

Unanswered Questions

Question

Is there a way an 'Autofill' function can be used when filling out the RAV XML File Generator - thus speed up the process without manually entering repeat data

To facilitate the creation of a Model Report, what is the CRE process to import the initial or sample vehicle.

During the Model Report Approval process, will there be a vehicle based compliance inspection conducted to confirm the Model Report.

Why is there no option to sign up as a company?

Why do I need to clear my cache before I can log out of ROVER?

There's been delays in receiving the confirmation email when first signing up. What's the reason for this?

Votes Response

- | | |
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| 0 | <p>Yes, there's a similar functionality. It is possible to re-use data from a previous XML file by selecting the 'Open File' button. Any number of previous records created beforehand are then returned and this data can be edited and used to generate a subsequent XML.</p> <p>Note that this tool was designed primarily to assist type approval holders generate valid XMLs using their own systems. Ongoing use of the tool may only be suitable for lower volume approval holders.</p> |
| 1 | <p>Test and evaluation, and sample vehicles can be imported under the non-RAV entry import approval provisions. Applications for non-RAV entry import approvals can be made in ROVER using the 'Single Road Vehicle' option.</p> |
| 0 | <p>Yes, an inspection may be conducted to assist in deciding whether or not to approve a Model Report as per section 69 of the Road Vehicle Standards Rules 2019.</p> |
| 2 | <p>An organisation account in ROVER can be created once an authorised representative of the organisation has had their identity verified in ROVER. For further information about setting up an account in ROVER, please click the "Creating a user account in ROVER" link on our Rover resources webpage at www.infrastructure.gov.au/vehicles/rvs/rover_resources/index.aspx</p> |
| 0 | <p>Authentication (logging in) to ROVER is completed by a different system (DAMS - Departmental Access Management System). Even when you log out of ROVER, your authentication remains in place, hence ROVER logs you back in automatically. By clearing your cache, this removes the authentication from DAMS and you can truly log out. We are currently exploring a replacement to DAMS for ROVER which, among other benefits, will remove this issue.</p> |
| 1 | <p>There have been some delays caused by the department's access management system (DAMS), which affected most departmental IT systems including ROVER. We have tried to resolve these issues as a priority when contacted by stakeholders and understand that the issues caused by DAMS have now been resolved.</p> |

Why is an overseas driver's licence worth 100 points of ID but an Australian licence is only worth 70 points?

2

Foreign drivers licences are only worth 40pts. Assuming this question is about foreign passports - there is a limited selection of documents available for non-Australian users for the purpose of identification in comparison to the list of documents available for Australian residents. This can make it very difficult for an overseas applicant to verify their identity. Additionally, foreign passports often have an English language page, but other documents require translation (if from a non-English language country), resulting in additional burden for the applicant. Finally, it is consistent with the approach taken for identity verification for users of the RVCS system. Therefore, in recognition of the above, a decision was made to accept a foreign passport as a 100pt document, based on assessment of risk vs regulatory burden. There are additional options planned for ROVER roadmap that will significantly decrease the burden on Australian residents in regards to identity verification.

Would you please explain the manual review of ID documents, before being verified, for both individuals and companies?

1

For every individual user, submitted ID documents are manually viewed and details checked against the corresponding information entered by the individual into ROVER. When over 100 points has been viewed and confirmed the individual can be verified. Companies are verified in ROVER through a manual ABN check using the Australian Business Register. International companies are verified against supplied registration documentation. Verification of organisations is usually completed alongside verification of authorities to act.

Why do ROVER users need to click the 'edit' button on every separate page before inputting data?

1

In order to support collaboration (that is two or more users working together on the same application), we needed to take this approach of 'editing' and 'saving' sub forms in an application.

Why do submitted applications not appear on the agent's account?

1

If a ROVER user is the applicant or has an active authority to act for the applicant, they can see the submitted applications. There is a filter at the top of the list of applications which defaults to showing applications where you are the applicant. If you click on this filter, you can select the applicant and see those applications.

