Portal TV

NHVR Portal Customer Module Webinar

19 April 2018

9:30am-10:15am AEST

Responding to Information Requests

Introduction

Panel Members

- Callum Fraser

- William Beaumont

Webinar Format

- Slides – uploaded to the Help Centre with the video

- In-portal demonstration and scenarios

- Live 'QnA' - to ask questions type these on the right side panel

- Using a tablet or mobile device – email your questions to support@nhvr.gov.au

- Watch on demand - the webinar video will be uploaded to YouTube and the Help Centre

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Purpose of Webinar | Managing your Portal Account

The purpose of today's webinar is to provide a step-by-step demonstration on how to use the NHVR Portal to respond to an information request on a heavy vehicle permit application.

We will review three common scenarios where additional information may be requested:
• Vehicle configuration or load information
• Route start/end or alternative route
• Third party approval or traffic management plans

Case tracker

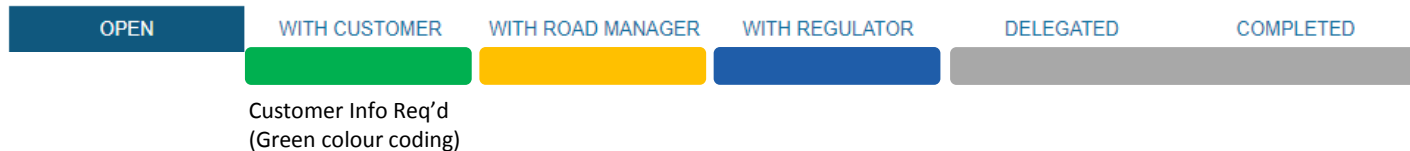| | OPEN | WITH CUSTOMER | WITH ROAD MANAGER | WITH REGULATOR | DELEGATED | COMPLETED |

Case Tracker | Case Status Overview

- After your permit application is submitted, it becomes a 'case'.

- In Case Tracker you can check on the status of the application as it is being assessed by the NHVR and Road Managers.

- During the assessment of the case, NHVR or Road Managers may wish to confirm information about:

  - Restricted access vehicle configuration or load information
  - Route start/end or options for an alternative route
  - Third party approvals or traffic management plans.

- As a customer, you can also generate an IR request if you want to make a minor update to a vehicle or upload approvals/ documents.

Customer Info Req'd
(Green colour coding)

Case Workflow | Information Requests

- As the permit application is being reviewed, there are three points in the approval workflow where an Information Request can be generated by either the Road Manager or the NHVR.

    1. Customer Info Req [Being Assessed]
    2. Customer Info Req [Finalising]
    3. Customer Info Req [Consent]

- The process in responding to an Information Request remains the same regardless of the workflow status.

- When an Information Request is generated, the NHVR Portal will automatically send an email to the contact listed on the application, providing the Case Number and a link to open the case.

Detailed workflows are available on the Help Centre:
https://help.nhvr.gov.au/online-permit-system-4/help-centre-customer/case-tracker/case-status-workflows

NHVR Portal

NHVR Portal - Information Request – 111111r1v1

Additional information has been requested for case 111111r1v1 ('Permit Reference') under customer account 'Customer Account Name'.

If a response to this request is not received within 7 days, your application cannot proceed and may be closed.

To view and respond to the request, please click on or copy and paste the following URL into your web browser.

https://www.service.nhvr.gov.au/#page=customer/accessPermits/caseTracker/manageCase&tab1=1&tab2=1&permitApplicationId=11111

The National Heavy Vehicle Regulator is Australia's independent regulator for all vehicles over 4.5t gross vehicle mass. We administer one set of laws for heavy vehicles to deliver a comprehensive range of services under one regulator, one rulebook. For more information, please visit: www.nhvr.gov.au. If you require assistance please contact us: 1300 MYNHVR (1300 696 487) standard 1300 call charges apply (check with your phone provider).

Information Requests| Responding to an Info Request

1. Select the Case and click to open.
2. Go to Case Management > Requests> Information Request
3. Select the Request Response Template > Additional Information for the Regulator
4. Complete the Information Request, adding comments and uploading files as needed.

Information Requests| Responding to an IR

Once the Information Request has been responded to, the history of logged requests will be listed under the REQUESTS tab.

