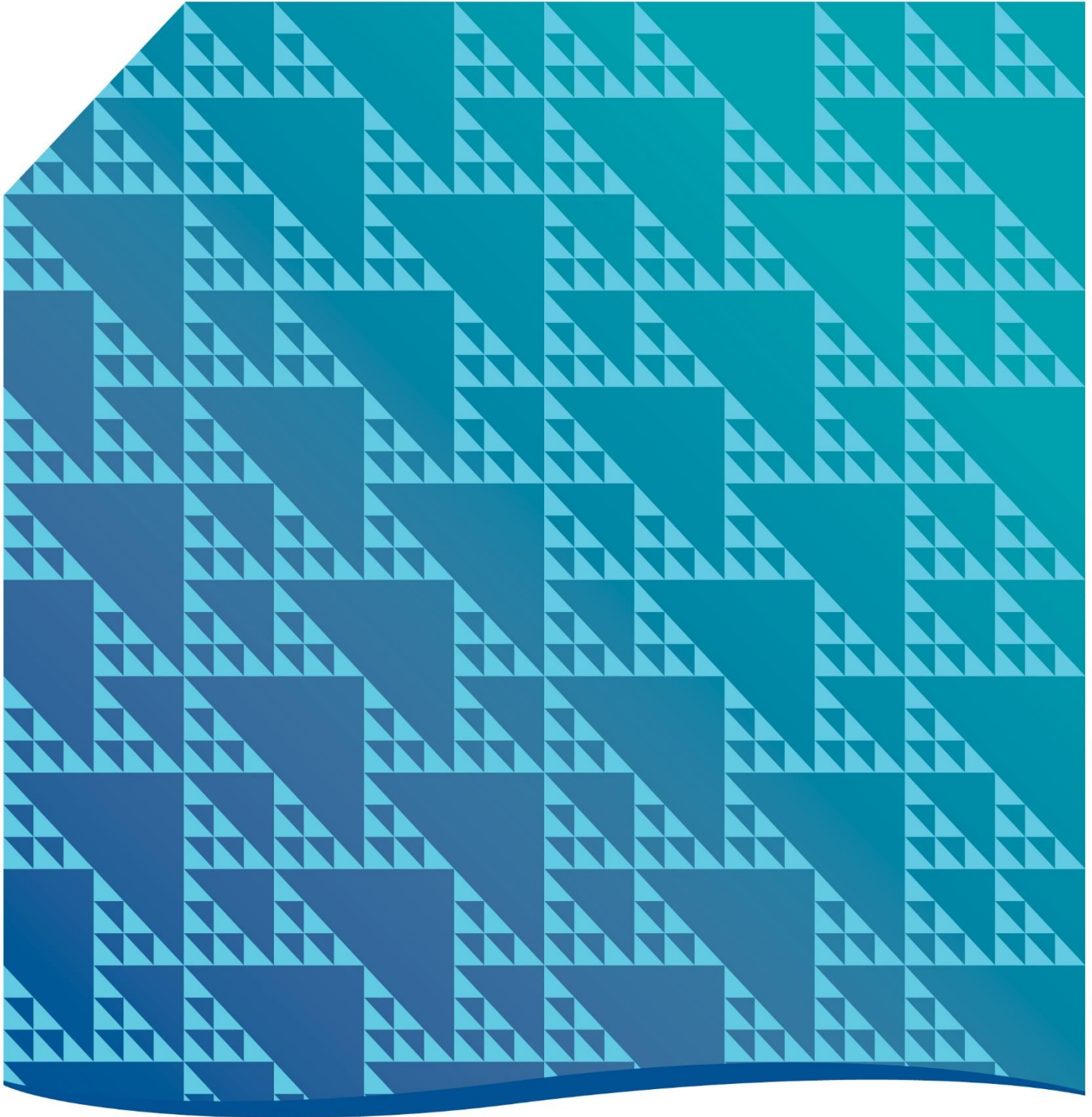


How to use your

Online Certification Portal



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Introduction

The purpose of this manual is to provide Approved Vehicle Certifiers Approved Inspection Stations (AVCAIS) and their Approved Vehicle Certifiers (AVCs) with instructions and administrative procedures regarding the AVC interface (here on in, the interface will be referred to as the portal). For a full overview of how to complete a modification certification please refer to: Appendix A – The certification process.

About the portal

The Portal has limited connectivity with the Motor Registry System (MRS) and the National Exchange of Vehicle and Driver Information System (NEVDIS). Vehicles can be identified with either a Tasmanian registration plate or the vehicle identifier (VIN or Chassis). If a vehicle is or has recently been registered in Tasmania, information about the vehicle will be retrieved from the MRS. If the vehicle has never or not for a long time been registered in Tasmania, details about the vehicle will be retrieved from NEVDIS. More information about this is located under the section 'vehicle identification'.

After a submission is completed, all relevant information is automatically uploaded onto the MRS, a copy of the certification submission is saved into the Departmental records database. The Portal automatically generates a PDF version of each Certification Report the AVC's are required to download to supply this document to their client. In addition, a receipt is generated for each submission generated for the AVC/AVCAIS.

This handbook is to be read in conjunction with the current Vehicle Modification Certification Manual (VMCM).

What the portal is never to be used for:

AVC's are never to use this portal just to find out information about a particular vehicle. This is not the purpose of the portal. Once a vehicle identifier is typed in, a submission is opened against that vehicle.

Contact details:

All correspondence in relation the vehicle certification portal should be addressed to;

Registration and Licensing Services
Department of State Growth
GPO Box 536
Hobart Tasmania 7001
Ph: 6166 3266

Accessing the portal

Important note: AVC's are encouraged to use either Internet Explorer, Firefox or Safari when using this portal.

To complete a certification, AVC's must log into the website below;

<https://mrs-certification.stategrowth.tas.gov.au>

Please Login

Welcome to the Department of State Growth's online vehicle certification portal. This portal is used by Persons Approved by the Registrar of Motor Vehicles to conduct vehicle modification certification.

