Department of Planning and Environment

dpie.nsw.gov.au

Metering and Measurement Virtual Marketplace – User Guide – Supplier

User guide for suppliers registering and using the Metering and Measurement Virtual Marketplace

November 2023

Department of Planning and Environment

dpie.nsw.gov.au

Acknowledgement of Country

The Department of Planning and Environment acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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Metering and Measurement Virtual Marketplace – User Guide – Supplier

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Introduction

NSW Metering and Measurement Reform

The NSW Government is committed to implementing a robust measurement framework that improves the standard and coverage of metering equipment across NSW. This is an important step in helping to build community confidence in how water is managed in NSW.

The framework applies a consistent standard across all water users in NSW and ensures that all water taken is measured by accurate, auditable and tamper-proof meters.

The installation of metering equipment and other associated activities must be done by duly qualified persons (DQPs).

Note: in the Metering and Measurement Virtual Marketplace (Virtual Marketplace) and this document, DQPs are referred to as installers.

Objective of the Metering and Measurement Virtual Marketplace

The aim of the Virtual Marketplace is to allow:

- water users seeking metering and measurement related services to get in contact with DQPs providing those services
- installers and associated DQPs to market their skills and services
- suppliers of metering and measurement related equipment to make DQPs and water users aware of their products.

To register as a supplier, you will need to email the department at water.enquiries@dpie.nsw.gov.au using the subject “Virtual Marketplace – Supplier registration request”.

Include the following information in your email:

- Company name
- ABN/ACN
- Name of key contact person
- Business website
- Email address

- Physical address
- Description of products you supply.

Once you have a registration number you can create a supplier profile in the Virtual Marketplace.

Consent to share information

When you register to use the Virtual Marketplace as a supplier you are consenting to your company name and your company's contact details being made available to other users of the Virtual Marketplace.

The terms and conditions for use of the Virtual Marketplace are available on the department's website.

Note: All screenshots of the Virtual Marketplace in this guide contain example data.

Signing up to the Virtual Marketplace for the first time

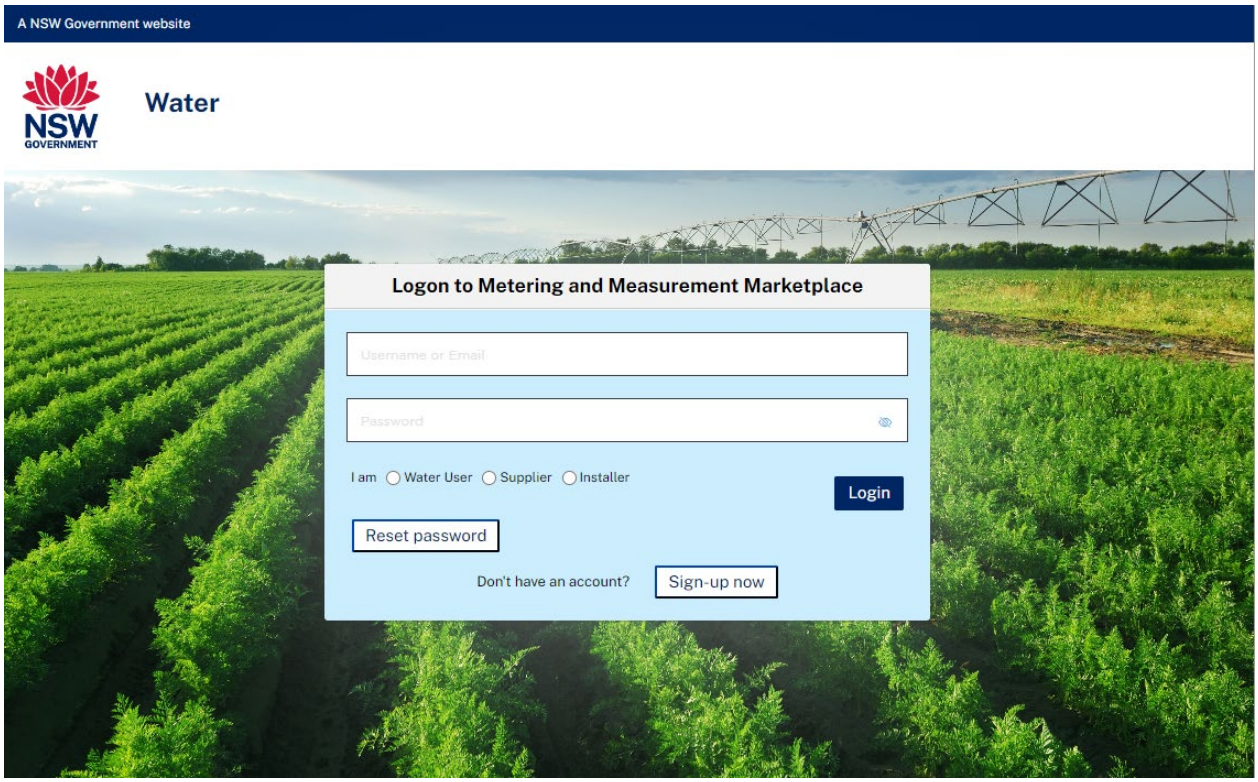
To sign up as a supplier you will need the following information:

- a registration number as described above
- your contact details
  - name
  - email address
  - phone number
  - physical/business address.

Access the Virtual Marketplace (https://virtualmarketplace.waterinfo.nsw.gov.au/) to begin.

The logon screen will be presented.

Click on the *Sign-up Now* button (bottom right of the window).

