Online Waste Levy System (OWLS 2.0)

User guide for waste disposal facility operators

Version 9, 2023

Ministry for the
Environment
Manatū Mō Te Taiao

Te Kāwanatanga o Aotearoa
New Zealand Government

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Contents

About this guide

This guide is designed to help waste disposal facility operators use the Online Waste Levy System (OWLS 2.0) to register, send returns and apply for extensions of time, waivers, methodologies and refunds.

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

* Waste Minimisation (Information Requirements) Regulations 2021

* 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 to and move around OWLS 2.0. It contains the following topics:

Topic
Overview
Applying to register for OWLS 2.0
Adding a new user to OWLS 2.0
Logging in as a new user
Logging in to OWLS 2.0
Moving around OWLS 2.0
Creating a new facility within 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 the following types of user access:

- Site data entry – Can update returns that will be placed in a status of 'Pending Verification'.
- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.
    - Mandatory to be the first user created when registering a Client and/or Facility.
    - Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.
    - Site facility administrator – has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites.

The table below shows the functions for each user type.

Functions that users can perform		Disposal facility users			
		Data entry	**Facility Administrator**	**Verifier**	**Verifier Delegator**
Contacts and users	View or change operator address details	View	Change	View	Change
	View or change disposal facility contact and finance details	View	Change	View	Change
	View, add or change contact people details	View	Add / Change	View	Add / Change
	Add Personnel	No access	Add	No access	Add
Returns	View returns summary	View	View	View	View
	Submit or verify new return	Submit	No access	Submit	Submit / Verify
	View or change a verified return	View	View	View	Change
	Submit an amendment	No access	No access	No access	No access
	View and download statements	View / Download	View / Download	View / Download	View / Download
Applications and methodologies	View applications summary	View	View	View	View
	Add new applications	No access	No access	No access	Add
	Change a pending application	No access	No access	No access	Change
	View methodologies	View	View	View	View
Reports	View reports online or download	View / Download	View / Download	View / Download	View / Download

Applying to register for OWLS 2.0

When to use

Use these steps if you want to register your organisation, facility and personnel within OWLS 2.0

Notes:

- If you have already signed up for OWLS, but need to create a new facility, please see *Creating a new facility within OWLS 2.0.*

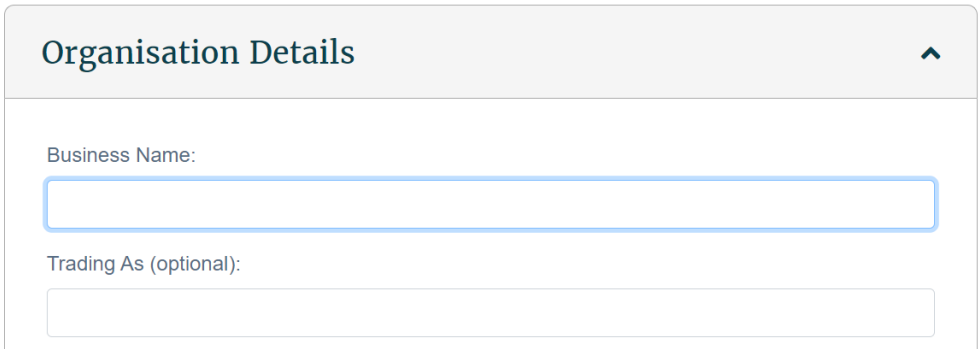- New users must have a RealMe login for authentication to access OWLS 2.0, please see *What is RealMe*
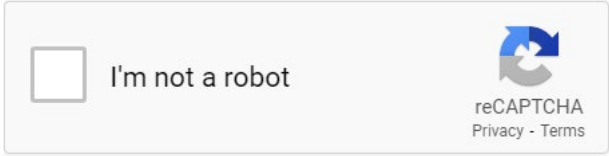
Role
- New users

Overview

Organisations can submit an online application form to register for the Online Waste Levy System. Organisations can register multiple facilities at once, making it easy to get started with OWLS and begin meeting your reporting requirements.

Steps

Step	Action
1	Open the Application to Register for the Online Waste Levy System page.
2	The application form contains three parts – Organisation Details, Facility Details, Verifier Details: <table><tr><th>Section</th><th>Description</th></tr><tr><td>Organisation Details</td><td>The details of the organisation being registered.</td></tr><tr><td>Facility Details</td><td>The details of the facilities you wish to register within OWLS</td></tr><tr><td>Verifier Details</td><td>The person that will be created as a verifier for all registered facilities. **Note:** It is mandatory to add a Verifier user when completing the Online registration. For more information on personnel roles please see User access types</td></tr></table>
3	Organisation Details **Organisation Details** ⌃ Business Name: [ ] Trading As (optional): [ ]

Step	Action

Field	Description
Legal Name	Enter the legal name of the organisation.
Trading As	(Optional) Enter the trading name of the organisation (the name you use publicly).
NZBN	(Optional) Enter the NZBN number of the organisation. Your NZBN can be found on the New Zealand Companies Register website. (Not applicable for Territorial Authorities)
Certificate of Incorporation	Upload a copy of your Certificate of Incorporation. This can be found on the New Zealand Companies Register website. This file will be deleted once your application has been assessed. (Not applicable for Territorial Authorities)
Ownership Type	Select the ownership type of the organisation.
Date of Incorporation	Enter the Date of Incorporation for the facility. **Note:** This can be found on the Certificate of Incorporation issued by the Companies Office.
Organisation Postal Address	Enter the Postal Address of the organisation (the address for all correspondence).
Organisation Physical Address	Enter the physical address of the organisation.
Contact Number	Enter a contact phone number for the organisation.
Contact Email	Enter a contact email address for the organisation.

Step	Action
4	**Facility Details**

Facility Details

Please note, more than one facility can be added to the same application. Please use 'Add another facility' button at the bottom of this section if you need to register more than one facility for your organisation.

Facility Name:

The OWLS system requires each facility name to be unique. If your landfill, cleanfill or transfer station facility does not have a unique name then consider using your business name plus the suburb e.g., 'ABC landfill Torbay'. If this is not appropriate, you could consider the road the site sits on e.g. *ABC Landfill – Willis Street*, or numbering your facilities e.g. *ABC transfer station 1, ABC transfer station 2*

Facility Name must be provided.

Field	Description
Name	Enter the name of the facility.
Territorial Authority	Select the Territorial Authority for the region e.g. Auckland Council.
Demographic Type	Select the primary demographic composition of the waste catchment area for your facility.
Facility Start Date	The date the facility became operational.
Site Latitude	Enter the site latitude coordinates of disposal facility location. Selecting your address on Google Maps will provide this.
Site Longitude	Enter the site longitude coordinates of disposal facility location. Selecting your address on Google Maps will provide this.
Facility Physical Address	Enter the physical address of the facility.

Step	Action	
	Contact Number	Enter the contact number of the facility. If this is the same as the organisation contact number, use the "Same as Organisation Contact Number" checkbox.
	Contact Email	Enter the contact email address of the facility. If this is the same as the organisation email address number, use the "Same as Organisation Contact Email" checkbox.
	Estimated Annual Tonnage	Enter the estimated annual tonnage of waste. If your annual tonnage is less than 1000 tonnes, you may wish to apply for permission to submit annual returns.
	Cover Material Sourced	Select the source of the cover material used at the facility.
	Site Class	Select the class of your facility. Your class type should be determined using the information on this fact sheet, please note that your class type may differ from your council consent.
	Methodology	Select the method(s) your disposal facility uses or proposes to use to calculate waste and diverted material tonnage. For more information on this please see Waste levy – Measuring waste tonnages.
	Methodology – Start Date	Enter the Start date of each methodology for returns.
	Add Another Facility	If you wish to add additional facilities, click this button.
5	Verifier Details	

Verifier Details

The operator must declare that the person selected to be the Verifier has the company authority or delegation to submit returns on behalf of the operator.

A person with the operator's delegation to authorise must complete this declaration.

Once your organisation is set up within the Online Waste Levy System you will be able to add another verifier and additional administrative personnel if required.

First Name:

[   ]

First Name must be provided.

Field	Description
First Name	Enter first name.
Preferred Name	(Optional) Enter a preferred name.
Surname	Enter surname.
Position	(Optional) Enter position.
Contact Area(s)	(Optional) Select contact areas.
Contact Number	Enter a contact number. **Note:** If this is the same as the organisation contact number, use the "Same as Organisation Contact Number" checkbox.
Contact Email	Type the contact email address. **Note:** If this is the same as the organisation email address number, use the "Same as Organisation Contact Email" checkbox.
Proof of ID	Upload proof of ID for verification purposes (driver's licence, passport, or birth certificate). This file will be deleted once your application has been assessed.

Step	Action
5	Click the checkbox next to the "I'm not a robot" text, and if needed complete the CAPTCHA test.
6	Click Submit Application
7	Once the Waste Levy team has assessed your application an email will be sent either approving or rejecting your application.
	If your application is rejected you will need to submit a new application form, taking note to correct any issues outlined in the rejection email.
	If your application is approved, you will receive an email outlining the approved facilities and containing a link to log in to OWLS for the first time. For more information on logging into OWLS for the first time, please see Logging in as a new user.

What happens next?

If your application has been approved, you can complete your sign up for OWLS by following the link in the approval email.

Adding a new user to OWLS 2.0

When to use

Use these steps when you want to create a login for someone else.

Roles that can perform the action

- Verifier Delegator – can create/update personnel, update/verify returns, update Client/Site details and create/modify applications.

- Facility Administrator – can create/update personnel, has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites.

Steps

Before you begin, ensure you have the First Name, Surname, Contact Number, and email address of the person you wish to add. If they already use OWLS 2.0, please check this matches the information they already use.

Step	Action
1	Log in to OWLS 2.0
2	Navigate to the site you wish to add someone to, click the Personnel button on the left.

| | 3 | This is the list of Personnel who have already been added to this site. Click the "Add Person" button at the bottom of the list. |

| | 4 | Start typing the name of the person you wish to add in the "Name" box. As you type, OWLS 2.0 will search for users attached to this client whose names match what you've typed. |

Class 2 Site - M140436
Add Person

Person Search

Name:

`owls`

Hit enter if the person you wish to add is not in this list.

Owls Verifier

If you see the person you're looking for, click their name, and skip to step 5b; if not, hit enter and proceed to step 5a.

Class 2 Site - M140436
Add Person

Person Search

Name:

`Bob Test`

Hit enter if the person you wish to add is not in this list.

5a	The form will put the text you've written into the First Name text field, remove the surname from that box if needed and fill out the rest of the form with their details.

General Information

First Name:

Bob

Preferred Name (optional):

Surname:

Test

Position (optional):

Authorisation:

Data Entry ▾

Contact Area(s):

Finance ▾

Contact Information

Contact Number:

1341234

e.g. 027 123 4567

Email:

bobtest@notanemail.com

5b	The form will prepopulate with the user's existing first name, surname, and contact details. Select the Authorisation and/or Contact Area(s) you'd like them to have for this site by clicking the drop down and selecting from the available choices.

General Information

First Name:

Dean

Preferred Name (optional):

Surname:

Position (optional):

Authorisation:

Select...
Data Entry
Facility Administrator
Verifier
Verifier Delegator

Contact Area(s):

☐ Finance

☐ General

☐ Returns

6	Click Save.

Contact Information

Contact Number:

1341234

e.g. 027 123 4567

Email:

bobtest@notanemail.com

Save   Cancel changes

You will be returned to the Personnel page, and OWLS 2.0 will send an invitation to join the site to the email address you entered.

	Note: if the user you added wasn't given any Authorisation, they will not receive an email.
7	On the personnel page you will see that their user Status is "Invited". Once the user has clicked the link and logged in for the first time, this status will change to "Active".

Class 2 Site - M140436

Personnel

Name	Authorisation	Contact Area	Email	Status	Action
Owls Verifier	Verifier	General	owlsverifier091221@gmail.com	**Active**	View
Bob Test	Data Entry	Finance	bobtest@notanemail.com	**Invited**	View
Dan Mccloy	Verifier		owlspersonnel091221@gmail…	**Invited**	View

Add Person

Note: there is a delay for Authorisation and Contact Area to appear on this screen – if at first the new user appears on this screen without them, please wait a few seconds and refresh the page.

What happens next?

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

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).

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 *Logging in to OWLS 2.0* steps.

Roles

- Site data entry – Can update returns that will placed in a status of 'Pending Verification'

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

- Facility Administrator – can create/update personnel, has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites

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.

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	Find the email you received from OWLS 2.0 when you registered. Go to step 2. **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). Please check your spam folder if there is a delay in receiving.
2	Open the email and click the **Please complete the sign-up process here** link. Kia ora Joe You have been authorised to access the Online Waste Levy System (OWLS) on behalf of on behalf of ABC Landfill You have been assigned the following role(s): • Site - Verifier Delegator You have been sent this email to verify your email address. As part of improved security, all users will be required to login using a personal RealM RealMe Login services, the Ministry for the Environment does not receive or have access to any personal data of the user (including your email a already have a RealMe username and password, you can create a new one by following the steps in 'Create a RealMe login' link on the RealMe l email address and a mobile phone. To gain access to your facility's OWLS account using the RealMe® login service Please complete the sign-up process here. For questions regarding the OWLS, including the functions that different users can perform (Chapter 1), please refer to the OWLS user guide. Please do not reply to this system-generated message. Replies to this message are routed to an unmonitored mailbox. If you have questions plea **Result**: You will be redirected to the OWLS 2.0 login page.

