



GN07a Screenshots accompanying
GN07 Guidance regarding the
Waste Batteries and Accumulators
Regulations 2009

We are The Environment Agency. It's our job to look after your environment and make it **a better place** – for you, and for future generations.

Your environment is the air you breathe, the water you drink and the ground you walk on. Working with business, Government and society as a whole, we are making your environment cleaner and healthier.

The Environment Agency. Out there, making your environment a better place.

Published by:

Environment Agency
Horizon house, Deanery Road
Bristol BS1 5AH
Tel: 0117 934 4000
Email: enquiries@environment-agency.gov.uk
www.environment-agency.gov.uk

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E: enquiries@environment-agency.gov.uk.

Foreword

This document should be used in conjunction with GN07 Guidance regarding the Waste Batteries and Accumulators Regulations 2009

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Please complete step 2.1 with the amount of waste industrial batteries that you've delivered to ABEs from this site in the last year.

Step 2.1 - Waste Industrial Batteries Exported				
Of the batteries accepted, please enter the amount of waste industrial batteries delivered to an approved exporter.				
	Lead Acid	Nickel Cadmium	Other	Total
ABE 1	0.000	0.000	0.000	0.000
ABE 2	0.000	0.000	0.000	0.000
ABE 3	0.000	0.000	0.000	0.000
ABE 4	0.000	0.000	0.000	0.000
ABE 5	0.000	0.000	0.000	0.000
ABE 6	0.000	0.000	0.000	0.000
ABE 7	0.000	0.000	0.000	0.000
ABE 8	0.000	0.000	0.000	0.000
ABE 9	0.000	0.000	0.000	0.000
ABE 10	0.000	0.000	0.000	0.000
ABE 11	0.000	0.000	0.000	0.000
ABE 12	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

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1 Waste Data Return and Issuing Evidence Screenshots

Figure 1: Example of a Battery Scheme homepage

The screenshot shows a web interface for 'Data Submissions' for the year 2010. It is divided into several sections: 'Member Detail Submissions', 'Quarterly Data Returns', and 'Industrial / Automotive Returns'. Each section contains instructions and links for users to manage their data submissions.

Data Submissions 2010

Member Detail Submissions

To upload or view an uploaded Member Detail Submission [click here](#).

To view your scheme members report [click here](#)

Quarterly Data Returns

You must submit your quarterly returns by the Due Date for each quarter. Your data should be as accurate as possible. If you are waiting for confirmation of weights or battery types, for example from someone to whom you have supplied waste batteries please supply the best data you have by the Due Date. You will be able to update your returns with more accurate data at a later time.

You must submit your data on the Microsoft Excel Template. For the quarterly returns please complete the tabs Quarterly Market Data and Quarterly Waste Battery Data.

Your 2009 Market Data should be entered into the 2009 Market Data worksheet of your template and uploaded into the 2010 Quarter 1 return.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Available: 01/01/10 Due: 30/04/2010 Status: Rejected	Available: 01/07/10 Due: 31/07/2010 Status: Accepted	Available: 01/10/10 Due: 31/10/2010 Status: Accepted	Available: 01/01/11 Due: 31/01/2011 Status: Accepted
Edit / View Quarter 1	Edit / View Quarter 2	Edit / View Quarter 3	Edit / View Quarter 4

Industrial / Automotive Returns

If you are submitting data on industrial and/or automotive batteries placed on the market on behalf of your members please complete the Industrial and Automotive worksheet on the Microsoft Excel template. This is an annual return.

Available: 01/01/2011
Due: 31/03/2011
Status: Awaiting Review

[Upload / View
Annual Return](#)

Figure 3: ABTO Homepage

Data Submissions 2010

Portable Quarterly Data Returns

To access the waste portable battery quarterly returns page please click on the relevant quarter below. The quarterly return periods outlined in the Regulations for waste portable batteries are:

- Q1 – January to March
- Q2 - April to June
- Q3 – July to September
- Q4 – October to December

