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## **e business returns**

# **Water Abstraction Licence Returns**

A guide to using the water abstraction licence  
returns spreadsheet

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 (please do not send abstraction returns to these addresses):

Environment Agency  
Horizon House  
Deanery Road  
Bristol  
BS1 5AH

Tel: 0370 8506506  
Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
Web: [www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

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## 1 Getting started

This section provides information with which you should be familiar before starting to enter returns data using the Water Resources Abstraction Returns spreadsheet.

### 1.1. System requirements

To use the Water Resources Abstraction Returns spreadsheet, you will need:

- Operating System: Windows 2000, XP, Vista
- CPU : P4 or better
- RAM: 1GB
- Free disc space: 150Mb
- Graphics: 1024 x 768
- Software: Excel 2000 or higher, MSXML 3
- Supported versions: Windows 2000 / MS Office 97 and Windows XP / MS Office 2003.

The spreadsheet may function on other versions of Excel or different operating system / version combinations. However we cannot provide any guarantees regarding this.

For best results, screen resolution should be set to at least 1024 x 768.

## 2 Downloading the spreadsheet to your computer

Having clicked on the General Operator Returns (GOR) link on the e-business returns web page, you will be presented with the system login page, where you must choose the type of returns that you wish to submit, and provide a valid user name and password to access the system.

### 2.1 Login to General Operator Returns (GOR)

Follow the steps below to login to the General Operator Returns (GOR) website.

**Tip:** you will have been given a user name and password. If you do not have these please contact the National Operator Returns Team on 03708 506 506.

#### System Login

For authorised users only. This system is monitored and suspicious activity may be investigated

**Enter Login Details**

Return Type :

User Name :

Password :

\* Passwords are case sensitive

If you experience any problems logging in please contact the Environment Agency National Customer Contact Service on **08708 506506**

1. Use the 'Return Type' drop-down list to select 'Water Abstraction'.
2. Enter your user name and password.
3. Click the 'Login' button.
4. If the user name and password specified are found to be valid for the selected return type, you are directed to the 'returns list'.

**Tip:** the first time that you login to GOR you will be asked to change your password.

## 2.2 Changing your Generic Operator Returns (GOR) password

### Change System Password



**Password Details**

Current Password:

New Password:

Confirm Password:

To change your system password, follow the steps below:

1. Enter your current password
2. Enter a new password

**Tip:** your new password needs to be familiar to you only and must be between 8 and 12 characters in length. It must be a combination of only letters and numbers and contain at least two upper case letters (between A and Z) and two numbers (between 0 and 9).

3. Re-enter your new password in the 'Confirm Password' field
4. Click the 'Save' button
5. Once the password has been successfully changed the following confirmation screen will be displayed:

### System Password Successfully Changed



**Confirmation of Password Change**

Click 'Continue' to list your returns

6. Click the 'Continue' button.
7. If you forget your username and/or password you will need to contact the National Operator Returns team on 03708 506 506 to request a reset. **Please be aware that this will take several days, as for security reasons we have to validate each request.**

## 2.3 Use the pre-populated WR GOR spreadsheet

- Once you have logged in, the 'returns list' screen will be displayed

**Water Abstraction Return - Monthly (March) - Return Reporting Period: 01/04/2009 to 31/03/2010**

**Option 1** - Please select this link to upload either: the file you created using the new (GOR) return spreadsheet OR the XML file you created. Do not use this link if you have not created your spreadsheet from the GOR template **Upload a returns file for this period**

**Option 2 - Use the pre-populated WR GOR spreadsheet** Please select this link to download the WR GOR spreadsheet for the returns listed below, up to a maximum of 126 returns per spreadsheet are allowed. Depending on the returns to be submitted you may need to download a separate spreadsheet for each return value (daily, monthly, weekly) and reporting period combination.

**Option 3** - Please choose the return you would like to key in from the following returns list table.

Returns currently due for this account. You can sort the table by clicking on the column headers.

Return Due Date	Status	Licence Number	Return ID	Site Description	Purpose(s)	Two Part Tariff	Key in Return
28/04/2010	Not Started	13/43/026/S/126	10030478	River Avon at East Mills, Fordingbridge	Fish Farm/Cress Pond Throughflow	N	Edit 13/43/026/S/126/10030478
28/04/2010	Not Started	15/49/026/S/067	10031681	Roscroggan Mill, Camborne	Pollution Remediation	N	Edit 15/49/026/S/067/10031681
28/04/2010	Not Started	15/49/026/S/068	10031683	Roscroggan Mill, Camborne	Pollution Remediation	N	Edit 15/49/026/S/068/10031683