Step	Action
3	Click Login with RealMe. **Result**: You will be redirected to the RealMe login page where you can: • log in using an existing RealMe login • set up a new RealMe login.
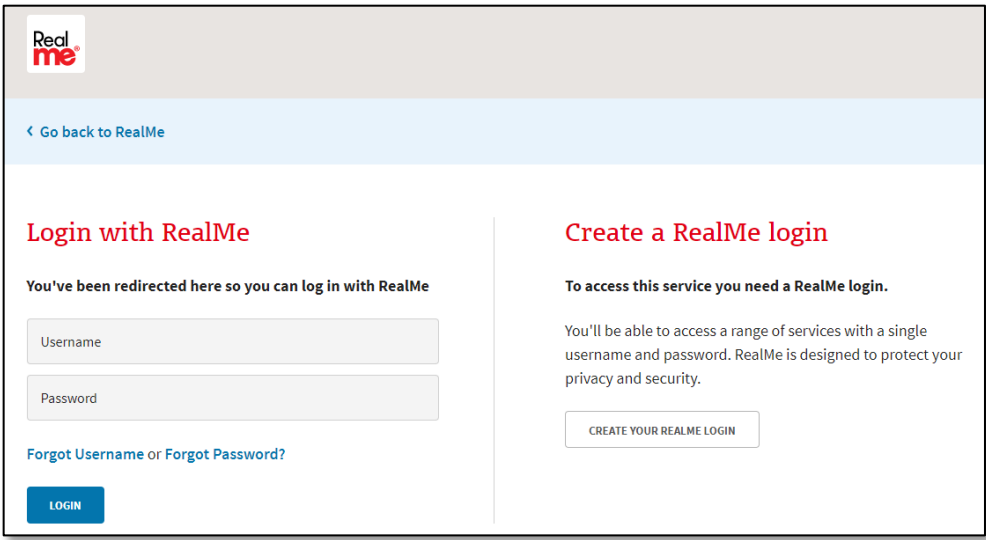
Step	Action
4	If you are logging in with an existing RealMe login, complete the required fields under "Login with RealMe" and click **Login**. **Result**: You will be logged in and redirected to the OWLS 2.0 dashboard.
5	If you need to set up a new RealMe login, click **Create your RealMe login** instead. **Result**: The RealMe set up your account page displays.
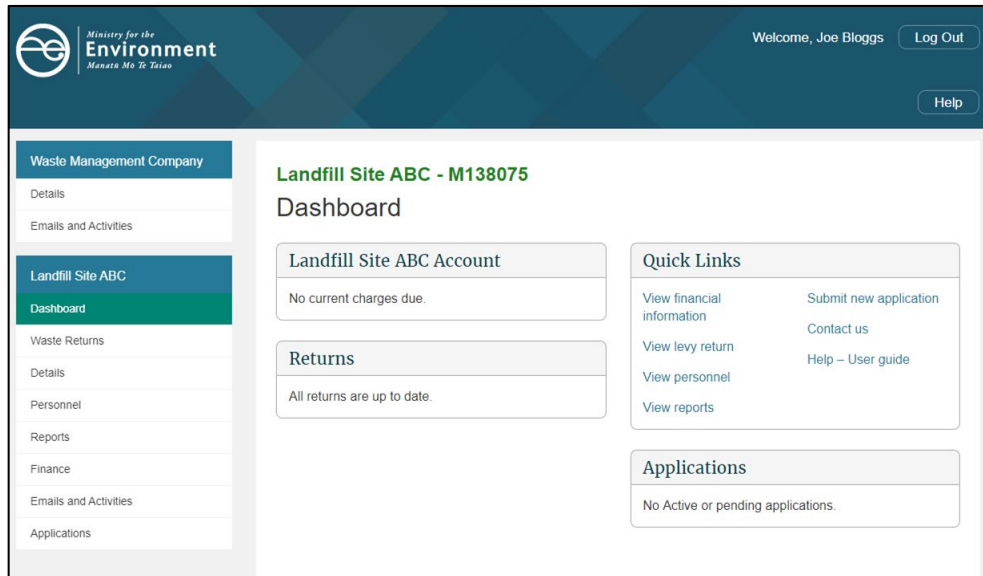
Step	Action
6	Enter the following information: | Field	Description
-------	-------------
Email address	Type the email address you wish to use with RealMe.
Username	Type the username you wish to use with RealMe.	
7	You will need to confirm your email using a code. To do this, click **SEND CODE**.
8	Check your email inbox for the confirmation code.
9	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.

Step	Action

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

Step	
10	

Field	Description
Password	Type the password you wish to use with RealMe.
	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:
	• UPPERCASE (A–Z)
	• lowercase (a–z)
	• numbers (0–9)
	• symbols (eg, #, $, !, @, ^, &, *, etc)
	Type the password again in the next field.

Step	Action
11	When you have finished entering a password, click **Continue** to proceed. **Result**: The next **RealMe Set up your account** page displays**.**

Step	Action
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).
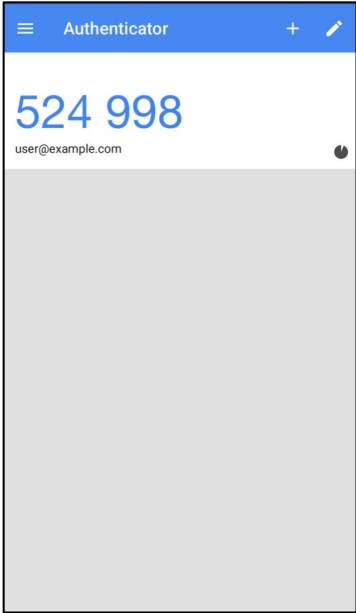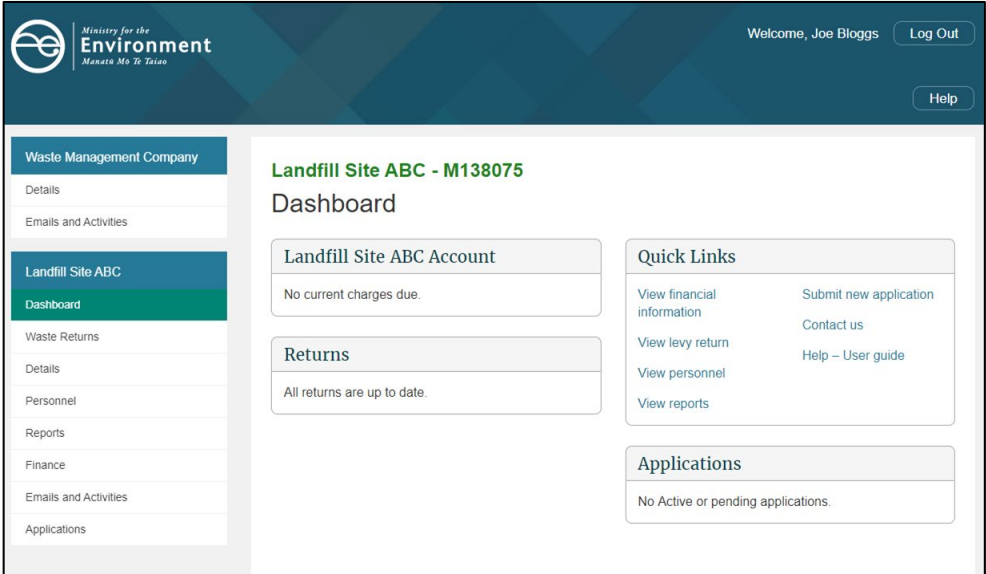
Security questions

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	The secret PIN is **optional**. If you wish to add a secret PIN to your RealMe login, type it in the relevant field.
	Note: If you enter a secret PIN, it must:
	• be a five-digit number
	• have no more than three consecutive numbers, and
	• not repeat the same digit more than twice.
	Confirm the PIN by typing it again in the next field.

Secret PIN (Optional)

If you want to add a secret PIN it will need to:

• be a five digit number
• have no more than three consecutive numbers
• not repeat the same digit more than twice

PIN

Must be a 5 digit number

Confirm PIN

Step	Action
15	Tick the box to accept the RealMe Terms of Use. Then, click **Continue**. **Result**: The RealMe" Second-factor authentication" page displays. **Terms of use** ☑ I accept the **RealMe terms of use** **CONTINUE** CANCEL
16	You will need your mobile phone to set up second-factor authentication. Select the method by which you'd like to receive your unique code: • 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. **Set up second-factor authentication** Adding second-factor authentication (2FA) to your login process is a simple way of adding an extra layer of security to your information. A verification code has been sent. Please copy it to the input box below. ◉ Use an authenticator app ○ Use your mobile number

Step	Action
17	To generate your code via an authenticator app, you will need to have installed the **Google Authenticator** app on a compatible mobile phone. **Note**: You can download the app from either the Apple App Store or Google Play Store by clicking on the logos.
18	Open the **Google Authenticator** app on your phone. **Result**: The Authenticator app will display.
19	Tap the icon. Next, tap **Scan Barcode**. Use your phone's camera to scan the QR code generated by RealMe. **Result**: Google Authenticator will generate a unique code on your phone.

Step	Action
20	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.
	Result: You will be logged in and redirected to the OWLS 2.0 dashboard.
	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.

What happens next?

You can now access OWLS 2.0 using a RealMe login.

Logging 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

- Site data entry – Can update returns that will placed in a status of 'Pending Verification'

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

- Facility Administrator – can create/update personnel, has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites

Steps

Step	Action
1	Open your browser, and go to the website www.wastelevy.govt.nz

Result: The **Home** page displays. You can click:

- **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	Click **Login**. **Result**: The OWLS 2.0 login page displays.
3	Click **Login with RealMe** to access OWLS 2.0 using your RealMe login credentials **Result**: You will be redirected to the RealMe Login page where you can enter your username and password. **Notes**: • The password is case sensitive. • You must use the RealMe account you used to register with OWLS 2.0 • 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.

Dashboard

Finance Summary

Balance Due - Please pay now:
$522,728.22

Next Payment:
$552.84 *(Due 20 Apr 2023)*

Returns

Your levy return for **January 2023** needs to be submitted: Submit return here.
Your levy return for **February 2023** needs to be submitted: Submit return here.
Your levy return for **March 2023** needs to be submitted: Submit return here.

Quick Links

View financial information   Submit new application
View levy return   Contact us
View personnel   Help – User guide
View reports

Applications

No Active or Pending applications.

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

- Disposal Facility Compliance

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.
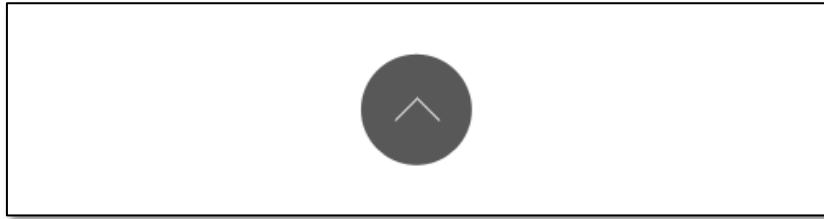
Notifications banner

The banner at the top of the screen contains important information and notifications from the Waste Levy team.

If a link with additional information is available, this is displayed as a button under the main banner text.

> **i** Announcements
> Please have all returns in by the 20th of the month.
>
> Ministry for the Environment website
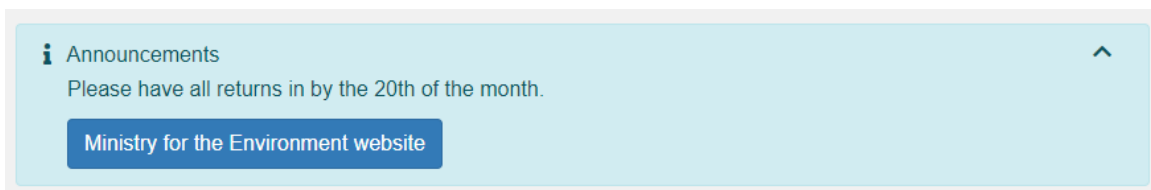
Field types and validation

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.

| 1,234.00 | Free text field – users can edit and update these fields |

| **5,678.00** | System-populated field – users cannot edit these fields |

| Finance General Returns ▼ | 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.

> e.g. example@email.com
>
> **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 <mark>green</mark>, this indicates an open, active facility.

If the disposal facility name is in <mark>red</mark>, this indicates a closed facility.

Help

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

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

Creating a new facility within OWLS 2.0
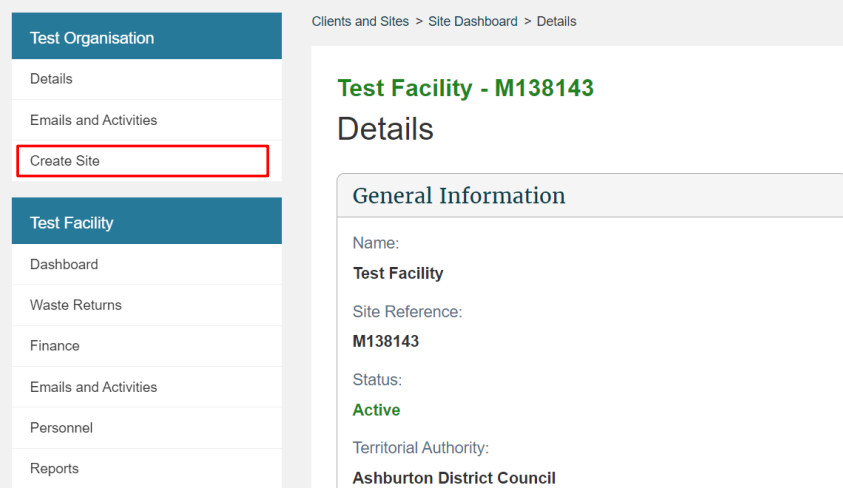
When to use

Use these steps to create a new facility within OWLS 2.0 under your current organisation.

Role

- Site Verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

Steps

Step	Action
1	Once logged into OWLS, select the 'Create Site' link from the left-hand menu: **Result**: You are taken to the Site creation screen **Note**: The terms 'site' and 'facility' are used interchangeably throughout OWLS.

