



Electrical Equipment Certification

APPLICANTS GUIDE TO THE EQUIPMENT APPROVAL DATABASE

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APPLICANTS GUIDE TO THE EQUIPMENT APPROVAL DATABASE

1. Application status

The application status screen displays information regarding the status of an application.


Applications are colour coded according to their status as follows:

 Not submitted

 Declined

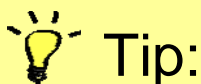
 Approved

 Submitted

 Further information required – see the actual colors from the database

 Expires

 Expired



Once an application is approved its status changes to “Approved” and an email notification is immediately sent automatically.

Ensure your email address is up to date to receive this notification.

2. Tips and quick guides

Remember all passwords require at least one upper case and one numeral character to be accepted by the system. The password is required to be at least 6 characters long.

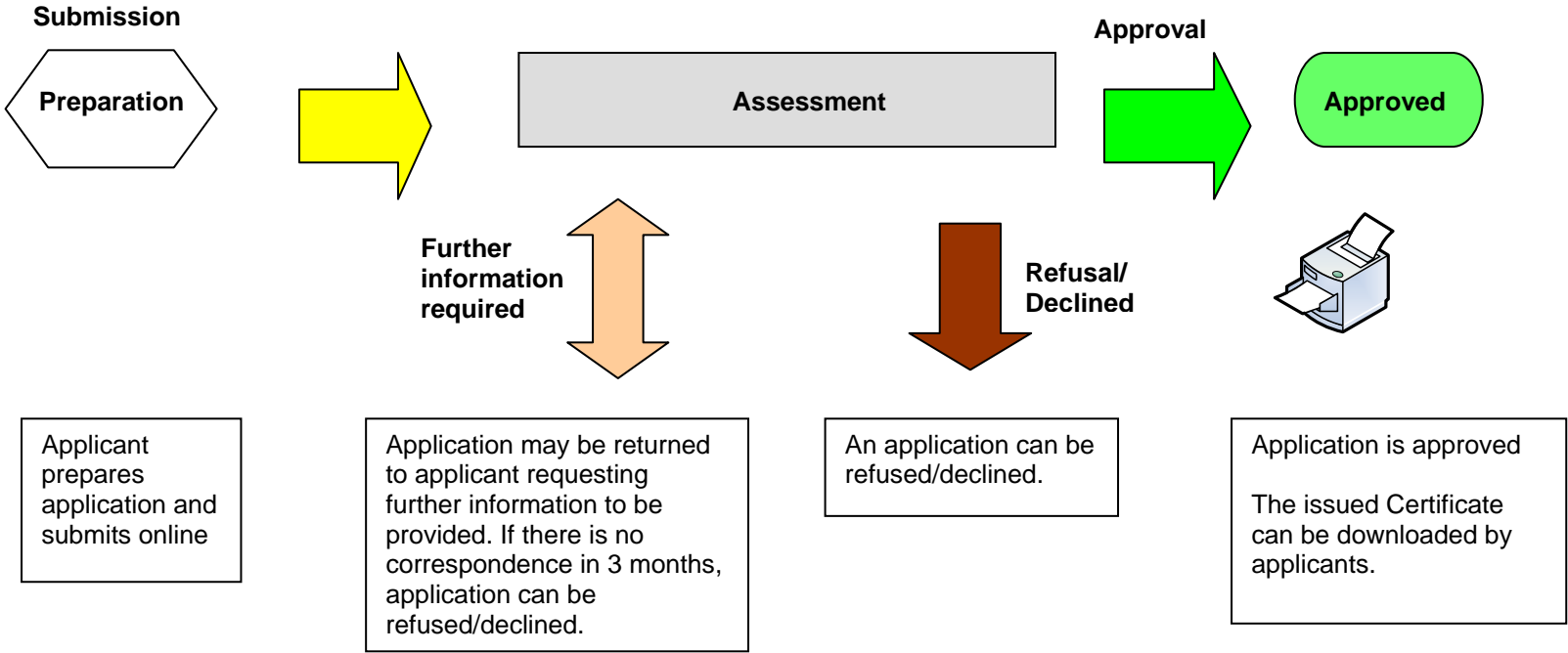
Fields marked with a **red star** ★ are mandatory fields and must be completed before the application can be submitted. The submit button on your application will be disabled while these mandatory fields are empty. Fields marked with a **green star** ★ are mandatory fields with options; either field must be completed before the application can be submitted.

Do not hit/click the back button on your web browser. Only navigate through the page links on the database.

The system will time out if there is no activity on your database screen for more than 20 minutes. If this happens you will need to re-login into the system and any unsaved data will be lost.

Click the 'Save' button on every screen regularly to avoid losing your work/data when you change screens or applications. It is recommended that you log in at least once a month to check on the status of applications and approvals.

3. Online application process



4. Introduction


This guide is to assist you in understanding the functions and screens of the online certification database for electrical equipment approvals.

The electrical safety regulators in Victoria (Energy Safe Victoria (ESV)) and Queensland (Electrical Safety Office (ESO)) have established a joint online certification database for their respective Electrical Equipment Safety Approval Systems.

The new system is hosted by the Electrical Regulatory Authorities Council (ERAC) in readiness for a national system of equipment approvals, and responsible suppliers of electrical equipment. The database works on the existing state legislation supporting the issuing of certificates of approval for electrical equipment in either Victoria or Queensland.

The certification database provides online lodgment, payment and approval of electrical equipment. Once approved, the database will automatically send an email notification to the applicant and consultant (if selected) concerned informing that the article has been approved. Paper certificates will no longer be posted to applicants; instead these may be downloaded and printed by registered applicants for their own use.

The certificates issued by the database are not controlled when printed. If verification of a certificate is required, general information is available via a public search which can be accessed via www.erac.gov.au.

For further help, each page has a  button which provides further information and explanation of database functions.

Details on the processing of individual applications can be accessed by applicants and authorised consultants by logging into the database and reviewing all their applications and approvals online.

Any further enquiries regarding your particular application should be directed to the individual assessing officer who has been allocated your application via the database system.



Tip:

Applicants and consultants need to be registered on the database in order to access the system.

5. Registration

5.1 First Time Registration (Applicant)

1. Browse to www.erac.gov.au.
2. Under the “NEWS” tab you will find the Equipment Certification Login.

Note:

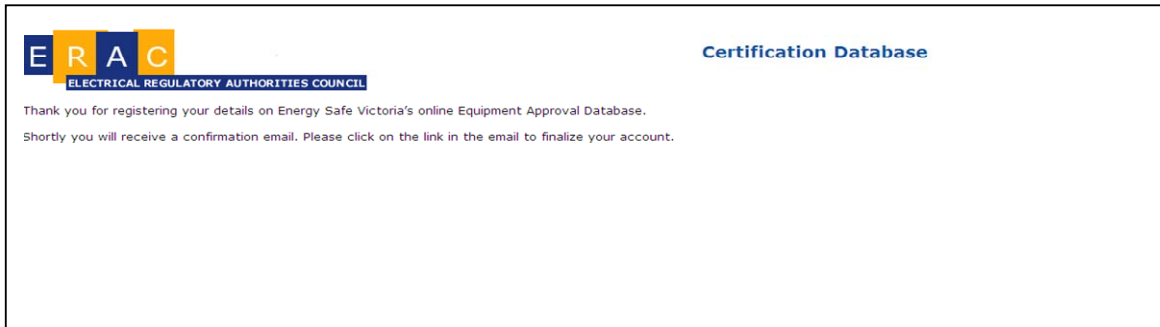
You may need to expand this by clicking on the + symbol to either login using your enter your name and password or register as a first time user.

The screenshot shows the ERAC website's 'Equipment Certification Login' page. At the top, there is a navigation menu with links for NEWS, EESS, EQUIPMENT, LICENSING, STANDARDS, ABOUT ERAC, CONTACT US, and MEMBERS. Below the menu is the ERAC logo and the text 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL'. A breadcrumb trail indicates 'You are here:'. The main content area is divided into two columns. The left column contains the 'Equipment Certification Login' form, which has a '+' icon to expand it. The form includes fields for 'User Name:' and 'Password:', a 'Login' button, and a link for 'First time user? Register here.'. The right column features the heading 'Implementation of the ERAC Equipment Certification System' followed by three paragraphs of text explaining the system's purpose and the inclusion of the Queensland Electrical Safety Office. At the bottom of the right column, there are two links: 'Electrical Equipment Safety Regime Review' and 'Electrical Equipment Safety Recall Guide'.