Logout

creating a better place

- Select 'Option 2 – Use the pre-populated WR GOR spreadsheet', link

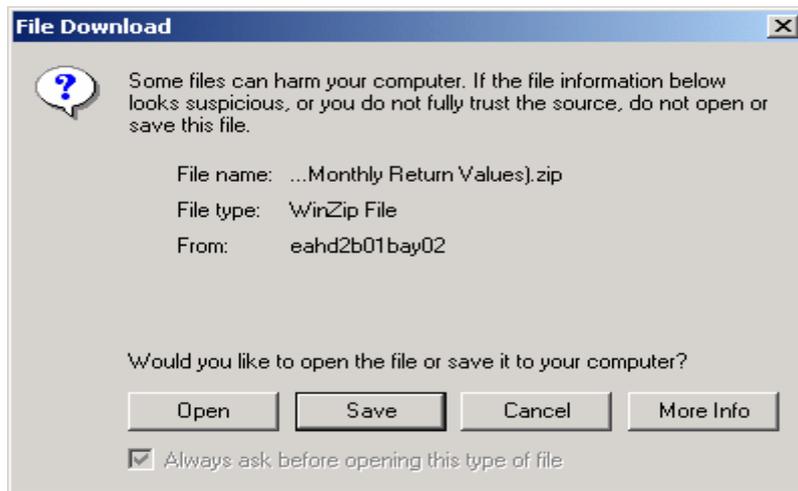
**Tip:** if you are required to submit a combination of return values, for example, monthly and weekly, this screen will display multi lists headed 'Water Abstraction Return – Weekly...' and 'Water Abstraction Return – Monthly...'. A separate spreadsheet should be downloaded for each return value, by selecting 'Option 2' from under the relevant heading.

**Tip:** if you are required to submit more than 126 returns, for any return value, the system will provided you with more than one spreadsheet

**Tip:** in the heading text, the reference to 'March' or 'October' is for system purposes and relates to the last month of the reporting period. It does not mean that we only require a return for the month of March or October.

## Downloading the spreadsheet to your computer

3. A 'File Download' text box will be displayed:



4. Choose to save the file to your own computer.
5. A 'Download complete' text box will be displayed. Choose to close and then log out of GOR

### 2.4 Logging out of GOR

Scroll to the bottom of this screen and click the 'Logout' button (located at the bottom right of the screen).



Logout

This will log you out of GOR and finish the session. Closing your browser window will also log you out of GOR and finish the session

### 3 Using the spreadsheet

This section provides information on using the spreadsheet.

The spreadsheet is provided as a zip (compressed) file. Before using the spreadsheet, you must unzip the file that you have downloaded.

**Tip:** do not try to open the zip file directly. It must be saved to your computer and then opened from that location.

#### 3.1 Unpack the zip file

Find the 'EA\_WaterAbstractionReturn.zip' file on your computer

##### 3.1.1 If you have WinZip installed

Right-click on the 'EA\_WaterAbstractionReturn.zip' file icon /name and choose either;

- 'WinZip->Extract to' and choose a location, then click 'Extract' , or
- 'WinZip->Extract to here'

Alternatively, double-click on 'EA\_WaterAbstractionReturn.zip', click 'Extract' in the menu bar and choose a location, then click 'Extract'

##### 3.1.2 If you do not have WinZip installed

Right-click on the 'EA\_WaterAbstractionReturn.zip' file icon /name and choose 'Extract All'.

Click 'Next'. Browse to the directory where you wish to install the spreadsheet and click 'OK'. Click 'Next'.

The following folders should have been created:

- configuration
- temp
- templates

The spreadsheet 'EA\_WaterAbstractionReturn.xls' should also have been created in the same location as the three folders.

**Tip:** if you are required to submit more than 126 returns the system will provided you with more than one spreadsheet

## 3.2 Managing the spreadsheet and folders

1. The spreadsheet application will not function correctly if:
  - the files are opened directly from the zip file. You must unpack the zip file and extract all of the files and folders to the same location on your computer
  - after extracting all of the files and folders, any file or folder is modified, moved or deleted (except the xls spreadsheet which may be modified)
2. The worksheets and workbook structure are locked, apart from user enabled cells. If the user sees a message about the workbook or cell being protected, this is because they are attempting to modify a part of the sheet that does not accept user input.

## 3.3 Opening the spreadsheet

Find and open the 'EA\_WaterAbstractionReturn.xls' file on your computer

**Tip:** if a security warning regarding enabling macros appears when you open the spreadsheet, you should choose 'Yes' or the spreadsheet will not function correctly (security warning messages will vary slightly from one version of Excel to another. Excel 97 provides the option to *enable macros*, whilst Excel 2003 requires you to reduce security settings to *medium*).

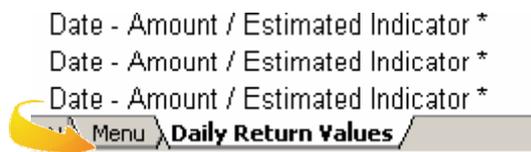
## 3.4 Saving returns

This section provides information on saving return details.

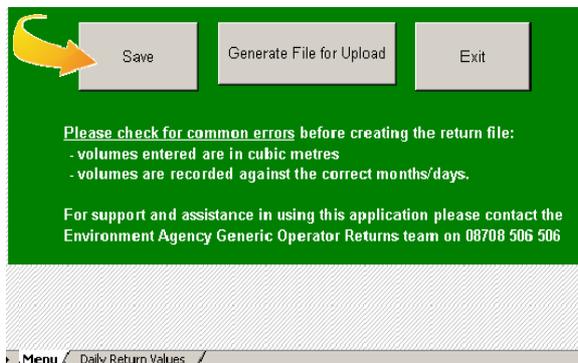
You do not have to enter returns data, validate it and create the file for upload in one session.