Step	Action
2	**General Information** Enter the Name, Territorial Authority, Demographic Type, Facility Start Date and Site Latitude and Longitude. **General Information** Register new site or transfer an existing site?: ⦿ New site ○ Transfer site Facility Name: The OWLS system requires each facility name to be unique. If your landfill, cleanfill or transfer station facility does not have a unique name then consider using your business name plus the suburb e.g., 'ABC landfill Torbay'. If this is not appropriate, you could consider the road the site sits on e.g. *ABC Landfill – Willis Street*, or numbering your facilities e.g. *ABC transfer station 1, ABC transfer station 2* [ ] Territorial Authority: [Select... ▾] Demographic Type: [Select... ▾] Facility Start Date: The date the facility became operational [dd] / [mm] / [yyyy] *(day / month / year)* Site Latitude: [ ] ° *(Decimal Degrees)* Site Longitude: [ ] ° *(Decimal Degrees)*

Step	Action
3	**Contact Information** Start entering the Physical Address of the facility and select from the dropdown list. If the address does not appear in the list, enter the full address of the facility. ## Contact Information Physical Address: 135 vic **135 Vic**toria Street West, Auckland CBD, Auckland **135 Vic**toria Street, Te Aro, Wellington **135 Vic**toria Street, Onehunga, Auckland **135 Vic**toria Street, Cambridge **135 Vic**toria Avenue, Whanganui Enter the Site Email and Site Phone Number. ## Contact Information Physical Address: Email: e.g. example@email.com Phone: e.g. 027 123 4567

Step	Action
	Finance Information

Optionally enter a Statement Email Address and Purchase Order Number.

Finance Information

Statement Email (optional):

e.g. example@email.com

Direct Debit:

No

Purchase Order Number (optional):

| 5 | **Operational Information** |

Insert the Estimated Annual Tonnage and the Cover Material Sourced.

Operational Information

Estimated Annual Tonnage:

Reporting Frequency:

Monthly

Cover Material Sourced:

Step	Action
6	**Site Classes** Select your class from the dropdown list. Your class type should be determined using the information on this fact sheet; please note that your class type may differ from your council consent. **Site Classes** 	No.	Class	Start Date	End Date
1	Select... ▾			
7	**Methodologies** Select each methodology for measuring materials used by the facility, along with the start date of that measuring methodology. **Methodologies** How facilities measure materials. | No.	Methodology	Start Date	End Date	
1	Select... ▾	dd / mm / yyyy	dd / mm / yyyy	✖	 Select... Off site weigh bridge On-site weigh bridge Volume conversion Add met...
8	**Confirmation** Confirm that all the details for the site are correct and click **Save.** Save Cancel changes

What happens next?

We will consider your application and advise you of the outcome via email. Once approved, your new site will be available for you to use immediately in OWLS.

Chapter 2: Monthly and quarterly returns

This chapter provides information on submitting and updating monthly and quarterly returns. It contains the following topics:

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

Overview

Introduction

Where appropriate, facility operators must submit returns to us on a monthly or quarterly basis, depending on their site class. Refer to the links below for more information on when facilities are required to begin reporting:

Waste Minimisation (Calculation and Payment of Waste Disposal Levy) Regulations 2009 (SR 2009/144) (as at 13 May 2021) Schedule 1AA Transitional, savings, and related provisions – New Zealand Legislation

Waste Minimisation (Information Requirements) Regulations 2021 (LI 2021/69) Schedule 1 Transitional, savings, and related provisions – New Zealand Legislation

As at the publication of this document, the reporting frequencies are as follows:

- **Monthly – levy liable facilities:**
  - Class 1 - Municipal Facility
  - Class 2 - Construction and Demolition Facility
  - Class 3 & 4 - Managed or Controlled Fill Disposal Facility
- **Quarterly – Non-Levy liable facilities:**
  - Class 5 – Cleanfill Facility
  - Transfer Station Facility
  - Industrial Monofill Facility

Monthly returns are due on the 20th of the month after waste has been deposited. Quarterly returns are due on or before the 20th day of the month after the last month of the quarter to which the return relates. Refer to the Waste disposal levy guide for disposal facilities for more information.

Note: All 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 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) should also be included as waste material received (gross tonnage) in your return, as this waste will still be liable for the levy rate based on your class.

Estimated returns (levy liable facilities only)

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.

Invoices generated from estimated returns cannot be amended later.

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

Return Summary screen

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

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

Waste Returns

Displaying 50 of 165 results.

Return Period	Version	Status	Due	Last Updated	Date Invoiced	Action
March 2023	v1	Required	20 May 2023			Submit
February 2023	v1	Overdue	20 Mar 2023			Submit
January 2023	v2	Overdue	20 Mar 2023			Submit
December 2022	v1	Levy Calculated	20 Jan 2023	9 Jan 2023	3 Feb 2023	View
November 2022	v1	Levy Calculated	20 Dec 2022	7 Dec 2022	13 Jan 2023	View
October 2022	v1	Levy Calculated	20 Nov 2022	2 Nov 2022	2 Dec 2022	View
September 2022	v1	Levy Calculated	20 Oct 2022	17 Oct 2022	4 Nov 2022	View
August 2022	v1	Levy Calculated	20 Sep 2022	2 Sep 2022	5 Oct 2022	View
July 2022	v1	Levy Calculated	20 Aug 2022	2 Aug 2022	5 Sep 2022	View
June 2022	v1	Levy Calculated	20 Jul 2022	4 Jul 2022	2 Aug 2022	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	A blank return has been created by the system and requires completion. • 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. • Data entry users can **View** the return until it is verified. • Verifiers can **Verify** or **View** the return.
Tolerance Level Alert 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 alert reason is deemed insufficient, which will change the status of the return back to **Required** for v1 returns or to **Rejected** for amended returns. Data entry users and verifiers can **View** a return while it is awaiting a tolerance assessment from us.
Verified	A return has been verified but the levy has not been calculated using the return because an estimate exists. • Data entry users can **View** the return. • Verifiers can **update** or **View** the return.
Levy Calculated	The return has been verified and if applicable the levy has been calculated, and an invoice generated for the return. • Users can **View** the return.

Status	Description/action
	Most returns will have the levy calculated immediately upon verification or approval of a tolerance alert assessment.
Rejected	A tolerance level alert 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 (monthly reporting facilities only)

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.

Submitting 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

- Site data entry – Can update returns that will placed in a status of 'Pending Verification'

- Site verifier – Can update/verify returns

- Site verifier delegator – Can update/verify returns

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:
	• the month and year of the return
	• the version of the return (e.g., v1)
	• the Site name
	• class and class description of return (e.g., class 1 – Municipal Disposal Facility)
	• Physical address of the Site
	• due date of the return
	• if applicable, when the return was last updated
	• status of the return.
	Waste Return for March 2023 (v1) Site: **Test Site** Class: **Class 1 - Municipal Disposal Facility** Physical Address: **222 Test Street** Due: **20 May 2023** Status: **Required**
	Waste Return for January 2023 (v1) Site: **Test Site** Class: **Class 1 - Municipal Disposal Facility** Physical Address: **222 Test Street** Last updated by: Jacqui Marriah - jacqueline.marriah@finnz.com Status: **Tolerance Assessment** Due: **20 May 2023** Last Updated: **18 Apr 2023** *(Note: Information in this section is captured as at the time of submission.)*
	Note: If there are either multiple applicable levy rates or a storage time extension application has been granted for that month, additional diverted material columns will be displayed.
3	Enter any Waste Materials Received (Gross Tonnage).

Step	Action

Waste Material Received (Gross Tonnage)

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

Type	Tonnes
Unspecified	
Commercial and industrial	
Construction and demolition	
Kerbside collection	
Landscape waste	
Residential	
Special waste	
Total Waste Material Received (Gross Tonnage):	**0.00**

Step	Action
4	Enter any **Diverted Materials**:

Diverted Materials

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

Type	Tonnes
Unspecified	
Ferrous metal	
Glass	
Nappies and sanitary	
Non-ferrous metal	
Organic	
Paper	
Plastic	
Potentially hazardous	
Rubber	
Rubble	
Textiles	
Timber	
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		
Ferrous metal		
Glass		
Nappies and sanitary		
Non-ferrous metal		
Organic		
Paper		
Plastic		
Potentially hazardous		
Rubber		
Rubble		
Textiles		
Timber		
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 period, 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		
Ferrous metal		
Glass		
Nappies and sanitary		
Non-ferrous metal		
Organic		
Paper		
Plastic		
Potentially hazardous		
Rubber		
Rubble		
Textiles		
Timber		
Total Diverted Materials:	0.00	0.00

Step	Action
7	Completing the details in the **Cover Materials Used** section is voluntary. All waste (including waste that is used as cover) should also be included as waste material received (gross tonnage) in your return, as this waste will still be liable for the levy as determined by your class.
	Note: Should you decide not to report on cover material, leave the fields blank.
8	If there was no activity at your 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.
	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
9	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.

Waste Return Summary

Waste Return for March 2023 (v1)
Site: **Test Site**
Class: **Class 1 - Municipal Disposal Facility**
Physical Address: **222 Test Street**
Due: **20 May 2023**

Type	Tonnes
Waste Material Received (Gross Tonnage)	1,000.00
Total net tonnage:	**1,000.00**

Levy Details (excluding GST)	Amount
Levy now due	$30,000.00

Back   Cancel changes   Continue

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

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

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	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. **Additional Information** Please provide reasons to address following • The total diverted materials recorded for this return is a significant proportion of the materials that have been deposited • Diverted materials recorded at 20 dollars per tonne are more than the materials that have been deposited at this rate Tolerance Breach Reason: 0 / 2000
11	Data entry users can click **Save & Close** to complete the return later **OR** click **Ready for Verification** to submit the return. **Result**: You are taken back to the Return Summary screen and the return status will change. 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. I hereby certify that the information submitted in this return is true and correct to the best of my knowledge ☐ Return Received Date: 01 / 01 / 2022 *(day / month / year)* Back Cancel changes Save & close Ready for Verification Submit **Note**: If the entries are incorrect, click the **Back** button and edit them.
12	Verifiers can click the **Declaration** check box and: • click **Save & Close** to complete or update the return later • click **Ready for Verification** to submit the return for verification • click **Submit** to submit the completed return. **Result**: You are taken back to the Return Summary screen and the return status will change. If you clicked **Ready for Verification**, the status of the return will change to **Verification Required**. 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.

Step	Action

What happens next?

The verifier verifies the return.

Verifying a return

When to use

Use these steps to verify a return.

Note: If your facility reports monthly, 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

- Site verifier – Can update/verify returns

- Site verifier delegator – Can update/verify returns

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.
3	Check that all entries are correct, and update if required.
4	After you have checked all entries, click the Continue button. **Result**: The Waste Return Summary screen displays.

Step	Action
	Waste Return for July 2022 (v1) Site: **Test Site** Class: **Class 1 - Municipal Disposal Facility** Physical Address: **345 Gale Road, Mount Cook, Wellington** Last updated by: **Jacqui Marriah - jacqueline.marriah@finnz.com** Due: **20 Mar 2023** Status: **Verification Required** Last Updated: **28 Feb 2023** | Type	Tonnes
---	---
Waste Material Received (Gross Tonnage)	5,000.00
Diverted Materials received after 30 Jun 2022	100.00
Total net tonnage:	**4,900.00** | | Levy Details (excluding GST)	Amount
---	---
Levy now due	$147,000.00 | Back Cancel changes Continue

Step	Action
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** This return is significantly less than your previous return, please provide a reason. Tolerance Level Alert Reason: [ ] **Tolerance Level Alert Reason must be provided.** 0 / 2000 Back Cancel changes Continue
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

	Environment via MfE. Refer WMA Regulations 2009: r 11(1)(b).
	• That the DFO has included in diverted tonnage waste that is deliberately burnt at the facility to recover energy but not waste that is deliberately burnt at the facility to destroy it. Refer WMA Regulations 2009: r 11(4)(b), r 11(4)(c).
	• The DFO holds records of waste and diverted materials that are received at the facility and the date on which it entered the facility. Refer WMA Regulations 2009: r 34(1)(a) and r 34(1)(d).
	• The DFO holds records of how tonnages are measured. Refer WMA Regulations 2009: r 34(1)(b)(i-iv).
	• If the DFO uses an offsite weighbridge, it retains the weighbridge ticket (including date and time) and the registration plate details of the vehicle that carried the waste or diverted material to the facility. Refer WMA Regulations 2009: r 34(1)(e).
	• If Volume Conversion is used to measure waste and diverted material, the DFO retains
	   ◦ Records of the volume assessed. Refer WMA Regulations 2009: r 34(1)(f)(i).
	   ◦ Records of whether the volume was estimated or measured. Refer WMA Regulations 2009: r 34(1)(f)(ii).
	   ◦ Records of the conversion factor that was applied. Refer WMA Regulations 2009: r 34(1)(f)(iii).
	• If the Average Tonnage System is used to measure waste and diverted material, the DFO holds records of the vehicle in which the waste / diverted material was carried. Refer WMA Regulations 2009: r 34(1)(g).
	• The DFO is required to provide any other record requested by the levy collector to enable the amount of levy payable by the operator to be accurately calculated. Refer WMA Regulations 2009: r 35(1)(a), r 35(1)(b).
	• Records will be retained by the DFO for 7 years after payment of the levy to which the records relate. Refer WMA Regulations 2009: r 37.
	
	I hereby certify that the information submitted in this return is true and correct to the best of my knowledge ☐
	
	Return Received Date:
	01 / 04 / 2022 *(day / month / year)*
	
	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 request an amendment to the return after the levy is calculated. See *Amend a return* below*.*

Amending a return

Note: OWLS will no longer accept amendments to submitted waste returns directly from facility operators. If you have made a mistake, please contact the help desk at 0800 WDLEVY (0800 935 389).