Username

Password

Submit Forgot Password

Keep your username and password confidential.
Any certification submissions initiated with your login details are treated as if you certified the vehicle.

Each AVC will be issued with their own unique user name and password, this will be emailed to each user. Usernames and passwords must be kept secure and not shared, they are an AVC's digital footprint. These details are used at the end of each certification as the declaration. The declaration is the formal point of completion. This is where the AVC is declaring this vehicle meets all applicable standards at the time of certification.

Important note: Action may be taken against any AVCAIS and/or AVC who allows another person to log into their portal and/or use the portal in any way to conduct any part of a vehicle certification.

What happens if an AVC has forgotten their username and/or password?

If an AVC forgets their username and/or password, select the 'forgotten username and password button, or contact Registration and Licencing Services on 61 66 3266 or email: avc@stategrowth.tas.gov.au

Home page

After an AVC logs in, they will be directed to the site's home page.



From this page, AVCs can 'start' a new modification certification submission and 'search' for any pending, in-progress or completed certifications, they or another AVC who is associated with their Approved Vehicle Certifier Approved Inspection Station (AVCAIS) has in the portal.

Warnings

Warnings can appear at any point during the recording of a certification. These warnings are colour coded, yellow and red. AVCs must always take notice of and read any warnings displayed.

Yellow warnings:

These are for **your** information only. They do not stop the certification from continuing, however the AVC is required to manually enter all vehicle details on page two of the certification submission, see below screen shot for example:

The screenshot shows the "Record Certification" form in the Tasmanian Government Transport system. At the top left is the logo and "Transport" text. A "Logout" button is in the top right. Below the header, a yellow banner displays a warning: "Vehicle not on Motor Registry System". Below the banner is a progress indicator with steps 1 through 7, where step 1 is active. The main section is titled "Vehicle Details" and contains a list of fields for data entry: VIN, Chassis (with value 123451111), NEVDIS ID, Body Type, Make, Model, Year of Manufacture, Seating Manufactured, Seating Capacity, Primary Colour, Motive Power, Engine Capacity, Cylinder Configuration, and Gross Vehicle Mass. Each field has a corresponding input box or dropdown menu. At the bottom left, there is a "Back" button and a "View/Search Certification" link. At the bottom right, there is a "Next" button.

Red warnings:

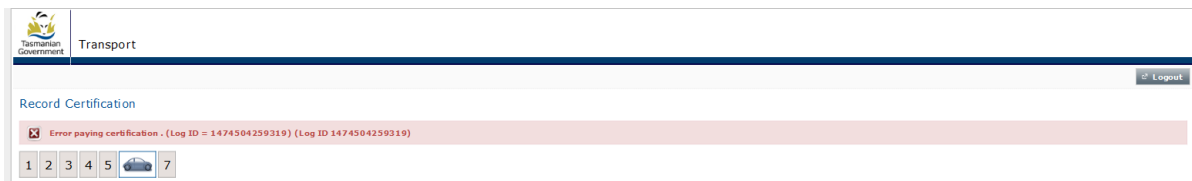
Stop: When one of these appear the error must be fixed before the certification process can continue or be completed or the AVC may be required to complete the submission manually.

Red warnings are separated into two types;

1. Data error caused by AVC,
2. Data error beyond control of AVC.

Data entry errors caused by the AVC are self-explanatory and it is up to the AVC to rectify.

Data errors which are beyond the control of the AVC may not be self-explanatory, may not relate to the page in which it is appearing and in most cases, will be beyond the control of the AVC and the AVC will not be able to rectify the issue. This sort of error will look similar to the below;



When a red warning appears, AVCs must take a screen shot of the entire web page (there is a print screen 'print scrn' button in the function keys on most keyboards), the screen shot must include the red warning and the date and time which is displayed on the bottom of your screen, not included in the example above.

Email the screen shot along with the following to: avc@stategrowth.tas.gov.au with the following in the subject heading: Red warning – Time and date – submission identifier – AVC number.

- Time and date of when the error occurred,
- Identifier of vehicle used on page one of the submission,
- Name of AVC and their AVC number,
- AVC's preferred contact number.

AIS Compliance will investigate the error and advise the AVC of what action needs to be taken to progress the certification.

Recording a new certification

The following explains how to record a new certification submission.

Important note: New certification submissions should only be started once the modifications which are being certified are complete and the AVC has the vehicle in front of them. This is to ensure the dates on the modification plate and the certificate align.

Each page in the certification submission is numbered. The specific page you are on at any point, is identified by a little car.

Vehicle identification – Page one

The screenshot shows the 'Record Certification' web form. At the top left is the Tasmanian Government logo and 'Transport' text. Below is a 'Record Certification' header with a 'Logout' button. A navigation bar shows a car icon and numbered tabs 1 through 8, with '1' highlighted. The main form area is divided into two sections: 'Certification Identification' with a 'Certification Station' dropdown, and 'Vehicle Identification' with fields for 'Vehicle currently or previously registered in Tasmania?' (Yes/No), 'Trailer?' (No), 'Registration Number:', 'VIN:', and 'Chassis Number:'. A 'View/Search Certification' link is at the bottom left, and a 'Next' button is at the bottom right. The footer indicates 'MRS Version: release-3.5.35.125168'.

Certification station:

AVC's must select the AVCAIS they are working under while performing the certification. If an AVC is associated with more than one AVCAIS, they must take care and always select the correct AVCAIS.

Vehicle Identification:

AVC's must only enter a vehicle's registration number in the registration number field. Registration numbers must **not** be entered in the VIN or chassis field.

Only Tasmanian registration numbers can be entered into the registration number field. Non-Tasmanian registration numbers, VINs or chassis numbers are not to be used.

If a vehicle has been previously registered in Tasmania, post 2008 only, but it is not currently registered, the registration plate number can be entered into the registration field. When the certification is progressed to the following page **always** check the vehicle identification details which have been extracted from the MRS to ensure the correct vehicle is being certified.

