The Gateway to STA Participation

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Introduction to the Gateway to STA Participation

We are proud to announce the launch of the Gateway, our database management system serving all STA Program participants’ wants and needs. The STA Gateway is the independent and secure online destination that will streamline your engagement with the STA Program and support you in maintaining good standing as your facilities grow and your operations develop.

Click the following link to visit the newly launched STA Gateway:
https://gateway.compostingcouncil.org/

1. We recommend going to your web browser’s control panel, then clearing cache and cookies before beginning the renewal process
2. If technical issues continue to arise, please try switching to a different web browser

Gateway Benefits

1. Your STA participation information is easily and securely accessible to your authorized main contact employee
2. Quicker STA and CCUP renewals, simply affirming existing information

Benefits Coming in 2022

1. All the records each year will be viewable
2. Access and print STA Certificates on-demand
3. Track invoices
4. Access, print, and graph your history of results from Compost Technical Data Sheets (CTDS)
5. Searchable map of current STA Products
6. Download logos and access marketing materials
7. Delegate permissions to other employees

First Time Login and Registration

1. **STA Authorized Contacts from summer 2021 and earlier** access the Gateway by filling in their existing USCC membership username and password and clicking ‘LOGIN’. For non-members, it’s the same login you’ve used in the past to pay your STA invoice online.
If you forgot your USCC membership username or password, click the ‘FORGOT’ tab. If the email address you entered matches the Gateway records, you will receive an email with password reset instructions. Any changes made to your password through Gateway will apply to your USCC membership login credentials as well. Then make sure to navigate back to the Gateway to proceed with your STA renewal.

2. If you became an STA Authorized Contact after summer 2021, you will likely need to register as a first-time user by following the steps outlined below

   a. Begin registering as a first-time user by clicking on the ‘REGISTER’ tab

   b. After clicking ‘Register,’ you will be automatically directed to the Registration page. Enter your first name, last name and the email associated with your USCC membership in the corresponding fields. Note that you will be using the same credentials that you would use to sign in to your USCC profile here. Click the highlighted tab to receive a unique verification code to your email from STA.
c. Check your inbox or junk folder for an email from the STA Program [sta@compostingcouncil.org] containing your verification code

d. Enter the code in the appropriate field, below the email address and click to submit your verification code to the Gateway as pictured below. Please note that this field is case-sensitive

e. After submitting the unique verification code, the Gateway will create a user account associated with your organization’s USCC membership account and will send you a ‘Welcome’ email. The email will contain your username and password information. Now the Gateway will keep track of what STA discounts you are entitled to with your USCC membership.

f. Next, contact Gowri Sundaram at gsundaram@compostingcouncil.org to ask her to connect your new profile in the Gateway with your company’s STA records in the Gateway.

g. Congratulations, you successfully registered as a STA Gateway user! You will be able to log in to the Gateway by entering the same email address and password you use to access the USCC membership portal
Be mindful of the sidebar timer on the left side of the screen, which will log you out of the Gateway after 23 minutes and 50 seconds. You may click on the clock icon to re-set the countdown as shown, and delay log-out. Don’t worry, the Gateway automatically saves everything you’ve done as you go, so nothing will be lost if you accidentally get logged out before you’re ready.

Steps to STA Participation Renewal
The STA Certification Contract Renewal is a multi-step process that allows you to review and update your product’s information and associated documents, submit them to STA administrative staff, track invoices and more.
1. After logging in to the Gateway, you will be able to access the Dashboard. The Gateway Dashboard will be your one-stop shop to manage your STA Participation. The grayed-out icons are the services that are coming soon. Click on the ‘Renew’ tab in the top left corner of the Dashboard to go to the ‘STA Certification Contract Renewal’ page. You will need to complete each step in the renewal before the next step becomes available to you. At the end, after you click the final submit button, everything will lock for USCC staff to review. After review, USCC staff will send you an invoice.

2. Under Step 1, select your company’s name from the drop down menu to begin the renewal process. Every time you log back in, you will need to repeat this step- but don’t worry, the other steps will have saved your progress.

3. The Gateway will automatically activate the next step in the process. Under Step 2, the Gateway will auto-select “Fiscal Year 2021-2022” as the STA Certification Cycle for the renewal.
4. Under **Step 3**, you will be able to see a list of your company’s currently enrolled STA products that are eligible for renewals during this cycle. Each product will be listed under the permitted facility where the product is manufactured. Please make sure that each checkbox under the STA column corresponding to the product(s) or derivative(s) you are renewing is checked.

5. If you are renewing your product’s CCUP enrollment as well as STA Participation, please make sure that both STA and CCUP checkboxes are checked. If not, please skip to the next step. To learn more about CCUP, please review the [Consumer Consumption Use Program](#). Products enrolled in this program must pass the acceptable range in test results in the specific guide.