View Tax invoice / Statement (monthly reporting facilities only)

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.
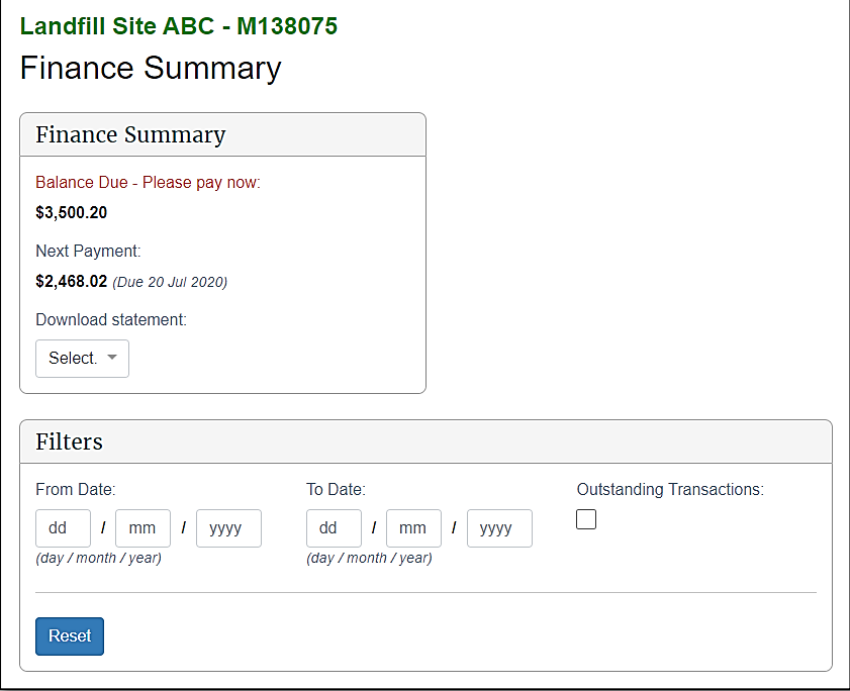
Statements are only available for download as PDF files.

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	Click the **Finance** link in the content menu. **Result**: The **Finance Summary** screen displays. **Landfill Site ABC - M138075** Finance Summary Finance Summary Balance Due - Please pay now: **$3,500.20** Next Payment: **$2,468.02** *(Due 20 Jul 2020)* Download statement: Select. Filters From Date: dd / mm / yyyy *(day / month / year)* To Date: dd / mm / yyyy *(day / month / year)* Outstanding Transactions: Reset
2	The **Finance Summary** field will display: | 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, *Due 20 Aug 2020*).
Download statement	A dropdown list of all statements the disposal facility has received. To download a statement, please see step 5.	

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

Filters

From Date: `dd` / `mm` / `yyyy` *(day / month / year)*

To Date: `dd` / `mm` / `yyyy` *(day / month / year)*

Outstanding Transactions: ☐

Reset

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.
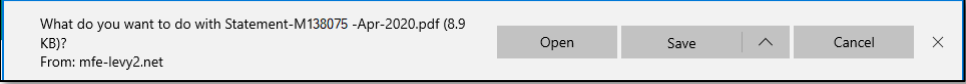
Result: Transactions matching the filters entered will display.

Step	Action
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, *PYT0000123*).
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: • Due – the transaction is due **over** 10 days from now • Due soon – the transaction due **within** 10 days • Overdue – the transaction is **overdue** • Paid – the transaction has $0.00 balance • Paid late – the transaction has $0.00 balance, but was paid after its due date (**overdue**)

Step	Action	
		• In dispute – the transaction is being disputed
		• Amount remaining – balance is greater than $0.00
		• Fully remaining – balance is $0.00.
	Due / Applied	**Due** indicates the due date of:
		• Debit notes
		• Interest
		• Levy invoice/s
		• Payment dishonour/s
		• Waiver credit reversal transactions.
		Applied indicates the date that a credit was applied:
		• Credit notes
		• Interest reversal
		• Levy credit
		• Payment
		• Direct debit payment
		• Waiver credit transactions.
	Amount ($)	The full amount of a transaction.
	Balance ($)	The amount of a transaction **less** any other transactions applied.
		For example, a levy invoice of $200.00 where a payment of $50.00 has been applied. This would display as:
		• Amount = $200.00
		• Balance = $150.00.

Notes: Debit transactions are debit notes, interest, levy invoice/s, payment dishonour/s and waiver credit reversal/s.

Credit transactions are credit notes, interest reversal, levy credit/s, payment/s, direct debit payments and waiver credit/s.

• 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:

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.

Selecting the **View more** button at the bottom of the results will display more transactions.

5	To download a copy of a statement, select the relevant month from the **Download statement** drop-down list.
	Result: Depending on your settings and internet browser, the file may download automatically and appear in the **Downloads** list.
	Note: If a file pop-up displays, go to step 6.

Step	Action
6	If a file download pop-up displays, click:
	Open to open the PDF.
	Save to save a copy of the report to your computer.
	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.

What do you want to do with Statement-M138075 -Apr-2020.pdf (8.9 KB)?
From: mfe-levy2.net

Open   Save   ∧   Cancel   ✕

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 and six-monthly returns

This chapter provides information on submitting annual and six-monthly returns.

Note: This chapter only applies to disposal facility operators who have approval to submit either an annual or six-monthly return.

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 can apply to submit returns annually instead of monthly. Beginning in 2022, more classes must begin reporting via OWLS 2.0 – Class 2 and Classes 3 and 4 facilities can apply for a six-monthly return in order to bring their reporting dates into line with the annual reporting cycle.

These six-monthly reporting periods are as follows:

- Class 2: Construction and demolition fill disposal facility – 1 January 2022 to 30 June 2022

- Classes 3 and 4: Construction and demolition fill disposal facility – 1 January 2023 to 30 June 2023

To be eligible to submit six-monthly returns, the expected tonnage for the applicable period must be 500 tonnes or less. To be eligible to submit annual returns, the expected tonnage must be 1,000 tonnes or less per annum.

Provisional and final annual/six-monthly returns

When the application is approved, we create a provisional return showing expected waste tonnage figures for the period. These figures are then used to calculate a flat monthly levy amount for sites that are subject to the levy. 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 return must be submitted by 20 July for actual waste deposited in the preceding period. 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 returns only)

If your site is subject to a levy, and 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 request an amendment to 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

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

- pending and previously submitted returns

- any estimate records.

Return Period	Version	Status	Due	Last Updated	Date Invoiced	Action
July 2018	v1	Levy Calculated	20 Aug 2018	16 Aug 2018	6 Sep 2018	View
July 2017	v2	Levy Calculated	20 Jul 2018	16 Jul 2018	2 Aug 2018	View
July 2016	v2	Levy Calculated	20 Jul 2017	18 Jul 2017	2 Aug 2017	View
July 2015	v2	Levy Calculated	20 Jul 2016	18 Jul 2016	4 Aug 2016	View
June 2015	v1	Levy Calculated	20 Jul 2015	16 Jul 2015	4 Aug 2015	View
May 2015	v1	Levy Calculated	20 Jun 2015	15 Jun 2015	3 Jul 2015	View
April 2015	v1	Levy Calculated	20 May 2015	7 May 2015	3 Jun 2015	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/six-monthly returns has been approved (v1)

- an original final return is required or completed for the period (v2)

- a final return has been amended (v3 or higher).

Status	Description/Action
Approved Application	An application to submit annual/six-monthly returns has been approved, and a provisional return created. For annual returns, 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. • 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. • Data entry users can **View** the return until it is verified. • Verifiers can **Verify** or **View** the return.
Tolerance level Assessment	A tolerance level alert has been raised against a return. The return will be assessed by us. We can reject the return if the tolerance level alert 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. • Users can **View** the return.
Levy Calculated	The return has been verified, the levy has been calculated, and an invoice generated for the return. • Users can **View** the return. Most returns will have levy calculated immediately upon verification or acceptance of a tolerance level alert.
Rejected	A tolerance level alert 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 (annual returns only)

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. We may take the updated amount into account when the Final Estimate is generated. 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.

Submitting a final annual/six-monthly return

Use these steps to submit a final annual/six-monthly 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

- Site data entry – Can update returns that will placed in a status of 'Pending Verification'

- Site verifier – Can update/verify returns

- Site verifier delegator – Can update/verify returns

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 year. **Result**: The **Waste Return** screen displays. The return header will display: • the period of the return (e.g., July 2019–June 2020) • the version of the return (**Note**: A required final annual/six-monthly return will show as v2) • class of return (e.g., class 1) • due date of the return • if applicable, when the return was last updated • status of the return. **Landfill Site ABC - M145451** Waste Return **Waste Return for July 2022 - June 2023 (v2)** Class: **Class 1 - Municipal Disposal Facility** Status: **Required** Due: **20 Jul 2023**
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	
Construction and demolition	
Kerbside collection	
Landscape waste	
Residential	
Special waste	
Total Waste Material Received (Gross Tonnage):	228.00	
4	Enter any **Diverted Materials** tonnage in the relevant fields for the financial year:

Step	Action

Diverted Materials

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

Type	Tonnes
Unspecified	
Construction and demolition	
Ferrous metal	
Glass	
Nappies and sanitary	
Non-ferrous metal	
Organic	
Paper	
Plastic	
Potentially hazardous	
Rubber	
Rubble	
Commercial and industrial	
Textiles	
Timber	
Total Diverted Materials:	0.00

Step	Action
5	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.

Step	Action
	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.

<table>
<tr><th>Type</th><th>Tonnes</th></tr>
<tr><td>Off site cover material</td><td></td></tr>
<tr><td>On site cover material</td><td></td></tr>
<tr><td>**Total Cover Materials Used:**</td><td>**0.00**</td></tr>
</table>

Description of material used as cover (optional):

0 / 2000

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

Step	Action
6	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.

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
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 - M145451

Waste Return Summary

Waste Return for July 2022 - June 2023 (v2)

Class: **Class 1 - Municipal Disposal Facility**   Status: **Required**

Due: **20 Jul 2023**

Type	Tonnes
Waste Material Received (Gross Tonnage)	346.00
Diverted Materials received after 30 Jun 2022	6.00
Total net tonnage:	**340.00**

Levy Details (excluding GST)	Amount
Levy now due	$10,200.00

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

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**

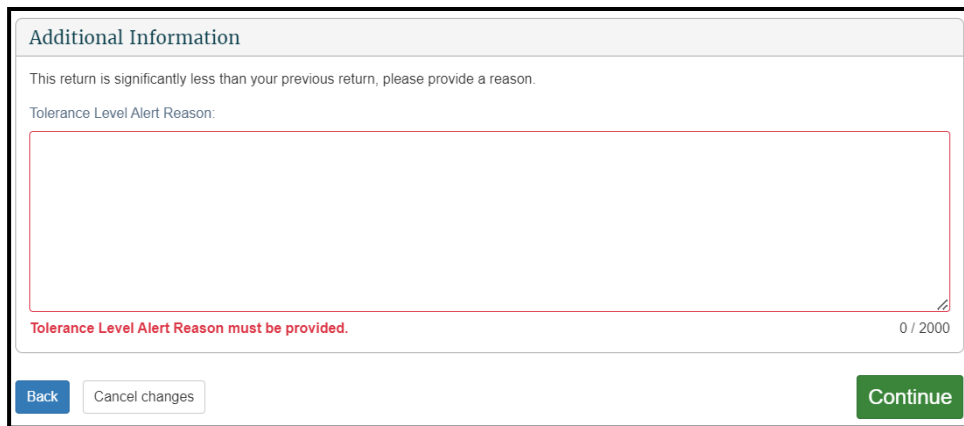| Step	Action
8	If there are irregularities in the return, you will need to provide additional information.

Text will display under the **Additional Information** header describing the irregularity.

Step	Action
	Type an explanation for irregular activity.

Additional Information

This return is significantly less than your previous return, please provide a reason.

Tolerance Level Alert Reason:

Tolerance Level Alert Reason must be provided.   0 / 2000

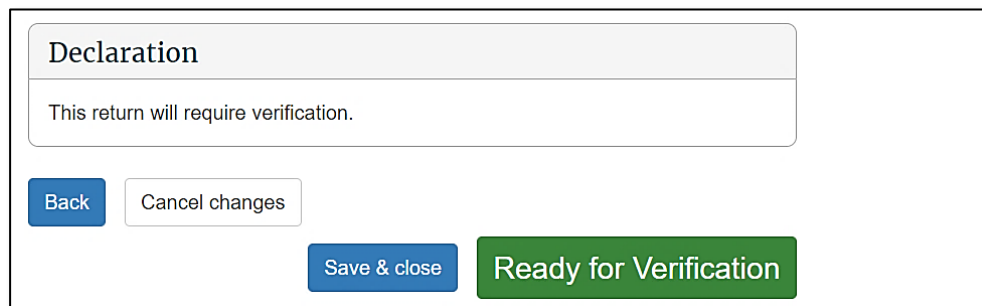[Back] [Cancel changes]   [Continue] |
| 9 | Data entry users can click **Save & Close** to complete the return later **OR** click **Ready for Verification** to submit the return.

Result: You are taken back to the Return Summary screen and the return status will change.

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.

Declaration

This return will require verification.

[Back] [Cancel changes]

[Save & close] [Ready for Verification]

Note: If the entries are incorrect, click the **Back** button and edit them. |
| 10 | Verifiers can click the **Declaration** check box and:

- click **Save & Close** to complete or update the return later
- click **Ready for Verification** to submit the return for verification
- click **Submit** to submit the completed return.

Result: You are taken back to the Return Summary screen and the return status will change.

If you clicked **Ready for Verification**, the status of the return will change to **Verification Required**.