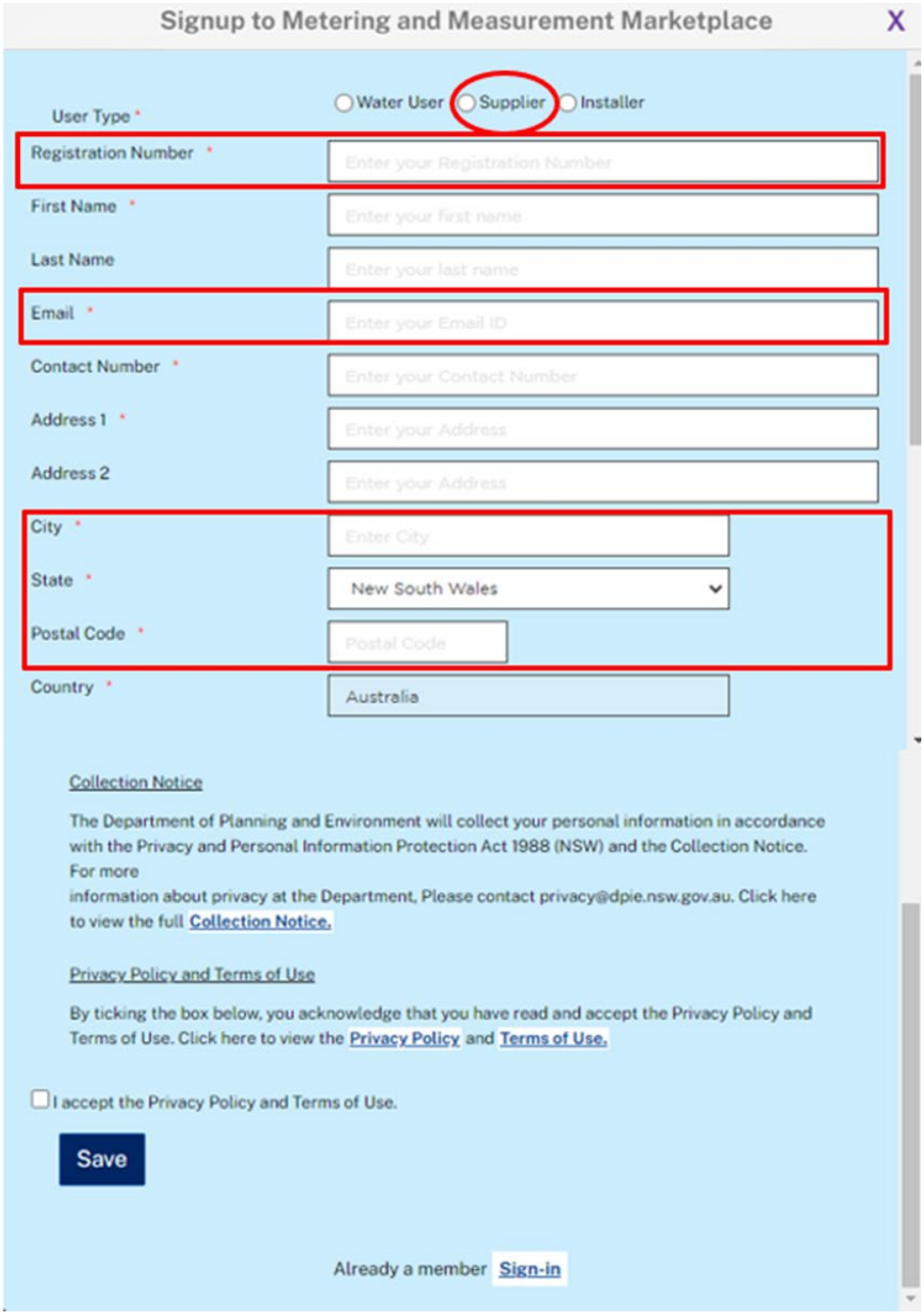

A NSW Government website
NSW GOVERNMENT
Water
Logon to Metering and Measurement Marketplace
Username or Email
Password
I am
Water User
Supplier
Installer
Login
Reset password
Don't have an account?
Sign-up now

A signup window will appear. You must complete all fields marked with an asterisk.

Select the *Supplier* user type and complete the fields that appear, including the registration number provided by the department (note 1 in the screenshot below).

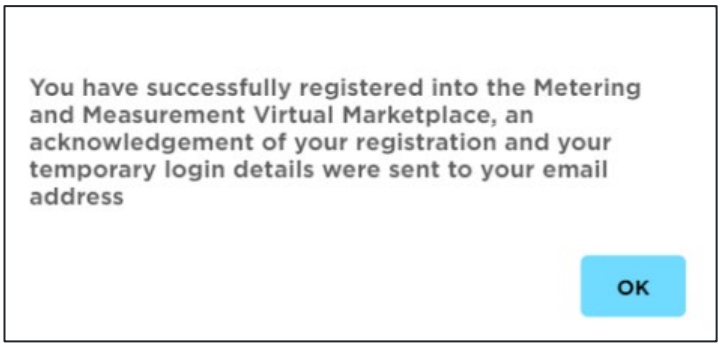
You must enter a valid email address (note 2 in the screenshot below). The system will use this email address to send information to enable you to complete the login process.

It is important to enter your *Postal Code* and *City* correctly (note 3 in the screenshot below) as these are used to identify your location for users who are looking for service providers in their locality.

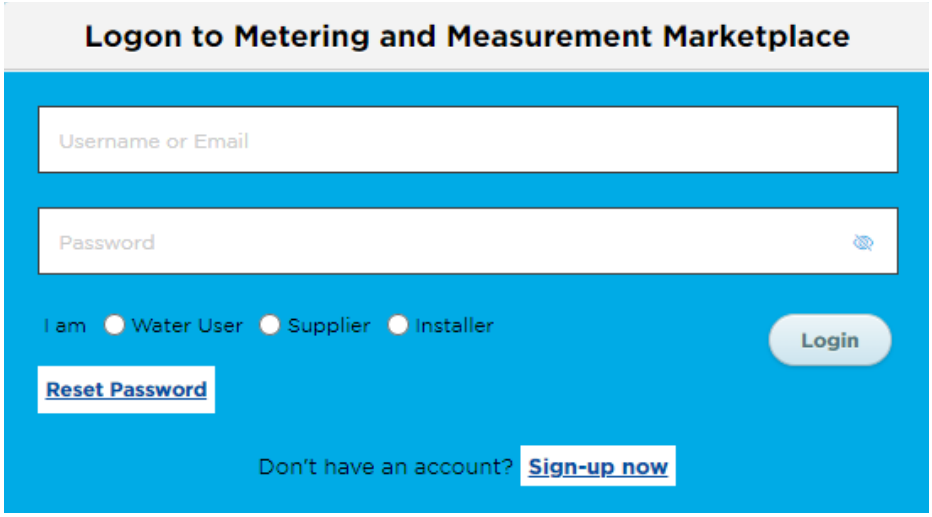


You must accept the Privacy Policy and Terms of Use and to complete your login. The Privacy Policy and Terms of Use are available on the department's website.

Once your information is saved, you will see a message that a confirmation email has been sent to your registered email address.



You will then be taken back to the login screen.



The email sent to your registered email address will contain:

- your temporary password
- a link to the Virtual Marketplace.

Subject: Welcome to the Metering and Measurement Virtual Marketplace

Dear

Welcome to the Metering and Measurement Virtual Marketplace.

Please use this temporary password at the Virtual Marketplace to complete your registration.

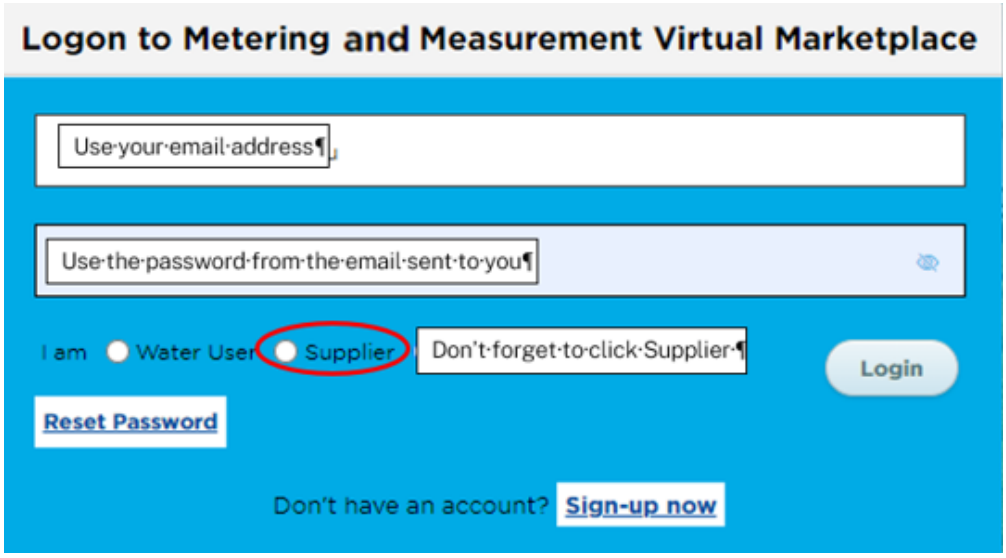
If you have any questions, you can contact us at water.enquiries@dpie.nsw.gov.au.

The Metering and Measurement Virtual Marketplace Team

This is a system generated email. Please do not reply.

Logging into the Virtual Marketplace for the first time

You can click on the link in the email to return to the logon screen.



