

e-Manifest Fact Sheet: Billing

On June 30, 2018, EPA launched a national system for tracking hazardous waste shipments electronically. This system, known as “e-Manifest,” modernizes the nation’s cradle-to-grave hazardous waste tracking process while saving valuable time, resources, and dollars for industry and states. EPA established e-Manifest per the Hazardous Waste Electronic Manifest Establishment Act, which Congress enacted into law on October 5, 2012. e-Manifest is a multi-faceted program that includes system development; regulation and policy; implementation and communication; and consultation with the e-Manifest federal advisory committee.

What Users Need to Know

- e-Manifest launched nationwide on June 30, 2018.
- EPA charges receiving facilities a user fee for each manifest they submit. EPA is not charging user fees to generators, transporters, or brokers.
- No manifests will be accepted via email and, as of June 30, 2021, EPA will no longer accept mailed paper manifests.
- EPA will publish user fees by July 1 of each odd numbered calendar year. These user fees will then cover the two fiscal years beginning on October 1 of that year and ending on September 30 of the next odd numbered calendar year. These fees will be updated to reflect actual program costs and manifest usage.
- User fees are published on [EPA's website](#).

Paying Your Bill

- Site Managers receive an electronic copy of their invoice on the first day of every month which covers manifest activity during the previous month.
- Facilities must pay their invoice in full within the same calendar month it was received.
- Receiving facility Site Managers receive and pay invoices for their particular site(s) through the e-Manifest system. These invoices cannot be forwarded to, or be paid by, someone other than a Site Manager.
- Payments of user fees are made to the U.S. Department of Treasury through e-Manifest by

clicking on the “Pay Bill” button. This pulls up a popup window that allows you to make payments to the U.S. Department of Treasury’s pay.gov website directly.

- Acceptable electronic payments include commercial credit cards, commercial debit cards, and Automated Clearinghouse (ACH) debits. However, due to a \$24,999.99 daily credit card limit on pay.gov, we request the use of ACH debits for larger invoices. To request instructions on how to make an ACH payment, please email e-manifestfinancialhelp@epa.gov.
- EPA cannot accept any other method of payment except through the e-Manifest system.

Late Fees

- If receiving facilities do not pay their invoice in full within the month it was received, late fees will accrue.
- The fees include a penalty (currently 1% annualized of the billable invoice total) and a \$15 handling charge for each month the bill is unpaid. Four months after the invoice has been issued, there is a one-time increase of this penalty to 6% annualized.
- After four months, the unpaid invoice is forwarded to the U.S. Treasury Department for collection and further action.
- Non-payment of the invoice could subject the facility to enforcement action.

Invoice Disputes

- If you believe there is an error with your invoice, you can contact: e-manifestfinancialhelp@epa.gov and request a review by EPA financial staff. Please provide the following information:
 - Your name and the facility where you are employed;
 - The EPA ID # of your facility;
 - The date of the disputed invoice;
 - Contact information where you can be reached;
 - The manifest tracking number(s) in question; and
 - The nature of the invoice error.
- EPA will research your claim and expect to inform you of a decision via email within ten business days of receipt.
- While in dispute, you are not required to pay your invoice; however, late fees will continue to accrue.
- If EPA staff resolve the dispute in your favor, late charges will be waived. Otherwise, you will be required to pay any applicable late fees (you can avoid late fees by paying the disputed invoice up front; EPA will reimburse the invoice if the dispute is resolved in your favor).

How to Initiate an Appeal

- If you are unsatisfied with the initial decision of your invoice dispute, you have ten business days after being notified by email to appeal the decision.
- You can initiate an appeal by contacting e-manifestfinancialhelp@epa.gov. Please provide the following information in your appeal:
 - An explanation of the nature and amount of your dispute;
 - An explanation of why you believe the initial dispute decision was made in error; and
 - An explanation of why you believe your invoice should be adjusted.
- The appeal will go to the Director of EPA's Office of Resource Conservation and Recovery for a final decision.
- EPA will inform you of this decision via email within ten business days of receipt.

Invoice Adjustments

- Refunds from invoice adjustments are made via the same method of payment you used to pay the invoice.
- If you have not paid your invoice and are due an adjustment, you will receive an updated invoice. The adjustment does not reset the payment clock and you are still required to pay your adjusted invoice in the month it was received.
- EPA cannot issue a credit for use on any future invoices.

Federal Links

- For more information on EPA's e-Manifest Program and frequently asked questions go to <http://www.epa.gov/e-manifest>
- Submit your input/questions on financial questions to e-manifestfinancialhelp@epa.gov