

TEXAS DEPARTMENT OF AGRICULTURE



Weights and Measures Online Reporting

A Guidance Document for Service Companies

FORWARD

The Texas Department of Agriculture Weights and Measures Online Reporting System was implemented on January 6, 2014. The system replaces the RWM-780 paper form for liquid measuring devices. Scales and LPG services must still be reported on the RWM-780.

The online reporting system goals are to identify facilities with regular and sound maintenance programs while providing a more efficient method for service companies to submit required reports aiding in the reduction of late and incomplete submissions.

Service companies and service technicians will be able to assist the Department in continuing to provide consumer protection to the people of Texas by ensuring that facilities are in compliance with regulations and by reporting any issues of non-compliance to TDA as they are acting as Representatives of the Department, per House Bill 2174. The Texas Department of Agriculture will then be able to focus on ensuring that facilities across the state meet the 2 year calibration requirement.

LOGIN PAGE

Welcome to
Licensed Service
Company Report

Username

Password

Technician Number

Facility Certificate Number
(if known)

Login

[Forgot Password](#)

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1. Enter TDA issued username.
2. Enter TDA issued password. This is the same password as your public BRIDGE password, or you may obtain a new password through the *Forgot Password* link.
3. Enter the TDA license number of the technician (Technician Number) that performed the service or repair on the device.
4. Enter the Facility Certificate Number. This is the account number of the facility being serviced. You will not be able to enter the account number once logged in. A list of current accounts can be found on the Reports and Publications page of the TDA website under the report entitled *Weights and Measures Device Report*. ****Failure to enter the account number at time of login may result in an administrative penalty for the LSC.**
Note: Exceptions may be made by the Department for new businesses that have yet to receive an account number.
5. Click on *Login*
6. *Forgot Password*. Clicking on this link takes you the *Forgot Password* page for LSC report webpage.



Select LSC Admin or Service Technician. Make the appropriate selection based upon the title of the individual. **An LSC Admin may be a representative of the Licensed Service Company or the Technician; an individual who has been designated to enter this information into the system for the company.**

*NOTE: The Service Technician password feature is not working at the moment, TDA will send out a notice when this feature will be brought on line. LSTs should enter their reports as they are currently doing so, until notified by TDA.

FORGOT PASSWORD CONT'D

Forgot Password

License Service Company (LSC)

Please enter your Account Number, Username, and Contact ZipCode.
Your Email Address will be auto-populated based on the provided credentials.

Licensed Service Company Report
Forgot Password

Account Number

Username

Contact ZipCode

Email Address

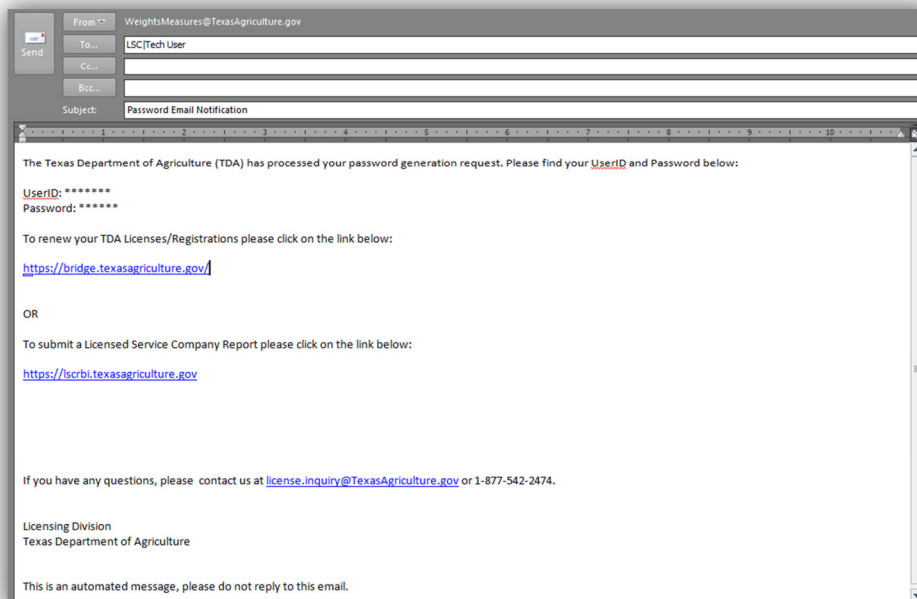
Submit Reset

Message:

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LSC Admin:

1. Forgot Password page will display. Enter your company's Account Number, Username, and Contact Zip Code. Your email address will be auto-populated based on the provided credentials.
2. The system will then send an email containing the Username and new password to the email that is on file.