3. Click on the link to register your details.
4. Complete all details on the form, ensuring “Applicant” is ticked. These become your user details and can be accessed in your details page.

The screenshot displays the 'Certification Database' registration form. The form is organized into two main sections: 'Contact Details' and 'Login Details'. The 'Contact Details' section contains several fields: Business Name, Contact Name, Address, Postal Address, Email, Confirm Email, Business Phone, and Mobile Phone. The 'Login Details' section includes fields for User ID, Password, Confirm Password, and User Type (with radio buttons for Applicant and Consultant). A 'Register' button is positioned at the bottom of the form. At the very bottom, there is a small footer with version information: 'Version 1.7 Last Updated: 7 December, 2010' and copyright information for the State of Victoria.

5. Click Register, these details now become your user details and can be accessed in your details page.

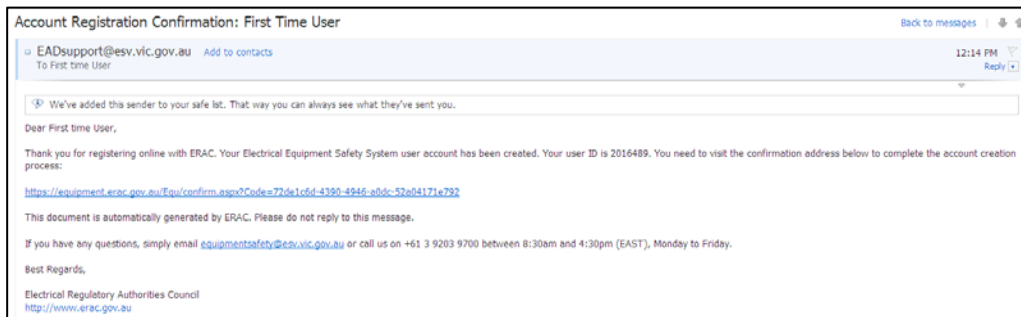


Note:

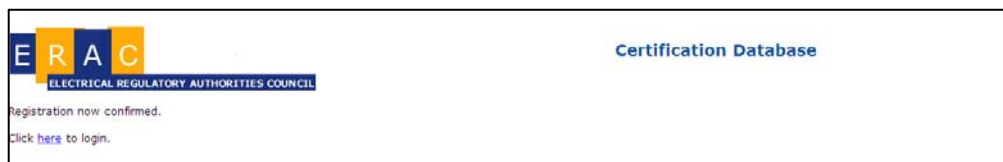
A business name cannot be changed this way. A transfer application is required to do this.

6. An email will be sent to the email you have detailed above. Check your nominated email address and open the confirmation email.

7. Click the verification link as highlighted.



8, Follow the link to the Login page



Note:

If registering as a Consultant, ensure you have selected consultant. [Refer to section 5.2\).](#)

5.2 First Time Registration (Consultant)

A consultant may be given the authority by an applicant to submit and edit particular applications on their behalf.

Individuals may register as a consultant with the database. In order to register, consultants must go through the ERAC webpage and enter their details and selecting their user type as consultant. Consultants will be given their own User ID and password to access the system.

1. Browse to www.erac.gov.au.
2. Under the “NEWS” tab you will find the Equipment Certification Login.

Note:

You may need to expand this by clicking on the + symbol to either login using your enter your name and password or register as a first time user.

3. [Refer to section 5.1](#) on completing the form

Note:

Ensure that consult is selected for the User Type

The screenshot shows the ERAC Certification Database registration form. The form is titled "ERAC Certification Database" and "ELECTRICAL REGULATORY AUTHORITIES COUNCIL". It is divided into two main sections: "Contact Details" and "Logon Details".

Contact Details:

- Business Name : First time consultant
- Contact Name : First Time Consultant
- Address : First time Consultant
- Postal Address : First time Consultant (with a checked box for "Same as above")
- Email : consult equip@hotmail.com
- Confirm Email : consult equip@hotmail.com
- Business Phone : 1300 650 662
- Mobile Phone : 1300 650 662

Logon Details:

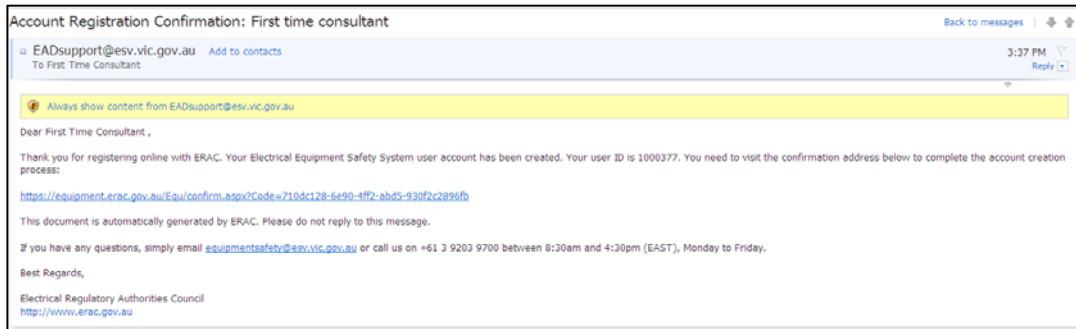
- User ID : [Redacted]
- Password : [Redacted]
- Confirm Password : [Redacted]
- User Type : Applicant Consultant

A "Register" button is located at the bottom of the form. At the very bottom, there is a small footer: "Version 1.7 Last Updated: 7 December, 2010 © Copyright State of Victoria | Disclaimer | Privacy Statement |".

Note:

An email will be sent to the email you have detailed above.

4. Check your nominated email address and open the confirmation email.



5. Click the verification link as highlighted.



Consultants may elect to be publicly viewable through the database by clicking a text box in their user details. Please refer to section 6.2 Consultant – Editing User Details on how to check your details and confirm if you are viewable or not.

A consultant may choose to refuse or accept an application sought by an applicant.

If a consultant submits an application on behalf of an applicant, all the notifications regarding this application will be sent to that consultant.

An applicant may elect to make a consultant their authorised consultant for all their applications. The consultant accepting this arrangement is automatically the default consultant for all applications generated from this applicant.

An applicant may revoke the authorisation of their preferred consultant at any time globally or on a job by job basis if required. In instances where there is no preferred consultant recorded, the applicant may specify a consultant.

A consultant is also able to prepare a new approval application and then request permission by an applicant to submit this to a regulator on their behalf. In this process the consultant does not have to be publicly viewable but the consultant does need to select the applicant. The consultant can either use the applicants ID number or use a drop down list of applicants that have nominated the consultant as their authorised consultant.

A consultant can also select an existing approval for modification (using the certificate number) and prepare a modification application. The consultant has to request and receive permission from the approval holder before this modification application can be submitted to the regulator.

5.3 Logging into the System

1. Login to the database using the supplied ID and password.

Note:

- *Everyone is issued a user ID and password.*
- *User ID – 6 digit unique number*
- *Password – 6 Characters.*
 - *The password must include at least one UPPER CASE, and one number.*

6. Account Management

We encourage applicants to only have one account, user ID and password.

Multiple accounts and passwords are confusing and are discouraged. If you have been issued or acquire more than one applicant account on the system, it is advisable that these be merged into one account. Applications may be forwarded to either ESO or ESV from the same account.

