FACTS FREQUENTLY ASKED QUESTIONS
Collected from Online Training Presentations

User Account & Roles
ID Proofing & ESA
Signing the Application/NOI
Payment
Facility Application/NOI
Stormwater Construction NOIs
FACTS System Implementation

User Account & Roles
Question: An email can't have more than one user, but can a user register under more than one email?
Answer: Yes. It is advised to use a unique User Name for each email you want to register for.

Question: Who all receives the confirmation email?
Answer: Organization Admin and Signatory Authority if they are designated. If none exists, only DEQ receives the email.

Question: Only the OA can clean up duplicate roles? In the orgs I am associated with I am listed multiple times?
Answer: Either the Organization Admin or Signatory Authority can manage (or clean up) an organization's representatives. We can assist the OA or SA with managing and cleaning up contacts, if requested.

Question: Does a preparer have access to all of the organization's applications? For example, if an organization has multiple consultants preparing applications for different projects, do the consultants all have access to each other's applications?
Answer: Yes, when access is granted to an organization they are able see all applications (in-progress, pending, approved, effective, etc...) for an organization.

Question: If an Org Admin parts ways with the company/agency, how would the newly-appointed individual assume the new role/privileges?
Answer: Before leaving, the last person could grant access to the newly appointed person as an Organization Admin, if known; there could be multiple Organization Admins. However, if the transition occurs such that the new OA is not known to the exiting OA, the Signatory Authority can grant access and OA role to the new admin and remove the old admin. DEQ is also available to assist with granting access if there is no other option to grant organizational access.

Question: Does either the Signatory Authority or the Org Admin need to be a certified SWPPP Admin?
Answer: No.

Question: Can there be multiple signatory authorities for one organization?
Answer: Yes.

Question: Can the payment be submitted by the person who is the signatory authority rather than the preparer in certain circumstances?
Answer: Yes, the SA, OA, Billing, and Preparer roles all have the ability to submit a payment.

Return to Top Document

FACTS FREQUENTLY ASKED QUESTIONS

ID Proofing & ESA

Question: Do preparers have to be identify proofed?
Answer: No, only the signatory authority needs to be identity proofed.

Question: Can you be identity proofed prior to submitting an NOI application?
Answer: Yes, as soon as you have been approved as signatory authority for an organization you can go through the identity proofing process (it only takes a minute or two). ID Proofing only needs to be done once for a user that is signatory authority for at least one organization.

Question: What address does the authorized signer give, home address or business address? If home, why?
Answer: Yes; Identity-Proofing is validating the individual, not their business. Lexis-Nexis' database contains information obtained from our (auto or home) loan applications, utility bills, phone bills, etc. – similar to the data held by credit rating services. Thus, the process is looking to validate against your individual information, not that of the business.

Return to Top Document

Signing the Application/NOI

Question: If a Preparer has filled out the application, does a notice get sent to the Permittee that payment and signature are required?
Answer: Yes, the Signatory Authority and Organization Admin designated for the Facility/Site (permit) level receive an email notice.

Question: Does the pdf SWPPP need to be signed if electronic signature on NOI?
Answer: The electronic signature applies both the NOI and the SWPPP as it is the same signatory for both documents.

Question: Can the signatory process be reached without payment or does the payment have to be made before you can get to this area?
Answer: Sign and Payment are two separate process and they are not dependent on each other. However, both need to be completed before we can process the application.

Question: Is there a way to break out signatory authority by permit type? I can sign for the sand and gravel permits but not for construction SWPPPs.
Answer: Yes. All signatory authorities for the organization should be added at the Organization level. Each application or NOI will then get a signatory assigned – at the Facility level, which is based on permit type. So you would be designated as SA for the Sand & Gravel NOI and the appropriate authority for Stormwater NOIs. The signatory authority for each permit type will need to be communicated to your Preparer for application/NOI development.

