

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.

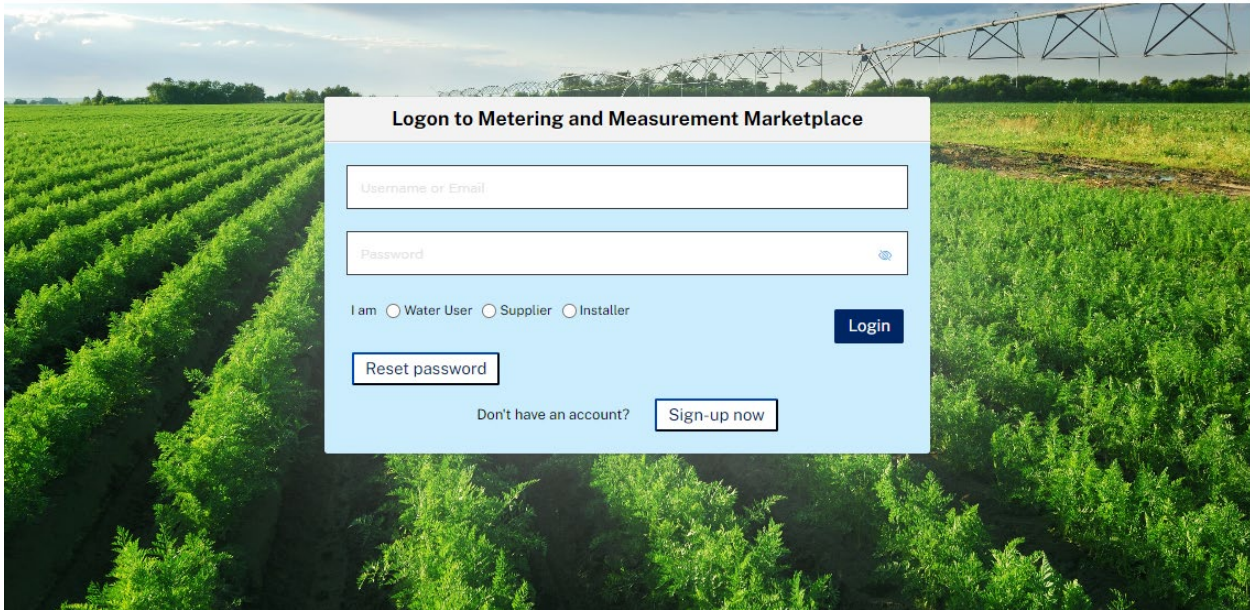
Access the Virtual Marketplace (<https://virtualmarketplace.waterinfo.nsw.gov.au/>) to begin.

The logon screen will be presented.

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



Water



Logon to Metering and Measurement Marketplace

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.

Signup to Metering and Measurement Marketplace X

User Type * Water User **Supplier** Installer

Registration Number *

First Name *

Last Name

Email *

Contact Number *

Address 1 *

Address 2

City *

State * ▼

Postal Code *

Country *

[Collection Notice](#)

The Department of Planning and Environment will collect your personal information in accordance with the Privacy and Personal Information Protection Act 1988 (NSW) and the Collection Notice. For more information about privacy at the Department, Please contact privacy@dpie.nsw.gov.au. Click here to view the full [Collection Notice](#).

[Privacy Policy and Terms of Use](#)

By ticking the box below, you acknowledge that you have read and accept the Privacy Policy and Terms of Use. Click here to view the [Privacy Policy](#) and [Terms of Use](#).

I accept the Privacy Policy and Terms of Use.

Save

Already a member [Sign-in](#)

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 have successfully registered into the Metering and Measurement Virtual Marketplace, an acknowledgement of your registration and your temporary login details were sent to your email address

OK

You will then be taken back to the login screen.

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](#)

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.