You must submit your quarterly returns by the due date for each quarter. Your data should be as accurate as possible. If you are waiting for confirmation of weights or battery types from someone to whom you have supplied waste batteries please supply the best data you have by the submission date. You will be able to update your returns with more accurate data at a later time.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Available: 01/04/10 Due: 30/04/2010 Status: Accepted	Available: 01/07/10 Due: 31/07/2010 Status: Accepted	Available: 01/10/10 Due: 31/10/2010 Status: Accepted	Available: 01/01/11 Due: 31/01/2011 Status: Accepted
Edit / View Quarter 1	Edit / View Quarter 2	Edit / View Quarter 3	Edit / View Quarter 4

Industrial/Automotive Annual Data Returns

To access the industrial and/or automotive annual return please click on the box below. The return relates to waste industrial and/or automotive batteries that you have received for treatment during the previous compliance period

Annual Return

Available: 01/01/2011
Due: 31/01/2011
Status: Accepted

[Start
Annual Return](#)

Figure 4: Waste portable battery return menu

Agency: Environment Agency

Status: Accepted - 14/02/2011

After completing a step, you can click the Return to Steps button, to return to this page. When you have completed all the parts of the submission, and provided all the documents required, click the submit button below and enter the required characters from your PIN to submit your submission for approval.

ABTO/ABE 2010 Quarter 4 Return	
Step 1 - Waste Portable Batteries Accepted Provide the amount of waste batteries accepted for treatment and recycling.	Completed 14/02/2011 Click for Step 1
Step 2 - Waste Portable Batteries Exported Provide the amount of waste portable batteries delivered to an approved exporter.	Completed 14/02/2011 Click for Step 2
Step 3 - Supporting Files Upload any supporting information you wish to provide with your data return.	Completed 14/02/2011 Click for Step 3

Return To Approval List

Figure 5: Step 1 - Waste portable batteries accepted and treated/recycled

Step 1 - Waste Portable Batteries Accepted

[Back](#)

Please complete step 1.1 with the amount of waste portable batteries accepted at the site. The data should be recorded in tonnes to three decimal places. For example, 635 kg should be entered as 0.635 tonnes. The weights should be split by compliance scheme and by chemistry type.

Please complete step 1.2 with the tonnage of portable batteries treated and recycled by this site.

Step 1.1 - Waste Portable Batteries Accepted				
Please enter the amount of waste batteries accepted for treatment and recycling.				
	Lead Acid	Nickel Cadmium	Other	Total
Scheme 1	0.000	0.000	0.000	0.000
Scheme 2	0.000	0.000	0.000	0.000
Scheme 3	0.000	0.000	0.000	0.000
Scheme 4	0.000	0.000	0.000	0.000
Scheme 5	0.000	0.000	0.000	0.000
Scheme 6	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

Step 1.2 - Portable Batteries Treated and Recycled				
Please enter the amount of waste portable batteries treated and recycled at this site during this quarter				
	Lead Acid	Nickel Cadmium	Other	Total
Treated / Recycled	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

Return to Steps

Next Step >>

Discard Changes

Figure 6: Step 2 - Waste portable batteries exported

Step 2 - Waste Portable Batteries Exported

[Back](#)

Please complete step 2.1 if you have delivered waste batteries or partially treated waste batteries to an approved exporter. The weights should be recorded in tonnes and split down by chemistry type and the approved exporter to whom it has been delivered.

Please note: All waste portable batteries you have accepted for treatment that will be exported, must be exported by an Approved Exporter.

Step 2.1 - Waste Portable Batteries Exported				
Please enter the amount of waste portable batteries or partially treated waste portable batteries that have been delivered to an approved exporter during this quarter				
	Lead Acid	Nickel Cadmium	Other	Total
ABE 1	0.000	0.000	0.000	0.000
ABE 2	0.000	0.000	0.000	0.000
ABE 3	0.000	0.000	0.000	0.000
ABE 4	0.000	0.000	0.000	0.000
ABE 5	0.000	0.000	0.000	0.000
ABE 6	0.000	0.000	0.000	0.000
ABE 7	0.000	0.000	0.000	0.000
ABE 8	0.000	0.000	0.000	0.000
ABE 9	0.000	0.000	0.000	0.000
ABE 10	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

<< Prev. Step

Return to Steps

Next Step >>

Discard Changes

Figure 7: Waste industrial/automotive battery return menu

Agency: Environment Agency

Status: Accepted - 23/03/2011

After completing a step, you can click the Return to Steps button, to return to this page. When you have completed all the parts of the submission, and provided all the documents required, click the submit button below and enter the required characters from your PIN to submit your submission for approval.