You can save the returns file at any time, by:

1. Selecting the menu tab (at the bottom of the spreadsheet):



2. Clicking the 'Save' option on the main menu.



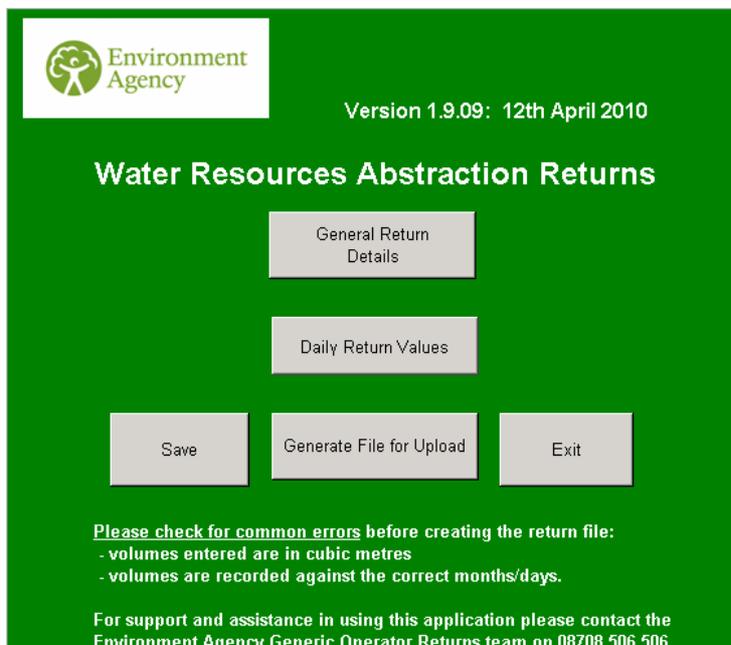
Alternatively you can select 'File' and 'Save As'.

Whichever option you choose the file is saved for when you next access it.

**Tip:** if you save a return and you haven't completed all mandatory fields you will be presented with some error messages which at this stage you can ignore. However they must be corrected later so you can successfully generate the file for upload.

## 4 The main menu

**Tip:** before you start working with the spreadsheet you are advised to keep a copy of the zip file, so that you can access a 'clean' master copy should you need to start again for any reason.



The spreadsheet opens at the main menu screen. From this screen you will be able to:

1. Enter General Return Details (section 5.1)
2. Enter Return Values (section 5.2)
3. Save your work in progress (section 3.4)
4. Generate File for Upload (section 8)
5. Exit from the spreadsheet (section 8)

These steps are detailed in the following sections of this guide.

## 5 Entering your return

### 5.1 General Return Details

This section provides information about entering General Return Details.

Select 'General Return Details' from the main menu

The screenshot shows a web form titled 'General Return Details'. It contains several sections: 'Licence Holder Name' with a pre-filled field 'XXXXXX'; 'Return reporting Period' with 'Return Reporting Period Start Date' (01/04/2009) and 'Return Reporting Period End Date' (31/3/2010); 'Contact Details' with fields for Title, Forename, Surname, Telephone, and Email, all marked with an asterisk; and a 'Declaration' section with a text box and a 'Declaration Accepted?' dropdown menu set to 'No'. Two blue callout boxes are present: one pointing to the contact fields with the text 'Use the tab key to move between fields', and another pointing to the asterisks with the text 'Mandatory fields are indicated by an asterisk (\*) after the field name. These fields must be completed before you can exit from the General Return Details window.'

#### 5.1.1 Pre-populated fields

A number of the fields have been pre-populated. These are summarised below.

Field	Information
<b>Licence Holder Name</b>	The name of the abstraction licence holder.
<b>Start Date</b>	The start date for the return reporting period.
<b>End Date</b>	The end date for the return reporting period.

**Tip:** if you do not agree with any of the information shown in these fields please contact the National Operator Returns Team on 03708 506 506.

## 5.1.2 Fields you need to complete

Information to be entered is summarised below:

Field	Required Information
Return Contact Title*	Enter the details for the person who should be contacted if we have any queries about this return.
Return Contact Forename*	<b>Tip:</b> mandatory fields are indicated by an asterisk (*) after the field name. These fields must be completed before you can exit from the 'General Return Details' window.
Return Contact Surname*	
Return Contact Telephone Number*	<b>Tip:</b> please enter numeric characters only.
Return Contact Email Address*	
Declaration	Before submitting your return you will be asked to complete the declaration checkbox. <b>Tip:</b> to successfully submit your return to us you will need to select 'Yes'.

Click the 'Exit' button and then select 'Yes' to save the changes you have made.

**Tip:** if any mandatory fields are blank, or if the data entered is in a format that differs from that required, an additional message will be displayed providing guidance on what is required. To continue, you will need to correct and save these amendments.

