

Online Waste Levy System 2.0

User guide for waste disposal facility operators

Version 6, 2021



Ministry for the
Environment
Manatū Mō Te Taiao

New Zealand Government

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- *Waste Disposal Levy–Training for Waste Disposal Facility Operators: Training workbook*

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About this guide

Purpose of this guide

The purpose of this guide is to describe how to use the Online Waste Levy System (OWLS 2.0) to register, send returns and apply for extensions of time, waivers, methodologies and refunds.

Intended audience

The intended audience for this guide is waste disposal facility operators who will use OWLS 2.0.

How to use this guide

This guide has been designed to help with using OWLS 2.0. It explains the purpose of the screens, how to use the screens and other important information about using the system.

You will need to use this guide together with the *Calculation and Payment of the Waste Disposal Levy* guide, which covers information about the:

- Waste Minimisation Act 2008
- Waste Minimisation (Calculation and Payment of Waste Disposal Levy) Regulations 2009
- disposal facility operator's responsibilities regarding the levy.

Where to go for help

An online help  function is available from every screen within OWLS 2.0.

If you need more advice, or help with using OWLS 2.0, please call our helpdesk on 0800 WDLEVY (0800 935 389).

Further information

Further information about the waste disposal levy is available from: The Ministry for the Environment

Phone: 0800 WDLEVY (0800 935 389)

Email: info@wastelevy.govt.nz

Ministry web facility: <https://environment.govt.nz/what-government-is-doing/areas-of-work/waste/waste-disposal-levy/>

OWLS 2.0 web facility: www.wastelevy.govt.nz

When you contact us via 0800 WDLEVY, depending on your query, we may need to verify your identity. We will do this using information you provided when you registered.

Chapter 1: Introduction to OWLS 2.0

This chapter provides a brief overview of the Online Waste Levy System (OWLS 2.0) and tells you how to set up new users, log in for the first time, log in to OWLS 2.0 and how to move around OWLS 2.0.

In this chapter

This chapter contains the following topics:

Topic
Overview
Add a new user to OWLS 2.0
Logging in as a new user
Log in to OWLS 2.0
Moving around OWLS 2.0

Overview

Introduction

OWLS 2.0 is the Ministry for the Environment's internet application that enables disposal facility operators to carry out waste disposal levy requirements online. It has been designed to minimise compliance costs disposal facility operators incur to meet their obligations under the Waste Minimisation Act 2008 and the Waste Minimisation (Calculation and Payment of Waste Disposal Levy) Regulations 2009.

OWLS 2.0 allows operators to register, send returns and apply for extensions of time, waivers, methodologies and refunds.

Registering on OWLS 2.0

Once you have registered with us, you will be given access to OWLS 2.0. This is a secure website. The only people who can access your information are people you authorise, and our staff or contractors authorised to administer the levy.

User access types

Disposal facilities have two types of user access – Data entry and Verifier. The table below shows the functions for each user type.

	Functions that users can perform	Disposal facility users	
		Data entry	Verifier
Contacts and users	View or change operator address details	View	Change
	View or change disposal facility contact and finance details	View	Change
	View, add or change contact people details	View	Add / Change

	Functions that users can perform	Disposal facility users	
		Data entry	Verifier
Returns	View returns summary	View	View
	Submit or verify new return	Submit	Submit / Verify
	View or change a verified return	View	Change
	Submit an amendment	No access	Submit / Verify
	View and download statements	View / Download	View / Download
Applications and methodologies	View applications summary	View	View
	Add new applications	No access	Add
	Change a pending application	No access	Change
	View methodologies	View	View
Reports	View reports online or download	View / Download	View / Download

Add a new user to OWLS 2.0

When to use

Use these steps when you require a login for OWLS 2.0 or want to create a login for someone else.

Steps

Step	Action
1	Contact us by calling 0800 WDLEVY (0800 935 389) and say you want to add a new user to OWLS 2.0. Result: We will email/post you the authorised personnel form.
2	Complete the form, ensuring you acquire the relevant signatures.
3	Post the completed form to our PO Box number listed on the form or scan and email it to info@wastelevy.govt.nz .

What happens next?

We will set up the new user and email you the login details. Once you receive this email, you can register a RealMe account and log into OWLS 2.0.

Note: If the authorised personnel form is incomplete, we will contact you to get the additional information.

Logging in as a new user

When to use

Use these steps if you:

- need to log in for the first time

Note: If you are **not** logging in for the first time, please see the [Log in to OWLS 2.0](#) steps.

Roles

- Data entry
- Verifier

Overview

OWLS 2.0 uses RealMe for login and authentication management. You will need to either use an existing RealMe account or set up a RealMe account to log in to OWLS 2.0, as outlined in the steps below.

What is RealMe® and how do you access it?

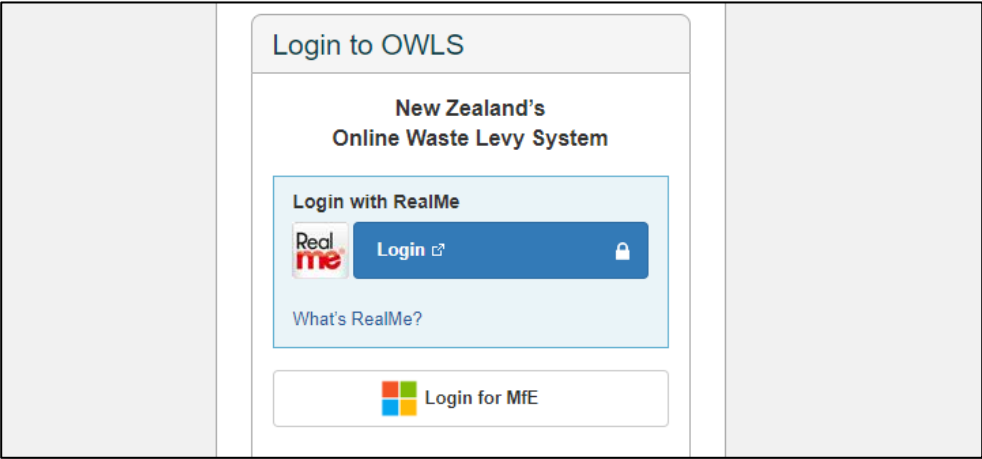
Your RealMe login is a single username and password you can use to securely access services online. RealMe is recommended for all government online services.

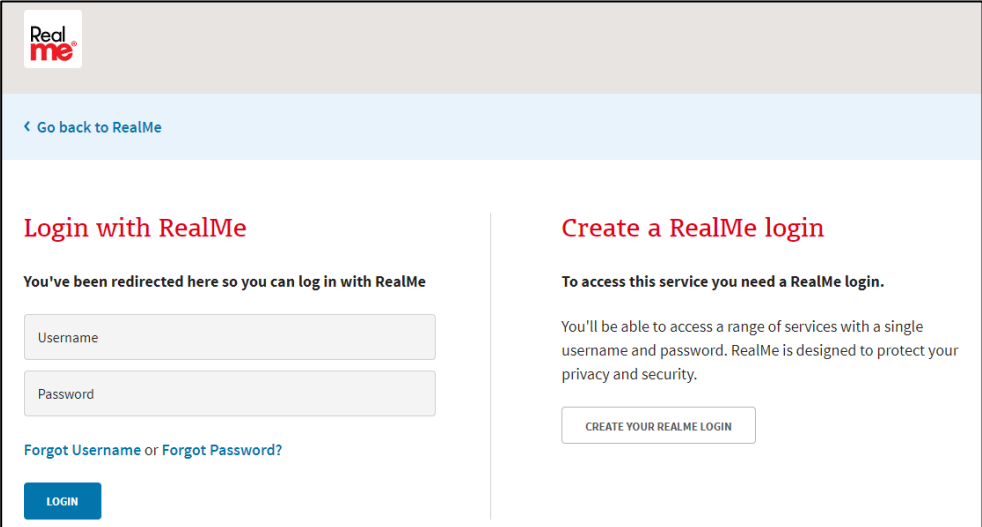
More on RealMe:

- Privacy and security – <https://www.realme.govt.nz/privacy-and-security/>
- Two Factor Authentication – <https://www.realme.govt.nz/help/#second-factor-authentication>
- Where is it currently used? – <https://www.realme.govt.nz/where-to-use-realme/>

Steps

Step	Action
1	<p>Find the email you received from OWLS 2.0 when you registered. Go to step 2.</p> <p>Note: The email is valid for 24 hours. If you miss activating your login within that time, you will need to contact the help desk at 0800 WDLEVY (0800 935 389).</p>
2	<p>Open the email and click the Please complete the sign-up process here link.</p> <div data-bbox="363 1294 1350 1792" style="border: 1px solid black; padding: 10px;"><p>Kia ora Joe</p><p>We wish to inform you that you have been authorised to access the Online Waste Levy System (OWLS) on behalf of Landfill Site ABC. OWLS is the system you use to record how much waste is going into the landfill, which is then used to work out the levy charges to the landfill.</p><p>You have been assigned the following role(s):</p><ul style="list-style-type: none">• Contact - General• Contact - Returns• Site - Verifier<p>You have been sent this email in order to verify your email address and to allow you to access OWLS using the RealMe® login service.</p><p>If you've used a RealMe login somewhere else, you can use it here too. If you don't already have a RealMe username and password, you can login and choose to create one. All you need is a valid email address and a mobile phone.</p><p>Please complete the sign up process here.</p></div> <p>Result: You will be redirected to the OWLS 2.0 login page.</p>

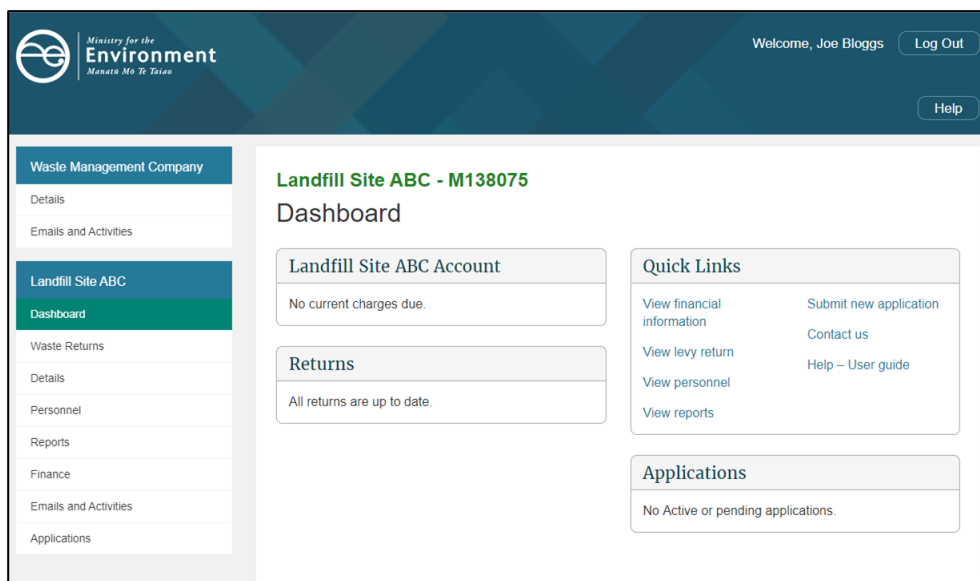
Step	Action
	

3	<p>Click Login with RealMe.</p> <p>Result: You will be redirected to the RealMe login page where you can:</p> <ul style="list-style-type: none"> log in using an existing RealMe login set up a new RealMe login. 
---	--

Step	Action
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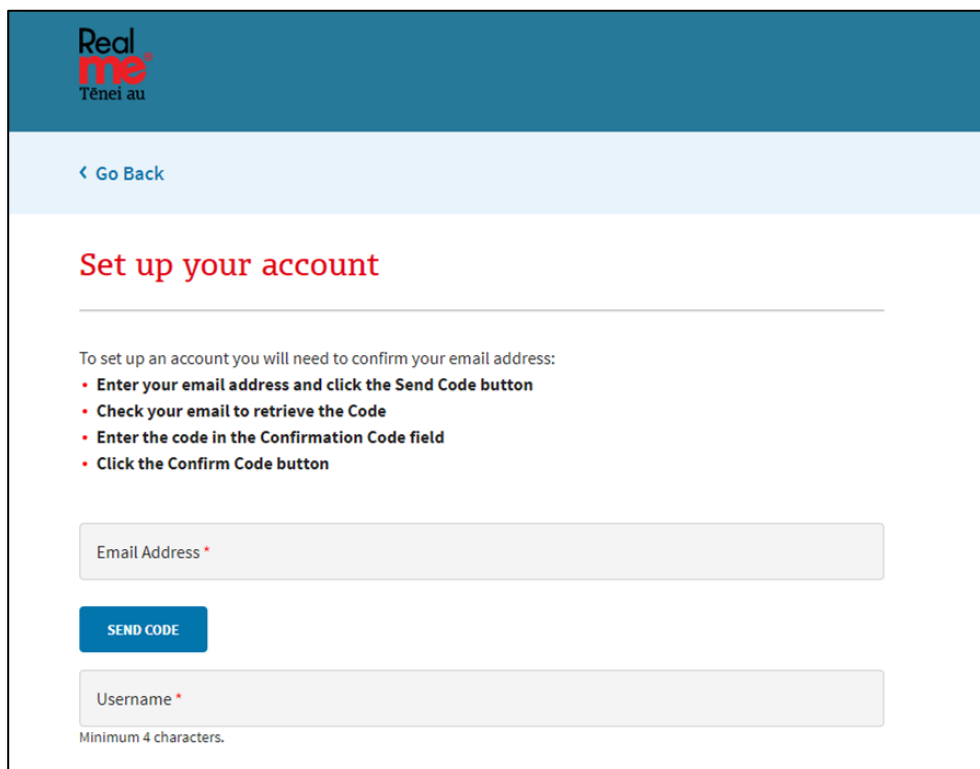
4 If you are logging in with an existing RealMe login, complete the required fields under “Login with RealMe” and click **Login**.



Result: You will be logged in and redirected to the OWLS 2.0 dashboard.



5 If you need to set up a new RealMe login, click **Create your RealMe login** instead.

Result: The RealMe set up your account page displays.



Step	Action						
6	<p>Enter the following information:</p> <table border="1" data-bbox="368 264 1358 465"> <thead> <tr> <th data-bbox="368 264 644 315">Field</th> <th data-bbox="644 264 1358 315">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="368 315 644 414">Email address</td> <td data-bbox="644 315 1358 414">Type the email address you wish to use with RealMe.</td> </tr> <tr> <td data-bbox="368 414 644 465">Username</td> <td data-bbox="644 414 1358 465">Type the username you wish to use with RealMe.</td> </tr> </tbody> </table>	Field	Description	Email address	Type the email address you wish to use with RealMe.	Username	Type the username you wish to use with RealMe.
Field	Description						
Email address	Type the email address you wish to use with RealMe.						
Username	Type the username you wish to use with RealMe.						
7	<p>You will need to confirm your email using a code. To do this, click SEND CODE.</p> <div data-bbox="363 573 1007 701" style="border: 1px solid black; padding: 10px; text-align: center;">  </div>						
8	<p>Check your email inbox for the confirmation code.</p> <div data-bbox="363 763 1350 1328" style="border: 1px solid black; padding: 10px;"> <div style="background-color: #e0e0e0; padding: 5px; text-align: center;">Verify your email address</div> <p>Thanks for verifying your joe.bloggs@email.com account!</p> <p>Your code is: 012345</p> <p>Sincerely, <i>Tēnei au, RealMe ITE</i></p> <hr style="width: 50%; margin-left: 0;"/> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <p style="font-size: small;">This message was sent from an unmonitored email address. Please do not reply to this message.</p>  </div> </div>						
9	<p>On the RealMe “Set up your account” page, enter the confirmation code as per the email. Click CONFIRM CODE. Result: your email will be verified for use with RealMe.</p>						

Step	Action
------	--------

Set up your account

To set up an account you will need to confirm your email address:

- Enter your email address and click the Send Code button
- Check your email to retrieve the Code
- Enter the code in the Confirmation Code field
- Click the Confirm Code button

A confirmation code has been sent to your email, please enter it below and confirm.

Email Address *
joe.bloggs@email.com

Confirmation Code *
012345

CONFIRM CODE

SEND NEW CODE

Username *
joe.bloggs

Minimum 4 characters.

Note: if you require a new code, click **SEND NEW CODE**. A new confirmation code will be sent to your email.

10	Scroll down and enter the following information:
----	--

Field	Description
Password	<p>Type the password you wish to use with RealMe.</p> <p>Note: A RealMe password must be at least 7 characters long. If it is less than 12 characters, it must contain at least 3 of the following:</p> <ul style="list-style-type: none"> • UPPERCASE (A–Z) • lowercase (a–z) • numbers (0–9) • symbols (eg, #, \$, !, @, ^, &, *, etc) <p>Type the password again in the next field.</p>

11	When you have finished entering a password, click Continue to proceed.
----	---

Step	Action
------	--------

Result: The next **RealMe Set up your account** page displays.

Set up your account

Mobile number^(Optional)

Country code
New Zealand (+64) ▼

Mobile Number

This number can also be used to reset your password if you forget it.

Alternative contact number^(Optional)

Country code
New Zealand (+64) ▼

Contact Number

Our helpdesk will use this number if we need to get in touch with you if we can't reach you on your mobile.

Security questions

If you require helpdesk support in the future, you'll be asked to answer these security questions.

12 If you wish to provide a mobile number, type it in the relevant field.
 You can also provide an alternative number. If you wish to do so, type it in the relevant field.

13 Next, you will need to select three security questions.
 Use the drop-down menus on each row to select the questions.
 Type your answer(s) in the relevant field(s).

Security questions

If you require helpdesk support in the future, you'll be asked to answer these security questions.

Question 1 *
Question 1 ▼

Answer 1 *

Question 2 *
Question 2 ▼


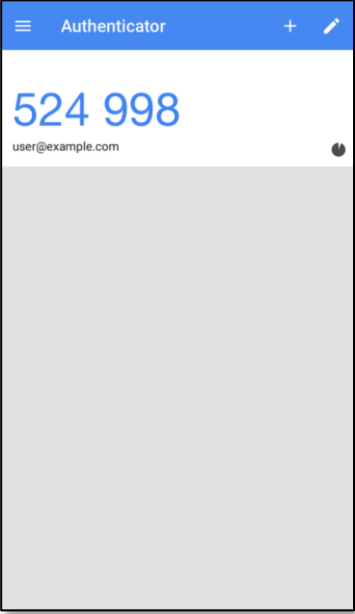


Answer 2 *

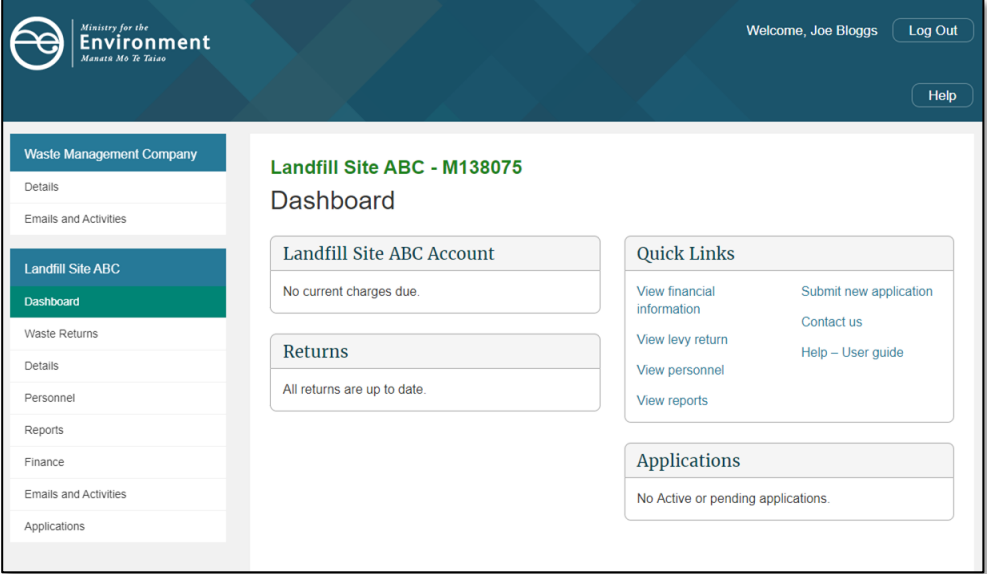
Question 3 *
Question 3 ▼

Answer 3 *

Step	Action
14	<p>The secret PIN is optional. If you wish to add a secret PIN to your RealMe login, type it in the relevant field.</p> <p>Note: If you enter a secret PIN, it must:</p> <ul style="list-style-type: none">• be a five-digit number• have no more than three consecutive numbers, and• not repeat the same digit more than twice. <p>Confirm the PIN by typing it again in the next field.</p> <div data-bbox="363 517 1350 972" style="border: 1px solid black; padding: 10px;"><p>Secret PIN <small>(Optional)</small></p><p>If you want to add a secret PIN it will need to:</p><ul style="list-style-type: none">• be a five digit number• have no more than three consecutive numbers• not repeat the same digit more than twice<p><input type="text" value="PIN"/></p><p>Must be a 5 digit number</p><p><input type="text" value="Confirm PIN"/></p></div>

Step	Action
15	<p>Tick the box to accept the RealMe Terms of Use.</p> <p>Then, click Continue.</p> <p>Result: The RealMe™ Second-factor authentication” page displays.</p> <div data-bbox="363 365 1353 741" style="border: 1px solid black; padding: 10px;"> <p>Terms of use</p> <p><input checked="" type="checkbox"/> I accept the RealMe terms of use</p> <p style="text-align: center;">CONTINUE</p> <p style="text-align: center;">CANCEL</p> </div>
16	<p>You will need your mobile phone to set up second-factor authentication.</p> <p>Select the method by which you’d like to receive your unique code:</p> <ul style="list-style-type: none"> • Use an authenticator app – a unique code will be generated via an authenticator app. Refer to step 17 for download instructions. (Preferred method) • Use your mobile number – a unique code will be sent to your mobile number. <div data-bbox="363 999 1353 1368" style="border: 1px solid black; padding: 10px;"> <p>Set up second-factor authentication</p> <hr/> <p>Adding second-factor authentication (2FA) to your login process is a simple way of adding an extra layer of security to your information.</p> <p>A verification code has been sent. Please copy it to the input box below.</p> <p><input checked="" type="radio"/> Use an authenticator app</p> <p><input type="radio"/> Use your mobile number</p> </div>

Step	Action
17	<p>To generate your code via an authenticator app, you will need to have installed the Google Authenticator app on a compatible mobile phone.</p> <p>Note: You can download the app from either the Apple App Store or Google Play Store by clicking on the logos.</p> <div data-bbox="368 383 959 501" style="border: 1px solid black; padding: 5px; text-align: center;"> <p>1. Open your Authenticator App or download here:</p>  </div>
18	<p>Open the Google Authenticator app on your phone.</p> <p>Result: The Authenticator app will display.</p> <div data-bbox="363 645 719 1256" style="border: 1px solid black; padding: 5px;">  </div>
19	<p>Tap the  icon.</p> <p>Next, tap Scan Barcode.</p> <p>Use your phone's camera to scan the QR code generated by RealMe.</p> <div data-bbox="363 1480 711 1827" style="border: 1px solid black; padding: 5px; text-align: center;">  </div> <p>Result: Google Authenticator will generate a unique code on your phone.</p>

Step	Action
20	<p>Enter the code generated by Google Authenticator on the RealMe Set Up Google Authenticator page. The unique code will only remain valid for 60 seconds.</p> <p>Result: You will be logged in and redirected to the OWLS 2.0 dashboard.</p> <p>Note: If you opt to use Google Authenticator to generate a unique code, you will need to access the app each time you log into OWLS 2.0. The app will generate a unique code for each login.</p>  <p>The screenshot shows the OWLS 2.0 dashboard for 'Landfill Site ABC - M138075'. The page header includes the Ministry for the Environment logo and the user's name 'Welcome, Joe Bloggs' with 'Log Out' and 'Help' buttons. The left sidebar lists navigation options for 'Waste Management Company' and 'Landfill Site ABC'. The main content area is titled 'Dashboard' and contains three sections: 'Landfill Site ABC Account' (No current charges due), 'Returns' (All returns are up to date), and 'Applications' (No Active or pending applications). A 'Quick Links' section provides shortcuts for financial information, levy returns, personnel, reports, and submitting new applications.</p>

What happens next?