To view the **history** of this data submission [click here](#).

ABTO/ABE Annual Industrial / Automotive Data Return	
Step 1 - Waste Batteries Accepted Provide the amount of waste batteries accepted for treatment and recycling.	Completed 28/01/2011 Click for Step 1
Step 2 - Waste Industrial Batteries Exported Provide the amount of waste industrial batteries delivered to an approved exporter.	Completed 28/01/2011 Click for Step 2
Step 3 - Waste Automotive Batteries Exported Provide the amount of waste automotive batteries delivered to an approved exporter.	Completed 28/01/2011 Click for Step 3
Step 4 - Supporting Files Upload any supporting information you wish to provide with your data submission for this approval.	Completed 28/01/2011 Click for Step 4

Return To
Approval List

Figure 8: Step 1 – Waste Industrial/Automotive Batteries Accepted and Treated

Step 1 - Waste Industrial / Automotive Batteries

[Back](#)

Please complete step 1.1 with the amount of waste industrial and/or automotive batteries accepted at this site in the last year. The data should be recorded in tonnes to three decimal places. For example, 635 kg should be entered as 0.635 tonnes. The weights should be split by battery type and chemistry. Only include batteries that have arisen as waste in the UK.

Step 1.2 is the amount of waste industrial and/or automotive batteries treated and/or recycled at this site in the last year.

Step 1.1 - Waste Industrial / Automotive Batteries Accepted				
Please enter the amount of waste batteries accepted for treatment and recycling.				
Battery Type	Lead Acid	Nickel Cadmium	Other	Total
Industrial	0.000	0.000	0.000	0.000
Automotive	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

Step 1.2 - Waste Industrial / Automotive Batteries Treated				
Please enter the amount of waste batteries treated and/or recycled.				
Battery Type	Lead Acid	Nickel Cadmium	Other	Total
Industrial	0.000	0.000	0.000	0.000
Automotive	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

Return to Steps

Next Step >>

Discard Changes

Figure 9: Step 2.1 – Waste industrial batteries exported

Step 2 - Waste Industrial Batteries Exported

[Back](#)

Please complete step 2.1 with the amount of waste industrial batteries that you've delivered to ABEs from this site in the last year.

Step 2.1 - Waste Industrial Batteries Exported				
Of the batteries accepted, please enter the amount of waste industrial batteries delivered to an approved exporter.				
	Lead Acid	Nickel Cadmium	Other	Total
ABE 1	0.000	0.000	0.000	0.000
ABE 2	0.000	0.000	0.000	0.000
ABE 3	0.000	0.000	0.000	0.000
ABE 4	0.000	0.000	0.000	0.000
ABE 5	0.000	0.000	0.000	0.000
ABE 6	0.000	0.000	0.000	0.000
ABE 7	0.000	0.000	0.000	0.000
ABE 8	0.000	0.000	0.000	0.000
ABE 9	0.000	0.000	0.000	0.000
ABE 10	0.000	0.000	0.000	0.000
ABE 11	0.000	0.000	0.000	0.000
ABE 12	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

<< Prev. Step	Return to Steps	Next Step >>	Discard Changes
---------------	-----------------	--------------	-----------------

Figure 10: Step 3.1 Waste automotive batteries exported

Step 3 - Waste Automotive Batteries Exported

[Back](#)

Please complete step 3.1 with the amount of waste automotive batteries that you've delivered to ABEs from this site in the last year.