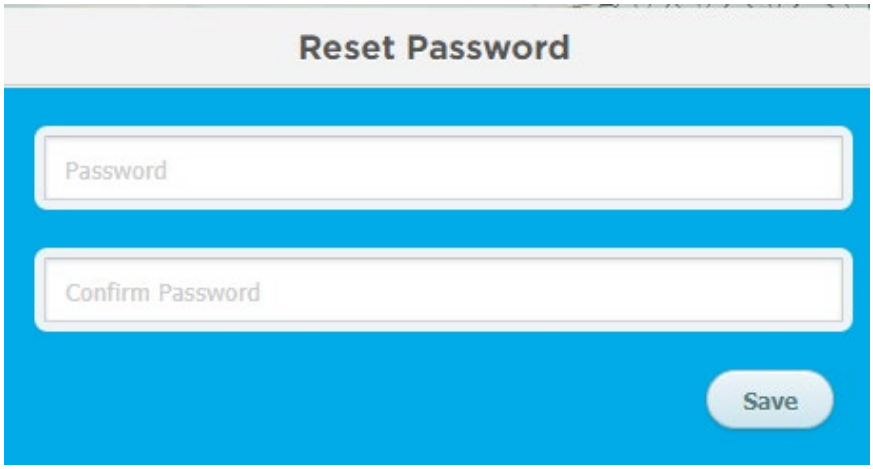
Log in to the Virtual Marketplace using the email address you provided at registration and the temporary password from your confirmation email.

Select *Supplier* and then *Login*.

You will be asked to enter a new password to complete the final step of registration.

Note: the new password must contain:

- a minimum of 12 characters
- at least 1 uppercase letter
- at least 1 special character
- at least 1 number.

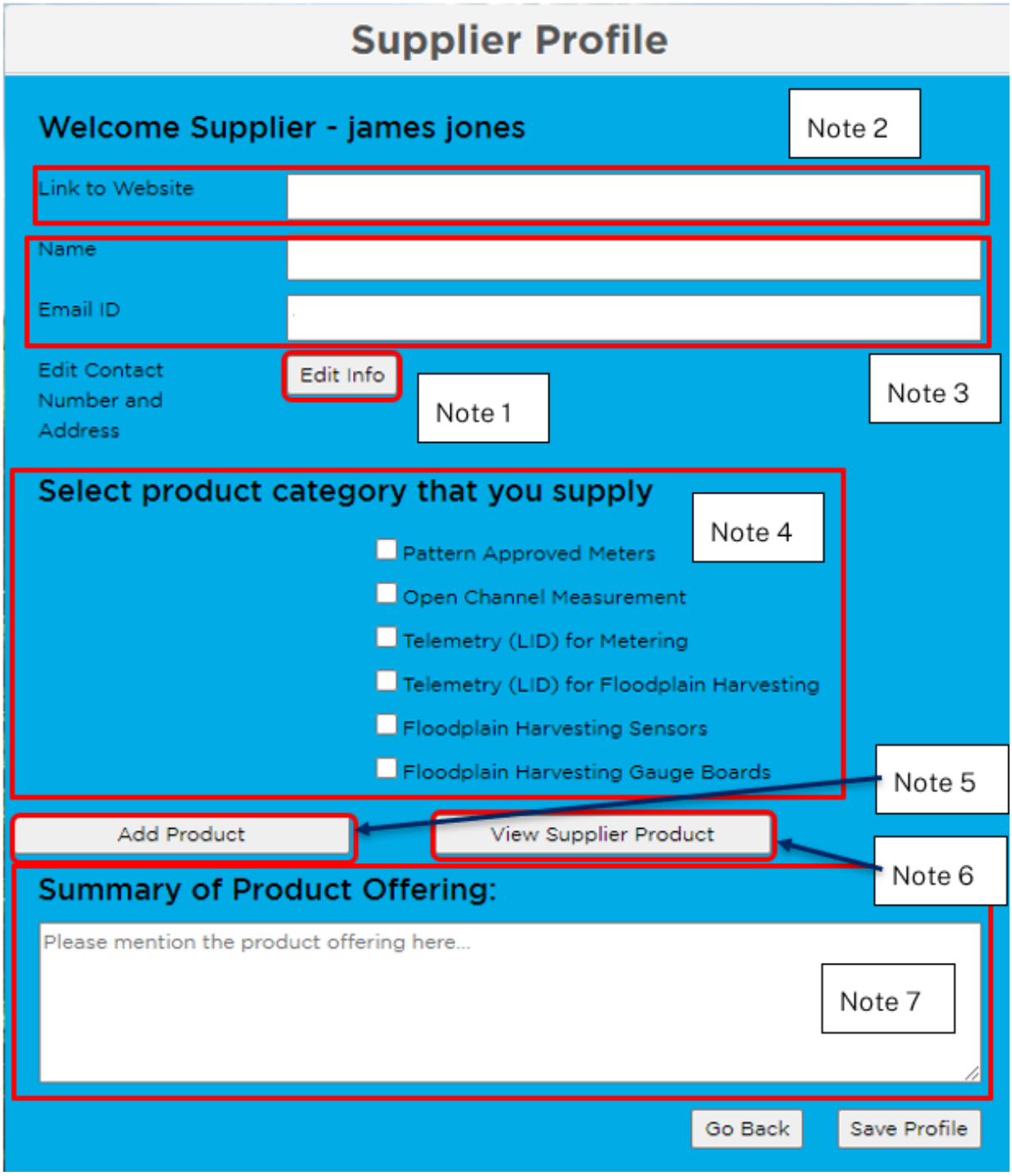


Enter and confirm the new password and select *Save*. If your password is acceptable, you will be notified that your password has been updated.

You now need to go back to the login page and sign in with your new password https://virtualmarketplace.waterinfo.nsw.gov.au/.

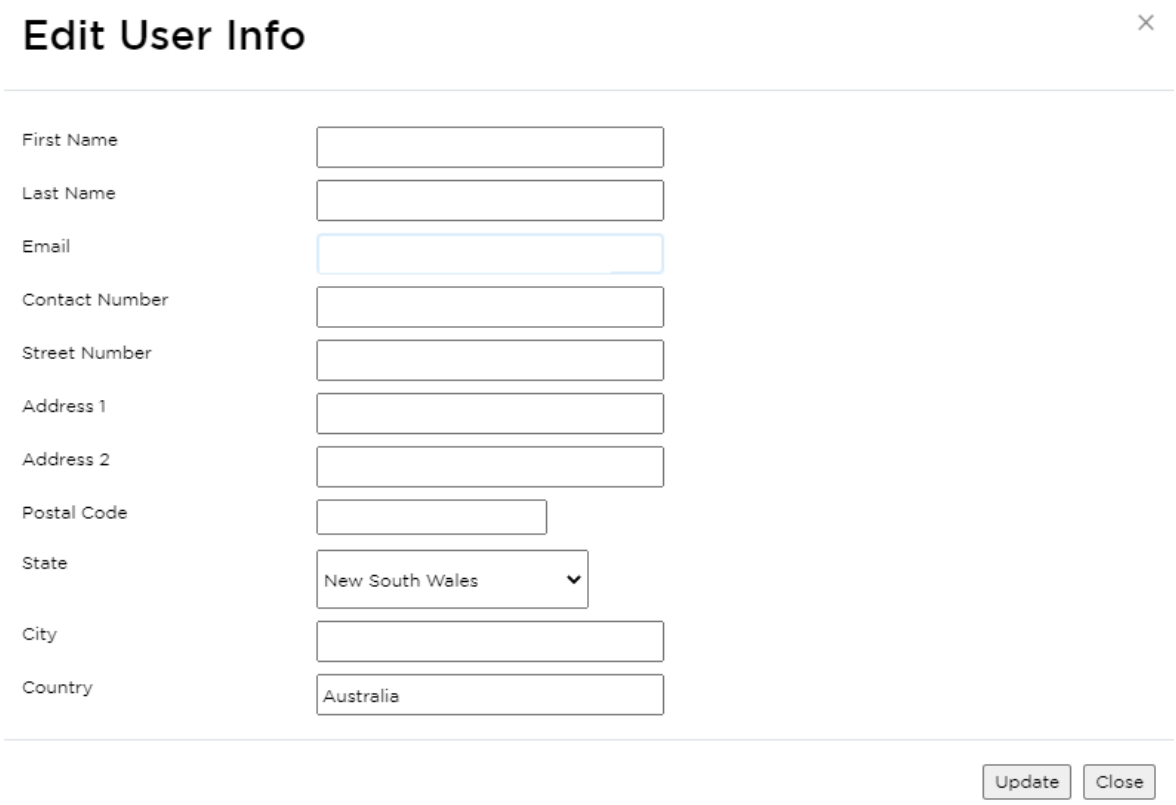
Setting up your profile

When you first login with your new password, you will be asked to set up your user profile.