You can now access OWLS 2.0 using a RealMe login.

Log in to OWLS 2.0

When to use

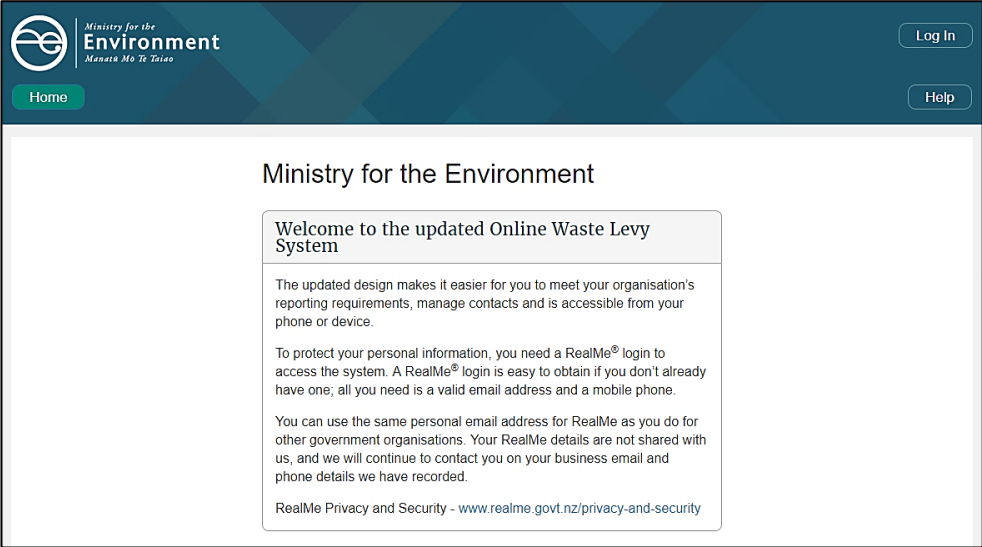
Use these steps to log in to OWLS 2.0 using your existing RealMe login details.

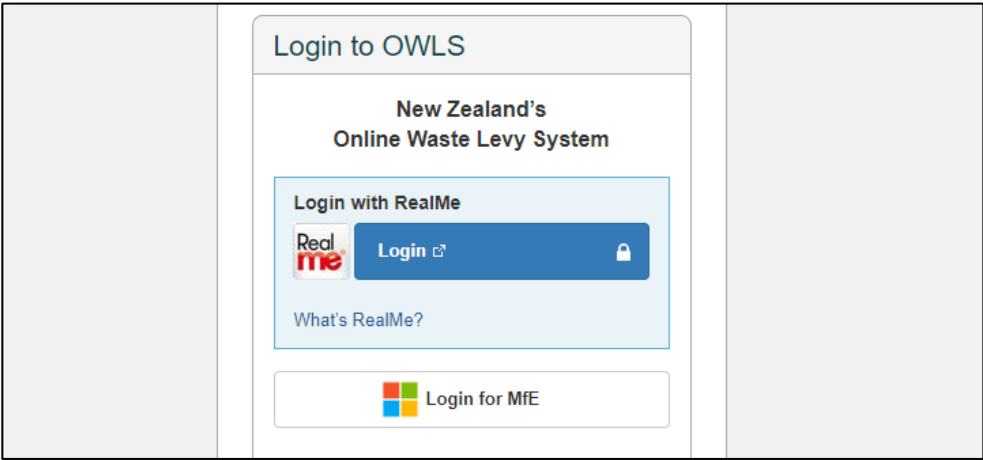
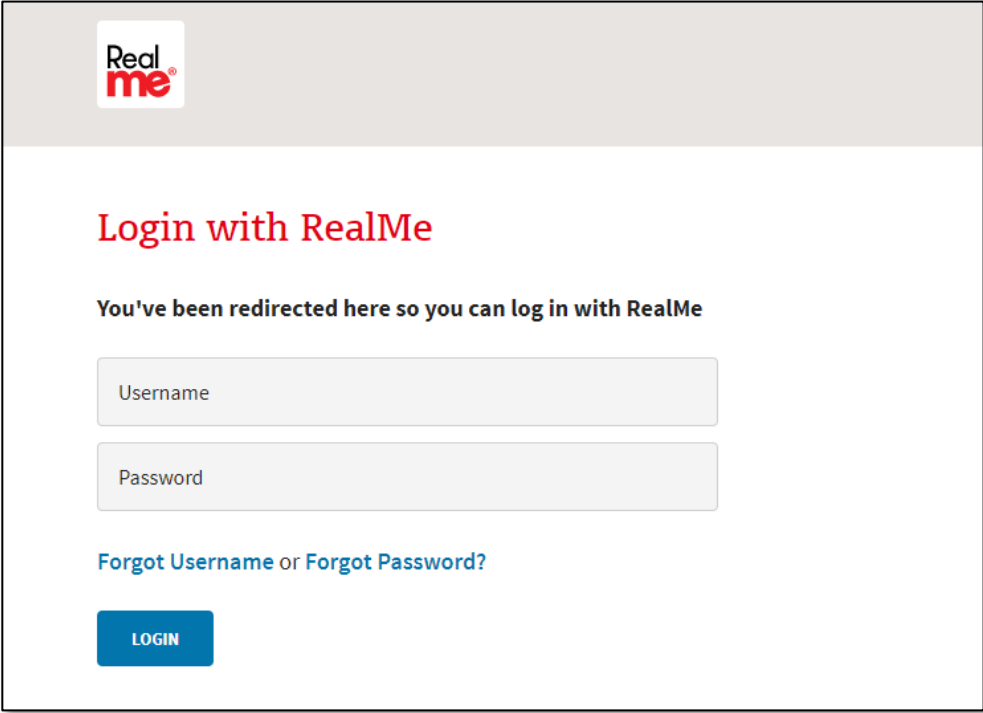
Note: If you are logging in for the first time, see the Logging in as a new user steps.

Roles

- Data Entry
- Verifier

Steps

Step	Action
1	<p>Open your browser, and go to the website www.wastelevy.govt.nz</p> <p>Result: The Home page displays. You can click:</p> <ul style="list-style-type: none">• Home – Return to Ministry for the Environment home page• Log in – Access the log in page.• Help – Access to the help section. 

Step	Action
2	<p>Click Login.</p> <p>Result: The OWLS 2.0 login page displays.</p> 
3	<p>Click Login with RealMe to access OWLS 2.0 using your RealMe login credentials</p> <p>Result: You will be redirected to the RealMe Login page where you can enter your username and password.</p> <p>Notes:</p> <ul style="list-style-type: none"> The password is case sensitive. If you have forgotten your username or password, please refer to the RealMe login page and click Forgot Username or Forgot Password or contact the RealMe 24/7 helpdesk at 0800 664 774. 

What happens next?

You can use the OWLS 2.0 functions for your disposal facility as required.

Moving around OWLS 2.0

Disposal Facility Dashboard

When you first log on to OWLS 2.0 you are presented with your disposal facility dashboard. From here you can access all the functions available to you.

Your dashboard tells you:

- any balance due for payment
- when your next invoice is due
- which returns have not been submitted
- a summary of your applications
- a **Quick Links** field, from which you can access:
 - financial information
 - levy returns
 - personnel
 - reports
 - new application submissions
 - contact details for support
 - a help section, including the user guide.

Landfill Site ABC - M138075

Dashboard

<h4>Finance Summary</h4> <p>Balance Due - Please pay now: \$2,985.40</p> <p>Next Payment: \$437.00 (Due 20 Jul 2020)</p>	<h4>Quick Links</h4> <table><tbody><tr><td>View financial information</td><td>Submit new application</td></tr><tr><td>View levy return</td><td>Contact us</td></tr><tr><td>View personnel</td><td>Help – User guide</td></tr><tr><td>View reports</td><td></td></tr></tbody></table>	View financial information	Submit new application	View levy return	Contact us	View personnel	Help – User guide	View reports	
View financial information	Submit new application								
View levy return	Contact us								
View personnel	Help – User guide								
View reports									
<h4>Returns</h4> <p>Your levy return for June 2020 needs to be submitted: Submit return here.</p>	<h4>Applications</h4> <p>Displaying 1 of 1 result.</p> <table><tbody><tr><td>Application Type:</td><td>Annual Permission</td></tr><tr><td>Last Updated:</td><td>9 Jul 2020</td></tr><tr><td>Expiry Date:</td><td>30 Jun 2021</td></tr><tr><td>Status:</td><td>Approved</td></tr></tbody></table>	Application Type:	Annual Permission	Last Updated:	9 Jul 2020	Expiry Date:	30 Jun 2021	Status:	Approved
Application Type:	Annual Permission								
Last Updated:	9 Jul 2020								
Expiry Date:	30 Jun 2021								
Status:	Approved								

Content menu

Use the content menu to access different areas of OWLS 2.0. Depending on your level of authorisation, you may not have access to all areas.

The topmost section refers to the “client” or company.

Use the content menu to access:

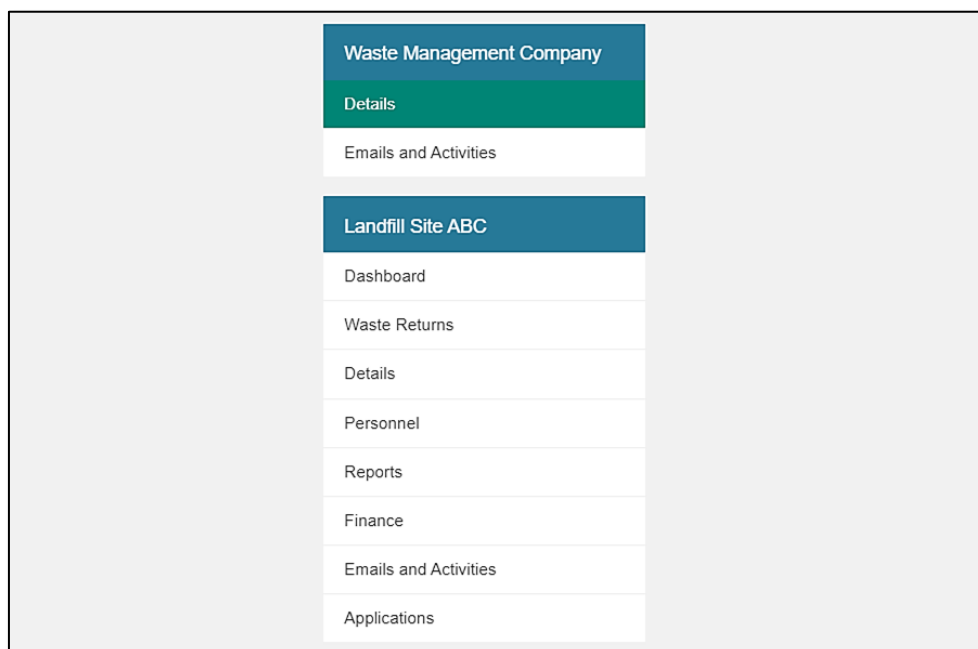
- Client details.
- Emails and activities.

The following section relates to the disposal facilities under the client’s management.

Use the content menu to access:

- Disposal Facility Dashboard.
- Waste Returns
- Disposal Facility Details.
- Disposal Facility Personnel
- Reports
- Finance
- Emails and activities
- Disposal Facility Applications

Note: The content menu will tell you which area you are currently in with a green-coloured field.



Directory display

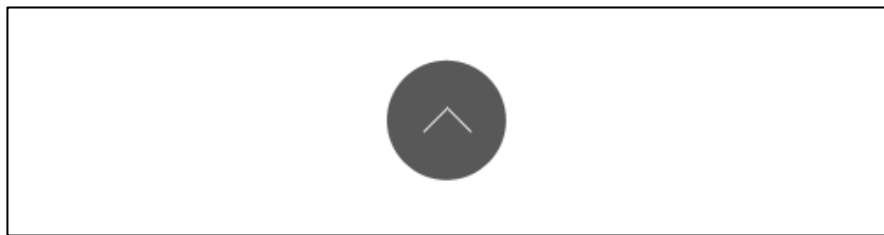
The directory display will also tell you which area you are in.

You can click on the name of an area to go there.



Home button

Use the home button to return to the top of the screen.



Field types and validation

There are four field types used in OWLS 2.0. To move from one field to the next, you can either use your mouse, or press the **Tab** key on your keyboard.

Free text field – users can edit and update these fields

System-populated field – users cannot edit these fields

Drop-down list – users can select options from the list

Check box – users can either select or de-select the box

Some fields have built in validation. If your entry is incorrect or is not valid for the field (eg, no @ in an email address, or a required field has been left blank), a message prompting you to update the field displays next to the field name.

Email must be provided.

Some fields require you to enter information. If you leave a blank entry (eg, if you try to submit a return with no information), the following banner will appear.

Please provide related activity to the site or select no activity.

The colour of the disposal facility name will indicate whether a facility is open or closed.

If the disposal facility name is in **green**, this indicates an open, active facility.


Landfill Site ABC - M138075

If the disposal facility name is in **red**, this indicates a closed facility.

Landfill Site ABC - M138075

Help

An online help function is available from every screen within OWLS 2.0.

Click the  icon on the top-right corner to open the specific help page for the screen.

Chapter 2: Monthly returns

This chapter provides information on submitting, updating and amending monthly returns.

In this chapter

This chapter contains the following topics:

Topic
Overview
Return summary screen (monthly returns)
Submit a return
Verify a return
Amend a return
View invoices and statements

Overview

Introduction

Where appropriate, disposal facility operators must submit monthly returns to us.

Monthly returns are due on the 20th of the month after waste has been deposited. Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

Note: Disposal facilities can apply to submit annual returns instead. See Chapter 3: Annual returns.

Waste material received

Gross tonnage is the total metric tonnes of waste received at your disposal facility. Diverted tonnage is the waste you have diverted for reuse and recycling that has previously been recorded in OWLS 2.0 as 'Waste material received (gross tonnage)'.

Reporting of waste source categories

To help us identify areas to focus on and better understand the state of waste disposal in New Zealand, gross tonnage can now be entered into waste source categories when submitting monthly returns.

Cover material (voluntary)

As part of your return submission, OWLS 2.0 provides the option of entering information about cover material used at your disposal facility.

Collection of this data will help us better understand the usage and source of cover material at disposal facilities.

Cover material can either be sourced on facility and/or off facility.

All waste (including waste that is used as cover) is liable for the Waste Disposal Levy and should also be included as waste material received (gross tonnage) in your return.

Estimated returns (monthly)

If you do not submit and verify a complete and accurate return by the due date, we will issue an initial estimate of the amount of waste levy due for that month. If an estimate is issued, the levy for that month will be charged based on the estimate when it was finalised, even if the return is subsequently submitted.

If you submit a return after an initial estimate has been issued but before it has been finalised, the levy will not be charged against that return. However, we may choose to take the information provided on that return into account to update the levy amount before the estimate is finalised. We will issue the final estimate within 15 days of the due date for the return. The final estimate will determine the final amount of levy you are required to pay for that month.

You can still submit or amend a return after the final estimate has been issued to keep return records complete and accurate. However, any returns submitted or amended after the final estimate is issued will not affect the amount you are required to pay for that month.

An estimate displays as an additional line on the **Waste Return Summary** screen.

Return Summary screen (monthly returns)

Using the **Return Summary** screen, you can view the status of:

- pending and previously submitted returns, and
- any estimate records.

Return Period	Version	Status	Due	Last Updated	Date Invoiced	Action
June 2020	v1	Required	20 Jul 2020			Amend View
May 2020	v1	Breach Assessment	20 Jun 2020	3 Jun 2020		Amend View
April 2020	v1	Levy Calculated	20 May 2020	1 May 2020	8 Jun 2020	Amend View
March 2020	v1	Levy Calculated	20 Apr 2020	8 Apr 2020	4 May 2020	Amend View
February 2020	v1	Levy Calculated	20 Mar 2020	3 Mar 2020	6 Apr 2020	Amend View
January 2020	v1	Levy Calculated	20 Feb 2020	3 Feb 2020	3 Mar 2020	Amend View
December 2019	v1	Levy Calculated	20 Jan 2020	7 Jan 2020	4 Feb 2020	Amend View
November 2019	v1	Levy Calculated	20 Dec 2019	3 Dec 2019	7 Jan 2020	Amend View

The status of the return or estimate determines the type of action a user may take.

Returns

The version number of the return indicates if:

- a return is the original required or completed return for the period (v1) or
- a return has been amended (v2 or higher).

Status	Description/action
Required	<p>A blank return has been created by the system and requires completion.</p> <ul style="list-style-type: none"> • If no data has yet been entered, data entry users and verifiers can Submit the Return. • If draft data has been entered and saved, data entry users and verifiers can Update the Return.
Overdue	<p>A return is required, and the due date has passed. The same actions available for Required returns are available for Overdue returns.</p>
Verification Required	<p>A return has been submitted but needs to be verified before it can be used to calculate the levy.</p> <ul style="list-style-type: none"> • Data entry users can View the return until it is verified. • Verifiers can Verify or View the return.
Breach Assessment	<p>A tolerance breach has been detected on a return. The return will be assessed by us.</p> <p>We can reject the return if the tolerance breach reason is deemed insufficient, which will change the status of the return back to Required for v1 returns or to Rejected for amended returns.</p> <p>Data entry users and verifiers can View a return while it is awaiting breach assessment from us.</p>
Verified	<p>A return has been verified but the levy has not been calculated using the return because an estimate exists.</p> <ul style="list-style-type: none"> • Data entry users can View the return. • Verifiers can Amend or View the return.
Levy Calculated	<p>The return has been verified, the levy has been calculated, and an invoice generated for the return.</p> <ul style="list-style-type: none"> • Data entry users can View the return. • Verifiers can Amend or View the return. <p>Most returns will have the levy calculated immediately upon verification or approval of a tolerance breach assessment.</p>
Rejected	<p>A tolerance breach has been detected on an amended return and the reason provided was not deemed sufficient, so the amended version of the return has been rejected.</p>
Approved Application	<p>This status only applies to Annual Returns.</p> <p>An application to submit annual returns has been approved, and a provisional annual return created. This is used to calculate a flat monthly levy amount.</p> <p>Either the data entry user or verifier can View the provisional annual return.</p>

Estimates

Status	Description/action
Initial Estimate	We have issued an Initial Estimate , and an email has been sent to the disposal facility. Data entry users and verifiers can View the initial estimate. The estimate can only be updated if the facility submits/verifies the overdue return for the month. Any return submitted may be taken into account when the Final Estimate is generated.
Updated Estimate	The disposal facility has submitted/verified the return after the due date, which has updated the initial estimate. We may take the updated amount into account when generating the Final Estimate. Data entry users and verifiers can View the updated estimate.
Final Estimate	We have approved the Final Estimate and the levy has been calculated and invoiced. Data entry users and verifiers can View the final estimate. If the return for the month remains overdue or unverified, it can still be submitted. However, any return submitted once the Final Estimate has been generated will have no effect on the levy payment required.

Submit a return

When to use

Use these steps to submit a return.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for information about calculating gross and diverted tonnage, cover material and extensions for storage of material over six months.

Roles

- Data Entry
- Verifier

Steps

Step	Action
1	Click the Waste Returns link in the content menu.
2	Click the Submit link in the Action column for the relevant month. Result: The Waste Return screen displays. The return header will display: <ul style="list-style-type: none">• class of return (eg, class 1)• the month and year of the return• the version of the return (eg, v1)• due date of the return• if applicable, when the return was last updated• status of the return.

