Questions Answered During Webinar

Question	Votes	Response
RAV invoice, is it possible to include the submitter ID code or email address against the submission Reference number as it is extremely difficult to reconcile the charges when there are multiple submitters ?	10	The department is considering a number of enhancements to the invoicing process and welcomes suggestions from industry. Enhancements to the invoice format and payer address options are indicatively due to be developed and deployed as part of Release 8.0. If you are having trouble reconciling invoices and want to stop your pre-approved RAV submitter status so you can use a credit card and pay for RAV submissions individually, please let us know via the 'Contact us' form on our website.
Can you please provide an update on the speed issues with ROVER usage?	5	Over December and the New Year period, a number of targeted changes were made, primarily around the variation process for vehicle type approvals. Improvements include faster application creation, an easier process for adding variants, and performance enhancements to RVDs. We have also completed our detailed analysis of ROVER performance and have identified a suite of changes we will implement to improve performance without impacting how you use ROVER. We are currenly in the process of determining when these changes will go live and will provide an update at the next webinar on 2 March.
Please provide some statistics on opt-in rates. How many approvals were opted-in by 31 Dec 2021 v's how many approvals remained MVSA approvals which will lapse on 30 June 2022. How many MVSA approvals were surrendered during the opt-in period.	3	The total number of opted-in IPAs in ROVER is 2,728 (79%). All these IPAs will be surrendered in RVCS as a result of opting-in. The number of IPAs that will lapse on 30 June 2022 is 729 (21%).
When requesting an extension of time for an RFI, it isn't visible to the user if the request has been acknowledged or approved. An RFI expiry reminder is still being received along with a noncompliance with an RFI email, even though an extension has been requested. Confirmation of extension required	3	Thank you for your feedback, there will be refinements to the RFI process, including the extension request process, deployed with Release 7.0.
Applications still appear not to be reviewed by the inspection team in the date order in which they are submitted. Can you please explain the sequence of reviewing the applications in the queue	2	The department generally assesses applications in date order. However, depending on the completeness and complexity of the applications some are able to be assessed in a shorter time period than others.

Invoices issues by ROVER don't have any cross reference to the submission to which they relate. This makes it very difficult to match for submission to our Accounts Payable department for payment. We MUST be able to track invoices against submission for financial audit purposes.	2	See response to 1 above.
The ROVER was all about the RAV, however for RAV system has on being incorporated partial into ROVER with a difficult process to upload VINs. Surely the RAV should be a simple system?	2	The RAV has been built to be as simple and efficient as possible whilst maintaining a high level of security. The RAV interacts with ROVER, NEVDIS and your own system, and some complexities may arise as a result of these interactions.
What is the process for updating a RAV record(s) once a request to vary a Register of Approved Vehicles has been accepted by the secretary in ROVER? Department submit request to NEVDIS to allow entry/entries to be modified, but what are the next steps or actions required?	2	The department will provide a detailed overview of the process of notifying and correcting an error on the RAV at the next industry webinar on 2 March.
Regarding information on invoices, can information enabling cross referencing to the VTA Applications and the Type Approvals so we can confidently know what we are paying for?	2	See response to 1 above.
The section headed 'Amending records' -shown on 'page 13' of the "RAV Guide -Aug 2021" advises that RAV Entry record can be corrected by 'notifying the dept' Does this still apply & what information needs to be provided?. How soon can a response be expected (please) -thanks	1	If you are aware of an error on the RAV, please notify the department via ROVER. You will need to identify the relevant record(s) and the form will indicate what information is required. For multiple amendments, please use one of the bulk RAV amendment templates that are available on the Register of Approved Vehicles webpage (www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/rvs/rav). The majority of enquiries are answered the same day - if you haven't received a response within two business day please send a follow up.
Is it possible to setup the Applications screen to display the Type Approval and Model Information to make it easier to see what the application relates to?	2	The ability to display vehicle make already exists, however, the department acknowledges that this functionality could be improved (noting it is not applicable to all application types) and is currently considering a range of options based on your feedback and suggestions. The department will discuss existing sort functionality as well as highlight some tips and tricks at the next industry webinar.