Note 1: editing user information

Clicking on the *Edit Info* button will allow you to update/change the personal information you provided when you registered.



Note 2: add company website

You can add a link to your company website for water users and installers to access.

Note 3: add the name and email address of the company's contact person

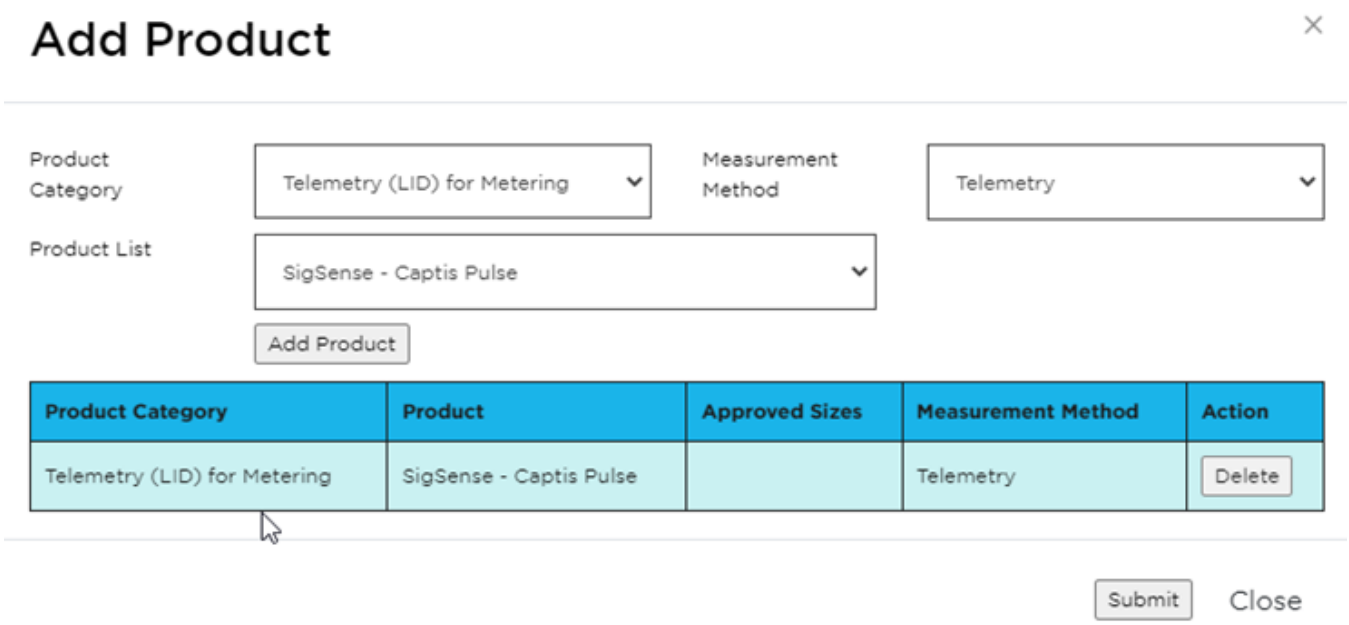
You can add the name of your company's preferred contact person and the email address you wish clients to contact you on.

Note 4: tick the product category box(es) that best describe your services

This allows you to identify what type of service you can provide to water users and installers.

Note 5: add product information

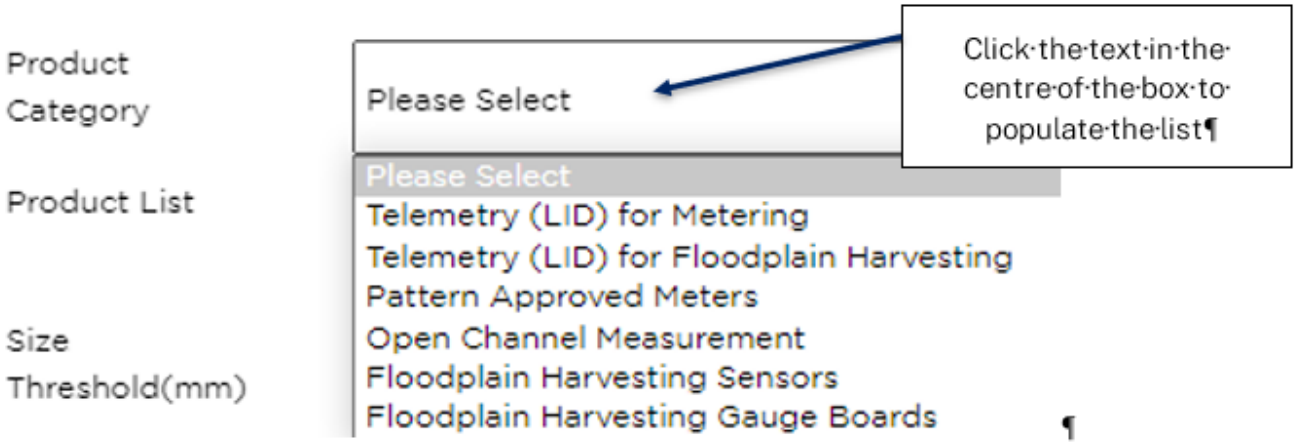
You can provide more information about the products you have selected in the previous step. Use the *Add product* button to create a product catalogue that will help water users and installers understand the service you provide.



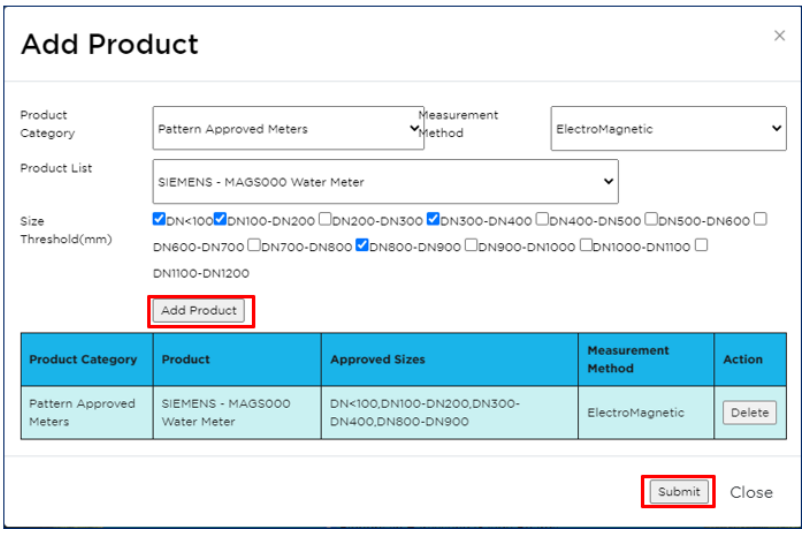
Tip 1: When adding a product, select information in the following order:

1. Product Category
2. Measurement Method
3. Product List

Tip 2: To select a product category, click in the product category box to load the list of options. You will then be able to view and select from the category options available.