Step	Action
	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Landfill Site ABC - M138075</p> <p>Waste Return</p> <p>Class 1 Waste Return for July 2020 (v1) Status: Required</p> <p>Due: 20 Jul 2020</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Class 1 Waste Return for June 2020 (v2) Status: Breach Assessment</p> <p>Due: 20 Jul 2020 Last Updated: 15 Jul 2020</p> </div> <p>Note: If an extension of storage time application has been granted for that month, a third column 'Diverted tonnage (older than 6 months)' displays.</p>

3	<p>Enter any Waste Materials Received (Gross Tonnage).</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>Waste Material Received (Gross Tonnage)</p> <p>Gross tonnage is the total metric tonnes of waste received at your facility.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #1a4a6a; color: white;">Type</th> <th style="background-color: #1a4a6a; color: white;">Tonnes</th> </tr> </thead> <tbody> <tr> <td>Unspecified</td> <td><input type="text"/></td> </tr> <tr> <td>Commercial and industrial</td> <td><input type="text"/></td> </tr> <tr> <td>Construction and demolition</td> <td><input type="text"/></td> </tr> <tr> <td>Kerbside collection</td> <td><input type="text"/></td> </tr> <tr> <td>Landscape waste</td> <td><input type="text"/></td> </tr> <tr> <td>Residential</td> <td><input type="text"/></td> </tr> <tr> <td>Special waste</td> <td><input type="text"/></td> </tr> <tr> <td>Total Waste Material Received (Gross Tonnage):</td> <td style="text-align: right;">0.00</td> </tr> </tbody> </table> </div>	Type	Tonnes	Unspecified	<input type="text"/>	Commercial and industrial	<input type="text"/>	Construction and demolition	<input type="text"/>	Kerbside collection	<input type="text"/>	Landscape waste	<input type="text"/>	Residential	<input type="text"/>	Special waste	<input type="text"/>	Total Waste Material Received (Gross Tonnage):	0.00
Type	Tonnes																		
Unspecified	<input type="text"/>																		
Commercial and industrial	<input type="text"/>																		
Construction and demolition	<input type="text"/>																		
Kerbside collection	<input type="text"/>																		
Landscape waste	<input type="text"/>																		
Residential	<input type="text"/>																		
Special waste	<input type="text"/>																		
Total Waste Material Received (Gross Tonnage):	0.00																		

4

Enter any **Diverted Materials**:

Diverted Materials	
Diverted tonnage is the waste you have diverted for reuse and recycling.	
Type	Tonnes
Unspecified	<input type="text"/>
Ferrous metal	<input type="text"/>
Glass	<input type="text"/>
Nappies and sanitary	<input type="text"/>
Non-ferrous metal	<input type="text"/>
Organic	<input type="text"/>
Paper	<input type="text"/>
Plastic	<input type="text"/>
Potentially hazardous	<input type="text"/>
Rubber	<input type="text"/>
Rubble	<input type="text"/>
Textiles	<input type="text"/>
Timber	<input type="text"/>
Total Diverted Materials:	0.00

Step**Action**

5

Diverted Materials at old and new rate can be entered for six months after a new Levy rate is started. In this case enter **Diverted Materials** tonnage in the appropriate column

Diverted Materials		
Diverted tonnage is the waste you have diverted for reuse and recycling. Please provide the tonnage in appropriate column.		
Type	Tonnes received before 1 Jul 2021	Tonnes received after 30 Jun 2021
Unspecified	<input type="text"/>	<input type="text"/>
Ferrous metal	<input type="text"/>	<input type="text"/>
Glass	<input type="text"/>	<input type="text"/>
Nappies and sanitary	<input type="text"/>	<input type="text"/>
Non-ferrous metal	<input type="text"/>	<input type="text"/>
Organic	<input type="text"/>	<input type="text"/>
Paper	<input type="text"/>	<input type="text"/>
Plastic	<input type="text"/>	<input type="text"/>
Potentially hazardous	<input type="text"/>	<input type="text"/>
Rubber	<input type="text"/>	<input type="text"/>
Rubble	<input type="text"/>	<input type="text"/>
Textiles	<input type="text"/>	<input type="text"/>
Timber	<input type="text"/>	<input type="text"/>
Total Diverted Materials:	0.00	0.00

Step**Action**

6

If there is an approved Storage Time Extension Application at previous levy rate for this month, you can enter the Diverted Materials at that rate against materials from that application.

Diverted Materials		
Diverted tonnage is the waste you have diverted for reuse and recycling. Please provide the tonnage in appropriate column.		
Type	Tonnes received before 1 Jul 2022	Tonnes received after 30 Jun 2022
Unspecified		<input type="text"/>
Ferrous metal		<input type="text"/>
Glass	<input type="text"/>	<input type="text"/>
Nappies and sanitary		<input type="text"/>
Non-ferrous metal		<input type="text"/>
Organic		<input type="text"/>
Paper		<input type="text"/>
Plastic	<input type="text"/>	<input type="text"/>
Potentially hazardous		<input type="text"/>
Rubber		<input type="text"/>
Rubble		<input type="text"/>
Textiles		<input type="text"/>
Timber		<input type="text"/>
Total Diverted Materials:	0.00	0.00

Step	Action								
7	<p>Completing the details in the Cover Materials Used section is voluntary. All waste received (including waste that is subsequently used as cover) is liable for the Waste Disposal Levy and should also be included as gross tonnage in the material received section of your return.</p> <p>Note: Should you decide not to report on cover material, leave the fields blank.</p> <div data-bbox="363 383 1204 1189" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: left; margin: 0;">Cover Materials Used</h3> <p style="font-size: small; margin: 5px 0;">Please note, all waste (including waste that is used as cover) is liable for the Waste Disposal Levy and should also be included as gross tonnage in your return.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #0056b3; color: white;">Type</th> <th style="text-align: right;">Tonnes</th> </tr> </thead> <tbody> <tr> <td>Off site cover material</td> <td style="text-align: right;"><input type="text"/></td> </tr> <tr> <td>On site cover material</td> <td style="text-align: right;"><input type="text"/></td> </tr> <tr> <td>Total Cover Materials Used:</td> <td style="text-align: right;">0.00</td> </tr> </tbody> </table> <p style="font-size: small; margin: 5px 0;">Description of material used as cover (optional):</p> <div style="border: 1px solid #ccc; height: 100px; width: 100%;"></div> <p style="text-align: right; font-size: x-small; margin: 0;">0 / 2000</p> </div>	Type	Tonnes	Off site cover material	<input type="text"/>	On site cover material	<input type="text"/>	Total Cover Materials Used:	0.00
Type	Tonnes								
Off site cover material	<input type="text"/>								
On site cover material	<input type="text"/>								
Total Cover Materials Used:	0.00								
8	<p>If there was no activity at your disposal facility during the month, click the check box after the Cover Materials Used section. Otherwise, enter the metric tonnes for each waste source you are reporting on.</p> <div data-bbox="363 1355 1353 1444" style="border: 1px solid black; padding: 10px; text-align: center;"> <p>Please tick if no related activity occurred on site <input type="checkbox"/></p> </div> <p>Notes:</p> <ul style="list-style-type: none"> The system calculates the sum of the amounts in the Total fields. If you select No Activity, any tonnages entered will be removed automatically. 								

Check that the totals are correct, and then click the **Continue** button.

Result: The **Waste Return Summary** screen displays the net tonnage and levy due.

Landfill Site ABC - M138075

Waste Return Summary

Class 1 Waste Return for May 2020 (v1) Status: **Required**
 Due: **20 Jul 2020**

Type	Tonnes
Waste Material Received (Gross Tonnage)	8,573.00
Diverted Materials	0.70
Total net tonnage:	8,572.30

Levy Details (excluding GST)	Amount
Levy now due	\$85,723.00

Note: Diverted Materials entered at different rates at Step 5 will be calculated at their respective rates and listed in **Waste Return Summary**

Waste Return Summary

Class 1 Waste Return for August 2021 (v1) Status: **Required**
 Due: **20 Sep 2021**

Type	Tonnes
Waste Material Received (Gross Tonnage)	15,000.00
Diverted Materials received after 30 Jun 2021	4,000.00
Diverted Materials received before 1 Jul 2021	1,350.00
Total net tonnage:	9,650.00

Levy Details (excluding GST)	Amount
Levy now due	\$206,500.00

Note: If a waiver or exemption is applied, this will also appear on the return summary screen

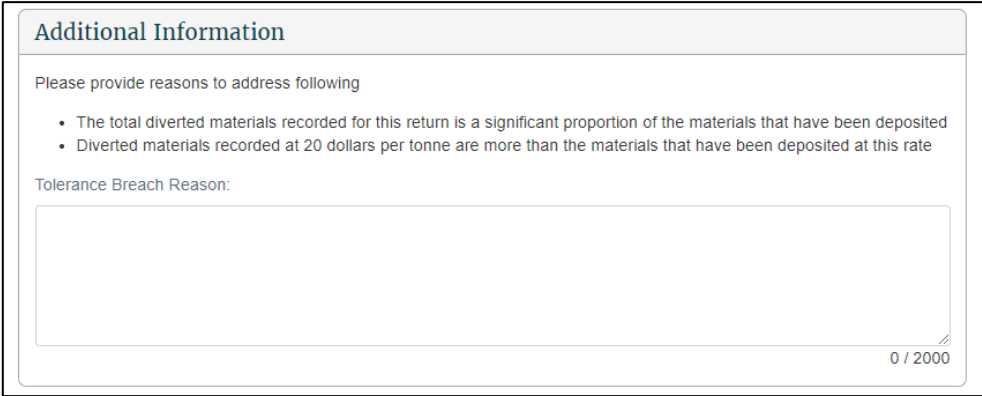
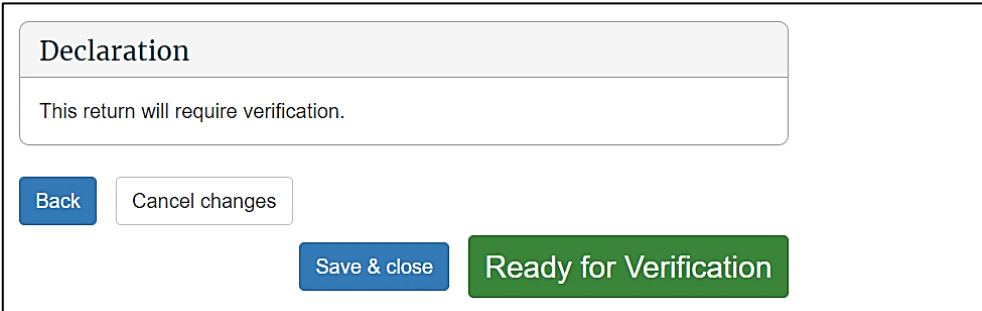
Landfill Site ABC - M138075

Waste Return Summary

Class 1 Waste Return for January 2020 (v1) Status: **Required**
 Due: **20 Jul 2020**

Type	Tonnes
Waste Material Received (Gross Tonnage)	3,000.00
Waived / Exempt tonnage	1,500.00
Total net tonnage:	1,500.00

Levy Details (excluding GST)	Amount
Levy now due	\$30,000.00
Levy Waiver / Exemption applied	\$15,000.00
Levy charge or credit	\$15,000.00

Step	Action
10	<p>If there are irregularities in the return, you will need to provide additional information. Text will display under the Additional Information header describing the irregularity. Type an explanation of irregular activity.</p> 
11	<p>Data entry users can click Save & Close to complete the return later OR click Ready for Verification to submit the return.</p> <p>Result: You are taken back to the Return Summary screen and the return status will change.</p> <p>If you clicked Ready for Verification, the status of the return will change to Verification Required. Data entry users can Update the return (and cover material) until it is verified.</p>  <p>Note: If the entries are incorrect, click the Back button and amend them.</p>
12	<p>Verifiers can click the Declaration check box and:</p> <ul style="list-style-type: none"> • click Save & Close to complete or amend the return later • click Ready for Verification to submit the return for verification • click Submit to submit the completed return. <p>Result: You are taken back to the Return Summary screen and the return status will change.</p> <p>If you clicked Ready for Verification, the status of the return will change to Verification Required.</p> <p>If you clicked Submit, the status of the return will change to either Levy Calculated or Breach Assessment if the return has breached a tolerance level.</p>

Step	Action
	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="border: 1px solid #ccc; background-color: #f9f9f9; padding: 5px; margin-bottom: 10px;"> <p>Declaration</p> <p>I hereby certify that the information submitted in this return is true and correct to the best of my knowledge <input type="checkbox"/></p> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> Back Cancel changes </div> <div style="display: flex; justify-content: space-around;"> Save & close Ready for Verification Submit </div> </div>

What happens next?

The verifier verifies the return

Verify a return

When to use

Use these steps to verify a return.

Note: You must verify the return before the return's due date to ensure your disposal facility avoids being issued with an estimate.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for information about calculating waste material received (gross tonnage) and diverted tonnage, cover material and extensions for storage of material over six months.

Role

Verifier

Steps

Step	Action
1	Click the Waste Returns link in the content menu.
2	Click the Verify link in the Action column for the relevant month (where the status is Verification Required). Result: The Waste Return screen displays showing the original data entered.

Waste Return

Class 1 Waste Return for May 2020 (v1)

Status: **Verification Required**

Due: 20 Jul 2020

Last Updated: 22 Jun 2020

Waste Material Received (Gross Tonnage)

Gross tonnage is the total metric tonnes of waste received at your facility.

Type	Tonnes
Unspecified	315.00
Commercial and industrial	131.00
Construction and demolition	2.00
Kerbside collection	565.00
Landscape waste	322.00
Residential	8,573.00
Special waste	0.00
Total Waste Material Received (Gross Tonnage):	9,908.00

3

Check that all entries are correct, and update if required.

Diverted Materials

Diverted tonnage is the waste you have diverted for reuse and recycling.

Type	Tonnes
Unspecified	212.00
Ferrous metal	0.00
Glass	146.00
Nappies and sanitary	22.00
Non-ferrous metal	0.00
Organic	312.00
Paper	225.00
Plastic	135.00
Potentially hazardous	0.00
Rubber	56.00
Rubble	2.00
Textiles	67.00
Timber	24.00
Total Diverted Materials:	1,201.00

4

After you have checked all entries, click the Continue button.

Result: The Waste Return Summary screen displays.

Waste Return Summary

Class 1 Waste Return for May 2020 (v1)
Status: **Verification Required**

Due: **20 Jul 2020**
Last Updated: **22 Jun 2020**

Type	Tonnes
Waste Material Received (Gross Tonnage)	9,908.00
Diverted Materials	1,201.00
Total net tonnage:	8,707.00

Levy Details (excluding GST)	Amount
Levy now due	\$87,070.00

5 If there was irregular activity on the return, a text box displays the explanation entered by the data entry user.

Update the explanation of the irregular activity if required.

Note: We may contact you for further clarification.

Additional Information

The total diverted materials recorded for this return is a significant proportion of the materials that have been deposited, please provide a reason.

Tolerance Breach Reason:

Reason for tolerance breach was...

34 / 2000

6 Click the Declaration check box, and then click the Submit button.

Result: You are taken back to the Return Summary screen and the status has changed to Verified. You can update the return until the levy is calculated.

Declaration

I hereby certify that the information submitted in this return is true and correct to the best of my knowledge

Back
Cancel changes

Submit

What happens next?

We process your return and calculate the levy payment due for that month.

If the return has a tolerance breach, we will need to assess it.

We can:

- accept the return and calculate the levy
- reject the return, in which case the disposal facility would be required to correct and re-submit the return.

Note: If you find you have made a mistake in your original return, you can amend the return after the levy is calculated. See *Amend a return* below.

Amend a return

When to use

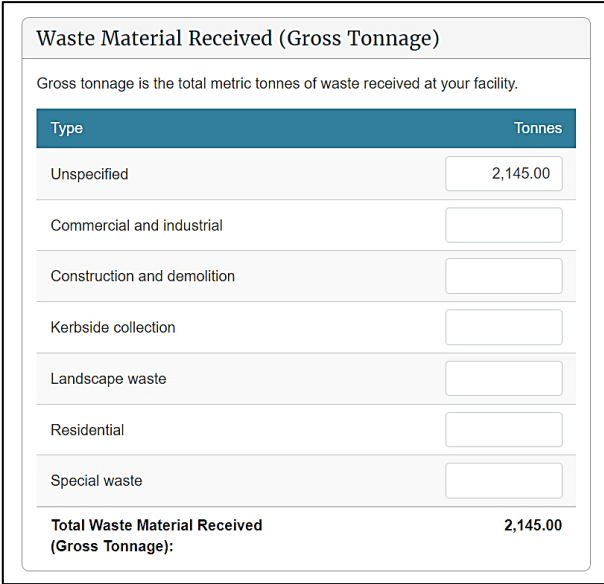
If the return is incorrect and/or missing information, use these steps to amend a return that has already been used to calculate the levy.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

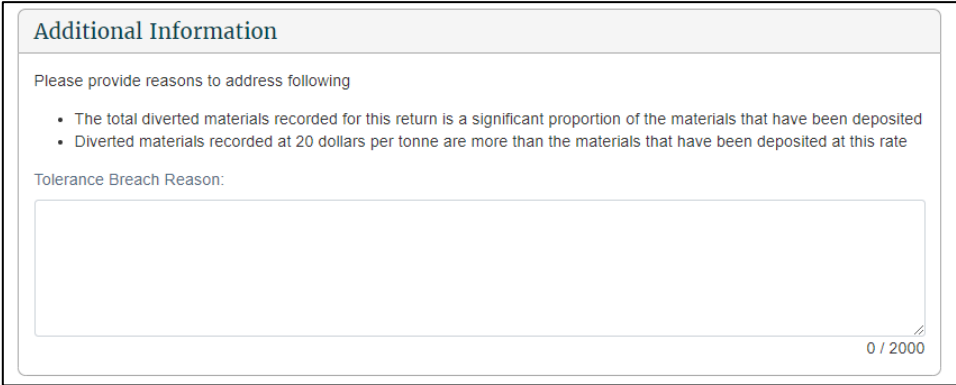
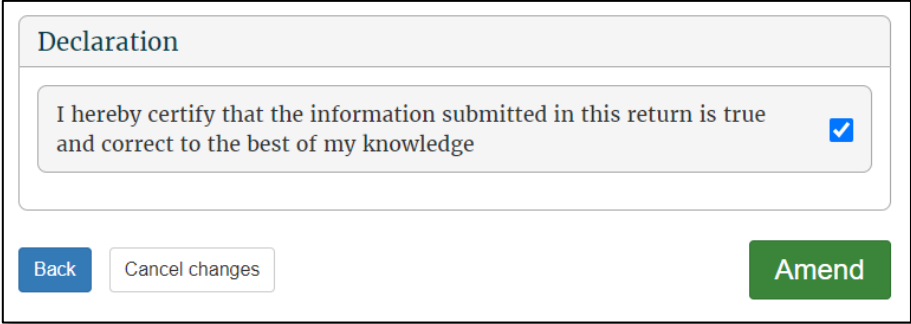
Role

Verifier

Steps

Step	Action
1	Click the Waste Returns link in the content menu.
2	Click the Amend link in the Action column for the relevant month. Result: The Waste Return screen displays the information entered on the original return. 

Step	Action								
3	<p>If any cover material data has been entered, check that the entries are correct, and update if required.</p> <p>Note: Cover material that is liable for the levy must be included as 'gross tonnage' in your return.</p> <div data-bbox="363 380 1173 1182" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: left; margin-top: 0;">Cover Materials Used</h3> <p>Please note, all waste (including waste that is used as cover) is liable for the Waste Disposal Levy and should also be included as gross tonnage in your return.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #004a6c; color: white;">Type</th> <th style="text-align: right;">Tonnes</th> </tr> </thead> <tbody> <tr> <td>Off site cover material</td> <td style="text-align: right;"><input type="text" value="0.00"/></td> </tr> <tr> <td>On site cover material</td> <td style="text-align: right;"><input type="text" value="250.00"/></td> </tr> <tr> <td>Total Cover Materials Used:</td> <td style="text-align: right;">250.00</td> </tr> </tbody> </table> <p>Description of material used as cover (optional):</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>Description of the cover material.</p> </div> <p style="text-align: right; font-size: small;">35 / 2000</p> </div>	Type	Tonnes	Off site cover material	<input type="text" value="0.00"/>	On site cover material	<input type="text" value="250.00"/>	Total Cover Materials Used:	250.00
Type	Tonnes								
Off site cover material	<input type="text" value="0.00"/>								
On site cover material	<input type="text" value="250.00"/>								
Total Cover Materials Used:	250.00								
4	<p>Make the adjustments required for each material, and then click the Continue button.</p> <p>Result: The Waste Return Summary screen displays.</p> <p>Note: If the change results in a:</p> <ul style="list-style-type: none"> credit, the amount will display in brackets and in red debit, the amount will display in bold (as below). 								
5	<p>Type a reason for the changes in the Amendment Reason field.</p> <div data-bbox="363 1556 1189 2016" style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: left; margin-top: 0;">Additional Information</h3> <p>Amendment Reason:</p> <div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p>Revised figures.</p> </div> <p style="text-align: right; font-size: small;">17 / 2000</p> </div>								

Step	Action
6	<p>If there are irregularities in the return, you will need to provide additional information. Text will display under the Additional Information header describing the irregularity. Type an explanation of irregular activity.</p> 
7	<p>Click the Declaration check box, and then click the Amend button.</p> <p>Result: You are taken back to the Return Summary screen and the version number (v1, v2, etc) will change.</p> <p>Note: If you would like to cancel all changes to the return, click Cancel changes.</p> 

What happens next?

If a tolerance breach has occurred, we will assess the reason provided and either approve or reject the amendment. We will calculate the difference between the original levy and the amended figure, and you will receive the appropriate charge or reimbursement on your next statement.

View invoices and statements

When to use

Use these steps to view and/or download statement details. This includes previously issued invoices and any payments you have made since your last statement.

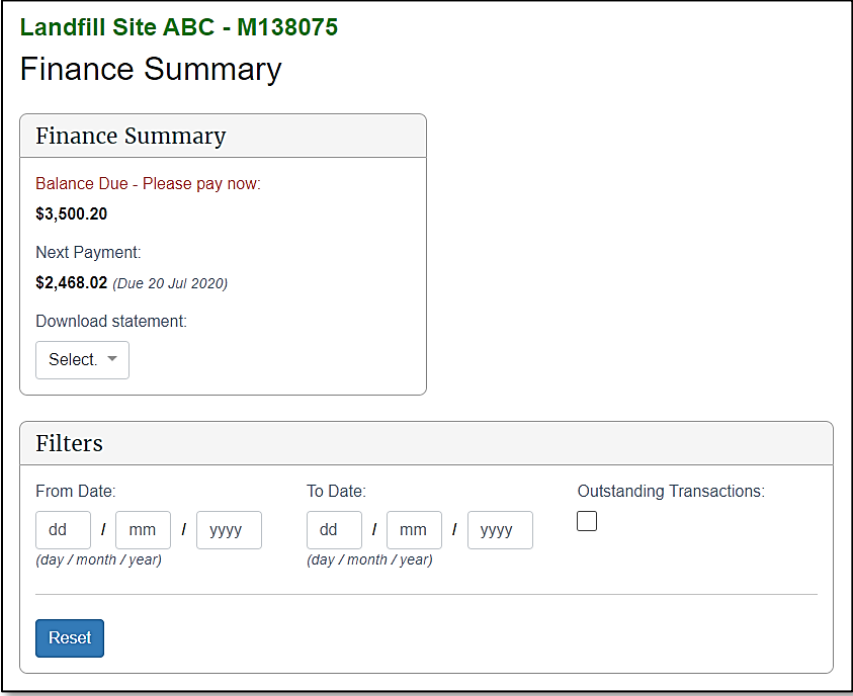
Statements are only available for download as PDF files.