If you clicked **Submit**, the status of the return will change to either **Levy Calculated** or **Tolerance Assessment** if the return has breached a tolerance level. |

Step	Action
	Declaration I acknowledge that: • The site type mentioned in the return is correct in accordance with the relevant type definition in the Waste Minimisation (Information Requirements) Regulations 2021 (the WMA Regulations 2021): r 3. Please also refer to the Factsheet Types of disposal facilities.docx (environment.govt.nz) • If the Facility provides Quarterly returns, the quarterly returns meet the requirements of the WMA Regulations 2021 : r 6 and in particular, are submitted on or before the 20th day of the month after the last month of the quarter to which the return relates. • If the facility provides annual returns, the returns meet the requirements of the WMA Regulations 2021 : r 7 and in particular, are submitted on or before 20 July after the end of the financial year to which the return relates. • If the Facility provides annual returns, the operator has submitted an approval for annual returns on or before 20 July of the financial year for which approval is requested. This request should be approved by MfE before the annual return is submitted. Refer WMA Regulations 2021 : r 7(2). • If the facility uses a weighbridge(s) to measure waste or diverted material, it is a compliant weighbridge meaning it complies with the requirements of the Weights and Measures Act 1987. • If the facility uses volume conversion to measure waste or diverted material, the volume conversion method used meets the requirements of the WMA Regulations 2021: r 13. • If the facility uses the average tonnage system to measure waste or diverted material ○ It has an approved application to use this method. Refer WMA Regulations 2021: r 14(1). ○ It calculates gross tonnage of waste or diverted material that enters the facility in a type of motor vehicle to which the system applies may be ascribed under that system. Refer WMA Regulations 2021: r 14(2). • All Gross and Diverted Material (Gross & Diverted Tonnage) is measured when entering or exiting the facility. Refer WMA Regulations 2021: r 9. • The operator holds records of waste or diverted material that is received at the facility and the date on which it entered the facility. (Refer WMA Regulations 2021: r 5(1)(a) and r 5(1)(d). • The operator holds records of how tonnages are measured. Refer WMA Regulations 2021: r 5(1)(b)(i-iv). • If the operator uses an offsite weighbridge, it retains the weighbridge ticket (including date and time) and the registration plate details of the vehicle that carried the waste or diverted material to the facility. Refer WMA Regulations 2021: r 5(1)(e). • If Volume Conversion is used to measure waste or diverted material, the operator retains ○ records of the volume assessed. Refer WMA Regulations 2021: r 5(1)(f)(i). ○ records of whether the volume was estimated or measured. Refer WMA Regulations 2021: r 5(1)(f)(ii). ○ records of the conversion factor that was applied. Refer WMA Regulations 2021: r 5(1)(f)(iii). • If the Average Tonnage System is used to measure waste or diverted material, the operator holds records of the vehicle in which the waste or diverted material was carried. Refer WMA Regulations 2021: r 5(1)(g). • Records will be retained by the operator for 7 years after they have been made. Refer WMA Regulations 2021: r 5(2). I hereby certify that the information submitted in this return is true and correct to the best of my knowledge ☐ [Back] [Cancel changes] [Save & close] [Ready for Verification] [Submit]

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.

Verifying a final annual/six-monthly return

When to use

Use these steps to verify a final annual or six-monthly 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 – this includes if you previously have submitted a six-month return. See *Apply to submit annual returns*.

Role

• Site verifier – Can update/verify returns

• Site verifier delegator – Can update/verify returns

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.
3	Check that all entries are correct, and update if required.
4	After you have checked all entries, click the **Continue** button. **Result**: The **Waste Return Summary** screen displays.

Step	Action

Landfill Site ABC - M145451

Waste Return Summary

Waste Return for July 2022 - June 2023 (v2)

Class: **Class 1 - Municipal Disposal Facility**   Status: **Verification Required**

Due: **20 Jul 2023**   Last Updated: **1 Jul 2023**

Type	Tonnes
Waste Material Received (Gross Tonnage)	346.00
Diverted Materials received after 30 Jun 2022	6.00
Total net tonnage:	**340.00**

Levy Details (excluding GST)	Amount
Levy now due	$10,200.00

Step	Action
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

This return is significantly less than your previous return, please provide a reason.

Tolerance Level Alert Reason:

Tolerance Level Alert Reason must be provided.   0 / 2000

Back   Cancel changes   Continue

Step	Action
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

Declaration

I acknowledge that:
- The site type mentioned in the return is correct in accordance with the relevant type definition in the Waste Minimisation (Information Requirements) Regulations 2021 (the WMA Regulations 2021): r 3. Please also refer to the Factsheet Types of disposal facilities.docx (environment.govt.nz)
- If the Facility provides Quarterly returns, the quarterly returns meet the requirements of the WMA Regulations 2021 : r 6 and in particular, are submitted on or before the 20th day of the month after the last month of the quarter to which the return relates.
- If the facility provides annual returns, the returns meet the requirements of the WMA Regulations 2021 : r 7 and in particular, are submitted on or before 20 July after the end of the financial year to which the return relates.
- If the Facility provides annual returns, the operator has submitted an approval for annual returns on or before 20 July of the financial year for which approval is requested. This request should be approved by MfE before the annual return is submitted. Refer WMA Regulations 2021 : r 7(2).
- If the facility uses a weighbridge(s) to measure waste or diverted material, it is a compliant weighbridge meaning it complies with the requirements of the Weights and Measures Act 1987.
- If the facility uses volume conversion to measure waste or diverted material, the volume conversion method used meets the requirements of the WMA Regulations 2021: r 13.
- If the facility uses the average tonnage system to measure waste or diverted material
  - It has an approved application to use this method. Refer WMA Regulations 2021: r 14(1).
  - It calculates gross tonnage of waste or diverted material that enters the facility in a type of motor vehicle to which the system applies may be ascribed under that system. Refer WMA Regulations 2021: r 14(2).
- All Gross and Diverted Material (Gross & Diverted Tonnage) is measured when entering or exiting the facility. Refer WMA Regulations 2021: r 9.
- The operator holds records of waste or diverted material that is received at the facility and the date on which it entered the facility. (Refer WMA Regulations 2021: r 5(1)(a) and r 5(1)(d).
- The operator holds records of how tonnages are measured. Refer WMA Regulations 2021: r 5(1)(b)(i-iv).
- If the operator uses an offsite weighbridge, it retains the weighbridge ticket (including date and time) and the registration plate details of the vehicle that carried the waste or diverted material to the facility. Refer WMA Regulations 2021: r 5(1)(e).
- If Volume Conversion is used to measure waste or diverted material, the operator retains
  - records of the volume assessed. Refer WMA Regulations 2021: r 5(1)(f)(i).
  - records of whether the volume was estimated or measured. Refer WMA Regulations 2021: r 5(1)(f)(ii).
  - records of the conversion factor that was applied. Refer WMA Regulations 2021: r 5(1)(f)(iii).
- If the Average Tonnage System is used to measure waste or diverted material, the operator holds records of the vehicle in which the waste or diverted material was carried. Refer WMA Regulations 2021: r 5(1)(g).
- Records will be retained by the operator for 7 years after they have been made. Refer WMA Regulations 2021: r 5(2).

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 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 request an amendment to the return after the levy is calculated. See *Amend a final annual return*.

Amending a final annual/six-monthly return

Note: OWLS will no longer accept amendments to submitted waste returns. If you have made a mistake, please contact the help desk at 0800 WDLEVY (0800 935 389).

Chapter 4: Applications

This chapter provides information on the applications disposal facilities can make. It contains the following topics:

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 motor 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.
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.

Application	When to use
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).

Applying 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.
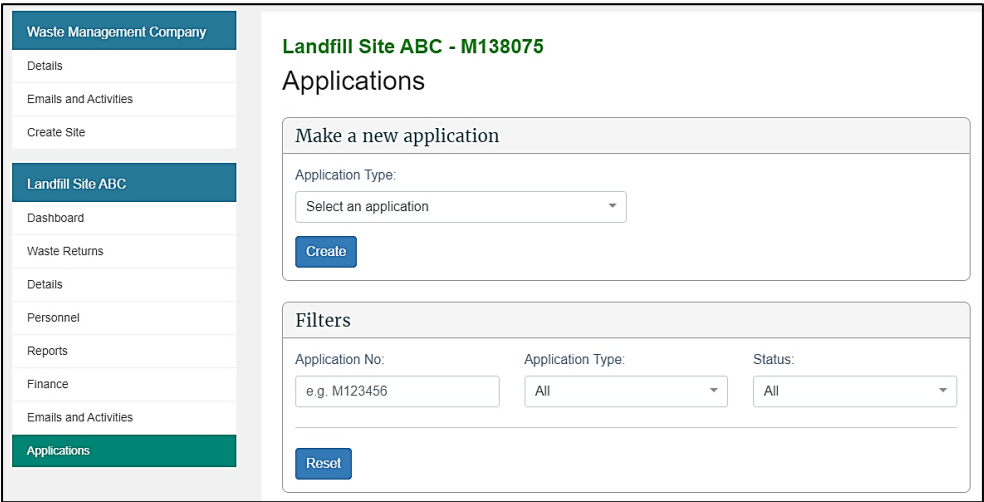
Notes:

- 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?

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu.
	Result: The **Applications** screen displays.

Step	Action
2	Select **Annual Permission** from the Application Type drop-down list. Click the **Create** button. **Result**: The **Annual Permission Application** screen displays.
3	Complete the following fields:
4	Provide a **Brief Reason for Application**. <table><tr><th>Field</th><th>Description</th></tr><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></table>
5	Attach evidence of how the expected net tonnage was calculated. To attach a file to the application, click the **Browse…** button, select the relevant files, and click **Open**. **Note**: • To attach additional files, click the **Browse…** button.

Step	Action
	• The maximum file size is 4 MB.
6	Click the **Submit** button.
	Result: You are returned to the Application summary screen and the Annual Permission application appears in the list with the status **Submitted**.

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.

Notes:

A successful application will still receive monthly levy invoices.

Applying to submit a six-monthly return

When to use

Use these steps to apply to change from monthly returns to six-monthly returns.

Notes:

You can only apply to submit six-monthly returns during the following periods:

• Class 2: Construction and demolition fill disposal facility – 1 January 2022 to 20 January 2022

• Classes 3 and 4: Construction and demolition fill disposal facility – 1 January 2023 to 20 January 2023

If you want to submit annual returns after the six-month transitional period, you will need to complete an annual return application between 1 June and 20 July. See *Apply to submit annual returns*.

Who is responsible?
• Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

• Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu.
	Result: The **Applications** screen displays.

Step	Action
2	Select **6 Month Permission** from the Application Type drop-down list. Click the **Create** button. **Result**: The **6 Month Permission** screen displays.
3	Complete the following fields: | Field	Description
-------	-------------
Expected net tonnage for the applicable period	Type your expected net tonnage for the applicable period 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).
Brief Reason for Application	Provide a brief reason for applying to submit six-monthly returns.	
4	Attach evidence of how the expected net tonnage was calculated. To attach a file to the application, click the **Browse…** button, select the relevant files, and click **Open**. **Note**: • To attach additional files, click the **Browse…** button. • The maximum file size is 4 MB.

Step	Action
5	Click the **Submit** button.
	Result: You are returned to the Application summary screen and the 6 Month Permission application appears in the list with the status **Submitted**.

What happens next?

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

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

Applying to use the average tonnage method for motor 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 motor 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
- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu.
	Result: The **Applications** screen displays.

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 motor 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, lorry, truck and 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.

Step	Action
	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.
	Note: If your calculations or evidence are longer than 2000 characters, please attach a file containing the details (see step 8).
4	If you would like to add any other vehicles, click **Add Another Vehicle**. If not, skip to step 7. Complete the following fields for that vehicle:

Field	Description
Vehicle type	Type the motor vehicle type (eg, car, van, trailer, lorry, truck and 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.

Note: If your calculations or evidence are longer than 2000 characters, please attach a file containing the details (see step 8).

Step	Action
5	Once added, use the links in the **Actions** column to update the information. Use: • **Edit** to update the vehicle information • **Remove** to delete the vehicle information.

Step	Action
6	If you want to add any additional vehicles, return to step 4.

7	To attach supporting evidence to your application, click the **Browse…** button, select the relevant files, and click **Open**.
	
	 Supporting evidence may include:
	 • details about your survey method eg,:
	     – how and when you performed the survey
	     – who your survey groups were
	 • statistical data in Excel format (or similar) eg, weighbridge records.
	 Note:
	 • To attach additional files, click the **Browse…** button.
	 • The maximum file size is 4 MB.

8	Click the **Submit** button. **Result**: You are returned to the Application summary screen and the Average Tonnage application appears in the list with the status **Submitted.**

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.

