



Controlled Waste Tracking System (CWTS) general user guide - waste facilities



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The objective of this general user guide is to assist controlled waste – waste facilities operators navigate the Controlled Waste Tracking System (CWTS) and perform waste tracking functions to meet their obligations under the Environmental Protection (Controlled Waste) Regulations 2004 (CW Regulations).

How to log on to the CWTS

Initial login

1. From your web browser (i.e. Internet Explorer, Firefox, Google Chrome, Safari) enter the following address on the address bar and hit enter (you must have internet connection).

<https://cwts.dwer.wa.gov.au>

2. Select **Log in** from the main page.



3. Log in using your **username** and **password** (*issued automatically by the CWTS and sent to your email address once your application has been processed*).

System Logon

The screenshot shows a 'System Logon' form with the heading 'Please enter your username and password:'. It contains two input fields: 'Username:' with the text 'cwts' entered, and 'Password:' with a masked password represented by dots. Below the password field is a 'Login' button, which is highlighted with a red rectangular box. At the bottom of the form, there are two links: 'Reset your password' and 'Retrieve your username'.

4. Once you've logged in to the system you can change your password from the menu screen (see **How to change your password**).
 - a. Enter **Username** (*all lowercase*).



- b. Enter **Password** (*highlight the password that has been sent to you, copy it and paste it into the password box. This alleviates the need to manually type it out, potentially locking your account*).
 - c. Select **Login**.
 5. When logging on to CWTS for the first time, you will be asked to define your security question before proceeding to the main menu. The security setup can be completed by following the steps below:
 - a. Select an appropriate **Question**
 - b. Enter **Answer**
 - c. Confirm **Answer**
 - d. Select **Submit**

Security Question Setup

Please select from the following and provide an answer:

Question:

Answer:

Confirm answer:

Note: Answer is case sensitive.

6. Proceed to **How to change your password** to change the temporary password to a nominated password.

Resetting your password

Passwords are set to expire after five (5) or more successive incorrect login attempts.

You may reset your password from the login page; provided you have defined your security question, answered correctly and the email address recorded on the CWTS is current.

7. Select **Reset your password**



System Logon

Please enter your username and password:

Username:

Password:

[Reset your password](#)
[Retrieve your username](#)

8. Enter your **username** (all lower case) and select **Submit**.
9. Enter the **Answer** and select **Submit**.
10. Check that the email address is current then click the link **Reset and send it to pre-registered email address**. If no email is listed, please contact the Controlled Waste branch.
 - You will receive an automated email from the CWTS administrator identifying your username and new password. Once you have used these details to log in, you can change your password to something more memorable.
 - Passwords are set to expire after three months as a security measure. A message will display 14 days before the expiry of your password. You may change your password at any point in those 14 days by using the **Change Password** option. After the 14-day warning period, you will be restricted from logging in until you alter your password.

Retrieving your username

Your username can be retrieved if your date of birth is recorded on the CWTS.

11. Select **Retrieve your username**.

System Logon

Please enter your username and password:

Username:

Password:

[Reset your password](#)
[Retrieve your username](#)

12. Enter your **First name, surname** and **date of birth** and select **Submit**.



13. An automated email will then be sent to the nominated email address confirming your username.

Changing your details

Once logged on to the CWTS users are able to view their details and change their password and security question.

14. Select **User Details**, then **View Your Details**.

A blue button labeled 'User Details' is at the top. Below it are three white buttons with blue text: 'View Your Details' (highlighted with a red box), 'Change Password', and 'Change Security Question'.

15. Review your details including: name, address, telephone, email address and date of birth. Please contact the Controlled Waste branch to advise of any changes.

16. Select **Done** to return to the Carrier menu.

How to change your password

17. Select **User Details**, then **Change Password**.

A blue button labeled 'User Details' is at the top. Below it are three white buttons with blue text: 'View Your Details', 'Change Password' (highlighted with a red box), and 'Change Security Question'.

