2019 Electronic Verification Questionnaire (EVQ) User Guide
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General Information

The information provided in this user guide is intended to aid users in understanding the overall annual electronic Verification Questionnaire (eVQ) administered by the California Department of Toxic Substances Control (DTSC), so that the user can successfully complete the questionnaire. For best results, please read each section.

Background Information

Anyone who generates, transports, offers for transport, treats, stores or disposes of hazardous waste must have a hazardous waste EPA identification (ID) number, which is used to identify the hazardous waste handler and track the hazardous waste from the point of origin to its final disposal ("cradle to grave"). The purpose of the annual ID number verification questionnaire is to ensure the accuracy of the information associated with the EPA ID number and assess the ID number verification and hazardous waste manifest fees.

The annual Verification Questionnaire and fees assessment are required by the California Health & Safety Code sections 25205.15 and 25205.16. Any generator, transporter or facility operator who fails to provide information required by the Department of Toxic Substances Control (DTSC) to verify the accuracy of hazardous waste activity data shall be subject to suspension of any and all identification numbers assigned to them and to any other enforcement action per the California Health & Safety Code section 25205.16(c).

Historically, DTSC has mailed hard copies of the annual Verification Questionnaires. Since 2016, DTSC has fully transitioned to an online reporting system for the annual Verification Questionnaire and hazardous waste manifest fees assessment. The eVQ System offers a fast and convenient process for verifying an ID number holder's information and calculating their ID verification and hazardous waste manifest fees.

When the Verification Questionnaire report cycle opens, an email notification is sent to ID number holders with active status any time during the previous fiscal year (from July 1 to June 30) and/or ID number holders that manifested hazardous waste any time during the previous calendar year (from January 1 to December 31). For new ID number holders who have never completed a Verification Questionnaire, the notification email will be sent to the contact person's email associated with the ID number. Typically, the annual Verification Questionnaire report cycle opens in the month of July and the questionnaire is due 30 days from when the ID number holder receives the first notification.

Help Resource

For additional assistance on how to complete the electronic Verification Questionnaire or questions related to the questionnaire, please contact eVQ@dtsc.ca.gov.
Electronic Verification Questionnaire Home Page

To access the electronic Verification Questionnaire (eVQ), the user will enter the URL [evq.dtsc.ca.gov](http://evq.dtsc.ca.gov) into their web browser to get to the eVQ home page. The user can perform one or more of the following functions on this page:

- Log in to their eVQ account
- Register for an eVQ account
- Get help by reading the FAQs
- Check the status of their EPA ID number
- Visit the “Popular Links” (located at the bottom of the page)

Register New eVQ Account

The user can request an eVQ account by clicking the “Register” button.

After clicking the “Register” button, the user will be directed to the screen below. To create an eVQ account the user must first enter a valid ID number in the first field on the screen. The user must enter the entire ID number, include all letters and numbers. The user may add multiple ID numbers to the same eVQ account only when the ID numbers share the same Federal Tax Identification Number (FEIN). If the ID numbers have different FEINs, the user must create separate accounts for each ID number with a different FEIN. Each account must have a unique username, but they may share the same email address.
**Error Message After Entering ID Number.** If the user receives an error message after entering an ID number, please follow the appropriate steps based on the type of error message.

Error: Your EPA ID number is not link to an eVQ account. Please email eVQ@dtsc.ca.gov or call 1-877-454-4012 for further assistance.

- First, the user should check if they have already created an existing eVQ account by doing the following:
  - Go back to the eVQ home page by selecting the eVQ home tab. Select “Log In” and click “Forgot username/password?.” Enter their email address. If the user already has an existing account, their username and password will be emailed to them.
  - If the user is not the main contact listed on the account, please read page 16 of this user guide on how to update the contact information on an eVQ account.

Error: Invalid or inactive ID number. Please check the ID number and try again.

- EVQ account requestor should confirm that they have correctly entered the complete ID number, including the lettered prefix (i.e. CAL, CAR or CAD). There is no space between the lettered prefixes and numbers.
- If the requestor receives the same error message after verifying and/or entering the ID number again, please email eVQ@dtsc.ca.gov or call 1-877-454-4012 for assistance.

Error: EPA ID number does not exist in our HWTS sytem, is inactive or is not part of the eVQ extract. Please check the number and try again.

- If the requestor receive the same error message after verifying and/or entering the ID number again, please email eVQ@dtsc.ca.gov or call 1-877-454-4012 for assistance.

