WHAT YOU NEED

- A computer with internet access.
- CorpPass or SingPass

ADDITIONAL NOTES

- Ensure that you have valid SingPass or CorpPass (if applicable)

ROLE AND RIGHTS

<table>
<thead>
<tr>
<th>Function</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard</td>
<td>✔</td>
</tr>
<tr>
<td>Create Consignment Note</td>
<td>✔</td>
</tr>
<tr>
<td>Enquiry Consignment Note</td>
<td>✔</td>
</tr>
<tr>
<td>Movement of Toxic Waste Generated (Collector-wise)</td>
<td>✔</td>
</tr>
<tr>
<td>Quantity of Toxic Waste Generated (Collector-wise)</td>
<td>✔</td>
</tr>
<tr>
<td>Quantity of Toxic Waste Generated (Month-wise)</td>
<td>✔</td>
</tr>
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</table>

TERMS OF REFERENCE

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEA</td>
<td>National Environment Agency</td>
</tr>
<tr>
<td>TIW</td>
<td>Toxic Industrial Waste</td>
</tr>
<tr>
<td>UEN</td>
<td>Unique Entity Number</td>
</tr>
<tr>
<td>WRMS</td>
<td>Waste and Resource Management System</td>
</tr>
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1 GETTING STARTED

1.1 HOW TO ACCESS NEA’S TIW E-TRACKING SERVICE

This section explains how to login using CorpPass or SingPass which is required to login to access TIW E-Tracking service.

   a) Please ensure that you have internet access.
   b) Launch your web browser (e.g. Internet Explorer, Firefox, etc.) and go to Waste Resource Management System home page at: https://wrms.nea.gov.sg

1.1.1 HOW TO LOGIN USING CORPPASS

This section explains how to login using CorpPass.

   a) Click on “Toxic Industrial Waste e-Tracking” as shown in Figure 1.1.1-1

![Figure 1.1.1-1: Waste Resource Management System](image-url)
b) Enter your “UEN”, “CORPPASS ID” and “Password” as shown in Figure 1.1.1-2:

c) Click on “Login” to proceed.

d) Upon successful login you will redirect to “e-Tracking” page will be . Refer to Figure 1.1.1-3.
1.1.2 HOW TO LOGIN USING SINGPASS (ONLY FOR TIW GENERATORS WHO ARE INDIVIDUALS)

This section explains how to login using SingPass.

   a) Click on “SingPass” as shown in Figure 1.1.2-1: Waste Resource Management System.

![Figure 1.1.2-1: Waste Resource Management System](image-url)
b) Enter your “SingPass ID” and “Password” as shown in Figure 1.1.2-2:

c) Click on “Login” to proceed.

![Figure 1.1.2-2: Login with SingPass](image)

**Figure 1.1.2-2 : Login with SingPass**

d) Upon successful login you will redirect to “e-Tracking” page will be as follows - refer to Figure 1.1.2-3

![Figure 1.1.2-3: eTracking Page](image)

**Figure 1.1.2-3: eTracking Page**
1.2 HOW TO GET STARTED

In e-Tracking page, you can

a) Select “Existing Pick-up Address” and click Next to view list of consignments of the selected pick-up address. Refer 1.5 How To Select Existing Pick-Up Address.

Or

b) Select “New Pick-up Address” pick up address, click next to specify the new pick up address for creation of new consignment note. Refer 1.6 How To Add New Pick-up Address.

Figure 1.2-1 e-Tracking

---

**NOTE**

If you had created consignment notes in the e-Tracking system at https://esvcweb.nea.gov.sg/etracking

- You should be able to view your historical consignment notes (for the past 3 years) if they were created with a valid UEN as User ID.

