

California Environmental Protection Agency



# **Compliance Instrument Tracking System Service (CITSS)**

## **User Reference CITSS Version 6.0**

### **Swapping Account Representative Roles**

October 2015

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## 1. SWAPPING ACCOUNT REPRESENTATIVE ROLES

This user reference for CITSS Version 6.0 (CITSS 6.0) provides guidance for how an Alternate Account Representative (AAR) or Account Viewing Agent (AVA) swaps roles with a Primary Account Representative (PAR) on a CITSS account.

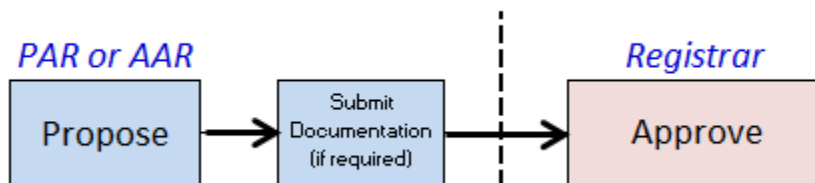
### INTRODUCTION

In response to frequent requests to change user roles in CITSS, CITSS 6.0 provides functionality that simplifies the process to swap an AAR or an AVA with the PAR on an account.

New functionality in CITSS allows an active AAR or AVA to be swapped with the PAR on a CITSS account. Completing a role swap is a two-step process that consists of a PAR or an AAR proposing the swap and the Registrar approving the swap (Figure 1-1). Hard copy documentation must be submitted to the Registrar when an AVA is proposed to become the PAR (see Documentation Requirements.)

**Figure 1-1 Role Swap Process**

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Required criteria for an AAR or AVA to swap roles with the PAR are:

1. The entity must have at least one PAR and one AAR on the CITSS account.
2. The roles to be swapped must be in “Active” status.
3. All swaps must be initiated by the PAR or an AAR. An AVA can be selected for a role swap, but cannot initiate the process.
4. Only one swap can be proposed at a time.

### **Representatives and Account Viewing Agent Tabs**

PARs, AARs, and AVAs are able to view the Representatives tab and the Account Viewing Agents tab from the Account Detail page (Figure 1-2 and

## AVA Swapping Roles with the PAR

To swap an AVA with the PAR for a selected entity account, the PAR or an AAR does the following:

- 1b▷ Select “Swap with PAR” in the Actions column of the Account Viewing Agents tab (Figure 1-3). The account representative change is proposed to the Registrar.

Figure 1-3). These tabs identify the currently designated PAR, AARS, and AVAs. However, the “Swap with PAR” and “Cancel” selections for a role swap are only available to the PAR and AARs. An AVA cannot initiate a role swap. The “Change” and “Remove” selections are existing functionality that has not changed.

## AAR Swapping Roles with the PAR

To swap an AAR with the PAR for a selected entity account, the PAR or an AAR does the following:

- 1a▷ Select “Swap with PAR” in the Actions column of the Representatives tab (Figure 1-2). The account representative change is proposed to the Registrar.

## Figure 1-2 Representatives Tab

**Ferrite Firewalls**

This page shows information for your account or set of accounts. You may propose changes to the information listed under the General and Contact Information pages by selecting Edit Information at the bottom of the pages. You can remove or propose changes to Representatives, and Account Viewing Agents under their respective tabs. You can indicate your intent to participate in the next scheduled auction under the Auction Tab.

General Account Compliance Account

General Contact Information Representatives Account Viewing Agents Holding Limits Auction Facilities

Representative Type	Current Representative	Status	Effective Date	End Date	Actions
Primary Account Representative	Floyd Jones	Active	2015-09-01		Change
Primary Account Representative	<a href="#">Frank Smith</a>	Retired	2015-08-13	2015-09-01	
Alternate Account Representative	Francis Miller	Active	2015-08-13		Swap with PAR Remove
Alternate Account Representative	<a href="#">Frank Smith</a>	Active	2015-09-01		Swap with PAR
Alternate Account Representative	Floyd Jones	Retired	2015-08-13	2015-09-01	

5 records

## AVA Swapping Roles with the PAR

To swap an AVA with the PAR for a selected entity account, the PAR or an AAR does the following:

- 1b▷ Select “Swap with PAR” in the Actions column of the Account Viewing Agents tab (Figure 1-3). The account representative change is proposed to the Registrar.

**Figure 1-3 Account Viewing Agents Tab**

**Ferrite Firewalls**

This page shows information for your account or set of accounts. You may propose changes to the information listed under the General and Contact Information pages by selecting Edit Information at the bottom of the pages. You can remove or propose changes to Representatives, and Account Viewing Agents under their respective tabs. You can indicate your intent to participate in the next scheduled auction under the Auction Tab.

