Unanswered Questions

Question	Votes	Response
Can the department please confirm that future outages will not cause a delay of the vehicles being shown on the public RAV? Because of the outage last week no newly added vehicles to the RAV could be registered until late on Monday	17	The department acknowledges that outages of ROVER can cause delays in vehicles being added to the RAV. Outages will be kept to a minimum, however, we recommend that you ensure your vehicles are entered on the RAV in good time to meet your business requirements.
The Department advised that guidance material for "Provide to consumer for the first time in Australia" was being finalised with state jurisdictions and was scheduled to published by mid-October. Is the department still on-track to issue the guidance material on time?	17	The department has been liaising with other regulators to finalise this ASAP and now expects to publish this by early November.
When an RFI is received and a response is provided, no record of the RFI or the response appears to be saved (or at least available to the user). This limits user's ability to track and trace their RFIs and responses, including reporting of status to our parent company. This is downgrade from RVCS	16	This has been resolved as part of the enhancements in ROVER Release 6. RFIs will appear as part of the application. When an RFI exists, a new menu item will appear in the left-side navigation menu in the application. By navigating to this section of the application, you will be able to see current and past RFI questions and responses.
Please confirm the list of functionality which was included in ROVER Release 6 and what it planned for future ROVER Releases 7 and beyond	16	ROVER Release 6 has delivered features to support application submission and assessment, including enhanced authority to act functionality, on-system variation for all approval types (except Model Reports), enhancements to Compliance Information forms and the published lists of approvals, recalls bulk rectification reporting and printable advisory notices. Additional features providing assessment support were also delivered. Release 7 features are still undergoing refinement and prioritisation, and will be shared with industry once the release plan is finalised.
Following the ROVER upgrade over the weekend, there seems to be problems with dates and times shown on invoice records. This may make if very hard to reconcile and to provide traceability through corporate finance (account payable) systems	14	The implementation of a new payment data model to support future payment functionality resulted in some invoices being updated with the release date. Where the department has been approached with a request, replacement invoices have been provided. The departments notes that invoices sent following applications paid for and submitted by credit card are not affected.

Why can't you enter multiple vehicles on to a Single Vehicle Application? We have just paid over $1980 doing the exact same race car application 33 times. When the vehicles are identical, surely we should have been able to pay $60 and list multiple VIN's on one application.	14	This functionality is expected to be included as part of ROVER Release 7, which is estimated to be available in early February 2022.
Authority to Act - With the new update, there doesn't appear to be a way to 'issue a token' to someone, even though the 'Token' tab is viewable. How can you issue a Token?	14	The Token tab is to view tokens already created. To create a token, navigate to Authority to Acts from the application dashboard. You will see on the right side of the screen a 'Record authority to act'. Click here. This will present the form used to create the tokens. Select ' Provide authority to someone else' and then select the organisation or person from the drop down list. Complete the rest of the form and this will create the token(s).
Has DITRDC provided guidance to industry that which covers all Administrators Circulars that were previously in force? Assuming that DITRDC had a list for the purpose of their own cross checking, please provide reference so that we can easily locate the new guidance previously sourced in circulars	14	The department published a plan that described how Administrator's Circulars could transition to RVS guidance material. This can be accessed on our Guides and resources webpage at https://www.infrastructure.gov.au/infrastructure-transport-vehicles/vehicles/rvs/resources#_transition The department does not necessarily intend to transition information from every Administrator's Circular into RVS guidance material.
Unable to provide a list of vehicles for a Single Vehicle Import Approval application. This means that if we wish to import a fleet of identical cars for a launch event, or development testing (T&E), we have to make multiple applications. This is different from 0-4-8 applications, VERY inconvenient	13	This functionality is under consideration for inclusion in ROVER Release 7, which is estimated to be available in early February 2022. In addition, pre-release options are available to VTA holders to support the early import of vehicles for launch events.
Please provide a summary of the most frequent mistakes being made in VTA applications along with comprehensive FAQ so that industry can avoid these mistakes and provide accurate, 100% correct applications, first time, every time.	13	There is guidance material on the department's website and this is being updated as necessary. The department will convey any updates to industry via the mailing list and the department's website. We anticipate that a document summarising "the most frequent mistakes being made in VTA applications" will be added to the department's website in early November.

