

Program Modernization through Electronic Submittal

2018 National Tanks Conference
September 10-13, 2018
Louisville, KY

Presented by:
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UST Petroleum Product Cleanup Fund
Massachusetts Department of Revenue



Why eUST?



The Design Phase

- Create a Business Requirements Document (BRD)
 - Step by step, detailed instruction of our processes
 - Tool for programmers to use when building the database
 - Took approximately 3 months to write
- Multiple brainstorming meetings to discuss converting current system to an enhanced system
 - Wanted the new system to do everything the old system did, only better

The Build Phase

Building the database was split into 2 Phases:

Phase I – Electronic filing of Reimbursement Claims, Applications for Eligibility and Certificates of Compliance

Phase II – Integrating and enhancing DOR's administrative capabilities



Discussion and QA

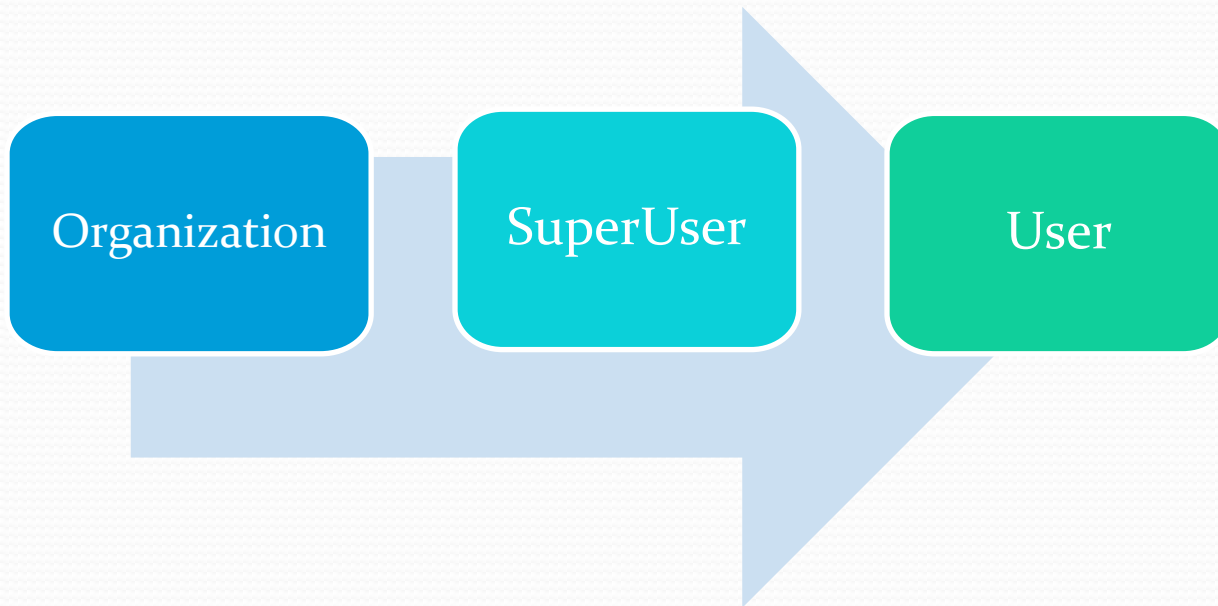
- Key questions:
 - What is working/not working?
 - How will the public use it?
 - How will the owner be involved?
 - What would different users want to see enhanced?
- Parties involved included :
 - IT and Internal Staff with a vested interest in the new database
 - A select group of outside users

The Cost

- Overall cost of development?
 - Approximately \$1.5 million
- IT maintenance costs (servers, salaries and licensing)?
 - \$125,000/year
- Increased user friendliness, better relationship with regulated community, lower administrative costs, increased accuracy?
 - Priceless

User Registration

Each organization designates one or more users within their organization as “SuperUsers”



eUST – RIGHTS & ROLES

Putting it Together

User Rights

- Admin
- View
- Prepare
- Sign/Certify
- Submit

+

User Role

Customer Identification

Please select the Choice that applies to you:

- ☐ I am the owner of the Facility and I am preparing this Claim on behalf of myself
- ☐ I am Not the owner of the Facility and I am preparing this Claim on behalf of myself
- ☐ I am preparing this Claim on behalf of the Claimant and the Claimant is the Owner
- ☒ I am preparing this Claim on behalf of the Claimant and the Claimant is Not the Owner

☐ I am Authorized Rep able to sign for the Owner

☐ I am Authorized Rep able to sign for the Claimant

=

Step 1:
Prepare the
Application

Step 2:
Certify/Sign
the
Application

Step 3:
Submit the
Application



What can the regulated community do now that could not be done before?

- File/View multiple types of applications (past and present)
- Real-time tracking of applications
- Owners and Applicants can use eUST as a management tool
- Users upload costs requested for reimbursement directly to application

External User Homepage



The Official Website of the Massachusetts Department of Revenue

Underground Storage Tank Program

Mass.gov

Home Overview Applications Admin Help Videos

UST - Home

Help My Profile Logout

Logged In: Jane Smith of CUMBERLAND FARMS INC

Things To Do

Applications Pipeline

New COCs: 0 COC Renewals: 1

Eligibilities: 1 Claims Submittals: 1

Total: 3

To Do for your Company

In-Progress To Complete: 2 Completed: 0

New COCs To Certify and Submit: 0 COC Renewals To Certify: 0

Eligibilities To Certify: 0 Eligibilities To Submit: 0

Claims Submittals To Certify: 0 Claims Submittals To Submit: 0

Number of Total Applications: 3

Export to Excel

Document Number	Submission Type	Facility ID	Street Address	City	Owner	Applicant/Claimant	Preparer	Application Status	Actions
ELIG180325	Eligibility	148	132 ELM ST	AMESBURY	CUMBERLAND FARMS INC	CUMBERLAND FARMS INC	Jane Smith (CUMBERLAND FARMS INC)	In-Progress	Edit Delete
REIM185662	Reimbursement	148	132 ELM ST	AMESBURY	CUMBERLAND FARMS INC	CUMBERLAND FARMS INC	Jane Smith (CUMBERLAND FARMS INC)	In-Progress	Edit Delete
COCR162148	COC Renewal	148	132 ELM ST	AMESBURY	CUMBERLAND FARMS INC	CUMBERLAND FARMS INC	UST SYSTEM (MA DEPARTMENT OF REVENUE - UST PROGRAM (UST))	In-Progress	View

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Overview Screen

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Underground Storage Tank Program

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Facility Overview [My Profile](#) [Logout](#)

Logged In: Jane Smith of CUMBERLAND FARMS INC

Overview By Owner, Facility, & Eligibility

Facility Info
ID: 146
Name: CUMBERLAND FARMS #2017
Address: 132 ELM ST, AMESBURY
Contact: Jane Smith

Certificate of Compliance
Status: Issued
Issued: 05/06/2014
Last TPI: 05/04/2017
Received: 03/20/2014
Expires: 05/06/2019
Print Certificate
Currently Eligible for Auto Review? ☒ Details

Owner
ID: 1602
Name: CUMBERLAND FARMS INC
Address: 165 FLANDERS ROAD WESTBOROUGH, I
Type: Private

Facility Tanks

Tank ID	Status	Use	Contents	Capacity	Construction	Billable
3	In Use	Motor Vehicle	Gasoline	8000	Double-walled non-corrodible (including "composite") material (cathodic protection not required)	<input checked="" type="checkbox"/>
2	In Use	Motor Vehicle	Gasoline	8000	Double-walled non-corrodible (including "composite") material (cathodic protection not required)	<input checked="" type="checkbox"/>
1	In Use	Motor Vehicle	Gasoline	8000	Double-walled non-corrodible (including "composite") material	<input checked="" type="checkbox"/>