Or

- If you had submitted the mapping of your User ID to your UEN

If you wish to link your previously submitted consignment notes to the new system, please contact NEA via NEA_PCD_TW@nea.gov.sg with the subject header <WRMS e-Tracking>, and provide us with your User ID and UEN.
1.3 NAVIGATING THE DASHBOARD

The below are the functions that are available, as shown in the left menu panel in Figure 1.3-1:

- **Dashboard** which will show the list of consignment notes by pick-up address
- **Create Consignment Note** to create new consignment notes
- **Enquiry Consignment Note** to enquire on consignment notes created, submitted etc.
- **Generate Report** - Movement of Toxic Waste (Collector-wise)
- **Generate Report** - Quantity of Toxic Waste Generated (Collector-wise)
- **Generate Report** - Quantity of Toxic Waste Generated (Month-wise)

![Figure 1.3-1: e-Tracking](image)

1.4 HOW TO LOG OUT OF THE SERVICE

This section explains how to logout.

- Click on “LOGOUT” button to exit the service as shown in Figure 1.4-1. You will be returned to Waste Resource Management System home page.

![Figure 1.4-1: Logout Button](image)
1.5 HOW TO SELECT EXISTING PICK-UP ADDRESS

This section explains how to select existing pick-up address to view the list of consignment notes created for the pick-up address.

a) Click on the radio button “Existing Pick-up Address” and select an existing pick up address from the drop-down list.

Figure 1.5.1 Dashboard

b) After selecting “Existing Pick-up Address” you will see a “Dashboard” page as shown in Figure 1.5.2. It will list recent consignment notes created for the selected Pick-up Address.

Figure 1.5.2: Dashboard
1.6 HOW TO ADD NEW PICK-UP ADDRESS

You can specify new address for pick up by first entering the details of the pick-up address.

a) Click on the radio button “New Pick-up Address” and click Next

b) You will see a “Dashboard” page as shown in Figure 1.6.1 to specify the details of the address which include:
   - “Block/House Number”.
   - “Street Name”.
   - “Floor” is optional.
   - “Unit Number” is optional.
   - “Building Name” is optional.
   - “Postal Code”.

c) Click on “Next” button.

Note * means field is mandatory, must be specified.
d) After clicking “Next”, you will see the “Dashboard” for your new address (on top of the “Recent Submission” table) as shown in Figure 1.6.2.

![Dashboard](Image)

Figure 1.6.2: Dashboard for New Pick-up Address

e) To create a Consignment Note with your new pick up address, click on “Create Consignment Note” on the left menu panel. Refer to section 3. Or the Next button.
2 DASHBOARD

The “Dashboard” allows you to view past and recent submissions of consignment notes.

a) On the left panel, under "E TRACKING", click on "Dashboard"

b) You will see a “Dashboard” page as shown in Figure 2-1 Dashboard

c) You will see icons under the “Action” column to view, edit, delete, clone or void an existing consignment note.

![Dashboard](image)

*Figure 2-1: Dashboard*
2.1 PROCESSING OF CONSIGNMENT NOTE

A consignment note can have the status “Submitted”, “Accepted”, “Draft” or “Rejected”. You can do the following actions stated below by clicking the appropriate icon under Action as shown in Figure 2-1: Dashboard. The Figure 2.1.-1 Action Table illustrates the possible actions that can be applied based on the status of a consignment note:

- View
- Edit
- Delete
- Clone
- Void

<table>
<thead>
<tr>
<th>Consignment Note Status</th>
<th>View</th>
<th>Clone</th>
<th>Void</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submitted</td>
<td>Y</td>
<td>Y</td>
<td>Y</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Rejected</td>
<td>Y</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

*Figure 2.1-1: Actions Table*

- You can create a consignment note and save as draft. The status of the consignment note will be reflected as “Draft”.
- Upon providing and confirmation of the consignment details, you can proceed to submit the consignment to the Collector. The status will be reflected as “Submitted”.
- For a Submitted consignment, you can duplicate the details of the consignment as a new consignment note using the Clone function. Using the Void function, you can also void the Submitted consignment note if you had accidentally submitted an erroneous consignment note and it has not been accepted/rejected by the Collector.
- For a Draft consignment note, it can be deleted if it is no longer required.
2.1.1 HOW TO VIEW CONSIGNMENT NOTE

You can view the consignment note based on the Pick-Up Address.

a) On the left panel, under "E TRACKING", click on "Dashboard".
b) Choose a pick-up address from the Pick-Up Address dropdown as shown in Figure 2.1.1-1. List of consignment notes of the specified pick-up address will be listed in the "Recent Submission" table.
c) Click "View" icon at the Action column of the desired consignment note.

