

## **Registration Assistance**

### **Question 1: When is registration required?**

Manufacturers are required to register annually between September 1 and December 31. Registrations received outside of this timeframe will not be accepted unless the manufacturer receives a written notice from the NJDEP.

### **Question 2: How many DEP Online accounts are necessary for my company?**

The number of DEP Online accounts that will be necessary depends on the number of people that need access to the manufacturer's registration. Each person requires their own individual account. In general, manufacturers will not need more than three DEP Online accounts, one for each contact type (Facility Contact, Responsible Party, and Fee/Billing Contact). If one person will be assuming responsibility as all three contact types, only one DEP Online account will be necessary.

### **Question 3: How do I update manufacturer or contact information for my company's registration?**

Manufacturers may update their manufacturer or contact information when they submit their annual renewal registration. If the manufacturer is unable to make changes to their registration during the annual renewal process, manufacturers may contact [recycledcontent@dep.nj.gov](mailto:recycledcontent@dep.nj.gov). However, NJDEP recommends that manufacturers wait for the annual renewal process to update their registration information.

If a manufacturer wishes to change a designated contact, that person will need to create their own account in DEP Online if they do not already have one. Once their account is created, they must add the appropriate facility to their account. Please see question 4 of this guide to learn how to add a facility to a DEP Online account.

### **Question 4: How do I add a facility to my DEP Online account?**

When a manufacturer submits their initial registration, a Facility ID is automatically created for that manufacturer. For a user to submit or certify to an annual renewal on behalf of the manufacturer, the Facility ID must be associated with the user's DEP Online account. Users can confirm whether their company has been added as a facility to their account by going to the "My Facilities" section of the "My Workspace" homepage. If your company is not listed in this section, you will need to add it by clicking "Add Facilities" and searching for your facility using either the assigned Facility ID or by searching for your company's name exactly as it was entered during initial registration (e.g., same punctuation, same spelling, etc.). Otherwise, the company will not appear in the search results. Once you've located your facility in the Facility Search Results, you can select and add the facility

to your DEP Online account and the facility will appear in the My Facilities/Program Interests section of your DEP Online Workspace.

**Question 5: How do I complete the certification step for an annual renewal registration?**

To certify to the annual renewal, you must have the access type "Responsible Official" associated with your DEP Online account. When DEP Online accounts are created, they default to the access type "Individual with Direct Knowledge." The person assuming the role of Responsible Official must change the access type associated with their DEP Online account in order to complete the certification. For assistance with this, please see the [instructions for changing access type in DEP Online](#).

Once the access type for your DEP Online account is set to "Responsible Official," you will see a blue ribbon on the certification screen, which you must click on to certify to the registration and proceed with the registration process.

**Question 6: What can I expect to receive once I have submitted my registration?**

The manufacturer will receive an email from [recycledcontent@dep.nj.gov](mailto:recycledcontent@dep.nj.gov) verifying that the registration was submitted successfully. This email will also include a Submittal Summary containing a summary of the information submitted in the registration. This email does not mean that the manufacturer is registered, only that the registration was submitted successfully. Manufacturer registration is not complete until the associated registration fee has been received, and the registration has been deemed in compliance with all applicable requirements.

NJDEP staff will not review the registration until payment for the registration fee is received (if applicable). Program staff will contact the manufacturer directly if there are any questions or concerns regarding the information submitted in the registration.

Once NJDEP staff determine that the registration meets the requirements, the manufacturer will receive a second email from [recycledcontent@dep.nj.gov](mailto:recycledcontent@dep.nj.gov) confirming the registration has been reviewed and is considered to be in compliance with applicable requirements. This email confirms that the manufacturer is registered for the calendar year.

Manufacturers should retain both emails for their records.

**Question 7. What is the difference between initial and annual renewal registration?**

Initial registration is for manufacturers registering for the first time in NJDEP Online. Annual renewal is for manufacturers that have already completed an initial registration in NJDEP Online and received a Facility ID.

**Question 8. What is the difference between a Service ID and a Facility ID?**

A Facility ID is an identification number that is associated with a particular manufacturer and is used to identify that manufacturer in the NJDEP's manufacturer database. The Facility ID is generated after the manufacturer submits their initial registration. Please keep the Facility ID on hand as the ID may be requested when communicating with program staff via [recycledcontent@dep.nj.gov](mailto:recycledcontent@dep.nj.gov).

A service ID, on the other hand, is assigned to each specific registration started by the manufacturer and is automatically generated once the manufacturer begins a registration in NJDEP Online. The service ID applies throughout the duration of the submission process, meaning the Service ID applies both before and after that particular registration is submitted to the NJDEP. If the manufacturer begins the registration process but does not complete it, the manufacturer can find their incomplete registration in NJDEP Online by clicking on the corresponding Service ID link associated with the registration, which is located in the My Services – In Progress section of your DEP Online Workspace.

Each manufacturer will have only one Facility ID but may have multiple Service IDs.