How to Add a Pump Activity Record

OVERVIEW

Chesco Self Service (CSS) Septage Monitoring Program is an online system that allows liquid waste management companies to record volume of waste pumped from on‐lot Septage systems and municipalities to review pump activity within their jurisdiction.

https://chesco.org/css

GETTING STARTED (REGISTRATION AND SET PASSWORD)

1. The CCHD will contact the hauler to complete the registration for a Septage Monitoring Program account

2. Click the Register button on the Home page, then enter an email address (Step 1 of 3). (The email address will be the username when logging into the Septage Management System).

   NOTE: It is recommended to use a general, shared email account so that all pump activity data can be viewed and managed by one account (e.g. septage@haulerbusiness.com)

3. An email is sent from Energov@chesco.org to the hauler’s email address with a “Confirm” link to Septage Monitoring Program Log On page

4. Click the “Confirm” link to continue the registration wizard (Step 2 of 3), then (working with CCHD staff to confirm “is this you?”), click Log In

5. Set the password by clicking the Forgot Your Password? link, and entering the the same email address provided to access Septage Monitoring Program

6. An email is sent from Energov@chesco.org to hauler’s email address with a “Reset” link to Septage Monitoring Program’s Reset Password page

7. Click the “Reset” link to continue the change password wizard, entering a password and confirm password, then click the Reset button

   NOTE: Passwords must be at least 8 characters long with at least one lower case letter (‘a’ – “z”), one upper case letter (‘A’ – “Z”), and one number (‘0’–’9’)

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8. Click the “Click here to login in” link and enter email address and new password

OPTIONAL: Click the “remember me” checkbox to stay logged in

LOG IN

You will be prompted to login as soon as you go to Chesco Self Service. **DO NOT CLICK ON ANY MENU ITEMS UNTIL YOU LOG IN.**

Enter the email address you registered with and your password, then click the Log In button

![Log In](image)

**NOTE:** Registrations are processed by the CCHD. See Contact Us page (under Help Menu) for assistance with requesting a new user registration

If you need to get back to the login screen select Log In from the drop down list (located in upper right of page),

SUBMIT A PUMP ACTIVITY RECORD (APPLY FOR PERMIT)

1. Select **Submit Pump Activity** menu (along top of screen)
2. Apply for Permit/Step 1 of 6: Basic Information screen displays

![Image of Permit Application Screen]

LOCATIONS

1. The address where the pump activity occurred is REQUIRED.
2. Click Add Location (+) to display search options
3. Select Address to search by street address or Parcel to search by tax parcel ID

Note: “Add Address As” (previously address type) is auto-populated with “Site Location” – do not change

TIP: when searching for an address, less is more! Start by entering just the street number and street name, then entering a street type to narrow the search if necessary (REMINDER: street types are always abbreviated: RD (Road), ST (Street), AV (Avenue), LA (Lane), WY (Way), PK (Pike), PW (Parkway), etc.)

TIP: when including a street direction (prefix or suffix), enter only the character abbreviation: N (North), S (South), E (East), W (West)
4. **Select** the correct address from the search matches listed in address grid, and click **Add** (assigning the selected address to the pump activity record)

![Address Information]

**IMPORTANT:** please insure only one address is selected and saved. Multiple addresses assigned to a pump record will result in the failure of notification of the pump activity to the municipality.

5. If you cannot find the address you need (your search returns “no records to display”), try searching the Sewer Service Areas Map. If you still cannot find the address you need, change the “Add Address As” value from “Site Address” to “Other”, then click **Enter Manually**

6. Enter the address in the fields provided, then click **Submit**. **Note:** If selecting Manual Entry, the pump record is not associated with your customer’s parcel, and the municipality is not notified.

![Add Address As]

**NOTE:** fields marked with a red asterisk (*) are required. Selecting “Entering Manually” temporarily assigns the entered address to the pump activity record. The CCHD will be notified to follow-up with Hauler in order to reconcile the manually entered address to the correct parcel.

7. Click **Next** to proceed to Step 2 of 6

**PERMIT DETAILS**

1. **Permit Type** is auto-populated with Pump Activity – no change required

![Permit Details]
2. Click to proceed to Step 3 of 6

Note: Description is for CCHD use only – do not enter information into this field as it is not monitored for hauler-entered information

CONTACTS

1. The Contacts section is auto-completed with the logged-in hauler’s business name (assigning the business name to the entered pump activity record) and can be skipped.