Note: Charges and payments will display after you have submitted a return, and the levy for that period has been calculated.

Roles

- Data entry
- Verifier

Steps

Step	Action								
1	<p>Click the Finance link in the content menu.</p> <p>Result: The Finance Summary screen displays.</p> 								
2	<p>The Finance Summary field will display:</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Balance due (please pay now)</td> <td>Any transactions that are due in the current month or previous months that are still outstanding.</td> </tr> <tr> <td>Next payment</td> <td>The sum of the next transactions due including the due date (eg, <i>Due 20 Aug 2020</i>).</td> </tr> <tr> <td>Download statement</td> <td>A dropdown list of all statements the disposal facility has received. To download a statement, please see step 5.</td> </tr> </tbody> </table>	Type	Description	Balance due (please pay now)	Any transactions that are due in the current month or previous months that are still outstanding.	Next payment	The sum of the next transactions due including the due date (eg, <i>Due 20 Aug 2020</i>).	Download statement	A dropdown list of all statements the disposal facility has received. To download a statement, please see step 5.
Type	Description								
Balance due (please pay now)	Any transactions that are due in the current month or previous months that are still outstanding.								
Next payment	The sum of the next transactions due including the due date (eg, <i>Due 20 Aug 2020</i>).								
Download statement	A dropdown list of all statements the disposal facility has received. To download a statement, please see step 5.								

Step	Action
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3 Filters can be applied to narrow your search:

Filters

From Date: / / To Date: / / Outstanding Transactions:

(day / month / year) (day / month / year)

The following filters can be applied:


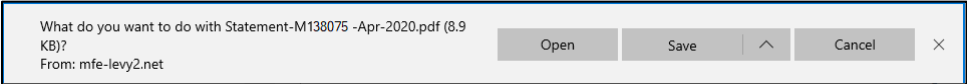
Type	Action/Description
From date	Displays transactions from this date. By default these fields are empty. To apply a date range filter, enter the Day (DD) , Month (MM) and Year (YYYY) .
To date	Displays transactions to this date. By default these fields are empty. To apply a date range filter, enter the Day (DD) , Month (MM) and Year (YYYY) in the field.
Outstanding transactions	Display transactions that have a balance greater than \$0.00. By default this is left unchecked. To display outstanding transactions, check the Outstanding transaction box.
Reset	To clear all filters and reset to default values, click Reset.

Result: Transactions matching the filters entered will display.

4 The **Results** field displays all invoices and payments associated with a disposal facility:

Field	Description
Date	Displays the transaction date in format Day (DD) , Month (MM) and Year (YYYY) .
Reference	This is the unique identifier for a transaction (eg, <i>PYT0000123</i>).
Description	Includes a description of the type of transaction, such as interest or payment . Levy transactions (Invoices & Credits) display related to a return month. For example, a June 2020 waste return generates a levy invoice that will display as Levy Invoice (Jun 2020) .
Status	The following are transaction statuses: <ul style="list-style-type: none"> • Due – the transaction is due over 10 days from now • Due soon – the transaction due within 10 days • Overdue – the transaction is overdue

Step	Action								
	<table border="1"> <tr> <td data-bbox="368 197 628 434"></td> <td data-bbox="628 197 1350 434"> <ul style="list-style-type: none"> • Paid – the transaction has \$0.00 balance • Paid late – the transaction has \$0.00 balance, but was paid after its due date (overdue) • In dispute – the transaction is being disputed • Amount remaining – balance is greater than \$0.00 • Fully remaining – balance is \$0.00. </td> </tr> <tr> <td data-bbox="368 434 628 976">Due / Applied</td> <td data-bbox="628 434 1350 976"> <p>Due indicates the due date of:</p> <ul style="list-style-type: none"> • Debit notes • Interest • Levy invoice/s • Payment dishonour/s • Waiver credit reversal transactions. <p>Applied indicates the date that a credit was applied:</p> <ul style="list-style-type: none"> • Credit notes • Interest reversal • Levy credit • Payment • Direct debit payment • Waiver credit transactions. </td> </tr> <tr> <td data-bbox="368 976 628 1025">Amount (\$)</td> <td data-bbox="628 976 1350 1025">The full amount of a transaction.</td> </tr> <tr> <td data-bbox="368 1025 628 1272">Balance (\$)</td> <td data-bbox="628 1025 1350 1272"> <p>The amount of a transaction less any other transactions applied.</p> <p>For example, a levy invoice of \$200.00 where a payment of \$50.00 has been applied. This would display as:</p> <ul style="list-style-type: none"> • Amount = \$200.00 • Balance = \$150.00. </td> </tr> </table>		<ul style="list-style-type: none"> • Paid – the transaction has \$0.00 balance • Paid late – the transaction has \$0.00 balance, but was paid after its due date (overdue) • In dispute – the transaction is being disputed • Amount remaining – balance is greater than \$0.00 • Fully remaining – balance is \$0.00. 	Due / Applied	<p>Due indicates the due date of:</p> <ul style="list-style-type: none"> • Debit notes • Interest • Levy invoice/s • Payment dishonour/s • Waiver credit reversal transactions. <p>Applied indicates the date that a credit was applied:</p> <ul style="list-style-type: none"> • Credit notes • Interest reversal • Levy credit • Payment • Direct debit payment • Waiver credit transactions. 	Amount (\$)	The full amount of a transaction.	Balance (\$)	<p>The amount of a transaction less any other transactions applied.</p> <p>For example, a levy invoice of \$200.00 where a payment of \$50.00 has been applied. This would display as:</p> <ul style="list-style-type: none"> • Amount = \$200.00 • Balance = \$150.00.
	<ul style="list-style-type: none"> • Paid – the transaction has \$0.00 balance • Paid late – the transaction has \$0.00 balance, but was paid after its due date (overdue) • In dispute – the transaction is being disputed • Amount remaining – balance is greater than \$0.00 • Fully remaining – balance is \$0.00. 								
Due / Applied	<p>Due indicates the due date of:</p> <ul style="list-style-type: none"> • Debit notes • Interest • Levy invoice/s • Payment dishonour/s • Waiver credit reversal transactions. <p>Applied indicates the date that a credit was applied:</p> <ul style="list-style-type: none"> • Credit notes • Interest reversal • Levy credit • Payment • Direct debit payment • Waiver credit transactions. 								
Amount (\$)	The full amount of a transaction.								
Balance (\$)	<p>The amount of a transaction less any other transactions applied.</p> <p>For example, a levy invoice of \$200.00 where a payment of \$50.00 has been applied. This would display as:</p> <ul style="list-style-type: none"> • Amount = \$200.00 • Balance = \$150.00. 								
	<p>Notes: Debit transactions are debit notes, interest, levy invoice/s, payment dishonour/s and waiver credit reversal/s.</p> <p>Credit transactions are credit notes, interest reversal, levy credit/s, payment/s, direct debit payments and waiver credit/s.</p> <ul style="list-style-type: none"> • If a credit transaction is applied against a debit transaction, the credit transaction will appear underneath the debit transaction. • The amount will be the applied amount to the debit. • If a credit transaction has a balance remaining (balance > \$0.00) and has been partially applied to a debit transaction, the credit transaction will appear twice: <ol style="list-style-type: none"> 1. Appear underneath the debit transaction that it is applied to 2. Its own line with a status of 'Amount remaining' and the remaining balance. <p>Selecting the View more button at the bottom of the results will display more transactions.</p>								
5	<p>To download a copy of a statement, select the relevant month from the Download statement drop-down list.</p> <p>Result: Depending on your settings and internet browser, the file may download automatically and appear in the Downloads list.</p> <p>Note: If a file pop-up displays, go to step 6.</p>								

Step	Action
	
6	<p>If a file download pop-up displays, click:</p> <p>Open to open the PDF.</p> <p>Save to save a copy of the report to your computer.</p> <p>Result: If you clicked Open, the file will open. If you clicked Save, you will be prompted to select a folder to save the PDF in.</p> 

What happens next?

If you have any queries about your statement balance, invoices or payments, please call 0800 WDLEVY (0800 935 389).

Chapter 3: Annual returns

This chapter provides information on submitting annual returns.

Note: This chapter only applies to disposal facility operators who have approval to submit annual returns.

In this chapter

This chapter contains the following topics:

Topic
Overview
Return Summary screen (annual returns)
Submit a final annual return
Verify a final annual return
Amend a final annual return

Overview

Introduction

Operators of small facilities (those receiving 1000 tonnes or less per annum) can apply to submit returns annually instead of monthly.

Provisional and final annual returns

When the application is approved, we create a provisional annual return showing expected waste tonnage figures for that year. These figures are then used to calculate a flat monthly levy amount. The return is created with the status of **Approved Application** and cannot be updated.

On 1 July, the **Approved Application** status changes to **Required**. The final annual return must be submitted by 20 July for actual waste deposited in the preceding financial year. We will use this return to calculate the difference between the actual and the expected annual return figures.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information, or see [Apply to submit annual returns](#) in this guide for details on how to apply using OWLS 2.0.

Estimated returns (annual)

If you do not submit and verify a complete and accurate return by 20 July, we will issue an initial estimate of the amount of waste levy due for that year. If an estimate is issued, the levy for that year will be charged based on the estimate when it was finalised, even if the return is subsequently submitted.

If you submit a return after an initial estimate has been issued but before it has been finalised, the levy will not be charged against that return. However, we may choose to take the information provided on that return into account to update the estimated levy amount before the estimate is finalised. The final estimate will be issued within 15 days of the due date for the return. The final estimate will determine the final amount of levy you are required to pay for that year.

You can still submit or amend a return after the final estimate has been issued to keep return records complete and accurate. However, any returns submitted or amended after the final estimate is issued will not affect the amount you are required to pay for that year.

An estimate displays as an additional line on the **Waste Return Summary** screen.

Return Summary screen (annual returns)

Using the **Return Summary** screen, you can view the status of:

- pending and previously submitted annual returns
- any estimate records.

Landfill Site ABC - M138075						
Waste Returns						
Displaying 7 of 7 results.						
Return Period	Version	Status	Due	Last Updated	Date Invoiced	Action
July 2020	v2	Required	20 Aug 2020			Submit
July 2019	v2	Levy Calculated	20 Jul 2020	27 Jul 2020	5 Aug 2019	Amend View
July 2018	v3	Levy Calculated	20 Jul 2019	7 Jul 2019	3 Aug 2018	Amend View
July 2017	v2	Levy Calculated	20 Jul 2018	10 Jul 2018	2 Aug 2018	Amend View
July 2016	v2	Levy Calculated	20 Jul 2017	5 Jul 2017	2 Aug 2017	Amend View
July 2015	v2	Levy Calculated	20 Jul 2016	5 Jul 2016	4 Aug 2016	Amend View
July 2014	v2	Levy Calculated	20 Jul 2015	7 Jul 2015	4 Aug 2015	Amend View

The status of the annual return or estimate determines the type of action a user may take.

Returns

The version number of the return indicates if:

- an application to submit annual returns has been approved (v1)
- an original final annual return is required or completed for the period (v2)
- a final annual return has been amended (v3 or higher).

Status	Description/Action
Approved Application	An application to submit annual returns has been approved, and a provisional annual return created. This is used to calculate a flat monthly levy amount. Either the data entry user or the verifier can View the provisional annual return.
Required	A blank return has been created by the system and requires completion. <ul style="list-style-type: none"> If no data has yet been entered, data entry users and verifiers can Submit the Return. If draft data has been entered and saved, data entry users and verifiers can Update the Return.
Overdue	A return is required and the due date has passed. The same actions available for Required returns are available for Overdue returns.
Verification Required	A return has been submitted but needs to be verified before it can be used to calculate the levy. <ul style="list-style-type: none"> Data entry users can View the return until it is verified. Verifiers can Verify or View the return.
Breach Assessment	A tolerance breach has been detected on a return. The return will be assessed by us. We can reject the return if the tolerance breach reason is deemed insufficient, which will change the status of the return back to Required for v2 final annual returns or to Rejected for amended annual returns. Data entry users and verifiers can View a return while it is awaiting breach assessment from us.
Verified	A return has been verified but the levy has not been calculated using the return because an estimate exists. <ul style="list-style-type: none"> Data entry users can View the return. Verifiers can Amend or View the return.
Levy Calculated	The return has been verified, the levy has been calculated, and an invoice generated for the return. <ul style="list-style-type: none"> Data entry users can View the return. Verifiers can Amend or View the return. Most returns will have levy calculated immediately upon verification or acceptance of a tolerance breach.
Rejected	A tolerance breach has been detected on an amended return and the reason provided was not deemed sufficient, so the amended version of the return has been rejected.

Estimates

Status	Description/Action
Initial Estimate	We have issued an Initial Estimate , and an email has been sent to the disposal facility. Data entry users and verifiers can View the initial estimate. The estimate can only be updated if the overdue return is submitted/verified for the year. Any return submitted may be taken into account when the Final Estimate is generated.
Updated Estimate	The return has submitted/verified after the due date, which has updated the initial estimate.

Status	Description/Action
	<p>We may take the updated amount into account when the Final Estimate is generated.</p> <p>Data entry users and verifiers can View the updated estimate.</p>
Final Estimate	<p>We have approved the Final Estimate and the levy has been calculated and invoiced.</p> <p>Data entry users and verifiers can View the final estimate. If the return for the month remains overdue or unverified, it can still be submitted, however any return submitted once the Final Estimate has been generated will have no effect on the levy payment required.</p>

Submit a final annual return

When to use

Use these steps to submit a final annual return.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for information about calculating tonnage, diverted material, and extensions for storage of material over six months.

Note: To apply to change to annual reporting, see [Apply to submit annual returns](#).

Roles

- Data entry
- Verifier

Steps

Step	Action
1	Click the Waste Returns link in the content menu.
2	<p>Click the Submit link in the Action column for the relevant year.</p> <p>Result: The Waste Return screen displays.</p> <p>The return header will display:</p> <ul style="list-style-type: none"> • class of return (eg, class 1) • the period of the return (eg, July 2019–June 2020) • the version of the return (Note: A required final annual return will show as v2) • due date of the return • if applicable, when the return was last updated • status of the return. <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p>Landfill Site ABC - M138075</p> <p>Waste Return</p> <p>Class 1 Waste Return for July 2019 - June 2020 (v2) Status: Required</p> <p>Due: 20 Jul 2020</p> </div>

Step	Action
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3 In metric tonnes, type the gross tonnage in the relevant fields for the financial year:
Note: The estimated tonnage from a provisional return may display as **Unspecified**.

Waste Material Received (Gross Tonnage)

Gross tonnage is the total metric tonnes of waste received at your facility.

Type	Tonnes
Unspecified	228.00
Commercial and industrial	<input type="text"/>
Construction and demolition	<input type="text"/>
Kerbside collection	<input type="text"/>
Landscape waste	<input type="text"/>
Residential	<input type="text"/>
Special waste	<input type="text"/>
Total Waste Material Received (Gross Tonnage):	228.00

4 Enter any **Diverted Materials** tonnage in the relevant fields for the financial year:

Diverted Materials

Diverted tonnage is the waste you have diverted for reuse and recycling.

Type	Tonnes
Unspecified	<input type="text"/>
Construction and demolition	<input type="text"/>
Ferrous metal	<input type="text"/>
Glass	<input type="text"/>
Nappies and sanitary	<input type="text"/>
Non-ferrous metal	<input type="text"/>
Organic	<input type="text"/>
Paper	<input type="text"/>
Plastic	<input type="text"/>
Potentially hazardous	<input type="text"/>
Rubber	<input type="text"/>
Rubble	<input type="text"/>
Commercial and industrial	<input type="text"/>
Textiles	<input type="text"/>
Timber	<input type="text"/>
Total Diverted Materials:	0.00

Step	Action
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5	<p>Completing the details in the Cover Material Used section is voluntary. All waste (including waste that is used as cover) is liable for the Waste Disposal Levy and should also be included as gross tonnage in your annual return.</p>
---	---

Cover Materials Used

Please note, all waste (including waste that is used as cover) is liable for the Waste Disposal Levy and should also be included as gross tonnage in your return.

Type	Tonnes
Off site cover material	<input style="width: 80%;" type="text"/>
On site cover material	<input style="width: 80%;" type="text"/>
Total Cover Materials Used:	0.00

Description of material used as cover (optional):

0 / 2000

Note: Should you decide not to report on cover material, leave the fields blank.

6	<p>If there was no activity at your disposal facility during the financial year, click the check box under the Cover Materials Used heading. Otherwise, enter the metric tonnes for each waste source you are reporting on.</p>
---	--

Please tick if no related activity occurred on site

- Notes:**
- The system calculates the sum of the amounts in the **Total** fields.
 - If you select **No Activity**, any tonnages entered will be removed automatically.

Step	Action
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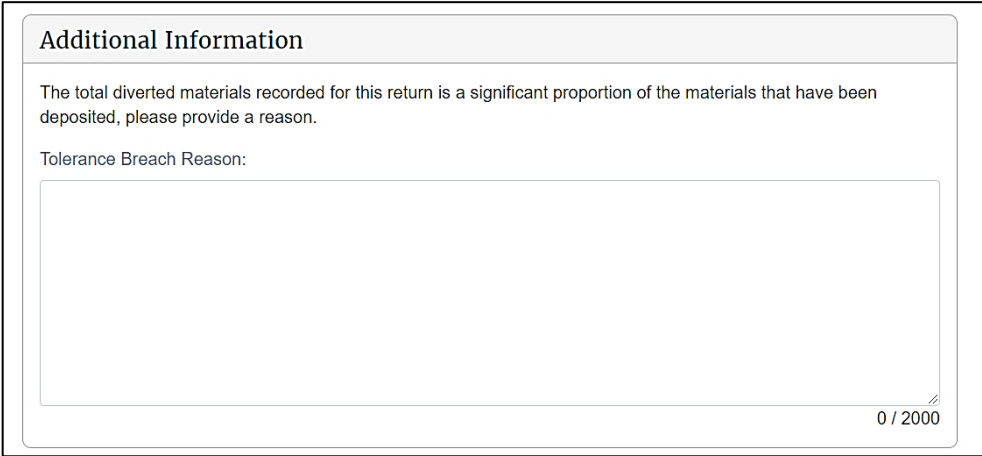
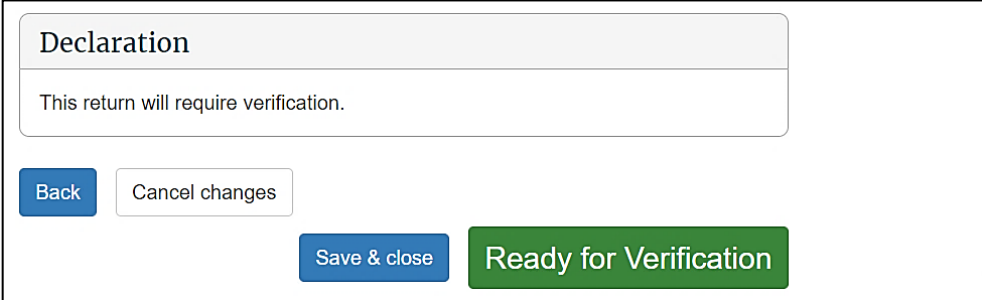
7 Check that the totals are correct, and then click the **Continue** button.

Result: The **Waste Return Summary** screen displays the net tonnage and levy due.

Landfill Site ABC - M138075	
Waste Return Summary	
Class 1 Waste Return for July 2019 - June 2020 (v2)	Status: Required
Due: 20 Jul 2020	
Type	Tonnes
Waste Material Received (Gross Tonnage)	346.00
Diverted Materials	6.00
Total net tonnage:	340.00
Levy Details (excluding GST)	Amount
Levy now due	\$3,400.00

Note: If a waiver or exemption is applied, this will also appear on the return summary screen.

Landfill Site ABC - M138075	
Waste Return Summary	
Class 1 Waste Return for July 2019 - June 2020 (v2)	Status: Required
Due: 20 Jul 2020	
Type	Tonnes
Waste Material Received (Gross Tonnage)	346.00
Diverted Materials	6.00
Total net tonnage:	340.00
Levy Details (excluding GST)	Amount
Levy now due	\$3,400.00
Levy Waiver / Exemption applied	\$600.00
Levy charge or credit	\$2,800.00

Step	Action
8	<p>If there are irregularities in the return, you will need to provide additional information. Text will display under the Additional Information header describing the irregularity. Type an explanation for irregular activity.</p> 
9	<p>Data entry users can click Save & Close to complete the return later OR click Ready for Verification to submit the return.</p> <p>Result: You are taken back to the Return Summary screen and the return status will change.</p> <p>If you clicked Ready for Verification, the status of the return will change to Verification Required. Data entry users can Update the return (and cover material) until it is verified.</p>  <p>Note: If the entries are incorrect, click the Back button and amend them.</p>
10	<p>Verifiers can click the Declaration check box and:</p> <ul style="list-style-type: none"> • click Save & Close to complete or amend the return later • click Ready for Verification to submit the return for verification • click Submit to submit the completed return. <p>Result: You are taken back to the Return Summary screen and the return status will change.</p> <p>If you clicked Ready for Verification, the status of the return will change to Verification Required.</p> <p>If you clicked Submit, the status of the return will change to either Levy Calculated or Breach Assessment if the return has breached a tolerance level.</p>

Step	Action
	<div style="border: 1px solid #ccc; padding: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Declaration</p> <p>I hereby certify that the information submitted in this return is true and correct to the best of my knowledge <input type="checkbox"/></p> </div> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="display: flex; gap: 10px;"> Back Cancel changes </div> <div style="display: flex; gap: 10px;"> Save & close Ready for Verification Submit </div> </div> </div>

What happens next?

The verifier verifies the return.

Note: If the return is not verified by the due date, an estimate will be generated for your disposal facility.