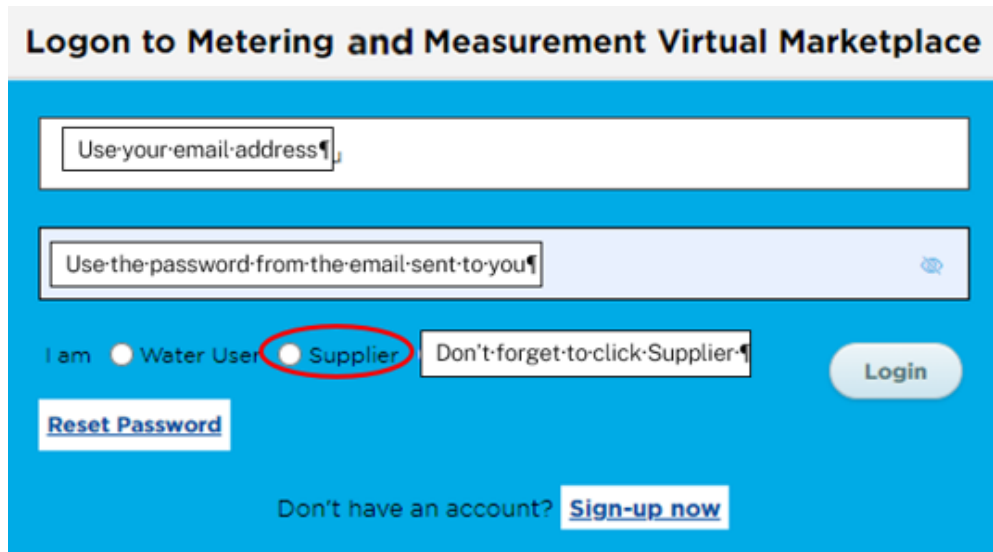
If you have any questions, you can contact us at water.enquiries@dpie.nsw.gov.au.

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.



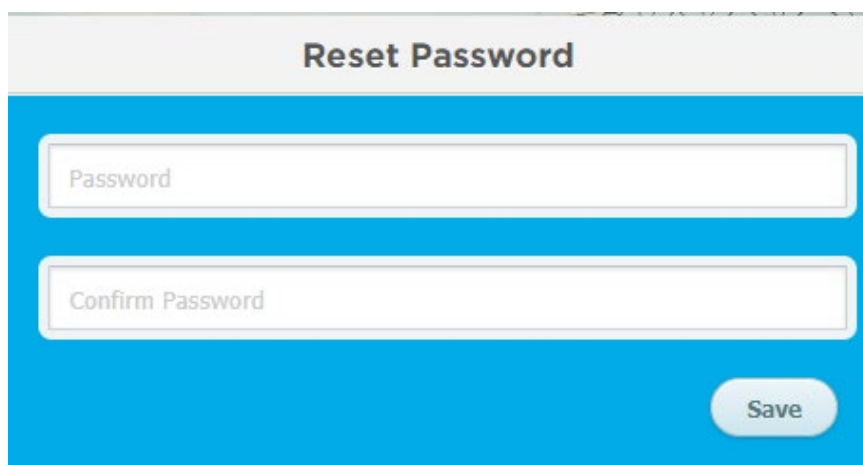
Log in to the Virtual Marketplace using the email address you provided at registration and the temporary password from your confirmation email.

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.

The screenshot shows a 'Supplier Profile' setup page with a blue background. At the top, it says 'Supplier Profile' in a grey header. Below that, a blue banner reads 'Welcome Supplier - james jones' with a 'Note 2' box. The main form area contains several input fields: 'Link to Website', 'Name', and 'Email ID', all highlighted with a red border. Below these is an 'Edit Info' button, also highlighted with a red border, and a 'Note 1' box. To the right of the 'Edit Info' button is a 'Note 3' box. The next section is titled 'Select product category that you supply' and contains a list of six categories, each with an unchecked checkbox: 'Pattern Approved Meters', 'Open Channel Measurement', 'Telemetry (LID) for Metering', 'Telemetry (LID) for Floodplain Harvesting', 'Floodplain Harvesting Sensors', and 'Floodplain Harvesting Gauge Boards'. A 'Note 4' box is positioned to the right of this list. Below the list are two buttons: 'Add Product' and 'View Supplier Product', both highlighted with a red border. A 'Note 5' box is to the right of the 'View Supplier Product' button, and a 'Note 6' box is below it. The bottom section is titled 'Summary of Product Offering:' and contains a large text area with the placeholder text 'Please mention the product offering here...'. A 'Note 7' box is to the right of this text area. At the very bottom of the page are two buttons: 'Go Back' and 'Save 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.

Edit User Info

×

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Contact Number	<input type="text"/>
Street Number	<input type="text"/>
Address 1	<input type="text"/>
Address 2	<input type="text"/>
Postal Code	<input type="text"/>
State	<input type="text" value="New South Wales"/>
City	<input type="text"/>
Country	<input type="text" value="Australia"/>

Update

Close

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.

Add Product



Product Category:

Measurement Method:

Product List:

Product Category	Product	Approved Sizes	Measurement Method	Action
Telemetry (LID) for Metering	SigSense - Captis Pulse		Telemetry	<input type="button" value="Delete"/>

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.