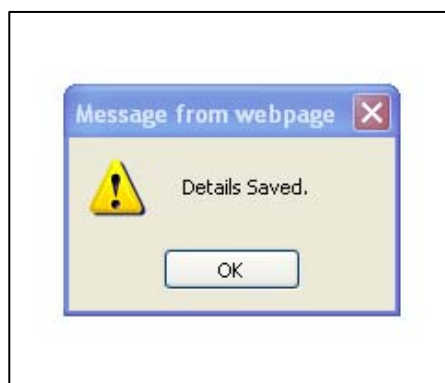
6.1 Applicant – Editing of user details

1. Login to the Certificate Database using your supplied user ID and password
2. Click the User Details Tab and ensure your details are correct (amend if necessary)

The screenshot shows the 'User Details' page in the ERAC Certification Database. The page is titled 'Certification Database' and 'Welcome, First time User'. The page is divided into several sections:

- Contact Details:** This section contains several input fields for user information:
 - Business Name: First Time User
 - Contact Name: First time User
 - Address: 1st Time User Street
 - Postal Address: 1st Time User Street (with a checked 'Same as above' option)
 - Email: applicant Equip@hotmail.com
 - Confirm Email: applicant Equip@hotmail.com
 - Business Phone: 1300 650 662
 - Mobile Phone: 1300 650 662
- Reset Password:** This section contains three input fields:
 - User ID: 2016489
 - Password: (empty)
 - Confirm Password: (empty)
- Authorised Consultant:** This section contains a dropdown menu for selecting an authorised consultant.

3. Save your details once entered.



6.2 Consultant – Editing of user details

1. Login to the Certificate Database using your supplied user ID and password
2. Click the User Details Tab and ensure your details are correct (amend if necessary)

Note:

Consultants can select in their user details if they wish to have their details publicly available to applicants to select them for the preparation and submission of their applications.

The screenshot shows the ERAC Certification Database interface. At the top, the ERAC logo and 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL' are on the left, and 'Certification Database' and 'Welcome, First Time Consultant' are on the right. A navigation bar includes 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. Below this, a 'Details' tab is active. The 'Contact Details' section contains several input fields: Business Name (First time consultant), Contact Name (First Time Consultant), Address (First time Consultant), Postal Address (First time Consultant), Email (consult Equip@hotmail.com), Confirm Email (consult Equip@hotmail.com), Business Phone (1300 650 662), and Mobile Phone (1300 650 662). A 'Same as above' checkbox is checked next to the Postal Address field. Below this is the 'Reset Password' section with fields for User ID (1000377), Password, and Confirm Password, and a 'Show To Public' checkbox. A 'Save' button is at the bottom.

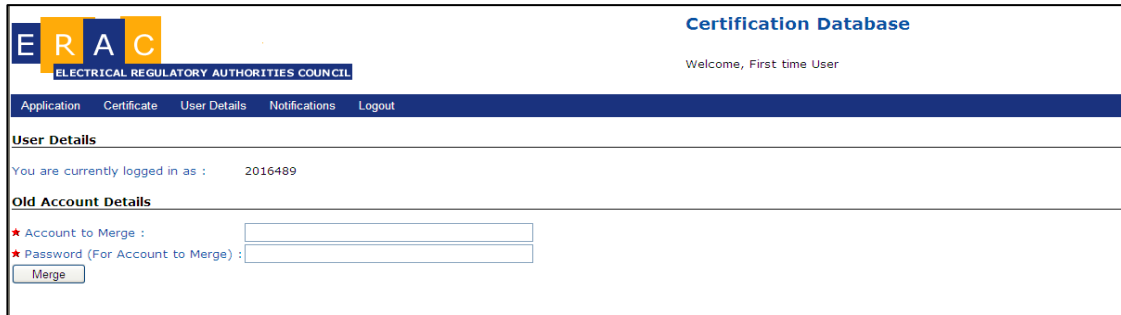
Please remember to save your details once entered on this screen.



6.3 Merging Accounts:

To merge accounts and passwords, simply login under the account you wish to maintain (Primary)

1. Click the merge button under the user details tab.
2. Enter the account details (using the ID and password of the secondary account)



ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Certification Database
Welcome, First time User

Application Certificate User Details Notifications Logout

User Details

You are currently logged in as : 2016489

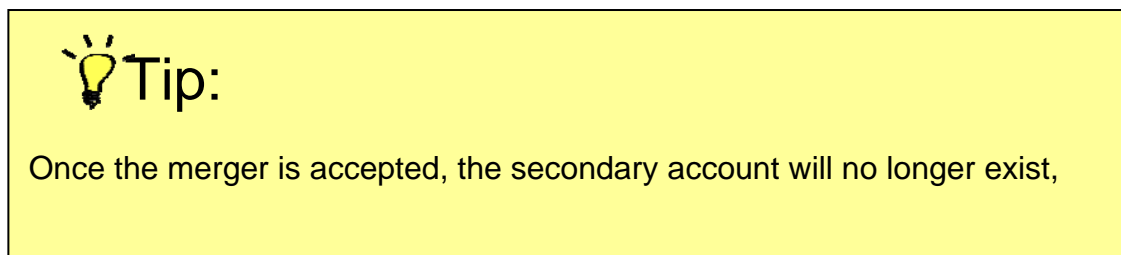
Old Account Details

* Account to Merge :

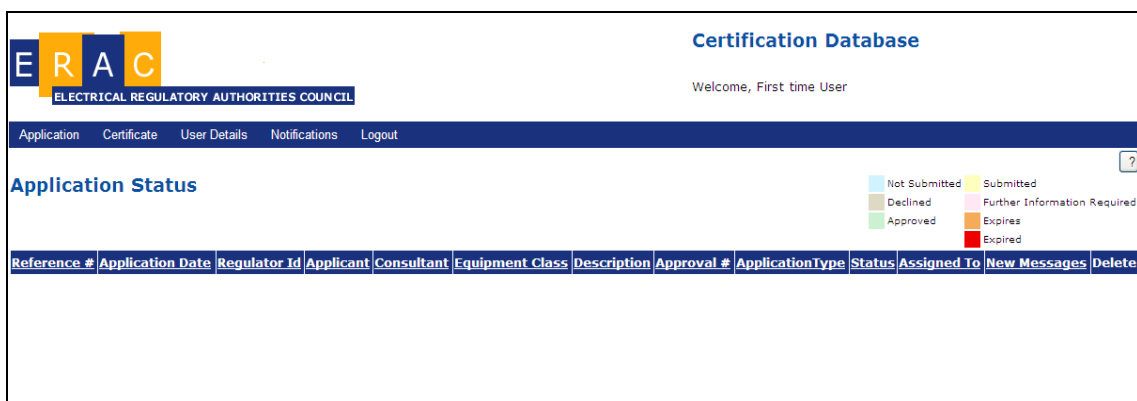
* Password (For Account to Merge) :

Merge

3. Click Merge



4. Select Application and click Application Status to confirm the process was successful.



ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Certification Database
Welcome, First time User

Application Certificate User Details Notifications Logout

Application Status

Not Submitted Submitted
Declined Further Information Required
Approved Expires
Expired

Reference #	Application Date	Regulator Id	Applicant	Consultant	Equipment Class	Description	Approval #	ApplicationType	Status	Assigned To	New Messages	Delete
-------------	------------------	--------------	-----------	------------	-----------------	-------------	------------	-----------------	--------	-------------	--------------	--------

Note:

Upon successful login, **all applications** from the secondary account will be displayed on the primary account. The applications will appear under the Application Status screen

7. Applications

Prescribed/Declared Equipment requires approval by a Certification Body prior to the product being offered for Sale or Supply.

There are several types of applications that can be entered via the Certification Database. These include:

New application for certification:

- An application for Electrical Equipment Approval made via the Certification Database to a participating Certification Body for the purposes of obtaining an electrical equipment approval certificate.
- The process for making a new application via the Certification Database is available in [section 7.1](#).

Modification of an existing approval:

- An application made via the Certification Database to add additional variants, models and trade names etc to an existing certificate of approval.
- All changes to Prescribed/Declared Equipment require the change to be recorded through the process of modification.
- The process for making a modification application via the Certification Database is available in [section 7.2](#).

Renewal of an existing approval:

- An application to renew an existing Electrical Equipment Approval made via the Certification Database. Certificates issued via the database have an expiry date of up to 5 years. The process for renewing a certificate is similar to a new approval application.
- The process for making a renew application via the Certification Database is available in [section 7.3](#).

A transfer of an approval:

- An application to transfer the existing certificates from one company name into another company name, this process is done via the Certification Database.
- The process for making a transfer application via the Certification Database is available in [section 7.4a](#) and [section 7.4b](#).

Extension application:

- An application made via the Certification Database to sell electrical equipment for an additional 12months.
- The process for making an extension application via the Certification Database is available in [section 7.5](#).