18. Enter your old password, then your new password and your new password again to confirm it.

19. Click **Change**.

A form titled 'Change password' in blue text. It contains three input fields: 'Old password:', 'New password:', and 'Confirm new password:'. Each field has a password mask (dots). Below the fields is a note: '** Password must include one upper case letter, one lower case letter, either a number or a punctuation and must be at least 7 characters long.' At the bottom are two buttons: 'Change' (highlighted with a red box) and 'Ignore For Now'.



Understanding user profiles

A user is granted a specific user role on the CWTS depending on the functionality needed by the user. User role options are:

- **Waste Facility – Data Entry**
This is the basic user access level. It allows the user to view their user details, waste facility details and perform tracking form operations to unload waste.
- **Waste Facility – Manager**
This access level is a higher function and security level access than the Data Entry role. It allows the user to perform the functions of a Data Entry user as well as view the manager and data entry user lists for the waste facility and run pre-set waste facility reports.

Some users may have access to more than one waste facility profile and different roles across those profiles.

If you have more than one user role, ensure you select the correct role for the waste facility you need to access when you log in.

It is also possible for CWTS users to have roles across both carrier and waste facility profiles. It is important to note that the functions performed by a user in a waste facility profile are different compared to the functions performed by a user in a carrier profile.

New users can apply for CWTS access by submitting a completed [Form CW11 – Controlled Waste Tracking System access form - Industry](#) to the Department of Water and Environmental Regulation (the department) for processing.



Lifecycle of a controlled waste tracking form

The carrier is engaged by a waste holder to collect a controlled waste listed in Schedule 1 of the CW Regulations.

The waste holder provides the carrier with information about the waste set out in Schedule 2 Division 2 of the CW Regulations.

The carrier raises an electronic controlled waste tracking form (CWTF) on the CWTS (or completes a paper CWTF) to record the controlled waste transport on a WA road, from the point of collection to a waste facility that can lawfully accept the controlled waste load for treatment and/or disposal.

The carrier populates the CWTF with the information required in Schedule 2 Division 3 of the CW Regulations.

The carrier prints out the CWTF to accompany the waste load in transit and gives it to the driver, who adds their signature.

When the waste is collected the carrier provides a receipt to the waste holder for the waste collected. If present when the waste is being collected, the waste holder adds their name and signs the physical copy of the CWTF.

The validity period of the CWTF commences from the date of the first waste collection (packaged waste is valid for 21 days, bulk waste is valid for seven days).

The carrier then transports the controlled waste load to a waste facility that can lawfully accept the waste type.

Before the controlled waste is unloaded the carrier provides the waste facility with a physical copy of the valid tracking form, or the information contained therein.

Once the controlled waste has been accepted and unloaded at the waste facility, the carrier can change the **Unloaded** status to **Yes** against the CWTF on the CWTS to allow the tracking form to appear in the waste facility's profile for further action.

Note: The waste facility can still enter the unloading details against the CWTF number on the CWTS even if the carrier does not change the **Unloaded** status.

The waste facility enters the waste unloading details against the unique CWTF number on the CWTS.

Once the waste facility has entered the unloading details, the carrier closes the CWTF on the CWTS to confirm the controlled waste transport is completed. Once



closed information recorded on the CWTF cannot be changed without the department's permission.

Regulation 41 of the CW Regulations requires a waste facility operator to record the unloading information of the controlled waste (set out in Schedule 2 Division 4 of the CW Regulations) on the CWTF immediately after the waste is unloaded; or within seven days if the waste facility operator is not present when the controlled waste is unloaded.

Note: Under Regulation 41A of the Environment Protection (Controlled Waste) Regulations 2004 (the CW Regulations), the carrier has 14 days of the waste being unloaded at a waste facility to close the CWTF on the CWTS or provide the information to the department.