FORGOT PASSWORD CONT'D

Forgot Password

Service Technician

Please enter your Account Number or Technician Number, Username, and Contact ZipCode.
Your Email Address will be auto-populated based on the provided credentials.

 Licensed Service Company Report
Forgot Password

Account Number

Username

Contact ZipCode

Email Address

Submit Reset

Message:

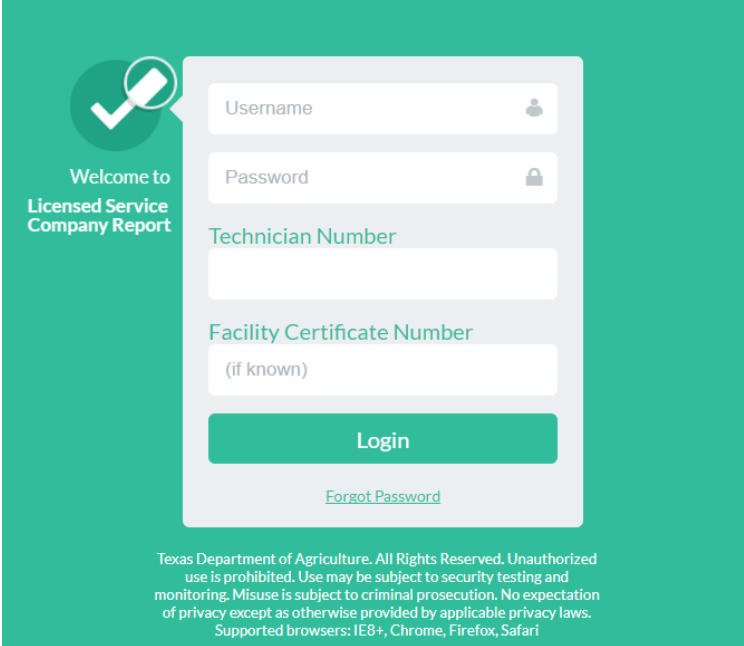
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Service Technician (LST): (**NOT FUNCTIONING YET)

1. Forgot Password page will display. Enter your Technician Number (also known as your Technician Account Number or Metro Number), Username, and Contact Zip Code. Your email address will be auto-populated based on the provided credentials.
2. The system will then send an email containing the Username and new password to the email that is on file.

* NOTE: Again, the Service Technician password feature is not working at the moment, TDA will send out a notice when this feature will be brought on line. LSTs should enter their reports as they are currently doing so, until notified by TDA.

FORGOT PASSWORD CONT'D



The screenshot shows a login interface on a green background. On the left, there is a circular icon with a white checkmark and a magnifying glass. Below it, the text reads "Welcome to Licensed Service Company Report". The main form area is a light gray box containing several input fields: "Username" with a person icon, "Password" with a lock icon, "Technician Number", and "Facility Certificate Number (if known)". Below these fields is a green "Login" button and a blue link for "Forgot Password". At the bottom of the form, there is a small disclaimer: "Texas Department of Agriculture. All Rights Reserved. Unauthorized use is prohibited. Use may be subject to security testing and monitoring. Misuse is subject to criminal prosecution. No expectation of privacy except as otherwise provided by applicable privacy laws. Supported browsers: IE8+, Chrome, Firefox, Safari".

1. Enter Username.
2. Enter new password that was emailed by the system.

FORGOT PASSWORD CONT'd

Password Change Required

Please choose a new password for this account:

Enter your username. The system should require you to change your password. Choose your password: this will be your new password from this point on.

DATA ENTRY PAGE

Licensed Service Company Report

Licensed Service Company Information

TDA Registration Number	Company Name
0999999	JOE'S PUMP COMPANY
Tech Registration Number	Technician Name
11111	JOE TECHNICIAN

Facility Information

Certificate Number		TDA Owner
0777777		
Facility Name	Physical Address	TDA Service Faces
ABC GAS STATION	100 MAIN ST.	Current
City	Zip	Accur
AUSTIN	78701	Mete

Once successfully logged in, notice that several fields have been pre-populated based upon the information provided at login.

