

POM FAQs

1. What are the technical requirements for devices used to access POM?
 - POM is a web-based application accessible via all major web browsers (Chrome, Safari, Firefox, and IE).
 - POM will work on both Apple and Android smart devices with internet connection (iPad, iPhone, Galaxy, etc.).
 - POM will work on any Apple or PC desktop/laptop with internet connection.
2. Will the City of Sioux Falls provide LWHs with devices to access POM Portal?
 - No, LWHs will need to provide their own devices as necessary.
3. What are the main differences between the old coupons and the new entry form?
 - In short, POM streamlines the entry form with fewer required fields.
 - Each pump out will still need a unique entry, as is currently required.
 - We will discuss the new entry form in detail during individual training.
4. When should loads be recorded?
 - Loads should be entered into POM at time of collection.
 - All loads shall be recorded no later than the end of each day.
5. What happens if technology issues arise?
 - Coupons will serve as a backup in the event technical issues occur.
 - LWHs must notify our office immediately of any issues so they can be resolved.
6. What efficiencies will POM provide?
 - POM connects directly to our internal tracking software, which means any facilities pumped to date will already be in the system and searchable.
 - Haulers add facilities to their profile making it easier to locate their regular customers.
 - Customer and hauler information autofill each time a new record is created.
7. What if I have a facility that is new or not listed?
 - Be sure to confirm customer is not already in system, by name or address.
 - Contact our office at least one business day before scheduled cleaning to have new facility added.
 - Haulers will not be able to add new facilities through POM.
 - We recommend adding facility to your profile in advance of scheduled cleaning date.
8. What about zero dischargers and other denied liquid waste?
 - Facilities that cannot be hauled to the City will have a "(Z) or (WD)" behind their name.
 - A list of current zero dischargers will be sent out quarterly to all LWHs
 - It is the responsibility of all LWHs to confirm a facility is not a zero discharge.
9. What are the record keeping requirements?
 - POM records and hauler invoicing will provide proof of pumping.
 - Coupon copies will no longer be available.
 - LWH's billing invoice/receipt number can be included in POM entry for tracking purposes.