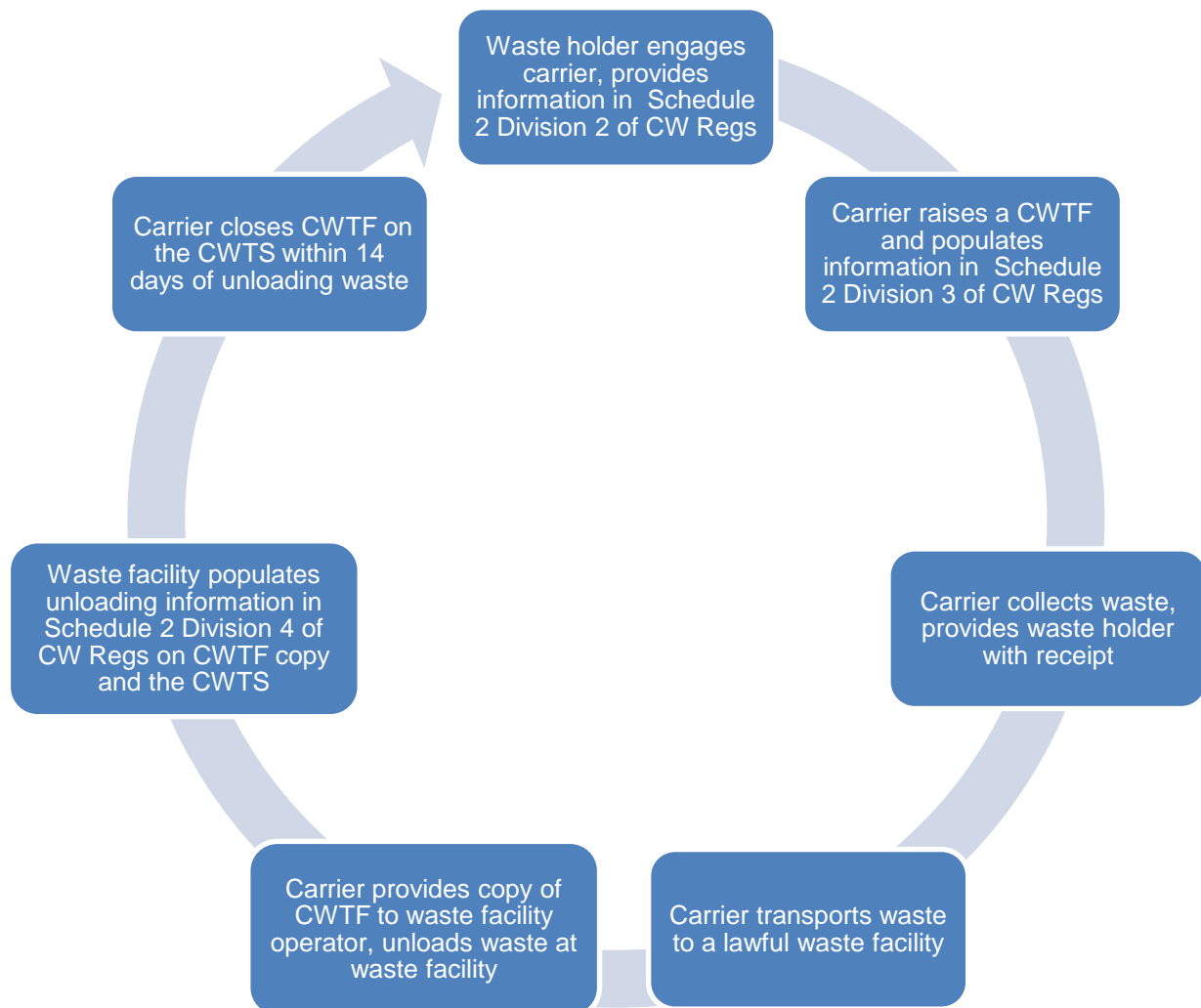


Figure 1: Lifecycle of a controlled waste tracking form (simplified graphic)



Entering unloading information on a controlled waste tracking form

Step 1 - Login

20. From the Guest Menu, enter your **username** and **password**, then click **Login**

A screenshot of a login form. At the top, it says "Please enter your username and password:". Below this, there are two input fields. The first is labeled "Username:" and contains the text "cwts". The second is labeled "Password:" and contains a series of black dots. Below the password field is a button labeled "Login".

(Optional step) Click **Use** next to the correct **profile**
(You may have more than one profile depending on your roles within and between organisations).