How come applicants don't receive an email notification when their application is approved?

0

Applicants for all approval types will receive an emailed notification of any decision made on their application. If the application results in an approval being granted, an approval notice will be emailed to both the submitter of the application and the approval holder. If you have not received an emailed notification for a decision made on one of your applications, please email ROVERinfo@infrastructure.gov.au with the specific application number and the team will investigate for you.

Why must photos be uploaded one at a time?

0

This is only required for particular fields where single images are required eg. a VTA's RVD. There is a software limitation that does not support 'drag and drop' or loading multiple files in a single upload.

How come .jpg files are accepted, but .jpeg files are not?

1

The allowable file types in ROVER comply with the department's security policies. A .jpeg file can be saved as a .jpg file and uploaded if necessary.

Why do errors made in steps 1-3 result in an SRV application needing to be restarted?

0

A single road vehicle application covers three different approval types. In order to generate the appropriate application form, and allow the applicant to save and return to the application, those answers used to determine the appropriate entry pathway cannot be changed after the full application form has been generated. A warning message is provided to make sure applicants are aware that they cannot change their earlier answers once they submit the first section of the application form.

Why does the Technical section not answer or respond to phone calls?

0

We have tried to answer as many calls as possible placed to our call centre (and when all lines are busy, and voicemail messages left, we endeavour to call back). Technical staff are not part of the call centre. Any issues that require technical support are forwarded to relevant SMEs by call centre staff.

Why are applicant names case sensitive?

0

Applicant names are not case sensitive anywhere in ROVER.

It has been noticed that CRE applications are not being assessed in chronological order, why is this?

1

There are a range of reasons why applications may not be assessed in chronological order, including applications that are incomplete/we have requested further information, applications whose legislated timeframes for decision are approaching, etc. We endeavour to process all applications within legislated timeframes.

Why are minor queries being made by assessors, which then extend processing times?

1

It is difficult to answer this question without looking specific examples. Assessors will raise RFI/queries if the information provided seems to be incorrect or does not meet the assessment criteria. If you believe any RFIs/queries have not been appropriate please email specific examples to ROVERinfo@infrastructure.gov.au for review by the relevant team leader.

Why does ROVER not recognise if vehicles have already been applied for previously through ROVER?

2

The applicant is responsible for applying for the appropriate application for their situation and providing accurate information on that application. Applications may be submitted for a variety of reasons over a vehicle's life, and it is the applicant's responsibility to ensure that the appropriate application is being submitted.

Why do approvals issued for classic cars not show the build year?

0

There are multiple approval options for classic cars under RVSA. The build year will be visible on the RAV.

Why does ROVER charge a fee for interim SEVS entry transfers onto the RVSA SEVs register, when we originally believed there would be no charge?

2 ROVER has been built to charge a fee for all SEVs Register applications. However, we have advised that if an application is being made to transfer a vehicle from the Interim SEVs List to the RVS SEVs Register, to please email ROVERinfo with the relevant details so that we can waive the application fee. Further information can be found on our Specialist and enthusiast vehicles webpage at www.infrastructure.gov.au/vehicles/rvs/specialist-enthusiast-vehicles/index.aspx

Why are Authority to Act lists not in alphabetical order, and not searchable?

1 This functionality will be reviewed and possibly updated in the next release if required.

How come expired/cancelled Authorities to Act still appear in the drop down client list?

0 This was to improve usability. By including expired and cancelled authorities to act, we can display an informative warning to the user if they are selected. If we remove them from the drop down client list, then the user may be confused about why they are missing. This is because either party can cancel or expire an authority to act at any time. However, if this approach is causing issues, we can look at filtering out expired/cancelled authorities to act from the drop down list in a future release.

Is it possible to make one bulk payment for submissions lodged simultaneously?

