



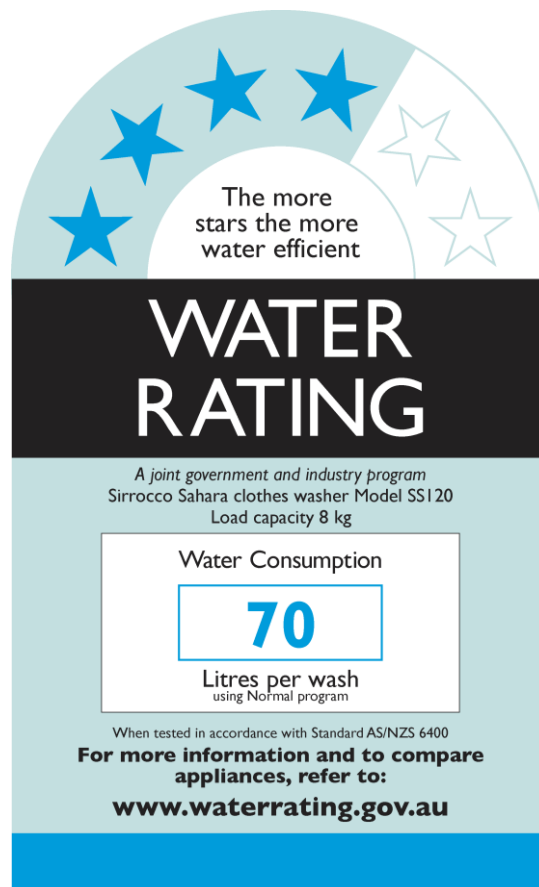
Australian Government

Department of Sustainability, Environment,
Water, Population and Communities



Water Efficiency Labelling and Standards (WELS) scheme
Product registration database
User instruction manual

January 2013



Introduction

What is WELS?

WELS is Australia's water efficiency labelling scheme that requires certain products to be registered and labelled with their water efficiency in accordance with the standard set under the national *Water Efficiency Labelling and Standards Act 2005*.

WELS products

The products currently regulated under the scheme are: showers, dishwashers, clothes washing machines, toilet equipment (including urinals), taps and flow controllers (registration of flow controllers is optional). Minimum water efficiency requirements are specified for toilets and washing machines.

About this manual

If you supply any of the products above you may need to register and label them. This manual provides guidance for both new and existing users of the WELS product registration database.

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Signup page (for new users)

If you are offering WELS products for supply you will need to register them in the online database. If you are a new user you will need to have your organisation and contact details signed up before you can start registering WELS products.

To access the registration database go to the WELS website, www.waterrating.gov.au.

The screenshot shows the homepage of the Water Rating website. At the top, there is a navigation bar with links for 'Skip to content', 'Change text size', and 'Contact us', along with a search box. The Australian Government logo is on the left, and the 'WATER RATING' logo is on the right. Below this is a green banner with the text 'Water Efficiency Labelling and Standards (WELS) scheme' and 'A joint government and industry program'. A navigation menu on the left lists 'Home', 'About WELS', 'For Industry', 'For Consumers', and 'News & Publications'. The main content area features a large image of a warehouse with a forklift. A blue text box overlaid on the image says 'Industry has its part to play in helping reduce water consumption'. Below the image is a video player with a 'Play' button and a progress bar. At the bottom, there are two search bars: 'Search for a product' and 'For Industry'. On the right side, a red circle highlights a box containing the text 'Product Registration Database', a 'Go to login' link, a 'Forgot your password?' link, and a 'Sign up to register your product' link.