Step 2 - Accepting a controlled waste load

21. From the side menu bar under **Tracking Form Operations** click **Handle Waste Unloading**



Option 1 (preferred option)

Note: Option 1 will only work for a waste facility if the carrier has entered the collection details. If no collection details are entered, the following error message will appear for the waste facility: "This tracking form has not been disposed."



Option 2 set out later in the document will allow the waste facility operator to enter the unloading details without the need for the carrier to have entered the waste collection details first.

22. Enter the tracking form number received from the carrier in the **Add Tracking Form ID** field.

23. Select **Add and Populate With Collection Details**. This will populate with the collection details entered by the carrier.

Waste Tracking Form Details

Add Tracking Form ID [5644643]

Add and Populate With Collection Details Add and Retain Already Entered Details

Note: If the fields remain blank, the carrier has not entered the details and you must complete the required information. See Option 2 below.

24. Enter the date the waste was unloaded. This is the date the waste was physically unloaded at the waste facility and is not the date you are entering the unloading details on the CWTS. Dates should be entered in the formula DD/MM/YYYY.

25. Select the unloading **Method**.

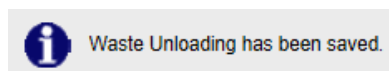
26. The **Waste Category**, **Volume**, **Number of Packages** (*if applicable*) and **Physical State** will automatically appear when the **Add and Populate With Collection Details** option is selected.

27. Confirm the details are correct, or make changes as required.



28. Select **Add Unloading**.

You will see the following message when the unloading has been saved:



Option 2 (alternative option)

Note: Option 2 allows a waste facility to add the unloading information even if no collection data is added by a carrier.

29. Enter the **Unloading date** (see number 1 in the screen shot below).
30. Select the **Method** from the drop-down list (2).
31. Select the **Waste Category** from the drop-down list (3).
32. Enter the **Volume** (*Remember: liquids in litres [L] and solids in kilograms [Kg]*) (4).
33. Enter the **No. of Packages** (*packaged waste only and if applicable*) (4).
34. Select the **Physical State** from the drop-down list (5).
35. Enter the tracking form number in the **Add Tracking Form ID** field (6).
36. Click **Add and Retain Already Entered Details**. This will link the Tracking Form ID you have entered with the appropriate tracking form. (7)

Note 1: You must complete this step before you **Add Unloading**.



Note 2: **Do not click Add and Populate With Collection Details.** This will override the information that you have manually entered.

Waste Tracking Form Details

Add Tracking Form ID	5644643	6
<div>Add and Populate With Collection Details</div> <div>Add and Retain Already Entered Details</div>		7
Unloading Date	13 / 10 / 2014	1

Enter Waste Category Information

1	Method	Storage (General)	2	
	Waste Category	J100 Waste mineral oils unfit for their inte	3	
	Volume	1000	No. of Pkgs	4
		<input checked="" type="radio"/> L <input type="radio"/> kg <input type="radio"/> m3 *		
	Physical State	Liquid	5	
	Discrepancy Amount	-1000	Discrepancy Percentage	-100.00 %
Notes				

37. Click **Add Unloading** at the bottom of the screen.

Add Unloading Cancel

Note: the following messages may appear:

i. **Delays with providing unloading information in the CWTS**

Confirmation Required

A potential problem has been detected, please review the errors below and confirm whether the details are correct

- You have submitted statutory information outside of the 14 day statutory period. This is an offence against Regulation 41(7)

[Return to Unloading](#) [Save Unloading](#)

- This means that you have entered the unloading details too late. Unloading details need to be entered within 14 days of the unloading occurring at the waste facility. DWER monitors this information and may contact you to verify the details of the unloading
- Click **Save Unloading** to continue with the entry, or click **Return to Unloading** to amend any information.

ii. **Volume warning**

Waste Unloading has been saved.

Warning, disposal volume (1000 Litres) is less than 20% of the vehicle capacity.

- This message is a warning to ascertain whether you have entered the correct volume of controlled waste. **Confirm Volume** will save the unloading or click **Update Volume** to amend the information.

[Confirm Volume](#) [Update Volume](#)



Additional functions

Deleting an unloading

Deleting unloadings can only occur if the information is incorrect and the tracking form has not been closed by the carrier.