**ID Number Accepted.** When the user has entered a valid ID number, the ID number will be listed so that it can be associated with the user’s account.

![Create an eVQ Account](image)

The user will scroll down the page to create a username and password. The information on the account login will be populated based on the information entered from the Hazardous Waste Tracking System (HWTS). Any required fields must be completed.
Note: The information entered into HWTS was performed by a DTSC staff during the issuance of the ID number. The user will verify that their information is correct and update any information as needed on the information screen.

Submit eVQ Account Request. After the fields on the information screen have been verified and entered, the user will click the "Submit eVQ Account Request" button.
The user will see this screen after they have successfully created a new eVQ account. They will also receive an email confirmation stating that an eVQ account was successfully created. The user will click the “Back to Home Page” button to log into their eVQ account.

Log In Screen

The user will log into their account by clicking the “Log In” button.

The user will enter their login name and password.

Note: If the user enters their login name and/or password incorrectly after three attempts, they will be locked out of their account. They must then contact eVQ@dtsc.ca.gov or 1-877-454-4012 to have their account unlocked by a DTSC staff member.
Main Menu

When a user logs into their eVQ account, they will be directed to the menu screen below. The Verification Questionnaire consists of five steps. To get started the user will click “Step1: Contact Information”.

![ID NUMBER VERIFICATION QUESTIONNAIRE (VQ) AND FEES ASSESSMENT](image-url)
Step 1: Contact Information

In this step the user will verify their general company and contact information and make any necessary changes. After the user is done verifying the information, they will click “Save and Go to Step 2”.

![Step 1: Contact Information](image)

Step 2: Company Information

In this step the user will verify their company’s mailing and owner information and make any necessary changes. After the user is done verifying the information, they will click “Save and Go to Step 3”.

⚠️ Note: The company name and owner name are grayed out in this step because it cannot be changed. If the user needs to update the company’s name and/or the owner’s name, they will need to complete and submit the appropriate application. Please email idnumber@dtsc.ca.gov for more information.
Your 2019 verification status is: **In Progress**

Back to VQ Menu | Step 1

## Step 2: Company Information

Verify your company's mailing and owner information below and make any necessary changes, then continue to Step 3. * denotes a required field

### Company Mailing Information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>ABC Company</td>
</tr>
<tr>
<td>Address 1 *</td>
<td>555 A STREET</td>
</tr>
<tr>
<td>City *</td>
<td>SACRAMENTO</td>
</tr>
<tr>
<td>State *</td>
<td>California</td>
</tr>
<tr>
<td>Zip *</td>
<td>95812</td>
</tr>
</tbody>
</table>

### Owner Information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner Name *</td>
<td>Jane Doe</td>
</tr>
<tr>
<td>Address 1 *</td>
<td>555 A STREET</td>
</tr>
<tr>
<td>City *</td>
<td>SACRAMENTO</td>
</tr>
<tr>
<td>State *</td>
<td>California</td>
</tr>
<tr>
<td>Zip *</td>
<td>958140000</td>
</tr>
<tr>
<td>Phone *</td>
<td>(555) 555-5555</td>
</tr>
<tr>
<td>Fax</td>
<td>(555) 555-5555</td>
</tr>
</tbody>
</table>

[Save and Go to Step 3]
Step 3: EPA ID Number and Hazardous Waste Manifest Verification

In this step the user will verify their ID number(s) and hazardous waste manifest counts populated on the page. They may update or correct any information including adding and/or removing ID numbers, inactivating or reactivating ID numbers, and correcting the manifest counts. **The user must click the “Save Changes” button to save the record(s) that have been changed.** After the user is done verifying the information they will click “Save and Go to Step 4”.

Three Types of Hazardous Waste Manifest Fees

<table>
<thead>
<tr>
<th>Type of Hazardous Waste</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recycled</td>
<td>Free</td>
</tr>
<tr>
<td>Non-Recycled</td>
<td>$7.50</td>
</tr>
<tr>
<td>Air Compliance Solvents</td>
<td>$3.50</td>
</tr>
</tbody>
</table>

**Manifest Information:** A hazardous waste manifest is the document that must accompany shipments of hazardous waste from the time the waste leaves the handler’s location until it reaches its final destination. Contractors and hazardous waste transporters may prepare the hazardous waste manifest for a handler as part of their service, but the ID number holder is responsible for the content on the manifest and the hazardous waste manifest fees.