Step 3.1 - Waste Automotive Batteries Exported				
Of the batteries accepted, please enter the amount of waste automotive batteries delivered to an approved exporter.				
	Lead Acid	Nickel Cadmium	Other	Total
ABE 1	0.000	0.000	0.000	0.000
ABE 2	0.000	0.000	0.000	0.000
ABE 3	0.000	0.000	0.000	0.000
ABE 4	0.000	0.000	0.000	0.000
ABE 5	0.000	0.000	0.000	0.000
ABE 6	0.000	0.000	0.000	0.000
ABE 7	0.000	0.000	0.000	0.000
ABE 8	0.000	0.000	0.000	0.000
ABE 9	0.000	0.000	0.000	0.000
ABE 10	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

<< Prev. Step

Return to Steps

Next Step >>

Discard Changes

Figure 11: ABE Homepage

The screenshot displays the 'Data Submissions' section of the ABE homepage for the year 2010. It is divided into two main parts: 'Portable Quarterly Data Returns' and 'Industrial/Automotive Annual Data Returns'. The quarterly section lists four quarters with their respective availability, due dates, and status (all 'Accepted'). Each quarter has an 'Edit / View' button. The annual section includes an 'Annual Return' with its availability, due date, and status, and a 'Start Annual Return' button.

Quarter 1	Quarter 2	Quarter 3	Quarter 4
Available: 01/04/10 Due: 30/04/2010 Status: Accepted	Available: 01/07/10 Due: 31/07/2010 Status: Accepted	Available: 01/10/10 Due: 31/10/2010 Status: Accepted	Available: 01/01/11 Due: 31/01/2011 Status: Accepted
Edit / View Quarter 1	Edit / View Quarter 2	Edit / View Quarter 3	Edit / View Quarter 4

Annual Return
Available: 01/01/2011 Due: 31/01/2011 Status: Accepted
Start Annual Return

Figure 12: Waste ABE portable battery return menu

Agency: Environment Agency

Status: Accepted - 03/02/2011

After completing a step, you can click the Return to Steps button, to return to this page. When you have completed all the parts of the submission, and provided all the documents required, click the submit button below and enter the required characters from your PIN to submit your submission for approval.

ABTO/ABE 2010 Quarter 4 Return	
Step 1 - Waste Exported Provide the amount of waste batteries exported for treatment and recycling.	Completed 07/01/2011 <input type="button" value="Click for Step 1"/>
Step 2 - Supporting Files Upload any supporting information you wish to provide with your data return.	Completed 07/01/2011 <input type="button" value="Click for Step 2"/>

Figure 13: Step 1 - Waste portable batteries accepted for export

Step 1 - Waste Exported

[Back](#)

Please complete step 1.1 with the amount of waste portable batteries accepted at the site for export. The data should be recorded in tonnes to three decimal places. For example, 635 kg should be entered as 0.635 tonnes. The weights should be split by compliance scheme and by chemistry type.

Step 1.1 - Waste Portable Batteries Accepted for Export				
Please enter the amount of waste portable batteries accepted at this site for export for treatment and recycling in this quarter.				
	Lead Acid	Nickel Cadmium	Other	Total
Scheme 1	0.000	0.000	0.000	0.000
Scheme 2	0.000	0.000	0.000	0.000
Scheme 3	0.000	0.000	0.000	0.000
Scheme 4	0.000	0.000	0.000	0.000
Scheme 5	0.000	0.000	0.000	0.000
Scheme 6	0.000	0.000	0.000	0.000
Total	0.000	0.000	0.000	0.000

I acknowledge the information on this form is correct to the best of my knowledge and belief.

Return to Steps

Next Step >>

Discard Changes

Figure 14: Waste ABE: Industrial/Automotive battery return menu

Agency: Environment Agency

Status: Submitted - 03/06/2011

After completing a step, you can click the Return to Steps button, to return to this page. When you have completed all the parts of the submission, and provided all the documents required, click the submit button below and enter the required characters from your PIN to submit your submission for approval.

To view the **history** of this data submission [click here](#).