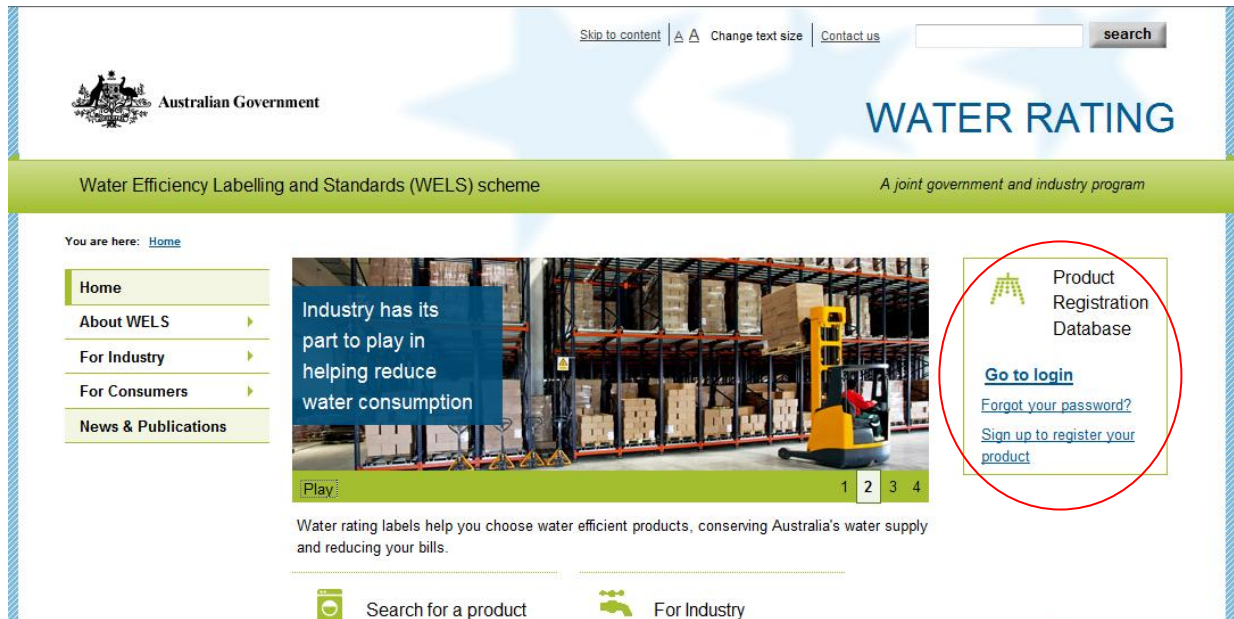
Click on *Sign up to register your product* on the right hand side of the homepage.

From here you will be asked to provide information about your organisation and a primary contact person. Once completed you will receive an email advising your application has been submitted for approval. It may take 3 to 5 business days for your request to be processed. If your request is not approved you will be notified by email of the reason.

Login (for existing users)

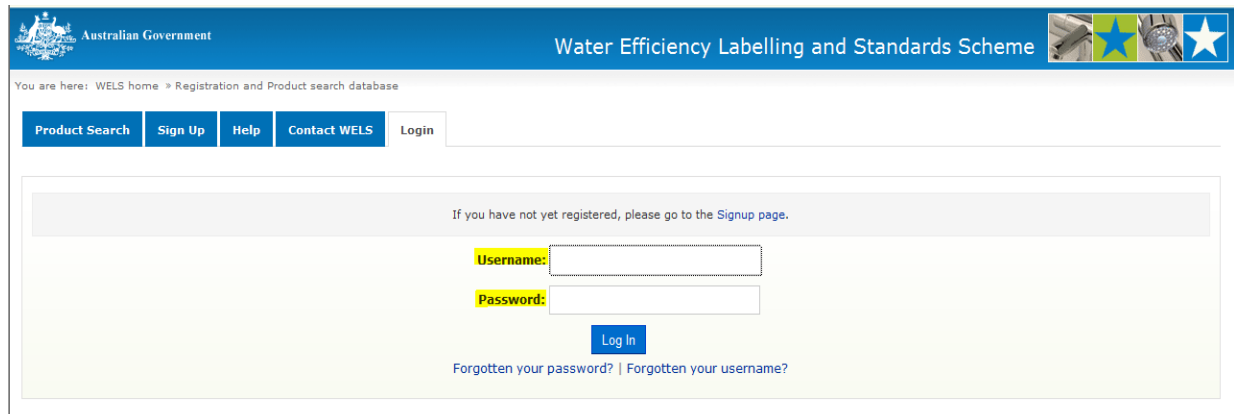
To access the registration database go to the WELS website, www.waterrating.gov.au.

On the right hand side of the homepage locate the *Go to login* link and click.