If the vehicle is not registered in Tasmania, the AVC must select **no** to statement vehicle currently or previously registered in Tasmania and enter the **full** VIN or chassis number.

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Certifying a trailer (light or heavy)

AVCs must indicate if the vehicle they are certifying is a trailer on this page. To do this, the AVC must select the trailer yes/no button on page one.

Use of VINs

All VINs must be valid, this means it must be already registered on either (or both) NEVDIS or MRS and NEVDIS. If an AVC types in a VIN and it is not recognised by MRS or NEVDIS, the AVC will not be able to proceed with the certification. When this occurs, the AVC must check the VIN on the vehicle and if still not recognised by the portal, the AVC must contact AIS Compliance.

Note: There are no I's or O's in any VIN.

Use of chassis numbers

There may be instances where an AVC cannot proceed with a certification, using a chassis number. This could be due to an issue with the data. In cases such as these AVCs must contact AIS Compliance.

If data for the vehicle is not available on the MRS, no data will be retrieved and page two of the certification (titled: vehicle details) will be blank and an AVC will be required to enter in all of the information.

Incorrectly identified vehicles

If a vehicle has been identified incorrectly, an AVC just needs to press the 'cancel' button which is located on page two and re-identify the vehicle. This can this button can be used prior to the mod plate template being downloaded.

Vehicle details – Page two – (prior to modification)

This page is used by AVCs to confirm that the vehicle identifier typed in on the previous page matches the vehicle which is being certified. If the vehicle has never been registered in Australia before, AVCs are required to enter all vehicle details in.

If it is found that the vehicle identified is not correct, AVCs are required to select the 'cancel' button and re-identify the vehicle.

Vehicle details on this page relate to the vehicle prior to the modifications which are being certification were made. AVCs are to use this page to confirm that the vehicle they are certifying is the one they have started the certification submission on.

If a vehicle is identified with a VIN or Chassis, details about the vehicle will be editable on the vehicle details page. AVCs should only ever edit fields on this page if the information is incorrect.

If any vehicle data is incorrect, AVC's should make a brief note of the incorrect data, to reflect on page 3 of the portal in the comments box. This action should also be adhered to even if the data is editable. **AVC's should never change the auto populated data which appears on this page**, without AIS Compliance approval.

Screen shot one:

A heavy trailer identified at the beginning of the certification submission with its VIN. All fields, after the NEVDIS ID field are editable.

Record Certification

1 2 3 4 5 6 7 8

Vehicle Details

VIN: JHDFT81GK00X12039

Chassis:

NEVDIS ID: 039101571

Gross Vehicle Mass: 10000

Body Type: TIPPER

Make: HINO

Model: FT8

Year of Manufacture: 2010

Seating Manufactured:

Seating Capacity:

Primary Colour: White

Motive Power:

Engine Capacity:

Cylinder Configuration:

Heavy Vehicle Details

Gross Combination Mass: 10000

Vehicle Axles: 2

Transmission Type:

Cancel

Back Next

[View/Search Certification](#)

Screen shot two:

Vehicle identified with its Tasmanian Registration number. Fields are not editable.

Tasmanian Government Transport

Record Certification

1 2 3 4 5 6 7 8

Vehicle Details

VIN: JTNK93BE003004097

Chassis:

NEVDIS ID: 053235348

Gross Vehicle Mass: 0

Body Type: CAR

Make: TOYOTA

Model: COROLLA ZE111

Year of Manufacture: 2018

Seating Manufactured: 5

Seating Capacity: 5

Primary Colour: Bronze

Motive Power: Petrol

Engine Capacity: 1798

Cylinder Configuration: 4 Cylinder

Heavy Vehicle Details

Cancel

Back Next

[View/Search Certification](#)

The amount of detail available on this page will depend on the following factors;

- Whether the vehicle is, or, has recently been registered in Tasmania,
- Whether the vehicle has ever been registered in Australia,
- What vehicle identifier was used to identify the vehicle on page one of the certification submission (VIN, chassis or Tasmanian registration number),
- What information is available on NEVDIS,
- What type of vehicle it is.

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If manually entering the vehicles model, the number of characters entered cannot exceed 20 (this includes spaces).

AVC's must always ensure all of the vehicle information recorded on this page is correct **before** continuing.

Incorrect data - uneditable

If an AVC believes any of the data retrieved is incorrect and they are unable to edit the field, the AVC must contact AIS Compliance to discuss. AIS Compliance will advise the AVC how to complete the certification.

Vehicle Modification Details – Page three

This page onwards is where the certification details are entered by the AVC. All details regarding the modifications which are being certified are record from this page onwards.

The screenshot shows a web form titled "Record Certification" with a navigation bar (1-8) and a "Vehicle Modification Details" section. The form contains the following fields:

Year of Manufacture: *	2015
Month of Manufacture: *	4
Engine Number:	925920C1088978
Motive Power:	Diesel
Secondary Motive Power:	---
Cylinder configuration:	6 Cylinder
Engine Capacity:	0
Gross Vehicle Mass:	16000
Body Type:	TANKER
Make:	MERCEDES
Model:	ATEGO 1629
Primary Colour:	Purple
Seating Capacity:	2
Steering Wheel Position:	Right hand
Transmission Type:	Automatic
Tyre Size:	N/A
Comments:	
Unladen Mass:	0

Below this is the "Heavy Vehicle Details" section:

Gross Combination Mass:	34000
Engine Make:	Truck engine
Trailer Axles:	---

At the bottom, there are "Back" and "Next" buttons, a "View/Search Certification" link, and a footer: "MRS Version: release-3.8.5.127380".

Note: if you are certifying a trailer, all fields which are not relevant to trailers will be greyed out

This page is a mixture of editable free text fields and drop down boxes. AVC's are only to change fields on this page which are directly part of the modification they are certifying.

Year and month of manufacture:

AVC's will only be able to edit the month and year of manufacture, if the vehicle has never been registered before in Australia. AVCs **MUST** always enter all four digits of the year (i.e 2017).

