



WILMA

Water Industry
Licensing
Management
Application

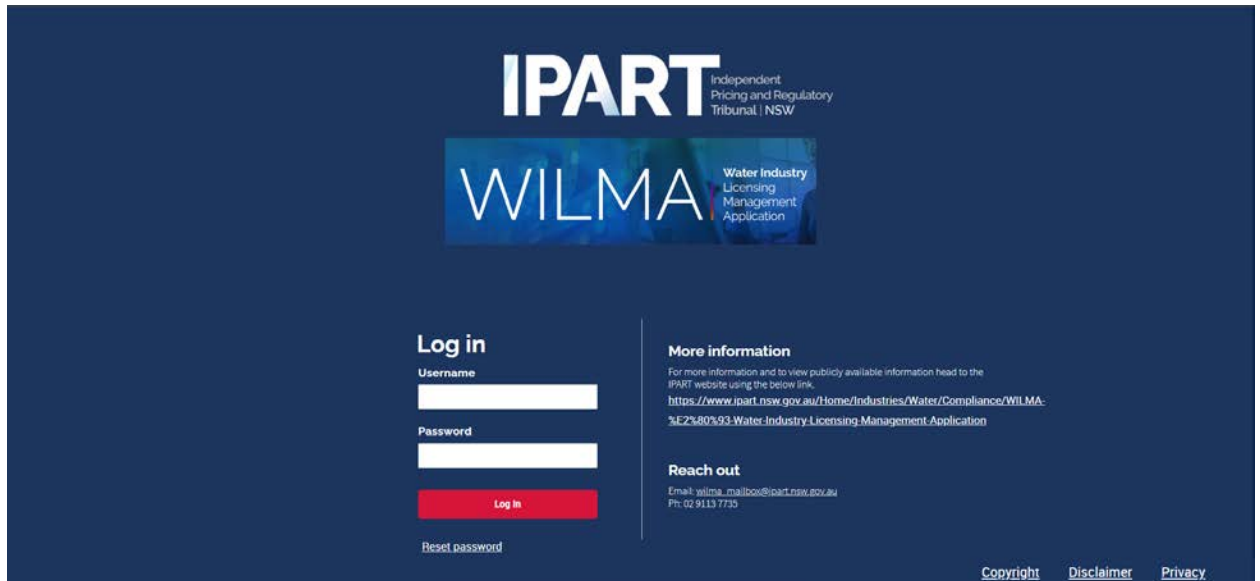
NOTIFICATION PROCESS MANUAL

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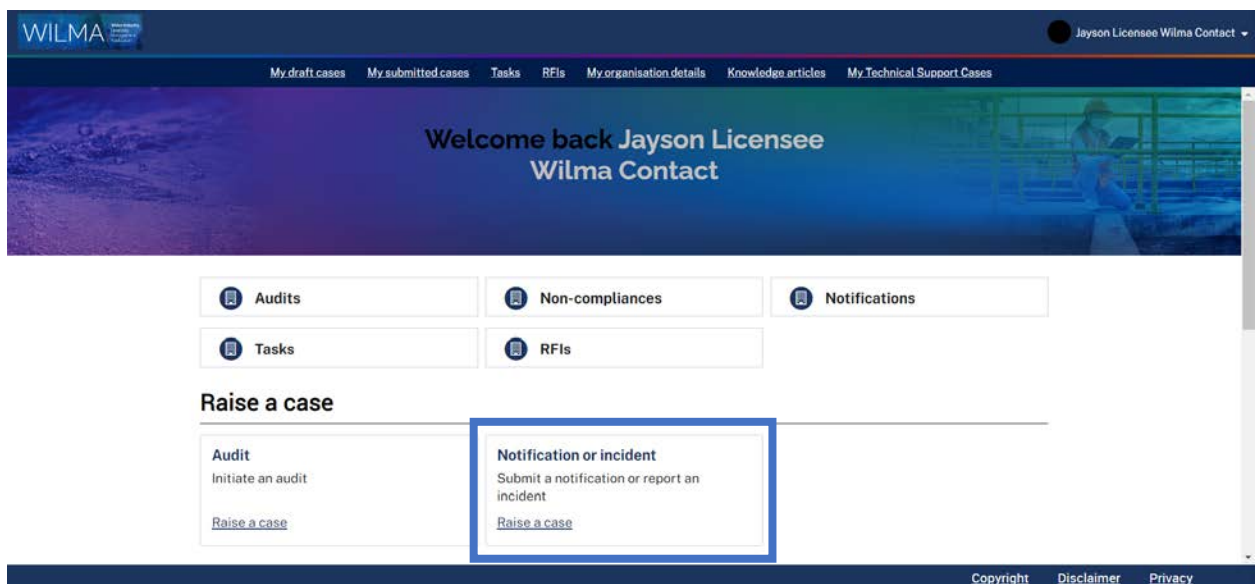
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How to raise a Notification or Incident Case

1. To access the Wilma portal, please use your login credentials to log in.



2. Once logged in, navigate to the "Raise a Case" menu and choose the option for "Notification or incident".



3. After selecting " Notification or incident " from the menu, you will be directed to the Notification or incident form. In the first half of the form, you will find certain fields that are read-only. These fields are automatically populated with data from the logged-in user's database entry.