Payment of applications

- All applications made via the Certification Database require payment. The payment is the prescribed fee as required by state legislation.
- Payment information can be found in [section 8](#).

7.1 A new application

To submit new applications, applicants should login to the Equipment Approval Database.

Note:

All the approvals from the applicant including any draft applications (not yet un-submitted) and expired approval will also be displayed to the applicant.

1. Click “New Application” found under the Application tab.



2.

Complete all details mandatory fields marked with a Red Star

3. Select a consultant (optional);

4. Click “Save Details”.

Note:

By clicking on the green button next to the applicants name you can edit the applicants contact details, ID and password, and select an authorised consultant.

Please ensure all this information including your email address is current and up to date.

The screenshot shows the ERAC Certification Database interface. The top navigation bar includes 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. The 'User Details' tab is active. The 'Contact Details' form is displayed, with fields for: Business Name (First Time User), Contact Name (First time User), Address (1st Time User Street), Postal Address (1st Time User Street), Email (applicant Equip@hotmail.com), Confirm Email (applicant Equip@hotmail.com), Business Phone (1300 650 662), and Mobile Phone (1300 650 662). There is a checkbox for 'Same as above' next to the Postal Address field. Below the contact details is the 'Reset Password' section with fields for User ID (2016489), Password, and Confirm Password. At the bottom is the 'Authorised Consultant' section with a dropdown menu.

By selecting a particular consultant in your “details” page (presuming consultant acceptance), you are authorizing them to act on your behalf. This includes submission of original application, making payments, supplying additional material, amending original submission details (where required) and corresponding with reviewing officers (where necessary).

An applicant may elect to make a consultant their authorised consultant for all their applications. The consultant accepting this arrangement is automatically the consultant for all applications from this applicant to the exclusion of all others.

An applicant may revoke the authorisation of their preferred consultant at any time and on a job by job basis. In instances where there is no preferred consultant already recorded, the applicant may specify a consultant, particularly when renewing older approvals.

An applicant will also be required to provide the name and details of the manufacturer(s). By clicking on the green button next to the manufacturer’s field these details will be able to be entered. These details once entered will be available as a drop down box in subsequent applications made and do not need to be re-entered.

5. Click your equipment class

6. Select the description and manually type in the type of Equipment

Note: The Equipment Description is the definition of the equipment as per the Prescribing Definitions outlined in 4417. The free text field is the specific type of product, example: Kettle under the prescribing definition of Liquid Heating Appliance.

For non-prescribed equipment, users are encouraged to specify type of non-prescribed equipment in the second row of “Description” (free text field)

The screenshot shows the 'Application Details' page in the ERAC Approvals Database. The page header includes the ERAC logo and 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL'. The user is logged in as John Smith. The application details are as follows:

- Reference No:** 1100178
- Applicant:** John Smith Appliances
- Equipment Class:** (blank)
- Description:** (blank)
- Consultant:** (blank)
- Approval No:** (blank)
- Regulator:** (blank)
- Lead Time:** (blank)
- Application Fee:** (blank)
- Application Type:** Application
- Application Status:** Not Submitted

The 'Application Submitted On' section shows a list of four entries, all with 'Select...' in the consultant field. The 'Equipment Details' section shows 'Equipment Class' set to 'Prescribed' and 'Description' set to 'Appliance Connector'. The 'Accepted as complying to' field is set to 'AS/NZS 4417'. A 'Save Details' button is visible at the top right of the form area.

7. Input the standard number as per the information on the test report that supports your application.

Note:

If you manufacturer has previously been entered please skip to step 8b

You do not need to add the same manufacturers' details again.

8a. New manufacturer, click the green icon next to manufacturer and complete all mandatory fields marked with a red star.

The screenshot shows the ERAC Certification Database interface. At the top, there is a navigation menu with options: Application, Certificate, User Details, Notifications, and Logout. Below the menu, there are tabs for 'Details' and 'Manufacturers'. The 'Manufacturers' tab is active, displaying a 'Contact Details' form. The form has several fields, some marked with a red star (mandatory) and some with a green star (optional). The fields are: Business Name (red star), Contact Name (red star), Address (red star), Postal Address (red star), Email (red star), Confirm Email (red star), Business Phone (green star), and Mobile Phone (green star). There are also 'New', 'Save', and 'Clear' buttons. Below the form is a 'Manufacturer List' table with an 'Export' button. The table has columns for Business Name, Contact Name, Business Phone, and Mobile Phone. The table contains one entry: 'Chingso MFG' with Contact Name 'So Chee' and Business Phone '1300 650'.

8b. located your correct manufacturer via the *drop down list*.

9. Click Save

10. Select “Profiles” and add relevant models and trade names for the application. Complete any other relevant fields ensuring that all Red Star fields are complete and at least one Green Star field is complete;

11. Click “Save Profile”.

The screenshot displays the ERAC Approvals Database interface. At the top, the ERAC logo and 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL' are visible. The user is logged in as 'John Smith'. The application details include: Reference No: 1100178, Applicant: John Smith Appliances, Equipment Class: Prescribed, Description: Appliance Connector, Regulator: Energy Safe Victoria, Lead Time: 30 days, Application Fee: 406.00, Application Type: Application, and Application Status: Not Submitted. The 'Profiles' tab is selected, showing 'Add/Edit Profile' for 'Profile 1'. This section includes input fields for Model, Trade Name, Voltage (240), Current (90), Power, and Hz, with 'Add' and 'Delete' buttons. Below this is a table of 'Existing Profiles' with columns for Profile Name, Model, Trade Name, Input, Output, and a Delete link.

Profile Name	Model	Trade Name	Input	Output	
Profile 1	Model	Trade Name	240, 90		Delete

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Note:

Profiles are the different variants of an article under an approval that contain different electrical characteristics or construction (each model has its own profile. However technically identical models may be listed on the same profile. Different models with only colour changes may be entered on the same profile).

*Identical models may have more than one trade name attributed to them under their profile. Wild card descriptors or characters (example as *, or x, y or z) covering any different characteristics such as, rating figures in a series designation, are not acceptable.*

In applications where a comments page is available for additional text for profiles, these should be restricted to additional critical notations or markings that will be reproduced on the certificate (e.g. Class II, IP Rating, or Drill Speeds etc) as well as brief descriptions of the profile.

Unnecessary text may be modified by the regulator and your application may be returned for further editing. Technical officers reserve the right to request applicants to amend their profile designations based on technical grounds.

11. Select “Test Reports”.

12. Complete all mandatory fields marked with a red star.

The screenshot displays the ERAC Certification Database interface. At the top, the ERAC logo and 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL' are visible. The user is logged in as 'First Time User'. The main navigation bar includes 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. The application details show 'Reference No : 1200893', 'Applicant : First Time User', 'Equipment Class :', 'Description :', 'Consultant :', and 'Approval No :'. The application status is 'Not Submitted'. The 'Test Reports' tab is active, showing the 'Add/Edit Test Report' form. The form has several mandatory fields marked with a red star: 'Report Name' (Test Report 1), 'Lab Name' (Test LAB), 'Standard' (60335.2.77.2002+A1), and 'Date Completed' (8/02/2012). A file named 'Test Report - Lawn Mower 1234567.doc' is attached, with 'View' and 'Delete' buttons. There is a 'Browse...' button and an 'Upload File' button. A note states 'Maximum upload size is 7MB'. A 'Comments' section contains the text 'Lawn Mower test report - includes Australian variations'. Below the form is a table titled 'Existing Test Reports' with columns: Report Name, Lab Name, Standard, Report Number, Date Completed, No of Files, and Delete.

13. Click Browse and select your test report

14. Click upload file

Note:

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

15. Click “Save Test Report”.

16. Click “Other Documents”

17. Complete all mandatory fields marked with a red star.

18. Click “Choose File” and select your files for uploading

19. Click Upload File

Note:

Each file/document will require separate uploading

20. Click “Save Other Document”.

The screenshot shows the ERAC Approvals Database interface. The top navigation bar includes 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. The main content area has tabs for 'Details', 'Profiles', 'Test Reports', 'Other Documents', and 'Summary'. The 'Other Documents' tab is selected, displaying the 'Add/Edit Other Document' form. This form has three main sections: 'Document Name', 'Description', and 'Files Attached'. The 'Files Attached' section shows a file named 'Tour.java' with 'View' and 'Delete' buttons. Below this is a 'Choose File' button and a message 'No file chosen. Maximum upload size is 7MB'. There is also an 'Upload File' button. A 'Comments' text area is located below the file upload section. At the bottom of the form, there is a table titled 'Existing Other Documents' with columns: 'Document Name', 'Description', 'Comments', 'No of Files', and 'Delete'.