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Engine number:

This field is editable, if this field is edited, the following three fields will unlock for an AVC to complete:

- Motive power
- Cylinder configuration
- Engine capacity

Important note: Changes to the engine number field are only recognised after the AVC taps/mouse clicks outside the box.

Motive power

There are two motive power fields – motive power and secondary motive power:

Motive power: This relates to the primary motive of power of the vehicle e.g. Diesel, NPG, Petrol or Electric

Secondary motive power: This is an optional field and relates to the secondary motive power of the vehicle. If the vehicle does not have a secondary power option, the AVC must either leave as blank or select: not applicable.

Note: These two fields must contain different values. They cannot be the same.

Body type, primary colour:

Both of these are drop down boxes. No free text is allowed.

Seating capacity:

If there has been no change to the seating capacity, the data in this field is **not** to be changed. If the data is incorrect, the AVC must contact AIS Compliance.

It is very important that this field is used correctly as this field is used to populate the mod seating field on the modification plate template.

If an AVC uses this field incorrectly, the modification plate template will auto populate incorrectly.

Gross Vehicle Mass:

AVC's are only permitted to perform GVM upgrades, via the MRS portal. It does not permit an AVC to enter a GMV reduction. If an AVC enters a lower number than what is originally recorded, a red warning will appear upon the AVC selecting the next button **not** allowing the certification to continue.

Where not modified, N/A **must** be added into the field.

Tyre size:

This is a free text field, only to be used if the tyres are changes as part of the modification. If both front and rear tyres have been changed, both sizes are to be specified, example: **F:** 215/65/R15, **R:** 225/70R15.

Where not modified, N/A **must** be added into the tyre size field.

Comments box:

A maximum of 200 characters is allowed in this box.

AVC's use this box to add things such as:

- If there are other affixed and relevant modification plates, irrespective of jurisdiction eg: Qld mod plate 23542 remains relevant for K5 and R2 certification.
- If there are more than 7 Modification codes the AVC is to replicate the listing of mod codes here.
- If adaptive controls are fitted, a short description of the type of control as per the Vehicle Modification Certification Manual (VMCM) requirements.
- If page 2 of the Portal displays incorrect OEM data a brief explanation should be included here: Engine Number was incorrectly recorded corrected to be 548265742 not formal modification.

Large amounts of information must not be added here, brief & concise comments only. Large amounts of information should be added to the certification as a separate attachment, this is explained further on.

If the vehicle is a heavy vehicle:

If the vehicle is a heavy vehicle, the following additional fields will appear. AVCs are only to make changes to these fields if it relates to the modifications they are certifying. These additional fields are:

- Unladen mass
- Gross Combination Mass
- Engine make
- Transition type

Wheels and axles – Page four (applicable to heavy vehicles only)

This page will only appear when the vehicle being certified is a heavy vehicle (in excess of 4.5t GVM).

If you are certifying a heavy vehicle and the modifications completed relate to wheels/tyres, axle and/or wheelbase configurations or dimensions AVC's are required to complete this page.

Each of the tyres & axles fields are drop down boxes and the load sharing is a tick box.

All mandatory fields on this page, contain a star. Example:

Spacing: *

The screenshot shows a web form titled "Record Certification" with a "Logout" button in the top right. Below the title is a navigation bar with buttons numbered 1 through 8, with button 4 highlighted. The main section is titled "Wheels And Axles". It starts with a question: "Has there been any change to the wheel and axle configuration as a result of the modifications you are certifying?" with radio buttons for "Yes" and "No". Below this are two main sections: "Front" and "Rear". Each section contains four "No Tyres, Axle" fields (Axle 1, 2, 3, 4) with "N/A" dropdown menus, a "Load Sharing" checkbox, and a "Spacing: *" text input field. At the bottom of the form is an "Extreme Axle Distance: *" text input field. Navigation buttons "Back" and "Next" are at the bottom left and right respectively. A footer contains the text "View/Search Certification" and "MRS Version: feature-nhvr-3-rebased-0.0.1.120339".

Modification codes

On this page, AVC's must apply modification codes to a certification. To do this, simply tap or mouse check the select code button. If a code has been selected incorrectly, select the code button again and the code will be unselected.



AVC's will have access to modification codes that they can personally certify these are aligned to the VMCM Modification Matrix on the basis of their qualifications and experience.

Additional codes are available if third party documentation is obtained, more information about addition of third party codes is contained further on in this booklet.

If LA1 or LA2 or LA3 are selected, additional information is required, as per the VMCM and the Mod Plate Template. Information added here will be transcribed onto the modification plate template and therefore onto the modification plate itself. For example; where an engine substitution or turbo/supercharger is involved, relevant VSB code followed by a dash then number of cylinders or rotors then forward slash engine capacity in litres then a lower case l. For example LA2-8/5.7l. If a turbo (T) or supercharger (S) are fitted include a capital T or S. for example LA3-4/2.5T

Important note: After any additional information has been added to either LA1, LA2 or LA3 an AVC **must** tap/mouse click outside the box for the additional words to be validated within the portal and transcribed onto the modification plate template. AVCs will know when the additional information has been validated as it will reduce in size and change from blue to black.

Engine			
	Code	Description	Additional Information
<input checked="" type="checkbox"/> Select Code	LA1	Equivalent Engine Substitution	
<input checked="" type="checkbox"/> Selected	LA2	Performance Engine Substitution	-8/5T
<input checked="" type="checkbox"/> Select Code	LA3	Supercharger/Turbocharger installation	
<input checked="" type="checkbox"/> Select Code	LA4	Engine Modification	

Modification template

Modification Template

Serial number

MODIFICATION PLATE

A/OFFICER NO: AVC893

DATE: 18/11/2019 REF NO:

MODIFICATION BY:

MOD CODES: LG2

VIN: WDB9702772L935536

TYRE SIZE: N/A

MOD SEATING: N/A

MOD GVM: N/A MOD GCM: 34000

Attachments

File Attachments 0 0

[← Back](#)

[View/Search Certification](#)

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Most items on the modification plate template pre-populate with all of the required information. AVCs are only required to enter the following:

- Serial number,
- Ref no,
- Modification by.