ABTO/ABE Annual Industrial / Automotive Data Return	
Step 1 - Waste Exported Provide the amount of waste batteries exported for treatment and recycling.	Completed 03/06/2011 Click for Step 1
Step 2 - Supporting Files Upload any supporting information you wish to provide with your data return.	Completed 03/06/2011 Click for Step 2

Return To Approval List

Figure 15: Example of a batteries evidence note issued by an ABTO (in printable format)



Portable Batteries Evidence Note

2011

The Waste Batteries and Accumulators Regulations 2009

Reference number: B1234567A

Issued: 01/02/2011

Issued by:

ABTO Name	XYZ Batteries Ltd
ABTO Approval Number	BT1100001BT
Specified Site Name	XYZ Batteries Ltd Site A
Specified Site Approval Number	BS1100002BS

Issued to:

Batteries Compliance Scheme	ABC Scheme
BCS Approval number	BCS2011123/A

Amount in tonnes	10.000
------------------	---------------

I confirm that the amount of waste portable batteries stated above arose as waste in the United Kingdom and was accepted at this site for treatment and recycling between 01/01/2011 and 31/01/2011, and that they are capable of being recycled no later than 31 December 2012. These batteries have not been accepted by any other ABTO and no other evidence has been issued in respect of them. Where any of these waste batteries will be exported for further treatment and/or recycling, they will be exported by an Approved Battery Exporter.

Signed	A.N. Other
Position	Director
Date	01/02/2011

Figure 16: Example of a batteries evidence note issued by an ABE (in printable format)



Portable Batteries Evidence Note - Export

2011

The Waste Batteries and Accumulators Regulations 2009

Reference number: B1234567B

Issued: 01/02/2011

Issued by:

ABE Name	UVW Batteries Ltd
ABE Approval Number	BE1100002BE

Issued to:

Batteries Compliance Scheme	ABC Scheme
BCS Approval number	BCS2011123/A

Amount in tonnes	10.000
------------------	---------------

I confirm that the amount of waste portable batteries stated above arose as waste in the United Kingdom and was accepted by this Approved Battery Exporter between 01/01/2011 and 31/01/2011 for export for treatment and recycling at a site in relation to which this Approved Battery Exporter is approved. They will be exported in accordance with the requirements of Regulation (EC) No. 1013/2006 (the Waste Shipment Regulations). These batteries have not been accepted and treated by an ABTO or other ABE and no other evidence has been issued in respect of them.

Signed	A.N. Other
Position	Director
Date	01/02/2011

Figure 17: ABTO/ABE Homepage

Hello **xyz**, you have successfully logged into the **National Packaging Waste Database**. This is your welcome page. If you wish to return to this page at any point select **Welcome Page** from the Quick Links menu. To return to the main site Home Page click the **Home** link on the main menu bar.

Application for Approval	Evidence Summary																														
<p>To start a new application for approval or add additional sites to an existing approval click here.</p> <p>To view your applications that are either in progress or previously approved click here.</p> <p>To view a list of approvals click here</p>	<div style="text-align: right;">2011 ▾</div> <table border="1"> <thead> <tr> <th>Approval</th> <th>Site</th> <th>Qty</th> <th>Tonnage</th> <th></th> </tr> </thead> <tbody> <tr> <td>BE1110182BE</td> <td>Export</td> <td>0</td> <td>0.000</td> <td>Select</td> </tr> <tr> <td>BS1110186BS</td> <td>xyz batteries - site 1</td> <td>0</td> <td>0.000</td> <td>Select</td> </tr> <tr> <td colspan="2">Total</td> <td>0</td> <td>0.000</td> <td></td> </tr> <tr> <td colspan="2">BENs awaiting approval</td> <td>0</td> <td>0.000</td> <td>Select</td> </tr> <tr> <td colspan="2">BENs awaiting cancellation</td> <td>0</td> <td>0.000</td> <td>Select</td> </tr> </tbody> </table> <p>To view a full list of Batteries Evidence Notes click here. To create new Batteries Evidence Note click here.</p>	Approval	Site	Qty	Tonnage		BE1110182BE	Export	0	0.000	Select	BS1110186BS	xyz batteries - site 1	0	0.000	Select	Total		0	0.000		BENs awaiting approval		0	0.000	Select	BENs awaiting cancellation		0	0.000	Select
Approval	Site	Qty	Tonnage																												
BE1110182BE	Export	0	0.000	Select																											
BS1110186BS	xyz batteries - site 1	0	0.000	Select																											
Total		0	0.000																												
BENs awaiting approval		0	0.000	Select																											
BENs awaiting cancellation		0	0.000	Select																											