2. Click to proceed to Step 4 of 6

NOTE: Adding an additional contact to a pump activity record may adversely affect your business’s annual license renewal

SAVE DRAFT: at anytime you can select Save Draft to save your entry so far so you can come back to it later to finish and submit.

To find your draft when you are ready to continue drafts are located under the Drafts menu
1. Apply for Permit/Step 4 of 6: Additional Information screen displays

2. Enter all of the required fields (marked with a red asterisk (*)�)
   - Pump date (select from calendar widget or enter mm/dd/yyyy)
   - Gallons pumped (no decimals)
   - Pump Comments (optional)
   - Primary Treatment
   - Secondary Treatment (optional)
   - Baffles Condition
   - Tank Condition
   - Backflow into tank
   - Repairs to System
   - Inspection Comments (optional)
   - Connecting to Public Sewer

3. Click  to proceed to Step 5 of 6
ATTACHMENTS

1. Click Add Attachment (+) to browse and find the document to be uploaded along with the pump activity record
2. Click Remove to remove the attached document.
3. Click to proceed to Step 6 of 6

NOTE: Adding attachments is optional; documentation (e.g. inspection report, certification, or a picture(s)) you would like to share with the CCHD in reference to the pump event, the added file will be attached to the pump activity record

SUBMIT PUMP ACTIVITY

1. Click Submit to finalize the pump activity record (Submit is located at the top and bottom of the screen), or
   a. Click Save Draft to save and submit record at a later time
   b. Click Back to return to previous page

SUBMITTED PUMP ACTIVITY RECORD

1. After the pump activity record has been submitted, a pump activity [PMP] number is assigned to the record and opens in a new page for view
2. An email including all entered pump activity details is sent to the municipality where the pump activity occurred

TIP: select the Locations button to view the address and municipality where the pump activity occurred, and the More Info button to view the pump activity details

**Select Submit Pump Activity from the menu to

enter another pump activity record**
VIEW PUMP ACTIVITY RECORD

1. Select View from the menu (above) for a list of all permits entered by the [logged in] hauler
2. Click the PMP number to open and view all of the entered pump activity details for the selected record
3. Select the Locations button (menu area in middle of page) to view the address where the pump activity occurred, and the More Info button to view the pump activity details

NOTE: the following buttons are not applicable to the Septage Monitoring Program and should be ignored: Inspections; Fees; Sub-Records; eReviews; Submittals; Holds; Meetings

EDIT OR DELETE PUMP ACTIVITY RECORD

For edits (e.g. incorrect gallons pumped or date pumped) and/or deletions (e.g. identified duplicate pump activity records), contact Arpi Longacre at 610-344-6688.

VIEW SEWER SERVICE AREAS MAP

This map is an standalone resource that can be used to search and verify the correct property to be pumped but is not integrated into the Septage Management Monitoring System. Parcel addresses can be obtained through this map but must be searched for and selected through the Septage Management Monitoring System (see SEARCH ADDRESS section above).

See “How to use the Sewer Service Area Map” found on Contact Us page (under Help menu)

SYSTEM MAINTENANCE WINDOW

The Septage Management Monitoring System or some of its features may be unavailable during the following system maintenance times:

- Friday 7:00 AM - 8:00 AM
- Daily (including weekends) 11:30 PM – 1:30 AM

HEALTH DEPARTMENT SUPPORT TEAM

<table>
<thead>
<tr>
<th>Support Type</th>
<th>Contact</th>
<th>Phone</th>
<th>Email</th>
</tr>
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<tbody>
<tr>
<td>General Support:</td>
<td>Arpi Longacre</td>
<td>610-344-6688</td>
<td><a href="mailto:alongacre@chesco.org">alongacre@chesco.org</a></td>
</tr>
<tr>
<td>Property Address Support:</td>
<td>Arpi Longacre</td>
<td>610-344-6688</td>
<td><a href="mailto:alongacre@chesco.org">alongacre@chesco.org</a></td>
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<tr>
<td>Registration Support:</td>
<td>Arpi Longacre</td>
<td>610-344-6688</td>
<td><a href="mailto:alongacre@chesco.org">alongacre@chesco.org</a></td>
</tr>
<tr>
<td>Tech Support:</td>
<td>Andrea Cary</td>
<td>610-344-5554</td>
<td><a href="mailto:acary@chesco.org">acary@chesco.org</a></td>
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