![Figure 2.1.1-1: Dashboard](image)

You can locate a specific consignment by typing the consignment ID on the search field on the top right hand of the "Recent Submission" table and click Search Button.
d) After clicking "View", you will see a "View Consignment Note" page as shown in Figure 2.1.1-2: View Consignment Note.

a. Click “View Consignment Note” to see a printer friendly version of the Consignment note. Refer 2.3 Printer Friendly –Version of Consignment Note to print out the consignment note.

b. Click “Cancel” to return to the Dashboard.

![View Consignment Note (TIW-S-2019-0000047)](image)

*Figure 2.1.1-2: View Consignment Note*
2.1.2 HOW TO EDIT DRAFT CONSIGNMENT NOTE

This section explains how to amend details of a draft consignment note. You can edit consignment notes with status “Draft” only.

a) On the left panel, under “E TRACKING”, click on “Dashboard”.

b) Choose a pick-up address from the Pick-Up Address dropdown as shown in Figure 2.1.2-1. List of consignment notes of the specified pick-up address will be listed in the “Recent Submission” table.

c) Choose draft consignment note that needs to be edited.

d) Click “Edit” icon below the Action column as shown in Figure 2.1.2-1: Dashboard.

Figure 2.1.2-1: Dashboard

*You can locate a specific consignment by typing the consignment ID on the search field on the top right hand of the “Recent Submission” table and click Search Button.*
e) After click “Edit” you will see a "Consignment Note" page with prefilled values as shown in Figure 2.1.1-2 Edit Consignment Note. You can proceed to make changes to the consignment note.

Figure 2.1.1-2 Edit Consignment Note

After the changes made, you can:

f) Click “Save Draft” to save changes made. Upon successful saving, a message “Your record has been saved” will be displayed at the top of the page. You will stay on the same page with prefilled/edited values and can continue to make further changes if desired.

g) Click “View Consignment Note” to view consignment in a Printer Friendly mode. Refer 2.3 Printer Friendly – Version of Consignment Note.

***Important Note: If you have made any changes, please click “Save Draft” before clicking “View Consignment Note” for the changes to be effected in the printer Friendly mode.

h) To submit the consignment note, click “Next” – You will redirect to “Confirmation Tab” – Refer 3.1.2 Confirmation Tab.

i) Click “Cancel” to discard any changes made. You will be routed to Dashboard.
2.1.3 HOW TO DELETE DRAFT CONSIGNMENT NOTE

This section explains how to delete draft consignment note.

a) On the left panel, under "E TRACKING", click on "Dashboard".

b) Choose a pick-up address from the Pick-Up Address dropdown as shown in Figure 2.1.3-1. List of consignment notes of the specified pick-up address will be listed in the "Recent Submission" table.

c) Choose draft consignment note that needs to be deleted and Click "Delete" icon the below the Action column as shown in Figure 2.1.3-1.

![Dashboard](image)

**Figure 2.1.3-1: Dashboard**

d) You will see a Confirmation popup window as shown in Figure 2.1.3-2 Confirmation popup window.

![Confirmation](image)

**Figure 2.1.3-2: Confirmation popup window**
To delete, click “Confirm”. Upon successful deletion of the consignment note, you will be routed back to dashboard. You will see the message “The record has been deleted successfully” at the top of the page. The record is removed.

![Image of Dashboard showing successful deletion]

Figure 2.1.3-3: Dashboard - After delete consignment note

e) Click “Cancel” to discard deletion and you will be redirected to the Dashboard.
2.1.4 HOW TO CLONE CONSIGNMENT NOTE

You can create a new consignment note by duplicating the details from an existing consignment note.

**IMPORTANT NOTE:** Cloning reduces re-entry but do ensure entries are edited to correctly reflect the new consignment.

a) On the left panel, under “E TRACKING”, click on “Dashboard”

b) Choose a pick-up address from the Pick-Up Address dropdown as shown in Figure 2.1.4-1. List of consignment notes of the specified pick-up address will be listed in the “Recent Submission” table.

c) Choose the desired consignment note to be cloned

d) Click “Clone” icon in the Action column of the consignment note as shown in Figure 2.1.4-1: Dashboard.