38. Type the tracking form number in the **Enter the Tracking Form ID** field and click **Unloading Details** (or hit enter on your keyboard).

Search

Enter Tracking Form Id

OR

39. Select **Open Unloadings** from the side menu bar on your profile.

Tracking Form Operations

- Handle Waste Unloading
- Open Unloadings**
- Pending Unloadings

40. Click **View** to open a tracking form.

Open Disposed Tracking Forms

Click table header to change sorting preference

	Tracking Form	Unloading Date	Unloading ID	Unloading Status	Volume Picked Up	Volume Disposed	Discrepancy Amount	Discrepancy %	Expiry Date	Closure Status	
<input type="checkbox"/>	5604375	01/01/2015	794112	Unloaded	1,500	1,500	0	0.00	28/02/2014	Awaiting Closure	View Print
<input type="checkbox"/>	5610347	01/01/2015	794113	Unloaded	4,200	4,200	0	0.00	27/03/2014	Not Ready	View Print

1-2 of 2

41. Select **Delete Entire Unloading**.



Edit Waste Unloading 794112

Waste Tracking Form Details

5604375	Carrier	Controlled Waste
	Type	Bulk
	Categories	K110
	Vehicle/Tank	GENERIC BULK GENERIC BULK

Change Tracking Form

Unloading Date

01/01/2015

/

/

Update Date

Enter Waste Category Information

1	Method	Septage Pond		
	Waste Category	K110 Waste from grease traps		
	Volume	1500.0	No. of Pkgs	0
		<input checked="" type="radio"/> L <input type="radio"/> kg <input type="radio"/> m3 *		
	Physical State	Liquid		
	Discrepancy Amount	0	Discrepancy Percentage	0.00 %
Notes				

Add new waste category Remove selected waste category

* Changes above will not be saved until 'Update Unloading' is selected

Update Unloading

Delete Entire Unloading

Cancel

42. The following message will be displayed once the unloading has been deleted.



NOTE: The carrier owns the tracking form. If the tracking form is closed, you must contact the carrier to request the form be re-opened to edit the unloading information. You are to provide a reason for this to occur. The carrier will then contact Controlled Waste to request the tracking form be reopened for the reason provided.

Pending unloadings

Pending unloadings are only eligible to view if the carrier has selected the **Unloaded** option on the tracking form.

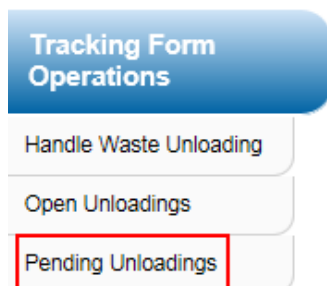
Once the waste has been unloaded at the waste facility by the carrier, the carrier may log on to the CWTS and update the CWTF **Unloaded** status to **Yes**.



This action by the carrier will display the tracking forms ready for unloading on your CWTS profile and allow you to enter the unloading details.

Note: The waste facility can still enter the unloading details against the CWTF number on the CWTS even if the carrier does not change the **Unloaded** status by logging on to the CWTS and entering the unique CWTF number.

43. Select **Pending Unloadings** from the side menu bar on your profile.



44. Select **Handle**.

Undisposed Tracking Forms

Click table header to change sorting preference

<input type="checkbox"/>	Tracking Form	Unloading Date	Unloading ID	Unloading Status	Volume Picked Up	Volume Disposed	Discrepancy Amount	Discrepancy %	Expiry Date	Closure Status	
<input type="checkbox"/>	5604823			Pending	750	0	750	100.00	04/03/2014	Not Ready	Handle Print
<input type="checkbox"/>	5634821			Pending	4,800	0	4,800	100.00	07/07/2014	Not Ready	Handle Print

1-2 of 2

[Print Selected](#) [Done](#)