Tip 3: Clicking on *Add Product* will load the data into a table format for you to review.



Tip 4: Clicking on *Submit* will load the data into the database. You will be returned to the supplier profile window. You can then use the View Supplier Product to see what is loaded into the system.

Note 6: view your product catalogue

View details of your product catalogue by clicking on *View supplier product* on the supplier profile window.

#	Product Category	Product Name	Measurement Method	Approved Size
1	Pattern Approved Meters	KROHNE - Walerflux 3070 Water Meter	ElectroMagnetic	DN<100,DN100-DN200,DN200-DN300
2	Telemetry (LID) for Metering	SigSense - Captis Pulse	Telemetry	
3	Floodplain Harvesting Sensors	Aqualab: OTT RLS	Radar	
4	Floodplain Harvesting Sensors	Vega: VEGAPULSE C 21	Radar	
5	Floodplain Harvesting Gauge Boards	Floodplain Harvesting Gauge Boards		
6	Pattern Approved Meters	SIEMENS - MAGS000 Water Meter	ElectroMagnetic	DN<100,DN600-DN700
7	Pattern Approved Meters	ABB - AquaMaster3 FEV2 Waler Meter	ElectroMagnetic	DN<100,DN100-DN200
8	Pattern Approved Meters	KROHNE - Optiflux 2300C Water Meter	ElectroMagnetic	DN100-DN200,DN600-DN700,DN1100-DN1200
9	Telemetry (LID) for Floodplain Harvesting	SigSense - Captis	Telemetry	

Note 7: add additional description of your services

The *Summary of Product Offering* box allows you to add a description of other specific services that you can provide to water users.

Save your profile

Clicking on the *Save Profile* button will store the information you have entered.

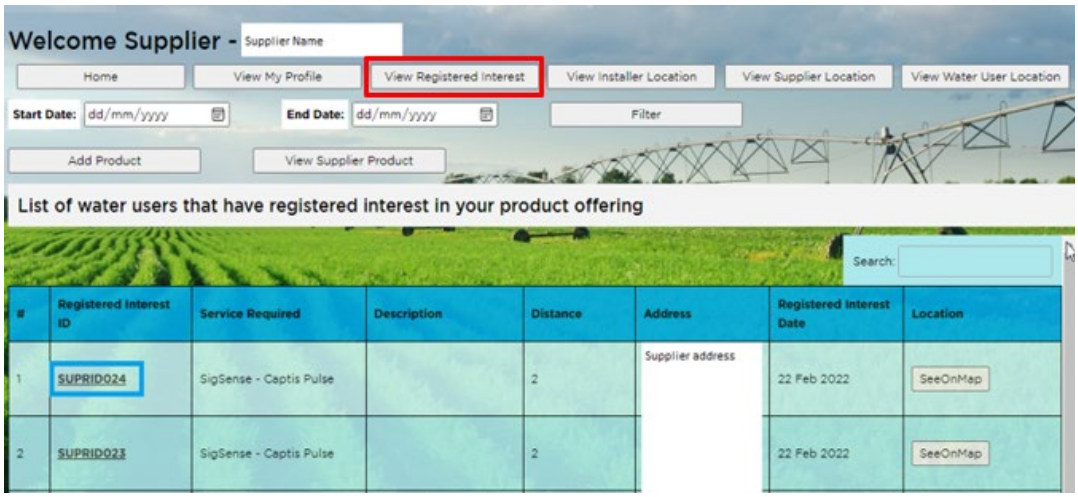
You can access and change the information in *Your Profile* at any time.

Other features

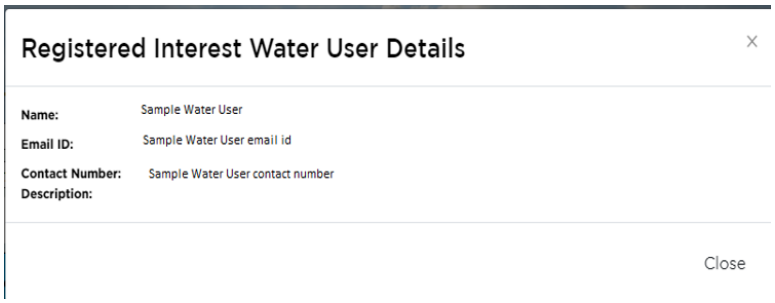
The home screen allows you to view different sets of information.

View Registered Interest

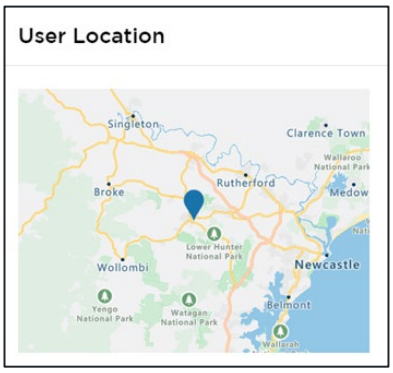
Click on the *View registered interest* button to view water users that have expressed interest in your products.



Click on an ID number in the *Registered interest ID* column to view details of water users that have expressed interest in your supplier product(s).



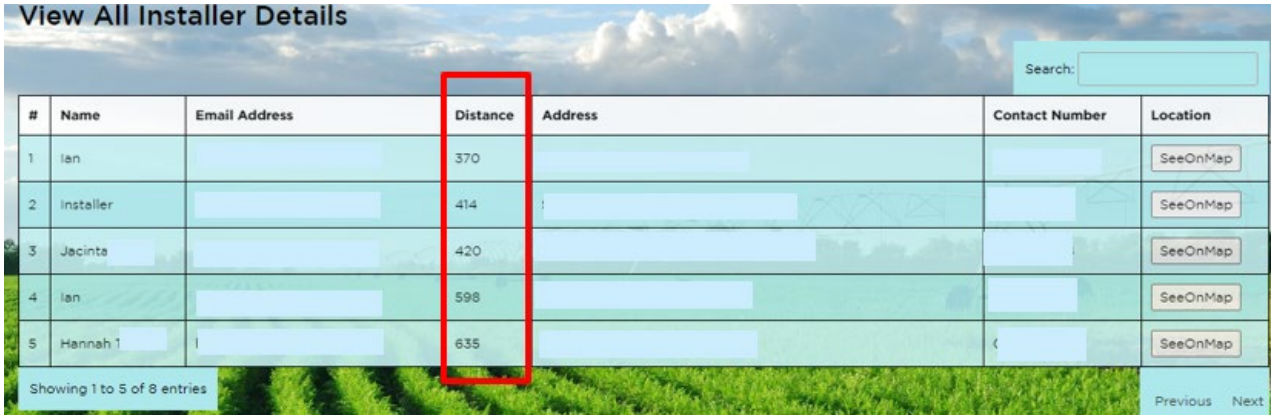
Click *See on Map* in the *Location* column in the list of water users to view their location on a map.



