

Massachusetts Emergency Management Agency

Tier II Manager System User's Guide

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Background

Facilities covered by the reporting requirements of the federal Emergency Planning and Community Right-to-Know Act (EPCRA) must submit annual Tier II reports to their Emergency Planning Committee (EPC), and Local Fire Department, and the State Emergency Response Commission (SERC).

The Massachusetts Emergency Management Agency (MEMA) has, per Governor's Executive Memorandum, been designated as the State Emergency Response Commission (SERC) in Massachusetts.

For Reporting Year 2019, the Massachusetts SERC will require its filers to submit reports via the online Tier II Manager System: <https://massachusetts.hazconnect.com>. These reports are due by March 1, 2020.

The SERC will not accept reports developed or submitted via other means.

This only affects how Tier II reports are submitted to the Massachusetts SERC; this does not change any Massachusetts EPC and/or Fire Department reporting requirements. **Filers MUST contact their respective EPC and Fire Department regarding their reporting requirements.**

Please note that the Tier II Manager System is different from the U.S. EPA's Tier II Submit software. If your EPC and/or Fire Department require use of the Tier II Submit software, you may – after submitting your Tier II report to the SERC via the Tier II Manager System – use the System's export tool to create a file that is compatible with the Tier II Submit software. Please see pgs. 11-12 of this document for additional information.

How to access the Tier II Manager System

The Tier II Manager System URL is: <https://massachusetts.hazconnect.com>

Tier II Manager System Prerequisites

- Browser: Internet Explorer 10 (non-compatibility mode) or higher; Firefox 20 or higher; Chrome 26 or higher
- Components: Adobe Acrobat Reader (free download)
- Settings: Enable JavaScript in your Browser (browser setting); Turn off the pop-up blocker in your Browser (browser setting).

Tier II Manager System Registration

All Tier II Manager System users must register to use the System. Registration is a one-time process; if you have already registered to use this system you do not need to do so again.

Unless submitting a Tier II report to the SERC, Massachusetts EPCs and Fire Departments would NOT register to use this system.

Please note that only individuals may register to use this system. It is recommended that the individual who registers be the individual who will submit the Tier II report for the facility.

For consultants who wish to register on behalf of their client facility, we require an ‘authorization email’ from the facility stating the consultant(s) is authorized to access the facility records.

This ‘authorization email’ must be sent **by the facility** to MEMA at Mayra.Quintana@mass.gov and contain the name(s) of the consultant(s), the name and address of the facility, and contact information (name, address, phone number, and email address) for the primary point of contact at the facility.

Please enter ‘Tier II Manager System Consultant Authorization’ in the email subject line.

MEMA will review these emails and follow-up (within one week) with the consultant and facility.

Registration Steps

Click ‘Register’. The system will be set to Reporting Facility/Business User. **Please do not change this setting.** Click ‘Next’, which will bring you to the [New User Registration](#) page.

Fill in all * fields per given instructions; please note that you will set your own user name and password. All passwords must following this format: 8-12 characters with a mix of uppercase, lowercase, numerals and special characters (! @ # % \$)

For consultants (after above-referenced ‘authorization email’ has been sent and approved).

If you are filing for **one** facility, please enter that facility name in the ‘Company Name’ field.

If you are filing for **multiple** facilities, please enter your company name in the ‘Company Name’ field. **In addition**, please send an email to Mayra.Quintana@mass.gov that references your registration request and includes a list of the facility names you will be submitting reports for.

Once complete; click ‘Submit’.

You will then receive an email that your registration information has been sent for approval and that you will be contacted shortly. Please allow up to one week for processing of your registration.

Once approved, you will receive an email stating you have been registered; you may now log into the Tier II Manager System with your username and password.

Lost or Forgotten User Name/Password

If you have lost or forgotten your user name or password you may re-set through the System.

User Notes

Only one user account can be set up for your facility account. You cannot have two users for the same facility.

Your user account will be disabled if you enter the wrong password more than 5 times consecutively. If your account is disabled, you will see a message when you try to log in. Please contact MEMA if this occurs (see the [MEMA Contacts](#) section of this document).