Serial number:

This is the five digit number located on the top right of each modification plate. AVC's must enter the number of the modification plate they will be allocating to the vehicle here.

Ref no:

Also known as report number. AVC's must use the naming protocols as follows;

Prefix AVC followed by your individual number dash, prefix C followed by your AVCAIS station number, dash, your individual AVC report number. Example: AVCI12-C100-001

Modification by:

The name of a natural person or a registered company who modified the vehicle or if multiple parties involved name of the owner. The word "owner" is not acceptable, a natural person or a registered company must be identified in this field. If the person/s or registered company involved in modifying the vehicle are unknown, the name of the owner must be included.

About the buttons on this page:

There are six buttons on this page:

- Third party classification codes
- Alternate seating
- Attachments
 - Choose
 - Upload
 - Cancel
- Print template

Third party classification codes:

If a third party has provided documentation and approval to any aspect of a modification an AVC is unable to personally certify, the certifying AVC must select the third party classification code button and type the applicable mod codes into the field titled: third party mod codes. This field will appear within the mod plate template. When this button is selected, a new field will open up on the modification plate template and the button will disappear.

Alternate seating

This is where a user adds additional information about the seating configuration ie wheel chair positions.

When a user selects this button a new field will open up directly below the mod seating field on the template. Users are to add information about the alternate seating arrangement (ie + 1 w/chair). Any information added to this field will automatically transfer into the mod seating field when the mod plate template is down loaded.

Please note: this field will not work if the seating capacity was not changed as a result of the modification that is being certified.

Attachments

Each certification submission must contain a number of attachments. For information about what these should be please refer to the VMCM link: https://www.transport.tas.gov.au/vehicles/vehicle_inspections/avcais

Attachments can only be uploaded either before the modification plate template is completed or after the modification plate template button has been selected.

Each modification certification submission can have a maximum of 20 individual files attached.

Attachment types

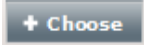

Attachments must accompany each certification. Further information about the attachments can be found in the VMCM.

The portal supports the following file types:

- PDF
- JPEG
- Word (DOC and DOCX)
- Excel (XLS and XLSX)

Zip files are not supported.

Attachments - Uploading

Select the 'choose' button:  and select the file. After the file has been selected, press the 'upload' button:  to upload it. Prior to uploading any file, AVC's must always check that the file they are uploading is the correct file. If the document chosen is incorrect, select the cancel button or the X which is beside each file.

Only one document can be uploaded at a time.

Removing or deleting attachments

Documents can be removed prior to being uploaded or deleted after they have been uploaded.

Removing prior to uploading: This can only occur prior to being uploaded.

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Deleting after uploading: Documents can be deleted by an AVC **on the same day** (prior to 10pm) it is uploaded, providing that the certification submission has not been completed. Documents uploaded **cannot** be deleted after 10pm on the night they are uploaded or after the submission has been completed.

If a document has been uploaded in error and the period in which an AVC can delete it has passed, the AVCs must email: avc@stategrowth.tas.gov.au with the following information;

- Vehicle identifier used on page one of the certification submission,
- Name of AVC and their AVC number,
- Date certification submitted,
- Full title of all documents loaded in error.

AIS Compliance can assist with manual deletion of uploaded certification submission documents. Document deletion requests need to be email to avc@stategrowth.tas.gov.au as per above.

Print template

When all fields on the template have been completed and attachments uploaded, the modification plate template and style guide can be downloaded and printed.

To generate the PDF, select the Print Template button. After this button has been selected the document is available to download and print.



The screenshot shows a web form with several sections. At the top, there are two input fields for 'MOD GVM:' with the value '17600'. Below these is a button labeled 'Download Mod Plate Template' which is highlighted with a red arrow. Underneath the button is a status indicator that says 'Replacement plate issued'. At the bottom of the form, there is a section labeled 'Attachments'.

To access the PDF to download, select the download mod plate template link. When selected a new webpage will pop up with the mod plate template and style guide available in PDF for downloading.

When the print template button is selected, the modification plate template on the screen becomes 'uneditable' and the status of the certification becomes 'waiting modification plate'.

In most instances, this is where the certification process will pause, to allow the modification plate to be engraved. When the modification certification is paused for this reason, the status of the modification certification becomes 'waiting for modification plate'.

Certifications can only be submitted after the print template button has been selected.

AVCs must not complete (press submit certification) and make payment on any certifications before;

- All VMCM required documents are completed and added as attachments to the certification,
- The modification plate has been engraved and all data is correct, and
- The modification plate has been affixed to the vehicle.

Mistakes on auto generated documents:

Mistakes – AVCs can fix

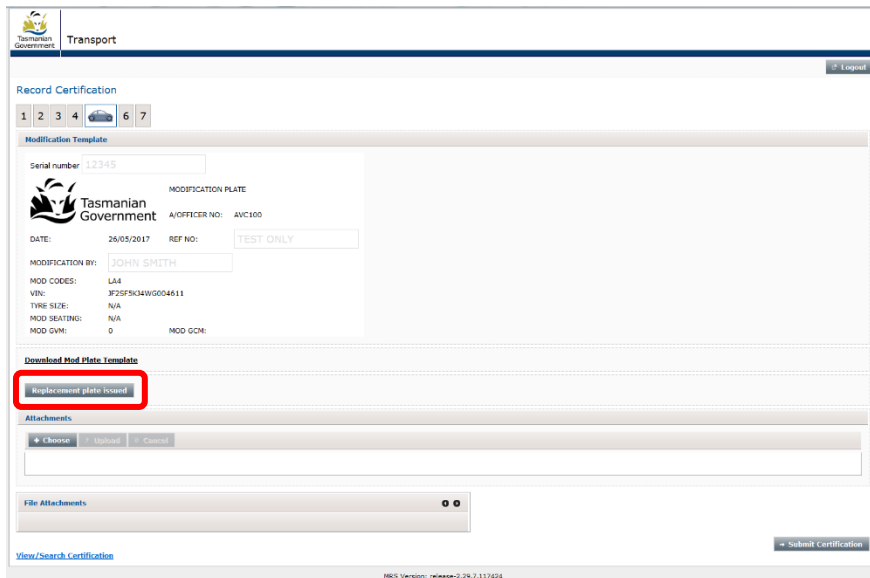
Mistakes can and do occur. To assist AVCs in correcting mistakes the following functionalities have been built into the portal:

- A 'back' button on each page,
- A 'Replacement plate issued' button on the modification template page,
- Ability to remove (delete) attached documents, in line with parameters mentioned previously.