45. Add the **Unloading Date** and confirm the details are correct, or make changes as required.



New Waste Unloading

Waste Tracking Form Details

5604823	Carrier	Controlled Waste	
	Type	Bulk	
	Categories	K110	
	Vehicle/Tank	GENERIC BULK GENERIC BULK	

Change Tracking Form

Unloading Date

01 / 01 / 2015

Enter Waste Category Information

1	Method	Septage Pond		
	Waste Category	K110 Waste from grease traps		
	Volume	750	No. of Pkgs	0
	<input checked="" type="radio"/> L <input type="radio"/> kg <input type="radio"/> m3 *			
	Physical State	Liquid		
	Discrepancy Amount	0	Discrepancy Percentage	0.00 %
Notes				

Add new waste category Remove selected waste category

Add Unloading Cancel

46. Select **Add Unloading** to save the details.

Amending the unloading details

At times you may need to edit the unloading details on a tracking form.

This option will display the tracking forms that are awaiting closure by the carrier (this can only be done if the carrier has not closed the form).

Once the carrier has closed the tracking forms they will not appear in this table.

47. Select **Open Unloadings** from the side menu bar on your profile.

Tracking Form Operations

Handle Waste Unloading

Open Unloadings

Pending Unloadings



48. Click **View** to open a tracking form.
(Optional step: you can print the tracking form from this screen)

Open Disposed Tracking Forms

Click table header to change sorting preference

	Tracking Form	Unloading Date	Unloading ID	Unloading Status	Volume Picked Up	Volume Disposed	Discrepancy Amount	Discrepancy %	Expiry Date	Closure Status	
<input type="checkbox"/>	5604375	01/01/2015	794112	Unloaded	1,500	1,500	0	0.00	28/02/2014	Awaiting Closure	View Print
<input type="checkbox"/>	5610347	01/01/2015	794113	Unloaded	4,200	4,200	0	0.00	27/03/2014	Not Ready	View Print

1-2 of 2

[Print Selected](#) [Done](#)

49. Amend any details as necessary:

- Unloading date
- Waste category
- Volume
- Number of packages
- Physical state
- Notes

50. (Optional step) **Add a new waste category** will allow you enter multiple waste category information.

51. **Update Unloading** will save the changes and bring you back to the home screen.



Edit Waste Unloading 794112

Waste Tracking Form Details

5604375	Carrier	Controlled Waste	
	Type	Bulk	
	Categories	K110	
	Vehicle/Tank	GENERIC BULK GENERIC BULK	

Change Tracking Form

Unloading Date

01/01/2015

Update Date

Enter Waste Category Information

1	Method	Septage Pond		
	Waste Category	K110 Waste from grease traps		
	Volume	1500.0	No. of Pkgs	0
	<div><div></div> L <div></div> kg <div></div> m3 *</div>			
	Physical State	Liquid		
	Discrepancy Amount	0	Discrepancy Percentage	0.00 %
Notes				

Add new waste category Remove selected waste category

* Changes above will not be saved until 'Update Unloading' is selected

Update Unloading

Delete Entire Unloading

Cancel



How to run reports and use additional functions in the CWTS

Step 1 - Login

52. From the Guest Menu

53. Enter your **username** and **password**, then click **Login**

Please enter your username and password:

Username:

Password:

*(Optional step) Click **Use** next to the correct **profile**.*

(You may have more than one profile depending on your roles within and between organisations).

Step 2 - Run reports

The ability to run and view reports is only available to users with Manager access (Data Entry users do not have access to this functionality).

54. Under **Waste Facility Operations** on the side menu bar select **Reports**.

Waste Facility Operations

- View Waste Facility Details
- List Managers
- List Data Entry People
- Reports**



55. Hover your mouse over the grey boxes to view a brief explanation of each report.

Waste Facility Details

This report outlines the waste facility's address and contact details and the accepted waste categories.

Report Format

PDF Run Report

56. Select **PDF** or **XLS** (Excel spreadsheet) from the drop-down menu and click **Run Report**.

57. (Optional step) You can specify date ranges for **Tracking Forms Received** and **Waste Processed Reports**. Use the format DD/MM/YYYY in the blank fields.

Waste Processed Report

This report outlines the amount of each waste category received during the selected date range. Specifics include the tracking form number and delivery date.

