

Online Services

Department of Environment and Science

User Guide – Waste Tracking page

- Navigating the Waste Tracking page
- Sorting, filtering and searching records
- Where to get help

The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Online Services.

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1. Getting ready for Online Services

If you are an existing customer and have previously transacted online

This guide will show you how to navigate the waste tracking pages and where to go to create and lodge Parts 1, 2 and 3 of your Waste Transport Certificates, as well as purchasing credits for waste transport certificates and 'digital books'.

If you have not previously used Online Services

Refer to the [Getting Started](#) user guide for information and links to registering, signing in and navigating Online Services:

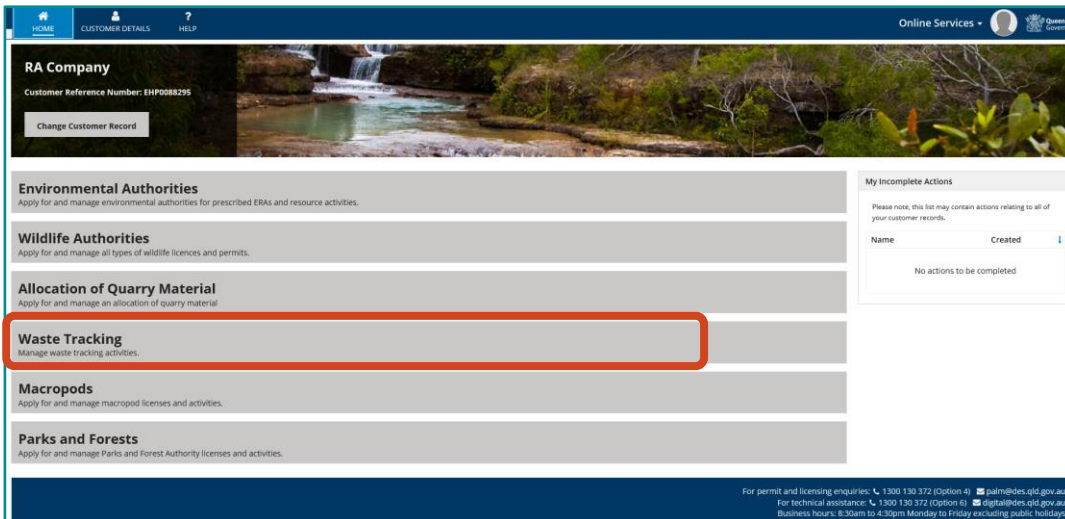
Link to Online Services: <https://www.business.qld.gov.au/running-business/environment/online-services>.

2. Viewing the Waste Tracking page

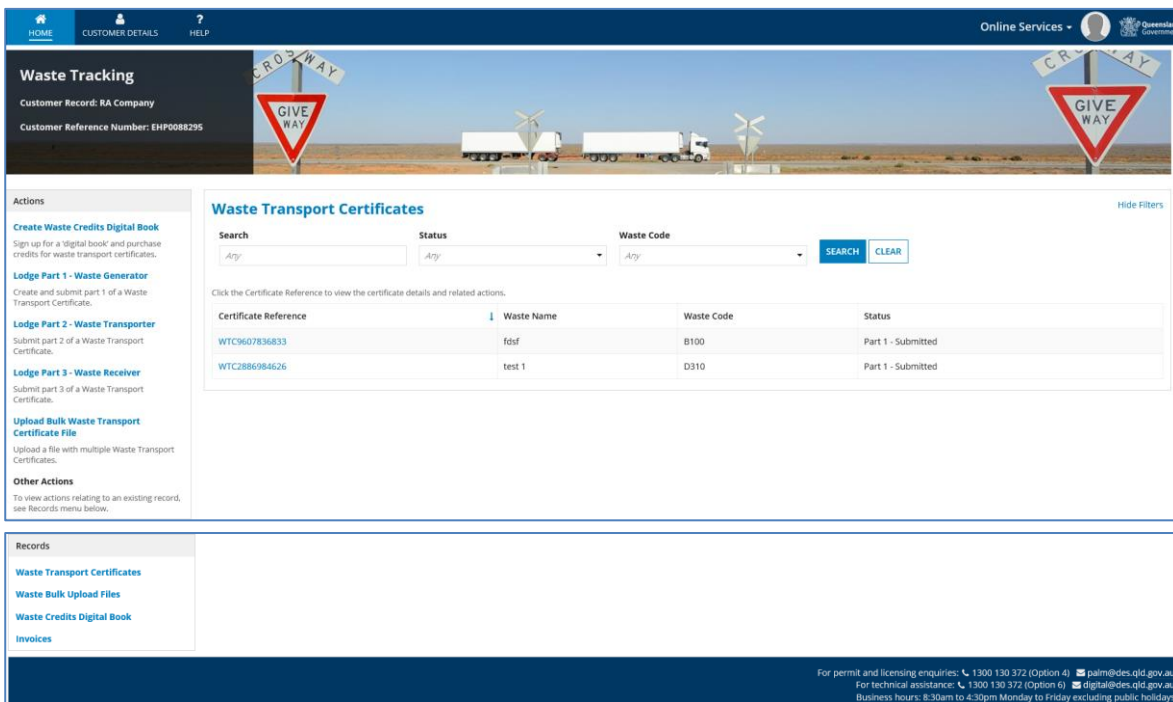
Open the waste tracking page from your customer record home page. If your customer record is not set up – or you do not know how to select a customer record – refer to the [Getting Started](#) user guide to register, sign in and navigate Online Services.

