



Environment Protection Authority

# RIDonline bulk upload

User Manual



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for 131 555

Speak and listen users:

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Email: [info@epa.nsw.gov.au](mailto:info@epa.nsw.gov.au)

Website: [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)

Report pollution and environmental incidents

Environment Line: 131 555 (NSW only) or [info@epa.nsw.gov.au](mailto:info@epa.nsw.gov.au)

See also [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)

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The bulk upload function was developed to give organisations the ability to upload incidents in batches rather than individually, enabling illegal dumping incidents captured in other systems or spreadsheets to be transferred to RIDonline.

Note: Bulk upload has limitations on the type of information that can be transferred to RIDonline and cannot capture the same level of comprehensive information as manual entry.

# 1. Bulk upload overview

The bulk upload function was developed to allow organisations the ability to upload incidents in batches enabling data captured in other systems (e.g. council CRM systems) to be exported into RIDonline via an xlsx file.

Bulk upload cannot replace the full functionality and data captured by manually entering incidents. It enables basic information to be uploaded to RIDonline allowing for data to be captured when manual entry is not feasible. Bulk upload can transfer the following data into RIDonline:

- date
- location
- waste type
- notes.

Any extra information such as incident outcomes, regulatory action taken, photos and volume will need to be manually entered.

The feature is available for enforcement officer access only. To enable this feature please contact the EPA at [illegaldumpingstrategy@epa.nsw.gov.au](mailto:illegaldumpingstrategy@epa.nsw.gov.au)

## 2. Using bulk upload

### 2.1. Preparing your xlsx file

Incidents can be uploaded using an xlsx file.

Due to the varying formats that each organisation use, organisations need to provide a sample xlsx file to the EPA, which will be mapped by RIDonline's developers to enable the bulk upload feature.

Once your sample xlsx has been mapped, you will be able to upload incidents via the bulk upload function at any time.

Bulk upload will be able to transfer date, location, waste type and notes. You do not need to delete any other columns from your xlsx file, but please note this data cannot be transferred to RIDonline.

To ensure that your xlsx file can be mapped and incidents uploaded, you must provide the following information and formats:

#### 2.1.1. Location field

This field is mandatory. If an incident's location is left blank in the xlsx, RIDonline will be unable to upload this incident. This field can be captured in your xlsx in a single column or multiple columns:

##### Single column address

Organisations have the option of having a single address column in an Excel file, which can be entered like: '123 Name Street Suburb NSW 2000'.

### Multiple column address

Location details can also be recorded across columns. An example would be as below where the address is split across 3 columns.

	B	C	D	
	STREET ADDRESS	SUBURB	POSTCODE	
6	123 Name Street	Suburb	3000	

The date field is the other mandatory field that all incidents must include before being able to be uploaded into the system. The date is limited to the format: 'dd/mm/yyyy'. For more information on how to change the date format, refer to section 3.2.