Note:

This page should be used to upload documentation such as component certifications, user manuals, nameplate markings, declarations, and any associated email correspondence.

The comments field can be used to provide additional descriptions of uploaded documents such as:

- *Plug Certificate;*
- *Cord Certificate;*
- *Component Certification;*
- *Supporting Email Documentation; and*
- *Identity Declaration*

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

21. Click “Summary”

22. Select a regulator.

Note:

You can compare prices and average lead times here.

(N.B. Lead time is an average, not a guarantee that your application will be approved in this time period.).

ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Approvals Database
Welcome, John Smith

Application Certificate User Details Notifications Logout

Reference No : 1100178 Applicant : John Smith Appliances Equipment Class : Prescribed Description : Appliance Connector Consultant : Approval No :
Regulator: Energy Safe Victoria Lead Time: 30 days Application Fee: 406.00 Application Type : Application Application Status : Not Submitted
[How to create a new application](#)

Details Profiles Test Reports Other Documents Summary

Print Submit ?

Regulator Details

* Regulator
Electrical Safety Office
Lead Time: 9 days
Application Fee: 356.00

Application Details

Applicant: John Smith Appliances
John Smith
14 SomeWhere Road, Canberra, ACT

Manufacturer:
1 John Smith Manufacturing
2
3
4

Equipment Details

Equipment Class: Prescribed
Description: Appliance Connector
Accepted as complying to: AS/NZS AS/NZS 4417

Details: Appliance Connector
Profiles

23. Click “Submit” (or submit to a consultant – if selected)

Note:

If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Certification Database
Welcome, First time User

Application Certificate User Details Notifications Logout

Reference No : 1200893 Applicant : First Time User Equipment Class : Description : Consultant : Approval No :
Regulator: Lead Time: Application Fee: Application Type : Application Application Status : Not Submitted
[How to create a new application](#)

Details Profiles Test Reports Other Documents Summary

Print Submit ?

Regulator Details

* Regulator
Select...
Lead Time
Application Fee

Application Details

Applicant: First Time User
First time User
1st Time User Street

Manufacturer:
1 *** You must select manufacturer.
2
3
4

Equipment Details

Equipment Class: *** You must select an Equipment Class.
Description
Accepted as complying to: AS/NZS
*** You must complete 'Accepted as complying to: AS/NZS' field.

Details
Profiles

*** You must have at least one profile.

Profile Name	Model	Trade Name	Input	Output

Test Reports

Report Name	Lab Name	Standard	Date Completed	No of Files
Test Report 1	Test LAB	60335.2.77:2002+A1	8/02/2012	1

Other Documents

Document Name	Description	Comments	No of Files

The applicant cannot submit their application to a consultant until all the mandatory fields are filled in. Until this is done the “Submit to Consultant” button is disabled.

The screenshot shows the ERAC Certification Database interface. At the top, there is a navigation menu with 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. Below this is a header bar with the ERAC logo and the text 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL'. The main content area displays application details for reference number 1200938. The application is for a 'Swimming Pool/Spa' and is currently in a 'Not Submitted' state. The 'Submit to Consultant' button is disabled, indicated by a greyed-out appearance and a question mark icon. The form includes sections for Regulator Details, Application Details, Equipment Details, and Profiles. The Regulator field is currently empty, and the Manufacturer field has a red error message: '*** You must select manufacturer.'.

The applicant can send the application to be accepted by a consultant by clicking the “Submit to Consultant” once all the mandatory fields have been completed.


This screenshot shows the same ERAC Certification Database application form as above, but with the 'Submit to Consultant' button now enabled and highlighted in blue. The application details remain the same, but the Regulator field is now populated with a dropdown menu. The Manufacturer field now shows '1 Chinese MFG' and the red error message is gone. The 'Submit to Consultant' button is now active, indicating that all mandatory fields have been completed.

The consultant will then receive an email requesting them to take over the application on behalf of the applicant. The consultant may accept the request by clicking on the link contained in the email.

Appointment of consultant by First Time User (Application Reference Number: 1200938) Back to messages

First time User
To First Time Consultant, First time User 26/03/2012

From: **First time User** (applicant Equip@hotmail.com)
Sent: Monday, 26 March 2012 3:20:34 PM
To: First Time Consultant (consult_Equip@hotmail.com)
Cc: First time User (applicant_Equip@hotmail.com)

 This message looks very suspicious to our SmartScreen filters, so we've blocked attachments, pictures, and links for your safety. [Show content](#)

Dear First Time Consultant ,

First Time User is requesting you to act on their behalf for the submission of a New Application.

Details of application:

Prescribed/Swimming Pool/Spa Equipment/Swimming Pool/Spa Equipment/123/1200938

Please click on the link below to accept the appointment as consultant.

<http://www.erac.gov.au>

This document is automatically generated by Queensland Government (ESO) (ESO) . Please do not reply to this message.

If you have any questions, simply email applicant_Equip@hotmail.com or call First time User 1300 650 662


Best Regards,

First time User
First Time User

A consultant can also be selected by an applicant in their own user details as the “authorized consultant” to do all their applications. If an applicant has selected a consultant to do all their applications they will not be able to directly submit an application to a regulator

Once submitted you may be required to sign a declaration page regarding the accuracy of your submission

24. Tick “I agree” to the declaration (if applicable)



ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Approvals Database

Welcome, John Smith

ApplicationCertificateUser DetailsNotificationsLogout

Declaration

I/We declare that the information stated above is a true statement and that, to the best of my/our knowledge, the equipment referred to above has been tested and examined in accordance with the appliance specifications to demonstrate the safety outcomes of the required Standards under the Electrical Safety Regulations 2002.

I Agree

Warning

You are about to be redirected to the Commonwealth Bank so you can pay your application fee of **AUD 667.00**

Before you proceed please ensure you have the relevant credit card details on hand. ESV accepts **Master, Visa and Amex** cards only.

During this process please DO NOT close your Internet browser.

If you do close your browser you may experience substantial delays in your application.

If you wish to continue, click 'Continue', otherwise click 'Cancel'.

Version 1.7 Last Updated: 7 December, 2010
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25. Click Continue

Note:

If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to [section 8](#).

7.2 Modifying a certificate of approval

1. Select “Modify” under the certificate title.

The screenshot shows the ERAC Approvals Database interface. At the top, there is a navigation menu with 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. Below the menu, there are buttons for 'Apply', 'Renew', and 'Transfer'. A legend on the right indicates status colors: Not Submitted (light blue), Declined (light green), Approved (green), Submitted (yellow), Further Information Required (orange), Expires (red), and Expired (dark red). A table below lists applications with columns for Reference #, Application Date, Regulator Id, Applicant, Consultant, Equipment Class, Description, Approval #, Application Type, Status, Assigned To, New Messages, and Delete. The first row (1100180) is highlighted in light blue, and the second row (1100178) is highlighted in green. The 'Modify' button is highlighted in orange above the first row. At the bottom, there is a footer with version information and copyright details.

Reference #	Application Date	Regulator Id	Applicant	Consultant	Equipment Class	Description	Approval #	Application Type	Status	Assigned To	New Messages	Delete
1100180		ESO	John Smith Appliances		Non Prescribed	NP: Non-Prescribed		Application	Not Submitted			Delete
1100178	5/23/2011	ESO	John Smith Appliances		Prescribed	Appliance Connector	ESO110023/00	Application	Approved	Carl Porritt		

2. Select the Certificate, Sub certificate and Type of Modification concerned.

The screenshot shows the ERAC Certification Database 'Modify' form. The form has a 'Certificate Details' section with fields for 'Approval Number' (a dropdown menu), 'Certificate Number' (a text input field), 'Certificate Expiry Date', and 'Issuing Regulator'. Below this is a 'Modification Type' section with three radio button options: 'Modification', 'General Modification', and 'Change Of Marking Modification'. Each option has a corresponding description. The 'Modification' option is selected. At the bottom, there is a footer with version information and copyright details.