Take the following step to open the **Waste Tracking** page.

- From your customer record home page, click **Waste Tracking**.



The **Waste Tracking** page displays. From this page, you can manage waste tracking activities.



Main menu

Home

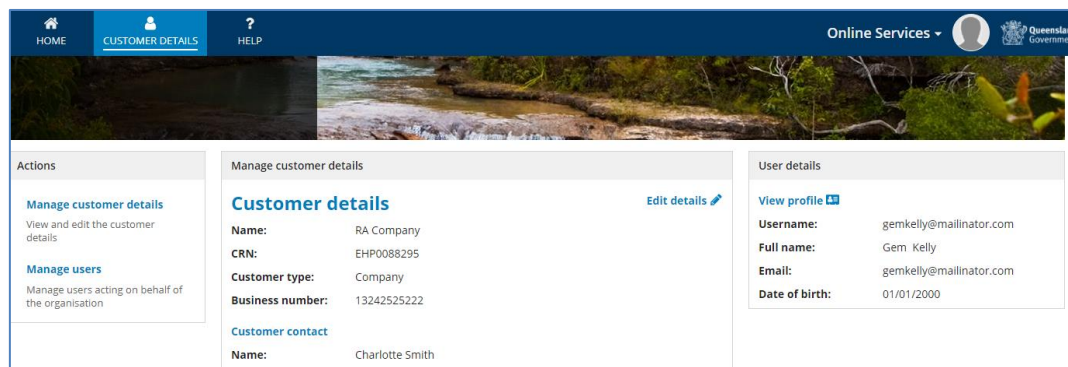


Clicking the **HOME** icon from anywhere within the customer record pages takes you to the **Customer Record** home page.

Customer Details



Clicking the **CUSTOMER DETAILS** icon from anywhere within the customer record pages takes you to the **Customer Details** page.



From the **Customer Details** page, all users can:

- View the customer details
- View their user profile

Users with an Administrative role on the customer record can:

- View and edit the customer details
- View and edit their user profile
- View and manage other users who have access to the customer record.

Refer to the [Getting started](#) user guide to manage your customer record.

Help



Click the **HELP** icon from anywhere within Online Services to contact General Enquiries and Technical Support.

Customer Record Name and Reference Number

The top of the customer record page always displays the **Customer Record Name** and **Customer Reference Number**.



User profile and signing out



The user profile icon sits to the right of the main menu. Click the icon to view your user profile or to sign out.

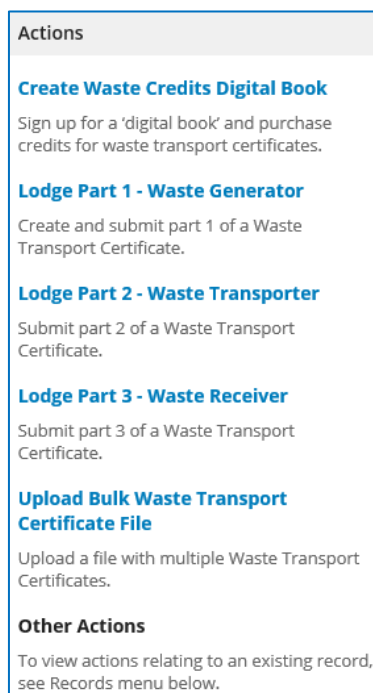
Refer to the [Using Online Services](#) user guide to manage your user profile.

Actions menu (apply and register)

The **Actions** menu contains links to waste tracking actions, such as creating a Waste Credits Digital book.

Click the blue text to initiate the process.

Note: To view or initiate actions relating to an existing record (permit, invoice or return), search for the particular record by clicking a record type from the **Records** menu.