### 2.1.3. Waste type

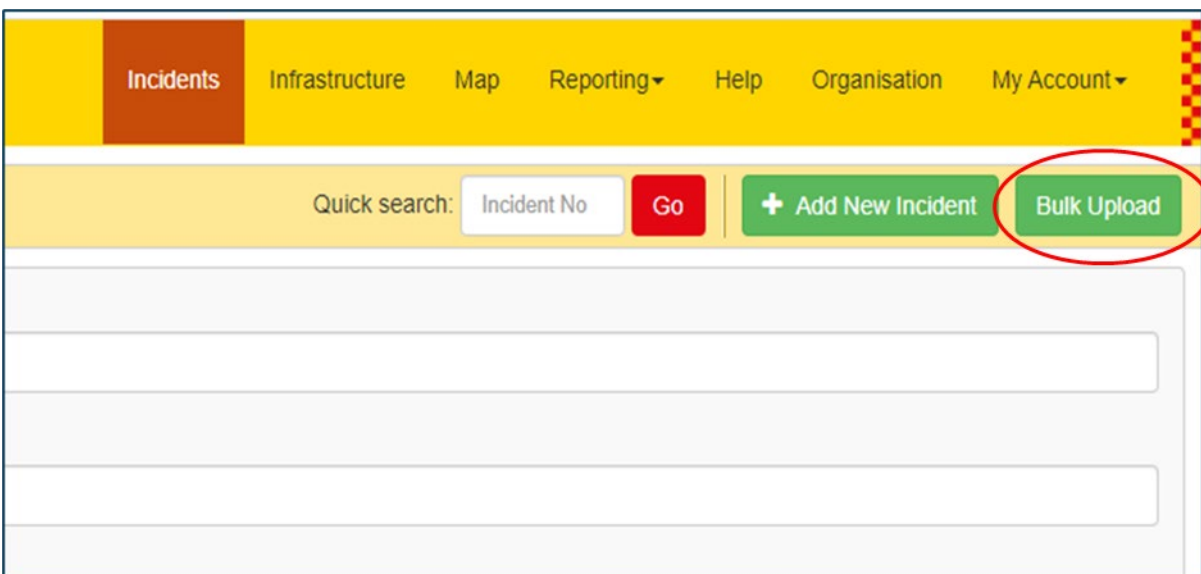
Bulk upload will match your waste type description to the pre-set list of waste types in RIDonline. A list of keywords has been compiled to enable varying descriptions within your xlsx to match RIDonline's set list of waste types. Where RIDonline is unable to match your waste type to RIDonline's pre-set list, the waste type will be listed as "other". If no waste type is entered into your xlsx file, the waste type will be listed as "other". You can manually change the waste type after the incident has been uploaded to RIDonline.

### 2.1.4. Notes/description

Bulk upload can transfer a Notes column from your xlsx file to RIDonline.

## 2.2. Uploading xlsx files

The bulk upload feature will appear on the main incidents page. This is only visible to organisations which have had 'bulk upload' enabled.



Once you click on the bulk upload button, drag and drop your file – or use the plus button to add a file, then click on the upload to RIDonline button.

It's important to note that all xlsx files you upload must have the same **heading descriptors** as the mapped sample file. You will be provided with these details once your sample has been mapped.

J	K	L	M	N
determina	Date	Address	Waste Type	Next Was
COM	3/04/2020	Bolding Street BALLINA	Mattresses	
COM	3/04/2020	Pearces Creek Road ALSTO	Household Items: furniture, clothes, carpets	
COM	3/04/2020	40 Moon Street BALLINA	Household Items: furniture, clothes, carpets	
COM	21/04/2020	6 Cronulla Street EAST BAL	Household Items: furniture, clothes, carpets	
COMP	7/04/2020	Roseville Lane CUMBALUM	Household Items: furniture, clothes, carpets	
COM	7/04/2020		Other	

If your file is missing any mandatory fields (e.g. blank addresses or no dates provided), an error message will come up showing the invalid rows in your xlsx file. Before you can proceed with uploading, you need to go into your xlsx file and update the missing information or delete the invalid rows.

**REPORT ILLLEGAL DUMPING ONLINE**

1 Add an Excel File

Your council is

Here is a quick summary of your file.  
You will see a more detailed summary after upload.  
To confirm and upload please click the "Upload to RIDOnline" button.  
To remove this file and use another file click the "Remove" button on the right.

51 Rows Found    12 Invalid

Uploaded excel file has invalid rows. Please correct the errors to continue.

- Row number 7 has an invalid address
- Row number 8 has an invalid address
- Row number 12 has an invalid address
- Row number 18 has an invalid address
- Row number 20 has an invalid address
- Row number 23 has an invalid address
- Row number 24 has an invalid address
- Row number 38 has an invalid address
- Row number 39 has an invalid address

Ilina Template - RIDOnline Authority Extract april - june 2020.xlsx  
14/12/20 - 15:49:38 (last modified)  
21.49 KB