Verify a final annual return

When to use

Use these steps to verify a final annual return. You must verify the return before the due date of the return, to ensure your disposal facility avoids being issued with an estimate.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

Note: If you want to continue to submit annual returns, you also need to complete an annual return application by the due date. See [Apply to submit annual returns](#).

Role

Verifier

Steps

Step	Action
1	Click the Waste Returns link in the content menu.
2	Click the Verify link in the Action column for the relevant year (where the status is Verification Required). Result: The Waste Return screen displays showing the original data entered.

Landfill Site ABC - M138075**Waste Return**

Class 1 Waste Return for July 2019 - June 2020 (v2)

Status: **Verification
Required**

Due: 20 Jul 2020

Last Updated: 14 Jul 2020

Waste Material Received (Gross Tonnage)

Gross tonnage is the total metric tonnes of waste received at your facility.

Type	Tonnes
Unspecified	228.00
Commercial and industrial	<input type="text"/>
Construction and demolition	<input type="text"/>
Kerbside collection	<input type="text"/>
Landscape waste	<input type="text"/>
Residential	118.00
Special waste	<input type="text"/>
Total Waste Material Received (Gross Tonnage):	346.00

3

Check that all entries are correct, and update if required.

Diverted Materials

Diverted tonnage is the waste you have diverted for reuse and recycling.

Type	Tonnes
Unspecified	<input type="text"/>
Construction and demolition	<input type="text"/>
Ferrous metal	<input type="text"/>
Glass	20.00
Nappies and sanitary	<input type="text"/>
Non-ferrous metal	<input type="text"/>
Organic	<input type="text"/>
Paper	<input type="text"/>
Plastic	<input type="text"/>
Potentially hazardous	2.00
Rubber	<input type="text"/>
Rubble	<input type="text"/>
Commercial and industrial	<input type="text"/>
Textiles	<input type="text"/>
Timber	32.00
Total Diverted Materials:	54.00

4

After you have checked all entries, click the **Continue** button.

Step	Action
------	--------

Result: The **Waste Return Summary** screen displays.

Landfill Site ABC - M138075

Waste Return Summary

Class 1 Waste Return for July 2019 - June 2020 (v2) Status: **Verification Required**

Due: 20 Jul 2020 Last Updated: 14 Jul 2020

Type	Tonnes
Waste Material Received (Gross Tonnage)	346.00
Diverted Materials	54.00
Total net tonnage:	292.00

Levy Details (excluding GST)	Amount
Levy now due	\$2,920.00

5 If there was irregular activity on the return, a text box displays the explanation entered by the data entry user.

Update the explanation of the irregular activity if required.

Note: We may contact you for further clarification.

Additional Information

The total diverted materials recorded for this return is a significant proportion of the materials that have been deposited, please provide a reason.

Tolerance Breach Reason:

Reason for tolerance breach was...

34 / 2000

6 Click the **Declaration** check box, and then click the **Submit** button.

Result: You are taken back to the Return Summary screen and the status has changed to Verified. You can update the return until the levy is calculated.

Step	Action
	<div style="border: 1px solid #ccc; padding: 10px;"> <p>Declaration</p> <p>I hereby certify that the information submitted in this return is true and correct to the best of my knowledge <input checked="" type="checkbox"/></p> <p> <input type="button" value="Back"/> <input type="button" value="Cancel changes"/> <input type="button" value="Submit"/> </p> </div>

What happens next?

We process your return and generate the invoice. You can view your statements in the **Charges and Payments** screen. See [View or download statements](#).

Note: If you find you have made a mistake in your original return, you can amend the return after the levy is calculated. See [Amend a final annual return](#).

Amend a final annual return

When to use

Use these steps to amend a final annual return that has already been used to calculate the difference between the expected and actual levy payable.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

Role

Verifier

Steps

Step	Action
1	Click the Waste Returns link in the content menu.

Step	Action
------	--------

2 Click the **Amend** link in the **Action** column for the relevant year.
Result: The **Waste Return** screen displays the information entered on the original return.

Landfill Site ABC - M138075

Waste Return

Class 1 Waste Return for July 2019 - June 2020 (v3) Status: **Levy Calculated**
 Due: **20 Jul 2020** Last Updated: **14 Jul 2020**

Waste Material Received (Gross Tonnage)

Gross tonnage is the total metric tonnes of waste received at your facility.

Type	Tonnes
Unspecified	228.00
Commercial and industrial	<input type="text"/>
Construction and demolition	<input type="text"/>
Kerbside collection	<input type="text"/>
Landscape waste	<input type="text"/>
Residential	118.00
Special waste	<input type="text"/>
Total Waste Material Received (Gross Tonnage):	346.00

3 If any cover material data has been entered, check that the entries are correct and update if required.
Note: Cover material that is liable for the levy **must** be included as 'gross tonnage' in your return.

Cover Materials Used

Please note, all waste (including waste that is used as cover) is liable for the Waste Disposal Levy and should also be included as gross tonnage in your return.

Type	Tonnes
Off site cover material	5.00
On site cover material	35.00
Total Cover Materials Used:	40.00

Description of material used as cover (optional):

Description of material used as cover...

40 / 2000

4 Make the adjustments required for each material, and then click the **Continue** button.
Result: The **Waste Return Summary** screen displays.

Step	Action
------	--------

Note: If the change results in a:

- credit, the amount will display in brackets and in red
- debit, the amount will display in **bold** (as below).

Landfill Site ABC - M138075

Waste Return Summary

Class 1 Waste Return for July 2019 - June 2020 (v3) Status: **Levy Calculated**
 Due: 20 Jul 2020 Last Updated: 14 Jul 2020

Type	Tonnes
Waste Material Received (Gross Tonnage)	400.00
Diverted Materials	73.00
Total net tonnage:	327.00

Levy Details (excluding GST)	Amount
Levy now due	\$3,270.00
Prior charges	\$2,920.00
Levy charge or credit	\$350.00

5 Type a reason for the changes in the **Amendment Reason** field.

Note: If the amendment results in irregular activity on the return, such as a **Tolerance Breach**, a text box will ask for a reason for the irregularity. Enter the reason for the irregular activity if required.

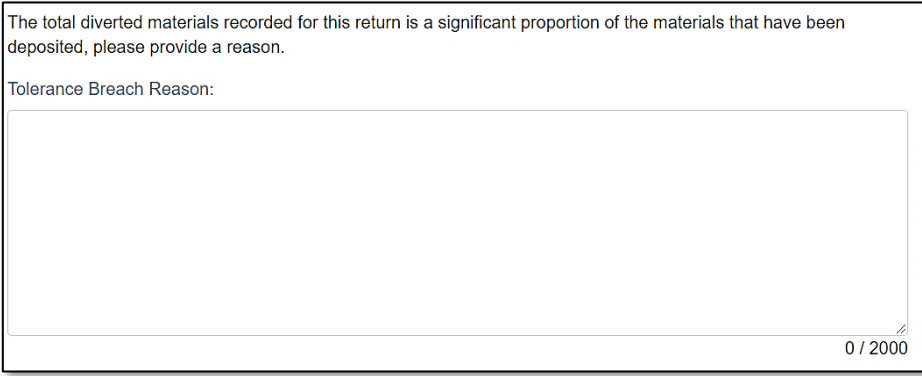
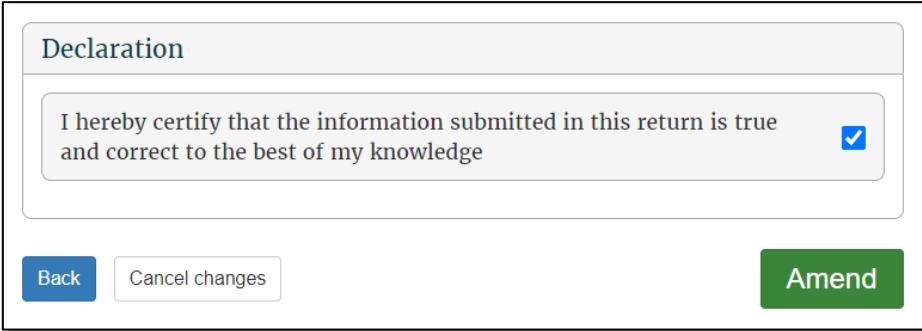
Additional Information

Amendment Reason:

Revised figures.

17 / 2000

6 If there are irregularities in the return, you will need to provide additional information. Text will display under the **Additional Information** header describing the irregularity. Type an explanation of irregular activity.

Step	Action
	 <p>The total diverted materials recorded for this return is a significant proportion of the materials that have been deposited, please provide a reason.</p> <p>Tolerance Breach Reason:</p> <p>0 / 2000</p>
7	<p>Click the Declaration check box, and then click the Amend button.</p> <p>Result: You are taken back to the Return Summary screen and the version number (v1, v2, etc.) will change. <i>You can update the return until the levy is calculated.</i></p> <p>Note: If you would like to cancel all changes to the return, click Cancel changes.</p>  <p>Declaration</p> <p>I hereby certify that the information submitted in this return is true and correct to the best of my knowledge <input checked="" type="checkbox"/></p> <p>Back Cancel changes Amend</p>

What happens next?

If a tolerance breach has occurred, we will assess the reason provided and either approve or reject the amendment. We adjust the net tonnage for the year and calculate the difference between the original and the amended figures. The appropriate charge or reimbursement will display on your next statement.

Chapter 4: Applications

This chapter provides information on the applications disposal facilities can make.

In this chapter

This chapter contains the following topics:

Topic
Overview
Apply to submit an annual return
Apply to use the average tonnage method for light vehicles
Apply for an extension of time to submit your monthly return
Apply for an extension of time to pay
Apply for an extension of storage time for material on your disposal facility
Apply for a waiver
Apply for a refund
Application summary screen
Methodologies

Overview

Introduction

OWLS 2.0 enables the authorised verifier for a disposal facility to make applications as listed below.

Note: Data entry users can only 'view' applications.

Application	When to use
Annual permission application	Apply to submit returns annually instead of monthly. You are only eligible to apply if your disposal facility's expected net tonnage for the year is 1000 tonnes or less. Note: The application form to request annual permission for the following financial year is only available from 1 June to 20 July. You must submit the application on or before 20 July (for that financial year).
Average tonnage application	Apply to use an average tonnage method for selected light vehicles. If you want to apply to change any other type of method, call 0800 WDLEVY (0800 935 389).
Return extension application	Apply for an extension of time to submit a return.
Payment extension application	Apply for an extension of time to pay an invoice.

Application	When to use
Storage time extension application	Apply to extend the time diverted material (which has previously been reported as gross tonnage) is stored on facility beyond the automatically allowable six months.
Waiver application	Apply to have some, or all, of the levy amount waived in exceptional circumstances.
Levy refund application	Apply for a refund of the levy money already paid on material for which a waiver was granted. Note: Do not enter requests for reimbursements in OWLS 2.0. Direct any request for a reimbursement to 0800 WDLEVY (0800 935 389).

Apply to submit an annual return

When to use

Use these steps to apply to change from monthly returns to annual returns, or to apply to continue to submit annual returns.

Notes:

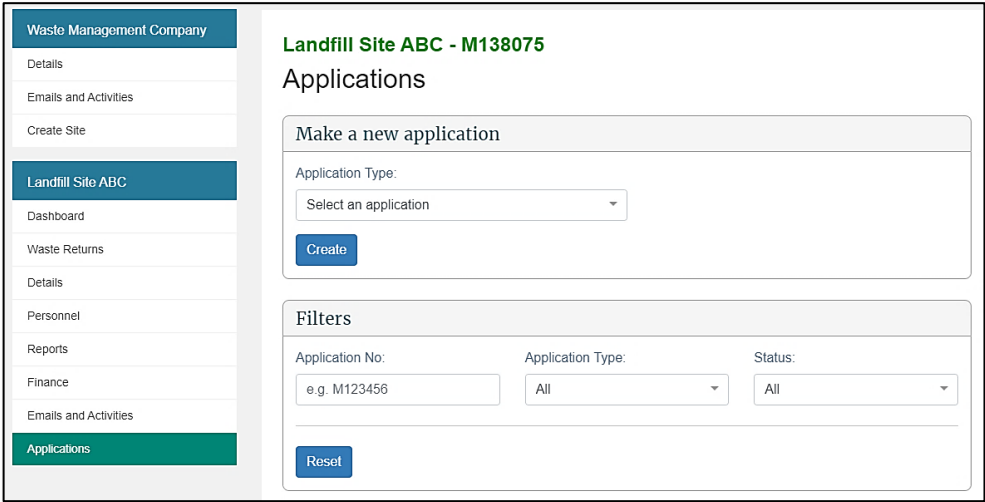
- You can only apply to submit annual returns between 1 June and 20 July.
- The change will only take effect at the start of a financial year.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

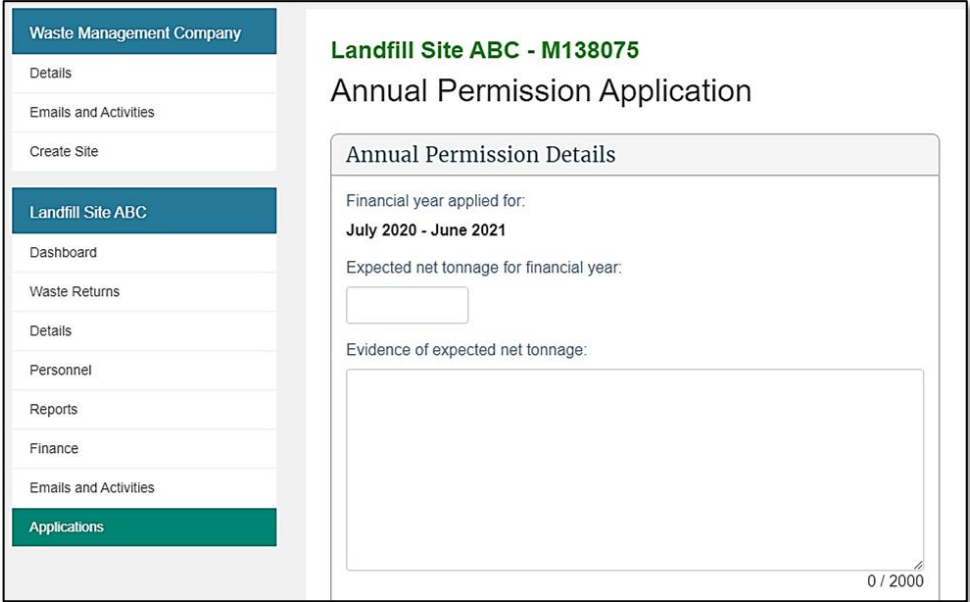
Who is responsible?

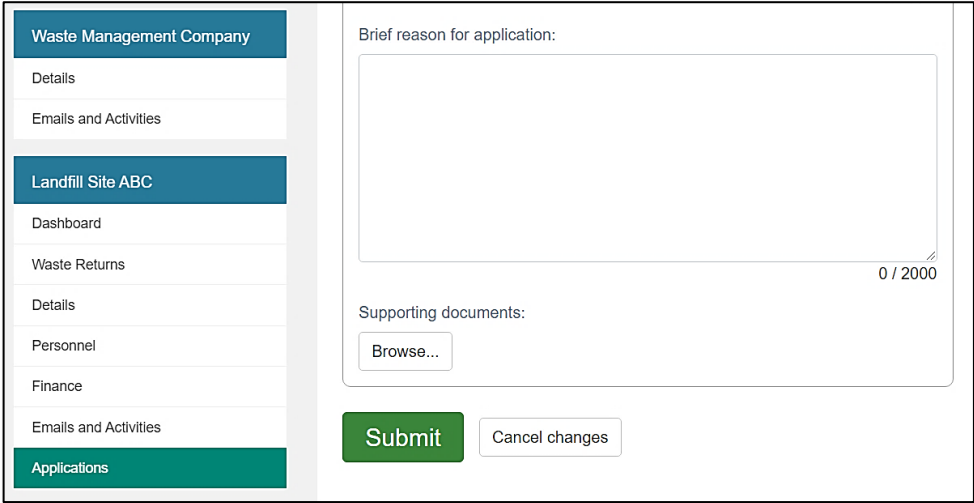
Verifier

Steps

Step	Action
1	<p>Click the Applications link in the content menu.</p> <p>Result: The Applications screen displays.</p> 

Step	Action
------	--------

2	<p>Select Annual Permission from the Application Type drop-down list.</p> <p>Click the Create button.</p> <p>Result: The Annual Permission Application screen displays.</p> 
---	--

3	<p>Complete the following fields:</p> 
---	--

4	<p>Provide a Brief Reason for Application.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #d3d3d3;">Field</th> <th style="background-color: #d3d3d3;">Description</th> </tr> </thead> <tbody> <tr> <td>Expected net tonnage for financial year</td> <td>Type your expected net tonnage for the financial year in metric tonnes.</td> </tr> <tr> <td>Evidence of expected net tonnage</td> <td>Type a description of how you calculated this figure. If your evidence is longer than 2000 characters, please attach a file containing the details (see step 5).</td> </tr> </tbody> </table>	Field	Description	Expected net tonnage for financial year	Type your expected net tonnage for the financial year in metric tonnes.	Evidence of expected net tonnage	Type a description of how you calculated this figure. If your evidence is longer than 2000 characters, please attach a file containing the details (see step 5).
Field	Description						
Expected net tonnage for financial year	Type your expected net tonnage for the financial year in metric tonnes.						
Evidence of expected net tonnage	Type a description of how you calculated this figure. If your evidence is longer than 2000 characters, please attach a file containing the details (see step 5).						

5	<p>Attach evidence of how the expected net tonnage was calculated.</p> <p>To attach a file to the application, click the Browse... button, select the relevant files, and click Open.</p>
---	---

Step	Action
	<p>Note:</p> <ul style="list-style-type: none"> To attach additional files, click the Browse... button. The maximum file size is 4 MB.
6	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Annual Permission application appears in the list with the status Submitted.</p>

What happens next?

We will consider your application and let you know the outcome by 1 August.

If your application is declined, you will need to continue to submit monthly returns.

Apply to use the average tonnage method for light vehicles

When to use

Use these steps to apply to use the average tonnage method for your disposal facility. This method allows you to weigh a sample of the light vehicles delivering waste to your disposal facility and calculate an average weight of waste carried.

Note: Please contact us on 0800 WDLEVY (0800 935 389) to discuss your situation before you submit an application, or to change your method to any other type.

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information about methods used to calculate tonnage.

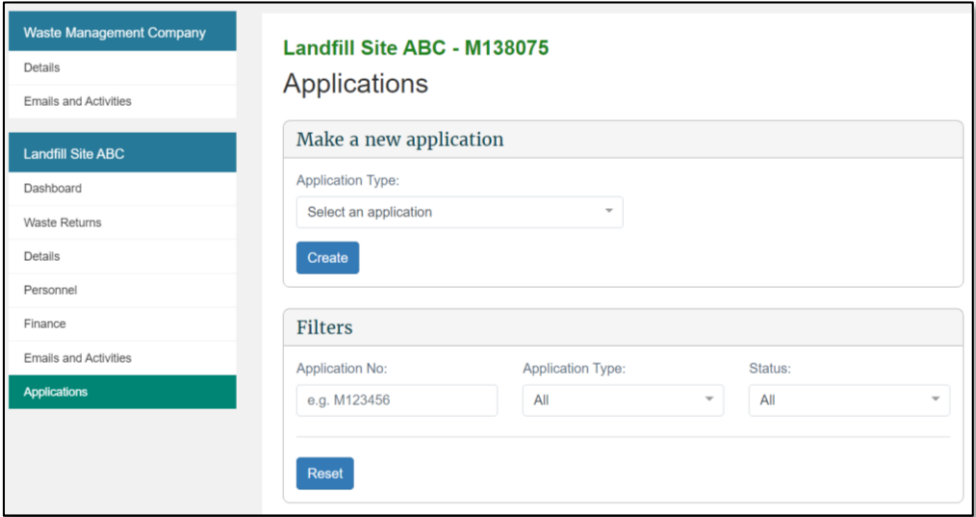
Role

Verifier

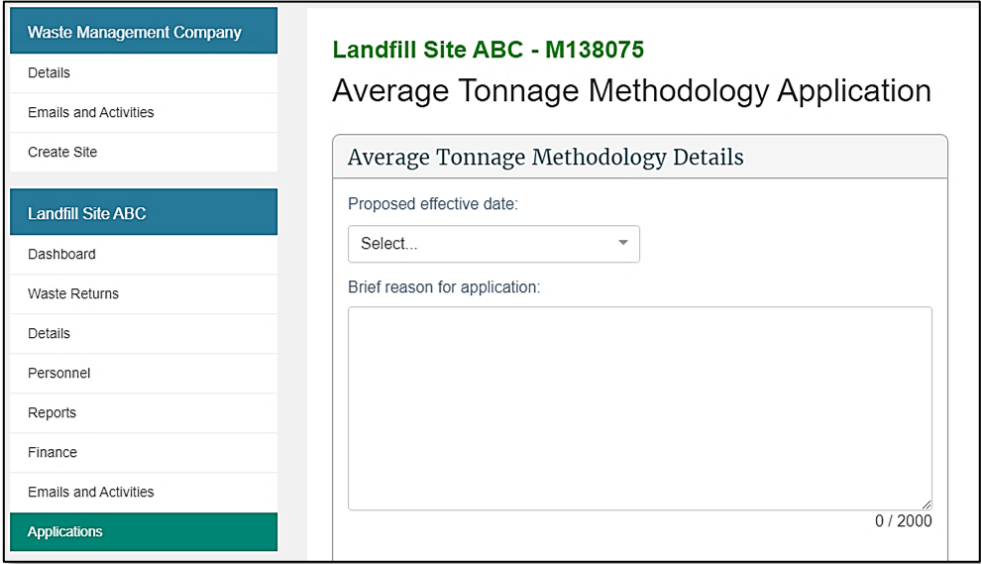
Steps

Step	Action
1	<p>Click the Applications link in the content menu.</p> <p>Result: The Applications screen displays.</p>

Step	Action
------	--------



2 Select **Average Tonnage Methodology** from the Application Type drop-down list.
Click the **Create** button.
Result: The **Average Tonnage Application** screen displays.



3 Complete the following fields, including the light vehicle details:

Field	Description
Effective from date	Select the date the change is to take effect from.
Brief reason for application	Type the reason you wish to change to the average tonnage method. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 8).
Vehicle type	Type the light vehicle type (eg, car, van, trailer).
Average tonnage	Type the average waste tonnage for that vehicle type. Note: Ensure you type this figure in tons. For example, 50 kg will be 0.05.