In many cases AVCs can correct errors made on previous pages, AVCs should always try to fix the errors themselves before ringing AIS Compliance.

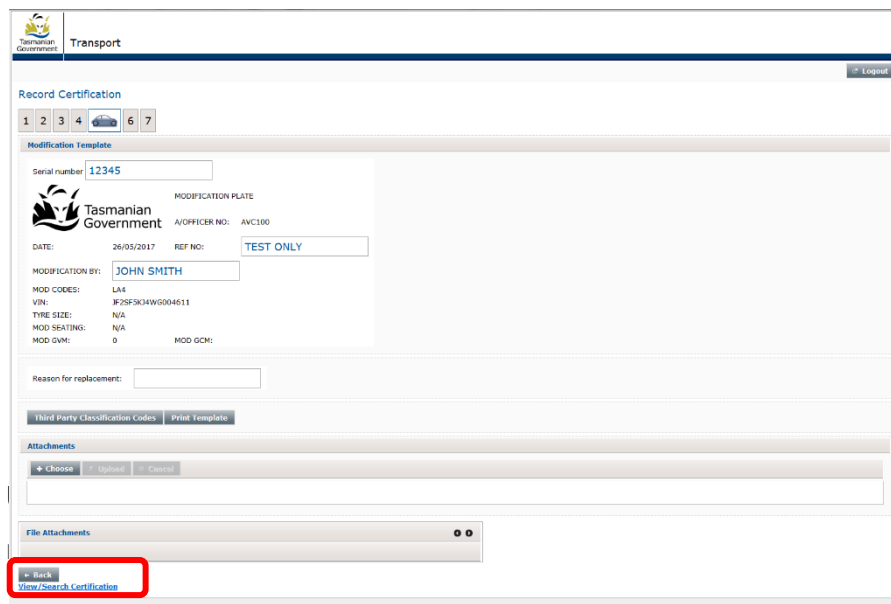
To do this, AVCs need to select the 'back' button. This will take the AVC back to previous page, (or pages) and errors can be corrected. The back button is located at the bottom of each page, up until the modification plate template has been downloaded.

After the modification plate template has been downloaded, AVCs still have the ability to go back and correct mistakes, but they **must** select the replacement plate issued button first.



When the replacement plate issued button is selected, two things will occur:

1. The auto generated modification template document is removed and
2. A 'back' button will appear at the bottom of the modification template page.



If an error is identified that can be corrected prior to engraving. The same mod plate serial number can be entered, and then the AVC selects the back button to correct the relevant data. In this instance the 'Reason for replacement' would state – Same Mod Plate – added code LG2, or relevant correction.

The AVC must supply the serial number of the plate containing the error, and a brief explanation of the error. for example: 33241 incorrect mod code selected, or 33654 incorrect VIN engraved. The reason **must** be brief, (a maximum of 200 characters are allowed in this field) and only typed in **after** all of the changes have been made.

Important note: If the modification plate has been engraved incorrectly, the serial number of the modification plate template must be corrected to reflect the new modification plate number which is going to be used to correct the engraving error. Incorrect modification plates **must not** be fitted.

Mistakes AVCs cannot fix

There will be cases where the data on the auto generated documents contains errors and the errors cannot be rectified by the AVC (due to the certification being completed, or errors being in fields which the AVC cannot edit). If this occurs the AVC is to complete the following steps;

- Print and Email a copy of the document to: avc@stategrowth.tas.gov.au
- In the email, list all of the incorrect items and what the correct information is,
- If a new mod plate is required, provide the new modification plate serial number,
- Name of AVC and their AVC number,
- AVC's current contact number (in case we need to contact the AVC)

AIS Compliance will provide a manually generated replacement document. AVCs are never to pen any of the auto generated documents and supply them to either the engraver or their customer. All changes to auto generated documents must be approved by AIS Compliance. AIS Compliance will confirm the approval by supplying a typed amended template/s to the AVC.

Completing a certification

AVCs must not complete (press submit certification) and make payment on any certifications before;

- All required documents as per the VMCM are completed and loaded as attachments to the certification,
- The modification plate has been engraved and all data is correct, and
- The modification plate has been affixed to the vehicle.

Only after the modification plate template button has been selected, can a certification be completed.

To complete a 'waiting for mod plate' certification, use the view/search certifications page to locate the certification select the edit button. To complete, select the next or submit certification button. In portal terms, an AVC has only completed a certification submission when they press the pay button.


Certifications are incomplete before the pay button is selected. AVCs are never to affix a modification plate to a vehicle and leave the certification submission unfinished.

Payment gateway

AVCs are required to pay for each certification upon submission. This is completed via a secure payment gateway. AVCs can only use Master Cards or Visa cards.



AVC must **never** go through the payment process before the modification plate has been engraved and affixed to the vehicle.

Record Certification

1 2 3 4 5  7

Amount	Description
\$50.00	Certification Payment

Payment Type:

Acceptable credit cards:  

Credit card number:

Expiry date (MM / YY): /

Card verification code:

[← Back](#)

[View/Search Certification](#)

When all card details have been entered in, select the pay button.

Important note: This is the only payment option.

About the pay button

When this is selected the following occurs:

- Payment is taken from the nominated credit card,
- Modification Certificate is generated (light vehicles only) – a signed copy of this **must** be given to the customer
- A receipt is generated for the AVCAIS,
- Certification details are uploaded onto the vehicles file on the MRS,
- Copies of the Certification Report, Modification Certificate and all attachments supplied are uploaded into our Departmental database.