Product Category:

Product List:

Size Threshold(mm):

Click the text in the centre of the box to populate the list

- Telemetry (LID) for Metering
- Telemetry (LID) for Floodplain Harvesting
- Pattern Approved Meters
- Open Channel Measurement
- Floodplain Harvesting Sensors
- Floodplain Harvesting Gauge Boards

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

Add Product

Product Category: Pattern Approved Meters Measurement Method: ElectroMagnetic

Product List: SIEMENS - MAGS000 Water Meter

Size Threshold(mm): DN<100 DN100-DN200 DN200-DN300 DN300-DN400 DN400-DN500 DN500-DN600 DN600-DN700 DN700-DN800 DN800-DN900 DN900-DN1000 DN1000-DN1100 DN1100-DN1200

Add Product

Product Category	Product	Approved Sizes	Measurement Method	Action
Pattern Approved Meters	SIEMENS - MAGS000 Water Meter	DN<100, DN100-DN200, DN300-DN400, DN800-DN900	ElectroMagnetic	Delete

Submit Close

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 Water 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.

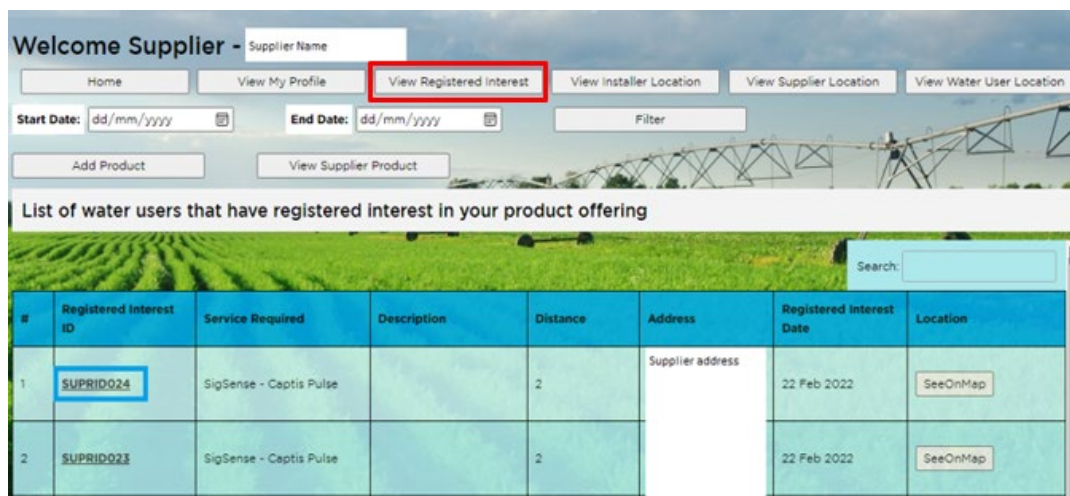
You can access and change the information in *Your Profile* at any time.

Other features

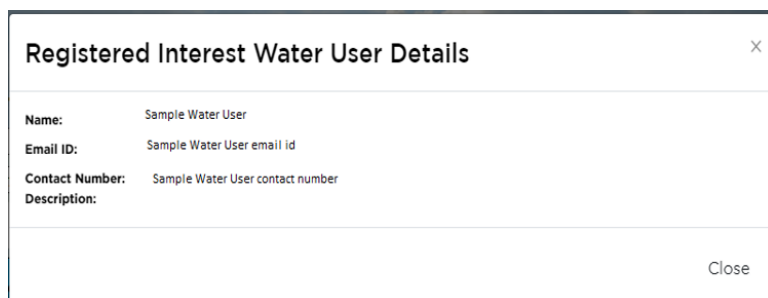
The home screen allows you to view different sets of information.

View Registered Interest

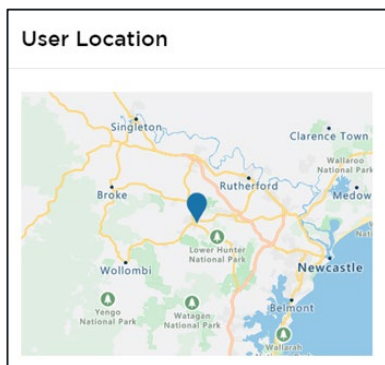
Click on the *View registered interest* button to view water users that have expressed interest in your products.



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.