## 5.2 Entering Return Values

This section provides information about entering return values.

**Tip:** you can only enter actual abstracted volumes using the spreadsheet. You cannot use it to tell us meter readings. Abstracted volumes must be entered in cubic metres (m<sup>3</sup>).

**Tip:** the spreadsheet will only allow you to enter one return value e.g. daily, weekly or monthly. If you have more than one return requirement and they have different return values a separate spreadsheet will need to be downloaded for each.

Select 'Return Values' from the main menu

Monthly Return Values		
<input type="button" value="Delete"/> <input type="button" value="Conversion"/> <input type="button" value="Validate"/>		
Volumes <b>must</b> be entered in cubic metres		
Licence Number*		
Return ID*		
EA Region*		
Site Description*		
Purpose(s)*		
Two Part Tariff*		
Nil Return?*		
Meter Used?*		
Manufacturer Used*		
Other*		
Serial Number*		
Method of Non Meter Assessment		
Return Values*		
Start Meter Reading Date (dd/mm/yyyy)		
Start Meter Reading		
30/04/2009 - Amount / Estimated Indicator*		
31/05/2009 - Amount / Estimated Indicator*		
30/06/2009 - Amount / Estimated Indicator*		
31/07/2009 - Amount / Estimated Indicator*		
31/08/2009 - Amount / Estimated Indicator*		
30/09/2009 - Amount / Estimated Indicator*		
31/10/2009 - Amount / Estimated Indicator*		
30/11/2009 - Amount / Estimated Indicator*		
31/12/2009 - Amount / Estimated Indicator*		
31/01/2010 - Amount / Estimated Indicator*		
28/02/2010 - Amount / Estimated Indicator*		
31/03/2010 - Amount / Estimated Indicator*		
End Meter Reading Date (dd/mm/yyyy)		
End Meter Reading		
<b>Abstraction Total</b>	0.000	0.000

The buttons in the top left corner help you to enter your return. For a description of their function please refer to:

- 'Deleting a return' (section 6)
- 'Validating returns' (section 7)
- 'Conversion' (Appendix 'Using the conversion tool')

## 5.2.1 Pre-Populated Fields

A number of the fields have been pre-populated. These are summarised below.

**Tip:** working from left to right across the spreadsheet, return details have been arranged so they are presented in Licence Number and Return ID order.

Field	Description
<b>Licence Number</b>	Your abstraction licence number (also known as a 'permit number').
<b>Return ID</b>	Each return will have its own Return ID. The Return ID is a reference created by the Agency. The combination of Licence Number and Return ID, makes the return unique.
<b>EA Region</b>	The Environment Agency Region that the abstraction licence is in.
<b>Site Description</b>	A summary of the abstraction point(s) covered by the return.
<b>Purpose(s)</b>	The purpose(s) for which water is used.
<b>Two Part Tariff</b>	Specifies whether a return comes under the two part tariff agreement scheme.
<b>Return Values</b>	Type of return volumes to be entered – Daily, Weekly, Monthly.

**Tip:** if you do not agree with any of the information shown in these fields please contact the National Operator Returns Team on 03708 506 506.

## 5.2.2 Fields you need to complete

Information to be entered is summarised below.

Field	Description
<b>Nil Return?</b>	<p>Specify whether you are submitting a nil return.</p> <p><b>Tip:</b> a nil return indicates that no water has been abstracted during the reporting period.</p> <p>If you answer 'Yes' no further details will be required for this return.</p>
<b>Meter Used?</b>	<p>Answer 'Yes' or 'No' to the question 'Was a meter used'? (to measure totals provided).</p> <p><b>Tip:</b> if you answer 'Yes' you will need to complete the 'Manufacturer Used' field.</p> <p><b>Tip:</b> if you answer 'No' you will need to complete the 'Method of Non Meter Assessment' field.,</p>
<b>Manufacturer Used</b>	<p>If a water meter is used, specify the manufacturer.</p> <p><b>Tip:</b> see separate document 'Manufacturer Used pick list' for a list of acceptable options.</p> <p><b>Tip:</b> If you select 'Other' from the list of options you will need to complete the 'Other Manufacturer' field.</p> <p><b>Tip:</b> if either you do not know the manufacturer or you have used more than one meter, select 'Other' from the list of options.</p>
<b>Other</b>	<p>If a meter is used but the manufacturer is not on the 'Manufacturer Used' pick list (see separate document, 'Manufacturer Used pick list'), type in the manufacturer name.</p> <p><b>Tip:</b> if you do not know the manufacturer please enter 'Unknown'.</p> <p><b>Tip:</b> if you have used more than one meter please enter the number of meters used.</p>
<b>Serial Number</b>	<p>The serial number of the water meter.</p> <p><b>Tip:</b> if you have used more than one meter you should enter the serial number of only one water meter in this field. If not known please enter 'Unknown'</p>
<b>Method of Non Meter Assessment</b>	<p>If a water meter is not used to record water abstraction totals, specify the method of assessment.</p> <p><b>Tip:</b> see separate document 'Method of non meter assessment pick list' for a list of acceptable options.</p>