Annual Tank Fee

FY	Fee	Penalty	Due
2017	\$750.00	\$0.00	\$0.00
2016	\$750.00	\$0.00	\$0.00
2015	\$750.00	\$0.00	\$0.00
2014	\$750.00	\$0.00	\$0.00
2013	\$750.00	\$0.00	\$0.00

Application for Eligibility
Applicant: CUMBERLAND FARMS INC Max Reimbursement: \$1,500,000.00
Eligibility#: 2996A Total Approved Payments: \$8,023.58
Status: Approved Recovered Overpayments: \$0.00
Received: 06/02/2015 Current Fund Balance: \$1,491,976.42
Status Pending Claim/Recon/Conf
Date: 11/03/2015 Actions: \$0.00
Potential Fund Balance: \$1,491,976.42

Overpayments Returned to the Fund

Sub#	Stage	Reason	Resolution	Amount
No information found for this report.				

Related Approved Payments

Sub#	Stage	Claimant	Received	Voted	Series	Requested	Appealed	Approved
2	Claim	CUMBERLAND FARMS INC	7/11/2016	9/28/2017	1	\$4,476.50	\$0.00	\$4,476.50
1	Claim	CUMBERLAND FARMS INC	2/11/2016	5/25/2017	1	\$16,911.58	\$0.00	\$3,547.08

Export Grids Print Overview Report Back

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Application Dashboard

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Application Dashboard

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Logged In: Jane Smith of CUMBERLAND FARMS INC

My Applications

Submission Type: ☐ COC ☐ Eligibility ☐ Reimbursement ☒ All

You may search your applications based on following criteria

Search Criteria

Document Number: Facility ID:

Application Status: Facility Street Address:

Owner Name: Select Facility City:

Submitted From: To:

No. of Record(s) Found: 1084

Page Size: 10 Page 1 of 109

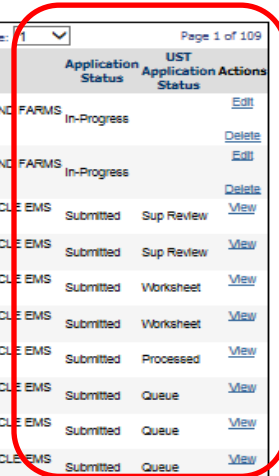
Document Number	Submission Type	UST Receipt Date	Facility ID	City	Owner	Preparer	Application Status	UST Application Status	Actions
ELIG180325	Eligibility		146	AMESBURY	CUMBERLAND FARMS INC	Jane Smith (CUMBERLAND FARMS INC)	In-Progress		Edit
REIM185662	Reimbursement		146	AMESBURY	CUMBERLAND FARMS INC	Jane Smith (CUMBERLAND FARMS INC)	In-Progress		Delete
REIM174275	Reimbursement	01/13/2017 08:54 AM	3715	SEEKONK	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Sup Review	View
REIM174272	Reimbursement	01/13/2017 08:54 AM	16414	LANCASTER	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Sup Review	View
REIM174323	Reimbursement	01/17/2017 11:21 AM	18431	WORCESTER	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Worksheet	View
REIM164199	Reimbursement	01/03/2017 10:32 AM	5579	METHUEN	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Worksheet	View
REIM164208	Reimbursement	01/03/2017 10:30 AM	19071	DARTMOUTH	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Processed	View
REIM185622	Reimbursement	03/12/2018 01:47 PM	13245	EAST BRIDGEWATER	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Queue	View
REIM185596	Reimbursement	03/07/2018 10:03 AM	3857	TAUNTON	100 LAWTON STREET LLC	Erin Mason (PINNACLE EMS INC.)	Submitted	Queue	View
REIM185595	Reimbursement	03/06/2018 03:42 PM	16345	HOPEDALE	CUMBERLAND FARMS INC	Erin Mason (PINNACLE EMS INC.)	Submitted	Queue	View

