



Arizona Department of Agriculture

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Pesticide Product Renewal FAQ's

1. How secure is your site?
 - a. Our web site is fully encrypted and secure for the entire session you maintain. This includes the payment portion of the process, and all information is encrypted between your workstation, us, and the bank. We do not retain any bank account information or credit card number information.
2. What are questions and answers at the bottom of the company information screen?
 - a. This is to assist you in resetting your password in case you forgot it or misplaced it. We recommend completing this, and keeping that question and answer handy in case you need it in the future. Of course, we can assist if you call the Pesticide Help Desk at 602-542-4499. Passwords will not be revealed over the phone. When you request a new password through the help desk, the new password will be emailed to the person we have on record as being the contact person for your company. Password resets will not be done through email, only through voice contact, and the agency representative cannot see your password, only reset it. This is an automated process that the representative has no control over.
3. Why do I have to upload labels for every product?
 - a. Being a new system, we must establish a baseline for the labels that the Arizona Department of Agriculture maintains. If you utilize ALSTAR or Kelly Registration Systems to maintain your labels, all you need to do is indicate that in the Label Maintenance screens. Physical upload of labels are only for those labels that the Department keeps on hand. Additionally, labels can, and should be, maintained year round, and can be uploaded incrementally. If you register a number of products, you can upload portions of the labels as time allows, renew those products, then return and complete your label uploads and renewals at a later date prior to expiration. Note that products that have no label record, whether on hand at the Department or referencing ALSTAR or Kelly cannot be registered until that information is completed. In later years, you will only be required to upload new labels every 2 years or if your label changes. Again, this can be done year round and we encourage you to do so. If you send your labels to both ALSTAR and Kelly, just indicate one or the other since both are correct.
4. About product discontinuance
 - a. When you discontinue a product, you must continue registration for 3 additional years to allow for the product to clear distribution channels. You may discontinue a product after payment is made for renewal or after, it makes no difference unless you wish the renewal certificate to indicate the discontinuance date, in which case you would indicate discontinuance before payment is made. Also, renewal will be forced for those products in discontinuance for a minimum of one year in the case of the last discontinuance year, or to coincide with the rest of your products.
5. Financial institution information
 - a. Some accounting departments will require what is known as an ACH ID# or Origination ID#. For the pesticide renewals, the ACH ID# is E866004791. Please note this for your records.
6. What if I forgot to renew my product last year?
 - a. If you forgot to renew last year, you may still renew your product by paying last year's fee plus either one or two years' renewal fee for the years ahead. Any further than one year back must be addressed by paper application for renewal.

7. I register products for other companies. Can I pay for them all in one lump payment?
 - a. No. Each company requires a separate login and password, separate browser sessions, and separate payment records. Remember to log out when changing to another company.
8. Why can't I renew my products for more than 1 year?
 - a. Arizona law states that all products from your company must expire on the same date. Look at the 'All Products' screen and see if you have other products that expire in a different year. Chances are that you do.
9. I chose to renew my products for 1 year. Why am I being charged \$100 more?
 - a. If you have products in discontinuance, these renewals are not optional. Chances are that you have a product in that status, and you are being charged that renewal fee along with the products that you chose. Check the screens to confirm this.
10. Is online the only option for renewals?
 - a. No. You may continue to use the traditional mail-in methods we have used in years past. We highly recommend using the new online system to save you time and money for postage to get the most prompt service and have your products renewed quickly.
11. Can I do everything else, then send you a check for the renewal payment?
 - a. As far as renewals go, it is an 'all or nothing' process. You can do all the other tasks, such as label maintenance, company maintenance, and product discontinuance separately from the renewal process, and we encourage you to do so. In order to update the expiration dates, however we must have payment in hand before this occurs.
12. Is there someone I can contact to ask technical questions about the web site?
 - a. Yes. You may contact misgroup@azda.gov for any technical questions regarding the web site or its operations. To attempt to answer questions before they are asked, here is a list of common questions and answers:
 - i. What browsers do you support?
 1. We support Internet Explorer 8 or later for full compatibility. Firefox and Chrome work, but there are issues with printing your renewal certificates. These do not support ActiveX components, and the print functions require them. This is also why we email a copy of the certificates to the address of record upon renewal completion so you may print them yourself.
 - ii. On the 'All Products' screen, there is a button to Export to Excel. What is this?
 1. In reply to certain requests from our test users, we included this function to allow you to export the contents of this screen to an Excel worksheet, where you may sort as you wish.
 - iii. Can't you connect to ALSTAR or Kelly Registration to get my labels?
 1. At this time, neither of these companies will allow us that function. This is why we ask that you simply indicate that you have already given either of these companies your label information. If we actually maintain the label, we will ask you to upload a PDF copy of them every 2 years.
 - iv. My label will not upload. What can I do?
 1. Be sure the label is in PDF format. We do not accept any other format for uploads. Also, be sure the file size is not prohibitive within your network environment. Generally, these files must be below 10Mb in size.
 - v. How about MSDS? Do I upload them too?
 1. No. MSDS sheets should be mailed to the Licensing Department at the Agency address.