Field	Description
<b>Start Meter Reading Date</b>	<p>The date that you took the start meter reading.</p> <p>Date must be on or before the first non zero abstraction total, but not before the start of the return reporting period. This date should be entered in the form dd/mm/yyyy - for example, 01/04/2009.</p> <p><b>Tip:</b> this field is optional</p>
<b>Start Meter Reading</b>	<p>The first meter reading of this reporting period.</p> <p><b>Tip:</b> this field is optional</p>
<b>Amount</b>	<p>Enter the actual abstracted volume in <b>cubic metres</b> against each relevant date.</p> <p><b>Tip:</b> to account for leap years the spreadsheet shows an additional April 1<sup>st</sup> at the bottom of the spreadsheet (in row 386). In non leap years do not enter volumes against this date</p> <p><b>Tip:</b> for a non nil return, at least one abstraction 'Amount' must be greater than zero</p> <p><b>Tip:</b> if you need to convert units of a different type into cubic metres, you can use the conversion tool provided (see Appendix 'Using the conversion tool').</p> <p><b>Tip:</b> if your water meter measures in, for example 'cubic metres x 100' you must multiply up the reading accordingly before entering the volume on the spreadsheet. This also applies to the start and end meter readings, if entered.</p> <p><b>Tip:</b> when the data is validated (see section 7) any 'Amount' field that does not contain data will be populated with a zero</p>
<b>Estimated Indicator</b>	<p>Indicate whether the information entered is an estimated figure. If a meter was used in measuring the amount, or the amount was derived from a meter measurement, it is not estimated. Otherwise it is.</p> <p><b>Tip:</b> this field is located next to the 'Amount' field and will be auto-populated when data is validated.</p> <p><b>Tip:</b> if you have said that you have used a meter, this field will be set to 'No'.</p> <p><b>Tip:</b> if you have said that you haven't used a meter, this field will be set to 'Yes'.</p>
<b>End Meter Reading Date</b>	<p>The date that you took the last meter reading.</p> <p>Date must be on or after the date of the last non zero abstraction total, but not after the end of the return reporting period. This date should be</p>

Field	Description
	entered in the form dd/mm/yyyy - for example, 31/03/2010. <b>Tip:</b> this field is optional
<b>End Meter Reading</b>	The last meter reading of this reporting period. <b>Tip:</b> this field is optional

### 5.3 Ways of completing fields

You can complete the fields that have not been pre-populated by either:

1. entering data directly into the spreadsheet (see ‘things to check’ below)
2. copying and pasting data

**Tip:** the worksheets and workbook structure are locked, apart from user enabled cells. If you see a message about the workbook or cell being protected, this is because you are trying to modify a part of the sheet that does not accept user input.

### 5.3.1 Copying and pasting pre-prepared data

You can use standard copy and paste techniques to copy data from your own source, and paste it into the Water Resources Abstraction Returns spreadsheet.

Things to check:

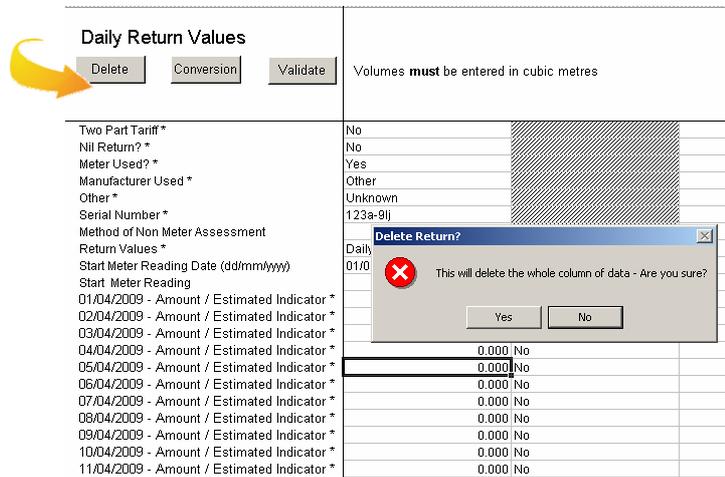
- you have **NOT** used cut and paste, rather than copy and paste.
- you have **NOT** pasted 'formatted' data into the spreadsheet from e.g. Microsoft Word, Internet Explorer or another web browser. This may cause the cell data type formatting to be changed and the cell to become locked
- data is in the correct order (remember that each return populates two columns)
- data is only pasted between (and including) 'Nil Return?' and 'End Meter Reading' rows.
- you have **NOT** pasted data into the last 'Abstraction Total' row, as this is automatically calculated
- dates are presented in the form dd/mm/yyyy
- there are no spaces among data fields
- there are no more than 126 returns in your source data. If you have more than this you will have been provided with more than one spreadsheet.
- entries in the 'Manufacturer Used' and 'Method of Non Meter Assessment' fields must match the pick list entries. See separate documents: 'Manufacturer Used pick list' and 'Method of non meter assessment pick list', available to download from the GOR website.

When you are satisfied that returns information has been entered correctly, return to the main menu and click the 'Save' button to update the spreadsheet with these details. Alternatively you can use the standard Excel file save options.