Remove

Back to RIDOnline    Upload to RIDOnline

Reported Date	Dumped	Council	Address	Waste Type	Next	Waste	Other
2/04/2020	002.2020.I.COM	#####	Bolding Street BALLINA	Mattresses			
2/04/2020	002.2020.I.COM	#####	Pearces Creek Road ALSTO	Household Items: furniture, d			
2/04/2020	002.2020.I.COM	#####	40 Moon Street BALLINA	Household Items: furniture, d			
3/04/2020	002.2020.I.COM	#####	6 Cronulla Street EAST BALL	Household Items: furniture, d			
6/04/2020	002.2020.I.COMP	#####	Roseville Lane CUMBALUM	Household Items: furniture, d			
6/04/2020	002.2020.I.COM	#####		Other	Boxes a		
8/04/2020	002.2020.I.COM	#####		Household	Household Items:		
14/04/2020	002.2020.I.COM	#####	Barlows Road WEST BALLI	Mattresses			
15/04/2020	002.2020.I.COM	#####	264 North Creek Road BALL	Household Whitegoods: fridge			
15/04/2020	002.2020.I.COM	#####	Albert Sheather Lane CUM	Mattresses			
15/04/2020	002.2020.I.COM	#####		Household	Other		
20/04/2020	002.2020.I.COM	#####	Smith Drive WEST BALLINA	Tyres	Scrap Metal		
23/04/2020	002.2020.I.COMP	#####	29 Waterford Parade SKENI	Household Items: furniture, d			
23/04/2020	002.2020.I.COM	#####	River Street EAST WARDELI	Mulch			
23/04/2020	002.2020.I.COM	#####	39 River Street EAST WARD	Other			Power p
29/04/2020	002.2020.I.COM	#####	Tamar Street BALLINA	Other			Potentia
1/05/2020	002.2020.I.COM	#####		Other			Content
4/05/2020	002.2020.I.COM	#####	32 Grant Street BALLINA	Other			white pl
6/05/2020	002.2020.I.COM	#####		Other	Other		Bags of
7/05/2020	002.2020.I.COM	#####	Empire Vale Road EMPIRE	Household Whitegoods: fridge			

### 2.3. Viewing bulk uploaded incidents

All incidents that are bulk uploaded can be searched for using the normal search function in RIDonline. The main incidents page also has a tickbox located under the search fields that allows you to display bulk upload reports. Any incidents added through bulk upload can be individually updated via RIDonline.

**ILLLEGAL DUMPING ONLINE**

Incidents Infrastructure Map Reporting Help Origin

Find Incidents    Quick search: Incident No    Go    + Add N...

Location: Enter location - street or suburb

Investigating Agency/Program: Select investigating agency

Reported Date: 01/01/2009    14/12/2020

Vehicle of Interest: Enter registration number of vehicle of interest

LGA/Council: KIJ-RING-GAI

Investigating Officer: Select investigating officer

Person of Interest: Enter name of person of interest

Investigation status: Select investigation status

Exclude Duplicates     Public Reports Only     Bulk uploaded Reports Only

19 records found (showing 1 - 19)    View on map    Multiple Transfer

Incident No	Reported By	Reported On	Investigation Status	Location	LGA	Investigating Agency	Investigating Officer	Main Waste
1 138989	Kathy Kai	04/07/19	Closed	7 Stapleton Pl Pyrmble NSW 2073 Australia	KIJ-RING-GAI	KIJ-RING-GAI		Green Waste



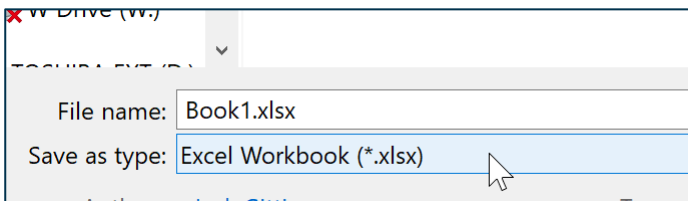
# 3. Bulk upload troubleshooting

As the bulk upload feature relies on data sets matching, you may experience some formatting issues with bulk upload. Common issues that can easily be resolved include:

## 3.1. Save files as xlsx not csv

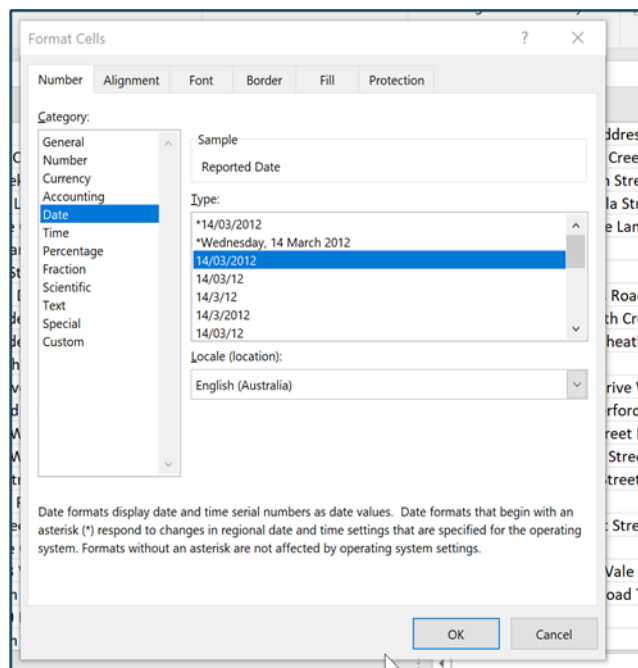
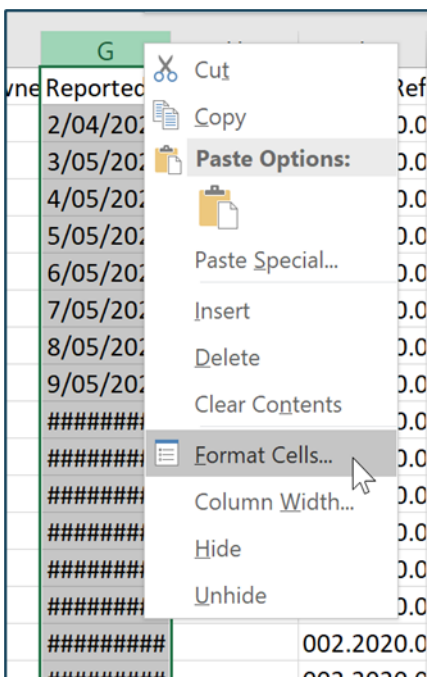
Bulk upload will accept csv files; however, csv files tend to have some formatting issues that may not allow your file to be uploaded into RIDonline.

To save your file from csv to xlsx go to 'File' > 'Save as' and change the 'Save as type:' to 'Excel Workbook (\*.xlsx)'



Bulk upload cannot transfer "date" data if it contains the time in the same column. You can format the date column by:

1. right-click on the column letter (G in the associated screenshot)
2. click 'format cells'
3. click on category 'Date'
4. select '14/03/2012' in the type field. (note: the specific values in the type section may or may not be different. Make sure to select one in the format 'dd/mm/yyyy')
5. press OK
6. save the file before trying to upload the file again.



### 3.3. Hidden columns or rows

RIDonline may not be able to complete the bulk upload if there are hidden rows or columns. To unhide these:

1. go to the 'Home' menu panel, then to the 'Cells' section and click 'format'. A dropdown list will appear
2. on the list, under 'Visibility' there is an option for 'Show & Unhide'
3. clicking 'Unhide Columns' will show any hidden columns, repeat the process for Unhide Rows
4. save the file before trying to upload the file again.

### 3.4. Bulk upload is taking too long

There are no limits to the number of incidents that can be uploaded via bulk upload. To reduce upload time it is recommended that each bulk upload is limited to 1000 incidents.

### 3.5. Incident not uploaded due to invalid address

Bulk upload has a two-step validation process. The initial check will identify any missing compulsory fields (as described earlier in the document). The file will not be uploaded at this stage until the rows are removed or updated.

The second validation checks the compatibility of the address provided with google maps. If an address cannot be located, the file will be uploaded, but those specific incidents will not be uploaded (see example below). This may occur in instances where a street number is not provided.

✓ All valid incidents are successfully uploaded to RIDOnline

---

Below is the summary of your upload.  
You can see a more detailed summary of the records which failed in the tables below.  
To upload another file use the *"Upload Another File"* button.

38  
Valid Incidents

1  
Incident with  
Invalid Address

0  
Duplicate  
Incident

Incidents with invalid address			
Row Number	Reported Date	Address	Notes
31	11/06/20	Hinterland Way KNOCKROW	2 plastic/rope chairs, orange and black dumped on side of road about 200m Way Knockrow. Been there 2 weeks