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Upload Costs Requested

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Claim Type Selection
Customer ID
Confirm Info
Claimant & Facility Information
Preparer Information
Consultant Information
Claim Summary & Grand Total
Appendix 4A Data
Manual Data Entry
Upload using MDU
Instructions
Define Column Data
Upload Mapped Data
Upload Invoice Doc(s)
Status and Confirmation
Certification
Summary

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Appendix 4A Documents Quick View

#	Invoice #	Document
1	All	V2162 Claim # 48 Amount \$4,172.29 (EN)
2		Reimbursement Application

Helpful Links

[MassDEP UST DMS website](#)
[MassDEP Searchable Sites](#)
[Appendix 3 - Reimbursement Fee Schedule](#)

Reimbursement Application [Help](#) [My Profile](#) [Logout](#)

Logged In: **Jane Smith** of CUMBERLAND FARMS INC

You can only view this Application as it has already been Submitted.

Document Number: REIM164037
Facility Name: EXXON - DIV OF CFI #70041
Facility Address: 172 LYNN FIELDS PKWY, SAUGUS, MA 01906
Facility Owner: CUMBERLAND FARMS INC
Claim Type: Response Action

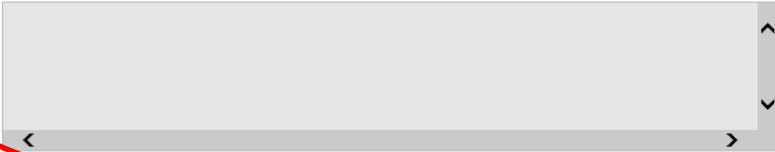
Application Status: Submitted
Facility ID: 5940
Eligibility Number: 5940A50
MassDEP RTN: 3-0028775
Total Claimed Amount: \$4,172.29

Appendix 4A Data – Upload Mapped Data

i After successfully defining your columns from the source file or spreadsheet, copy the entire file except the column headers and paste it into the box below.

After you have successfully processed the bulk data through this screen, use the Manual Data entry screen to view and/or edit any entries.

Total Claimed: \$4,172.29



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Last Updated by Matthew Young on 12/9/2016 12:58:43 PM

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What can DOR do now that could not be done before?

- View/Process multiple types of applications (past and present)
- More reporting capabilities with less people involved
- Easy access to electronic documents (with an option to make documents public or keep them private)
- Make enhancements and fix bugs in a timely manner due to dedicated IT person

DOR Homepage



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Underground Storage Tank Program

Mass.Gov

Home Overview Applications Facility AR Financials COC Claims AP Financials Reports Documents Admin Help

UST - Home

Help My Profile Logout

Logged In: Jennifer Byrne of MA DEPARTMENT OF REVENUE - UST PROGRAM (UST)

Last Updates

Last Genisys Update: 6/28/2018 2:39:30 PM Last DEP Change: 7/27/2018 Last MMARS Update: 4/9/2018 Last DEP Download: 7/27/2018

Things To Do

Applications in Queue


COCs New:	<u>1</u>
COCs Renewal:	<u>0</u>
Eligibilities:	<u>0</u>
Eligibility Appeals:	<u>3</u>
Claims:	<u>1216</u>
Claim Appeals:	<u>30</u>


Applications Under Review | Processed

COCs (New and Renewal):	<u>5</u>	<u>2322</u>
Eligibilities:	<u>8</u>	<u>0</u>
Eligibility Appeals:	<u>2</u>	<u>6</u>
Claims:	<u>89</u>	<u>10</u>
Claim Appeals:	<u>0</u>	<u>4</u>



Document Center

**Underground Storage Tank Program**



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Customer ID
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Claimant & Facility Information
Preparer Information
Consultant Information
Claim Summary & Grand Total