Step	Action										
	<table border="1"> <tr> <td>How average tonnage calculated</td> <td>Type a description of how you calculated the average tonnage. Attach supporting evidence for your application. To do this, see step 8.</td> </tr> <tr> <td>Evidence of statistical validity</td> <td>Type a description of the evidence of statistical validity of your average tonnage. If possible, attach supporting evidence for your application.</td> </tr> </table> <p>Note: If your calculations or evidence are longer than 2000 characters, please attach a file containing the details (see step 8).</p>	How average tonnage calculated	Type a description of how you calculated the average tonnage. Attach supporting evidence for your application. To do this, see step 8.	Evidence of statistical validity	Type a description of the evidence of statistical validity of your average tonnage. If possible, attach supporting evidence for your application.						
How average tonnage calculated	Type a description of how you calculated the average tonnage. Attach supporting evidence for your application. To do this, see step 8.										
Evidence of statistical validity	Type a description of the evidence of statistical validity of your average tonnage. If possible, attach supporting evidence for your application.										
4	<p>If you would like to add any other vehicles, click Add Another Vehicle. If not, skip to step 7.</p> <p>Complete the following fields for that vehicle:</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Vehicle type</td> <td>Type the light vehicle type (eg, car, van, trailer).</td> </tr> <tr> <td>Average tonnage</td> <td>Type the average waste tonnage for that vehicle type. Note: Ensure you type this figure in tons. For example, 50 kg will be 0.05.</td> </tr> <tr> <td>How average tonnage calculated</td> <td>Type a description of how you calculated the average tonnage. Attach supporting evidence for your application. To do this, see step 8.</td> </tr> <tr> <td>Evidence of statistical validity</td> <td>Type a description of the evidence of statistical validity of your average tonnage. If possible, attach supporting evidence for your application.</td> </tr> </tbody> </table> <p>Note: If your calculations or evidence are longer than 2000 characters, please attach a file containing the details (see step 8).</p>	Field	Description	Vehicle type	Type the light vehicle type (eg, car, van, trailer).	Average tonnage	Type the average waste tonnage for that vehicle type. Note: Ensure you type this figure in tons. For example, 50 kg will be 0.05.	How average tonnage calculated	Type a description of how you calculated the average tonnage. Attach supporting evidence for your application. To do this, see step 8.	Evidence of statistical validity	Type a description of the evidence of statistical validity of your average tonnage. If possible, attach supporting evidence for your application.
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How average tonnage calculated	Type a description of how you calculated the average tonnage. Attach supporting evidence for your application. To do this, see step 8.										
Evidence of statistical validity	Type a description of the evidence of statistical validity of your average tonnage. If possible, attach supporting evidence for your application.										
5	<p>Once added, use the links in the Actions column to update the information. Use:</p> <ul style="list-style-type: none"> • Edit to update the vehicle information • Remove to delete the vehicle information. <table border="1"> <thead> <tr> <th>Vehicle type</th> <th>Average tonnage</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>Trailer</td> <td>0.5000</td> <td>Remove Edit</td> </tr> <tr> <td>Car</td> <td>0.9000</td> <td>Remove Edit</td> </tr> </tbody> </table>	Vehicle type	Average tonnage	Actions	Trailer	0.5000	Remove Edit	Car	0.9000	Remove Edit	
Vehicle type	Average tonnage	Actions									
Trailer	0.5000	Remove Edit									
Car	0.9000	Remove Edit									
6	If you want to add any additional vehicles, return to step 4.										
7	<p>To attach supporting evidence to your application, click the Browse... button, select the relevant files, and click Open.</p> <p>Supporting evidence may include:</p> <ul style="list-style-type: none"> • details about your survey method eg,; <ul style="list-style-type: none"> – how and when you performed the survey – who your survey groups were • statistical data in Excel format (or similar) eg, weighbridge records. <p>Note:</p>										

Step	Action
	<ul style="list-style-type: none"> To attach additional files, click the Browse... button. The maximum file size is 4 MB.
8	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Average Tonnage application appears in the list with the status Submitted.</p>

What happens next?

The Secretary for the Environment will consider your application and advise you of the outcome. If the application is declined, your existing calculation method will remain in force.

Approved Average Tonnage applications (and other methodologies) for the disposal facility are viewable on the **Details** screen, in the **Methodologies** field.

Apply for an extension of time to submit your monthly return

When to use

Use these steps to request an extension of time to submit a monthly return if, due to unusual circumstances, you cannot submit your return on time.

Notes:

- An extension of time to submit your return does not change the date on which the levy must be paid.
- Only one extension can be granted for any return.
- This application is not applicable to annual returns.

Role

Verifier

Steps

Step	Action
1	<p>Click the Applications link in the content menu.</p> <p>Result: The Applications screen displays.</p>

Step	Action
------	--------

2 Select **Return Extension** from the Application Type drop-down list.
Click the **Create** button.

Result: The **Return Extension application** screen displays.

3 Complete the following fields:

Field	Description
Month for extension	Select the month and year combination for which you are seeking the extension. You will only be able to select a period if: <ul style="list-style-type: none"> there are more than 15 days until the due date for that return an extension for that period does not already exist.
Reason for extension	Type the reason you are unable to submit the return on time. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).

Step	Action
4	<p>To attach supporting evidence to the application, click the Browse... button, select the relevant files, and click Open.</p> <p>Notes:</p> <ul style="list-style-type: none"> To attach additional files, click the Browse... button. The maximum file size is 4 MB.
5	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Return Extension application appears in the list with the status Submitted.</p>

What happens next?

We will consider your application and advise you of the outcome at least five days before the return is due.

If your application is declined, you will need to submit a return before the due date.

Apply for an extension of time to pay

When to use

Use these steps to request an extension to the due date of the levy payment if, due to unusual circumstances, you cannot pay the levy on time.

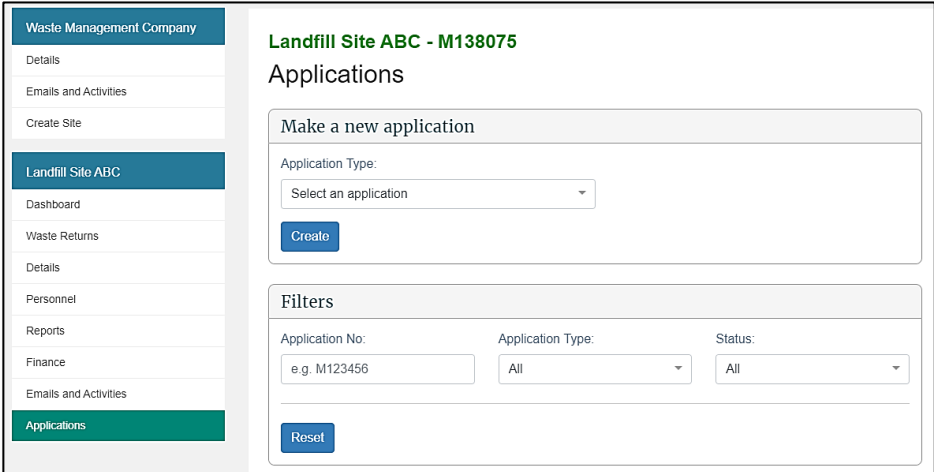
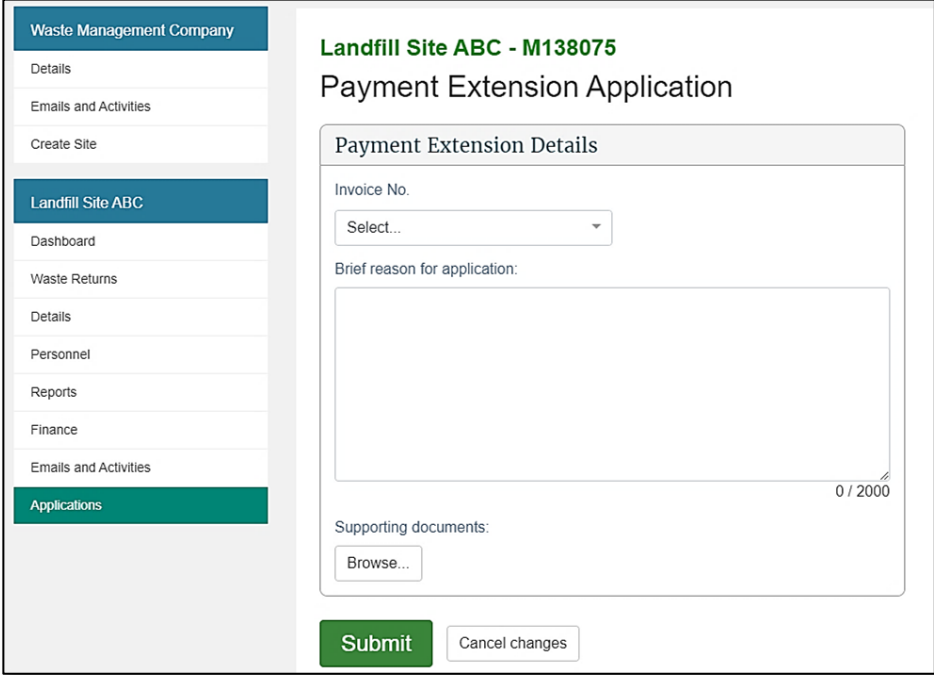
You must submit the application no later than 15 days before the payment is due.

Role

Verifier

Steps

Step	Action
1	<p>Click the Applications link in the content menu.</p> <p>Result: The Applications screen displays.</p>

Step	Action
	
2	<p>Select Payment Extension from the Application Type drop-down list.</p> <p>Click the Create button.</p> <p>Result: The Payment extension application screen displays.</p> 
3	<p>Select the invoice number for which you want an extension from the Invoice No. drop-down menu.</p> <p>Result: The system automatically populates the Amount Due and Due Date based on the invoice selected from the drop-down menu.</p>
4	<p>Type the reason you are unable to pay the levy on time in the Reason for application field.</p> <p>Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 5).</p>
5	<p>To attach supporting evidence to the application, click the Browse... button, select the relevant files, and click Open.</p> <p>Note:</p> <ul style="list-style-type: none"> To attach additional files, click the Browse... button.

Step	Action
	<ul style="list-style-type: none"> The maximum file size is 4MB.
6	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Payment Extension application appears in the list with the status Submitted.</p>

What happens next?

We will consider your application and advise you of the outcome at least five days before the payment is due.

If your application is:

- declined, you need to pay the levy by the due date.
- successful, you need to pay the levy by the extended due date.

Notes:

- If you do not pay by the approved due date, interest will be charged on the outstanding amount.
- No further extensions for the same payment will be given.

Apply for an extension of storage time for material on your facility

Introduction

An extension of storage time allows you to claim a credit on material (previously reported as gross tonnage) that is older than six months if it is being removed for recycling or further processing within the extension period.

When to use

Use these steps to apply to extend the time period for the storage of material beyond the six-month limit.

Note: You should submit your application at least a month in advance of the expiry date for that material (six months after it was received).

Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

Role

Verifier

Steps

Step	Action
1	Click the Applications link in the content menu.

Step **Action**

Result: The **Applications** screen displays.

The screenshot shows the 'Applications' screen for 'Landfill Site ABC - M138075'. On the left is a navigation menu with 'Applications' selected. The main content area has a header 'Landfill Site ABC - M138075 Applications'. Below the header is a 'Make a new application' section with an 'Application Type' dropdown menu (currently showing 'Select an application') and a 'Create' button. Below that is a 'Filters' section with three dropdown menus: 'Application No.' (with the example 'e.g. M123456'), 'Application Type' (set to 'All'), and 'Status' (set to 'All'). A 'Reset' button is located at the bottom of the filters section.

- 2 Select **Storage Time Extension** from the Application Type drop-down list.
Click the **Create** button.

Result: The **Storage time extension application** screen displays.

The screenshot shows the 'Storage Time Extension Application' screen for 'Landfill Site ABC - M138075'. The navigation menu on the left has 'Applications' selected. The main content area has a header 'Landfill Site ABC - M138075 Storage Time Extension Application'. Below the header is a 'Storage Time Extension Details' form with the following fields: 'Month material received on site:' (dropdown menu with 'Select...' option), 'Estimated date materials will be removed:' (dropdown menu with 'Select...' option), 'Material type:' (dropdown menu with 'Select...' option), 'Amount of material (tonnes):' (text input field), and 'Brief reason for application:' (text input field).

Step	Action												
3	<p>Complete the following fields:</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Month material received on site</td> <td>Select the month and year the material was received. Note: The date must be within the last six months.</td> </tr> <tr> <td>Estimated date materials will be removed</td> <td>This drop-down becomes available after selecting month material received on site. Select the month and year you want to extend the storage time to. Note: The extension must be within two years of the received date.</td> </tr> <tr> <td>Material type</td> <td>This drop-down becomes available after selecting the estimated date materials will be removed. Select the type of material for which you require the extension.</td> </tr> <tr> <td>Amount of material (tonnes)</td> <td>Type the weight of the material, in tonnes, for which you are requesting an extension.</td> </tr> <tr> <td>Brief reason for application</td> <td>Type the reason you want to extend the storage time. Include a description of the material, if an appropriate selection is not available in the material type drop-down list. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).</td> </tr> </tbody> </table>	Field	Description	Month material received on site	Select the month and year the material was received. Note: The date must be within the last six months.	Estimated date materials will be removed	This drop-down becomes available after selecting month material received on site. Select the month and year you want to extend the storage time to. Note: The extension must be within two years of the received date.	Material type	This drop-down becomes available after selecting the estimated date materials will be removed. Select the type of material for which you require the extension.	Amount of material (tonnes)	Type the weight of the material, in tonnes, for which you are requesting an extension.	Brief reason for application	Type the reason you want to extend the storage time. Include a description of the material, if an appropriate selection is not available in the material type drop-down list. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).
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Brief reason for application	Type the reason you want to extend the storage time. Include a description of the material, if an appropriate selection is not available in the material type drop-down list. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).												
4	<p>To attach supporting evidence to your application, click the Browse... button, select the relevant files, and click Open.</p> <p>Supporting evidence may include:</p> <ul style="list-style-type: none"> • photographs showing the segregation of materials • agreement with a recycler • evidence that the levy was paid on the material, if available. <p>Note:</p> <ul style="list-style-type: none"> • to attach additional files, click the Browse... button • the maximum file size is 4 MB. 												
5	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Storage Time application appears in the list with the status Submitted.</p>												

What happens next?

The Secretary for the Environment will consider your application and advise you of the outcome.

If your application is granted, the column **Diverted tonnage older than six months** will display on your waste return for the approved period.

Apply for a waiver

When to use

Use these steps to apply for a waiver on the levy for certain materials when exceptional circumstances apply.

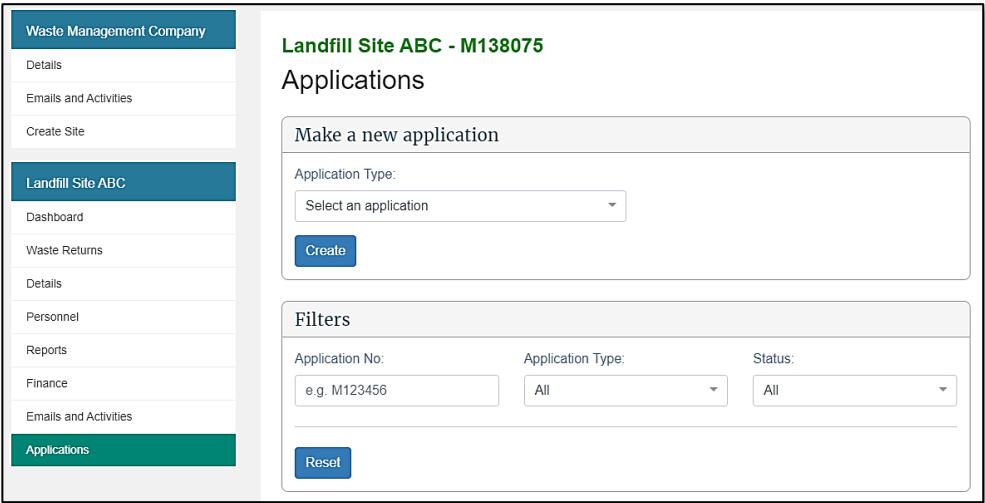
Note: You will need to provide evidence to justify the waiver of the levy.

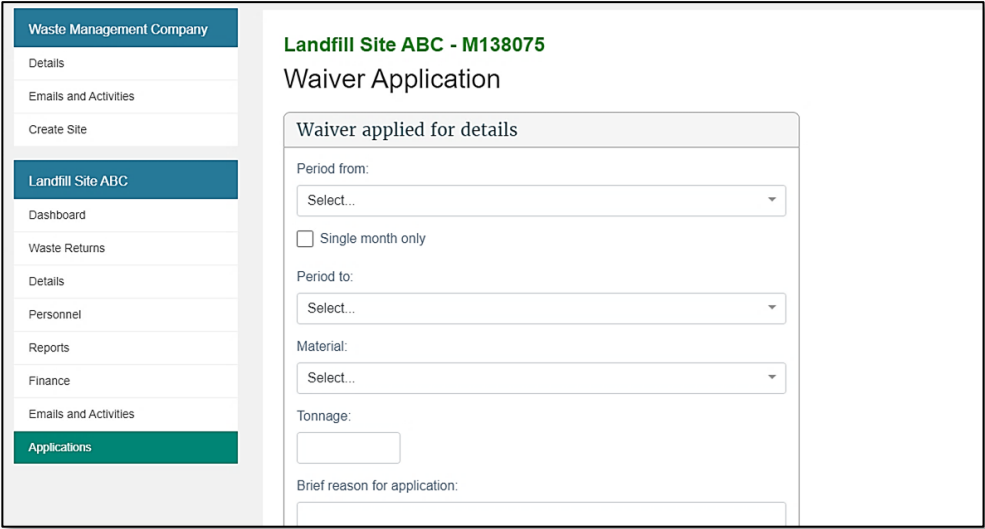
Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

Role

Verifier

Steps

Step	Action
1	<p>Click the Applications link in the content menu.</p> <p>Result: The Applications screen displays.</p> 

Step	Action																
2	<p>Select Waiver from the Application Type drop-down list.</p> <p>Click the Create button.</p> <p>Result: The Waiver Application screen displays.</p> 																
3	<p>Complete the following fields:</p> <table border="1" data-bbox="363 972 1366 1615"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Period from</td> <td>Select the starting month and year from the drop-down list.</td> </tr> <tr> <td>Single month</td> <td>Click the check box if the waiver is required for one month. Note: When selected, the Period to field will default to the Period from date.</td> </tr> <tr> <td>Period to</td> <td>If the waiver is required for more than one month, select the end date (month and year) from the drop-down list.</td> </tr> <tr> <td>Material</td> <td>Select the relevant type of material.</td> </tr> <tr> <td>Tonnage</td> <td>Type the tonnage of material you are applying to waive.</td> </tr> <tr> <td>Brief reason for application</td> <td>Type a description of the event that led to the waiver request, including a detailed description of why the situation is exceptional. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).</td> </tr> <tr> <td>If any part of the waiver applied for...</td> <td>If you are applying for a waiver for material on an existing invoice(s), type the invoice number(s).</td> </tr> </tbody> </table>	Field	Description	Period from	Select the starting month and year from the drop-down list.	Single month	Click the check box if the waiver is required for one month. Note: When selected, the Period to field will default to the Period from date.	Period to	If the waiver is required for more than one month, select the end date (month and year) from the drop-down list.	Material	Select the relevant type of material.	Tonnage	Type the tonnage of material you are applying to waive.	Brief reason for application	Type a description of the event that led to the waiver request, including a detailed description of why the situation is exceptional. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).	If any part of the waiver applied for...	If you are applying for a waiver for material on an existing invoice(s), type the invoice number(s).
Field	Description																
Period from	Select the starting month and year from the drop-down list.																
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4	<p>To attach supporting evidence to the application, click the Browse... button, select the relevant files, and click Open.</p> <p>Note:</p> <ul style="list-style-type: none"> to attach additional files, click the Browse... button the maximum file size is 4 MB. 																
5	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Waiver application appears in the list with the status Submitted.</p>																

What happens next?

The Secretary for the Environment will consider your application and advise you of the outcome within 10 days.

If a waiver is granted, a credit adjustment based on tonnage figures will be applied and included in your next invoice. A waiver number will also be provided for use when applying for a refund.

Apply for a refund

When to use

Use these steps to apply for a refund when your account is in credit following a waiver.

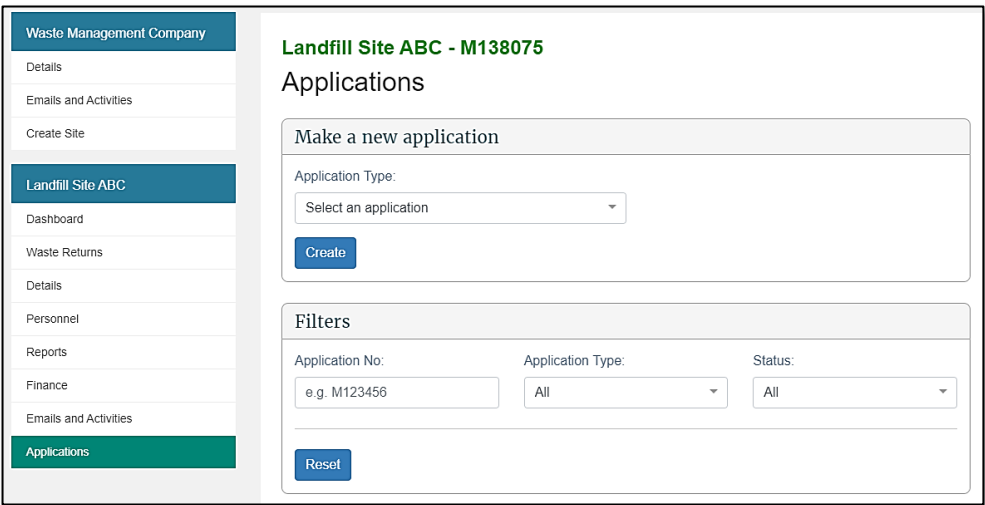
Note: Do not enter requests for reimbursements here. Any request for a reimbursement should be directed to 0800 WDLEVY (0800 935 389). An example of when a reimbursement can apply is when a return is amended, and the levy amount is less than what was paid.