Installer location

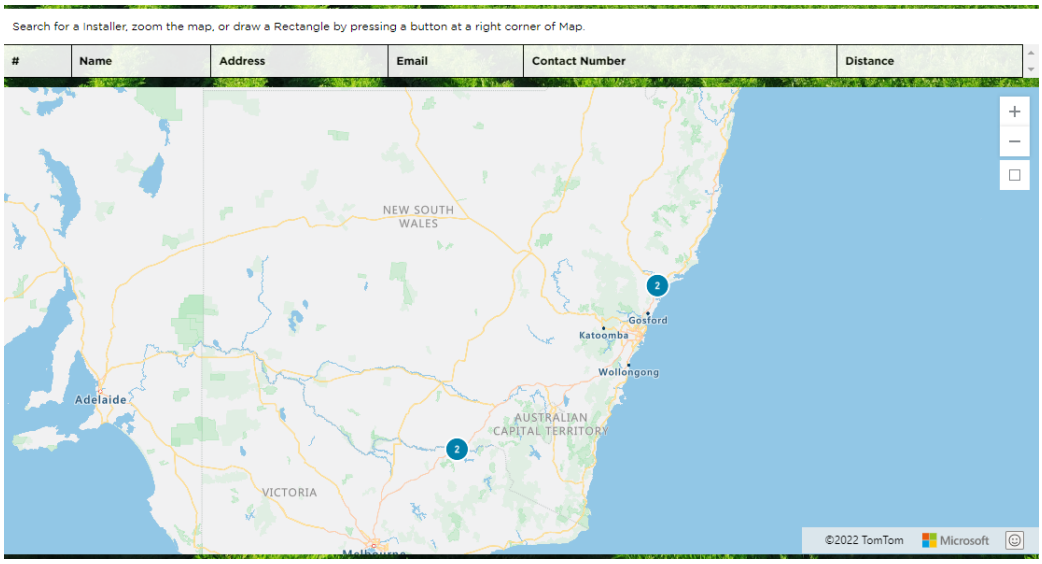
Click the *View installer location* button to view all installers that are currently registered in the Virtual Marketplace.

You will be shown a table which lists the installers and their distance in kilometres from your location.



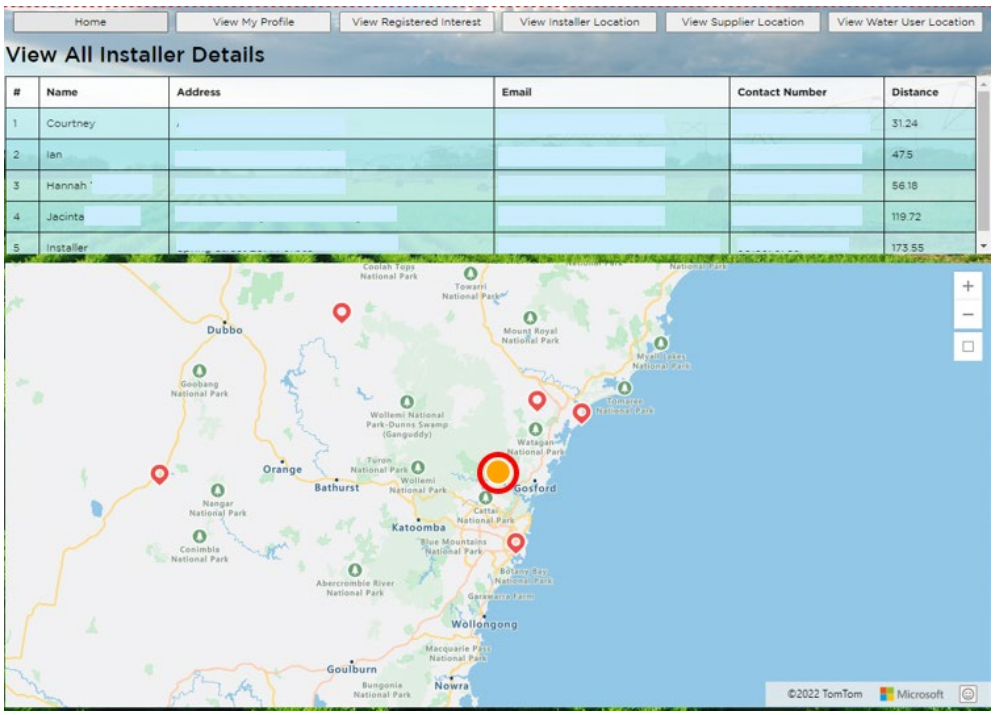
Note: this table shows the start of your *View installer location* session. You can access this screen again by clicking on the *View Installer Location* button at the top of the screen.

You will also be shown a map of the state on the same screen that will indicate locations of installers registered in the Virtual Marketplace. You can click on the *See on map* button beside each installer in the table to view that individual installer's location.



If there are multiple installers at one location, you will see a blue circle with a number indicating the number of installers in that area. Zoom in to see more detail.

When you click on the map to move it, the location of the orange dot (your location) moves relative to the location of the installers. The installer order will change as will the distance. When you zoom in, both the map and table change appearance.



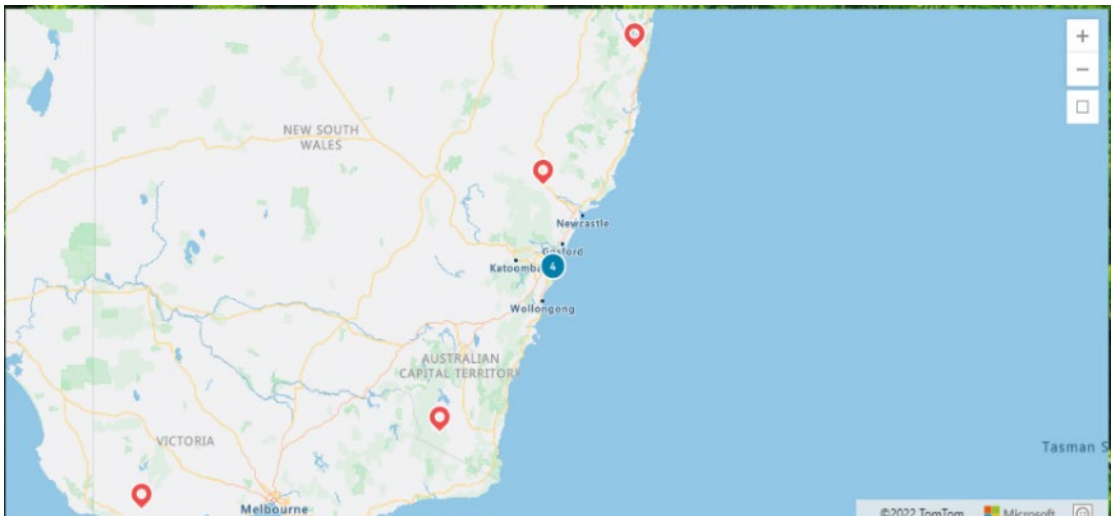
Supplier location

Click the *View supplier location* button to view all suppliers that are currently registered in the Virtual Marketplace.

The *View supplier location* screen operates the same as the *View installer location* screen.

You will also be shown a map of the state on the same screen that will indicate locations of suppliers registered in the Virtual Marketplace. You can click on the *See on map* button beside each supplier in the table to view that individual supplier's location.

If there are multiple suppliers at one location, you will see a blue circle with a number indicating the number of suppliers in that area. Zoom in to see more detail.



Water user location

Click on *View water user location* to view all water users that are currently registered in the Virtual Marketplace. Only water users who have agreed to share their contact details will be shown.

This screen operates in the same way as the *View installer location* and *View supplier location* screens.

The *Distance* column indicates how far the water user is from the supplier.

You will also be shown a map of the state on the same screen that will indicate locations of water users registered in the Virtual Marketplace. You can click on the *See on map* button beside each water user in the table to view that individual water user's location.

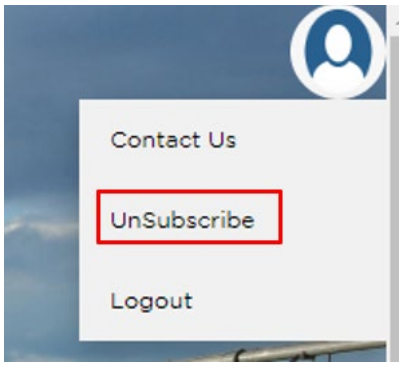
User logout

Under the profile icon in the top right-hand corner of screen, click on *Logout* to log out of the Virtual Marketplace.