To view a sample manifest, please go to the U.S. Environmental Protection Agency (EPA) homepage [www.epa.gov](http://www.epa.gov). DTSC provides the manifest counts for the ID number holder’s information only; they must check their own records to verify manifest information. They can export the list of ID numbers with manifest counts to an Excel spreadsheet for their information, but the spreadsheet cannot be used to make edits to the questionnaire.
It is the user's responsibility to make sure that all of their company's hazardous waste ID numbers are included and that the manifest counts are accurate. The ID number holder may need to add recently issued ID numbers (up to and including the issue date of June 30, 2019). Also, the user must verify the manifest information with their organization's internal records to ensure that it is accurate.

The list display default is set to 100 records per page. The user will review the ID number information and manifest counts on all pages.

To view the manifest information that is recorded in DTSC’s Hazardous Waste Tracking System (HWTS), the user will click on the ID number. They will see the manifest tracking number, manifest type (recycled or non-recycled waste), shipment date and receipt date of hazardous waste manifests from 2018 calendar year. The user is reporting on the number of hazardous waste manifests their company used during the 2018 calendar year, not the amount of waste on the manifest.

** Reactivate an ID Number:** To reactivate an ID number, the user will check the “Reactivate” box, and click the “Save Changes” button to save the record. Any fees owed must be paid and posted before the ID number will be reactivated. DTSC’s Accounting Unit may take up to 10 business days to post a fee payment.

** Inactivate an ID Number:** To inactivate an ID number, the user will check the “Inactivate” Box, and click the “Save Changes” button to save the record. Any fees owed must be paid and posted before the ID number will be inactivated. DTSC’s Accounting Unit may take up to 10 business days to post a fee payment.

**Note:** If the company’s operation will continue after June 30, 2019, the user should not check the inactivate box at this time. The company’s contact should notify DTSC when they cease operating by submitting a **Permanent State ID Number Application (DTSC Form 1358)** to inactivate a State ID number or submitting **RCRA Subtitle C Site Identification Form (EPA 8700-12)** by paper or electronically thru the **RCRAInfo System** to inactivate a federal EPA ID number.
Step 4: Fees Assessment

In this step the following two fees are being assessed:

The ID number verification fee is based on ID numbers with active status any time during the Fiscal Year (FY) 2018/2019 (July 1, 2018 – June 30, 2019).

The manifest fee is based on hazardous waste shipped during the Calendar Year (CY) 2018 (January 1, 2018 – December 31, 2018).

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**ID Number Verification Fee Structure**

<table>
<thead>
<tr>
<th>Number of Employees</th>
<th>1 – 49</th>
<th>50 – 74</th>
<th>75 – 99</th>
<th>100 – 249</th>
<th>250 – 499</th>
<th>500 or more</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazardous Waste ID Fee Rate</td>
<td>NO Fee - $0</td>
<td>$150</td>
<td>$175</td>
<td>$200</td>
<td>$225</td>
<td>$250</td>
</tr>
</tbody>
</table>
**Number of Employees**: The user will enter the total number of individuals employed in California by their company or organization in the 2018 calendar year, including all employees who have worked more than 500 hours during the 2018 calendar year. They must also include employees at all California locations, including location(s) that did not generate hazardous waste.

**Note**: For companies with multiple ID numbers that are handled separately by individual locations: If a company is reporting for their site location, and other employees are reporting for their respective site locations, each site will still count all employees at all the site locations. For example, if a company has two ID numbers. Site A has 20 employees and site B has 50 employees. If the company is completing the Verification Questionnaire for the ID number at Site A, their employee count will be 70 employees.

**Total Number of Permanent ID Numbers**: Defaults to the count of ID numbers listed in Step 3, excluding temporary ID numbers (beginning with prefix CAC or CAP) and out-of-state ID numbers.

If the company has inactivated any ID numbers between January 1 and June 30, 2019, they will be included in their Verification Questionnaire if there were hazardous waste manifests shipped under the ID number from the 2018 calendar year. The company may exclude ID numbers from the ID number verification fee if they inactivated them between January 1 and June 30, 2018.

For example, if a company inactivated an ID number on May 10, 2018 (FY-based), and they have hazardous waste manifests shipped under that ID number in February 2018 (CY-based), they are only required to pay the hazardous waste manifest fees on the ID number. Entering a “1” here will exclude the ID number from the ID number verification fee.

**2) Manifest Fees.** The California Health and Safety Code section 25205.15 authorizes DTSC to assess a fee of $7.50 for each manifest used, except for manifests used solely for recycled waste are exempt. The first four manifests used in a calendar year by a business with less than 100 employees are free. The fee for a manifest that is used solely for hazardous waste derived from non-recycled air compliance solvents (NRACS) is $3.50. Persons who erroneously report this type of waste or recycled waste on a manifest that is actually used for transportation of other types of waste will pay the $7.50 manifest fee, in addition to the error correction fee of $20 per manifest.