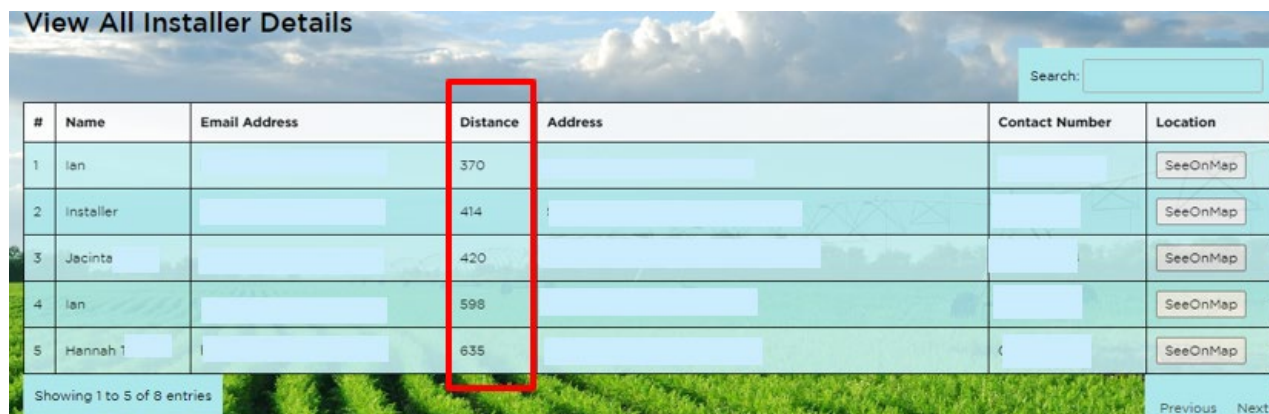


Installer location

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.

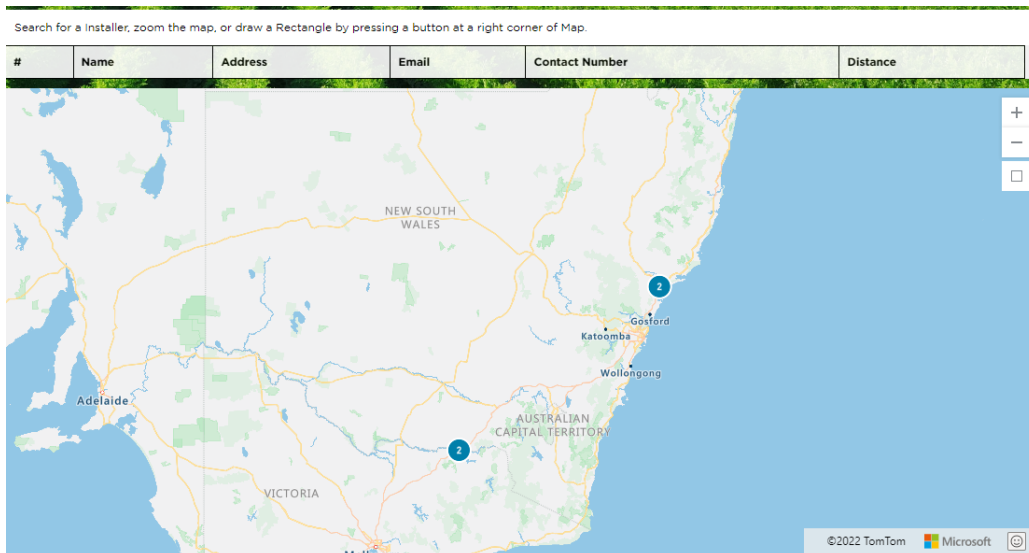


The image shows a table titled "View All Installer Details" with a search bar at the top right. The table has seven columns: #, Name, Email Address, Distance, Address, Contact Number, and Location. The "Distance" column is highlighted with a red box. Each row includes a "SeeOnMap" button in the "Location" column. At the bottom left, it says "Showing 1 to 5 of 8 entries" and at the bottom right, there are "Previous" and "Next" navigation links.

#	Name	Email Address	Distance	Address	Contact Number	Location
1	Ian		370			SeeOnMap
2	Installer		414			SeeOnMap
3	Jacinta		420			SeeOnMap
4	Ian		598			SeeOnMap
5	Hannah 1		635			SeeOnMap