The screenshot shows the WELS homepage. At the top right, there are links for 'Skip to content', 'Change text size', and 'Contact us', along with a search box. The Australian Government logo is on the left. The main header reads 'WATER RATING' and 'Water Efficiency Labelling and Standards (WELS) scheme'. A navigation menu on the left includes 'Home', 'About WELS', 'For Industry', 'For Consumers', and 'News & Publications'. A central banner features a video player with the text 'Industry has its part to play in helping reduce water consumption'. On the right, a box titled 'Product Registration Database' contains the 'Go to login' link, which is circled in red, along with links for 'Forgot your password?' and 'Sign up to register your product'.

This will take you to the database login area below, enter your *username* and *password* and click *Log In*. If you don't have a username and password, see *Signup page* on the previous page.



The screenshot shows the WELS login page. At the top, it says 'Water Efficiency Labelling and Standards Scheme'. Below the header, there are navigation links: 'Product Search', 'Sign Up', 'Help', 'Contact WELS', and 'Login'. A message states: 'If you have not yet registered, please go to the Signup page.' The login form has two input fields: 'Username:' and 'Password:'. Below the fields is a 'Log In' button. At the bottom of the form, there are links for 'Forgotten your password?' and 'Forgotten your username?'.

If you have forgotten your password, click on the *Forgotten your password?* link under the Login button to receive a new password by email.

If you are the primary contact for your organisation and have forgotten your username, please click on the *Forgotten your username?* link under the Login button.

If you are not the primary contact and have forgotten your username, please contact the primary contact or email wels@environment.gov.au to request your username.

Water Efficiency Labelling and Standards (WELS) scheme

Once you have logged in you will always go to your homepage first.

A pop up message will appear in front of your homepage when we have important information to tell you about. You can close the pop up message by clicking ok.

The homepage provides you with a snapshot of your registrations and status of any current applications.

You can use the tab buttons accross the top to navigate around the database or click on the links (numbers) next to each option showing on the homepage to view the full list for each option.

The screenshot displays the user interface of the Water Efficiency Labelling and Standards (WELS) scheme. At the top, there is a blue header with the Australian Government logo and the text 'Water Efficiency Labelling and Standards Scheme'. Below the header, a navigation bar contains links for Home, Maintain, My Documents, My Models, My Applications, My Payments, and Contact WELS. A user profile icon for 'forgotten' and a 'Logout' button are also present.

The main content area is titled 'WELS Angels - My Homepage' and features a summary of application statuses:

Applications in Draft	6
Applications Awaiting Payment	3
Applications Returned	0
Applications Awaiting Assessment	3
Applications Assessing	1
Applications Pending Registration	0
Registered Models	0
Expiring Models	19
Expiring Watermark Certificates	0

Below this summary, a message states: 'Please click on the number to view the full list.'

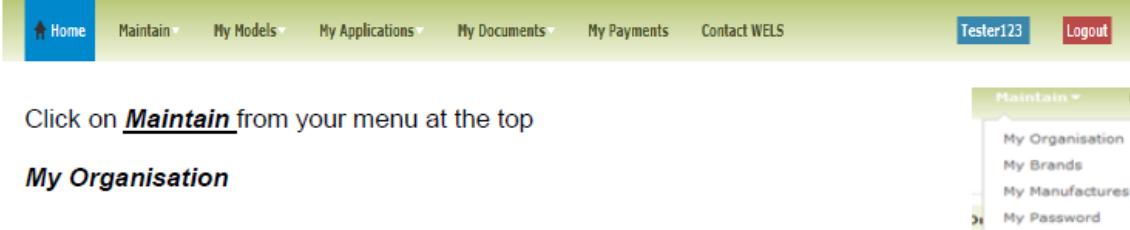
The 'My Details' section shows the following information:

Username	forgotten		
Name	DSEWPaC	Position/title	Director
Country	Australia		
Street address	John Gorton Building	Suburb	Parkes
State	Australian Capital Territory	Postcode	2601
Telephone	0200000000	Email	wels@environment.gov.au

A note below the details table reads: 'Note: Enter phone numbers (including area code for landlines) without spaces.' An 'Edit' button is located at the bottom of the details section.