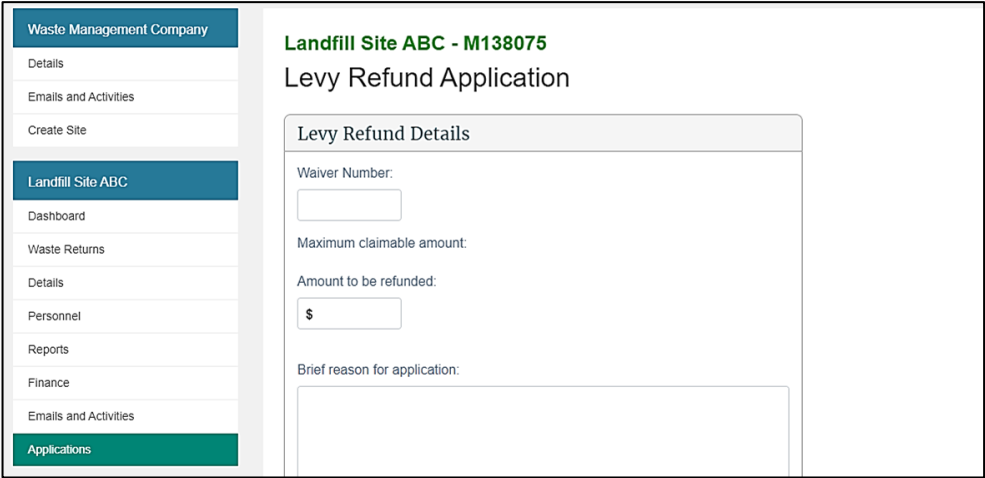
Refer to the [Calculation and Payment of the Waste Disposal Levy](#) guide for more information.

Role

Verifier

Steps

Step	Action
1	<p>Click the Applications link in the content menu.</p> <p>Result: The Applications screen displays.</p> 

Step	Action												
2	<p>Select Levy Refund from the Application Type drop-down list.</p> <p>Click the Create button</p> <p>Result: The Levy refund application screen displays.</p> 												
3	<p>Complete the following fields:</p> <table border="1" data-bbox="363 927 1362 1583"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Waiver number</td> <td>Type the waiver number to which the refund application relates. Note: This is the waiver number provided when the waiver was granted. This must be a number from an approved waiver application.</td> </tr> <tr> <td>Maximum claimable amount</td> <td>This system-populated field shows the amount of waiver credit that has been applied or used based on the waiver number provided. This is the maximum amount you can claim back for this levy refund application.</td> </tr> <tr> <td>Amount to be refunded</td> <td>Type the amount of money to be refunded.</td> </tr> <tr> <td>Brief reason for application</td> <td>Type the reason you require a refund. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).</td> </tr> <tr> <td>If known, please provide any invoice...</td> <td>Enter the invoice number(s) to which the refund relates.</td> </tr> </tbody> </table>	Field	Description	Waiver number	Type the waiver number to which the refund application relates. Note: This is the waiver number provided when the waiver was granted. This must be a number from an approved waiver application.	Maximum claimable amount	This system-populated field shows the amount of waiver credit that has been applied or used based on the waiver number provided. This is the maximum amount you can claim back for this levy refund application.	Amount to be refunded	Type the amount of money to be refunded.	Brief reason for application	Type the reason you require a refund. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).	If known, please provide any invoice...	Enter the invoice number(s) to which the refund relates.
Field	Description												
Waiver number	Type the waiver number to which the refund application relates. Note: This is the waiver number provided when the waiver was granted. This must be a number from an approved waiver application.												
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Brief reason for application	Type the reason you require a refund. Note: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 4).												
If known, please provide any invoice...	Enter the invoice number(s) to which the refund relates.												
4	<p>To attach supporting evidence to the application, click the Browse... button, select the relevant files, and click Open.</p> <p>Note:</p> <ul style="list-style-type: none"> to attach additional files, click the Browse... button the maximum file size is 4 MB. 												
5	<p>Click the Submit button.</p> <p>Result: You are returned to the Application summary screen and the Levy Refund application appears in the list with the status Submitted.</p>												

What happens next?

We will consider your application and advise you of the outcome.

An accepted application for a refund will result in money being paid to the disposal facility.

Application summary screen

You can view the status of pending and previously requested applications by clicking the Applications link in the content menu.

The Results field will provide a summary of pending and previously requested applications.

Results					
Displaying 4 of 4 results.					
Application Type	Application No	Received Date	Last Updated	Status	Action
Return Extension	A130008	26 Jun 2020	26 Jun 2020	Submitted	View
Average Tonnage Methodology	A129996	26 Jun 2020	26 Jun 2020	Submitted	View
Payment Extension	A129703	23 Jun 2020	23 Jun 2020	Approved	View
Return Extension	A129537	22 Jun 2020	22 Jun 2020	Approved	View

Status	Description/action
Submitted	The verifier has submitted the application and can View it.
Assessment in progress	We have begun assessment of the application. The verifier can only View the application.
Resubmission required	We have requested that the verifier resubmit their application. The verifier can Update the application.
Approved	We have approved the application. The verifier can only View the application.
Declined	We have declined the application. The verifier can only View the application.
Revoked	We have revoked an application after it had been approved. The verifier can only View the application.

Methodologies

You can view the type and status of methods used for calculating tonnage at your disposal facility on the **Details** screen. This screen will display:

- approved Average Tonnage applications (with a link to that application), and
- other methodologies advised during registration or requested via the 0800 WDLEVY (0800 935 389) number.

Waste Management Company	Methodologies																
Details																	
Emails and Activities	How facilities measure materials.																
Landfill Site ABC	<table border="1"> <thead> <tr> <th>No.</th> <th>Methodology</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Annual estimate - Topographical survey</td> <td>18 Jun 2020</td> <td></td> </tr> <tr> <td>2</td> <td>Off site weigh bridge</td> <td>1 Aug 2020</td> <td>1 Aug 2025</td> </tr> <tr> <td>3</td> <td>On-site weigh bridge</td> <td>1 Jun 2019</td> <td>17 Jun 2020</td> </tr> </tbody> </table>	No.	Methodology	Start Date	End Date	1	Annual estimate - Topographical survey	18 Jun 2020		2	Off site weigh bridge	1 Aug 2020	1 Aug 2025	3	On-site weigh bridge	1 Jun 2019	17 Jun 2020
No.	Methodology	Start Date	End Date														
1	Annual estimate - Topographical survey	18 Jun 2020															
2	Off site weigh bridge	1 Aug 2020	1 Aug 2025														
3	On-site weigh bridge	1 Jun 2019	17 Jun 2020														
Dashboard																	
Waste Returns																	
Details																	
Personnel																	
Finance																	
Emails and Activities																	
Applications																	
Reports																	

Field	Description
Methodology	The method used to measure materials at the disposal facility.
From Date	The date from which the disposal facility will use the methodology.
To Date	The date at which the method expires.

Chapter 5: Viewing and updating details

This chapter provides information on details available for operators, disposal facilities, contact people and users.

In this chapter

This chapter contains the following topics:

Topic
Overview
Update client details
Update disposal facility details
View or update details for personnel
De-activate personnel
Emails and activities

Overview

Introduction

OWLS 2.0 enables the authorised users for a disposal facility to view and update their contact details. Data entry users only have view access to this functionality.

The table below provides details of each screen:

Screen	Description
Details (operator)	Contains the following details for the operator: <ul style="list-style-type: none">• general information such as name, trading name.• physical address• postal address (if applicable)• contact email• contact phone number.
Details (disposal facility)	Contains the following details for the disposal facility: <ul style="list-style-type: none">• general information such as name, disposal facility reference, status of disposal facility• physical address• contact email• contact phone number• finance information such as statement email, purchase order numbers. You can view the following details for a disposal facility: <ul style="list-style-type: none">• operational information such as estimated annual tonnage and reporting frequency• site classes• methodologies or how the disposal facility measures materials.

Screen	Description
Personnel	<p>Contains the following details for users:</p> <ul style="list-style-type: none"> • name • authorisation • contact area such as general, finance and/or returns. • contact email • status. <p>A verifier can view user details and de-activate a user if required.</p>
Emails and activities	<p>Contains the following:</p> <ul style="list-style-type: none"> • activities performed by and for the disposal facility • emails sent to the disposal facility and/or its personnel • date of activity and/or email • area such as applications, financial, personnel and/or returns • description of the activity (eg, statement email, change of contact information) • description of person who sent the email or performed the activity. If "OWLS 2.0" is listed, this indicates a system generated email and/or activity.

If you need to update or amend details such as operational information, site classes or methodologies, you must call our helpdesk at 0800 WDLEVY (0800 935 389) or email us at info@wastelevy.govt.nz.

Update client details

When to use

Use these steps to update client details.

Role

Verifier

Steps

Step	Action
1	<p>Click the Details link in the content menu under the client's name.</p> <p>Result: The Details screen for the client displays.</p>

Step	Action										
2	<p>Click the Update button underneath the contact information to update.</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Postal address</td> <td>The postal address field becomes editable. Type the postal address. Note: You can select the appropriate address from the autocomplete results.</td> </tr> <tr> <td>Physical address</td> <td>If the physical address is the same as the postal address, (and the postal address has already been populated), click the Same as postal address check box. If the physical address is <u>not</u> the same as the postal address, complete the fields as necessary. Note: You can select the appropriate address from the autocomplete results.</td> </tr> <tr> <td>Email</td> <td>The email details field becomes editable. Type the email address.</td> </tr> <tr> <td>Phone</td> <td>The phone details field becomes editable. Type the phone number.</td> </tr> </tbody> </table> <p>Note: you can cancel any changes by clicking Cancel Changes.</p>	Type	Action	Postal address	The postal address field becomes editable. Type the postal address. Note: You can select the appropriate address from the autocomplete results.	Physical address	If the physical address is the same as the postal address, (and the postal address has already been populated), click the Same as postal address check box. If the physical address is <u>not</u> the same as the postal address, complete the fields as necessary. Note: You can select the appropriate address from the autocomplete results.	Email	The email details field becomes editable. Type the email address.	Phone	The phone details field becomes editable. Type the phone number.
Type	Action										
Postal address	The postal address field becomes editable. Type the postal address. Note: You can select the appropriate address from the autocomplete results.										
Physical address	If the physical address is the same as the postal address, (and the postal address has already been populated), click the Same as postal address check box. If the physical address is <u>not</u> the same as the postal address, complete the fields as necessary. Note: You can select the appropriate address from the autocomplete results.										
Email	The email details field becomes editable. Type the email address.										
Phone	The phone details field becomes editable. Type the phone number.										
3	<p>When you have finished updating the relevant information, click Save.</p> <p>Result: The details update.</p>										

What happens next?

Update other contact details as required.

Update disposal facility details



When to use

Use these steps to update the details for your disposal facility.

Role

Verifier

Steps

Step	Action								
1	<p>Click the Details link in the content menu under your disposal facility name.</p> <p>Result: The Details screen for your disposal facility displays.</p> 								
2	<p>Click the Update button underneath the contact information to update.</p> <p>When you have finished updating the relevant information, click Save.</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Physical address</td> <td>The screen displays the physical address. Note: You can select the appropriate address from the autocomplete results.</td> </tr> <tr> <td>Email</td> <td>The email details field becomes editable. Type the email address.</td> </tr> <tr> <td>Phone</td> <td>The phone details field comes editable. Type the phone number.</td> </tr> </tbody> </table> <p>Result: The details update.</p>	Type	Action	Physical address	The screen displays the physical address. Note: You can select the appropriate address from the autocomplete results.	Email	The email details field becomes editable. Type the email address.	Phone	The phone details field comes editable. Type the phone number.
Type	Action								
Physical address	The screen displays the physical address. Note: You can select the appropriate address from the autocomplete results.								
Email	The email details field becomes editable. Type the email address.								
Phone	The phone details field comes editable. Type the phone number.								
3	<p>You can also update Finance Information for a disposal facility.</p> 								
4	<p>Click the Update button underneath the finance information to update.</p> <p>When you have finished updating the relevant information, click Save.</p> <table border="1"> <thead> <tr> <th>Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Statement Email (optional)</td> <td>The email address to which financial statements will be sent. This is optional.</td> </tr> <tr> <td>Purchase Order No. (optional)</td> <td>The purchase order number becomes editable. Type the purchase order number. This is optional.</td> </tr> </tbody> </table>	Type	Action	Statement Email (optional)	The email address to which financial statements will be sent. This is optional.	Purchase Order No. (optional)	The purchase order number becomes editable. Type the purchase order number. This is optional.		
Type	Action								
Statement Email (optional)	The email address to which financial statements will be sent. This is optional.								
Purchase Order No. (optional)	The purchase order number becomes editable. Type the purchase order number. This is optional.								

Step	Action
	Result: The details update.

What happens next?

Update other contact details as required.

View or update details for personnel

When to use

Use these steps to view or update details for personnel of your disposal facility.

The level of authorisation will be indicated in the Authorisation column.

Personnel can be authorised as:

- Data Entry Users
- Verifiers.

The **Status** column will indicate whether personnel are active, cancelled, or invited.

- Active personnel will be indicated in **green**.
- Cancelled personnel will be indicated in **red**.
- Invited personnel will be indicated in **black**. Personnel with an “invited” status need to complete the login process.

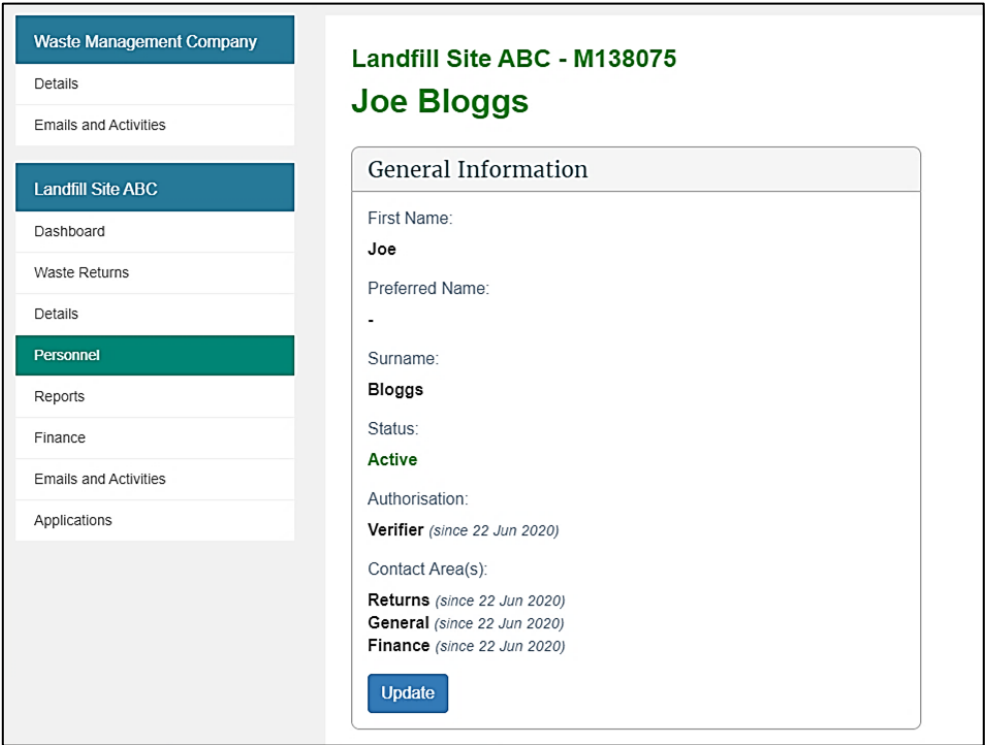
Note: Personnel are not necessarily a user of the disposal facility.

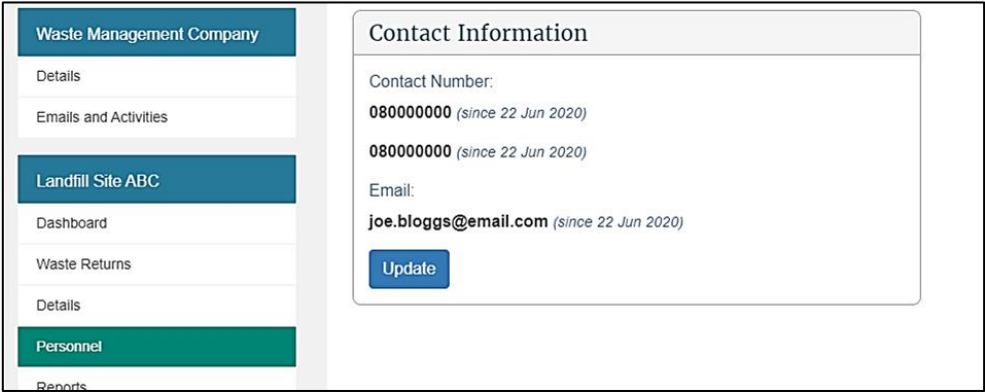
Role

Verifier

Steps

Step	Action																														
1	<p>Click the Personnel link in the content menu.</p> <p>Result: The Personnel screen displays.</p> <div data-bbox="363 1641 1353 1989" style="border: 1px solid black; padding: 5px;"> <p>Landfill Site ABC - M138075</p> <p>Personnel</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Authorisation</th> <th>Contact Area</th> <th>Email</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Joe Bloggs</td> <td>Verifier</td> <td>General, Finance, Returns</td> <td>joe.bloggs@email.com</td> <td>Active</td> <td>View</td> </tr> <tr> <td>Bob Brian</td> <td>Data Entry</td> <td>General, Returns</td> <td>bob.brian@email.com</td> <td>Active</td> <td>View</td> </tr> <tr> <td>Jane Doe</td> <td>Data Entry</td> <td>Returns</td> <td>jane.doe@email.com</td> <td>Invited</td> <td>View</td> </tr> <tr> <td>Clare Smith</td> <td></td> <td></td> <td>clare.smith@email.com</td> <td>Cancel...</td> <td>View</td> </tr> </tbody> </table> </div>	Name	Authorisation	Contact Area	Email	Status	Action	Joe Bloggs	Verifier	General, Finance, Returns	joe.bloggs@email.com	Active	View	Bob Brian	Data Entry	General, Returns	bob.brian@email.com	Active	View	Jane Doe	Data Entry	Returns	jane.doe@email.com	Invited	View	Clare Smith			clare.smith@email.com	Cancel...	View
Name	Authorisation	Contact Area	Email	Status	Action																										
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Jane Doe	Data Entry	Returns	jane.doe@email.com	Invited	View																										
Clare Smith			clare.smith@email.com	Cancel...	View																										

Step	Action				
2	<p>To view the details for personnel and/or update their details, click the View link.</p> <p>Result: The user's details display.</p> 				
3	<p>You can edit the following General information by clicking Update:</p> <table border="1" data-bbox="363 1146 1364 1505"> <thead> <tr> <th data-bbox="363 1146 587 1198">Field</th> <th data-bbox="587 1146 1364 1198">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="363 1198 587 1505">Contact type</td> <td data-bbox="587 1198 1364 1505"> Select the contact type (mandatory): General – general contact person. Returns – the contact person for all areas regarding waste returns. Financial – the contact person for financial details and the person to whom the invoice will be sent. Note: You must have at least one 'General' contact person for your disposal facility. </td> </tr> </tbody> </table>	Field	Description	Contact type	Select the contact type (mandatory): General – general contact person. Returns – the contact person for all areas regarding waste returns. Financial – the contact person for financial details and the person to whom the invoice will be sent. Note: You must have at least one 'General' contact person for your disposal facility.
Field	Description				
Contact type	Select the contact type (mandatory): General – general contact person. Returns – the contact person for all areas regarding waste returns. Financial – the contact person for financial details and the person to whom the invoice will be sent. Note: You must have at least one 'General' contact person for your disposal facility.				
4	<p>Click the Save button.</p> <p>Result: The General information details are updated.</p>				
5	<p>You can edit Contact information for personnel by clicking Update:</p>				

Step	Action								
									
6	<p>You can edit the following Contact information:</p> <table border="1" data-bbox="363 698 1348 900"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Contact number</td> <td>Type the phone number (mandatory).</td> </tr> <tr> <td>Other contact number</td> <td>Type another phone number (optional).</td> </tr> <tr> <td>Email</td> <td>Type their email address (mandatory).</td> </tr> </tbody> </table>	Field	Description	Contact number	Type the phone number (mandatory).	Other contact number	Type another phone number (optional).	Email	Type their email address (mandatory).
Field	Description								
Contact number	Type the phone number (mandatory).								
Other contact number	Type another phone number (optional).								
Email	Type their email address (mandatory).								
7	<p>Click the Save button.</p> <p>Result: The Contact information details are updated.</p>								

What happens next?

Update other contact details as required.