## 6 Deleting an existing return

If the spreadsheet contains a return or returns that you wish to submit at a different time you can remove it by following the steps below.

1. Position the cursor in any row of the return that you wish to remove.



2. Click the 'Delete' button. A warning is displayed, asking you to confirm the deletion
3. If you are satisfied that the correct return has been selected for deletion, click 'Yes'. If you are unsure, or wish to abandon this operation, click 'No'.

Having deleted a return in this way, all data in the associated columns is removed from the spreadsheet, but the blank columns remain.

**Tip:** if you delete a return from the spreadsheet, this return will remain listed on GOR until you have submitted the data. You can submit the return by downloading the spreadsheet again from GOR, the spreadsheet will only list outstanding returns or entering the data using the on-line web forms. Guidance on how to use the online web forms is available to download from the GOR website

**Tip:** if you delete sufficient data so that there are 20, or more, consecutive blank columns any data entered after these columns will be ignored during validation (see section 7) and when you create the final returns file (see section 8).

**Tip:** if you have deleted a return because you do not consider the return requirement is correct please inform the National Operator Returns Team on 03708 506 506.

## 7 Validating returns

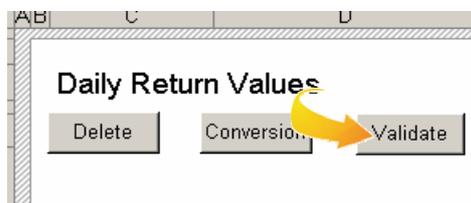
Now that you have entered and saved your returns the next step is to validate them.

Validation checks are made to ensure that:

- all required information has been entered for each return
- only valid data exists
- duplicate returns have not been entered

To validate returns in the spreadsheet, follow the steps below:

1. Position the cursor anywhere in the Returns Value page.
2. Click the 'Validate' button:



3. A pop-up message will appear that tells you whether your return spreadsheet has validated successfully or if there are any problems with the data you have entered into the spreadsheet.
4. Click 'OK' to continue.
5. If you have not had any error messages go to section 8 ('Creating the final returns file'), otherwise go to section 7.1 ('Error Messages').

## 7.1 Error messages

Any errors in the data that you are validating are shown by highlighting the fields in red. Details of the error are given in hover text (text appear when holding your cursor over the red field) or in a comments box. Which option you see will depend on your Excel set-up.

Daily Return Values

Delete Conversion Validate

Volumes **must** be entered in cubic metres

Microsoft Excel

The worksheet contains 1 returns containing data.

There are 0 valid returns.

There are 1 invalid or incomplete returns. Please review the red highlighted areas.

OK

The field is required

Other			
Unknown			
Daily	01/04/2009	1000.000	
		1,100.300	No
		1,400.700	No
		1,856.100	No

Licence Number \*  
 Return ID \*  
 EA Region \*  
 Site Description \*  
 Purpose(s) \*  
 Two Part Tariff \*  
 Nil Return? \*  
 Meter Used? \*  
 Manufacturer Used \*  
 Other \*  
 Serial Number \*  
 Method of Non Meter Assessment  
 Return Values \*  
 Start Meter Reading Date (dd/mm/yyyy)  
 Start Meter Reading  
 01/04/2009 - Amount / Estimated Indicator \*  
 02/04/2009 - Amount / Estimated Indicator \*  
 03/04/2009 - Amount / Estimated Indicator \*

**Tip:** you can make corrections by directly amending the relevant fields on the spreadsheet.

## 7.2 Duplicate returns warning message

Any duplicate entries are shown by highlighting the fields in yellow. Because of the pre-population of return details this should not arise.

**Tip:** any duplicate entries must be amalgamated into a single entry.

1. Having made corrections, you need to perform another validation to ensure that all previous errors are cleared, and no new errors have been introduced.
2. Repeat the correction / validation process until no errors are found.

**Tip:** you will need to have corrected all errors in order to successfully generate a file for upload.

Return to the main menu and select save or alternatively use the standard Excel File Save options.

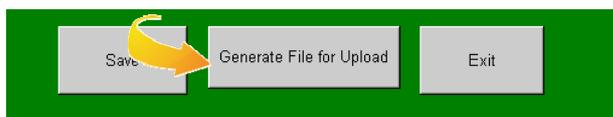
## 8 Creating the final returns file

This section provides information on creating the final returns file.

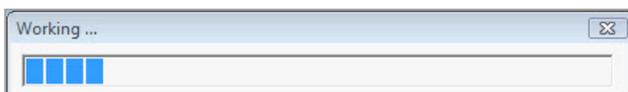
Having validated the returns file and checked that all errors have been resolved, you can create the final returns file for submission to the Environment Agency.