The 'Organisation Contacts' section is partially visible at the bottom of the page.

Checklist (to be completed before starting applications)



Click on **Maintain** from your menu at the top

My Organisation

- Business profile* - Please complete the four new questions that you must answer about whether your organisation is eligible to register under the Commonwealth Act.
- Are your phone & email contacts correct?
- Are your organisation details - email, phone, address, ABN correct?

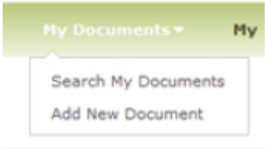
Please note: only the primary contact for your organisation can edit these organisation details

My Brands

- Do all the brands that you use in your applications appear on this page?
- Do you need to add any brands to your list? Or create a new brand?

My Manufacturers

- Input your manufacturer/s details here (Name, address).



Click on **My Documents** from your menu at the top

Add New Document

Upload all your relevant:

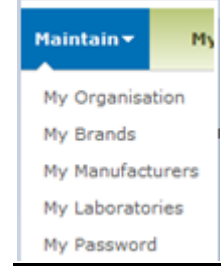
- Test reports (these only need to be saved once & can then be linked to any relevant models)

Please Note: uploading your test reports with useful saved file names now will help you in the future.

- WaterMark certificates (if required)
- Manufacturer/s letter of authorisation (if required)

Questions?
WELS registration team
Email wels@environment.gov.au
Phone 1800 218 478

Maintaining your details

	<ul style="list-style-type: none">- keep organisation details up-to-date: address, email, phone, contacts etc- add/delete brand names- add/delete manufacturers- add/delete laboratories used to test your products (whitegoods only)- change your password
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My Organisation - In this portal you can update your organisation details

- phone, address, email etc
- update your contact details
- add new contacts or inactive existing contacts.

Please note: only the primary contact for your organisation can update the organisation details and add/inactivate contacts. If you are not the primary contact for your organisation and require these details to be updated, please contact your primary contact to action this request for you.


Primary contact (update your details, organisation, contacts and other information)

To add a new contact (Only the **primary contact** can add new contacts to your organisation login):

1. Click on *Maintain – My Organisation*
2. Click on *Organisation Contacts*
3. Click on *Add New*
4. Complete the contact details including nominating a username and click *save*

The new contact will receive their username and password by email.

To change the primary contact (Only the primary contact can make another user the new primary contact for your organisation):

1. Click on *Maintain – My Organisation*
2. Click on *Organisation Contacts*
3. Click on the make primary contact button  in the *Actions* column next to the contact you wish to make the primary contact for your organisation.

Secondary contact

If the person you wish to make the primary contact is not currently a contact listed for your organisation, please follow the process *To add a new contact* (above) prior to making them the primary contact.

If the primary contact for your organisation has left your organisation, please send an email request through to wels@environment.gov.au advising of this and giving details of who is to now be the primary contact.

Please provide the following information about the new primary contact in your email:

- Name and position in organisation
- Preferred Username (alternatively we will allocate one to you)
- Contact address, phone and fax number and email address

My Brands - In this portal you build and maintain the list of brands that you would like to use in your applications.

You need to add your brands here prior to starting your applications. You can also request a new brand to be added to the master list.

To add a brand to your list:

1. Click on *Maintain – My Brands*
2. Click on the *Master* brand list dropdown – scroll through the brands – does your brand appear here?

If your brand appears here in the Master brand list:

Click on it to select and then click on *Add to My List*
The brand should now appear in your brand list below

If your brand does not appear in the Master brand list:

Click on *Create New Brand*
Input your brand name and click *Add New*

Your brand should now appear in your brand list below as pending approval.

You can proceed with applications for new models under the new brand but you will not be able to submit them until the brand is approved.

My Manufacturers - In this portal you add and edit your manufacturer details.

If you are the manufacturer of the products you are registering you do not need to input any details here.

If you are not the manufacturer of the products you are registering you need to have saved your manufacturer details in this area prior to uploading your manufacturer letter of authority to *My Documents*.