![Dashboard](Image)

*Figure 2.1.4-1: Dashboard*
e) After clicking “Clone”, you can see “Create Consignment Note” page with prefilled values from the cloned consignment note as shown in **Figure 2.1.4-2 Create Consignment tab**.

![Create Consignment Note](image)

*Figure 2.1.4-2 Create Consignment tab.*

You can edit the consignment notes and:

f) Click “Save Draft” to save changes made. Upon successful saving, a message “Your record has been saved” will be displayed at the top of the page. You will stay on the same page with prefilled/edited values and can continue to make further changes if desired.

g) Click “View Consignment Note” to view consignment in a Printer Friendly mode. Refer 2.3 Printer Friendly – Version of Consignment Note.

***Important Note: If you have made any changes, please click “Save Draft” before clicking “View Consignment Note” for the changes to be effected in the printer Friendly mode.***

h) To submit the consignment note, click “Next” – You will redirect to “Confirmation Tab” – Refer 3.1.2 Confirmation Tab.

i) Click “Cancel” to discard any changes made. You will be redirected to the Dashboard
2.1.5 HOW TO VOID SUBMITTED CONSIGNMENT NOTE

You can void a submitted consignment note, before it is accepted/rejected by the collector, if you had submitted an erroneous consignment note.

   a) On the left panel, under “E TRACKING”, click on ”Dashboard”
   b) Choose a pick-up address from the Pick-Up Address dropdown as shown in Figure 2.1.5-1. List of consignment notes of the specified pick-up address will be listed in the “Recent Submission” table.
   c) Choose a submitted consignment note that needs to be voided
   d) Click “Void” icon below the Action column as shown in Figure 2.1.5-1: Dashboard.

   e) You will see a Confirmation popup window as shown in Figure 2.1.5-2: Confirmation popup window

![Figure 2.1.5-1: Dashboard.](image)

![Figure 2.1.5-2 Confirmation popup window](image)
To Void, click “Confirm”. The system will void the consignment note and return to the Dashboard. The message “The record has been voided successfully” will be displayed at the top of the Dashboard as shown in Figure 2.1.5-3 Dashboard- After void consignment note.

![Dashboard](image)

*Figure 2.1.5-3: Dashboard- After void consignment note*

To discard the void action, click “Cancel” – The system will redirect to Dashboard. The consignment note will not be voided.
2.2 PRINTER FRIENDLY - VERSION OF CONSIGNMENT NOTE

This section explains display of the “printer friendly – version” of the details of a draft; submitted or accepted consignment note which can be printed out.

To print out the consignment note, select the “View Consignment Note” button that can be found in the View, Edit or Create of a consignment function.

a) After Click “View Consignment Note” – Sample of consignment note in printer-friendly format as shown in Figure 2.2-1: Consignment Note (Draft) – Printer-Friendly Format.

Click “Print” – Select your printer to print

![Consignment Note](image)

*Figure 2.2-1: Consignment Note (Draft) – Printer-Friendly Format*

Click “Cancel” to discard printing and you will be return to the dashboard.
3 CREATE CONSIGNMENT NOTE

This section explains how to create a consignment note. The Create Consignment Note has 3 Tabs as follows.

a) Consignment Tab – To specify the necessary consignment details.
b) Confirmation Tab – To confirm the entered details before submitting to the collector.
c) Acknowledgement Tab – Acknowledgement by system of successful submission of a consignment.

3.1 HOW TO CREATE CONSIGNMENT NOTE

a) On the left menu panel, under “E TRACKING”, click on “Create Consignment Note”

3.1.1 CONSIGNMENT TAB

The Consignment Tab has 3 sections:

A. Consignment Details
B. Toxic Details
C. Carrier Details.

b) You will see a "Consignment Tab" in “Create Consignment” as shown Figure 3.1.1-1

i. Enter “Name of the Generator”, i.e. your company name, if not pre-populated.
ii. Select a “Pick Up Address”.
   • Click on radio button “Existing Pick-up Address” and select an address from dropdown list or
   • Click on the radio button “New Pick-up Address” to enter a new pick up address. Refer 1.6 How to Add New Pick-Up Address
iii. Enter “Name of the Declarant”.
iv. Select “Collector Type”.
   i. If you are sending to a “Collector”.
      - Select “Name of the TIW Collector” and “Transport Approval No” will be automatically appended below.
      - If you sending to a “Disposal Facility”, select a disposal facility from the dropdown list