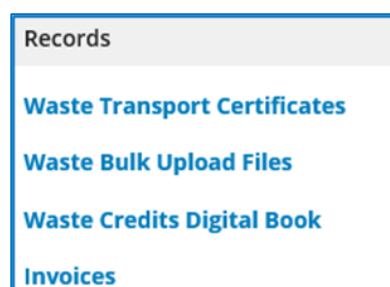


Records menu (search and view)

The **Records** menu contains waste tracking record types.

Click a record type to view a list of records associated with the customer record. For example, clicking **Waste Transport Certificates** will display a list of all waste transport certificates submitted by the customer.

Refer to [Sorting, filtering and searching records](#) for information on how to use the list views.



Waste Transport Certificates	Displays all Waste Transport Certificates submitted by the customer.
Waste Bulk Upload Files	Displays Bulk Upload files uploaded by the customer.
Waste Credits Digital Book	Displays the Waste Credits Digital book held by the customer. This function allows you to purchase bulk credits to assist with waste tracking certificates.

When you sign up for digital credits:

- Your customer account will be authorised to use digital credits for any waste tracking certificates created.
- All users associated with your customer account will be able to use the digital credits when completing a waste tracking certificate.
- Once you have completed the process of purchasing digital credits, the default option for payment will be using your purchased digital credits.
- If the balance of your digital book is insufficient to complete your transaction, the system will prompt you to purchase additional digital credits.
- At your digital book dashboard, you may view all credits, payments and purchases associated with your digital book.
- You, and any users associated with your customer account, may purchase more digital books via the digital book dashboard.

Invoices

Displays all invoices issued to the customer by the Department.

Body section (default display)

If you have waste transport certificates, the system displays these in the body section of the page.

Waste Transport Certificates Hide Filters

Search: Status: Waste Code: SEARCH CLEAR

Click the Certificate Reference to view the certificate details and related actions.

Certificate Reference	Waste Name	Waste Code	Status
WTC9607836833	fdsf	B100	Part 1 - Submitted
WTC2886984626	test 1	D310	Part 1 - Submitted

- Click the blue text to open and view the record.

If you do not have waste transport certificates, the system displays a message instructing you to **Use the Waste Tracking Online system to create and submit your intrastate waste movements electronically.**

Page footer

The page footer displays on most pages and sets out contact details for further assistance.

For permit and licensing enquiries: ☎ 1300 130 372 (Option 4) ✉ palm@des.qld.gov.au
 For technical assistance: ☎ 1300 130 372 (Option 6) ✉ digital@des.qld.gov.au
 Business hours: 8:30am to 4:30pm Monday to Friday excluding public holidays

3. Sorting, filtering and searching records

The screenshot shows the 'Waste Transport Certificates' interface. At the top right, there is a 'Hide Filters' button. Below it are three filter fields: 'Search' (text input with 'Any'), 'Status' (dropdown with 'Any'), and 'Waste Code' (dropdown with 'Any'). To the right of these fields are 'SEARCH' and 'CLEAR' buttons. Below the filters is a table with the following data:

Certificate Reference	Waste Name	Waste Code	Status
WTC9607836833	fdsf	B100	Part 1 - Submitted
WTC2886984626	test 1	D310	Part 1 - Submitted

The **Filter** function is located on the top section of the record view.

Change the default sort order

- Click a column heading. The blue up/down arrow indicates the sort order.

Open a record

- Click the blue text. This is typically the reference number.

Hide or show the filter function

- Click **Hide/Show Filters**, which is located at the top right of the page.

Apply filters to the list view

- Click a filter field, select an option from the list and then click **SEARCH**.
- **Note:** You can select multiple options.

Remove filter

- Click **CLEAR**.

Search record

- In the search field, type your search criteria – for example, part of a reference number such as 36833 – and click **SEARCH**.

The screenshot shows the 'Waste Transport Certificates' interface with a search filter applied. The 'Search' field now contains '36833'. The 'Status' and 'Waste Code' dropdowns remain at 'Any'. The 'SEARCH' and 'CLEAR' buttons are present. Below the filters is a table with the following data:

Certificate Reference	Waste Name	Waste Code	Status
WTC9607836833	fdsf	B100	Part 1 - Submitted

4. Want more information or need help?

Click [HERE](#) to learn more about Online Services.

For more information on licences, please contact the Permits and Licensing team:

General Enquiries: 1300 130 372 (option 4)

Email: palm@des.qld.gov.au

Technical Support: 1300 130 372 (option 6)

Email: digital@des.qld.gov.au