two or more business organizations, select **“User’s Account”** on the top right corner to view all business organizations. These users would typically be consultants with multiple clients.
- b. When inside a business organization, selecting **“Home”** will take you to the facility within that business organization.



#### V. Web Browsers

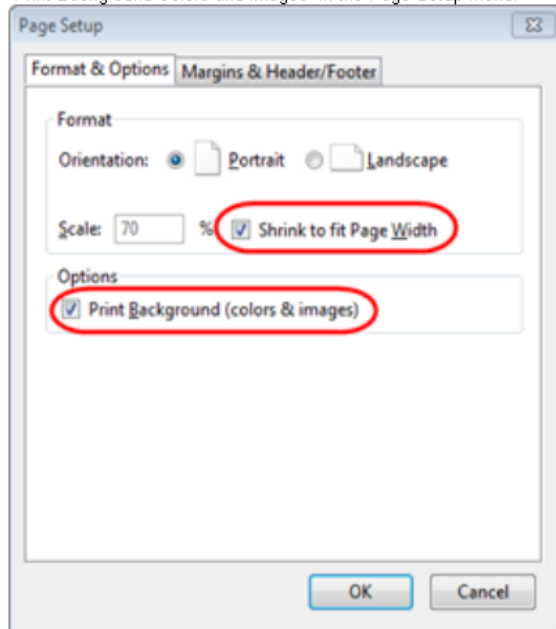
CERS is designed for standard-sized screens using relatively current web browsing software (e.g., Internet Explorer 8+, FireFox 3.6+, current versions of Google Chrome or Safari). Some CERS features may not work on older browsers, and CERS is not designed to be effectively used on smaller display devices (e.g., mobile phones, etc.).

#### VI. Printing

- a. Viewing and printing some CERS reports requires relatively current PDF viewing software (Adobe Reader 8+).
- b. Click on printing icon  on the left side for CERS Printing tips if needed.
- c. To print inventory files and other submitted forms, go to the page that you want to print, Select **“File”** on left top corner and select **“Print”**. Before printing, it’s helpful to select **“Print Preview”** to see what you will get when you print. If the page does not show correctly the way you want it to be printed, select **“Page Setup”** under **“File”** and check the setting that is compatible with your browser and printer.

### Firefox

If right edge of your form does not print on the page, select "Shrink-to-Fit" from the Page Setup menu. If certain page titles or other text is unreadable, select the "Print Background Colors and Images" in the Page Setup menu.



### Google Chrome

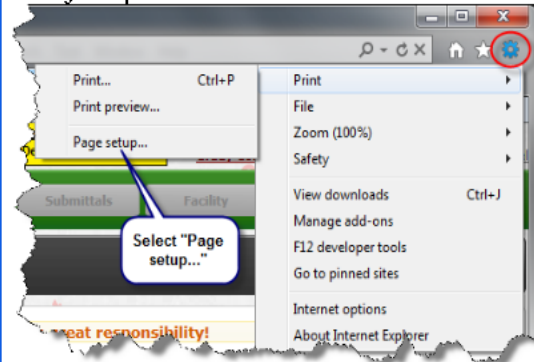
As of December 2011, Google Chrome does not support printing background colors/images. It appears to default to a Shrink-to-Fit mode.

### Internet Explorer (IE) 8 and 9

If the right edge of your form does not print on the page, try selecting "Shrink-to-Fit" from the Page Setup menu as shown below.

If certain page titles or other text is unreadable, select the "Print Background Colors and Images" in the Page Setup menu.

#### IE9 Page Setup



#### IE8 Page Setup



## VII. Data Recovery

How to recover data overwritten by CUPA data seeding – this only applies when a user has already entered data into CERS but not yet submitted (aka draft data), and their CUPA has seeded data into CERS from their local database.

- There is a document recovery feature in the Tools section of the CERS Business Portal. Click on **"Tools"** in the upper right heading.
- In the Tools menu, click on **"Search Your Draft Submittals Replaced by Regulator Seeding"**.
- Note that submittals rejected by your CUPA, or documents you've uploaded but did not submit, may be lost permanently. It is highly recommended to keep back up copies of all submittal documents for your own records.

## 4. CERS Conditions of Use

- ✓ I agree to **protect my CERS Account password and not share it with others**. If my account is compromised, I will contact CERS Technical Assistance: [cers@calepa.ca.gov](mailto:cers@calepa.ca.gov) immediately.
- ✓ I understand when I am using the training version of CERS that any data is not permanently retained or backed up, and CANNOT be moved into the production version of CERS.
- ✓ I understand any data in the training version of CERS is publicly available (to facilitate learning opportunities for myself and other CERS users), so I should not enter sensitive facility data into the training version of CERS.
- ✓ I will only upload documents as required by CERS or my local regulator(s). Any document I upload will be as compact as possible, will not exceed 25MB in size, and will be free from viruses or other malicious elements.
- ✓ I understand I should NOT use my web browser's "Back" button while using CERS--doing so may result in duplicate records or other problems.
- ✓ I understand that CERS is designed for standard-sized screens using relatively current web browsing software (e.g., Internet Explorer 8+, FireFox 3.6+, current versions of Google Chrome or Safari). Some CERS features may not work on older browsers, and CERS is not designed to be effectively used on smaller display devices (e.g., mobile phones, etc.).
- ✓ I understand viewing and printing some CERS reports requires relatively current PDF viewing software (Adobe Reader 8+).
- ✓ I understand CERS is generally available 24 hours a day except 1) the last Thursday of the month from 2-3pm, 2) occasional Saturday mornings, 3) other planned times noticed in advance on the CERS home page.
- ✓ **Facility**- "Unified program facility" means all contiguous land and structures, other appurtenances, and improvements on the land that are subject to the requirements listed in subdivision (c) of section 25404 of the Assembly Bill No. 2286.
- ✓ **Organization**-The "Organization" entity is a new CERS concept allowing businesses and/or regulators to manage a group of one or more users (CERS-Keys) to administer a collection of one or more facilities. Organization is roughly synonymous with the term "Business" although Organizations can also be government agencies, non-profit organizations, and other entities that own/operate regulated facilities.
- ✓ **Chemical Location** (inventory field 201) - Building or outside/adjacent area where hazardous material is handled. A chemical that is stored at the same pressure and temperature, in multiple locations within a building, may be reported on a single page. NOTE: This information is not subject to public disclosure pursuant to HSC 25506.