Received Date Start	Received Date End	Report Format	
01/01/2014	30/06/2014	PDF	Run Report



Available reports

Waste Facility Details

Report Format
PDF
Run Report

Carriers Report

Report Format
PDF
Run Report

Tracking Forms Received Report

Received Date Start	Received Date End	Status	Report Format
		<div>--- All --- Allocated Closed Exempt</div>	PDF
Run Report			

Waste Processed Report

Received Date Start	Received Date End	Report Format
		PDF
Run Report		

Disposal Methods Report

Report Format
PDF
Run Report

Waste Categories Report

Report Format
PDF
Run Report

Note: If exporting to Excel, you can search for specific information by using the find function (**Ctrl F**).



Summary of reports

Waste Facility Details

- Outlines basic details about the waste facility including company names/identification, contact numbers, addresses and each waste category the facility is listed to accept.

Carriers Report

- The list of the carriers who have unloaded a controlled waste using a tracking form at your waste facility.
- Each carrier's address and contact numbers are listed.

Tracking Forms Received Report

- Displays all tracking forms received by the waste facility (i.e. unloaded) within a particular date range.
- Specify dates by using the format DD/MM/YYYY in the **Received Date Start** and **Received Date End** fields.
- Blank fields produce a report with every tracking form ever received by the waste facility.
- Specify the **Status** of the tracking forms in the report or set to default (**---All---**). The report will display the tracking form number, issue and expiry dates, electronic or paper form, bulk or packaged and the carrier.

Tracking Form Status

Closed:

- Tracking forms that have been closed by the carrier, after the waste facility has entered the unloading details.
- Information cannot be amended on closed tracking forms. Contact the department for assistance.

Open:

- Open tracking forms generated by the carrier and assigned to the waste facility.
- The tracking forms may be waiting for the waste facility to enter the unloading details or the carrier to close them.

Paid:

- Paid by the carrier where the waste facility has been nominated as the waste facility.
- The report is sectioned into open and closed tracking forms.

Waste Processed Report

Provides a summary of the volumes of each category of waste unloaded at the waste facility over a specified period.



Disposal Methods Report

Displays the methods of unloading which the waste facility uses for handling controlled waste.

Waste Categories Report

Lists all waste categories that can be accepted by the waste facility.

Other CWTS Functions

Waste Facility Operations

The following are additional functions you can access by clicking **Waste Facility Operations** from the side menu bar.



View Waste Facility Details

Displays information of the waste facility: ID, company name details, ABN, contact and address details. Contact Controlled Waste to amend any of these details.

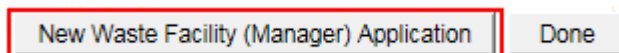
List Managers

Lists the active managers of the waste facility. Click **View** to see the contact details of the user. Contact Controlled Waste to amend any of these details.

List Data Entry People

Lists the data entry users of the waste facility. Click **View** to see the contact details of the user. Contact Controlled Waste to amend any of these details.

The **New Waste Facility (Manager/Data Entry) Application** function is no longer in use.



All new users are to apply for a CWTS login by submitting a completed [Form CW11 – Controlled Waste Tracking System access form - Industry](#) to the Controlled Waste branch for processing.



Information

Information

Guidelines

Application forms and materials

Fact Sheets

Application forms and materials

Most relevant to waste facilities are:

- Controlled waste category list
- Form CW11: Controlled Waste Tracking System (CWTS) access form – industry
- Form CW14: Application to list a waste facility or transit facility in the Controlled Waste Tracking System
- Form CW19: Notification of a non-conforming load
- Form CW25: Application to amend a waste facility or transit facility in the Controlled Waste Tracking System

Fact sheets

General information and summarised parts of the Environmental Protection (Controlled Waste) Regulations 2004. Most relevant to waste facilities are:

- What is controlled waste?
- Controlled waste – waste facilities
- Controlled waste – transit facilities

What's New

What's New

Latest news

Latest news

The department will communicate news, such as changes to the CWTS.



Contact us

For further assistance please contact the department's Controlled Waste branch:

Email: controlled.waste@dwer.wa.gov.au

Controlled Waste Tracking System: cwts.dwer.wa.gov.au

Website: www.wa.gov.au and search for 'controlled waste'