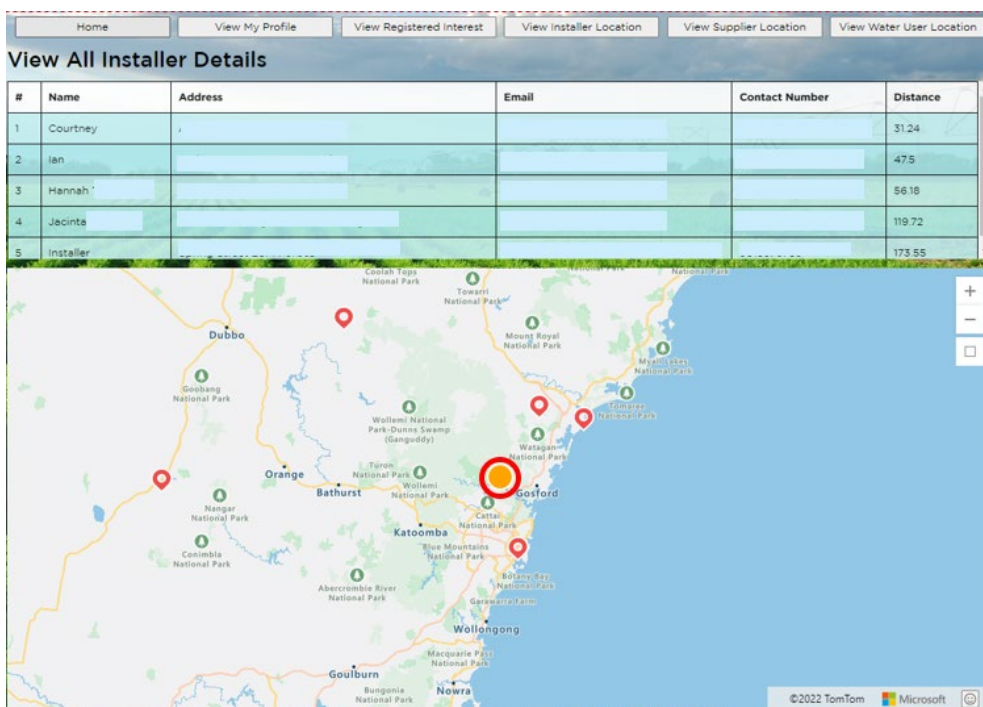
Note: this table shows the start of your *View installer location* session. You can access this screen again by clicking on the *View Installer Location* button at the top of the screen.

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.



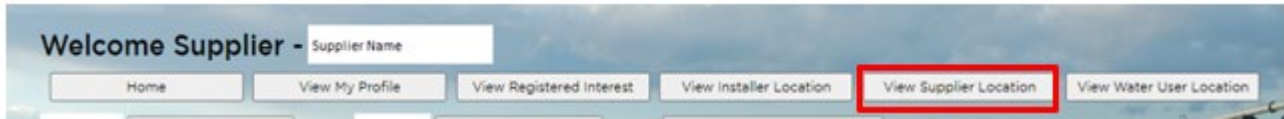
If there are multiple installers at one location, you will see a blue circle with a number indicating the number of installers in that area. Zoom in to see more detail.

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.

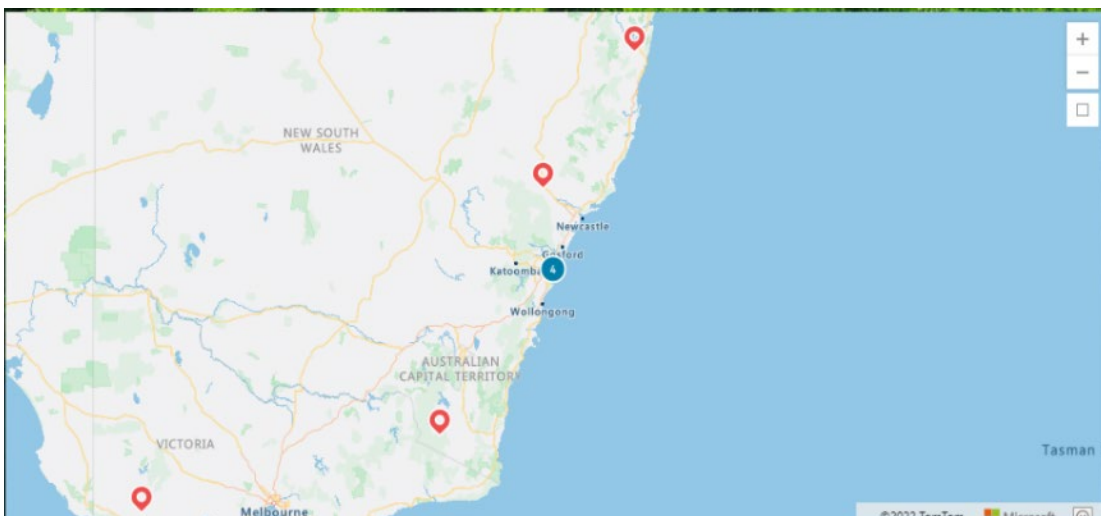


The *View supplier location* screen operates the same as the *View installer location* screen.