Applying 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.
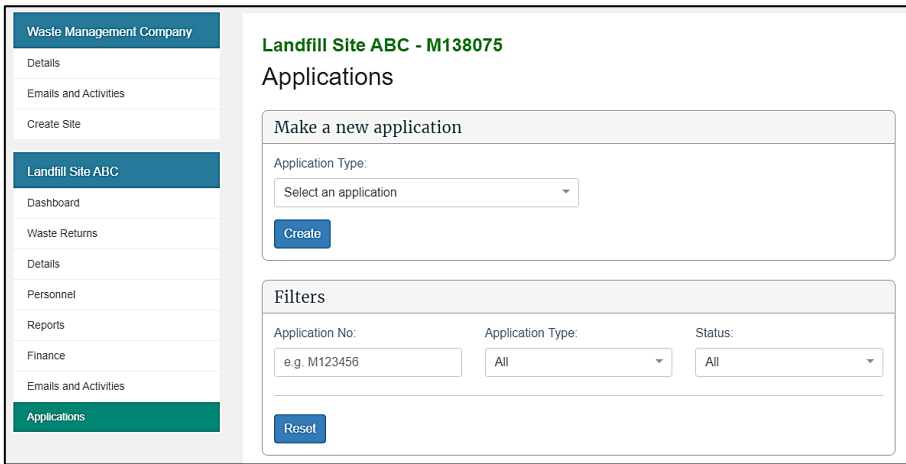
Notes:
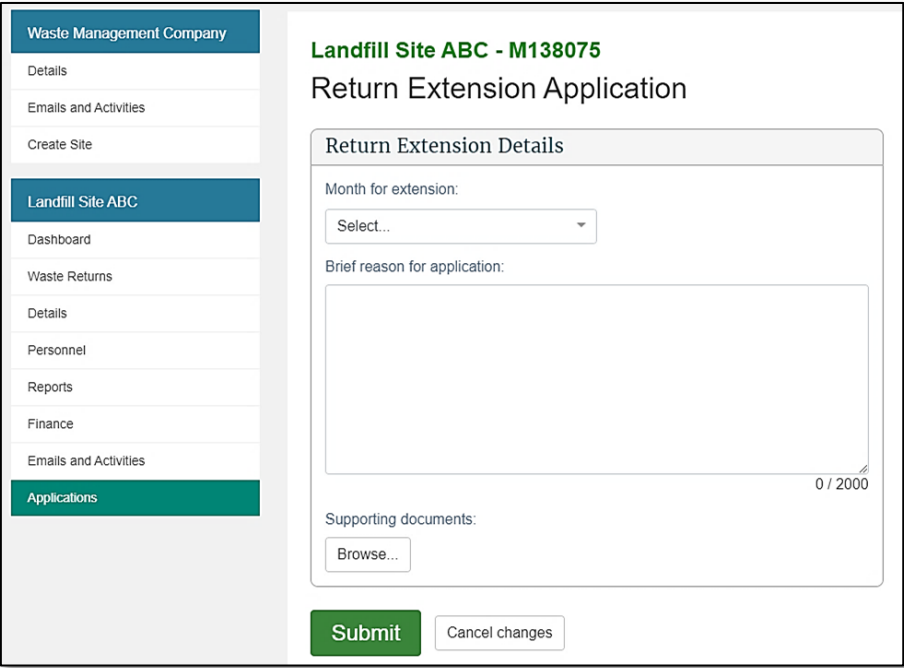
- The deadline for an extension request is on or before the day that is 15 days before the due day for the return.

- 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

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu. **Result**: The **Applications** screen displays.

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:
	• 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	To attach supporting evidence to the application, click the **Browse…** button, select the relevant files, and click **Open**.
	Notes:
	• To attach additional files, click the **Browse…** button.
	• The maximum file size is 4 MB.
5	Click the **Submit** button.
	Result: You are returned to the Application summary screen and the Return Extension application appears in the list with the status **Submitted.**

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.

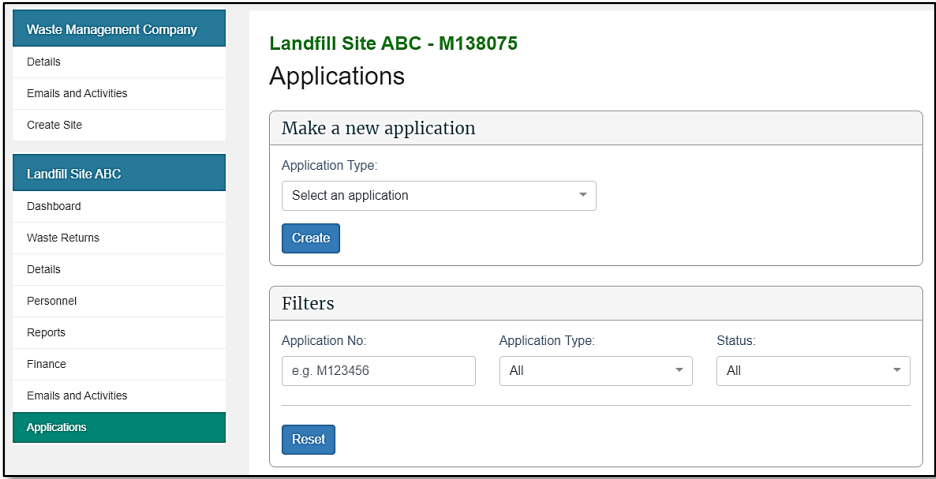# Applying for an extension of time to pay

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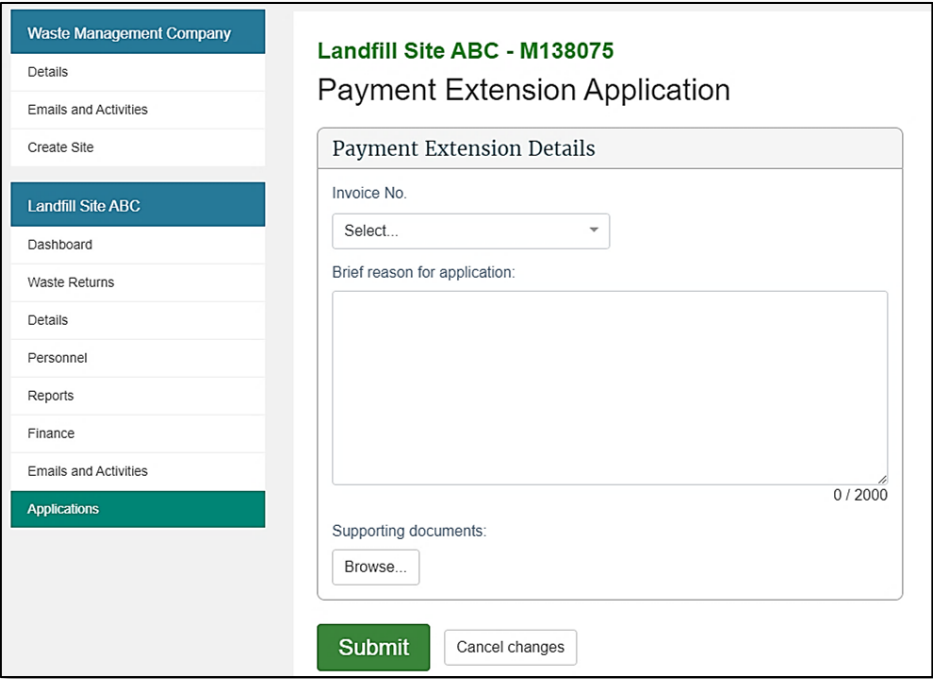
You must submit the application no later than 15 days before the payment is due.

Role

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu. **Result**: The **Applications** screen displays.

Step	Action
2	Select **Payment Extension** from the Application Type drop-down list. Click the **Create** button. **Result**: The **Payment extension application** screen displays.
3	Select the invoice number for which you want an extension from the **Invoice No.** drop-down menu. **Result**: The system automatically populates the **Amount Due** and **Due Date** based on the invoice selected from the drop-down menu.
4	Type the reason you are unable to pay the levy on time in the **Reason for application** field. **Note**: If your reason is longer than 2000 characters, please attach a file containing the explanation (see step 5).
5	To attach supporting evidence to the application, click the **Browse…** button, select the relevant files, and click **Open**. **Note:** • To attach additional files, click the **Browse…** button. • The maximum file size is 4MB.
6	Click the **Submit** button. **Result**: You are returned to the Application summary screen and the Payment Extension application appears in the list with the status **Submitted.**

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.

Applying 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. Only material that has been reported as gross tonnage can be reported as diverted tonnage.

When to use

Use these steps to apply to extend the time period for the storage of material for diversion 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

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu.
	Result: The **Applications** screen displays.

Step	Action
2	Select **Storage Time Extension** from the Application Type drop-down list. Click the **Create** button. **Result**: The **Storage time extension application** screen displays.

Step	Action
3	Complete the following fields:

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).

Step	Action
4	To attach supporting evidence to your application, click the **Browse…** button, select the relevant files, and click **Open**. Supporting evidence may include: • photographs showing the segregation of materials • agreement with a recycler • evidence that the levy was paid on the material, if available. **Note:** • to attach additional files, click the **Browse…** button • the maximum file size is 4 MB.
5	Click the **Submit** button. **Result**: You are returned to the Application summary screen and the Storage Time application appears in the list with the status **Submitted.**

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.

Applying for a waiver

When to use

Use these steps to apply for a waiver on the levy for certain materials when exceptional circumstances apply.
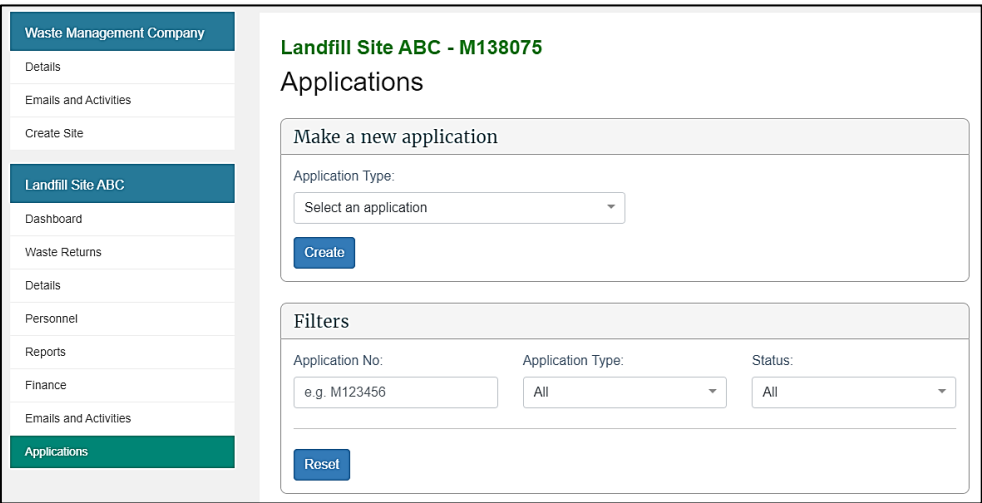
Note: You will need to provide evidence to justify the waiver of the levy.
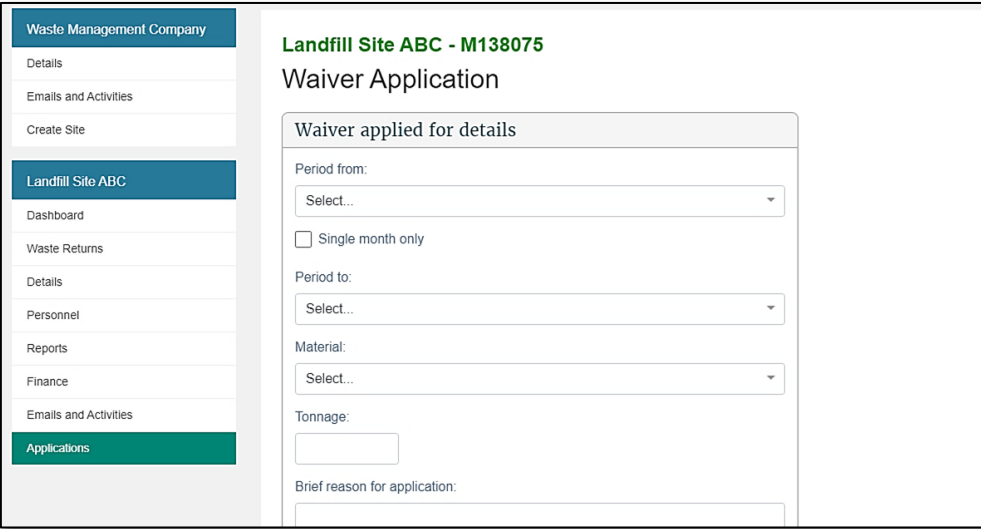
Refer to the *Calculation and Payment of the Waste Disposal Levy* guide for more information.

Role

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu. **Result**: The **Applications** screen displays.

Step	Action
2	Select Waiver from the **Application Type** drop-down list.
	Click the **Create** button.
	Result: The **Waiver Application** screen displays.

Step	Action
3	Complete the following fields:

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).

Step	Action
4	To attach supporting evidence to the application, click the **Browse…** button, select the relevant files, and click **Open**.
	Note:
	• to attach additional files, click the **Browse…** button
	• the maximum file size is 4 MB.
5	Click the **Submit** button.
	Result: You are returned to the Application summary screen and the Waiver application appears in the list with the status **Submitted.**

What happens next?

The Secretary for the Environment will consider your application and advise you of the outcome. The Ministry treats levy waivers as a priority and will respond to the applicant within 10 working 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.

