

Tier 2 Questions and Answers

- How do I download the most recent Tier 2 Submit software?

Georgia is requiring facilities to use Tier2 Submit 2009 and submit electronically. Click the appropriate link below (Windows or Macintosh) for your computer:

- [Tier2 Submit 2009 for Windows](#) (11.8MB, EXE)
- [Tier2 Submit 2009 for Macintosh](#) (30MB, EXE)
- [Facility Submission Guide \(PDF\)](#) (26 pp, 1.4MB,

- Once I've downloaded the Tier 2 Submit software, what do I do next?

Once you've downloaded the software, you will need to install the software **before** you can open it up and begin entering your information. Click on the file that you downloaded from EPA's website, and the program should automatically start walking you through the installation process.

- I installed the software, but after it was done, it just disappeared. Where did the program go?

The program went to your Program Files. From your desktop screen, click on Start, and then Programs, and then you should see the Tier2 Submit program in the drop down menu there. Click on it and the program should open up. If it doesn't, give us a call.

- How do I get started with the program?

Once you open up the program, you'll be asked to enter in a user name. Enter a name of your choice in and then it should automatically take you to the first facility page where you can start entering in your information.

- I keep failing my validation check. Why?

Most of the time, a failed validation check is usually due to having an extra blank facility in your facility list **OR** an extra blank chemical in your chemical list.

To check for a blank facility line, from the facility section, (not the chemical section of the program) click on the "View List" button on the top left side of the page. It should show all your facilities in the list. If you see any blank white lines, these will need to be deleted. First, click on the blank white line you wish to delete. The line will highlight black and then turn back white. Then go to "Record" on the very top of the File menu, scroll down to "Delete Facility" and then confirm the delete. Do this until you have no more blank white lines and you see only the Facility name(s) you need in the list.

To check for a blank chemical line, click on the chemical inventory list button from the facility main page. All your chemicals should come up in a list format. If you see any blank white line(s), they will need to be deleted. Click on the white line, go to "record" in the file menu at the very top of the screen, and scroll down to "delete chemical in inventory." Confirm the delete.

If you continue to fail validation, please call Christina Jagonase for further assistance. 404-656-6905

- Once I've created an electronic submission, does it automatically send the file for me?
NO! Your report has not been sent to us yet! The program has created a .zip or .t2s file for you, with all your information in it. You will need to attach this file to an email and send it to GaTier2@yahoo.com. We have a special program that can read your information.

- How can I view my information? Can I just open up the .zip or .t2s file I created and view my information? How do I print my information?

You **cannot** view your information by opening up the .zip or .t2s file. This file is in a special compressed format. By opening it, you may damage the file. What you will need to do is go back into the Tier2 Submit program, and go back into where you originally entered in your information. You can view your information here or you can print your report and view it. From the Facility section (not the Chemical section), simply go to File, Create Submission, select for the current record, click Start Submission Validation, and then push the button for "Create Complete Paper Report" and print.

- I submitted my report electronically, but I have **not** received my confirmation. What do I do?

First, make sure you sent the file to the right email address. You should have attached the .zip or .t2s file, created from within the program, onto an email and sent it to GaTier2@yahoo.com.

Second, have you sent other emails to GaTier2@yahoo.com? Our email system only allows **one** automatic reply PER email address. So if you're trying to send multiple reports *from* the same email address, you will only get a confirmation bounce back the **first** time you send it.

What you can do to avoid this is send multiple .zip or .t2s files attached to one email. Once you receive the bounce back confirmation, simply print out multiple copies for each of the facility locations (to keep with a paper copy of your Tier2 report). If this is not feasible, and you are not able to send multiple .zip or .t2s files on one email, you may send them separately but you will have to call Christina Jagonase and request additional confirmations. 404-656-6905.

Third, will your network allow you to send .zip file attachments? Check with your system administrator. Your email may not have been transmitted.

- I can't find my file from last year. Is there a way I can get it?
If you have switched management, the person who did your Tier2 report isn't there anymore, or you've upgraded our computer system and now can't find your Tier2 file from last year, please call the SERC. We may be able to assist you in finding last year's file.

To avoid this next year, save your .zip or .t2s file on a **CD** and put it somewhere it can be found next year.