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.

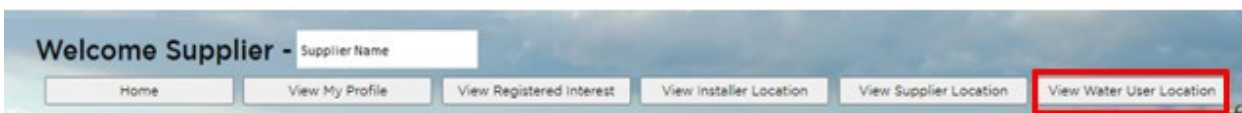
#	Name	Email Address	Distance	Address	Contact Number	Location
1	Test Account10	testaccount10@telnetprod.com	100			See On Map
2	Steven Dean	dean@reynou-8238@gmail.com	480	George Street 2100 Parramatta	121-456789	See On Map
3	L&L Bricks	ll@leuvino-088@gmail.com	490	George St Parramatta 2100 Sydney	123456789	See On Map
4	Andre van der	andrevan@reynou-3340@gmail.com	492	Bridge Street 2100 Sydney	2323-43-4300	See On Map
5			475			See On Map

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.



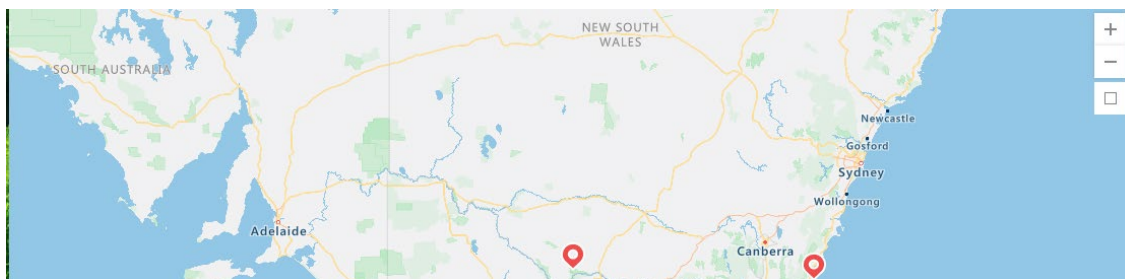
This screen operates in the same way as the *View installer location* and *View supplier location* screens.

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




#	Name	Email Address	Distance	Address	Contact Number	Location
1	Jerome Craig	croucecrubroi-4465@yopmail.com	167	Harfleur Street 2710 Deniliquin	9018002412	See On Map
2	Gerald Jason	jakeumolive-2973@yopmail.com	297	Orient St 2536 Batemans Bay	1234561211	See On Map

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.



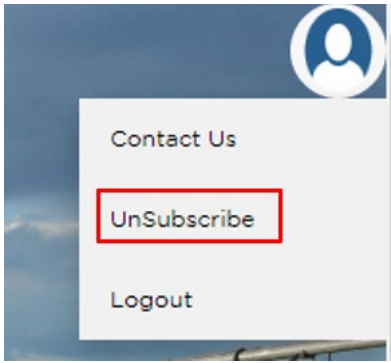
User logout

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 Enquiries at water.enquiries@dpie.nsw.gov.au to reactivate your profile if you want to log in again.