WILMA

Jayson Licensee Wilma Contact

My draft cases My submitted cases Tasks RFIs My organisation details Knowledge articles My Technical Support Cases

Home > Notification or incident

Notification or incident

Notification or incident form

Indicates required

Opened by
Jayson Licensee Wilma Contact

Case type
Notifications

Required information

Notification type Licence number Scheme number

Notification description Upload file 1

-- None --

Licence number

Scheme number

Scheme approval ID

Operational approval ID

Save

Submit

Continuing with the form, you will find the second half where additional mandatory fields are visible. These fields require your input in order to complete the Notification or incident form. Make sure to fill in all the required details accurately before proceeding further.

WILMA Jayson Licenses Wilma Contact

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Home > Notification or incident

Notification or incident

Notification or incident form

Indicates required

Opened by
Jayson Licenses Wilma Contact

Case type
Notifications

Notification type
--None--

Licence number

Scheme number

Scheme approval ID

Operational approval ID

Notification description

DD-MM-YYYY

Upload file 1
Upload

Upload file 2
Upload

Upload file 3
Upload

Upload file 4
Upload

Required information
Notification type Licence number Scheme number
Notification description Upload file 1

Save
Submit

- After completing all the required information in the case, you can choose to save or submit the case. Saving the case will move it to the "My Draft Cases" section, where you can make further edits before submission. If you choose to submit the case, you will be redirected to a page displaying all the details you provided or you can see it on the "My Submitted Cases". The submitted case will undergo review by the WILMA analyst.

The screenshot shows the WILMA portal interface. At the top, there is a navigation bar with the WILMA logo and a user profile for "Jayson Licensee Wilma Contact". Below the navigation bar, there are several tabs: "My draft cases", "My submitted cases", "My audits", "My tasks", "Tasks", "My RFIs", "RFIs", "My organisation details", "Knowledge articles", and "My technical support cases". The main content area displays a form for case CS0021829. The form includes fields for "Case number" (CS0021829), "Case type" (Notifications), "Opened by" (Jayson Licensee Wilma Contact), and "State" (Notification raised - under review). Below this, there is a "Submitted Details" section with fields for "Notification type" (Notification - non-compliance), "Licence number" (123456789), "Scheme number" (SCH0001237), "Scheme approval ID" (SCH0001239), and "Operational approval ID". At the bottom right of the form, there are links for "Copyright", "Disclaimer", and "Privacy".

Licensee Response on Submitted Case

Licensee to responds on RFI process

- To respond on the requested RFI of the WILMA Analyst, you can navigate through on the "RFIs" section found on the bottom part of the portal

The screenshot shows the WILMA portal interface with the "Tasks" and "RFIs" sections highlighted. The "Tasks" section displays a list of tasks with details such as "Task number", "Case number", "Subject", and "State". The "RFIs" section displays a list of RFIs with details such as "RFI number", "Case number", "Description of WILMA request", and "State". Both sections have a "next" button at the bottom right. At the top, there are "Raise a case" buttons for "incident" and "Raise a case". The navigation bar at the top includes the WILMA logo and a user profile for "Jayson Licensee Wilma Contact". Below the navigation bar, there are several tabs: "My draft cases", "My submitted cases", "Tasks", "RFIs", "My organisation details", "Knowledge articles", and "My technical support cases". At the bottom right of the page, there are links for "Copyright", "Disclaimer", and "Privacy".

- Click on the requested RFI with the case number that is waiting for your response, and populate the mandatory fields and attach additional documents if applicable

WILMA RFI

Number: WILMARF0003918

RFI type: Notification - RFI

Case number: CS0018K2

State: Awaiting response

Description of WILMA request: Click the Submit button to generate an RFI.

RFI Response: sdfj

Submitted Details

External Documents

Actions	Document category	Document Name	Date Attached
	notification - annual report	Sample PDF (1) (1) (2) (1) (1).pdf	03-07-2023
	notification - annual report	Sample PDF (2) (1).pdf	03-07-2023

- For the additional attachments, you can upload on the “Submitted Details” section. For reference on how to upload external documents, refer to *WILMA – Portal Manual – Licensee*.