6. Under **Step 4**, you will be able to easily verify the accuracy of information related to your company, facility and product(s) by reviewing the data available under their respective tabs. Unverified or missing data will be identified with a red warning sign icon (⚠️) on the right side of the tab. You will be required to click on the corresponding tab to update and save the information.
7. After clicking on each tab, a window will appear on the right side of the page. Review the accuracy of the provided information, make the necessary updates and click ‘SAVE’ at the bottom of the window as shown.

8. For each item saved, after waiting 2 seconds, the form then will jump to the next item you need to review.

h. All red warning signs must change to check marks (☑) before you will be allowed to proceed to the next step.
i. **MASTER PRODUCT RECORD:** Displaying accurate and current information on the product’s Compost Technical Datasheet (CTDS) is an STA participation requirement. To provide these parameters, you will need to create a Master Product Record for your product by clicking the ‘Create Master Record’ tab.

![Product and Master Record Creation](image)

j. After clicking the ‘Create Master Record’ tab, a window will appear on the right side of the page. Here, you will enter the product’s amount of product manufactured this renewal cycle in wet tons/ year. It is crucial to provide accurate information as this will assist the Gateway in calculating the product’s lab testing frequency.
k. After filling in your product’s wet tonnage produced, you will fill in the feedstock proportions. Feedstock proportions must add up to 100%. Please review this article on STA Feedstocks to learn the USCC’s definition of different feedstock types.

l. Under Feedstocks, please provide ‘Directions For Product Use’ in the corresponding textbox field. STA directions for use must include specific rates of compost application for various uses you are suggesting for customers to use your product, such as volume of compost mixed in with volume of soil, or depth of compost applied to the surface- aka numbers. Please review our article on Compost Use to learn more about why Directions for Use are important. In the future, these will be auto-filled onto the back page of your CTDS.
m. After clicking ‘Save,’ a Master Product Record for your product’s current renewal will be added to the **Gateway**. An STA staff person will be able to review and provide feedback to the details provided.

n. In **Step 5**, you will be able to read and scroll down through the STA Agreement. You will also have the option at the top of step 5 to download a copy of the agreement to your computer for your records.

o. After reading the STA Agreement, sign by clicking the checkbox on the left side of the yellow text-box in **Step 6**
p. If you are renewing your product’s CCUP enrollment, please read the CCUP Agreement under Step 7, which is available for download as well. If you are not enrolling the product in CCUP this renewal cycle, this section will not appear and you will skip to the last step.

q. After reading the CCUP Agreement, you will be able to sign the CCUP attestation by clicking the corresponding checkbox on the left side of the yellow text box.

r. Last Step: Submit the application by clicking the ‘Submit’ button at the bottom of the application. The information you submit will be locked and under review by an STA staff person. Please allow 3-5 business days for staff to process your renewal and send your invoice to you.
s. The **Gateway** will email you a confirmation that your STA Renewal Form is received. You will also receive a copy of the agreement(s) you signed under the attachments section of the email.

t. Once an STA staff person approves your renewal form, you will be invoiced in accordance with your product(s) production amounts and USCC membership status. An STA staff person will notify you of the required payment and invoice details.

u. **Questions:**

   a. For any questions regarding payments, please contact Gowri Sundaram, Database Manager at gsundaram@compostingcouncil.org

   b. For any questions regarding the STA Program, please contact Hilary Nichols, STA Program Manager at hNichols@compostingcouncil.org or 919-592-3949

v. After processing a payment for the open invoice, one new STA Participation Certificate per facility with STA product(s) will be issued electronically for the current Certification Cycle. An STA staff person will send you a copy of the certificate via email until the **Gateway** is ready to make them available automatically.
Frequently Asked Questions:

A. Do I need to fill all of this info out? Answer - Yes, any info that’s not detailed or not included will delay your renewal. Common mistakes are: Needing to send a copy of the first page of the renewed permit if it has expired, and directions for use that are specific enough to include application depth or % to incorporate. Delays could result in late fees.

B. Where can I find what I sent the USCC last year? Answer - You will find last year’s info automatically included after you log-in to the Gateway, for you to consider including in your contract this year, for your renewal ease. To make this a valid contract, you still need to affirm your information, even if it is the same as last year’s.

C. What about my USCC membership payment? Answer - You must pay your USCC Membership invoice before receiving that discount on your STA Program. This is a savings of $300- $50 per STA product. Not a member? Become a member. Note: USCC Membership is NOT required for the STA Program.

D. Why do you contact me so many times about my renewal? Answer - We know how important this certification is for your sales, and we care about your success. Every year we email, call, and paper-mail you about your renewal until you’re complete, to make sure any questions are answered quickly. The quicker you are in return, the more time we have to market for you.

E. May I add new products to my renewal form? Answer - No, you may not combine your renewal with new applications. We automatically get test results from existing products but not from new products, so make sure to send us test results with new products. Fill out this form to apply for new products. In the future this will be possible through the Gateway.

   1. New products and new derivative products are welcomed- just through a separate form.

   2. New facilities are welcomed- just through a separate form.