0 ROVER does not currently support a shopping cart that would allow bulk payments.

When will the ROVER hierarchy system be implemented, as the lack of has created an issue around recall administration and reporting.

1 A more sophisticated system for organisation and user management will be implemented in October 2021.

Can the new recalls reporting process be delayed until the ROVER user access levels has been implemented.

1 The recalls team will work with suppliers to assist them to transition to the new rectification reporting system. The feature allowing bulk rectification reporting is anticipated to be released with the new organisation and user management features.

Can Dept responses to these questions be included as a future Q&A 'search possibility'?

2 Responses to all questions will be posted on the website as an interim measure while we investigate if/how these can be made available in a searchable format.

Is there a plan to allow multiple vehicles to be listed on an import approval as was possible under the old system?

2 A feature allowing multiple identical vehicles on a single application has been scheduled for future release. A release date has not yet been finalised.

Where can we access a schedule of fees

0 All fees and charges are listed in the Cost Recovery Implementation Statement, which is available on our Guides and resources page at www.infrastructure.gov.au/vehicles/rvs/rvs_legislation_guides_and_resources.aspx - however, we will be developing a reference document that outlines all the fees and changes in a more accessible format and posting this on the website in the near future.

Transitioning between screens, and 'processing' of forms is incredibly slow at times. Are there plans to deal with this?

2 Enhancements to system functionality are ongoing, but are also dependent on the other systems integrated with ROVER.

What is the break up between Opt-in and new applications for VTAs

0 So far the number of VTA opt-ins far exceeds new VTA applications. This is expected given the ease and low cost of the VTA opt-ins and the fact that new VTA applications must be supported by RVS approved testing facilities and component type approvals as required.

VTA and CTA Users are having issues accessing Draft Applications, this appears to be a new issue that has manifested itself in the past couple of days????

2 Some recent issues with accessing draft applications have been reported in ROVER. These issues are currently under investigation.

ROVER will not accept an application where GCM = GVM. This issue was raised during the January 2021 VTA trials and has still not been fixed.

2 The validation for GCM and GVM has been updated and deployed. If the problem is still occurring with a new application, please send a screen shot with details of the application details (since it may only be occurring in some application types) to ROVERinfo@infrastructure.gov.au and we will investigate urgently.

What do you put for manufacturing facility if you import a component finished from an international manufacturer

1 Please include the main manufacturing facilities used to manufacture vehicles or components in your application. If the component has a component type approval, you will not be required to enter any facility details or demonstrate access to design and manufacturing change control.

Why are email queries regarding issues with the ROVER system and pending SPV applications not being Answered after weeks of waiting?

0 We are receiving an extremely high volume of enquiries at the moment and are trying to prioritise these to the best of our abilities. If you require URGENT assistance, please email us again and include 'URGENT' in the subject line to assist us in triaging requests.

ROVER has no means of accepting an E-Mark approval that is on DETA. ROVER requires E-Mark document extract regardless of E-Mark approval being listed on DETA?

2 Future enhancements to ROVER will remove the mandatory condition for UN approvals that have been lodged in DETA. It is not anticipated that this will affect the majority of early applications.

In ROVER for already approved VTA application, how do you update the new ADRs or amending running change?

3 Vehicle type approvals can be varied through ROVER by selecting the vary option on the approvals tab. When a new ADR is gazetted, ROVER will notify affected approval holders who will then be able to vary their application to reflect the ADR change. Variations to an approval as a response to an ADR update are not a paid variation unless they are combined with other changes that increase the scope of the approval.

How do we incorporate an approved opted-in VTA number to another VTA application?

0 Changing approval numbers between applications is not currently possible. Please email ROVERinfo@infrastructure.gov.au to discuss the individual circumstances requiring a transfer of approval number. Future enhancements to ROVER will include approval renewals.