This process takes all returns data that you have entered into the Water Resources Abstraction Returns spreadsheet, and converts it to a new file, in the required XML format. The spreadsheet itself is not affected, and can be retained for future reference. To create a final returns file, follow the steps below:

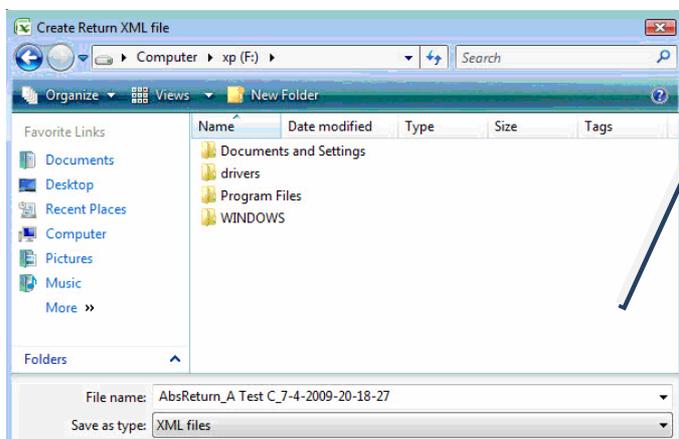
1. Navigate to the 'main menu'.



2. Select the 'Generate File for Upload' option and wait while initial processing takes place:



3. After a few seconds, you are prompted to choose a location in which to save the final returns (XML) file:



The default filename includes the date, which makes it a unique identifier. As such, you are advised to keep this filename.

4. Navigate to the folder where you want to save the XML file.
5. Click the 'Save' button to save the file. When the XML file has been created, you will see the following message 'Creation of XML return file completed'. Click on 'OK' to return to the spreadsheet's main menu.

You are now ready to submit the file.

**TIP:** you are strongly advised to retain your Excel spreadsheet file and generated XML file for future reference, or in case there is a query with your return.

To exit from the spreadsheet, select 'Exit' from the 'File' menu, or use the exit cross in the top right-hand corner of the spreadsheet or click the Exit button on the main menu.

## 9 Submitting the returns file to the Environment Agency

You can now submit your XML file via our e-business returns GOR website.

To do this, follow the steps below:

### 9.1 Login to General Operator Returns (GOR)

See section 2.1 and follow the steps to login to the General Operator Returns (GOR) website.

### 9.2 Upload a returns file

1. The 'returns list' screen will be displayed
2. Select 'Option 1 - upload a returns file for this period'

Environment Agency - GOR Returns List - Microsoft Internet Explorer

Address: <http://eahd1b02bay05.prod.uk.intnl:9602/GORExt/listreturns.htm>

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### Water Abstraction Return - Monthly (March) - Return Reporting Period: 01/04/2009 to 31/03/2010

**Option 1** - Please select this link to upload either: the file you created using the new (GOR) return spreadsheet OR the XML file you created. Do not use this link if you have not created your spreadsheet from the GOR template **Upload a returns file for this period**

**Option 2 - Use the pre-populated WR GOR spreadsheet** Please select this link to download the WR GOR spreadsheet for the returns listed below, up to a maximum of 126 returns per spreadsheet are allowed. Depending on the returns to be submitted you may need to download a separate spreadsheet for each return value (daily, monthly, weekly) and reporting period combination.

**Option 3** - Please choose the return you would like to key in from the following returns list table.

Returns currently due for this account. You can sort the table by clicking on the column headers.

Return Due Date	Status	Licence Number	Return ID	Site Description	Purpose(s)	Two Part Tariff	Key in Return
28/04/2010	Not Started	13/43/026/S/126	10030478	River Avon at East Mills, Fordingbridge	Fish Farm/Cress Pond Throughflow	N	Edit 13/43/026/S/126/10030478
28/04/2010	Not Started	15/49/026/S/067	10031681	Roscroggan Mill, Camborne	Pollution Remediation	N	Edit 15/49/026/S/067/10031681
28/04/2010	Not Started	15/49/026/S/068	10031683	Roscroggan Mill, Camborne	Pollution Remediation	N	Edit 15/49/026/S/068/10031683

Logout

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The 'File Upload' page is displayed:

## File Upload

**File Upload Details**

File location: \*

Contact email: \*   Change email address

Confirm email: \*

Ignore Warnings:

You should only select to ignore warnings if:

1. You have previously tried to upload this file and received an email from us containing warnings.
2. You understand the warnings and have amended the information in the file if required.

I certify that the information in this return is correct to the best of my knowledge and belief.

Yes  No

Note: The uploaded data will overwrite any data already typed in and saved for the Return (if any).

3. Click the 'Browse' button. A 'File Upload/ Choose File' window is opened, from which you can browse folders on your computer, to locate the final returns file (XML) that you created from the steps in section 8.
4. Confirm your selection and return to the 'File Upload' page. The selected file is now displayed in the 'File location' field

**Tip:** the first time that you use GOR you will need to complete step 5. When you next use GOR your email address will be displayed as a read only field. If you wish to change it tick the 'change email address box' and then complete step 5.

5. Type your (or another, designated) email address into the 'Contact email' field. This email address will be used by us to confirm that your file has been submitted successfully, or in case we have to contact you with any queries about the return.
6. Unless you have a specific reason to do otherwise, leave the 'Ignore Warnings' check box blank (i.e. de-selected). This will ensure that the file is only uploaded if it is found to be valid.
7. Before submitting your return you will be asked to set the declaration checkbox.