Data Submissions												
2011 ▾												
<h3>Portable Quarterly Data Returns</h3> <p>To access the waste portable battery quarterly returns page please click on the relevant quarter below. The quarterly return periods outlined in the Regulations for waste portable batteries are:</p> <p>Q1 – January to March Q2 - April to June Q3 – July to September Q4 – October to December</p> <p>You must submit your quarterly returns by the due date for each quarter. Your data should be as accurate as possible. If you are waiting for confirmation of weights or battery types from someone to whom you have supplied waste batteries please supply the best data you have by the submission date. You will be able to update your returns with more accurate data at a later time.</p> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Quarter 1</th> <th>Quarter 2</th> <th>Quarter 3</th> <th>Quarter 4</th> </tr> </thead> <tbody> <tr> <td>Available: 01/04/11 Due: 30/04/2011 Status: Not Started</td> <td>Available: 01/07/11 Due: 31/07/2011 Status: Not Started</td> <td>Available: 01/10/11 Due: 31/10/2011 Status: Not Started</td> <td>Available: 01/01/12 Due: 31/01/2012 Status: Not Started</td> </tr> <tr> <td>Start Quarter 1</td> <td>Start Quarter 2</td> <td>Start Quarter 3</td> <td>Start Quarter 4</td> </tr> </tbody> </table> <h3>Industrial/Automotive Annual Data Returns</h3> <p>To access the industrial and/or automotive annual return please click on the box below. The return relates to waste industrial and/or automotive batteries that you have received for treatment during the previous compliance period</p>	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Available: 01/04/11 Due: 30/04/2011 Status: Not Started	Available: 01/07/11 Due: 31/07/2011 Status: Not Started	Available: 01/10/11 Due: 31/10/2011 Status: Not Started	Available: 01/01/12 Due: 31/01/2012 Status: Not Started	Start Quarter 1	Start Quarter 2	Start Quarter 3	Start Quarter 4
Quarter 1	Quarter 2	Quarter 3	Quarter 4									
Available: 01/04/11 Due: 30/04/2011 Status: Not Started	Available: 01/07/11 Due: 31/07/2011 Status: Not Started	Available: 01/10/11 Due: 31/10/2011 Status: Not Started	Available: 01/01/12 Due: 31/01/2012 Status: Not Started									
Start Quarter 1	Start Quarter 2	Start Quarter 3	Start Quarter 4									

Figure 18: Battery Scheme Homepage

Application for Approval

Your Application for Approval was **Approved** on 06/06/2011.

To view your Application [click here](#).

Evidence and Obligation Summary 2011 ▾

Issued	Tonnes	Qty	
Evidence	0.000	0	<input type="button" value="Select"/>
Transfers	0.000	0	<input type="button" value="Select"/>
Total	0.000	0	
Indicative Obligation Details			
Waste Collected	0.000		

Requires Attention	Tonnes	Qty	
Evidence	0.000	0	<input type="button" value="Select"/>
Transfers In	0.000	0	<input type="button" value="Select"/>
Transfers Out	0.000	0	<input type="button" value="Select"/>

To view a full evidence list [click here](#).

Data Submissions 2011 ▾

Member Detail Submissions

To upload or view an uploaded Member Detail Submission [click here](#).

To view your scheme members report [click here](#)

Quarterly Data Returns

You must submit your quarterly returns by the Due Date for each quarter. Your data should be as accurate as possible. If you are waiting for confirmation of weights or battery types, for example from someone to whom you have supplied waste batteries please supply the best data you have by the Due Date. You will be able to update your returns with more accurate data at a later time.

You must submit your data on the Microsoft Excel Template. For the quarterly returns please complete the tabs Quarterly Market Data and Quarterly Waste Battery Data.

**Would you like to find out more about us,
or about your environment?**

Then call us on

08708 506 506* (Mon-Fri 8-6)

email

enquiries@environment-agency.gov.uk

or visit our website

www.environment-agency.gov.uk

incident hotline 0800 80 70 60 (24hrs)

floodline 0845 988 1188

* Approximate call costs: 8p plus 6p per minute (standard landline).
Please note charges will vary across telephone providers



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