Information Requests| Response timeframes

14 days is the allowable timeframe to respond to an Information Request.

At 7 days a reminder is sent if the request is still outstanding.

At 14 days, if no response is received a reminder will be issued to the customer contact as well as the account administrators.

At 15 days, if no response is received the case will be closed.

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Scenarios

Information Request | Alternative Route Info Case 8065

Scenario

Please be advised travel on River Street, Elbow Street and Belgrave Street is not permitted due to mass restricted infrastructure (Culverts).

Alternatively, if you wish to avoid travelling over these structures, you will need to accept the alternate route by taking Sea Street (from Approved 19m B-Double Network, North Street) onto Belgrave Street. Please accept the alternate.

Step-by-step

1. Click on the Notifications Bell and click/select the IR Notification for "8065r1v1 Alternative route proposal. For confirmation from customer" This will redirect you to the case management tab on the requests page.

2. Click on the "Road Manager IR: Alternative route proposal for confirmation from customer."

3. Add any notes and upload files as required.

4. Click on "Submit Response". Or alternatively you may click "Save Draft" and submit at a later time.

Example Response
Hi, happy with the alternate route offered by the Road Manager.

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Information Request | Additional Vehicle Info Case 8066

Scenario

Please note, your application indicates a total GCM of 42.5 tonnes. However the registered vehicle supplied indicates a maximum rate of 40.0 tonnes. Please update the vehicle details with registration complying with the requested mass, or adjust the application with a revised mass applicable to the 40.0 tonne rating.

Step-by-step

1. Click on the IR email with the link to the case OR log into the Portal and open Case Tracker
2. Find the Case (displaying a green case status of 'Customer Info Req')
3. Click on the case to open
4. Select tabs Case Management > Requests
5. Click Information Request and select the template '*Regulator IR: Vehicle information request*' from the drop down list.

6. Add any notes and upload files as required.

Example Response
Hi, I have updated the vehicle information and replaced the prime mover that complies with the GCM.

Or

Hi, I have adjusted my application to a maximum of 40.0t tonnes.

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Information Request | Uploads – Third Party Info Case 8067

Scenario

Please provide your third party approvals from the relevant telecoms and electrical providers.

Step-by-step

1. Click on the IR email with the link to the case OR log into the Portal and open Case Tracker
2. Find the Case (displaying a green case status of 'Customer Info Req')
3. Click on the case to open
4. Select tabs Case Management > Requests
5. Click Information Request and select the template '*Regulator IR: Third Party approvals required*'.
6. Add any notes and upload files as required.

Example Response
Hi, I have attached the SA Power Networks approval and the 2 emails from Telstra and Lend Lease (Optus) indicating no requirement for approval.
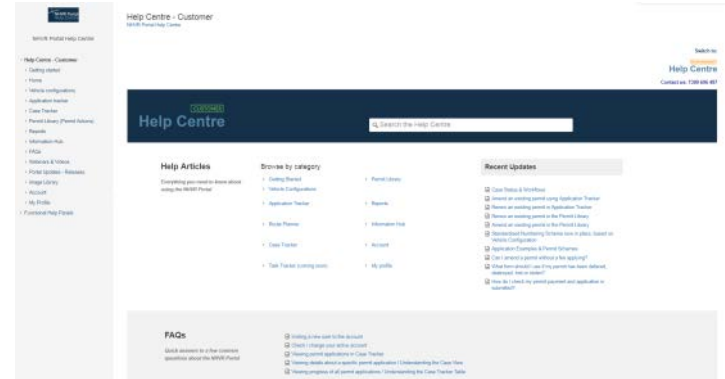
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Information Request| Demonstration

More Information | User Support

Online Support is available 24/7 via the Help Centre

- Videos
- FAQs
- Help Articles
- Past Webinars

https://help.nhvr.gov.au/support

Phone support is available via the Call Centre
Contact us on: **1300 MYNHVR** (1300 696 487)
Standard 1300 call charges apply (check with your phone provider).
Hours of operation 7:00am – 5:00pm (AEST) Monday to Friday.
Closed on weekends and all national public holidays.

Thank you

Please get in touch

accessconnect@nhvr.gov.au

or

https://www.nhvr.gov.au/