To input your manufacturer details:

1. Click on *Maintain – My Manufacturers*
2. Click on *Add New*
3. Fill in all mandatory fields and click *save*
4. You can now go to *My Documents* to upload your manufacturer's letter of authority

My Laboratories (*This portal is for use by whitegoods registrants only*) - This portal is to add a test laboratory that meets the requirements of the Equipment Energy Efficiency Program (E3) if it is not currently listed in the drop down list in the *My Documents* portal when you are uploading test reports.

To input your (E3) accepted test laboratory:

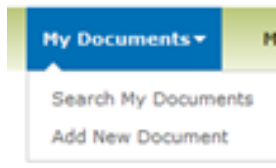
1. Click on *Maintain – My Laboratories*
2. Click on *Add New Laboratory*
3. Fill in all mandatory fields and click *save*
4. Your laboratory should now appear in your laboratory list above the *Add New Laboratory* button

If you are using a National Association of Testing Authorities (NATA) accredited laboratory for testing, this laboratory should be available in the drop-down list on the *My Documents* portal when you are uploading your test report. If your laboratory is not in the drop-down list you need to contact WELS and provide its details.

My Password - Change your password here.

Note: Passwords must have 5 or more characters and must consist of at least one uppercase letter, one lowercase letter and a number

My documents

	<ul style="list-style-type: none"> - advanced search function for documents you have previously uploaded - add new documents for your applications
<p>This portal is for updating and storing supporting documentation for your applications. Prior to starting a new application you must upload your:</p> <ul style="list-style-type: none"> - test report/s - WaterMark certification (including schedules) - manufacturer letter/s of authority <p>These documents will only need to be uploaded once and can then be linked to applications as required. These documents must be in pdf format and the WaterMark certificate and schedules must be together in the same document when uploaded.</p>	

Add New Document - Uploading a new document:

1. Click on *My Documents – Add New Document*
2. Select from the drop down menus – *Document type – Product type*
3. Click on *Browse* to search for the document from your saved location

Note – Test reports, WaterMark certificates etc. uploaded to your registered applications in the previous version of the database could not be transferred to the *My Documents* portal in the revised database. You will need to upload these documents to the new database.

You can still access the documents stored in the database by:

1. Clicking on *My Applications – Search applications*
2. Input details to search for your required application/registration
3. Click on the *View* button in the actions column next to the applicable application/registration
3. Click on *Supporting Documents Attached* to view the stored documents
4. Click on the file name (see highlighted example below) to open and save your document to your preferred location.
5. You can now upload and save these documents into *My Documents* (please refer to the *My Documents* process in this manual for instructions)

Supporting Documents Attached

Document type	File
Test report	NeoperlFC_WMKA21177.pdf
Water rating label	NeoperlFC_WMKA21177.pdf

Note: If there are no supporting documents in this location then we do not have an electronic version available and you will need to locate your own copies of these documents for scanning/uploading.

Handy tips: If you save your documents with useful file names prior to uploading them to *My Documents*, this will enable you to easily identify and use them in the future.

My models

<div style="background-color: #0056b3; color: white; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> My Models ▾ ▶ </div> <ul style="list-style-type: none"> <li style="padding: 5px 10px;">Summary <li style="padding: 5px 10px;">Maintain Models 	<ul style="list-style-type: none"> - Provides a summary of your models and their status - allows you to update model details
--	--

Summary - This portal gives you a view of all of your models and their status. Clicking on the numbers next to each summary item will take you to the list of these models.

Models Summary

Tap Equipment	1
Showers	60
Flow Controllers	34
All models	95
Models marked for renewal	4
Models awaiting payment	0
Models with expiring watermark certificates	0
Models with expired watermark certificates	0
Models without watermark certificates	89
Models without test reports	86
Models without manufacturer authorisation	53
Models without images	82

Please click on the number to view the full list.

This area can be used to assist you in finding models which require documentation in preparation for renewal.





















Water Efficiency Labelling and Standards (WELS) scheme

Maintain models - This portal gives you the option to view and update the required documentation for your models in preparation for renewal.

We recommend that you start preparing before the first renewal period (15 September - 05 December) to allow sufficient time to do all the updates required. All models that you are going to renew need to have their relevant test reports, Watermark certificates, images etc attached to them before you can submit your renewal. All certification must be to the current standard, AS/NZS 6400:2005, incorporating amendments 1 to 5.