Return to Top Document

Payments

Question: Can payment be physically mailed?
Answer: Yes. If payment is mailed in, please include a copy of the NOI with the assigned permit number on it. The other documents would not be needed as they are uploaded into the document manager.

Question: Is there an option to pay application fees with an invoice? Our government can only pay with Purchase Orders (POs).

Answer: Not via FACTS' payment portal at this time (ver. 1.0; 6/2018). Invoices are only generated at termination and for annual invoicing. Those invoices can be paid using a PO. If payment with a PO is necessary for an application fee, you will need to contact DEQ's Water Quality Division's Fiscal staff at 406-444-3080.

Question: I am not very familiar with echecks but clients often handed me a check written to DEQ so do I just copy the information from their paper check then tear it up?
Answer: Yes. We would recommend not destroying the check, but mark it as paid, add the confirmation number from FACTS payment portal, and keep it for your records or return it to your client.

Question: Is payment using an inter-unit journal (IUJ between state agencies) possible?
Answer: Yes, Please contact DEQ's Water Quality Division's Fiscal staff at 406-444-3080.

Question: If we are just the preparer, does the client need to make a FACTS account to pay? I don't think most clients would provide us with payment info for us to pay on their behalf.
Answer: If they want to pay electronically via FACTS, yes, they will need a User Account. However, payment can be made using a paper check that can be sent to DEQ along with a copy of the NOI form and assigned permit number.

Question: Can the preparer pay via cc on behalf of org?
Answer: Yes

Return to Top Document

Facility Application/NOI
Question: What if there is no physical address for a project.
Answer: Try to describe how to get to project to the best of your ability by describing the closest intersection of the roads or provide directions (E.g. - Mile Post 55, 5 Miles North of...). The description is limited to 100 characters total – including spaces (50 for main address and 50 for supplemental address). If necessary use logical abbreviations to conserve characters used (e.g., MP for mile post, NE for North East, HWY for Highway, etc.).

Question: If we set up our NOI and our SWPPP with all uploads, does the system then save it on our account even though it is not paid yet? Assuming the person with authority to pay is out of town?
Answer: Yes

Question: Will DEQ accept the printed/signed/paper check option indefinitely?
Answer: No. However, you can create the NOI in FACTS and then print it, sign it, and mail it with payment to DEQ. Note: To be able to generate the NOI all required documents (e.g., SWPPP, Site Map, Site Topo Map, etc.) need to be uploaded first.

Question: Can you move forward and backward in the application as needed? i.e. you don't need to complete every required entry for each screen to progress?
Answer: Yes, there is navigation buttons (Next and Previous) at the bottom of each screen or you can use page navigation – the blue bar on the left side of screen – and select the page you want to go to.

Question: Can you make revisions to the application after creating the application document?
Answer: Yes, however, at the time the NOI document is generated it locks it on the applicant's side. You will need to contact DEQ to get the application/NOI status set to 'More Information Requested', which will open it up to allow edits. Contact the assigned permit writer or FACTS administrators to get this status set.

Return to Top Document

FACTS FREQUENTLY ASKED QUESTIONS

Stormwater Construction NOIs
Question: Can you use the sage grouse layer to verify compliance with the Executive Order (EO)?
Answer: No, "compliance" with the Executive Order is met by up-loading a consultation letter received from the Montana Sage Group Habitat Conservation Program (Program). The sage grouse layer in the mapping windows provide you with some information as to whether the project is in/out of habitat area. **Note:** there are some other habitat areas not included in this layer, e.g., the BLM has some designated habitat areas in SE Montana that expand the state's designated habitat areas in the EO. If you are close or not sure, consulting the Program's website and habitat area map is advised.