Question		Response
For Pre-approved invoice, once the payment is processed, will the outstanding invoice be removed from ROVER?	2	After invoices have been paid and reconciled, the invoices will be moved into the 'past payments' section so they can be accessed later if required.
Is it possible to group VTA and NRI separately on the ROVER homepage under APPROVALS. Also, all VTAs and NRIs across multiple organisations all get summarised under a single list of approvals. Some organising of the list would make things easier - from a user PoV.	2	Thank you for your feedback, this is being considered by the department. Users can filter using the search functionality, for example, by adding 'VTA' to the search criteria, the list of approvals will filter to show just VTAs.
Do you have any updates on making the CTA data sheets public as standard practice?	3	The department has been progressing this issue and is currently awaiting feedback from representative organisations. We hope to be able to provide an update at the next industry webinar.
Can we please get a release schedule and a list of the fixes planed for each release	2	The department will provide an update at the next webinar on 2 March.
We emailed "RAV Questions" re the issue of no RAV submitters for a company. We have not received a response now after 4 weeks of waiting (including sending a reminder email after 2 weeks). What is timeframe supposed to be for this issue?	2	The majority of enquiries are answered the same day - if you haven't received a response within two business day please send a follow up. We understand that this particular matter has now been resolved.
Any updates on resolving the status on the administrator circulars.	2	These circulars have no legal status under the Road Vehicle Standards legislation and have been replaced by guidance material. If there are specific areas of concern that have not been covered, please provide feedback via the 'Contact us' form on our webpage and we will consider updating guidance materials if appropriate. ADR-specific circulars will continue to remain relevant.
Does the RAV test email still work?	1	The RAV test email is still functional, although you can only use a limited number of VINs in the test environment. The department recommends testing with the operational RAV and using dummy data if you don't want to put in a genuine submission.
Would it be possible to have a different acronym (VTA) between a Type Approval record and an Application? Idea being to being able to distinguish between the record types easier.	1	Vehicle type approval applications include the year in the number, which differentiates it from the final approval number (if granted). The department will consider other options to distinguish the two types, including the possibility of colour coding.

A question that probably has a complicated solution... Can the system be setup to enable a Variation to a VTA, before an existing Variation has been approved/closed off?	1	The withdraw, amend and resubmit functionality planned for the next release will help this address this issue. For safety and security reasons, it is not possible to submit further variation applications while another is still being processed. Similarly, when future applications are withdrawn, amended and resubmitted, they will go to the back of the assessment queue to discourage the use of 'placeholder' applications.
Future dating needs to be allowed for RAV submissions, while we understand that there is a requirement for Vehicles only to be submitted to the RAV once they comply this does not line up with real world manufacturing.	2	The legislation sets out that a vehicle can only be added to the RAV when they have met all the conditions of the relevant approval.
Compliance and Enforcement team. Will they notify when a desktop inspection has been successfully closed off? Sent replies 6 weeks ago and have received nothing back.	1	If you have been the subject of compliance monitoring, you will be advised of the outcome when the matter has been completed. If you believe you should have already received a closure response, please contact the case officer by email: vehiclecompliance@infrastructure.gov.au
Approvals not available on RVCS (cat ME) anymore which are not opted-in, Is this is system issue or supposed to be like that?	1	If affected approvals have not been updated following the commencement of ADR 35/06, they would have lapsed and may not be immediately visible on RVCS. These should be able to be seen by changing the default status of current approvals to 'all' (they should be then marked as 'lapsed').
Urgent emails I have sent recently to RAV Questions and also XXX are not being received. Has this issue been fixed yet do you know?	0	We understand that these particular emails were being quarantined by the department's servers and that this issue has now been resolved.
For Concessional RAV Entry applications for SPVs, applicants cannot select a month of manufacturer in the future when completing the vehicle details section. It is not feasible to wait until a vehicle is manufactured prior to submitting an application. Can this be changed to allow future months?	0	No. In making an application, the applicant declares that the vehicle meets the relevant application criteria. In the case of SPVs, the applicant will need to declare that the vehicle complies with all relevant ADRs. The applicant would be unable to make those declarations if the vehicle has not yet been built.
Is it possible to multiple import approvals as opposed to single applications for each vehicle.	0	The ability to add multiple VINs to a single application is scheduled for a future upgrade to the ROVER system. The function will be added to application types where a single assessment can be undertaken for multiple identical vehicles.