These include:

- Service Company Information
- Service Technician Name and # Number
- Facility Information

****Please keep in mind, if you did not enter the Facility certificate number during login you will not be able to enter it now, however, you will be required to enter the facility name and address in order to submit.**

Note: This is primarily for new businesses that have yet to receive an account number. **Failure to complete the form in its entirety can result in administrative penalties.** A list of current accounts can be found on the Reports and Publications page of the TDA website under the report entitled *Weights and Measures Device Report*.

DATA ENTRY CONT'D

Service Information

Date of Service

MM/DD/YYYY



Date Submitted

9/20/2017

Reason for Facility Visit?

Complaint Service/Repair

Complaint ID Number

TDA Certificate Posted for current Owner/Operator? Yes No

TDA Stickers Posted on all Pump Faces? Yes No

Currently In Operation? Yes No

Accurate Calibration Verified For All Meters? Yes No



The first item you will need to enter is the date of service. You may enter this manually or use the calendar function in the right side of the box. The submitted date will pre-populate with the date the data is entered into the system.

Five questions need to be answered for each report submitted.

1. Reason for Facility Visit?

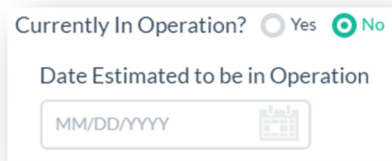
Is the reason for your visit due to a complaint that was received by TDA, or was the device(s) at the facility due for service or repair? Select your choice accordingly. The Department allows for two types of complaint issues.

Complaint Visits (two types)

- A station may receive up to 3 complaints in 12 months per facility, with TDA sending out a letter per complaint. The 1st and 2nd letters do not require a facility to contact an LSC for service. However, the 3rd letter the facility receives will be an “Action Required” letter that includes a complaint (or IQ) number that must be entered in to the “Complaint ID Number” box that appears (see above). This number must be acquired from the facility in order for the report to be complete.
- If a complaint is filed on a facility and the location has not received a full calibration within the last 18 month period, a complaint inspection shall be performed by a licensed service company registered with TDA on the motor fuel metering device(s) identified in the complaint. If the device is not within tolerance, a calibration shall be performed. The facility should have received an “Action Required” letter explaining this situation with the IQ# provided. The LST must enter this IQ# into the “Complaint ID Number” box that appears (see above). This number must be acquired from the facility in order for the report to be complete.


Service/Repair Visit

- If a facility contacts a licensed service company for a routine service, or for a repair that was not the result of a complaint, then this would be the correct selection (see above).
2. **TDA Certificate Posted for current Owner/Operator?**
This refers to the facility account certificate for the current owner/operator that must be posted at the location and visually accessible to all customers. In addition, it will have the facility account number listed on it.
 3. **TDA Stickers Posted on all Pump Faces?**
This refers to the consumer information stickers that must be posted on all pumps.
 4. **Currently in Operation?**
Is the facility currently open for business? If the business is not currently in operation, a field will pop up requesting the estimated date of operation.

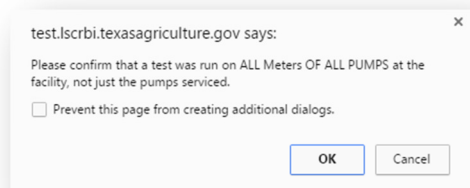


Currently In Operation? Yes No

Date Estimated to be in Operation

MM/DD/YYYY 

5. **Accurate Calibration Verified for all Blends?**
This will only be yes if a test was run on **ALL BLENDS OF ALL PUMPS** at the facility, not just the pumps serviced. This also includes all Mid-Grades. A pop-up will appear if yes is selected. Clicking OK will keep the response as yes. Selecting cancel will change the response to no.



test.lscrbi.texasagriculture.gov says:

Please confirm that a test was run on ALL Meters OF ALL PUMPS at the facility, not just the pumps serviced.

Prevent this page from creating additional dialogs.