**Manifests used for hazardous waste that is not recycled - $7.50 per manifest.**

**Manifests used solely for hazardous waste that is recycled - No fee.** To qualify as recycled, all waste listed on the manifest must be recycled. The hazardous waste disposal facility adds a code for each waste listed to indicate if it was recycled at their facility. The recycling codes can be found in Box 19 on the manifest and are H010, H020, H039, H050 or H061. In some cases, the initial receiving facility transfers the waste to a different facility that may recycle or otherwise handle the waste (H141).

**Manifests claimed as free**: This applies only to businesses with less than 100 employees. The first four manifests of the calendar year are free provided that the manifest was sent to DTSC in a timely manner. This exemption applies per company, not per ID number. The manifest tracking numbers that have been credited will be displayed and the company will not be charged for the manifests. If a manifest tracking number does not display, it is because the manifest is not in the Hazardous Waste Tracking System. If the manifest is not in HWTS, the company cannot claim the manifest credit. If the user finds a manifest missing they can scan and email the manifest copy to eVQ@dtsc.ca.gov.
Note: Sometimes waste is picked up on a consolidated hazardous waste manifest, which is then reported under the transporter’s hazardous waste ID number for manifest fee purposes.

Step 5: Fee Summary and Certification

On this page the user will be able to review their fees by clicking the “Fee Summary” button. If the user needs to make changes to information on a previous screen they can do so by going to the VQ menu and clicking on the respective step they would like to access. Access to prior steps is located directly above the “Step 5: Fee Summary and Certification” heading at the top of the page.

To complete the Verification Questionnaire, the user will type in their name and title, and then click “Save and Flag as Completed”. The user will receive an email confirmation stating they have successfully completed the Verification Questionnaire. **The user will not be able to go back to Steps 1-5 after they have saved and flagged their Verification Questionnaire as completed.**

Note: If the user does not click the “Save and Flag as Completed” button, the questionnaire will not show up as completed on the Department of Toxic Substances Control’s end.

![Fee Summary and Certification](image-url)
Invoice and VQ Summary

The user will be able to view and print their invoice. If they owe any fees, they will follow the directions on the screen to make a payment by either a check or credit card.
Pay by Check. The user will print the invoice, sign it, and mail it along with their check to DTSC. It is recommended for the user to make a copy of their check and invoice for their records.

Pay by Credit Card. The user will click on the button to DTSC’s credit card payment processor. The user does not need to print and sign the invoice if they are paying by credit card. It is recommended for the user to print a copy of the payment receipt for their records.

No Fees Owed. The user does not need to mail the invoice if they do not owe any fees. It is recommended for the user to print a copy of the invoice for their records.

Note: The user will no longer be able to access Steps 1-5 of the questionnaire because they have already electronically signed the questionnaire in Step 5. If they need to make any changes, they will need to contact eVQ@dtsc.ca.gov for assistance. A completed Verification Questionnaire with unpaid fees will not prevent an ID number from being inactivated. The questionnaire must be completed and any fees owed must be paid in order for an ID number to remain in active status.

Important Information Regarding eVQ Access

Access to the eVQ System is limited to the current VQ cycle only. We recommend the user keep a copy of the invoice for their company’s records. The user will not be able to access this information once the 2019 Verification Questionnaire reporting cycle closes.

Forgot Username/Password

If the user has forgotten their username and/or password, they can retrieve their username and/or password by going to the eVQ home page and clicking the “Log In” button, then “Forgot username/password?” link.
After clicking “Forgot username/password?” link, the user will be directed to the screen below. They will enter the email that is registered to their eVQ account. An email will then be sent with their username and/or password.

⚠️ Note: Only the primary or alternate contacts’ emails associated with the eVQ account may retrieve the username and password.
Appendix A - Update eVQ Account Contact

If a new authorized user is not the contact person listed on their company’s existing eVQ account, they can update the contact information on the account. From the eVQ home page, the new user will click “Log In”. After clicking “Log In”, the new user will be directed to the screen below. The new user will click, “Update eVQ Account Contact”.

After clicking “Update eVQ Account Contact”, they will be directed to the screen below. The new user must validate the account information by entering the information the previous user had entered. Once the new user has provided the correct information, they will be able to access the company’s eVQ account, then update the account contact information.