General Account Compliance Account

General Contact Information Representatives Account Viewing Agents Holding Limits Auction Facilities

Current Account Viewing Agent(s)	Status	Effective Date	End Date	Actions
Ethan Smith	Active	2015-09-01		Swap with PAR Remove

1 record

## PROPOSING A ROLE SWAP

After “Swap with PAR” is selected, the affected representatives will remain active in their existing roles until the Registrar has approved the swap. The existing PAR will still be listed as “Active” as the PAR, but will also be listed with a status of “Pending” as the AAR or AVA, depending on which role was swapped, until the Registrar approves the change. Similarly, the existing AAR or AVA will still be listed as “Active” as an AAR or AVA, but will also be listed with a status of “Pending” as the PAR, depending on which role was swapped.

After a role swap has been proposed, the “Change” and “Swap with PAR” selections are no longer available to the PAR or AARs in the Actions column (Figure 1-4.)

Selecting “Cancel” in the Actions column will cancel the proposed role swap. When a proposed role swap is cancelled, the "Swap with PAR" selection is restored to the Action column for each active AAR and AVA.

“Remove” in the Actions column is existing functionality that allows a representative to be removed from an account. With the introduction of the role swap functionality in CITSS, a representative cannot be removed while part of a pending role swap.

**Figure 1-4 Role Swap Proposed**

**Ferrite Firewalls**

Representative change proposed successfully.

This page shows information for your account or set of accounts. You may propose changes to the information listed under the General and Contact Information pages by selecting Edit Information at the bottom of the pages. You can remove or propose changes to Representatives, and Account Viewing Agents under their respective tabs. You can indicate your intent to participate in the next scheduled auction under the Auction Tab.

General Account    Compliance Account

Proposed Data Changes    General    Contact Information    Representatives    Account Viewing Agents    Holding Limits

Auction    Facilities

Representative Type	Current Representative	Status	Effective Date	End Date	Actions
Primary Account Representative	<a href="#">Frank Smith</a>	Active	2015-08-13		
Primary Account Representative	Floyd Jones	Pending			<input type="button" value="Cancel"/>
Alternate Account Representative	Floyd Jones	Active	2015-08-13		
Alternate Account Representative	Francis Miller	Active	2015-08-13		<input type="button" value="Remove"/>
Alternate Account Representative	<a href="#">Frank Smith</a>	Pending			<input type="button" value="Cancel"/>

5 records

## DOCUMENTATION REQUIREMENTS

The Registrar cannot approve a PAR/AAR or a PAR/AVA swap until a completed and signed copy of the Request to Change Account Representatives/Account Viewing Agents Form is received. This form can be obtained from the ARB CITSS webpage at: [www.arb.ca.gov/citss](http://www.arb.ca.gov/citss).

- 1c▷ Complete the Request to Change Account Representatives/Account Viewing Agents Form.
- 1d▷ Submit the completed form with original signatures to the California CITSS Registrar for approval. The mailing address for the California CITSS Registrar is provided on the form.

The Registrar will not take an action on a PAR/AAR or a PAR/AVA swap until the Request to Change Account Representatives/Account Viewing Agents Form is received and verified as complete.



## REGISTRAR APPROVAL

Registrar approval is required for any account representative changes in CITSS.

Once the Registrar approves a role swap, the previous PAR will be listed with a status of “Retired” as the PAR, but the same account representative will also be listed in a separate record with a status of “Active” as the AAR or AVA (Figure 1-5). The previous AAR or AVA will be listed with a status of “Retired” as the AAR or AVA, but the same account representative will also be listed in a separate record with a status of “Active” as the PAR. The current account representative status is indicated by an Effective Date with no End Date listed. All active account representatives receive an email notification.

**Figure 1-5 Role Swap Approved by Registrar**

The screenshot displays the 'Ferrite Firewalls' account management page. On the left is a navigation menu with links: Log Out, Home, Contact Us, My User Profile, Account Registration, Representative Reports, and Glossary. The main content area has a title 'Ferrite Firewalls' and a descriptive paragraph. Below this are tabs for 'General Account' and 'Compliance Account'. A secondary set of tabs includes 'General', 'Contact Information', 'Representatives', 'Account Viewing Agents', 'Holding Limits', 'Auction', and 'Facilities'. The 'Representatives' tab is active, showing a table with columns: Representative Type, Current Representative, Status, Effective Date, End Date, and Actions. The table contains five rows of data, showing a swap between 'Floyd Jones' and 'Frank Smith' for an 'Alternate Account Representative' role. The 'Actions' column for the swapped roles includes 'Swap with PAR' and 'Remove' buttons. At the bottom right of the table, it says '5 records'.

Representative Type	Current Representative	Status	Effective Date	End Date	Actions
Primary Account Representative	Floyd Jones	Active	2015-09-01		<a href="#">Change</a>
Primary Account Representative	<a href="#">Frank Smith</a>	Retired	2015-08-13	2015-09-01	
Alternate Account Representative	Francis Miller	Active	2015-08-13		<a href="#">Swap with PAR</a> <a href="#">Remove</a>
Alternate Account Representative	<a href="#">Frank Smith</a>	Active	2015-09-01		<a href="#">Swap with PAR</a>
Alternate Account Representative	Floyd Jones	Retired	2015-08-13	2015-09-01	

If the Registrar denies a role swap, all user statuses that were “Active” prior to proposal of the swap remain in the status “Active.” The “Pending” statuses are removed.