If you have not used your account for a little more than one year and a half, your user account will be disabled and you will not be able to log in. Please contact MEMA if this occurs.

To sign out of the system, click the Log Out button on the right hand side frame. You will be logged out of the system safely.

System Timeouts

Click the SAVE button often.

The system times out after 20 minutes of inactivity.

The system provides a warning countdown as you are reaching 20 minutes with no activity. Click Continue to keep the session active.

How to Submit an Annual Tier II Report

If your facility has NOT submitted a prior year Tier II report via the Tier II Manager System, please see the 'Add a New Facility' section of this Guide. Otherwise, follow these steps:

1. Log-in
2. Click Continue
3. This will bring you to the Active Facilities page
4. Under the Facility Name column, click on the facility you want to file for

If your facility HAS submitted a prior year Tier II report via the Tier II Manager System, but you do not see the facility listed please contact MEMA (see the [MEMA Contacts](#) section on pg 14 of this guide).

5. This will bring you to the List Submissions page
6. Click Add a New Annual/Revision/Update Report
7. For Choose a Report Type, select Tier II Report
8. For Choose a Report Class, select Annual for 2019
9. Click Proceed
10. This will initiate your annual report and bring you to the Edit Report Homepage

Complete your Report

The report – and as an example, see page 6 below - has six steps:

1. Facility Information
2. Chemical Inventory
3. Subject To Status
4. Report Contacts
5. Attachments
6. Certification (Submit Report)

When a green check mark appears at the top of the screen it indicates that the information is complete and accurate; if an exclamation mark appears it means that information is either incomplete or inaccurate.

If you have filed a prior year Tier II report via the System, your annual report will be pre-populated with last year's data. If you need to make changes to the report click the 'Edit' button which is on the right-hand side of the screen next to each section (for the Chemical list, click on the chemical name to view the edit icon).

Back Edit Report Homepage for ABC Chemical (ID: 2) List Submitters

Step 1 Step 2 Step 3 Step 4 Step 5 Step 6 0 Notes

Report: 2013 Annual Tier II Report (ABC Chemical) - 2 Print Report

Submission Status: Initiated Status Date: 12/8/2014
Last Updated: 12/8/2014 Submission Type: Online

Step 1: Review Facility Information Edit

Facility Name	ABC Chemical	Owner/Operator	ABC Chemicals, 2 Main Street, Washington, District of Columbia 20002, United States
Address	32 main St., washington, DC 20032, United States	County	District Of Columbia
Facility Status	Active	LEPC	District Of Columbia LEPC
Inactive Reasons		Fire Department	
Inactive as of		Facility Type	Facility
Lat/Long	38.8971,-77.0446	Hazard	No
Nature of Business	storage of chemicals	Estimated maximum number of occupants at one time including employees and customers	
NAICS	327910	Number of Full Time Employees	
SIC Code		Parent Company	DC
Dun & Brad No			

Step 2: Review Chemical Inventory Total: 0 EHS: 0 EHS+TPQ: 0 Add Chemicals Import Chemicals

Chemical List

Back | ABCDEFGHIJKLMNOPQRSTUVWXYZ Other

CAS No.	Chemical Name	Pack/Qty	EHS	EHS+Exceeds TPQ	Edit	Delete	Is Valid
No items to be listed							

Total Results: 0 Rows per page: 10

Step 3: Review Subject to Status Edit

The following statuses are reported by the Facility. These statuses may be changed based on Admin Review.

EPCRA Section 312 (Annual Inventory)	Active	EPCRA Section 302 (EHS Antis-TPQ)	Unknown
CAA Section 112(r) (RMP)	Unknown	EPCRA Section 313 (TRK)	Unknown

Step 4: Review Report Contacts Number of Tier II Contacts: 0 Number of Emergency Planning Coordinators: 0 Number of Emergency Contacts: 0

There must be at least 1 Tier II Contact for a Tier II Report.
There must be at least 2 Emergency Contacts for a Tier II Report.

