1 - How does the online report work?

- The report is web-based and allows you to save your progress at any time (see #6 below). It is automatically submitted when you press Submit on the last page. No emailing necessary.

2 - Who needs to complete these?

- Each local government should determine which staff member is responsible for completing and submitting the annual report on time. Only one report should be submitted for each local government.
- Responsible staff member is often one of the following: Solid Waste Director or Manager, Public Works Director or Manager, Finance Director or Manager, Town/City/County Clerk, Town/City/County Manager or Assistant Manager, etc.

3 - What kind of information do I need to gather?

- The report requests a variety of program information. Before starting the report, ensure that you have access to the following resources:
  - Budget and cost information for solid waste and recycling collection, disposal, contracts and facilities
  - Household fees (if applicable)
  - Collection/disposal tonnage for solid waste, recycling, specialty waste, and yard waste/compost
  - Contact information for contractors and recycling facilities
  - For counties: White goods/refrigerant removers, scrap tire processors

4 - How is the information used?

- Each North Carolina county and municipality is required to complete this report annually. Completion and submission of this online report will fulfill the annual reporting mandate to the state as required by G.S. 130A-309.09A. Information is used for:
  - Preparation of the Consolidated Waste Management Report, required by G.S. 130A-309.06(c)
  - Statewide decision-making, grantmaking, and technical support
  - Benchmarking and comparisons across states and counties
  - Recognitions for exemplary efforts in solid waste and materials management

5 - What if I'm missing some information?

- Local Governments are required by G.S. 130A-309.09A to provide the information requested in the form. The form does not contain mandatory fields – however, if you are unable to answer any questions, please make a note in the comment box at the end of the form.

6 - Can the report be saved during data entry and completed later?

- Yes. At the bottom of each page is a 'Save a Draft' button. The webpage will prompt you to enter your email address and create a password. A link will be mailed to the email address you provide. Click that link to continue entering data into the report. **The report is not recoverable if the email address is incorrect.**

7 - Can multiple people work on this report?

- Yes. In order to access the report from multiple computers, simply save a draft, enter your email, and create a password. You can then share the email/password combination with others who need to access the report.

8 - How do I move from page to page?
- At the bottom of each page use the 'Next' and 'Previous' buttons.
- You can also use the tabs at the top of the page to move directly to a specific Part of the report.

9 - Can I print a blank version of the report to reference while I gather information?
- Yes. The Instructions page includes a link to download a blank pdf of the report. You can also access it here: https://deq.nc.gov/media/30182/open. Feel free to use this pdf to gather information, but you must complete the online report as your official submission.

10 - How do I save a copy after the report is completed?
- When data entry is complete, press the 'Submit' button and 3 things happen:
  1 - The report is automatically submitted to the Division of Environmental Assistance and Customer Service (DEACS).
  2 - You will receive an email confirmation of your report submittal, including a pdf of the submitted draft.
  3 - Please note that DEACS staff review each submittal and may make edits to your report. After that process is complete, you will receive an email with the final approved version of the report attached as a pdf.

11 - Where do I send the report when it's completed?
- When you've completed the report, pressing 'Submit' on the last page will automatically submit the report to DEACS staff.
- You will receive email confirmation that the report has been submitted.

12 - How will I know the report is accepted?
- You will receive an email with the final approved version after DEACS staff have reviewed the report, which may take several months. DEACS staff may get in touch with you to clarify information during the review process.

13 - Having issues trying to access or submit the report?
- 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 website.
- Also, check to make sure your web browser is up to date.
- If you are having technical issues with the form, contact us as soon as possible.

14 - Where can I go for more help?
- Many of the form's questions contain "tool tips" **(?)** providing a more detailed explanation of the requested information.
- You can also watch last year's recorded training video. The questions have not changed since last year so the same instructions apply.
- Still have questions? Contact us anytime and we'd be happy to help.
  - Alex Miller   alex.miller@deq.nc.gov   (919) 707-8190
  - Elise Traywick   elise.traywick@deq.nc.gov   (919) 707-8135