OK Cancel

METER TYPE

Meter Calibration by Device Type			
08 - Fuel Ethanol	<input type="text" value="Meter Count"/>	11 - Multi-Product Dispensers	<input type="text" value="Meter Count"/>
09 - Diesel Pump Nozzles	<input type="text" value="Meter Count"/>	14 - Bulk Meter 20-100 GPM	<input type="text" value="Meter Count"/>
10 - Gasoline Pump Nozzles	<input type="text" value="Meter Count"/>	15 - Bulk Meter 101+ GPM	<input type="text" value="Meter Count"/>

This section is asking for the number of meters on the device types that have had a performance test and/or calibration completed. **Only the number of meters who have been performance tested should be placed in the meter count box.**

DEFINITIONS THAT MAY HELP:

- a) **SERVICED** is any maintenance activity on a device that **DOES NOT TRIGGER A NEW CALIBRATION**. This includes but is not limited to LED screens, nozzles, hoses and a routine calibration test (aka: performance test/ device inspection).
- b) **REPAIRED** is any repair on the meter itself that **CAN AFFECT THE CALIBRATION OF THE DEVICE AND REQUIRES A NEW TEST TO BE PERFORMED**. When repaired is checked it will automatically check service since a new calibration must take place.
- c) **PERFORMANCE TESTING** is the operations carried out to determine the accuracy of value or performance of the equipment under examination by comparison to actual standards.
- d) **INSPECTION** is to primarily examine devices to determine compliance with design, maintenance & user requirements.
- e) **CALIBRATION** is the comparison of measurement values delivered by a device under test with those of a calibration standard of known accuracy.

Please keep in mind that a calibration does not necessarily involve an adjustment. By definition a calibration means that a test was performed with or without an adjustment.

Example 1: If there is a nozzle dispensing E85 ethanol fuel at 20 gallons per minute or less, this would be considered a "code 8" device and one meter per nozzle should be noted in that box as the meter count.
Ex: If 7 code 8's were repaired, then '7' should be typed in the meter count box.

08 - Fuel Ethanol

Example 2: If there is a nozzle dispensing diesel fuel, that is 20 gallons per minute or less, this would be considered a “code 9” device and one meter per nozzle should be noted in that box as the meter count. Ex: If 5 code 9’s were repaired, then ‘5’ should be typed in the meter count box.

09 - Diesel Pump Nozzles

Example 3: If there is one nozzle for unleaded, one nozzle for mid-grade, and one nozzle for premium on one cabinet, and one nozzle that dispenses E15, that would be four “code 10” devices, and four meters present – one meter per nozzle. Ex: If 12 code 10’s were repaired, then ‘12’ should be typed in the meter count box. **It should be noted that E15 nozzles are considered code 10’s, and are not considered code 8’s.**

10 - Gasoline Pump Nozzles

Example 4: If there is one nozzle on a cabinet, and you must select the grade of fuel (unleaded, mid-grade, or premium), this would be considered a multi-product dispenser or a “code 11”. For every code 11 nozzle there are two meters that can be serviced or repaired; Ex: If 6 code 11’s were repaired, then the minimum number to enter would be ‘12’ in the meter count box.

11 - Multi-Product Dispensers

Example 5: Bulk meters dispensing 20-100 gallons per minute, are known as code 14’s. For every code 14 nozzle, there is one meter that can be serviced or repaired. If 3 code 14’s were repaired, then ‘3’ will go in the meter count box.

14 - Bulk Meter 20-100 GPM

Example 6: Bulk meters dispensing 100+ gallons per minute, are known as code 15’s. For every code 15 nozzle, there is one meter that can be serviced or repaired. If 5 code 15’s were repaired, then ‘5’ will go in the meter count box.

15 - Bulk Meter 101+ GPM

PUMP INFORMATION

Pump			
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number

+ ×

The Pump Number refers to the posted pump number at the facility. Each pump number may have multiple blends of fuel requiring multiple lines of data.

For example: Pump number 1 may have four lines of data for unleaded, mid-grade, premium and diesel.