Facility and Owner/Operator Contacts Edit

Name	Contact Type	Phone	24 Hr Phone	Email	Move
Facility	Direct Site Communication	202-587-8574			
ABC Chemicals		978-574-8473		test@test.com	

Regulatory and Emergency Contacts Edit

Name	Title	Contact Type	Phone	24 Hr Phone	Email	Delete	Move	Is Valid
No items to be listed								

Step 5: Review Attachments Edit

Description	File	File Type	Sent as Hardcopy
Site Plan			No
Site Coordinator Abbreviations			No
Safeguard Measures			No
Facility Emergency Response Plan			No

Step 6: Submit Report Missing Information or Conflicts in the Report Data

Click the Step name with Alerts to fix data problems.

Cancel Report (This will discard all Report data)

Submitting Attachments

The Massachusetts SERC will not - for the Reporting Year 2019 period - require Tier II report filers to submit facility site plans with their Tier II reports. However, submission of these plans for 'manned facilities' is encouraged. The only SERC requirement for these plans (if submitted) is that they be submitted electronically via the Tier II Manager System and that they be less than 2MB in size. Facility site plans are most likely exempt from public records production under the Massachusetts Public Records Law (see [Exemption 'n'](#)).

In the System, you may only upload 1 document per attachment 'type' (see 'Step 5'). The Tier II Manager System has four attachment types: Site Plan; Site Coordinate Abbreviations; Safeguard Measures; and Facility Emergency Response Plan. If you have multiple documents per 'type', combine them into a single document and then upload a single file.

Required State-specific Tier II report fields

The following provides guidance on how filers may respond to the required state-specific Tier II report fields. Responses to these fields are required for chemicals that are designated by the U.S. EPA as an "Extremely Hazardous Substance" (EHS). Further, these questions pertain to in-bound shipments.

For EHS chemicals that **are not** received by a facility (e.g., batteries) **leave blank**.

Mode of Shipment:

If the chemical IS an EHS, please check all modes of shipment that apply.

Frequency of Shipment:

If the chemical IS an EHS, please provide an average frequency of shipment for the most frequently used mode of shipment.

Per:

If the chemical IS an EHS, please select the choice that applies (the drop-down menu choices are: Week; Month; and Year).

Maximum capacity per single vessel:

If the chemical IS an EHS, please provide this information for the vessel that supplies the largest quantity of EHS. 'Vessel' may be a truck, van, rail care, barge, etc.

Physical State in Transit:

If the chemical IS an EHS, please select the choice that applies. 'State' may be Liquid, Gas, or Solid.

Maximum Shipment Quantity (lbs):

If the chemical IS an EHS, please provide this information for the largest shipment received at one time.

Average Quantity (lbs):

If the chemical IS an EHS, please provide this information (average received per year).

Comments:

Provide both the pre-planned and usual route of travel; provide complete response to this section if the chemical reported is an EHS.

If the chemical IS an EHS, please identify the most commonly used route for deliveries to your facility from the nearest Massachusetts state highway.

Carrier:

If the chemical IS an EHS, please identify your current and primary carrier. This information would also need to be entered in the 'Facility Records – Contacts' tab.

The following is provided as an example only of how a user may provide responses to the Massachusetts-specific Tier II report date fields:

In the reporting year, ABC Company received the following deliveries of an EHS Chemical (93% Sulfuric Acid): A single Tank Truck containing 40,000 pounds, one delivery per month by Truck of (2) 55 gallon drums (500 pounds each) and two deliveries per year by Truck of (5) one gallon containers (10 pounds each).