Question: City and County governments require both the SWPPP application and approval letter to proceed to final plat or building permit. (1) Will planners be able to view the application on-line? (2) They may not be aware of this system....could DEQ reach out to local government for this purpose?
Answer: (1): access to an Organization is controlled by the Organization. If you want them to be able to view your applications/NOIs, you may grant access. Note: granting access (even View Only – the 'Other' role) allows the user to see/view ALL applications/NOIs in progress and ALL permits/authorizations issued to the Organization. DEQ would not provide access to an Organization for a city/county planner, but leaves that decision to the Organization. (2): DEQ will be communicating with the cities that are covered under the MS4 general permit regarding FACTS. Platting and building permits are not part of the business covered in FACTS. We advise the permit holder to communicate with local governments concerning such issues.

Question: Do the Storm Water Industrial permit renewals need to go through FACTS also?
Answer: Yes

Question: Would you prefer lat/long in the middle of a project or at the beginning for transportation projects?
Answer: At the beginning of the project.

Question: Is this system only for establishing the NOI and administrative stuff (i.e., no bmp items, etc.)?
Answer: Correct. SWPPPs and BMP items for SWC NOIs are developed outside of FACTS and uploaded into the document manager.

Question: How do you handle a linear project with 200 outfalls, - do you upload a shapefile?
Answer: Each outfall needs to be added individually to the outfall page.

Question: I understand how this would work and be efficient if you are working in a small geographic area, but what if you are in my industry and are upgrading an exchange with fiber in an area that covers 90+ miles of construction? Would it be best to continue to use the process that we have been using for projects of this scale?
Answer: This will work for large-scale projects as well. All applications/NOIs are to be submitted via FACTS.

Question: What receiving water location pops up when working within a municipal storm drain system and the flows are piped to a distant water (e.g. in City of Billings to Yellowstone River)?
Answer: The map does a radial buffer search of the 1:24k National Hydrography Dataset (NHD) at about the HUC 12 scale or roughly a 40 acre radius around the pin location. If the actual receiving water for the outfall is not in the drop down list and the effluent is conveyed via ditch, pipes or other conveyance to, say the Yellowstone River as in your example, then leave the first field blank and enter the in the 'Additional Waterbody Information' field the following: 'Yellowstone River via city storm drain system' (or something similar).

FACTS FREQUENTLY ASKED QUESTIONS

Question: For those of us conducting construction in remote areas without named waters and without discharges, how might we work around the drop-downs and asterisks?

Answer: For '**Closest/Main Waterbody to Facility**' select the closest water body if in the drop down list or, if grayed out, the drainage name that the Facility/Site (project start point if linear) is located. For '**City+Zip**' field, select the closest town that is in the same county as the start point to the Facility/Site. For outfall '**Receiving Water**' select water name from drop down list, if provided, if not, type receiving water and how effluent is conveyed to the receiving water (e.g., via canal, ditch, drain system, etc.)

Question: Do you still have to physically fill out the SWPPP and then upload? Didn't see you filled out that paperwork... Does it (signature) carry over from your NOI?

Answer: Yes. FACTS is developed to create the application/NOI. The SWPPP, topo and site maps will need to be created outside of FACTS, saved/printed as a .doc, .pdf, or other image file and then uploaded into the document manager for the associated facility/site. The electronic signature for the application/NOI also applies to the SWPPP as it is the same signatory.

Question: Can we complete the NOI form and upload it just as we do the SWPPP/Topo Map/Site Map

Answer: No. Use FACTS to complete and generate the NOI form.

Question: Where might I get access to the slides from the SWC training webinar?

Answer: On http://deq.mt.gov/Public/FACTS.

Return to Top Document

FACTS System Implementation

Question: How come the termination (NOT) and transfer (PTN) aren't able to be submitted electronically like the NOI and SWPPP?

Answer: They were left out of the initial development scope and will be integrated into the system in an upcoming release.

Question: When is the drop dead date for going web vs. paper?

Answer: That date has passed. Please use FACTS for all your permit applications and NOIs.

Question: When does this go into effect?

Answer: It is already effective.

Return to Top Document