Pump			
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number
Pump No.	Flow	Blend	Serial Number

+ ×

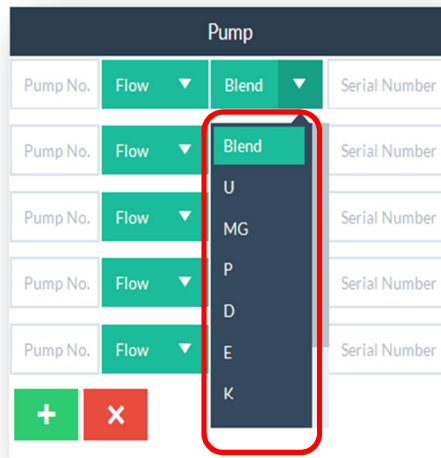
Flow refers to the gallons per minute flow rate of the device and is found in a drop down menu.

LF - Under 20 gpm

H1 - 20 gpm - 100 gpm

H2 - Over 100 gpm

PUMP INFORMATION CONT'D



Blend refers to the type of fuel being tested. Each pump may have multiple blends. The fuel types are listed in a drop down menu and slider bar and are defined as the following:

U - Unleaded **K** - Kerosene

MG - Mid-Grade **AV**- AV Gas

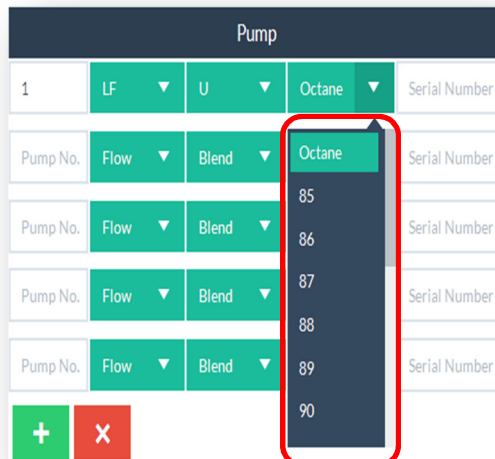
P - Premium **J** - Jet Fuel

D - Diesel **O** - Other (use for E15)

E - E85 Gas

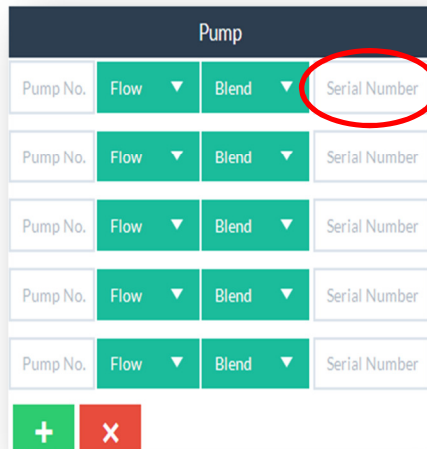
*The E15 blend should be documented as 'other' and as a code 10 device.

*The E85 blend should be documented as 'Ethanol' and as a code 8 device.



When U, MG or P is selected it will trigger a new drop down menu with a slider bar for Octane Rating. This is for the posted Octane Rating or Automotive Fuel Rating (AFR) for the blend being tested. Ratings can range from 85 - 100.

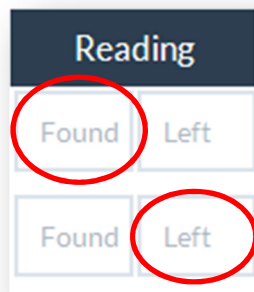
PUMP INFORMATION CONT'D



Pump			
Pump No.	Flow ▾	Blend ▾	Serial Number
Pump No.	Flow ▾	Blend ▾	Serial Number
Pump No.	Flow ▾	Blend ▾	Serial Number
Pump No.	Flow ▾	Blend ▾	Serial Number
Pump No.	Flow ▾	Blend ▾	Serial Number
+		X	

The serial number refers to the serial number of the device or pump. Multiple blends and pump numbers may use the same serial number.

For example: Pumps 1 and 2 may be on the same device, therefore, will have the same serial number.



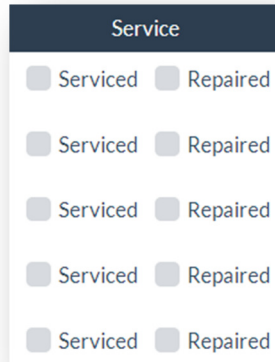
Reading	
Found	Left
Found	Left

The readings are the results of the performance test or calibration. All devices must be performance tested in order to determine if a meter adjustment is needed. The “Found” is the first reading before adjustment and the “Left” is the reading after adjustment or the same as the found if no adjustment is needed. A calibration may not be needed if the device is found to be within tolerance, according to Handbook 44. Again, **please keep in mind that a calibration does not necessarily involve an adjustment.** By definition a calibration means that a test was performed with or without an adjustment.