You can attach a relevant document to multiple models at the same time.

1. Make sure you have uploaded and saved your document into My Documents
2. Click on *My Models – Maintain Models*
3. Search for the models you want to update the documentation for
4. Click the check box on the left hand side of each model you want to attach the documentation to

<input type="checkbox"/>	Reg. number ↑	Brand	Model name	Star rating	Watermark	Test report	Manuf. Auth.	Status	Actions
<input type="checkbox"/>		WELS4ME	Taps1	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Taps4	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Shower5	3 (> 6.0 but <= 7.5)	Valid	Valid	Org	Expiring	 
<input type="checkbox"/>		WELS4ME	CWM1	3	Not applicable	Valid	Org	Expiring	 
<input type="checkbox"/>		WELS4ME	Taps5	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Taps8	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Taps2	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Taps3	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Taps9	3	Valid	Valid	Valid	Expiring	 
<input type="checkbox"/>		WELS4ME	Shower2	3 (> 6.0 but <= 7.5)	Valid	Valid	Org	Expiring	 

19 items found, displaying 1 to 10. Records per page: 10


[First/Prev] 1,2 [Next/Last]

[Print](#)
[Export to CSV](#)
[Watermark](#)
[Test Reports](#)
[Manufacturer Authority](#)

5. Select the relevant document button from the bottom of the results window (highlighted above)
6. A pop up box will appear - Select the document by clicking on the tick in the actions box

Search My Documents ✕

Product type <input type="text"/>	Watermark certificate number <input type="text"/>
Watermark expiry date (on or after) <input type="text" value="07/01/2013"/>	Watermark expiry date (on or before) <input type="text"/>

Click  under **Actions** column to select a document. If your document is not listed below, please go to **My Documents** menu to add new documents.

File name ↑	Document type	Product type	Document number	Expiry date	Status	Actions
Watermarktestorg.pdf...	Watermark certificate incl. schedules	Tap Equipment	test watermark	01/11/2013	Valid	<input checked="" type="checkbox"/>
Watermarktestorg.pdf...	Watermark certificate incl. schedules	Urinal Equipment	urinal	01/11/2013	Valid	<input checked="" type="checkbox"/>
Watermarktestorg.pdf...	Watermark certificate incl. schedules	Lavatory Equipment	Lav	02/11/2013	Valid	<input checked="" type="checkbox"/>
Watermarktestorg.pdf...	Watermark certificate incl. schedules	Showers	WMshowers	07/11/2013	Valid	<input checked="" type="checkbox"/>

7. A pop up message will ask you to confirm that you want to attach this document.

You have now attached this document to all of the models ticked.

My Applications

My Applications ▾	My Pa
Search Applications Start New Application Start Minor Product Application	- search through your existing applications - start an application for a new model - start a new application for a set of minor products

Searching Applications - This portal enables you to search for all of your applications. You can search on various fields by using the dropdown options and sort your results by different search result columns by clicking on the title bars (see below)

[Home](#)
[Maintain](#)
[My Documents](#)
[My Models](#)
[My Applications](#)
[My Payments](#)
[Contact WELS](#)

[forgotten](#)
[Logout](#)

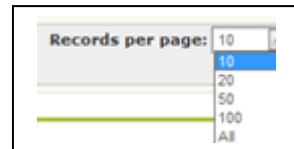
Search Applications

Record ID	<input type="text"/>	Application number	<input type="text"/>
Reg. number	<input type="text"/>	Family name	<input type="text"/>
Model name	<input type="text"/>	Model number	<input type="text"/>
Product type	<input type="text"/>	Equipment type	<input type="text"/>
Brand	<input type="text"/>	Manufacturer	<input type="text"/>
Contact	<input type="text"/>	Star rating	<input type="text"/>
Application Status	<input type="text"/>	Application type	<input type="text"/>

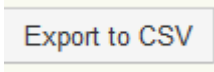
Reg. No	Record Id	Application No	App. Type	Prod Type	Brand	Model	Star Rating	Status	Reg Date	Actions
42310	1270-12-0001	Single	Tap Equipment	WELS4ME	Taps1, Taps2, Taps3, Taps4, Taps5, Taps6...	3	Registered	23/11/2012 01:55 PM		

Handy tips:

You can alter the number of results you see in the results window by making a selection in the *Records per page* box at the bottom right of the search results window



You can also export your list to CSV format to enable you to view, save and filter the information in a



spreadsheet. Just click on **Export to CSV** at the bottom of the results window.