Applying for a refund

When to use

Use these steps to apply for a refund when your account is in credit following a waiver.
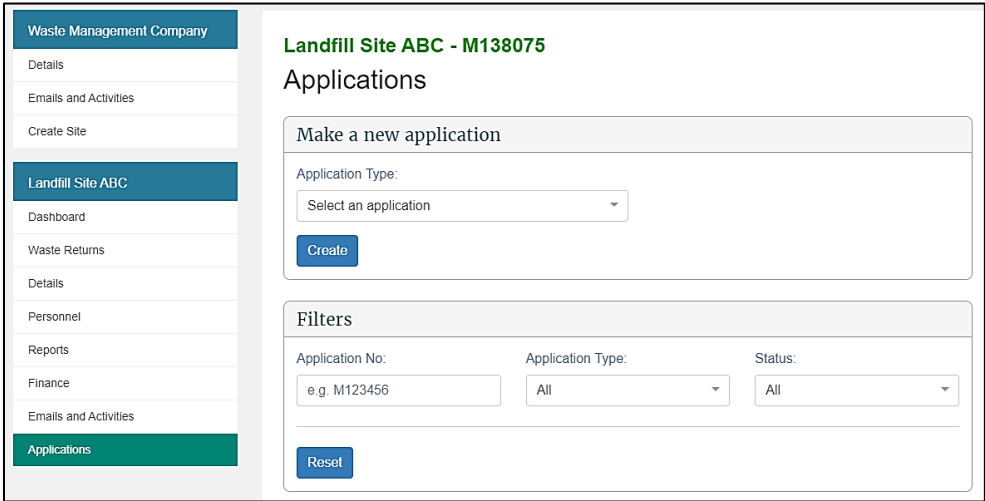
Note: Do not enter requests for reimbursements here. Any request for a reimbursement should be directed to 0800 WDLEVY (0800 935 389). An example of when a reimbursement can apply is when a return is amended, and the levy amount is less than what was paid.
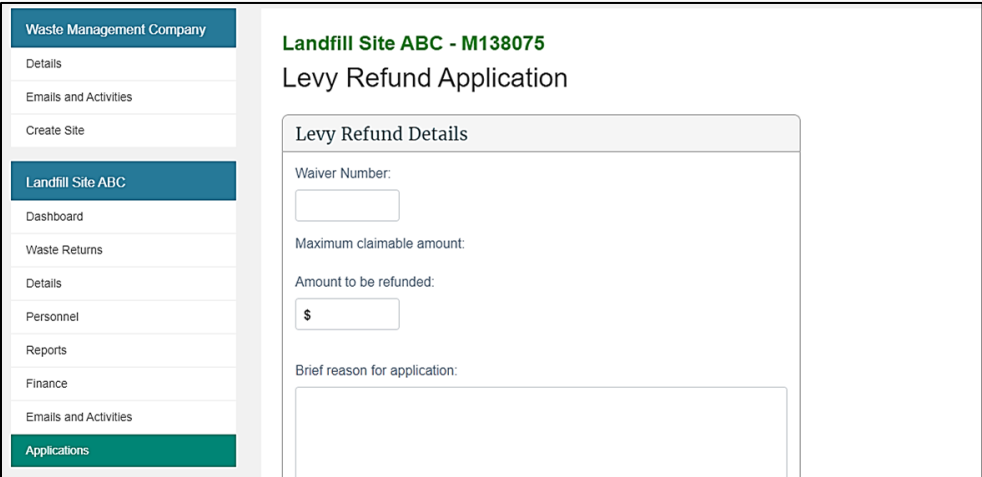
Refer to the *Calculation and Payment of the Waste Disposal Levy* guide for more information.

Role
- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu. **Result**: The **Applications** screen displays.

Step	Action
2	Select **Levy Refund** from the Application Type drop-down list.
	Click the **Create** button
	Result: The **Levy refund application** screen displays.

Step	Action
3	Complete the following fields:

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.

Step	Action
4	To attach supporting evidence to the application, click the **Browse…** button, select the relevant files, and click **Open**.
	Note:
	• to attach additional files, click the **Browse…** button
	• the maximum file size is 4 MB.
5	Click the **Submit** button.
	Result: You are returned to the Application summary screen and the Levy Refund application appears in the list with the status **Submitted**.

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.

Applying for a site class change

When to use

Use these steps to apply for a change of the site class for a given facility.
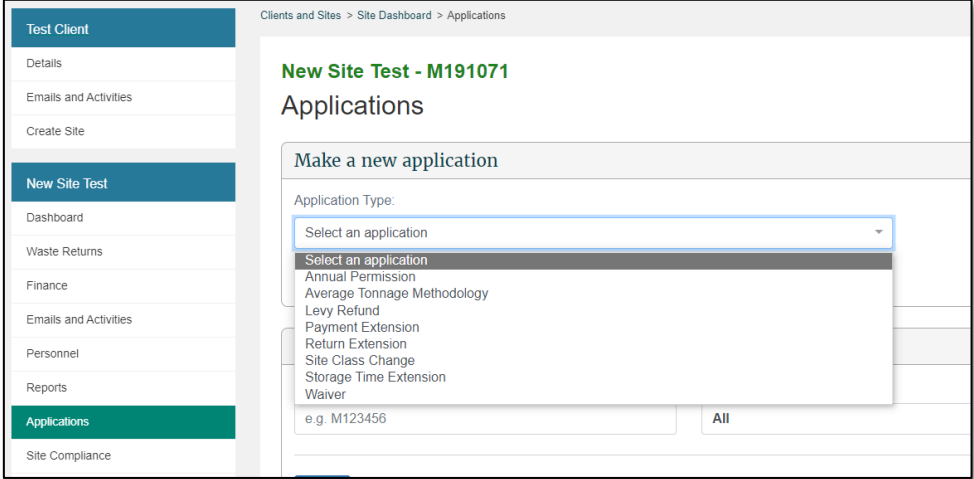
Note: You will need to provide evidence to justify the change to a new site class.

Refer to the *Calculation and Payment of the Waste Disposal Levy* guide for more information on determining your site class.

Role

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Applications** link in the content menu. **Result**: The **Applications** screen displays.

Step	Action
2	Select Site Class Change from the **Application Type** drop-down list. Click the **Create** button. Result: The **Site Class Change Application** screen displays. New Site Test - M191071 Site Class Change Application **Application Details** Date application received: dd / mm / yyyy *(day / month / year)* Contact person for this application: Select... **Site Class Change Details** Current Class: **Class 1 - Municipal Disposal Facility** Proposed Class: Select... Effective date: dd / mm / yyyy *(day / month / year)* Reason for change of class: Select... Impact on tonnage due to class change: Select...

Step	Action
3	Complete the following fields:

Field	Description
Proposed Class:	Select the site class you wish to be changed to.
Effective date:	Select the date with which the site class change will go into effect at the facility.
Reason for change of class:	Please select the reason that your site class is changing. Note: Depending on your selection, you may be asked to provide additional information, such as "New waste type accepted"
Any infrastructural changes to the current facility:	Select if there are any infrastructural changes to the facility. If yes, have appropriate resource consents be obtained?
Any changes to the gate fees:	Select if there are any changes to the gate fees, and if so, enter the revised fees per tonne.
Additional Comments:	Please provide any additional comments that could help us assess your application for a site class change

Step	Action
4	Check the box certifying that the information you are providing is true and correct and that you are authorised to submit the application on behalf of the DFO. ☐ I hereby certify that the information submitted in this 'Class change application' is true and correct to the best of my knowledge and I am authorised to submit the application on behalf of the DFO.

Step	Action
5	To attach supporting evidence to the application, click the **Browse…** button, select the relevant files, and click **Open**. **Note:** • to attach additional files, click the **Browse…** button • the maximum file size is 4 MB.
6	Click the **Submit** button. **Result**: You are returned to the Application summary screen and the Waiver application appears in the list with the status **Submitted.**

What happens next?

The Waste Levy team will assess your application to change class.

If a site class change is granted, you will be informed via the application as at which date the site class change will take effect. New Class returns will then be available for any months from that date.

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.

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. This chapter contains the following topics:

Topic

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: • 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: • 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: • operational information such as estimated annual tonnage and reporting frequency • site classes • methodologies or how the disposal facility measures materials.
Personnel	Contains the following details for users: • name • authorisation

Screen	Description
	• contact area such as general, finance and/or returns.
	• contact email
	• status.
	A verifier can view user details and de-activate a user if required.
Emails and activities	Contains the following:
	• 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.

Updating client details
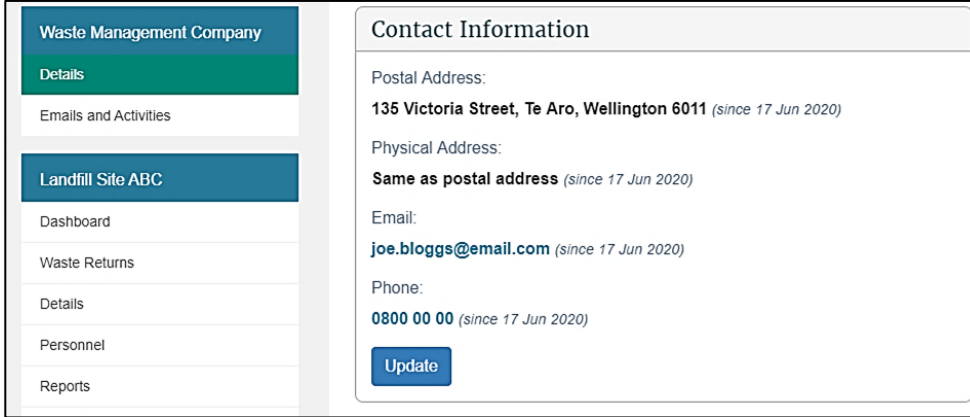
When to use

Use these steps to update client details.

Role

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

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

Step	Action
2	Click the **Update** button underneath the contact information to update.

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.

Note: you can cancel any changes by clicking **Cancel Changes.**

Step	Action
3	When you have finished updating the relevant information, click **Save.** **Result**: The details update.

What happens next?

Update other contact details as required.

Updating disposal facility details
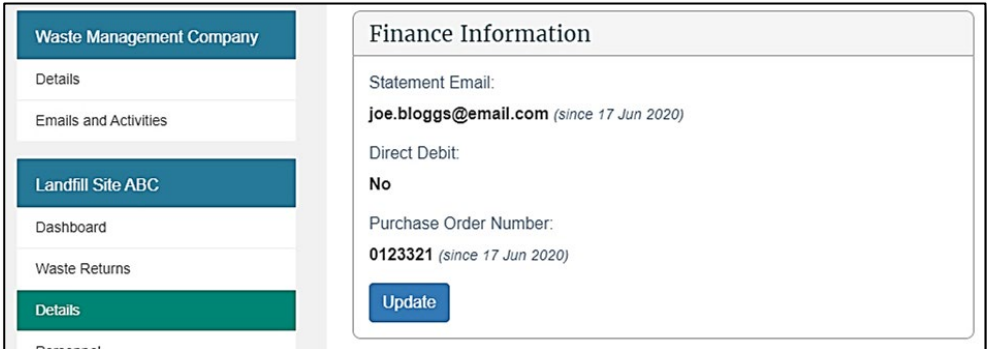
When to use

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

Role

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Details** link in the content menu under your disposal facility name. **Result**: The **Details** screen for your disposal facility displays.

| 2 | Click the **Update** button underneath the contact information to update.

When you have finished updating the relevant information, click **Save.**

(table below) |

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.

Result: The details update.

| 3 | You can also update **Finance Information** for a disposal facility.

 |

| 4 | Click the **Update** button underneath the finance information to update.

When you have finished updating the relevant information, click **Save.**

(table below) |

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.

Result: The details update.

What happens next?

Update other contact details as required.

Viewing or updating 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:

- Site data entry – Can update returns that will placed in a status of 'Pending Verification'

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

- Facility Administrator – can create/update personnel, has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites

The **Status** column will indicate whether personnel are active, cancelled, or invited.
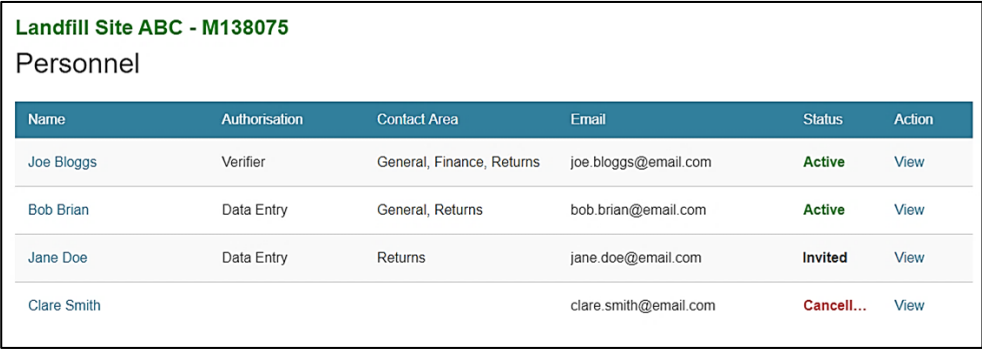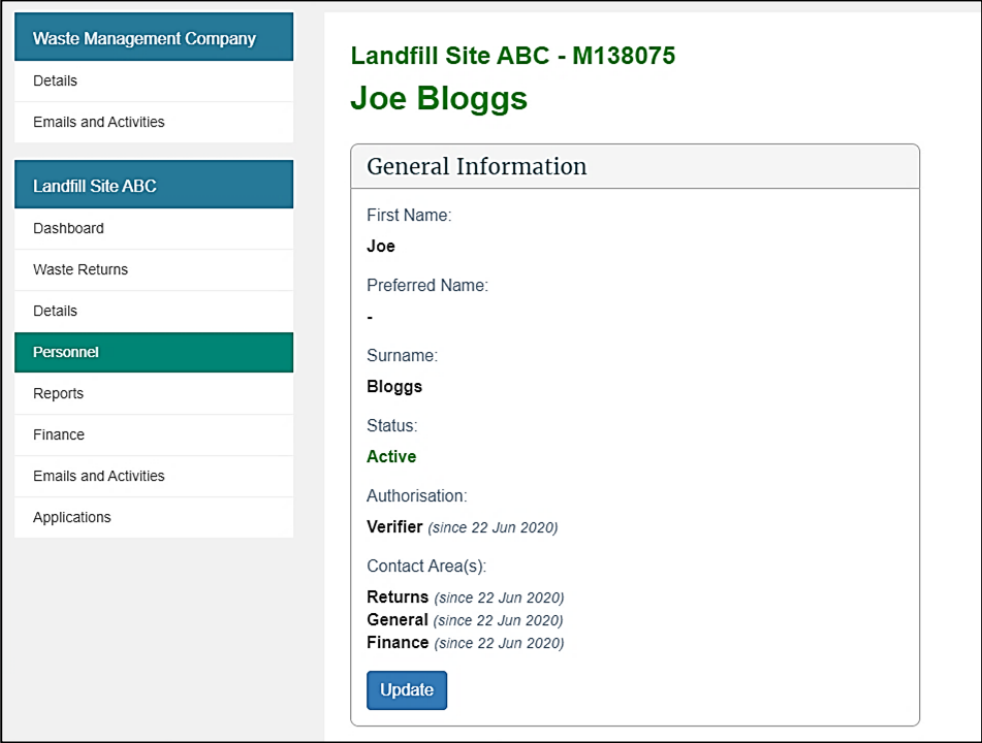
- Active personnel will be indicated in <mark style="background-color:#00FF00">green</mark>.