DITRDC have previously advised that mistakes being made in VTA applications are a major cause for approval delays being experienced by industry. Are these being made by experienced, full volume applicants familiar with TA processes under RVCS? Can risk based assessment be used for these applicants	11	A number of applicants, which include experienced full volume applicants, have not included the necessary documentation with their applications. The applicants have received feedback and we anticipate the number of applicants requiring requests for further information will decrease over time.
Recalls - why are multiple entries included in each individual recall including all historical correspondence between the Department and the supplier at the "home" page rather than at the specific recall's record. When a recall is "published", we don't need to see the history on the Home Page.	8	Given that ROVER system was designed for use with applications and recalls there are a number of functions that are shared. The display of historical correspondence is used in the application process. If there are specific concerns or comments please email the ROVER team at ROVERinfo@infrastructure.gov.au
It seems that some old recalls have been imported into ROVER from PRA. But there appears to be no cross referencing. Also, no ability to sort by active, closed, in-active. Redundant information is provided, and no logical order in the recalls listed. Any consultation on what and how to present?	7	Given that the PRA number would not be assigned to any new recalls, the decision was taken to reference the REC number and supplier campaign number. Recalls should be displayed according to their status, if this is not occurring please email the ROVER team at ROVERinfo@infrastructure.gov.au. When historical recalls were transitioned they were done so on a per supplier basis, and historical recalls are numbered according to this process. All columns in the interface should be sortable alphabetically and also searchable. New recalls will be chorological according to notification.
Why are some 'Decision Notices’ in respect of ‘VTAs' issued, are not available for ‘downloading’ - unlike most other VTAs issued	3	This question applies to opt-in VTA applications. With these applications the department issues a Letter of Advice, which is sent when the RVSA approval commences. An email notification is sent and the portal entry updated when processing of an opt-in application has been completed, however, it is not possible to make these available in the ROVER portal like a Decision Notice. The Letter of Advice is available for downloading through the portal after the approval has commenced.
Following the latest ROVER upgrade, Authority to Act contact detail has disappeared from some accounts which in turn prevents applications from being submitted. Is there a fix to this issue being worked on?	3	Previously there was no one set of contact details for organisations. The department has, where possible, identified and populated the Primary Contact Email address as part of this release. This was not always possible, and where uncertain, this information has not been populated in order to reduce the likelihood of error. These contact details can now be managed by users with appropriate authorities to act. You can update these details at any time, and we encourage stakeholders to check (and update if necessary) their details in ROVER.

Can you please confirm if there is any reason why a holder of a High ATM TC Approval would not be able to submit a Low ATM TC Trailer into the RAV using the same High ATM Approval number?	3	Where an approval includes a TC category for a high ATM trailer there is no reason the applicant couldn't enter vehicles with an ATM of 4.5 tonnes or less on the RAV. Please contact the department if you experience any issues.
Is there any reason why a Low ATM Trailer VTA could not cover TA, TB and TC weight categories? Given that the evidence required is identical.	3	The department implemented an interpretation of the legislation to allow models of trailers to be grouped. This is consistent with the model definition that was used for identification plate approvals for many years ie. that a different vehicle category constitutes a different model.
Time to load pages between screens does not appear to have been significantly improved. James Holman advise that resolution is planned in the longer term and not likely to be improved in the near future but brands who experience this issue should advise the Department. EVERYONE is experiencing this	3	This is an issue the department is monitoring. We have a roadmap of improvements that will be implemented to improve ROVER's responsiveness over coming releases. We are also identifying areas of concern, and making changes to improve specific areas of performance, such as our improvements to the published lists. While we do monitor performance of ROVER, industry feedback is important in prioritising specific improvements such as our changes to improve the speed of published lists.
I believe in an earlier Guide to VTAs there was a requirement for Non-Standard approvals to include the “NS” suffix in their Model? However, I have not been able to locate this requirement anywhere. Is this still a requirement?	2	This was not included in earlier version of the Guide to vehicle type approvals, however, it is a requirement for low ATM trailers (as the model is the category, the prefix is used when needed to create a unique make model combination). For vehicles other than low ATM trailers, there is still a requirement for a separate model where the application is for a non-standard vehicle. An applicant can continue to use the NS suffix to differentiate if they choose, however, the Non-Standard will also be recorded on the RAV.
If we were to ‘Opt in’ a TB Category IPA, would the scope of the approval be increased in line with new arrangements for Low ATM Trailers?	2	Where the holder of a low ATM trailer has elected to opt-in their approval rather than use the streamlined low ATM trailer VTA application, the scope of the opted-in approval cannot be varied.
Can we please get the comments made by Ross added to the webinar responses page	2	Please see response below on test vs production RAV.
For Opt In's with a Commencement Date of say 31 Dec, does the Dept's notification email (approx 10 days after submission) constitute formal confirmation that the VTA has been approved? This question is based on the advice that the actual approval won't be issued until a day or so before 31 Dec.	2	Wording from notification - Your opt-in application VTA-2021-000**** has a future nominated commencement date of **/**/2021 at which time you will be issued with a Letter of Advice with the road vehicle type approval number. Applicants can take this as confirmation their opt-in has been verified and will commence on the nominated date. Please note that you cannot enter vehicles on to the Register of Approved Vehicles until your vehicle type approval comes into force on **/**/2021. Your approval under the Motor Vehicle Standards Act 1989 (MVSA) will continue in force until the commencement of your vehicle type approval, at which time the MVSA approval will cease.

