

# Waste Shipment News

No: 3

May 2016



For customers and stakeholders interested in the import and export of waste



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## IWS online arrives!

The new online system for International Waste Shipments - IWS online – went live on 18th April and is now available for you to use

### Getting started

You'll need to register as a user. The only information you need to do this, is your name, address and telephone number, company, email address and to create a password. IWS online will send you an email to verify the address and then you can start to use the system to apply for export notifications, view progress of your applications, generate pre-notifications and record shipment data. You can use IWS online on your desk top lap top or mobile device, so you'll be able to get started as soon as you want to. You can always find the link on [Gov.uk](http://Gov.uk).

### Notifications you've submitted before 18 April

If you submitted a notification before 18 April, it won't be on IWS online. We have no plans to move those notifications onto IWS online, which means you'll need to continue to send 'paper' movement documents to us as you've always done.

### What about if I need help with IWS online?

If you need help to use IWS online, you can call our Customer Service Centre on 03708 506 506 (Mon-Fri 9-5). Our advisors will be able to help you or they will transfer you to the IWS Online Helpdesk for more specialist advice.

If you have any questions or comments about IWS online, you can contact us at [AskShipments@environment-agency.gov.uk](mailto:AskShipments@environment-agency.gov.uk)

Start using [IWS online](#) now.



## Key messages for customers



### Pre notification

### Block 11 Technology employed

### Content and size of notification packages

The following are key messages for customers. We hope to broadcast this information to you on a regular basis, with the aim being to provide you with a clear consistent message, hopefully to enable us to avoid any confusion over different aspects of the waste shipment notification process.

1. You need to submit your pre-notification a clear three working days before you send your shipment. We have noticed that some pre-notifications are coming in very late: if you don't submit the pre-notification on time, you may not be able to send your shipment. The table below shows when you need to submit your pre-notification.

Day pre-notification submitted	Day shipment can leave (after pre-note)
Monday	Friday
Tuesday	Monday
Wednesday	Tuesday
Thursday	Wednesday
Friday	Thursday
Saturday/Sunday	Thursday

2. When completing the notification form in block 11, please provide as much descriptive detail as possible in the 'Technology employed section (6)'. This will enable the notification team to have a clearer understanding of the processes involved and therefore less likely to have to query this with you. The end result will hopefully allow us to make our assessment more efficient.
3. When sending in a notification package we would ask customers to consider the content and size of the package itself. We are not asking customers to reduce the size of packs but we are simply issuing a timely reminder for customers to consider this. In addition there is also no requirement for you to place notifications in ring binders, folders or to collate them with staples. We have to remove all of these before we transmit the documents to other Competent Authorities so if this advice can be followed then it will provide both us and yourselves with an efficiency saving!

## Data and statistics

We hope to be able to provide you with further data releases in 2016, which will not be just restricted to RDF data. In the meantime we would like to signpost you to data that is freely available for you to download and use. There is an easy to follow guide which will assist you to download.

[Click here to access](#)



Are you aware of the Eurostat website? There is a section on the central entry point for reporting of data under European Union legislation on waste.

On this [page](#) you will find the latest background information and statistics gathered by Eurostat, about waste that is transferred between Member States, or exported from the EU to other parts of the world

## Meet the Team: IWS Data team



There are currently six members of the data team and their responsibilities are wide and varied. These range from ensuring that movement tracking forms are recorded onto the systems that we operate with, the issuing and sending out of new notification numbers, compliance work and dealing with FOI requests. They also field enquiries relating to HASS and RAS

### Key message from the data team to customers

If customers can ensure that they send all forms in to us within the required timescales then this assists us enormously and helps us to provide you with a more efficient service. Additionally when we make requests to for forms to be sent in to us we ask you to send to them to us as quickly as possible as we require the information to provide data on annual statistics and notification file closures. Also in order for us to release Financial Guarantees you need to ensure that you have provided us with all Movement Tracking forms.

## Contact details

Name	Phone number
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customer service line  
03708 506 506

incident hotline  
0800 80 70 60

floodline  
0345 988 1188

[www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)

# Handy tips

## Guidance: Waste Import and Export



Our pages on Gov.Uk are updated with any changes made to waste shipments; therefore you should always refer to our pages when considering making an application. For further information please refer to our pages on Gov.uk which can be found at <https://www.gov.uk/guidance/importing-and-exporting-waste>

These pages have now been amended to include details of IWS online

### The Waste Exports Control Tool (WECT)



This tool will help you to identify the appropriate classification code for waste which is intended for export and the regulatory controls which apply to certain countries.

[Click on this link](#)

### Frequently asked Questions concerning response times

Question: I have received acknowledgment to my notification. When will I receive consent from the Environment Agency?

**We have 30 days from the date of acknowledgment in which to make our decision. If it is a pre-consented facility then we have 7 working days. Generally we tend to make our decision in advance of these deadlines, but this can be and is, subject to the volumes of work that we are experiencing in the team**

Question: I have also submitted a Financial Guarantee application. When will this be dealt with?

**We aim to assess your application within 20 days. This is dependent upon workloads, the status of your notification, and the status of your financial provider**

Question: I have a General Enquiry about exporting waste that I have sent to the new [askshipments](#) mailbox. When am I likely to receive a response or answer to this?

**As per Environment Agency customer charter guidelines, we aim to respond to correspondence within 10 working days. However, sometimes we may need longer to respond. For example, if you are asking for complex information or if we need to check something with a third party. But we will always get back to you.**

Question: I have recently submitted a notification and you have asked for further information from me before you can proceed. If I send the information that you require, back to you now, when will this be dealt with?

**We have 3 working from date of receipt to transmit the notification. If we still require further information following your initial response, then we have a further 3 working days from receipt of that information. (All of these response times are exclusive of bank Holidays)**

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