These must be entered in a plus or minus format with one decimal place, the exception being that zero can be entered without a decimal.

For example: +1.5 or -2.0

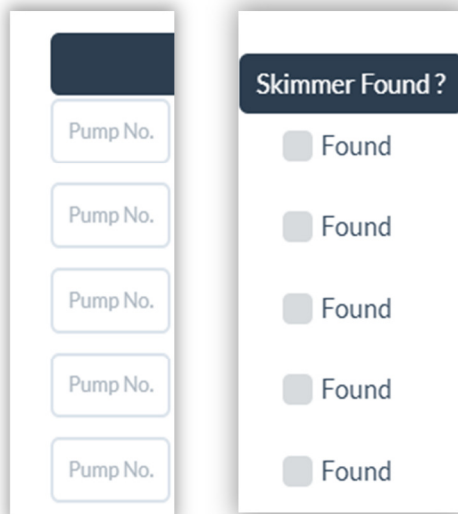
PUMP INFORMATION CONT'd



A screenshot of a mobile application form titled "Service". The form has a dark blue header with the word "Service" in white. Below the header, there are five rows, each containing two checkboxes: "Serviced" and "Repaired". All checkboxes are currently unchecked.

SERVICED is any maintenance activity on a device that DOES NOT TRIGGER A NEW CALIBRATION. This includes but is not limited to LED screens, nozzles, hoses and a routine calibration test (aka: performance test/ device inspection).

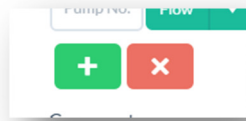
REPAIRED is any repair on the meter itself that CAN AFFECT THE CALIBRATION OF THE DEVICE AND REQUIRES A NEW TEST TO BE PERFORMED. When repaired is checked it will automatically check service since a new calibration must take place.



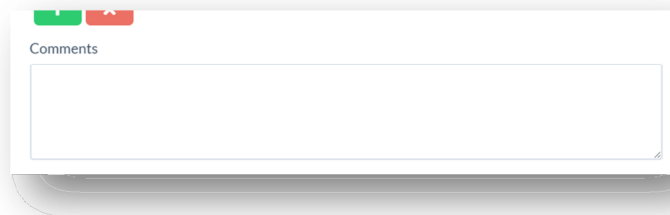
Two side-by-side screenshots of mobile application forms. The left form has a dark blue header and five rows, each with a "Pump No." label and a text input field. The right form has a dark blue header with the text "Skimmer Found?" and five rows, each with a "Found" label and a checkbox. All checkboxes are currently unchecked.

When a request or complaint about a skimmer device is made, and if one is found in a device cabinet, this box will need to be checked per pump number. Also, any time a skimmer inspection is done at a facility, all cabinets will need to be checked for skimming devices, and any found devices will need to be reported to TDA using this checkbox.

PUMP INFORMATION CONT'D



Use the + and - buttons to add or remove lines of data.



Utilize the comments section if additional information is needed to accurately report the service performed.

Use the comments section to report inspection findings concerning issues including, but not limited to: leaky hoses, devices with displays that are not functioning, devices pre-registering fuel not yet dispensed (pump jump), devices with missing consumer information stickers, devices found to have credit card skimmers, devices with non-functioning auto shut off mechanisms, devices with discrepancies in sale or price computations, devices that contain incorrect or unverifiable information on receipts, and other issues as specified in NIST Handbooks 44 and 112.

Service Tech's will be required to report the number and type of devices for each facility to the Department, for the verification of registration requirements of devices in operation at the facility as compared to the ones indicated on the TDA registration. This is to verify compliance with the Department's certificate of registration records for the facility and to communicate any unregistered locations and/or devices.