User unsubscribe

Under the profile icon in the top right-hand corner of screen, click on *Unsubscribe* to unsubscribe from the Virtual Marketplace.

Unsubscribing hides your profile in the Virtual Marketplace and means it will no longer be able to be viewed by installers, suppliers and other water users. Once you have unsubscribed, you will no longer have access to the Virtual Marketplace. You will need to contact Water Enquires at water.enquiries@dpie.nsw.gov.au to reactivate your profile if you want to log in again.



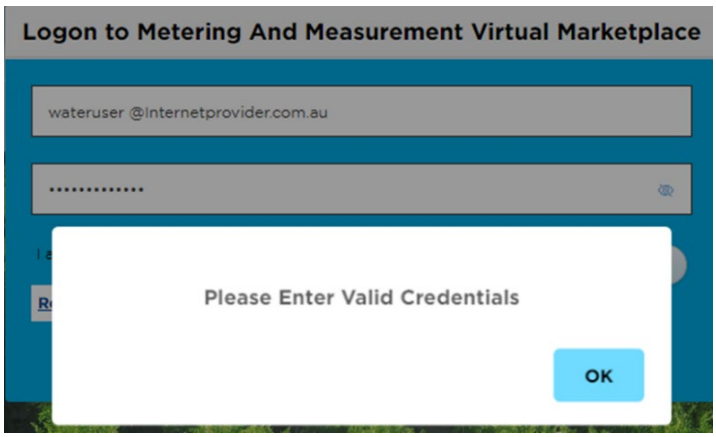
Contact us

If you need help using the Virtual Marketplace, call Water Enquiries on 1300 081 047 or email water.enquiries@dpie.nsw.gov.au.

Troubleshooting

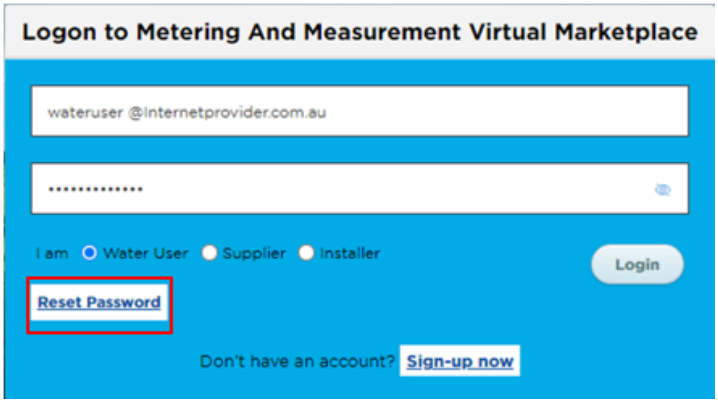
Incorrect email or password

If you enter an incorrect password, when you try to login you will see the message below.



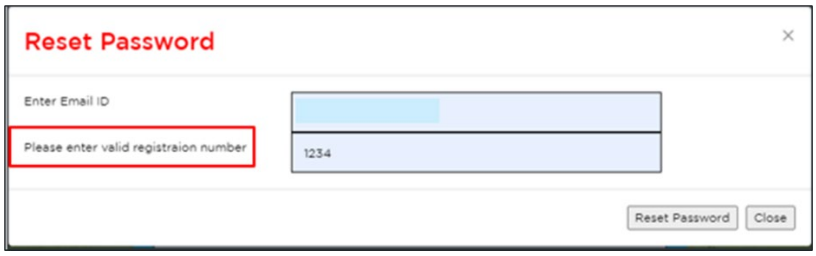
Tip: Click on the small eye icon at the right-hand side of the password box to see what password you have typed in and correct any errors.

You can reset your password at any time by clicking on the *Reset Password* button.

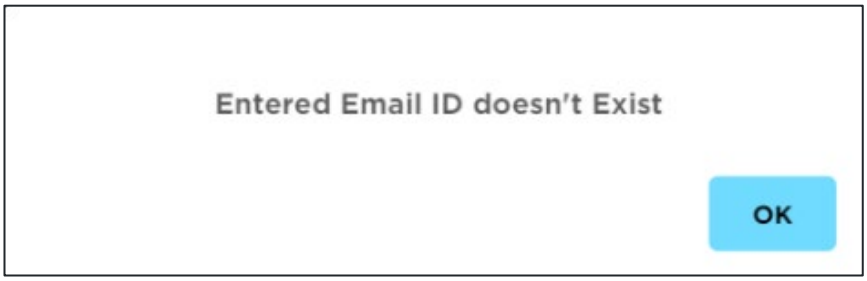


This will bring up the *Reset Password* window.

You need to enter your email address and click on *Reset Password.*

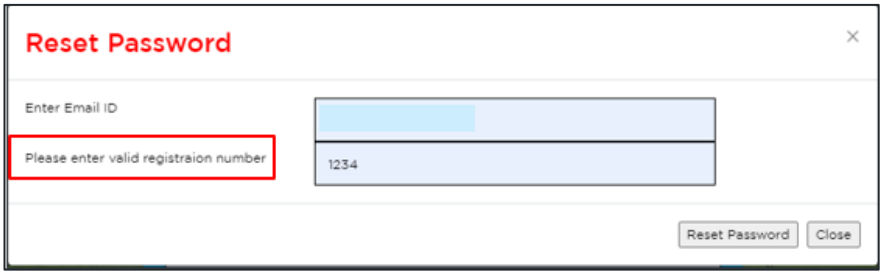


If there is an error in the email address or it does not match one registered in the Virtual Marketplace, you will see the following message.



Click on *OK* to return to the reset password page to re-enter your email.

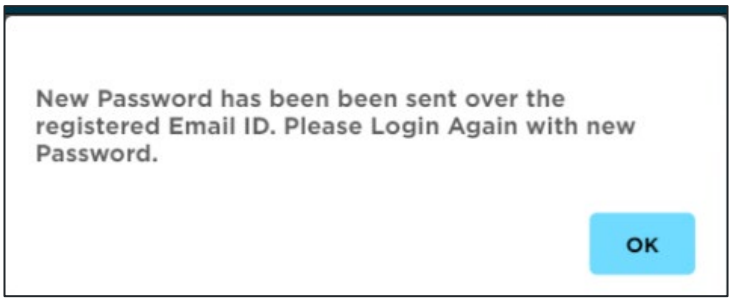
As a security feature, if you enter a registered email address you will be asked to enter the registration number associated with that email address. This is the registration number provided by the department.



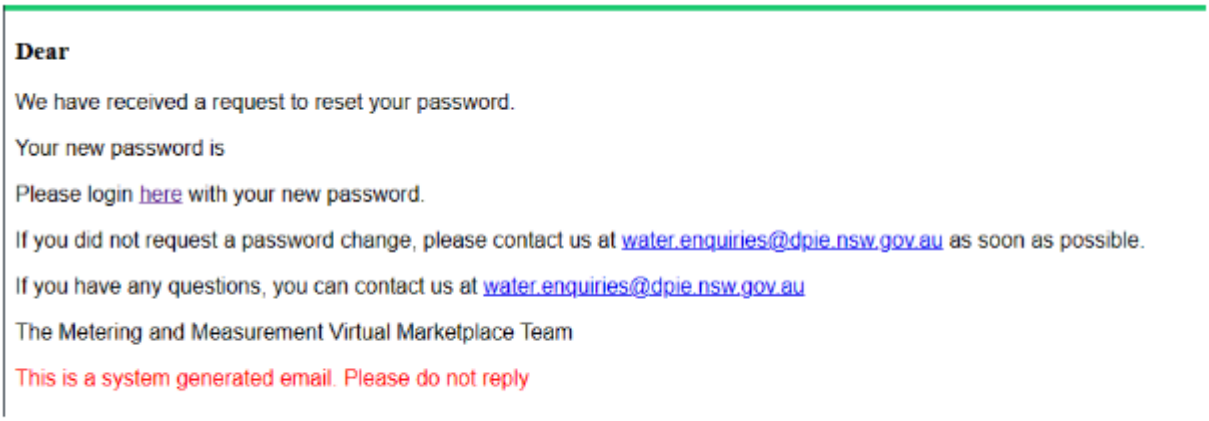
If you have incorrectly entered the registration number or entered a registration number associated with another email address, then you will see an error message asking you to enter a valid registration number.