Appendix 4A Data
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Upload using MDU
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Reimbursement Application
Logged In: **Jennifer Byrne** of MA DEPARTMENT OF REVENUE - UST PROGRAM (UST)

Document Number: REIM185662
Facility Name: CUMBERLAND FARMS #2017
Facility Address: 132 ELM ST, AMESBURY, MA 01913
Facility Owner: CUMBERLAND FARMS INC
Claim Type: Response Action

Application Status: Submitted
Facility ID: 146
Eligibility Number: 146A2996
MassDEP RTN: 3-0032758
Total Claimed Amount: \$963.32

Document Center
Instructions:
a) Only .pdf files allowed.
b) Only files up to 18 Megabytes are allowed.
c) Please avoid using commas and special characters when naming your pdfs.
d) It is recommended that files containing multiple documents be bookmarked or ordered as shown below.
e) It is recommended that, if possible, PDF text files be scanned with Optical Character Recognition (OCR) software prior to uploading.
f) All personal and/or confidential and sensitive information (e.g. bank account numbers, FEINs, SSNs) must be redacted prior to uploading. This includes reverse side of cancelled checks.
g) Files containing multiple documents must be organized in the following order:
[More](#)

Documents From Customer
Document Type: --Select--
For Reference Number: --Select--
File Name: [Browse...](#) [Add Custom Document](#) [Upload Document](#)

Helpful Links
[MassDEP UST DMS website](#)
[MassDEP Searchable Sites](#)
[Appendix 3 - Reimbursement Fee Schedule](#)

For Ref. No	Document Type	File Name	Upload Date	Submit Date	Submitted By	Document Status	Actions
	Reimbursement Application	REIMApplication_REIM185662.pdf	08/15/2018 09:25 AM	08/15/2018 09:25 AM	Jane Smith	SUBMITTED	View
	All - Invoice and Backup	Invoice PDF.pdf	08/15/2018 09:24 AM	08/15/2018 09:25 AM	Jane Smith	SUBMITTED	View

[Print Package](#) [Export to Excel](#) [Submit Document](#) [Remove Selected](#)

Documents From DOR UST
Document Type: --Select--
File Name: [Browse...](#) [Add Custom Document](#) [Upload Document](#)

Ref. No	Document Type	File Name	Upload Date	Submit Date	Submitted By	Document Status	Actions
76978	Email Correspondence	Email Correspondence.pdf	08/15/2018 09:55 AM			UPLOADED	View Manage Remove
76977	Worksheet	2996A3 Worksheet 15-August-18.pdf	08/15/2018 09:26 AM	08/15/2018 09:26 AM	Jennifer Byrne	SUBMITTED	View Manage Remove

[Export to Excel](#) [Submit Selected Document\(s\)](#) [Remove Selected](#)

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Last Updated by Jane Smith on 8/15/2018 9:25:23 AM

DOR Claim Management

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Underground Storage Tank Program

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Eligibility
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Reconsiderations
Confessions
Claim Overpayments
Board Vote
OA Information

Document Center

Documents Quick View

Facility Documents

3/4/2015 22-200
3/7/2014 22-200
3/7/2014 22-200

Eligibility Documents
No Document Uploaded Yet
Claim Documents
No Document Uploaded Yet

Eligibility: 2996 Release: A Submittal: 3 Claim Series: 1 Filter Clear [Close Advanced Search]
Claim Status: eUST Submit Date From: To: Box #:
Claimant Name: Vote Date From: To:

Claims

Logged In: Jennifer Byrne of MA DEPARTMENT OF REVENUE - UST PROGRAM (UST) [My Profile] [Logout]

Claim Submittals List [-]