Given this delivery schedule, the shipment information may be completed as follows:

- Mode of Shipment: "Tank Trucks" and "Trucks"
- Frequency of Shipment: 1 per month (Average frequency for the most frequently used mode)
- Per: Month (Average frequency for the most frequently used mode)
- Maximum Capacity (per single vessel): 40,000 Pounds (Maximum amount contained in the tank truck)
- Physical State in Transit: Liquid
- Maximum Shipment Quantity (lbs): 40,000 Pounds
- Average Quantity (lbs): 3,473 Pounds (52,100 total pounds divided by 15 total deliveries)
- Comments: The most commonly used route for deliveries to the ABC Company is the (identify MA State Highway)
- Carrier: The ABC Company's current and primary carrier is ABC Trucking

How to Add a New facility

If your facility has NOT submitted a prior year Tier II report via the Tier II Manager System, please 'Add a New Facility'.

1. Log-in
2. Click Continue
3. This will bring you to the Facilities Identification page
4. Complete all * fields, then click save
5. This will initiate your annual report and bring you to the Edit Report Homepage. You may now complete your report

How to Revise or Update a Submitted Report

You may revise or update a submitted report at any time. To do this:

1. Log-in
2. Click Continue
3. Click on the Facility Name
4. From the 'List Submissions' page, click 'Add a New Annual/Revision/Update' Report
5. Under 'Choose a Report Type', select 'Tier II Report'
6. Under 'Choose a Report Class', either select 'Update' or 'Revision'
- 7. Updated and Revised reports are set to the calendar year the update or revision is being done**
8. Click Proceed
9. Update/Revise the report as needed and submit to the SERC. **In addition, please submit the updated/revised report to your Local FD and EPC per their reporting requirements**

Submit your Tier II Report to your Local Fire Department and Emergency Planning Committee

Facilities covered by the reporting requirements of the federal Emergency Planning and Community Right-to-Know Act (EPCRA) must submit annual Tier II reports to their Emergency Planning Committee (EPC), and Local Fire Department, and the State Emergency Response Commission (SERC).

Filers MUST contact their respective EPC and Fire Department regarding their reporting requirements.

MEMA has a list of EPC contact information on its website here: <https://www.mass.gov/service-details/massachusetts-state-emergency-response-commission-serc>

Once you have determined who at your FD and EPC should receive this report and in what format, you may use the System to develop a Hard Copy; PDF; or a Tier II Submit (.t2s) compatible file.

How to develop a hard copy of your report

1. Log-in
2. Click Continue
3. On the Active Facilities page, click on your facility
4. On the List Submissions page find the report and click view
5. On the view Report Homepage click Print Report

How to develop a PDF of your report

1. Log-in
2. Click Continue
3. On the Active Facilities page, click on your facility
4. On the List Submissions page find the report and click view
5. On the view Report Homepage click Print Report
6. Save the file to your computer

How to develop a .t2s compatible file

1. Click on the Export to Tier 2 Submit link from the List Submissions Page for the report you just submitted online. The link will disappear once you click it.

ABC Facility (Facility ID: 9195)
2 Main Street, Framingham, MA 01702, United States
Status: Active Type: Facility


ABC Facility stores EHS over TPQ

[Change Facility Status](#)

Regulatory Reports [Add a New Annual/Revision/Update Report](#)

Click the 'Export to Tier2Submit' link to export your report to .t2s format. **If the link is not present, you have already created the export.** View all exports by going to the 'My Account' menu above and selecting 'List Offline Tier2Submit'. If the status of the request is Complete, click the 'View' link to download the file.

Tier II Report (312 Annual Report)

Report ID	Report (Click to Edit Reports)	Status	Signed By	Signed Date	Submission Type	Export to Tier2 Submit	View
20605	2014 Tier II Report Annual	Initiated			Online		
20604	2013 Tier II Report Annual	Completed	Zhanna Davidovitz	12/14/2016 10:58:10 AM	Online	Export to Tier2 Submit	

[Back to List of Facilities](#)

2. A message will appear informing you that the report will be created offline and you will be notified by email once the Tier 2 Submit file is ready.
3. This process should only take a few minutes. If you do not receive an email from the System in a few minutes please check your 'junk email' or proceed to Step 5 below to check on the process.
4. Once you receive the email about your Tier 2 Submit file, log back into the system.
5. Under the My Account Menu select List OfflineTier2 Submit.
6. Find the file you exported and click view
7. If you receive a request to save or open the file, select Save As
8. For the file name you can re-name (for example: FacilityName2019.t2s) **Please retain the .t2s at the end of the file name**
9. The 'save as type' should be compressed (zipped) folder. Please do not change this
10. Save this file to your computer