It will take a few moments for the above to occur, **do not** disrupt the process.

Auto generated – Light Vehicle Modification Certificate (LVMC)

For all light vehicles, a modification certificate will be automatically generated after the certification has been completed identified by – Your AVC Details – ‘Certificate’.

LVMC must be checked by the AVC as per the next page.

Using your electronic portal. November 2019 - Version 7

Before signing the LVMC and providing it to the customer. If any of the following auto populated fields contain incorrect data, a copy of the certificate must be emailed to: avc@stategrowth.tas.gov.au with errors with certificate in the subject line:

- Modification plate number,
- Make,
- Model,
- Name of AVC and AVC number,
- Preferred phone number of AVC.

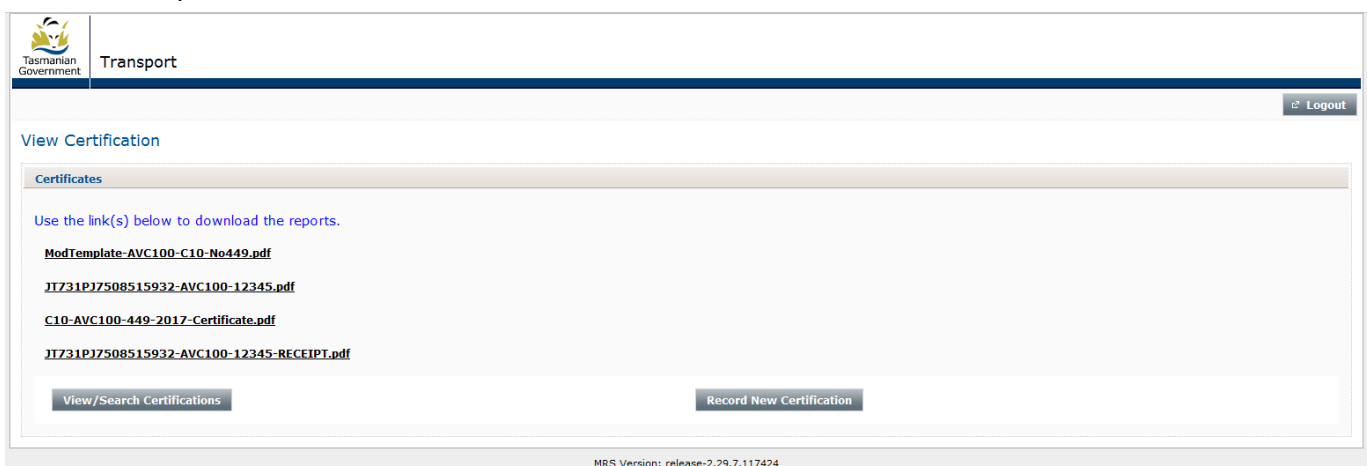
AIS Compliance will email a manually generated revision of the certificate back to the AVC.

Heavy Vehicle Modification Certificates are completed on the NHVR approved document as per the VMCM by the AVC and added to the certification as an attachment.

Viewing completed certification submissions

When payment of and processing of the certification has been completed, the following documents will be available for downloading (see below screen shot as example):

- Mod plate template (You are not required to print or supply this to your customer after the certification has been completed),
- A PDF copy of the Certification Report,
- Modification Certificate (applicable to light vehicles only) and
- A receipt for the AVCAIS.



The screenshot shows the 'View Certification' page in the Tasmanian Government Transport portal. The page includes a header with the Tasmanian Government logo and 'Transport' text, and a 'Logout' button. The main content area is titled 'View Certification' and contains a section for 'Certificates'. Below this section, there is a prompt: 'Use the link(s) below to download the reports.' followed by four download links: 'ModTemplate-AVC100-C10-No449.pdf', 'JT731PJ7508515932-AVC100-12345.pdf', 'C10-AVC100-449-2017-Certificate.pdf', and 'JT731PJ7508515932-AVC100-12345-RECEIPT.pdf'. At the bottom of the content area, there are two buttons: 'View/Search Certifications' and 'Record New Certification'. The footer of the page indicates 'MRS Version: release-2.29.7.117424'.

View/search submissions

On this page, AVC's can search for any certification they have completed via the Portal and find submissions they are yet to complete.

With the exception of the 'cert number search field', anyone, or a combination of the search fields can be used, see screen shot below. When using any of the search fields, AVCs **must** select the search button - pressing enter on you keypad will not work. Date fields also have a built in calendar. The button to access the calendars is located on the right hand side of the date fields.

Using your electronic portal. November 2019 - Version 7

About certification entries on this page:

Most of the features contained within the view/search certifications page are self-explanatory, two important features, all AVC's will need to understand are explained further below:

Certification status:

- Incomplete certification
- Waiting modification plate
- Submitted Certification

Incomplete certification:

This status is applied to any certification which has been shut down before the print modification plate template button has been selected.

Waiting modification plate:

Once the print modification plate template button has been selected, the certification will be given a status of: 'waiting modification plate'.

Even if a modification plate is not required, the print modification plate template must be selected as this button is also the save and continuation point.

Submitted certification:

All certifications receive this status after they have been completed. The AVC has pressed the 'Pay' button.

View and Edit buttons

Edit

This button is only available if a certification is shut down before the modification plate template has been generated or if the certification is in the status of: waiting mod plate. In both cases, a certification can be re-opened, edited if required and completed.

View

Using your electronic portal. November 2019 - Version 7

This allows an AVC to view PDFs of the following;

- Modification plate template

And if a certification has been completed, and AVC can also be able to access -

- Certification submission document,
- Certification certificate (for light vehicles only),
- Receipt.

AVCs cannot view documents they have uploaded.

Other important information:

Can an unapproved AVC log into the portal?

No. If an AVC is not approved they will not be able to log into the website.

Session time out

If left unused for half an hour or more, the session will time out and the AVC will be required to log back in. AVCs may also be logged out if they refresh the web link. Session time out is in place for security reasons.