What is the best process to add variants' compliance information in a VTA/CTA?	2	The processes for varying component type approvals and VTAs reflect the different information types that can be changed in each approval type. Please read the guidance material for the appropriate approval type before commencing an application to vary the approval through the ROVER portal.
How to vary RVD info after a VTA submission has been made?	1	Changes to the RVD can be made by commencing an application to vary the VTA approval through the ROVER portal.
Do approved production facilities need to migrate to RAW	0	Production facilities have been replaced by manufacturing and design facilities that are entered with each application. Applicants submitting multiple applications may find use of a browser, such as Chrome, that allows auto entry of addresses to be of assistance.
Can another member of the same organization (with Authority) edit the same applications?	2	Yes. With an appropriate active authority to act in place for the applicant, more than one user can edit the same application. Collaboration was introduced with our 1 July 2021 release. When you edit a subform in an application and then 'save' the information, that information will become visible to other users working on the same application form.
Is it possible to include a VIN field in the list of CRE applications for ease of search?	0	Assuming this refers to the Applications screen - the tables here presenting lists of applications are generic across all application types. We cannot add a field that would be specifically for CRE applications only. Potentially we could explore other ways to assist in identifying the individual application in a more generic manner, but any enhancement in this space would need to be prioritised and added to a future release.
Are ROVER Users experiencing 30 - 60sec refreshing delays between screens and when "saving"? This is quite time consuming for Users.	3	Enhancements to system functionality are ongoing, but are also dependent on the other systems integrated with ROVER.
For Test Facility, how can we vary a test facility to include additional ADR capability?	0	Information about varying your approval is contained in the "Varying approvals guide for industry" in the Guides and resources section of the website. ROVER Release 6.0 will allow on system variation for all approval types. In the meantime, please follow the interim instructions on page 4 of the guide, and email ROVERinfo@infrastructure.gov.au to commence the variation process.
For Non RAV Import (NRI) application, can an application be submitted without vehicle images? Vehicles are imported for evaluation prior to being revealed.	0	NRI applications must include clear photos of the vehicle. These photos are needed to identify the vehicle and should be taken in a clear and well-lit area. Photos need to be taken from the front, rear and side of the vehicle.

What is lead time for government to approve a test facility application?

1 The legislated timeframe for deciding an application for a testing facility approval is 30 business days (not including stoppages when requesting further information). If your application needs to be turned around quickly, we encourage you to plan ahead and submit your application as early as possible.

Can the new or varying VTA payments be made via EFT and if so, what is the process to receive the invoice rather than credit card payment?

0 Payments may be made in ROVER using EFT, however, the department's preferred payment method is credit card since this will reduce delays in processing your application. To receive an invoice for payment by EFT, submit your application then email ROVERinfo@infrastructure.gov.au with the application number to request an EFT invoice.

Will all of the current RVCS TFI, Design and Production numbers be automatically updated into ROVER, and will there be a complete list of facilities in Rover ?

0 Under the RVS legislation, testing must be conducted by an approved testing facility. Tests conducted by MVSA registered test facilities are eligible for use in RVS applications once the test facility is granted an RVS testing facility approval. In many cases, the testing facility will continue with the same TFID number, however some testing facilities have consolidated their locations and so will have a different number. Please check with your testing facility. Production and design facilities in RVCS have been replaced by manufacturing and design facilities that are entered with each application. Applicants submitting multiple applications may find use of a browser, such as Chrome, that allows auto entry of addresses to be of assistance.

Hundreds of interim SEVs vehicles already converted by RAWs are awaiting registration. Is it possible for the team to prioritise these CRE applications?

0 These applications are being prioritised, however, we must also process other applications within the legislative timeframe.

Can a light trailers drawbar be submitted with a declaration - no proof required or does it require an engineers sign off?

0 For low ATM trailer VTA applications a declaration of compliance is sufficient - for further information please refer to the guidance document available on the department's website at www.infrastructure.gov.au/vehicles/rvs/light_trailers.aspx