Number of submittals: 3

Eligibility Select	Release	Submittal #	Claim Series	Facility ID	Facility Name	Claimant Name	Status	Paper Received Date	eUST Submit Date	Worksheet Sent Date	Vote Date	Final Requested Amount	Voted Amount	Box #	Action
<input type="checkbox"/>	2996	A	3	1	146	CUMBERLAND FARMS #2017	CUMBERLAND FARMS INC	Worksheet	8/15/2018	8/15/2018		\$963.32	\$0.00		Show Details
<input type="checkbox"/>	2996	A	2	1	146	CUMBERLAND FARMS #2017	CUMBERLAND FARMS INC	Voted	7/11/2016	9/27/2017	9/28/2017	\$4,476.50	\$4,476.50		Show Details
<input type="checkbox"/>	2996	A	1	1	146	CUMBERLAND FARMS #2017	CUMBERLAND FARMS INC	Voted	2/11/2016	3/23/2017	5/25/2017	\$16,911.58	\$3,547.08		Show Details

Received Claims List App 4As in Process List Batch Convert Status Export to Excel

Claim Submittals Details [-]

Last Updated by UST SYSTEM on 8/15/2018 9:26 AM

Early Claim Report Print Screen Save

Elig. # Letter Sub.# Series Claim Type
Submittal ID: 2996 A 3 1 Response Action eUST Doc #: REIM1002 Facility ID: 146 Facility Name: CUMBERLAND FARMS #2017 Facility Address: 132 ELM ST, AMESBURY, MA 01913

Claimant Details

Claimant Name: CUMBERLAND FARMS INC
Claimant Type: Owner
Claimant FEIN: Owner FEIN
Address: 165 FLANDERS ROAD
City: WESTBOROUGH State: MA ZIP: 01581
Contact Person: Jane Smith
Contact Phone: (508) 270-4490 Contact Fax: (781) 459-0454
Contact Email: prudentej@dor.state.ma.us

Status and Important Dates

Status: Worksheet
Paper Received Date:
eUST Submit Date: 8/15/2018
Worksheet Sent Date:
Vote Date and Amount
Vote Date:
Vote Amount: \$0.00
Vote Letter Sent Date:

Claim Info

Period From: 1/1/2018 Period To: 1/31/2018 # of Days: 30
Final Requested Amount: \$963.32
Ineligible Amount: \$0.00
Reduction Amount: \$0.00
Deductible Amount: \$0.00
Payable Amount: 963.32
Paid Amount: \$0.00

Other Info

Direct Pay?:
Assignment:
Adjuster: Jennifer Byrne
Priority: Low
Box Number:
Claim OVP Owed: \$0.00

Consultant Information

Company ENVIROTRAC, LTD
Name:
Address: 2 MERCHANT ST, STE 2
City: SHARON State: MA ZIP: 02067
Contact Person:
Contact Phone:
Contact Fax:
Contact Email:

Preparer Information

Company Name: CUMBERLAND FARMS INC
Address: 165 FLANDERS ROAD
City: WESTBOROUGH State: MA ZIP: 01581
Contact Person: Jane Smith
Contact Phone: (508) 270-4490
Contact Email: prudentej@dor.state.ma.us
Contact Fax: (781) 459-0454

Eligibility Payment Verification

	Response Action	Third Party
Maximum Allowed:	\$1,500,000.00	\$1,000,000.00
Remaining Allowable:	\$1,491,976.42	\$1,000,000.00
Remaining Deductible:	\$0.00	
Eligibility OVPs Owed:	\$0.00	
Vendor OVPs Owed:	\$265.00	
Tank Fees Owed:	\$0.00	

Is this consultant the Preparer?



Drawbacks and Lessons Learned

- Reduced production time during QA testing and learning curve
- Technology has not kept pace with demands we are putting on the system
- All users are at a standstill when the system goes down
- Inter-Agency Service Agreement with another State Agency
- Data migration
- Double check your data



Looking toward the Future

What can eUST do for you?

- Always looking for ways to enhance and refine the program
- Anyone who uses the system has the opportunity to add their insight – engages staff at all levels



Thank you!

Jennifer Byrne

byrnej@dor.state.ma.us

(617) 626-2614