Re-enter the correct registration number.

If the email address and registration number match, you will see a message telling you an email has been sent to your registered email address. The email contains a temporary password you need to use to re-login.



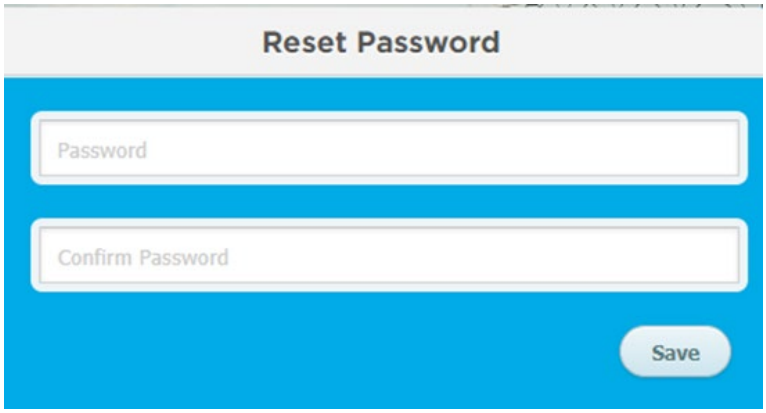
The email should look like what is shown below.



When you click on the link you will return to the Virtual Marketplace website, and you will be asked to enter and confirm your new password.

Note: the new password must contain:

- a minimum of 12 characters
- at least 1 uppercase letter
- at least 1 special character
- at least 1 number.



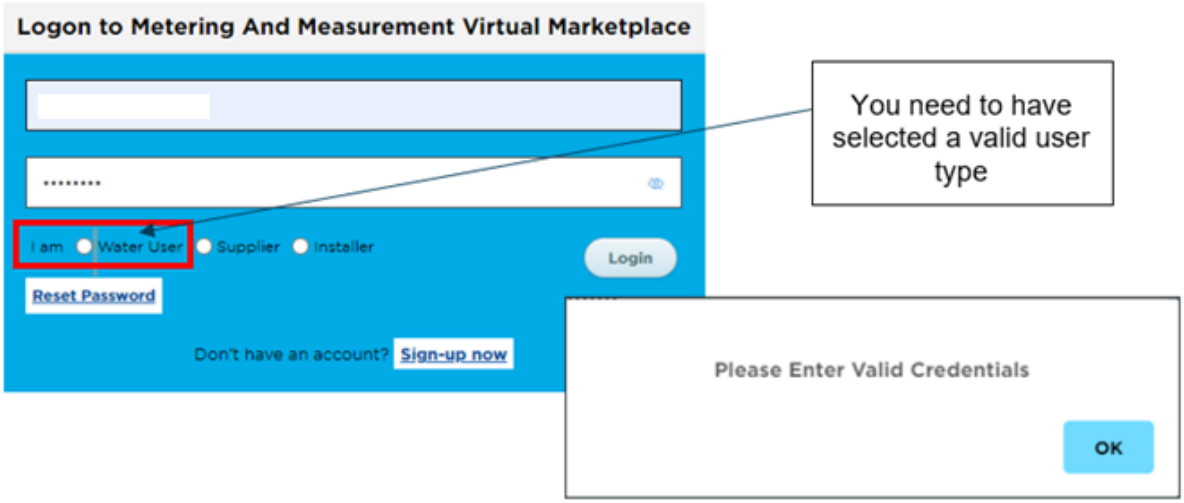
If your passwords match, you will see a message that *Your password has been successfully updated.*

Invalid credentials error

Error message

When trying to log in you may see the following error: *Please enter valid credentials.*

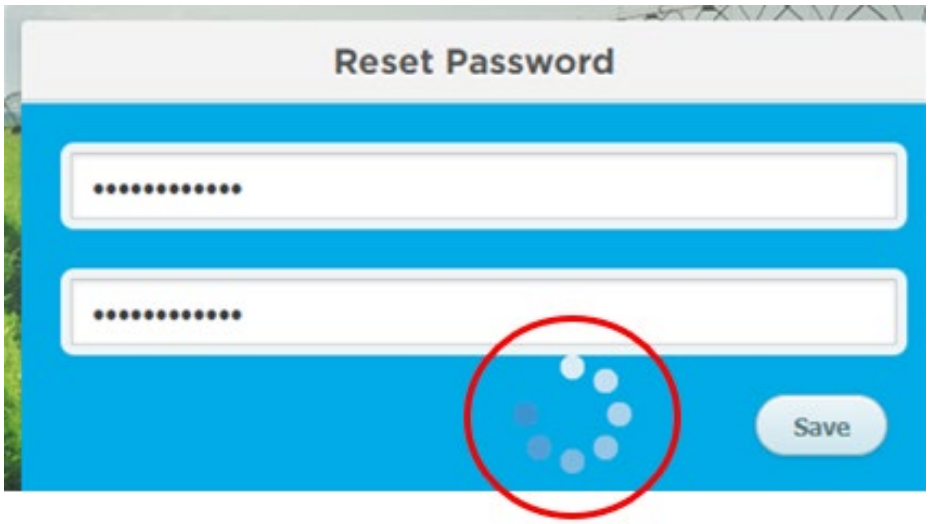
To remedy this, you will need to click on *OK*, then select your user type, then click login.



Spinning circles

If you see spinning circles on any page of the website that don't resolve after a few minutes, it generally means that the site has lost connection, or your login has timed out.

To resolve this, you will need to go back to the start and re-login.



Data entry issues

Phone number format

Error message: *Please enter a valid 10 digit contact number*

Issue: there are spaces in the phone number you've entered.

Solution: remove the spaces in the phone number.

Special characters

Error message: *Special characters are not allowed*

Issue: Some special characters are not permitted in the Virtual Marketplace.

Special characters you can use include:

- hyphen -
- underscore _
- plus +
- equals =
- tilde ~
- single quote `
- double quote “
- comma ,
- full stop .
- question mark ?
- colon :
- semi colon ;
- brackets
  - curly {}

  - square []
- backslash \
- vertical |

Solution: remove or replace special character with one that is permitted.

Email is already registered

Error message: *Email ID is already registered. Please contact water.enquiries@dpie.nsw.gov.au*.

Issue: The same email address cannot be used for multiple registration numbers.

Currently the system only allows a single email address to be registered per registration number.

Solution: Another independent email address is required.

Registration number is already registered

Error message: *Registration number is already registered. Please contact water.enquiries@dpie.nsw.gov.au*.

Issue: The system only allows a single supplier registration number to be registered to a single email address. The same email address cannot be used for multiple registration numbers. Similarly, supplier registration numbers already registered to an email address cannot be linked to another email address.

Solution: As there is a need for the direct link between a single registration number and a specific email address, this will not change.

If you need to change the registration number or email address of a currently registered pairing, you will need to contact Water Enquiries at water.enquiries@dpie.nsw.gov.au.