Submitted Details

External Documents

Actions	Document category	Document Name	Date Attached
	Audit - Proposal	Consultant Material.docx	30-06-2023
	Audit - Draft Report	Delivery Program Extract.docx	30-06-2023
		Consultant Material.docx	30-06-2023

Proceed to Upload

Attachments

Consultant Material.docx Delivery Program Extract.docx Consultant Material.docx

Add attachments

Save Submit RFI

Required information **RFI Response**

NOTE: Licensees will have access to delete attachments that were added by IPART but ensure NOT TO.

- Once the documents are uploaded make sure to add a category by clicking on the “Edit Row” icon under “Actions column”, then the Edit Row dialog box will pop-up and the Licensee will have the options on what categories to add accordingly to the specific RFI.

Document category

-- None --

Audit - Proposal

Audit - Draft Report

Audit - Final Report

Deed poll

Licence plans

Cancel Save

- Once the Licensee have completed the requirements on the requested RFI, click on the “Submit RFI” button at the bottom part of the form. However, if you wish to save your response and you are not able to submit it already you have the option to click on the “Save” button

WILMA

Jayson Licensee Wilma Contact

My draft cases My submitted cases Tasks RFIs My organisation details Knowledge articles My technical support cases

State: Awaiting response

Description of WILMA request: Click the Submit button to generate an RFI.

RFI Response: Response to additional file

Submitted Details

External Documents

Actions	Document category	Document Name	Date Attached
		Test Letter.docx	23-06-2023

Proceed to Upload

Attachments: Test Letter.docx

Add attachments

Save Submit RFI

Copyright Disclaimer Privacy

- Once the RFI has been submitted, the state of the RFI will be changed to “Responded”

The screenshot shows the WILMA portal interface. At the top, there is a navigation bar with the WILMA logo and the user name 'Jayson Licensee Wilma Contact'. Below the navigation bar, there are several tabs: 'My draft cases', 'My submitted cases', 'Tasks', 'RFIs', 'My organisation details', 'Knowledge articles', and 'My technical support cases'. The main content area displays the details for a specific RFI (WILMARF0003936). The form includes fields for 'Number' (WILMARF0003936), 'Case number' (CS0021829), 'Assignment group' (New ACN Licensee Account ACCT0002096 group), and 'RFI type' (None). The 'State' dropdown menu is highlighted with a blue box and shows 'Responded'. Below the form, there is a section for 'RFI Response' with a text area for 'Response to additional file'. At the bottom, there is a 'Submitted Details' section with a table of external documents.

Document category	Document Name	Date Attached
Notification - non-compliance	Test Letter.docx	23-06-2023

Licensee to responds on Request Form B process

- To respond on the requested Form B of the WILMA Analyst, you can navigate through on the “Tasks” section found on the bottom part of the portal

The screenshot shows the WILMA portal interface with the 'Tasks' and 'RFIs' sections highlighted. The 'Tasks' section is on the left and contains three task entries. The 'RFIs' section is on the right and contains three RFI entries. The 'Tasks' section has a 'Next' button and a page indicator '1 to 3 of 68'. The 'RFIs' section has a 'Next' button and a page indicator '1 to 3 of 21'. At the bottom of the page, there is a footer with 'Copyright', 'Disclaimer', and 'Privacy' links.

- Complete on the tasks with the case number that is waiting for your response, there are two tasks that the Licensee must respond which has the subject of:
 - “Submit form B for the Notification case”
 - “Optional - Attach any documents for the Notifications”

- a. For the “Submit form B for the Notification case” populate the “Task Response” and “Upload Form B”, once completed you can submit the form by selecting the “Submit” button at the bottom part of the form

The screenshot shows the WILMA interface for task CSTASK0016628. The task details include: Task number: CSTASK0016628, State: Awaiting Response, Case Number: CS0021829, Case type: Notifications, and Subject: Submit form B for the Notification case CS0021829. The Task Response field is empty. Under Submitted Details, there is a section for 'Upload Form B' with a 'Required - Upload' button and four 'Upload file' buttons (1-4). The 'Submit' button at the bottom right is highlighted with a red box.

After the submission of the Form B the, the state of the task will be changed to “Responded”

The screenshot shows the WILMA interface for task CSTASK0016628 after submission. The task details include: Task number: CSTASK0016628, State: Responded, Case Number: CS0021829, Case type: Notifications, and Subject: Submit form B for the Notification case CS0021829. The Task Response field contains 'Form B'. Under Submitted Details, there is a section for 'Upload Form B' with a 'Text LetterG.pdf' file, a 'Document category' dropdown set to 'Form B', a 'Document name' field containing 'Form B', and an 'Upload file 1' button.

- b. For the “Optional - Attach any documents for the Notifications”, in this task you can submit additional attachments if applicable, once completed you can submit the form by selecting the “Submit” button at the bottom part of the form, the view and process of this task is same as the submission of Form B.

Note: This functionality can be used anytime until the notification is closed.