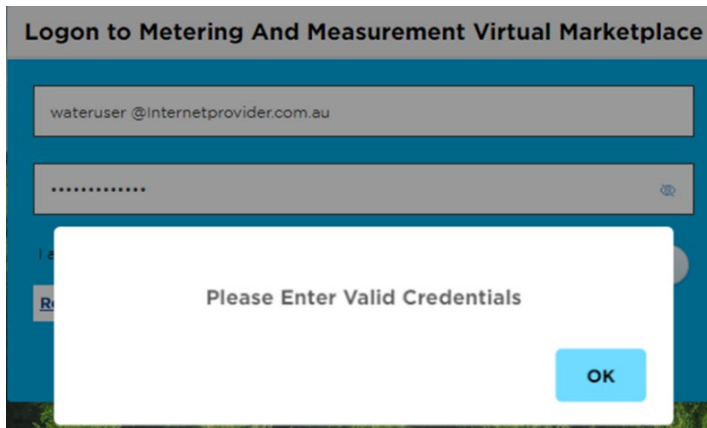
Contact us

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

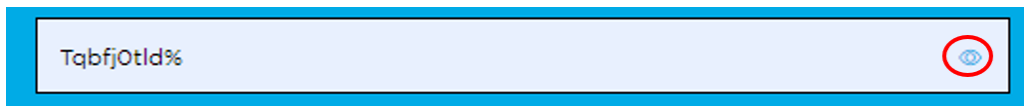
Troubleshooting

Incorrect email or password

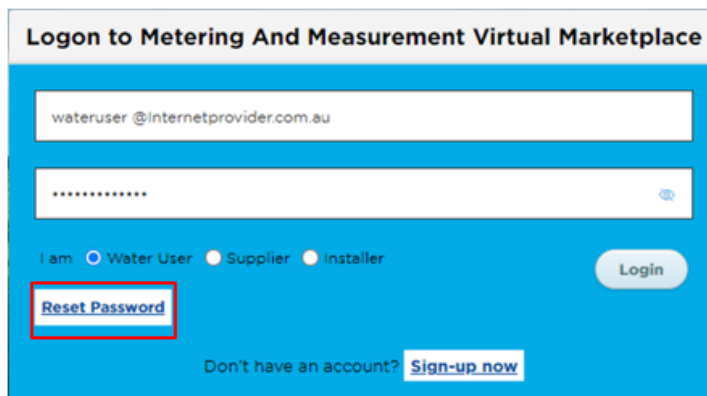
If you enter an incorrect password, when you try to login you will see the message below.



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*.

Reset Password

Enter Email ID

Please enter valid registraion number

1234

Reset Password Close

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.

Entered Email ID doesn't Exist

OK

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.

Reset Password

Enter Email ID

Please enter valid registraion number

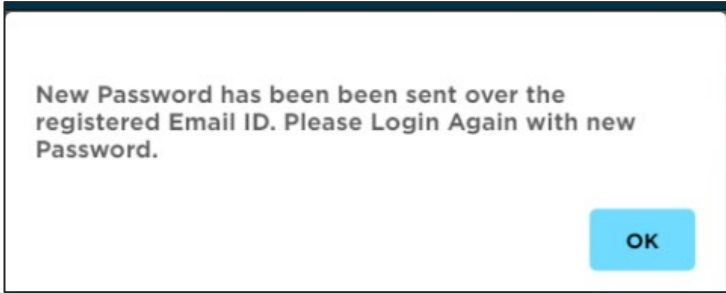
1234

Reset Password Close

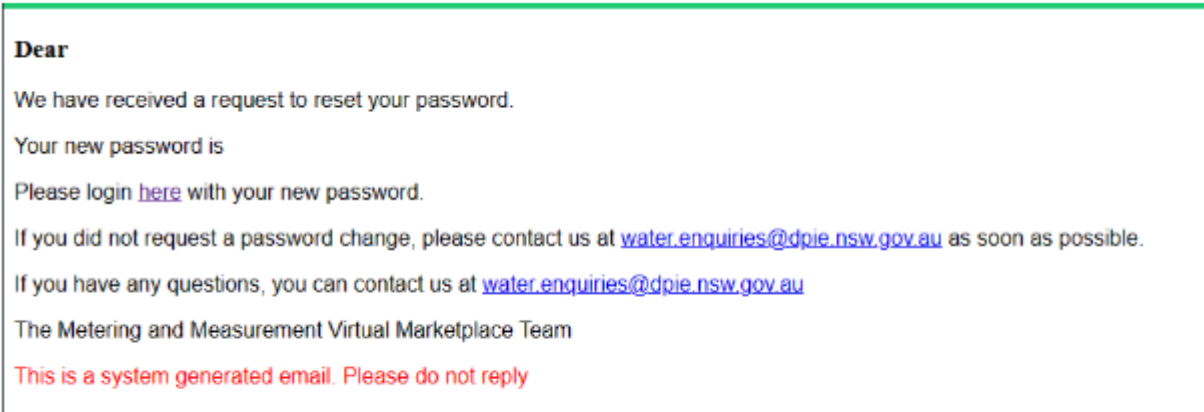
If you have incorrectly entered the registration number or entered a registration number associated with another email address, then you will see an error message asking you to enter a valid registration number.

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.