- Cancelled personnel will be indicated in <mark style="background-color:red">red</mark>.

- Invited personnel will be indicated in <mark style="background-color:black; color:white">**black**</mark>. Personnel with an "invited" status need to complete the login process.
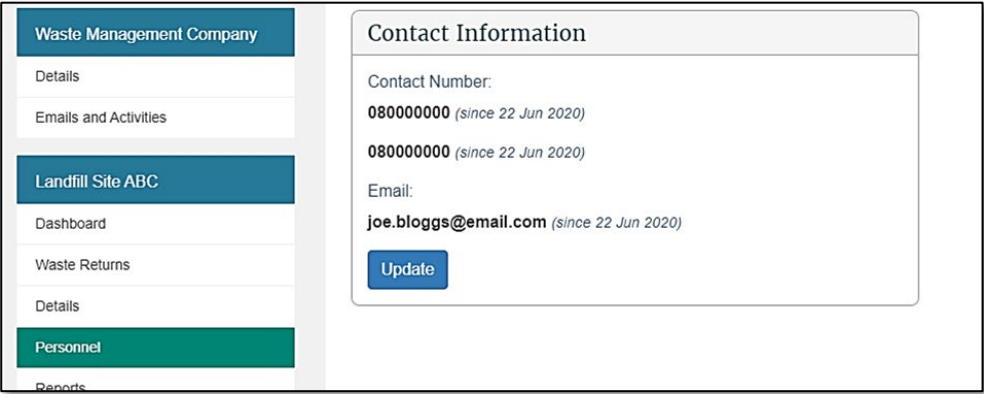
Note: Personnel are not necessarily a user of the disposal facility.

Role

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

- Facility Administrator – can create/update personnel, has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites

Steps

Step	Action
1	Click the **Personnel** link in the content menu. **Result**: The **Personnel** screen displays. ![Personnel screen showing Landfill Site ABC - M138075 with a table listing 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, Cancell..., View)]
2	To view the details for personnel and/or update their details, click the **View** link. **Result**: The user's details display. ![User details screen showing navigation menu with Waste Management Company (Details, Emails and Activities) and Landfill Site ABC (Dashboard, Waste Returns, Details, Personnel, Reports, Finance, Emails and Activities, Applications). Main panel shows Joe Bloggs General Information: First Name: Joe, Preferred Name: -, Surname: Bloggs, Status: Active, Authorisation: Verifier (since 22 Jun 2020), Contact Area(s): Returns (since 22 Jun 2020), General (since 22 Jun 2020), Finance (since 22 Jun 2020), Update button]
3	You can edit the following **General information** by clicking **Update**:

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.

Step	Action
4	Click the **Save** button. **Result**: The **General information** details are updated.
5	You can edit **Contact information** for personnel by clicking **Update**: ![Contact Information screen] **Waste Management Company** Details Emails and Activities **Landfill Site ABC** Dashboard Waste Returns Details Personnel Reports **Contact Information** Contact Number: **080000000** *(since 22 Jun 2020)* **080000000** *(since 22 Jun 2020)* Email: **joe.bloggs@email.com** *(since 22 Jun 2020)* Update
6	You can edit the following **Contact information**: <table><tr><th>Field</th><th>Description</th></tr><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></table>
7	Click the **Save** button. **Result**: The **Contact information** details are updated.

What happens next?

Update other contact details as required.

De-activating 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

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

- Facility Administrator – can create/update personnel, has delegation and view access, cannot perform other functions in OWLS. Can be assigned to multiple Sites

Steps

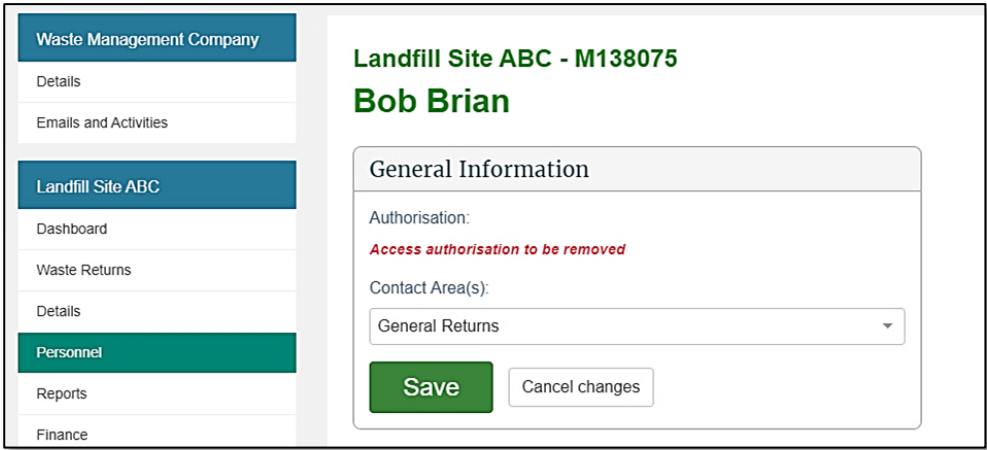| Step	Action
1	Click the **Personnel** link in the content menu. **Result**: The **Personnel** screen displays.
2	Click **View** beside the relevant user to view their details. **Result**: The user's details display.

Step	Action
3	Click **Update**. Click the ❌ icon to cancel personnel authorisation. Use the drop-down menu and untick the appropriate boxes to remove personnel as a contact type. **Result**: Personnel authorisation will be removed. Contact type, if applicable, will be removed.
4	Click the **Save** button. **Result**: Personnel **authorisation** will be removed, and their status will change to **Cancelled**.

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.

Roles

- Site data entry – Can update returns that will placed in a status of 'Pending Verification'

- Site verifier – Can create/update personnel update/verify returns, update Client/Site details and create/modify applications.

  - Mandatory to be the first user created when registering a Client and/or Facility.

- Site verifier delegator – Can create/update personnel update/verify returns, update Client/Site details, create/modify applications, and delegation access.

Steps

Step	Action
1	Click the **Emails and Activities** link in the content menu. **Result**: The **Emails and Activities** screen displays.
2	Filters can be applied to narrow your search for a specific email and/or activity. The following filters can be applied:
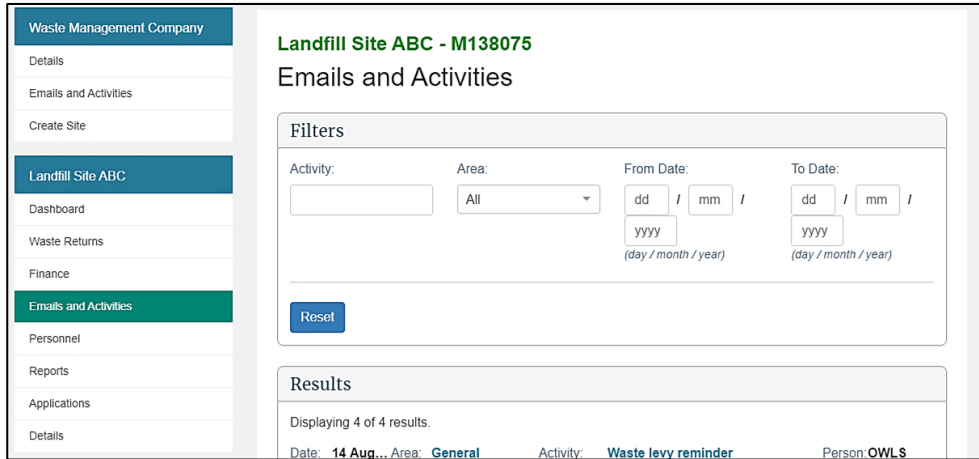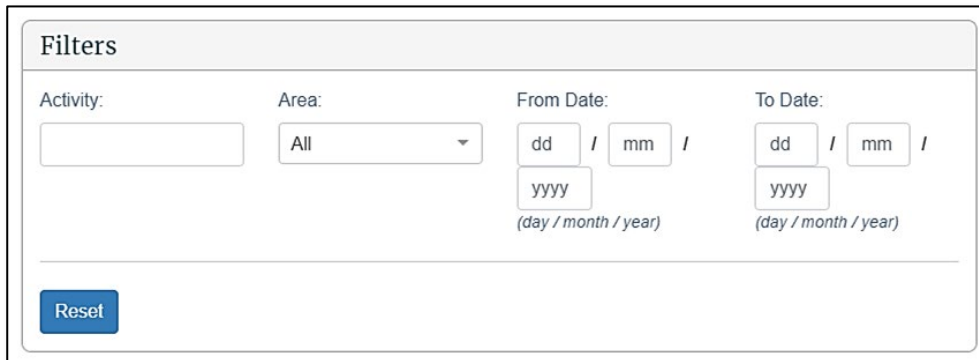
Field	Description
Activity	Filter for a specific activity and/or email, such as "waste levy reminder".
Area	Filter by specific area (eg, Returns, Financial, General) by using the drop-down menu.
From Date	Display emails and activities **from** this date. By default, these fields are empty. To apply a 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**.

Result: Emails and activities matching the filters entered will display in the **Results** field.

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

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.

Step	Action
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.

Chapter 6: Reports

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

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

Generating or exporting a report

When to use

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

Roles

- Data entry
- Verifier

Steps

Step	Action
1	Either: • click **View reports** in the **Quick Links** field of your disposal facility dashboard • click the Reports link in the content menu. **Result**: The **Reports** page displays.

Step	Action
2	Select which of the following reports you would like to view: • Active Users • Applications Summary • Invoices and Payments • Levy Returns Summary. **Result**: The report will highlight, and the **Run** button will display.
3	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. The following filters can be applied:
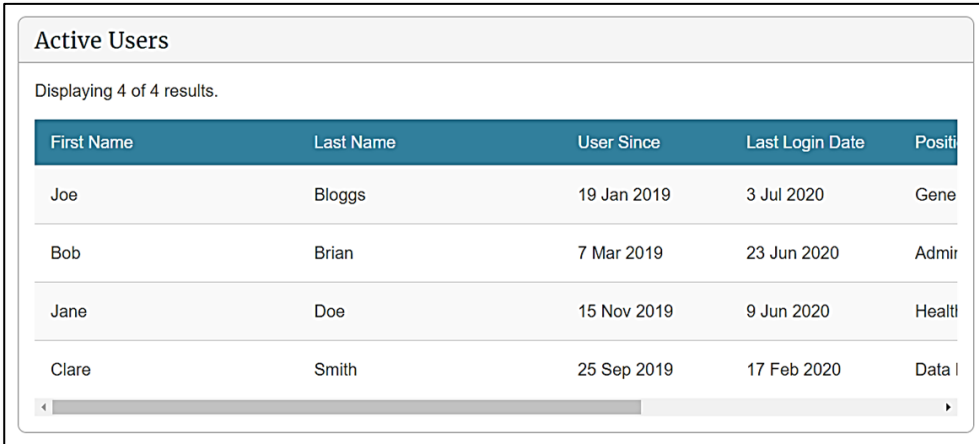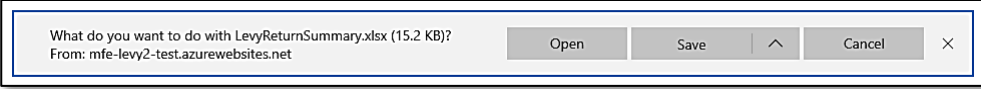
Field	Description
From Date	Filter from this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD), Month (MM) and Year (YYYY). Note: Some reports can only be filtered by Month (MM) and Year (YYYY).
To Date	Filter to this date. By default, these fields are empty. To apply a date range filter, enter the Day (DD), Month (MM) and Year (YYYY).

Step	Action	
		Note: <u>Some</u> reports can only be filtered by Month (MM) and Year (YYYY).
	Reset	To clear all filters and reset to default values, click Reset.
	Result: The filters will be applied to the report.	
4	Click **Run** and a drop-down menu will display:	

- 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.

Filters

No filters apply to this report.

Run ▼
On Screen
Excel Download
PDF Download

Step	Action
5	If you selected **On Screen**: **Result**: The report will generate on screen. **Note**: You can use the scroll bars to move around the report.

Active Users

Displaying 4 of 4 results.

First Name	Last Name	User Since	Last Login Date	Positi
Joe	Bloggs	19 Jan 2019	3 Jul 2020	Gene
Bob	Brian	7 Mar 2019	23 Jun 2020	Admir
Jane	Doe	15 Nov 2019	9 Jun 2020	Health
Clare	Smith	25 Sep 2019	17 Feb 2020	Data I

Step	Action
6	If you selected either **Excel Download** or **PDF Download**: **Result**: Depending on your settings and internet browser, the file may download automatically and appear in the **Downloads** list. **Note**: If a file pop-up displays, go to step 7.

LevyReturnSumma....xlsx   ∧   TonnageByMonth.....xlsx   ∧

Step	Action
7	If a file download pop-up displays, click: **Open** to open the report **Save** to save a copy of the report to your computer. **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.

Step	Action
	What do you want to do with LevyReturnSummary.xlsx (15.2 KB)? From: mfe-levy2-test.azurewebsites.net Open Save ∧ Cancel ×

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
Quarterly return	The process where a disposal facility submits waste figures to the Ministry for the Environment on a quarterly basis.
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.