![Create Consignment Note](image)

Figure 3.1.1-1: Create Consignment Note
c) Add Toxic items for collection in “Toxic Detail” table as shown Figure 3.1.1-2:

![Figure 3.1.1-2 Create Consignment Note](image)

To add an items into the “Toxic Details” table, Click “Add Toxic” button, you will see a popup window as shown in Figure 3.1.1-3

To remove items from the “Toxic Details” table, check on the items to remove and Click “Delete Toxic”.

**To add Toxic Items**

i. Select “Type of Toxic”.
ii. Select “Sub Toxic Type”.
iii. Select “Physical State”.
iv. Select “Hazardous Property”.
v. Enter number of package and select the packaging type under “Package”.
vi. Enter quantity and select the unit of measure under “Total Quantity”.
vii. Click on “Save” button to add items into the “Toxic Details” table.
viii. “Cancel” button – Items will not be added to the “Toxic Details” Table.

![Figure 3.1.1-3: Add Toxic Waste](image)
d) Specify Carrier Details as shown Figure 3.1.1-4
   i. Enter “Carrier Company Name”.
   ii. Enter “Name of the Driver”.
   iii. Enter “Vehicle No”.
   iv. Select “Pick Up Date”.
   v. Select “Pick Up Time”.
   vi. Click “Cancel” button – You will return to the dashboard
   vii. Click “Save Draft” button – The system will save your consignment with current input/selection.

![Figure 3.1.1-4; Create Consignment Note]

- Click “Save Draft” to save changes made. Upon successful saving, a message “Your record has been saved” will be displayed at the top of the page. You will stay on the same page with prefilled/edited values and can continue to make further changes if desired.

f) Click “Next” button – You will redirect to “Confirmation Tab” to submit Consignment note to Collector. Refer 3.1.2 Confirmation Tab
3.1.2 CONFIRMATION TAB

After successful completion of “Consignment Tab” directs to “Confirmation Tab”

g) You will see a “Confirmation” page in Create Consignment as shown in Figure 3.1.2-1: Confirmation Tab
h) Check the box to have read and agree to the terms and conditions. The “Submit” button will only appear after this box is checked
   i. Click on “Submit” button – You will redirect to “Acknowledgement Tab” – Refer 3.1.3 Acknowledgement Tab.
   ii. “Previous” button – Return to the previous screen.

![Figure 3.1.2-1: Confirmation Tab](image)
3.1.3 ACKNOWLEDGMENT TAB

After successful completion of “Confirmation Tab” and submission of a consignment note, you will be directed to “Acknowledgement Tab”.

a) You will see a “SUCCESS” message as shown in Figure 3.1.3-1
   a. Click “View Consignment Note” button – Printer-friendly version – Refer 2.2 Printer Friendly – Version of Consignment Note
   b. Click “Back to Home” button – You will return to the dashboard.

![Figure 3.1.3-1: Acknowledgment Tab](image-url)
4 ENQUIRY CONSIGNMENT NOTE

4.1 HOW TO SEARCH CONSIGNMENT NOTE

a) On the left panel, under “E TRACKING”, click on “Dashboard”

b) You can see “View Consignment Notes” as shown in Figure 4.1-1

   a. Enter/select one or more of the search criteria
      i. “Consignment ID”.
      ii. “Name of Collector”.
      iii. “Submission Date From”.
      iv. “Submission Date To”.
      v. “Status”.
      vi. “Toxic Waste”.
      vii. “Sub Toxic Waste”.
      viii. “Pick Up Address”

b) Click on “Search” button. – The search result(s) will appear as shown in Figure 4.1-2: Search Result(s) for Consignment Note

c. “Clear” button – Clear your specified search criteria.
4.2 HOW TO VIEW CONSIGNMENT DETAILS

a) Select the desired consignment note of “Consignment Note List” table

i. You click on the “Consignment ID” link as shown in Figure 4.2-1.