3. Click the "submit" button.

4. Select “Profiles” and add relevant models and trade names for the application. Complete any other relevant fields ensuring that all Red Star fields are complete and at least one Green Star field is complete.

Note:

A general modification application does not require new models or profiles to be added.

5. Click “Save Profile”.

Note:

If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

Profiles are the different variants of an article under an approval that contain different electrical characteristics or construction (each model has its own profile. However technically identical models may be listed on the same profile. Different models with only colour changes may be entered on the same profile).

In applications where a comments page is available for additional text for profiles, these should be restricted to additional critical notations or markings that will be reproduced on the certificate (e.g. Class II, IP Rating, or drill speeds etc) as well as brief descriptions of differences between models. Unnecessary text will be either deleted by the assessing officer or you will be asked to remove and resubmit the application.

The screenshot displays the 'Add/Edit Profile' interface in the ERAC Approvals Database. At the top, the ERAC logo and 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL' are visible. The user is logged in as John Smith. The application details include Reference No. 1100178, Applicant John Smith Appliances, Equipment Class Prescribed, Description Appliance Connector, and Regulator Energy Safe Victoria. The 'Add/Edit Profile' section features a 'Profile 1' with a red star next to the 'Model' field. Below this are input fields for 'Trade Name', 'Input Voltage' (240), 'Input Current' (90), and 'Input Power' (Hz). To the right, 'Output' fields for Voltage, Current, Power, and Hz are present. At the bottom, an 'Existing Profiles' table shows 'Profile 1' with columns for Profile Name, Model, Trade Name, Input (240, 90), and Output (Delete).

6. Select “Test Reports”.

Note:

A change of marking modification does not require a new test report to be added.

7. Complete all mandatory fields marked with a red star.

8. Click Browse and select your test report

9. Click upload file

The screenshot displays the ERAC (Electrical Regulatory Authorities Council) web application. At the top, there is a navigation bar with links for Application, Certificate, User Details, Notifications, and Logout. Below this, a header bar shows application details: Reference No: 1100178, Applicant: John Smith Appliances, Equipment Class: Prescribed, Description: Appliance Connector, Regulator: Energy Safe Victoria, Lead Time: 30 days, Application Fee: 406.00, Application Type: Application, and Application Status: Not Submitted. The main content area is titled 'Add/Edit Test Report' and contains several form fields: 'Report Name' (John Smith laboratory), 'Lab Name' (AS/NZS 4417), 'Standard' (AS/NZS 4417), 'Date Completed' (5/1/2011), and 'Files Attached' (Tour.java). There are buttons for 'View', 'Delete', and 'Upload File'. A 'Comments' text area is located below the file upload section. At the bottom of the form, there is a section for 'Existing Test Reports'.

10. Click “Save Test Report”.

Note:

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

11. Click “Other Documents”

12. Complete all mandatory fields marked with a red star.

13. Click “Choose File” and select your files for uploading

14. Click Upload File

Note:

Each file/document will require separate uploading

This page should be used to upload documentation such as:

- *component certifications;*
- *user manuals;*
- *nameplate markings;*
- *declarations; and*
- *any associated email correspondence.*

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Approvals Database
Welcome, John Smith

Application Certificate User Details Notifications Logout

Reference No : 1100178 Applicant : John Smith Appliances Equipment Class : Prescribed Description : Appliance Connector Consultant : Approval No :
Regulator: Energy Safe Victoria Lead Time: 30 days Application Fee: 406.00 Application Type : Application Application Status : Not Submitted
[How to create a new application](#)

Details Profiles Test Reports Other Documents **Summary**

Save Other Document Clear ?

Add/Edit Other Document

* Document Name	* Description	* Files Attached	
Document 1	Photos	Tour.java	View Delete
		Choose File No file chosen Maximum upload size is 7MB	Upload File

Comments

Existing Other Documents

Document Name	Description	Comments	No of Files	Delete
---------------	-------------	----------	-------------	--------

15. Click “Summary”.

Note:

If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

ERAC
ELECTRICAL REGULATORY AUTHORITIES COUNCIL

Approvals Database
Welcome, John Smith

Application Certificate User Details Notifications Logout

Reference No : 1100178 Applicant : John Smith Appliances Equipment Class : Prescribed Description : Appliance Connector Consultant : Approval No :
Regulator: Energy Safe Victoria Lead Time: 30 days Application Fee: 406.00 Application Type : Application Application Status : Not Submitted
[How to create a new application](#)

Details Profiles Test Reports Other Documents **Summary**

Print Submit ?

Regulator Details

* Regulator	Lead Time	Application Fee
Electrical Safety Office	9 days	356.00

Applicant Details

Applicant	Manufacturer
John Smith Appliances	1 John Smith Manufacturing
John Smith	2
14 SomeWhere Road, Canberra, ACT	3
	4

Equipment Details

Equipment Class	Description	Accepted as complying to: AS/NZS
Prescribed	Appliance Connector	AS/NZS 4417

Details
Appliance Connector

Profiles

21. Click “Submit” (or submit to a consultant – if selected)

Note:

If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to [section 8](#).

7.3 Renewing a certificate of approval

The screenshot shows the 'Approvals Database' interface. At the top, there is a navigation menu with 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. Below this, there are buttons for 'Modify', 'Renew', and 'Transfer'. A legend on the right indicates various statuses: Not Submitted (light blue), Declined (light green), Approved (green), Submitted (yellow), Further Information Required (light orange), Expires (orange), and Expired (red). A note states 'ESV's approximate Lead Time is 30 business days'. The main table lists applications with columns for Reference #, Application Date, Regulator Id, Applicant, Consultant, Equipment Class, Description, Approval #, Application Type, Status, Assigned To, New Messages, and Delete. The table contains three rows of data. At the bottom, there is a footer with version information and copyright details.

Reference #	Application Date	Regulator Id	Applicant	Consultant	Equipment Class	Description	Approval #	Application Type	Status	Assigned To	New Messages	Delete
1100181		ESO	John Smith Appliances		Prescribed	Appliance Connector		Modification	Not Submitted			Delete
1100180		ESO	John Smith Appliances		Non Prescribed	NP: Non-Prescribed		Application	Not Submitted			Delete
1100178	5/23/2011	ESO	John Smith Appliances		Prescribed	Appliance Connector	ESO110023/00	Application	Approved	Carl Porritt		

1. Click “Renew” under the Certificate title.

2. Select certificate, sub-certificate and indicate renewal Type (i.e. renewal or extension).

Note:

An extension can only be for a maximum of 12 months and cannot be further renewed. Refer to section 7.5.

Applicants should further check with the respective issuing body of the approval for advice on what is available and required in these circumstances.

The screenshot shows the 'Certification Database' interface. At the top, there is a navigation menu with 'Application', 'Certificate', 'User Details', 'Reports', and 'Logout'. Below this, there are buttons for 'New Application', 'Search Application', and 'Application Status'. A legend on the right indicates various statuses: Not Submitted (light blue), Declined (light green), Approved (green), Submitted (yellow), Further Information Required (light orange), Expires (orange), and Expired (red). A note states 'ESV's approximate Lead Time is 30 business days'. The main form contains fields for 'Approval Number' (ESO110264), 'Certificate Number' (00), 'Certificate Expiry Date' (5/07/2016), and 'Issuing Regulator' (Queensland Government (ESO)). There is also a 'Renewal Type' section with radio buttons for 'Renew' and 'Extension (12 months)'. At the bottom, there is a footer with version information and copyright details.

3. Complete all details as per following “Submitting an Application”.

4. Click “Profiles” and add relevant Models and Trade names for the application.

Note:

No new or amended profiles can be added in a renewal but any models that are no longer being sold should be deleted.

Any new additional models to the approval can only be added to the approval by a new and separate modification application.

5. Complete any other relevant fields ensuring that all Red Star fields are complete and at least one Green Star field is complete;

Note:

Profiles are the different variants of an article under an approval that contain different electrical characteristics or construction (each model has its own profile. However technically identical models may be listed on the same profile. Different models with only colour changes may be entered on the same profile).