**Tip:** the default setting is **NO**. To successfully submit your return to us the checkbox will need to be set to 'Yes'.

## Submitting the returns file to the Environment Agency

8. Click the 'Upload' button to start the upload process. If the file does not match our XML file format, a message is displayed, advising that errors have been found and the file will not have uploaded.

The screenshot shows a web form titled "File Upload". At the top, there is a red-bordered box with a warning icon and the text: "Basic validation failed. The file does not comply with the file format we were expecting". Below this, the "File Upload Details" section contains the following fields and controls:

- File location: \*** A text input field with a "Browse..." button to its right.
- Contact email: \*** A text input field with a yellow highlight.
- Ignore Warnings:** An unchecked checkbox.

Below the checkbox, there is a note: "You should only select to ignore warnings if:" followed by a numbered list:

1. You have previously tried to upload this file and received an email from us containing warnings.
2. You understand the warnings and have amended the information in the file if required.

At the bottom right of the form, there are two buttons: "Upload" and "Cancel". At the bottom left, there is a note: "Note: The uploaded data will overwrite any data already typed in and saved for the Return (if any)."

9. If the file upload is unsuccessful, you are advised to return to the spreadsheet and run the validation process again; and create another XML returns file. If this file upload is still unsuccessful, please contact the National Operator Returns Team on 03708 506 506.

**Tip:** if your licence, or one of your licences, has been varied or transferred to a new licence holder during the return reporting period (November to October or April to March) your submission might be unsuccessful. If this is the case please contact the National Operator Returns Team on 03708 506 506, who will be able to advise you on what action to take.

10. If your file upload is successful, you will see an immediate on-screen message by way of acknowledgement of receipt of your file which will contain a reference number. This means that the processing of the file has begun.

**Tip:** it is possible to upload multiple files one after the other. If loading more than one return file please make a note of the reference for each one.

11. Once you have uploaded all of your XML files, you can freely log out of GOR (See section 10).

## 10 Logging out of GOR

You can log out of the GOR system from the File Upload screen, by clicking the 'Cancel' button (as shown below).

**File Upload**

**File Upload Details**

File location: \*

Contact email: \*   Change email address

Confirm email: \*

Ignore Warnings:

You should only select to ignore warnings if:

1. You have previously tried to upload this file and received an email from us containing warnings.
2. You understand the warnings and have amended the information in the file if required.

I certify that the information in this return is correct to the best of my knowledge and belief.

Yes  No

Note: The uploaded data will overwrite any data already typed in and saved for the Return (if any).

This will return you to the 'returns list' screen.

Scroll to the bottom of this screen and click the 'Logout' button (located at the bottom right of the screen).

This will log you out of GOR and finish the session.

### **11 File processing**

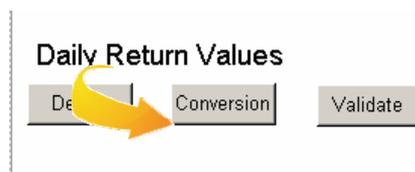
Once we have processed a file, which may take some time, a confirmation email will be sent to the address that you specified in the file upload page (section 9). This will notify you of the outcome of your file processing. This will either be a successful processing, or will inform you of any processing failures, which you will need to correct.

If you wish to discuss the content of the confirmation email you will need to contact the National Operator Returns team on 03708 506 506.

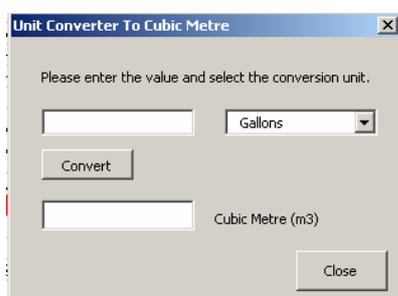
## Appendix: Using the conversion tool

Abstraction Totals are required in cubic metres (m<sup>3</sup>). If you have gathered data in different units, a conversion tool is provided from the Return Values page. To use this tool, follow the steps below:

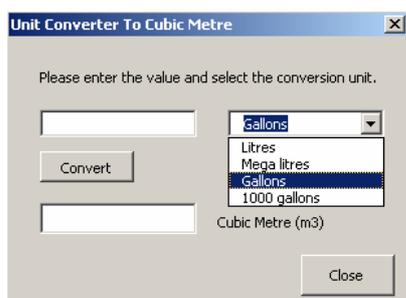
1. Position the cursor anywhere in the Return Values page
2. Click the 'Conversion' button:



3. The 'Unit Converter To Cubic Metre' window is displayed:



4. Enter the number of units to be converted in the first field.
5. Select the units to be converted from the drop-down list:



6. Click the 'Convert' button to perform the conversion and display the cubic metres equivalent in the bottom field. To exit, click on the 'Close' button.

**Tip:** you can copy and paste the Cubic Metres (m<sup>3</sup>) figure into the spreadsheet by using standard 'copy and paste' functionality. Select the m<sup>3</sup> figure and use 'Ctrl C' to copy. Select the destination spreadsheet cell and paste the figure using 'Ctrl V'.