PUMP INFORMATION CONT'd

Help

Flow:
(LF) Low Flow; Less than 20 gpm
(H1) High Flow; 20 - 100 gpm
(H2) High Flow; More than 100 gpm

Blends:

(U) Unleaded	(K) Kerosene
(MG) Midgrade	(AV) AV Gas
(P) Premium	(J) Jet-A Fuel
(D) Diesel	(O) Other
(E) E-85	

Octane (posted Automotive Fuel Rating (AFR)):

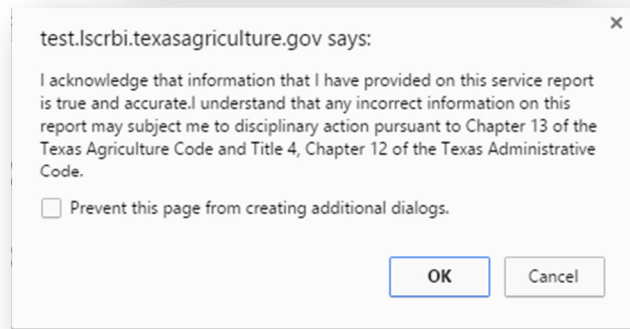
85	91	97
86	92	98
87	93	99
88	94	100
89	95	
90	96	

[← Back](#)

If help is needed for any of the abbreviations on the form, the ? symbol at the top right of page will bring up a pop-up box with the definitions.

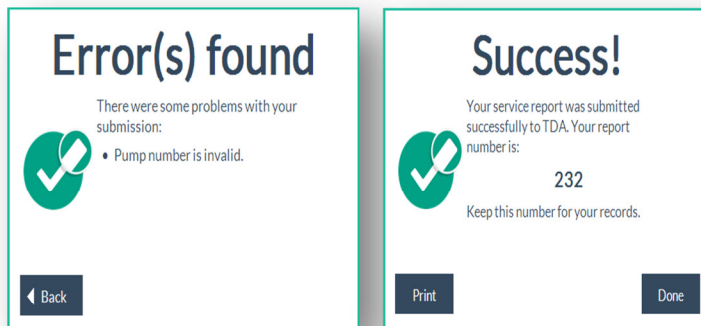
SUBMISSION

Submit Service Report



Once all the information required has been entered, click on the *Submit Service Report* tab.

A confirmation pop-up will appear. Click ok to acknowledge the statement.



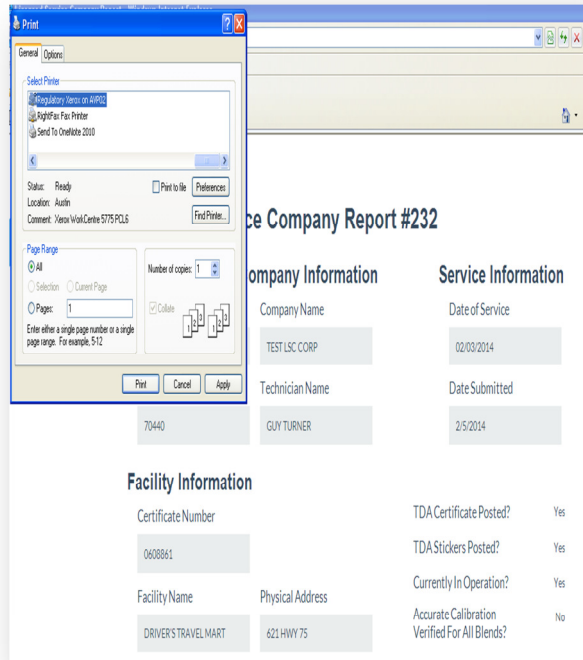
If any errors are found on the report a pop-up screen will alert you to those errors. Click the *Back* button and make the necessary changes and click the *Submit Service Report* tab again.

If all data is entered correctly, a pop-up will signal the successful submission and issue a record number.

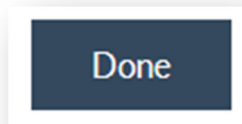
Keep this number for your records and proof of submission.

Click on *Print* to view and print the report.

PRINTING



Clicking *Print* will bring up a report with the data and report number that can then be made into a pdf file and/or printed.



Once the document has been printed and/or a pdf file created, click on *Done* to return to the login screen.

Once you have clicked on *Done*, you will not be able to access the record again. Therefore, it is important to print the document and/or record the report number.