In applications where a comments page is available for additional text for profiles, these should be restricted to additional critical notations or markings that will be reproduced on the certificate (e.g. Class II, IP Rating, or drill speeds etc) as well as brief descriptions of differences between models. Unnecessary text will be either deleted by the assessing officer or you will be asked to remove and resubmit the application.

The screenshot shows the ERAC Approvals Database interface. At the top, there is a navigation menu with options: Application, Certificate, User Details, Notifications, Logout. Below this, application details are displayed: Reference No: 1100178, Applicant: John Smith Appliances, Equipment Class: Prescribed, Description: Appliance Connector, Consultant: [blank], Approval No: [blank]. Further details include Regulator: Energy Safe Victoria, Lead Time: 30 days, Application Fee: 406.00, Application Type: Application, and Application Status: Not Submitted. A link for 'How to create a new application' is also present.

The main section is titled 'Add/Edit Profile' and contains a form for 'Profile 1'. The form has several fields:

- Model:** A dropdown menu with 'Add' and 'Delete' buttons.
- Trade Name:** A text input field with 'Add' and 'Delete' buttons.
- Input:** Fields for Voltage (240), Current (90), and Power (Hz).
- Output:** Fields for Voltage, Current, and Power (Hz).

Below the form is a table titled 'Existing Profiles':

Profile Name	Model	Trade Name	Input	Output	
Profile_1	Model	Trade Name	240, 90		Delete

At the bottom of the page, there is a footer with the text: 'Version 1.7 Last Updated: 7 December, 2010 © Copyright State of Victoria | Disclaimer | Privacy Statement | State Government of Victoria Home |'

6. Select “Test Reports”.

Note:

If there has been no changes to the standard since the last approval then uploading a copy of the test report submitted last time may suffice. Please refer to the separate

certification requirements document for more information on this point. This is available from www.erac.gov.au.

The screenshot shows the 'Add/Edit Test Report' form in the ERAC system. The form is titled 'Add/Edit Test Report' and includes the following fields and controls:

- Report Name:** Test Report 1
- Lab Name:** John Smith laboratory
- Standard:** AS/NZS 4417
- Date Completed:** 5/1/2011
- Files Attached:** Tour.java
- Buttons:** View, Delete, Upload File
- Comments:** A text area for entering comments.

12. Complete all mandatory fields marked with a red star.
13. Click Browse and select your test report
14. Click upload file
15. Click “Save Test Report”.
16. Click “Other Documents”
17. Complete all mandatory fields marked with a red star.
18. Click “Choose File” and select your files for uploading
19. Click Upload File
20. Click “Save Other Document”.

The screenshot shows the 'Add/Edit Other Document' form in the ERAC system. The form is titled 'Add/Edit Other Document' and includes the following fields and controls:

- Document Name:** Document 1
- Description:** Photos
- Files Attached:** Tour.java
- Buttons:** View, Delete, Upload File
- Comments:** A text area for entering comments.

Note:

This page should be used to upload documentation such as:

- *component certifications;*
- *user manuals;*
- *nameplate markings;*
- *declarations; and*
- *any associated email correspondence.*

Documents greater than the 7MB limit should be either compressed or split to be able to be uploaded successfully.

21. Click “Summary”

22. Click “Submit” (or submit to a consultant – if selected)

Note:

If you have not filled in all the mandatory fields you will not be able to submit your application. The submit button will be disabled and these omissions will be highlighted using red text on the summary page.

If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to [section 8](#).

7.4a Transferring a certificate of approval

Note:

These steps are completed by the company making the application (i.e., the transferee).

A transfer will be required when:

- the approval holder or ownership of an approval is moved from one entity to another; and
- when the company name of the holder of the approval is changed.

In these circumstances, applicants should upload a suitable legal document as evidence of the amended name or changed ownership.

Other changes in the details of the approval holder such as address or phone numbers or contact name can be directly edited by the applicant without requiring a transfer application.

In a transfer application, both the existing and new owners of the approval must agree to the transfer. The new owner must already have been registered on the system and be allocated a user name and ID to be able to accept the transfer.

A current approval holder must log in and make the transfer application for the approval from the existing certificate details.

In circumstances where the original approval holder is un-contactable, separate formal written correspondence authorising the change of ownership should be directed to the state regulator that issued the original approval.

1. Click“Transfer” under the certificate title.

The screenshot shows the ERAC Approvals Database interface. At the top, there is a navigation bar with 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. Below this is a 'Application Status' section with a dropdown menu containing 'Modify', 'Renew', and 'Transfer'. A legend on the right indicates status colors: Not Submitted (light blue), Submitted (yellow), Declined (grey), Further Information Required (pink), Approved (green), Expires (orange), and Expired (red). Below the legend is a table with columns: Reference #, Application Date, Regulator Id, Applicant, Consultant, Equipment Class, Description, Approval #, Application Type, Status, Assigned To, New Messages, and Delete. The table contains three rows of data. At the bottom, there is a footer with version information and copyright details.

Reference #	Application Date	Regulator Id	Applicant	Consultant	Equipment Class	Description	Approval #	Application Type	Status	Assigned To	New Messages	Delete
1100181		ESO	John Smith Appliances		Prescribed	Appliance Connector		Modification	Not Submitted			Delete
1100180		ESO	John Smith Appliances		Non Prescribed	NP: Non-Prescribed		Application	Not Submitted			Delete
1100178	5/23/2011	ESO	John Smith Appliances		Prescribed	Appliance Connector	ESO110023/00	Application	Approved	Carl Porritt		

ESV's approximate Lead Time is 30 business days

Version 1.7 Last Updated: 7 December, 2010
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equipment-stage.esv.vic.gov.au/Transfer.aspx

2. Select the Approval Number and Applicant to transfer to,
3. Click “Submit”.

The screenshot displays the ERAC (Electrical Regulatory Authorities Council) Approvals Database interface. The header includes the ERAC logo and the text 'ELECTRICAL REGULATORY AUTHORITIES COUNCIL'. The user is logged in as 'John Smith' and is viewing the 'Transfer' application form. The form is divided into three main sections: 'Certificate Details', 'Current Applicant', and 'New Applicant'. The 'Certificate Details' section includes fields for 'Approval Number' (ESO110023), 'Certificate Expiry Date' (5/23/2016), and 'Issuing Regulator' (Electrical Safety Office). The 'Current Applicant' section lists 'John Smith Appliances' at '14 SomeWhere Road, Canberra, ACT'. The 'New Applicant' section lists 'Joel McLeish' at '555 Somewhere'. A 'Submit' button is visible in the top right corner. The footer contains the website URL 'www.esv.vic.gov.au', version information 'Version 1.7 Last Updated: 7 December, 2010', and links for 'State of Victoria | Disclaimer | Privacy Statement | State Government of Victoria Home |'.

Note:

Once the acceptance of the new owner has been recorded on the database, the original owner can submit the transferred application. Once this has been approved the new owner will be notified of the approval and the status of the application will move to approved under the new approval owner name and account.

Note:


You will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to [section 8](#).

7.4b Accepting a transfer

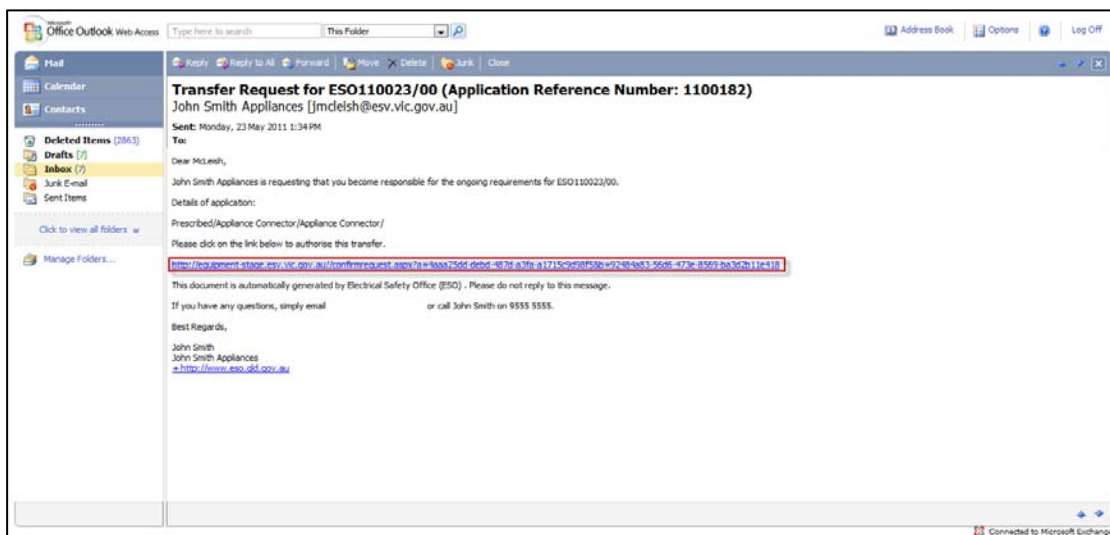
Note:

These steps are completed by the company who owns the original certificate (i.e., the transferor).