can we get make and model references included in automated ROVER emails to assist in identifying which application we are referring to	2	As a result of Release 6, all RFI email notifications now include the application number in the subject line to assist with identifying which applications are being referred to.
Following the recent ROVER upgrade, notification of approval emails received by agents no longer include the approval document. Can the previous arrangement be reinstated, whereby the agent received the approval document?	1	Currently Decision Notices and approvals are sent to the approval holder's Primary Contact details. These documents are available in the ROVER portal to any user with sufficient authority to act on behalf of the relevant approval holder/s.
Please provide advice on RAV submission (test vs production) as discussed in the Webinar	1	As at 19 October, the RAV had 9,301 vehicles Type approval – 7,841 (type approved standard), 151 SSM Mostly passenger cars, motorcycles and heavy goods vehicles. Concessional RAV entry approval – Approximately 1,400 For production RAV Type approval holders – please enter the approval holder as an organisation name in the ‘approval holder’ field, and in the ‘authorised by’ field. This shouldn’t be an individual’s name. Reminder – you should be able to add your own submitters in production. Reminder – use the correct email address for production / UAT. The same auto-response message is currently being sent from each RAV environment - it does not confirm whether you have submitted to test or production RAV. Use of test RAV Please ask for a range of VINs that are on the test NEVDIS database. Please use approvals included in the RAV guide – these include Mitsubishi, Toyota, motorcycles and a few others. The make and model must correlate to the approval number. For SSM – please add the VINs first as if you were the first stage approval holder and then make a submission as the SSM approval holder.
Please create a "Payment Only" function for Authority to Act.	1	This is a capability under consideration, and is subject to prioritisation.

If presentations are going to take up the bulk of the meeting, then perhaps we need to extend the meetings to allow time to address industry questions.	1	There were an unusually high number of presentations at this session because of the numerous additional functions in ROVER that the department wanted to demonstrate to participants following implementation of Release 6 on 11 October. All questions have been addressed during the previous two sessions.
If OPT-IN has been submitted the vehicle must comply with ADR 61/03. If the vehicle is already fitted with IPA/CPA plate, can this plate remain on the vehicle and be used as the ID Label if it complies with ADR 61/03 regarding character size, shape and self-destruction ability ?	1	If an IPA/CPA plate was affixed to a vehicle while the MVSA IPA was in force (ie. before the opt-in date) there is no requirement to add that vehicle to the RAV - unless the vehicle is not provided before 30 June 2022. The Act and Rules set out that it is an offence to supply a vehicle after 30 June 2022 if the vehicle is not on the RAV. If vehicles remain on hand towards the end of the transitional period AND the vehicle complies with the VTA, approval holders can add the vehicle to the RAV. If the IPA/CPA complies with ADR61/03 it can be used as the SVI. Please note, however: IPA/CPA plates cannot be affixed after opt-in as the plate notes the vehicle complies with the MVSA, which is incorrect.
Why is there no requirement to upload the Production Facility ID number as a part of the application process?	0	This is a capability under consideration, and is subject to prioritisation.
Also, can we have an update on being able to bulk upload production facility details as a part of an application- We just submitted our first application and the production facilities to 4 hours to load individually!	0	Thank you for the feedback. This is a capability under consideration, and is subject to prioritisation.