11. **IMPORTANT: This file is compatible with the EPA's Tier II Submit software. To ensure all of the data - including any attachments - has transferred, filers must review and validate this file in the Tier II Submit software which may be downloaded from the EPA's website here: <https://www.epa.gov/epcra/tier2-submit-software>.**
12. Open the Tier II Submit software
13. Click Start Tier2 Submit
14. Click File, then Import/Export
15. Search your computer to find your file
16. Once found, double-click the file
17. The software should import this file and you should receive a message 'import of records is complete'
18. Click done
19. You should now be able to view the file, **and now need to validate**
20. To do this click File, then Make Validation Report
21. Select Current Record and click Make Report
22. Click View Report. This report will either state items are missing (errors found) or will state no errors found and the facility passed the validation check. In particular, if converting a Tier II Manager file to a Tier II Submit file, you may receive Tier II Submit validation errors for: attachments not being included; latitude and longitude coordinates; NAICS codes; email address not included; or facility contact last name.
23. If errors are found, filers must update the software report as needed. If attachments do not appear, you must re-attach the file.
24. Once this is done, you should run a second validation report
25. Once the report has no errors, you can create the submission
26. To do this click File, then Create Submission
27. Select Current Record and Start Submission Validation. This should indicate the check passed and you can click Create Electronic Submission File. You can then save the file to your computer and send this file to your FD/EPC per their reporting requirements

Frequently Asked Questions

Q: I have multiple site plan files. Can I attach multiple files?

A: You can only upload 1 document per attachment 'type'. The Tier II Manager System has four attachment types: Site Plan; Site Coordinate Abbreviations; Safeguard Measures; and Facility Emergency Response Plan. If you have multiple documents, combine them into a single document and then upload the single file. There is a 2MB limit per file.

Q: I am not sure how to add/edit/delete mixtures.

A: To Add:

1. Enter N/A in the CAS field.
2. Enter the product or generic name in the Chemical field. For example, Lead Acid Battery.
3. Select that the chemical is a Mix under Chemical Format. A mixture section will appear.
4. Answer Yes/No to whether the mixture contains an EHS.

If you answer yes, enter the EHS chemical information and click 'Save Mixture Component'. The mixture component will be added to the Mixture Component List.

If you answer No, there is no EHS as a mixture component, then you are not required to submit mixture details, but you may.

5. Add as many mixture components as you want.
6. Click Save at the bottom of the page.

To Edit:

Identify which mixture component you want to edit. Click the pencil/pad icon to edit. The area at bottom will be populated with that record. Make the changes and click 'Save Mixture Component.'

To Delete:

1. Identify which mixture component you want to delete. Click the trash can icon to delete. The mix component will disappear.

Q: I am not sure how to report the Hazards Category on the Tier II Report.

A: You can select all hazards that apply to the chemical you are reporting. You should consult the SDS for hazard information. For SDS technical questions please contact OSHA (see Resources section of this document).

Q: Is there a filing fee for the SERC?

A: No.

Q: Does the SERC require submission of SDS' with Tier II reports?

A: No.

Tier II Resources

U.S. EPA's EPCRA website: <https://www.epa.gov/epcra>

EPA Tier II FAQ website: <https://emergencymanagement.zendesk.com/hc/en-us>

2018 EPA Tier II Submit software: <https://www.epa.gov/epcra/tier2-submit-software>

You may obtain a list of EHS substances on the EPA website here: <https://www.epa.gov/epcra/final-rule-extremely-hazardous-substance-list-and-threshold-planning-quantities-emergency>

OSHA Regional Offices: <https://www.osha.gov/oshdr/ma.html>

Massachusetts SERC website: <https://www.mass.gov/service-details/massachusetts-state-emergency-response-commission-serc>

MEMA Contacts

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