Starting a new application - This portal is where you prepare your new applications.

Before starting a new application you need to make sure that you have done the following:

1. Uploaded your supporting documentation to My Documents—relevant test report/s, current WaterMark certification including schedules and manufacturer letter of authority (if required)
2. Checked that the brand you want to use in your application is in your brand list – go to My Brands to check –add the brand if it is not on your list or request a new brand if it does not exist on the drop down list.
3. Have an image of the product/s available to upload when you are doing your application

Handy tips: You can list up to 15 models on the same application provided that they are the same product type and are using the same test report results and same Watermark certification.

There are lots of help messages throughout the application form. If you are unsure of a field, click on the



button to get further information.

My payments



Payment Overview

Here you can access invoices and receipts, and view your current tier and fee. You can also view all the tier details and fees by clicking on [View Pricing Model](#) button.

Tax Invoices and Receipts - All of your tax invoices and receipts are available for download here

A tax invoice will be issued for any payments required. All contacts receive an email when an invoice has been uploaded. Do not make a payment until you have downloaded your tax invoice. All contacts with a login to your organisation in the WELS database can access *Tax Invoices and Receipts*. We do not email these documents out. You will need to login and download them as required.


Please Note: When you make a payment by bank transfer/electronic funds transfer you must input the tax invoice number in your reference field first eg. **18001111** otherwise there will be a delay in processing your payment.

The reference field only transmits a small amount of text so please ensure the tax invoice number is the first thing you input in this field prior to sending the payment.

Receipts for your payments are stored here. You will be sent an email when a new receipt is uploaded and you access this portal to download the receipt.

When a receipt is uploaded your application will be released for processing.

To access your tax invoices and receipts:

1. Click on *My Payments*
2. Click on *Payment Details*
3. Your tax invoices and payments/receipts are listed here - click on the pdf document icon  in the Invoice or Receipt column (highlighted below) to open, print and save your tax invoices and receipts



View My Payments

Payment Overview
Payment Details

Payment type

Invoice number

Payment date (on or after)

Application number

Receipt number

Payment date (on or before)

Search
Clear

Payment type	Application number	Payment date ↓	Amount	Invoice number	Invoice	Receipt number	Receipt
Application payment	1270-12-0002		\$ 0.00		N/A		N/A
Application payment	1270-12-0004		\$ 0.00		N/A		N/A
Application payment	1270-12-0001	23/11/2012	\$ 400.00	18001111		14001111	
Application payment	1270-12-0007	23/11/2012	\$ 1,000.00	18001122		14001122	
Application payment	1270-12-0003	23/11/2012	\$ 400.00	18001133		14001133	

5 items found, displaying all items.
Records per page: 10

Print

Rollover Details

This area gives you the breakdown for the initial rollover into the new registration arrangements.

If there is a fee payable by your organisation this will be listed in the *Fee payable* line (the fee is based on the number of models rolled over)

If there is a refund to be paid to your organisation this will be listed at Amount refundable line

Credits are calculated as follows:

Number of years of registration remaining	4 or more years	Between 3 and 4 years	Between 2 and 3 years	Between 1 and 2 years	Less than 1 year
Refund per paid registration	\$1200	\$900	\$600	\$300	\$0

To view a breakdown of your rollover credits/refunds click on the button.

Rollover Details

Total number of models rolled over	35	
Tier	4	
Tier fee	\$ 2,200.00	
Total amount of credits at rollover time	\$ 3,300.00	<input type="button" value="Credit Calculation"/>
Fee payable	\$ 0.00	
Amount refundable	\$ 1,100.00	

Contact WELS

Use this portal to send an email message to the WELS registration team.
 Note: These messages do not save so if you want to have a copy of the email you send please email wels@environment.gov.au with your query.