**Tip:**
Once transfer is accepted, you will no longer have access to the approval.

[Continue from 7.4a:](#)

An email notification is sent to the original approval holder stating an application for transfer has been made to one of their approvals.



1. Click on the link in the email
2. Login and select the Application.



3. Accept the request to transfer the approval

The screenshot displays the ERAC (Electrical Regulatory Authorities Council) Approvals Database interface. The user is logged in as John Smith. The application details for Reference No. 1100178 are shown, including the applicant (John Smith Appliances), equipment class (Prescribed), description (Appliance Connector), and application status (Not Submitted). The interface includes navigation tabs (Details, Profiles, Test Reports, Other Documents, Summary) and buttons for Print, Submit, and Help. The details are organized into sections: Regulator Details, Application Details, Equipment Details, and Profiles.

ERAC ELECTRICAL REGULATORY AUTHORITIES COUNCIL		
Welcome, John Smith		
Application Certificate User Details Notifications Logout		
Reference No : 1100178	Applicant : John Smith Appliances	Equipment Class : Prescribed
Regulator : Energy Safe Victoria	Lead Time : 30 days	Application Fee : 406.00
Description : Appliance Connector	Consultant :	Approval No :
Application Type : Application Application Status : Not Submitted		
How to create a new application		
Details Profiles Test Reports Other Documents Summary		
Print Submit ?		
Regulator Details		
Regulator	Lead Time	Application Fee
Electrical Safety Office	9 days	356.00
Application Details		
Applicant	Manufacturer	
John Smith Appliances	1 John Smith Manufacturing	
John Smith	2	
14 SomeWhere Road, Canberra, ACT	3	
	4	
Equipment Details		
Equipment Class	Description	Accepted as complying to: AS/NZS
Prescribed	Appliance Connector	AS/NZS 4417
Details		
Appliance Connector		
Profiles		

4. Click "Submit".

7.5 Extending an approval

Note:

An approval expiry can be extended for a maximum of a further 12 months. This is to allow for unsold stock to be sold.

Applicants should check with the regulator who issued the original approval for advice before proceeding.

Extensions are subject to particular requirements covered by different state legislation and regulations in Queensland and Victoria. For example, in Queensland an extension application can only cover items already manufactured. You should check with the regulator who issued you the original approval before you make an application to extend your approval.

1. Login to the database
2. Click “Renew” under the Certificate title.
3. Select Certificate, Sub-certificate and indicate Renewal Type as Extension.

4. Click “Submit” (or submit to a consultant – if selected)

Note:

If you submit your application to a regulator, you will then be directed to a credit card merchant page where you must pay for your application using your credit card. Your application will be processed on receipt of your payment.

For the payment process refer to [section 8](#).

8. Paying for your application

Note:

Applications will only be accepted once a credit card payment has been received

1. Select your credit card type

Note:

The following cards are accepted:

- Visa
- MasterCard
- American Express

The screenshot shows the Commonwealth Bank payment interface. At the top, it says 'Commonwealth Bank' with a logo. Below that, a disclaimer states: 'Your details will be sent to and processed by The Commonwealth Bank of Australia and will not be disclosed to the merchant'. A 'TEST MODE' label is in the top right. The merchant name is 'Electrical Safety Office - JAG'. A yellow bar highlights the 'Card selection' section. Below this, a warning reads: 'TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO THE MERCHANT'S WEBSITE.' The text 'Pay securely using SSL+ by clicking on the card logo below:' is followed by the Visa and MasterCard logos. A second warning box is centered below the logos. At the bottom, there is a yellow bar with the link 'CommWeb Terms and Conditions of use'.

2. Input details and select “pay”

The screenshot shows the Commonwealth Bank payment interface at the 'Card details' step. It includes the same disclaimer and merchant name as the previous step. The 'Card details' section is highlighted in yellow. Under the 'VISA' logo, instructions state: 'You have chosen VISA as your method of payment. Please enter your card details into the form below and click "pay" to complete your purchase.' The form fields are: Card Number (4987654321098769), Expiry Date (05 / 13 month/year), Security Code (020), and Purchase Amount (AUD \$356.00). A 'pay' button is located to the right of the purchase amount. Below the form, there is an authorization statement: 'I hereby authorise the debit to my VISA Account in favour of Electrical Safety Office - JAG'. A 'Verified by VISA' logo is also present. At the bottom, a warning box reads: 'TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW'.

3. Wait for the order to be processed.

(N.B. Closing the window before coming back to the database will result in your application not being submitted and an inability to pay again, manual remediation can result in substantial delays.)

Note:

A copy of the receipt will be emailed to your recorded email address and also kept in the in the 'other documents' page of your application.

The screenshot shows the 'Approvals Database' interface. At the top, there is a navigation menu with 'Application', 'Certificate', 'User Details', 'Notifications', and 'Logout'. Below the menu, the date '5/23/2011' is displayed next to a 'Print' button. The main heading is 'Receipt' with the reference number '1100178'. A note states: 'This receipt is an acceptance of money only, it is not approval of your application/order.' The recipient information is: 'Received from John Smith, 14 SomeWhere Road, Canberra, ACT'. The payment is for 'Equipment Safety Certificate of Approval' with reference number '1100178(1)' and amount 'AUD 356.00'. A summary table shows: 'Amount Payable AUD 356.00', 'Amount Tended AUD 356.00', and 'Change AUD 0.00'. The footer contains version information: 'Version 1.7 Last Updated: 7 December, 2010' and copyright details for the State of Victoria.

RPT Code	Description	Reference Number (Payment Attempt)	Amount
8100	Equipment Safety Certificate of Approval	1100178(1)	AUD 356.00

Amount Payable AUD 356.00
Amount Tended AUD 356.00
Change AUD 0.00

Payment Error Messages:

In cases of problems with credit card payment, the database will display an error message and screen shown below:

Payment errors with the database are usually as a result of:

- The payment page timing out because it has taken too long to enter the required credit card information.
- Applicants using the back button on their browser when on the Commonwealth Bank credit card page.
- Problems with the authorisation and credit limits in force on the credit card used for the payment transaction.

Please contact your regulator directly for further advice and assistance after you have checked and eliminated the three possible causes with paying with your credit card.

9. Applications returned to applicants

A regulator may require further information or amendments to the application before it can be approved. Applications with inadequate or insufficient information may be returned to applicants or (consultant who submitted it) for further information.

Applications returned for further information or corrections are coloured pink to indicate further information required status.

When an application is returned for further information, an additional email note is generated through the system to detail what is required.

An application returned to the applicant cannot be approved by the regulator until it has been returned back to the regulator. To return the application, applicants use the submit button that can be found under the “summary” tab.

The screenshot shows a web interface for an application. At the top, there is a header bar with the following information: **Regulator:** Queensland Government (ESO), **Lead Time:** 20 days, **Application Fee:** 490.00, **Application Type:** Application, and **Application Status:** Further Information Required. Below this, there is a link: [How to create a new application](#). A navigation bar contains several tabs: Details, Profiles, Test Reports, Other Documents, Summary (which is currently selected and highlighted), Notes, and Regulator Notes. At the bottom right of the navigation bar, there are three buttons: Print, Submit, and a help icon (?). The text 'Regulator Details' is partially visible at the bottom left of the page.