After an AVC logs back in after a session time out, they will not be directed to the same page they were on prior to the session timing out. Instead they will be redirected to the homepage. If an AVC was in the process of completing a certification prior to the session time out, the view/search certifications page must be used to locate the open certification.

What if the portal is not working?

In instances where an AVC discovers that their portal is not working, they **must** contact AIS Compliance. This section also applies to vehicles being granted GVM Reductions.

AIS Compliance investigate/advise (where relevant) to engage in manual certification process.

Important note:

AVC's are only to use the manual certification process if instructed to by AIS Compliance. AVC's must not begin a certification with manual documents. This is to ensure there is someone within AIS Compliance to process the manual certification.

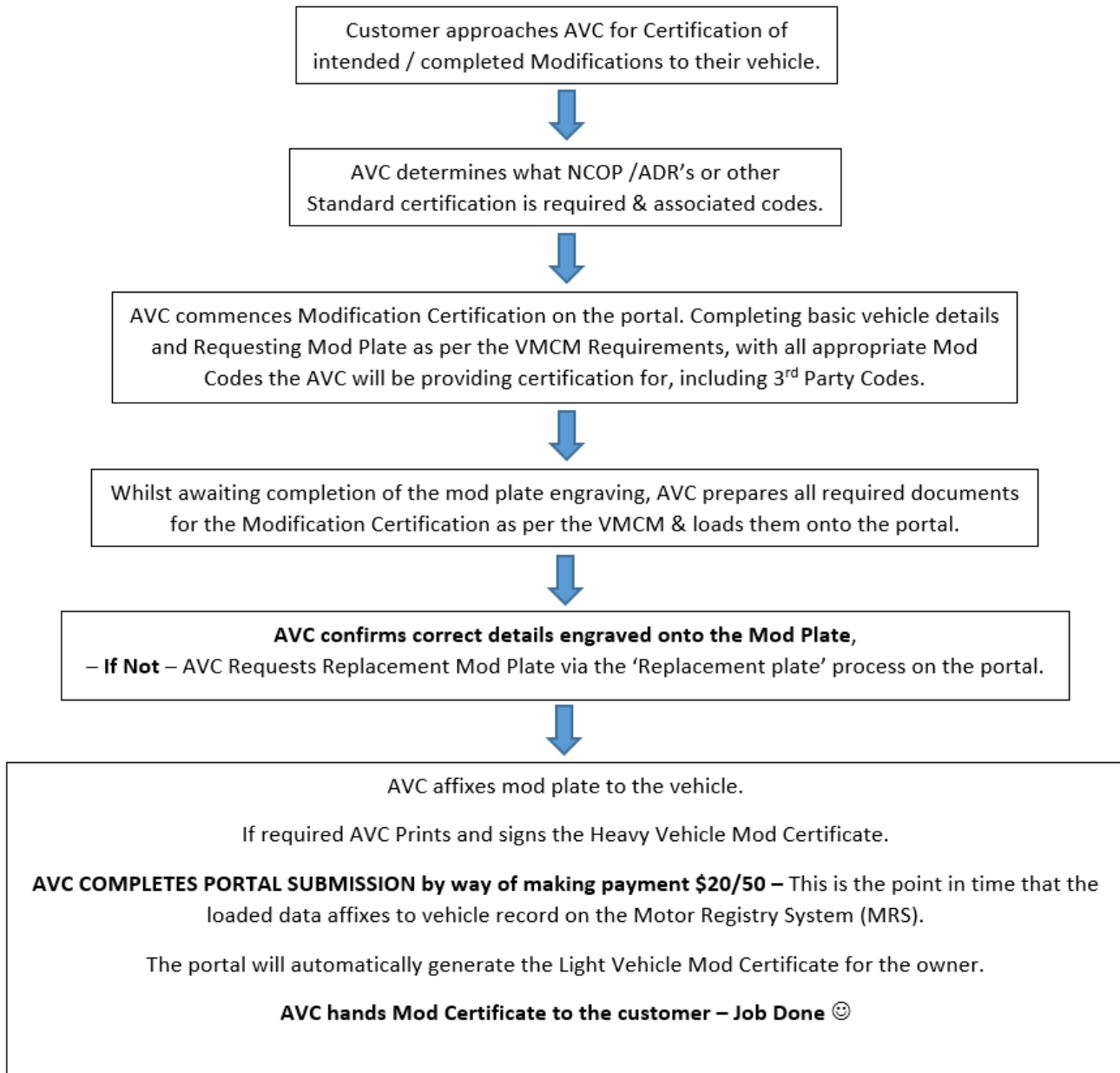
Manual Submission Process

- AVC is provided via AIS Compliance the AVC Manual Input Modification Certification Submission - V2, AVC completes this document, minus the final Mod Plate fitment declaration & attaches the document to an email: avc@stategrowth.tas.gov.au
 - Subject of email identifies the manual submission (which will gain priority of processing) eg:
 - MANUAL Submission VIN/Chassis – Mod Plate – AVCno. and emails to
 - In the Body of the email the AVC is to identify the Manual template/s they need generated, and a brief explanation why the Manual submission is required.
- AIS Compliance will create and supply manually generated template/s as requested by the AVC, with the data on the document submitted by the AVC. The templates will be emailed back to the AVC with directions regarding completion of the manual certification process.
- When the mod plate is affixed the AVC creates a final email to: avc@stategrowth.tas.gov.au
 - If the vehicle is a light vehicle the AVC signs and dates the Light Vehicle Modification Certificate (LVMC), scans the completed document, and provide the original to the vehicle owner.
 - Complete the Final Declaration of Mod Plate Fitment (bottom of Page 3 on the Manual document) and scan and attach the document.
 - The AVC also attaches all supporting VMCM defined certification documents for the submission.

When the final declaration is received via email a request to generate an invoice for the submission is requested – based on VMCM defined costings. The Modification data for the submission is manually loaded to the vehicle Motor Registry System (MRS) file either when time permits, or registration is established.

Appendix A

The certification process



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