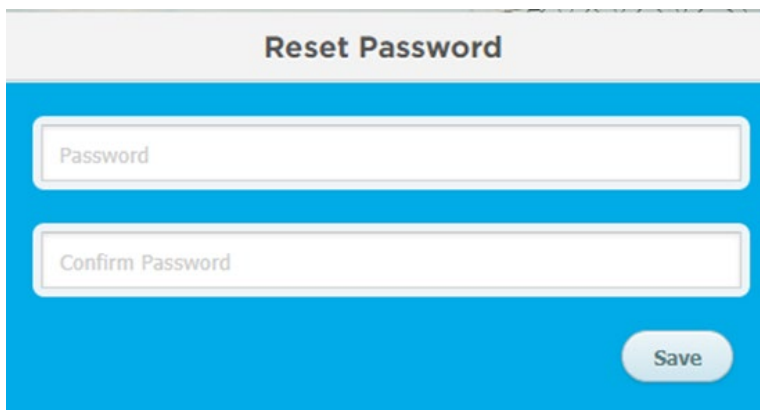
The email should look like what is shown below.



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.



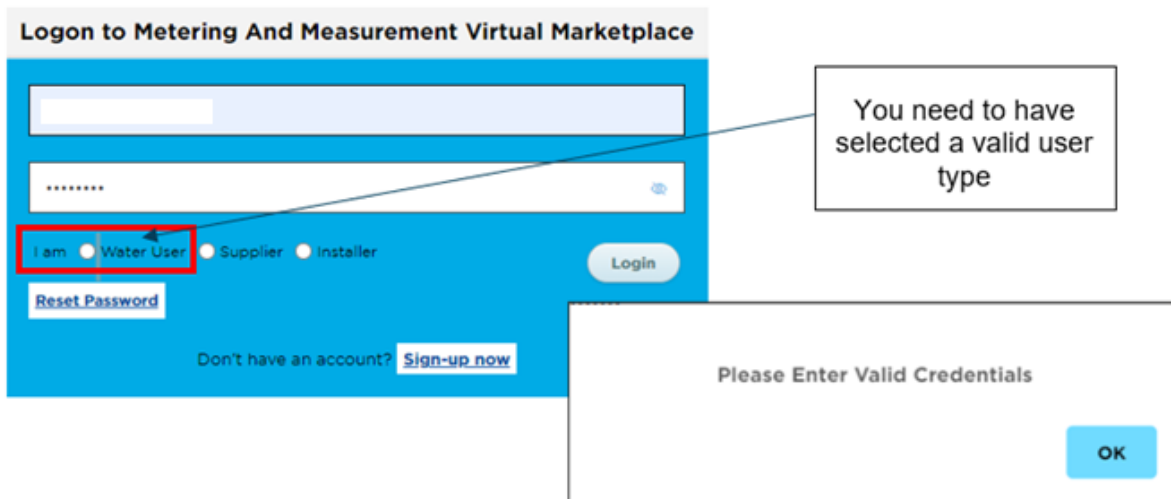
If your passwords match, you will see a message that *Your password has been successfully updated.*

Invalid credentials error

Error message

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

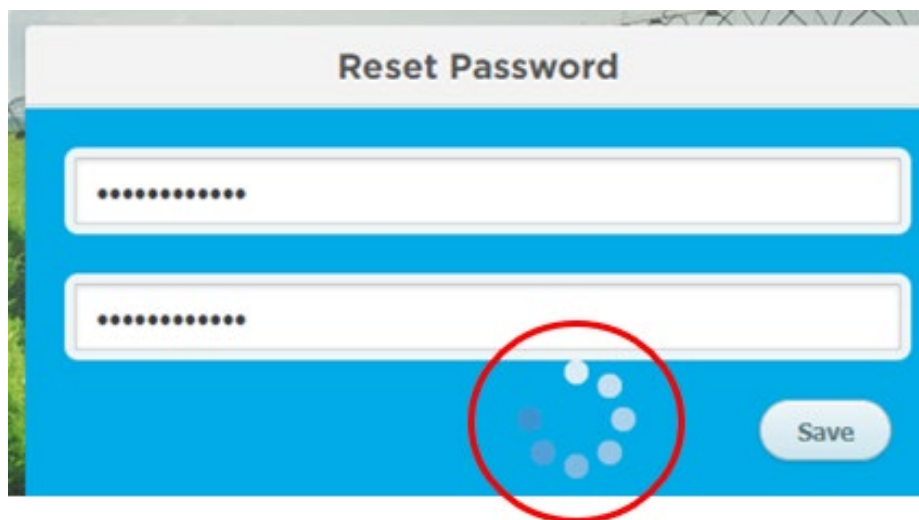
To remedy this, you will need to click on *OK*, then select your user type, then click login.



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.

Contact Number *

12·3458·7896¶

Solution: remove the spaces in the phone number.

Contact Number *

1234587896¶

Special characters

Error message: *Special characters are not allowed*

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

Street Number

17/4

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.

Street Number

17-4

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.