![Figure 4.2-1: View – Consignment Details](image)

ii. The details of the selected consignment will be displayed as shown in Figure 4.2-2.

![Figure 4.2-2: View Consignment Note](image)
b) Click "View Consignment Note" button to print out the consignment note. Refer 2.2 Printer Friendly Version of Consignment Note.

c) Click “Clone” button – to create a new consignment note with the same details of the selected the consignment note. Refer 2.1.4 How to Clone Consignment Note.

d) Click “Cancel” button – Return to the previous screen.
5 REPORTS

There are three reports that can be generated:


5.1 GENERATE REPORT – MOVEMENT OF TOXIC WASTE (COLLECTOR-WISE)

a) On the left panel, click on "Generate Report – Movement of Toxic Waste (Collector-wise)".

b) You can see “Generate Report – Movement of Toxic Waste (Collector-Wise)” page as shown in Figure 5.1.1

Movement of Toxic Waste (Collector-wise)

Specify filter criteria:

a. Select “Date Type”: Pick Up Date or Submission Date as the date filter
b. Select “From”.
c. Select “To”.
d. Enter “UEN” if needed which is optional.
e. Select “Toxic Waste” if needed which is optional.
f. Select “Sub Toxic Waste” if needed which is optional.
g. Select “Pickup Address” if needed which is optional.

a. Click on “Generate” button – Generate Report as shown in Figure 5.1.1: Report.
b. Clear” button – Clear your input/selection.

Figure 5.1-1: Movement of Toxic Waste (Collector-Wise)

 ✓ Note * means field is mandatory, must be specified.
c) After generated report successfully you will see report file name as hyper link in "Report" section as shown in Figure 5.1-2: Report.

d) Click on the generated report file as shown below will download the file.

![Figure 5.1-2: Report](image)

e) The sample of report file will be as shown in Figure 5.1.3: Sample of Movement of Toxic Waste (Collector-wise) Report.

![Figure 5.1.3: Sample of Movement of Toxic Waste (Collector-wise) Report](image)
5.2 GENERATE REPORT - QUANTITY OF TOXIC WASTE GENERATED (COLLECTOR-WISE)

a) On the left panel, click on "Quantity of Toxic Waste Generator (Collector-Wise)"
b) You can see "Generate Report – Quantity of Toxic Waste Generated (Collector-wise)" as shown in Figure 5.2-1

c) After generated report successfully you will see report file name as hyper link in "Report" section as shown in Figure 5.2-2: Report.

d) Click on the generated report file as shown below to download the file.
e) You can see “Generate Report – Quantity of Toxic Waste Generated (Collector-wise)” as shown in Figure 5.2-3: Sample of Quantity of Toxic Waste Generated (Collector-wise) Report.

![Quantity of Toxic Waste Generated - Collector-wise Report](image)

*Figure 5.2-3: Sample of Quantity of Toxic Waste Generated (Collector-wise) Report*
5.3 GENERATE REPORT - QUANTITY OF TOXIC WASTE GENERATED (MONTH-WISE)

a) On the left panel, click on "Quantity of Toxic Waste Generated (Month-Wise)"

b) You can see "Generate Report – Quantity of Toxic Waste Generated (Month-wise)" as shown in Figure 5.3.1

Specify the filter criteria:

a. Select "Date Type": Pick Up Date or Submission Date as the date filter
b. Select “From”.

c. Select “To”.

d. Click on “Generate” button.-Generate Report as shown in Figure 5.3.1: Quantity of Toxic Waste Generated.

e. Click “Clear” button – Clear your selection.

Figure 5.3.1: Quantity of Toxic Waste Generated
c) After generated report successfully you will see report file name as hyper link in “Report” section as shown in Figure 5.3-2: Report.
d) Click on the generated report file as shown below will download the file.

![Figure 5.3-2: Report](image)

e) You can see “Generate Report – Quantity of Toxic Waste Generated (Month-wise)” as shown in Figure 5.3-3: Sample of Quantity of Toxic Waste Generated (Month-wise) Report

![Figure 5.3-3: Sample of Quantity of Toxic Waste Generated (Month-wise) Report](image)