De-activate personnel

When to use

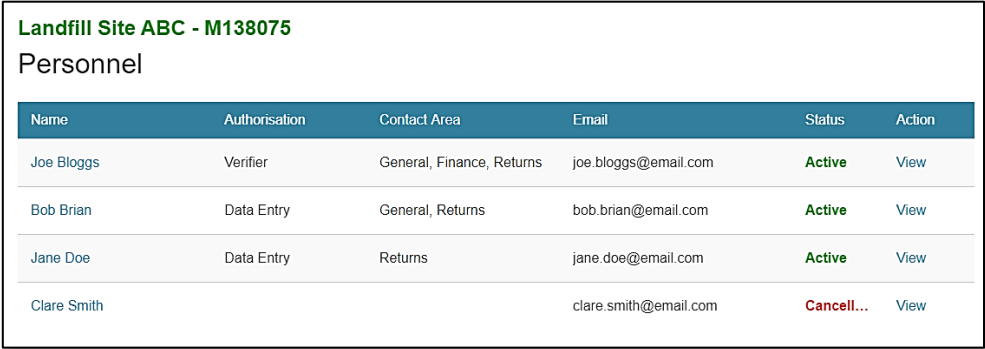
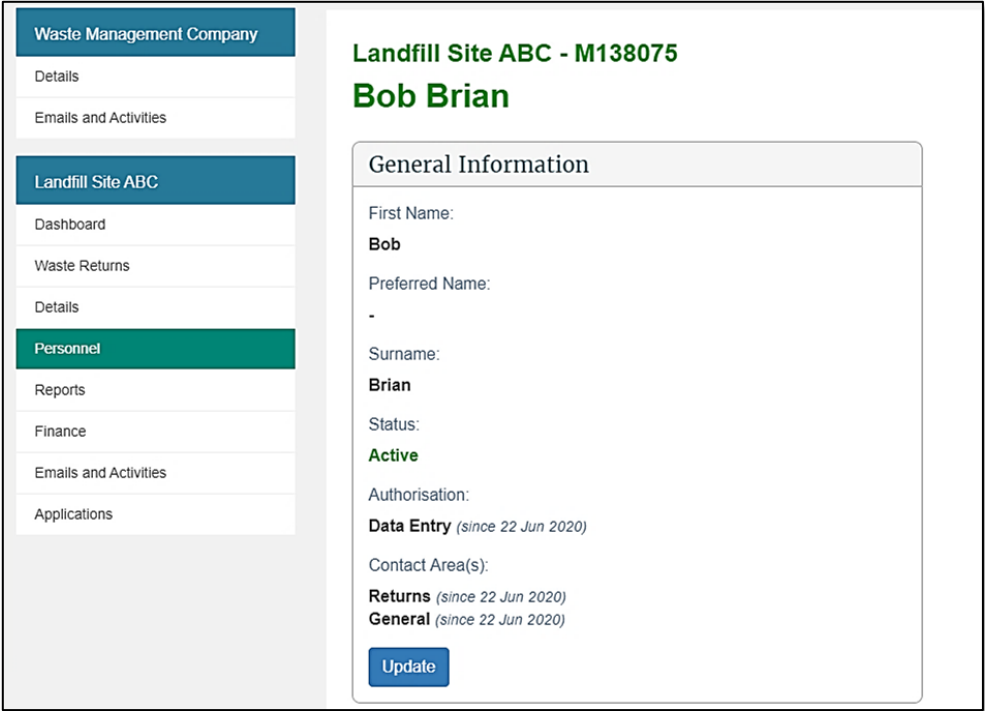
Use these steps to de-activate personnel for your disposal facility.


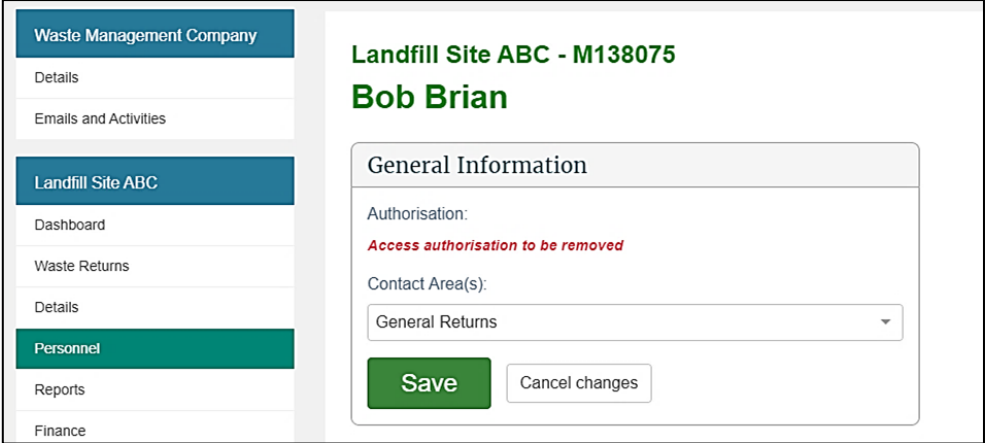
Note: If you require a new user to be set up, see the [Add a new user to OWLS 2.0](#) steps.

Role

Verifier

Steps

Step	Action																														
1	<p>Click the Personnel link in the content menu.</p> <p>Result: The Personnel screen displays.</p>  <table border="1"><thead><tr><th>Name</th><th>Authorisation</th><th>Contact Area</th><th>Email</th><th>Status</th><th>Action</th></tr></thead><tbody><tr><td>Joe Bloggs</td><td>Verifier</td><td>General, Finance, Returns</td><td>joe.bloggs@email.com</td><td>Active</td><td>View</td></tr><tr><td>Bob Brian</td><td>Data Entry</td><td>General, Returns</td><td>bob.brian@email.com</td><td>Active</td><td>View</td></tr><tr><td>Jane Doe</td><td>Data Entry</td><td>Returns</td><td>jane.doe@email.com</td><td>Active</td><td>View</td></tr><tr><td>Clare Smith</td><td></td><td></td><td>clare.smith@email.com</td><td>Cancel...</td><td>View</td></tr></tbody></table>	Name	Authorisation	Contact Area	Email	Status	Action	Joe Bloggs	Verifier	General, Finance, Returns	joe.bloggs@email.com	Active	View	Bob Brian	Data Entry	General, Returns	bob.brian@email.com	Active	View	Jane Doe	Data Entry	Returns	jane.doe@email.com	Active	View	Clare Smith			clare.smith@email.com	Cancel...	View
Name	Authorisation	Contact Area	Email	Status	Action																										
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Jane Doe	Data Entry	Returns	jane.doe@email.com	Active	View																										
Clare Smith			clare.smith@email.com	Cancel...	View																										
2	<p>Click View beside the relevant user to view their details.</p> <p>Result: The user's details display.</p> 																														

Step	Action
3	<p>Click Update.</p> <p>Click the  icon to cancel personnel authorisation.</p> <p>Use the drop-down menu and untick the appropriate boxes to remove personnel as a contact type.</p> <div data-bbox="363 412 1353 853" style="border: 1px solid black; padding: 5px;">  </div> <p>Result: Personnel authorisation will be removed. Contact type, if applicable, will be removed.</p>
4	<p>Click the Save button.</p> <p>Result: Personnel authorisation will be removed and their status will change to Cancelled.</p>

What happens next?

The personnel's authorisations will be de-activated.

Emails and activities

When to use

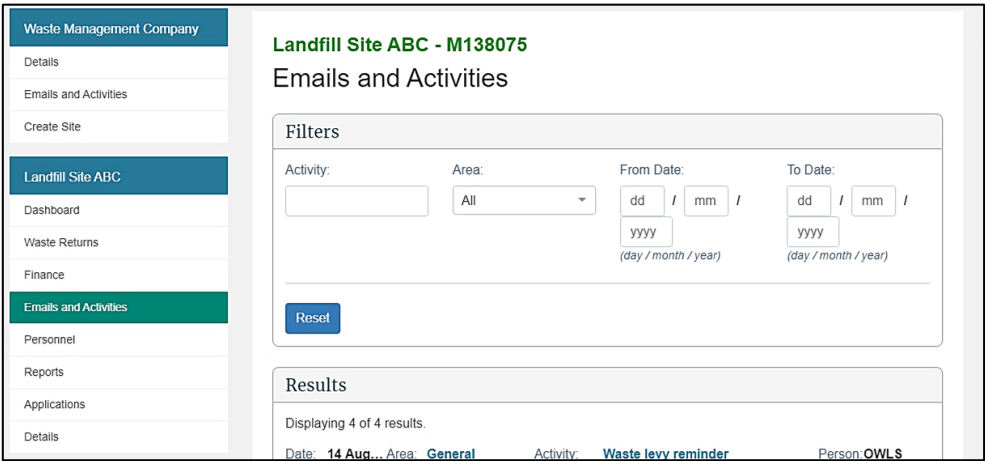
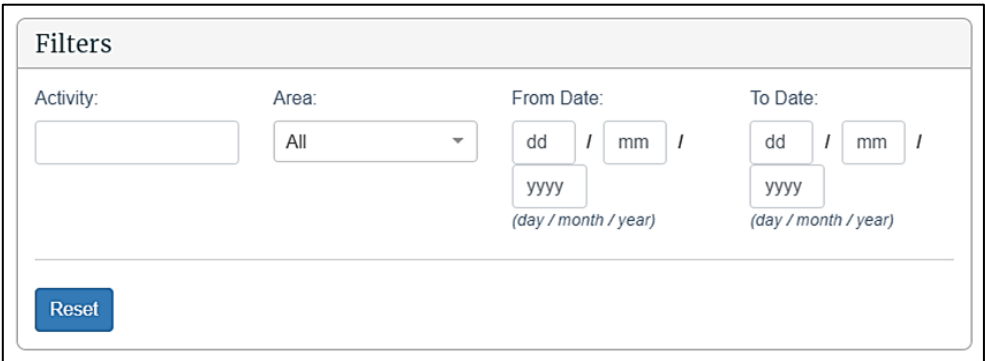
Use these steps to view:

- records of activities performed by and for the disposal facility
- emails sent to the disposal facility and/or its personnel.

Role

- Data Entry
- Verifier

Steps

Step	Action												
1	<p>Click the Emails and Activities link in the content menu.</p> <p>Result: The Emails and Activities screen displays.</p> 												
2	<p>Filters can be applied to narrow your search for a specific email and/or activity.</p>  <p>The following filters can be applied:</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Activity</td> <td>Filter for a specific activity and/or email, such as “waste levy reminder”.</td> </tr> <tr> <td>Area</td> <td>Filter by specific area (eg, Returns, Financial, General) by using the drop-down menu.</td> </tr> <tr> <td>From Date</td> <td>Display emails and activities from this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD), Month (MM) and Year (YYYY).</td> </tr> <tr> <td>To Date</td> <td>Display emails and activities to this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD), Month (MM) and Year (YYYY) in the field.</td> </tr> <tr> <td>Reset</td> <td>To clear all filters and reset to default values, click Reset.</td> </tr> </tbody> </table> <p>Result: Emails and activities matching the filters entered will display in the Results field.</p>	Field	Description	Activity	Filter for a specific activity and/or email, such as “waste levy reminder”.	Area	Filter by specific area (eg, Returns, Financial, General) by using the drop-down menu.	From Date	Display emails and activities from this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD) , Month (MM) and Year (YYYY) .	To Date	Display emails and activities to this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD) , Month (MM) and Year (YYYY) in the field.	Reset	To clear all filters and reset to default values, click Reset .
Field	Description												
Activity	Filter for a specific activity and/or email, such as “waste levy reminder”.												
Area	Filter by specific area (eg, Returns, Financial, General) by using the drop-down menu.												
From Date	Display emails and activities from this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD) , Month (MM) and Year (YYYY) .												
To Date	Display emails and activities to this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD) , Month (MM) and Year (YYYY) in the field.												
Reset	To clear all filters and reset to default values, click Reset .												

Step	Action
------	--------

3 The **Results** field displays all emails and activities associated with a disposal facility.

Results			
Displaying 4 of 4 results.			
Date	Area	Activity	Person
14 Aug 2020	General	Waste levy reminder	OWLS
21 Aug 2020	Personnel	Invite user Clare Smith	Jane Doe
21 Aug 2020	Clients	Finance Information Updated	Joe Bloggs
5 Aug 2020	Returns	Return received and awaiting verification (July 2020)	Bob Brian

Field	Description
Date	Displays the date of action for the email and/or activity in format Day (DD), Month (MM) and Year (YYYY) .
Area	Displays the specific area the email and/or activity relates to, such as "general", "returns", financial".
Activity	Includes a brief description of the email and/or activity, such as "waste levy reminder", "finance information updated" or "change of contact information".
Person	Person indicates who sent the email and/or who performed the activity described. Note: If "OWLS 2.0" is listed, this indicates a system-generated email and/or activity.

4 Click the link that briefly describes the email and/or activity to view it in greater detail.

Result: The **Email and Activity Details** screen will display all information regarding the email and/or activity.

Waste Management Company

- Details
- Emails and Activities
- Create Site

Landfill Site ABC

- Dashboard
- Waste Returns
- Finance
- Emails and Activities
- Personnel
- Reports
- Applications
- Details

Landfill Site ABC - M138075

Email and Activity Details

General Information

Date: **21 Aug 2020 10:56 AM**

Performed By: **Jane Doe**

Area: **Personnel**

Method: **Email Out**

Email Status: **Sent**

Details:

Sent: 21 Aug 2020 10:56 am
To: Clare Smith <clare.smith@email.com>
Subject: Welcome to the Online Waste Levy System

Chapter 6: Reports

This chapter provides information on the reports available for a disposal facility.

In this chapter

This chapter contains the following topics:

Topic

Overview

[Generate or export a report](#)

Overview

Introduction

OWLS 2.0 users can generate reports that provide information about their disposal facility. The table below summarises these reports.

Report	Information included
Active Users	Displays all the current active users for a disposal facility
Applications Summary	Summarises all applications submitted by the disposal facility
Invoices and Payments	Provides summary of all invoices and payments
Levy Returns Summary	Displays the most up-to-date information relating to a reporting period for the disposal facility, excluding information from estimates and reports on tonnages submitted for each period.

Accessing reports

Reports can be accessed from your disposal facility dashboard by:

- clicking **View reports** in the **Quick Links** field

The screenshot shows a dashboard for 'Landfill Site ABC - M138075'. On the left is a navigation menu with options like 'Details', 'Emails and Activities', 'Create Site', 'Landfill Site ABC', 'Dashboard', 'Waste Returns', 'Personnel', 'Reports', 'Finance', 'Emails and Activities', and 'Applications'. The main content area is titled 'Dashboard' and includes:

- Landfill Site ABC Account**: Balance Due - Please pay now: **\$2,985.40**; Next Payment: **\$437.00 (Due 20 Jul 2020)**
- Returns**: Your levy return for **June 2020** needs to be submitted. Submit return here.
- Quick Links**: View financial information, View levy return, View personnel, View reports, Submit new application, Contact us, Help - User guide.
- Applications**: No Active or pending applications.

- clicking **Reports** in the content menu.

Waste Management Company

Landfill Site ABC - M138075

Reports

Report Selection

Report	Description
Active Users	List of all current active users
Applications Summary	List of all applications submitted
Invoices and Payments	List of all invoices and payments
Levy Returns Summary	The most up-to-date information relating to a reporting period for the site, excluding information from estimates and reports on tonnages submitted for each period

Generate or export a report

When to use

Use these steps to generate a report online or export the report as a Pdf or Excel document.

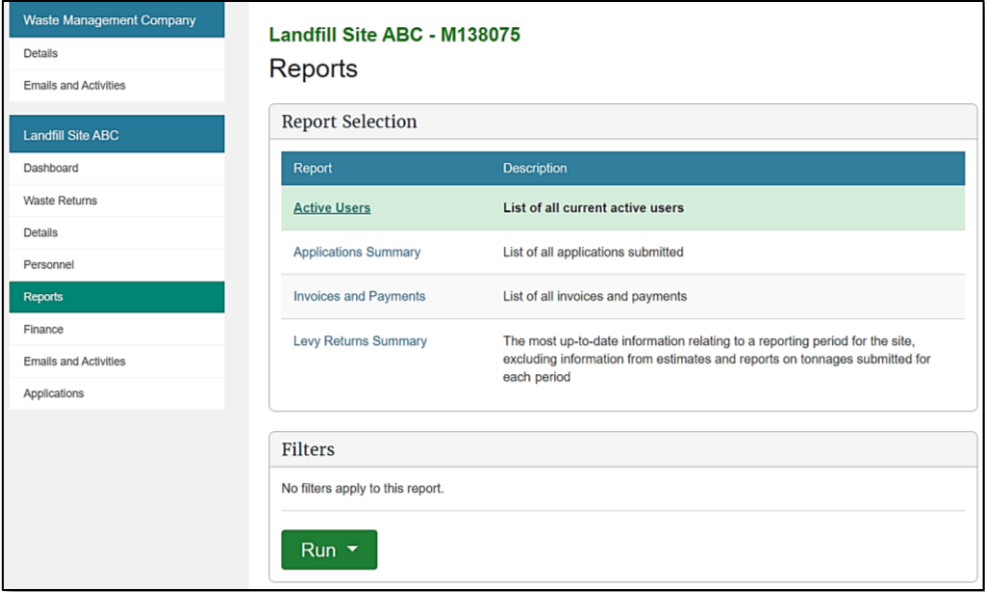
Role


- Data entry
- Verifier

Steps

Step	Action
1	<p>Either:</p> <ul style="list-style-type: none"> • click View reports in the Quick Links field of your disposal facility dashboard • click the Reports link in the content menu. <p>Result: The Reports page displays.</p>


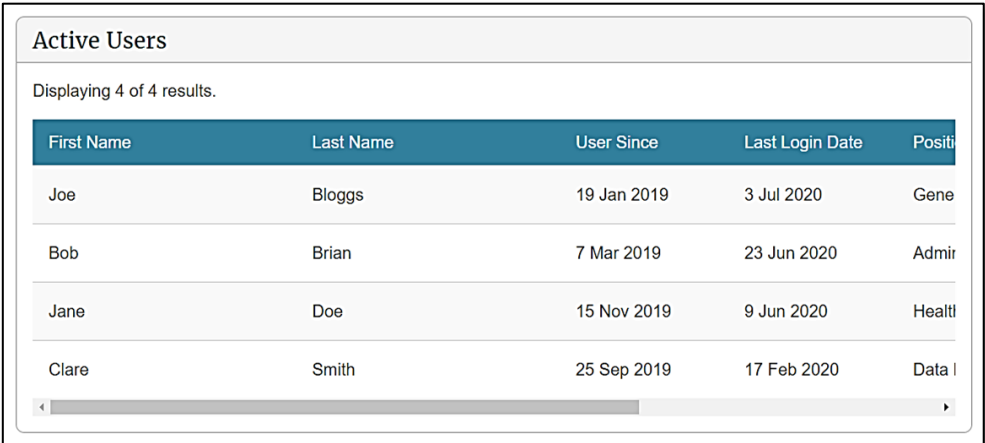

Step	Action
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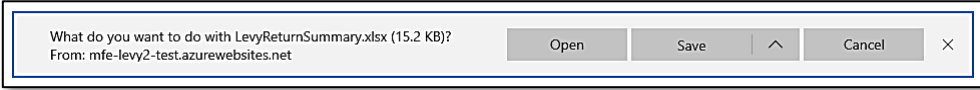
2	<p>Select which of the following reports you would like to view:</p> <ul style="list-style-type: none"> Active Users Applications Summary Invoices and Payments Levy Returns Summary. <p>Result: The report will highlight, and the Run button will display.</p> 
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3	<p>Filters can be applied to some reports to narrow your search to specific periods. If you do not want to apply a filter, go to step 4.</p> 
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The following filters can be applied:

Field	Description
From Date	<p>Filter from this date.</p> <p>By default, these fields are empty.</p> <p>To apply a date range filter, enter the Day (DD), Month (MM) and Year (YYYY).</p> <p>Note: <u>Some</u> reports can only be filtered by Month (MM) and Year (YYYY).</p>
To Date	<p>Filter to this date.</p> <p>By default, these fields are empty.</p>

Step	Action		
	<p>To apply a date range filter, enter the Day (DD), Month (MM) and Year (YYYY).</p> <p>Note: <u>Some</u> reports can only be filtered by Month (MM) and Year (YYYY).</p> <table border="1" data-bbox="363 360 1370 412"> <tr> <td data-bbox="363 360 646 412">Reset</td> <td data-bbox="646 360 1370 412">To clear all filters and reset to default values, click Reset.</td> </tr> </table> <p>Result: The filters will be applied to the report.</p>	Reset	To clear all filters and reset to default values, click Reset.
Reset	To clear all filters and reset to default values, click Reset.		
4	<p>Click Run and a drop-down menu will display:</p> <ul style="list-style-type: none"> To view the report on screen, click On Screen. Go to step 5. Click Excel Download to download the report as an Excel document. Go to step 6. Click PDF Download to download the report as a PDF document. Go to step 6. 		
5	<p>If you selected On Screen:</p> <p>Result: The report will generate on screen.</p> <p>Note: You can use the scroll bars to move around the report.</p> 		
6	<p>If you selected either Excel Download or PDF Download:</p> <p>Result: Depending on your settings and internet browser, the file may download automatically and appear in the Downloads list.</p> <p>Note: If a file pop-up displays, go to step 7.</p> 		
7	<p>If a file download pop-up displays, click:</p> <p>Open to open the report</p>		

Step	Action
	<p>Save to save a copy of the report to your computer.</p> <p>Result: If you clicked Open the file will open. If you clicked Save, you will be prompted to select a folder to save the report in.</p>  <p>The screenshot shows a file dialog box with the text: "What do you want to do with LevyReturnSummary.xlsx (15.2 KB)? From: mfe-levy2-test.azurewebsites.net". The dialog has four buttons: "Open", "Save", "Cancel", and a close button (X). There is also a small upward-pointing arrow icon between the "Save" and "Cancel" buttons.</p>

What happens next?

Generate other reports as required.

Glossary

This glossary explains terms used in this guide.

Annual return	The process where an approved disposal facility submits waste figures to the Ministry for the Environment on an annual, rather than monthly basis. This provision only applies to waste disposal facilities that receive an annual tonnage of no more than 1000 tonnes and have been approved by the Ministry for the Environment to submit annual returns.
Amendment	A change to the amount of material received, diverted or disposed of at a facility for a particular return. The amendment creates a credit/debit adjustment as well as an amendment to previously submitted tonnage figures.
Average tonnage method	A method for calculating gross tonnage by recording the number of light vehicles delivering waste to the facility and applying an average weight per vehicle, rather than weighing every vehicle.
Client	The company or organisation operating one or more disposal facilities
Data entry user	The person registered to enter returns data for a disposal facility.
Diverted tonnage	Diverted tonnage is the tonnage of waste or diverted material that is reused or recycled at the disposal facility, or is removed from the facility, not later than six months after entering the facility (unless an extension has been approved by the Secretary for the Environment). Diverted tonnage must only include waste or diverted material that was previously measured as 'gross tonnage' in OWLS 2.0.
Estimate	The process where the Ministry for the Environment calculates the amount of levy payable when a disposal facility operator has failed to submit a valid return.
Methodology	The method(s) used to calculate waste and diverted material tonnage at a disposal facility.
Monthly return	The process where a disposal facility submits waste figures to the Ministry for the Environment on a monthly basis.
Operator	Operator means the person in control of a disposal facility or other facilities
Return	The tonnage data entered by the disposal facility for the Ministry for the Environment to calculate the levy due.
Refund	The process where a disposal facility can apply for a refund of the levy money paid after a waiver was granted.
Reimbursement	The process where a disposal facility can request a reimbursement for an amount of money credited against the account.

Verifier

The person registered to enter, modify and submit returns and applications on behalf of a disposal facility. The verifier is responsible for declaring information entered is correct and accurate.

Waiver

A disposal facility can apply to have all or part of the levy waived. The amount of the waiver may be calculated from tonnage figures supplied by the disposal facility and may include other charges such as interest.