ESSENTIAL SERVICES COMMISSION

# New VEU Registry system

## Overview, how to prepare and bulk upload capabilities

9 April 2025

# Acknowledgement of Country

*Dill-ba-din Balluk Biik* – Protect Community and Country
Artist: Simone Thomson

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# Session overview

- Overview of the new VEU Registry system
- Key dates and how to prepare for the launch
- Next steps and support
- Questions and answers
- Bulk upload capabilities
- Bulk upload questions and answers

# Housekeeping

This session is being recorded

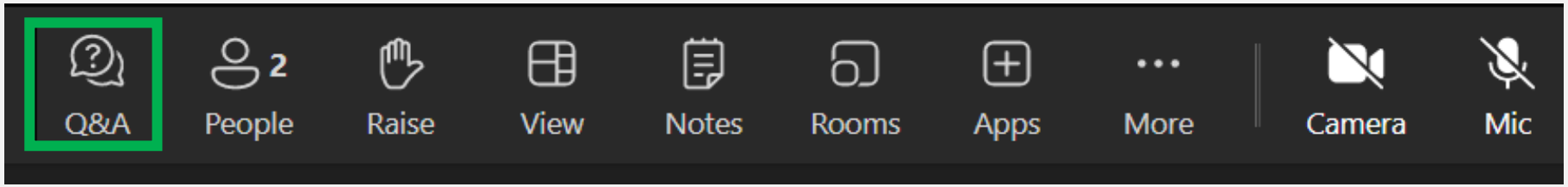
Microphones are muted

Time for questions after presentations

Video recording, presentation to be available on website post-forum

# How to post a question

**Computer:**

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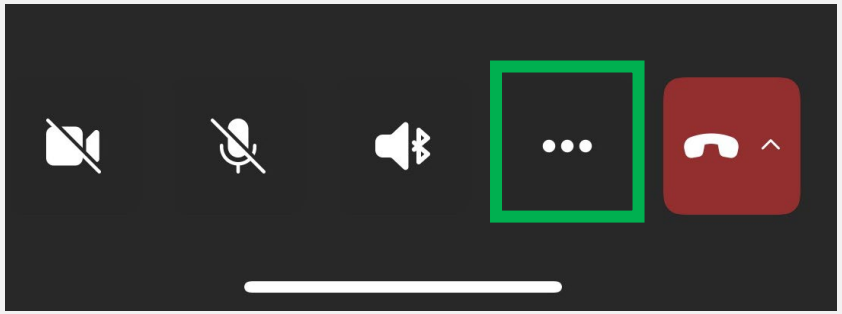

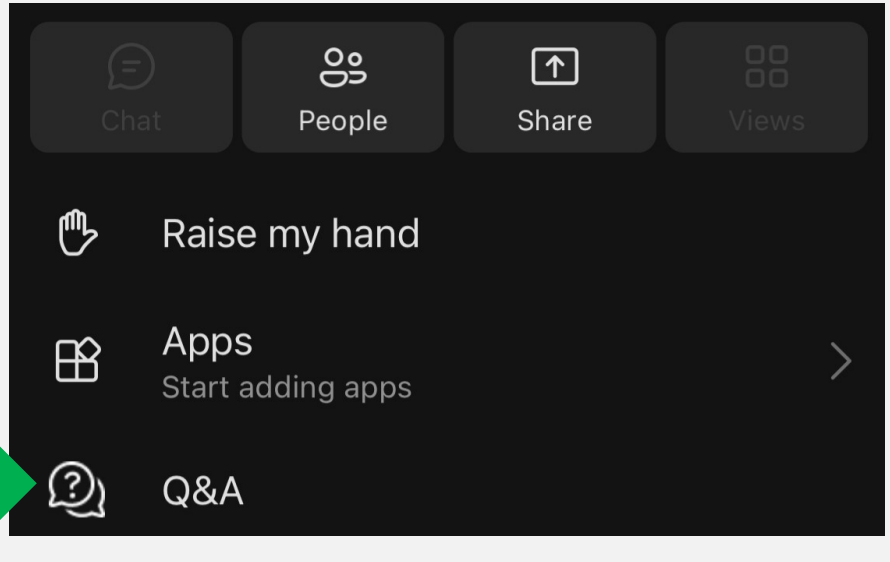

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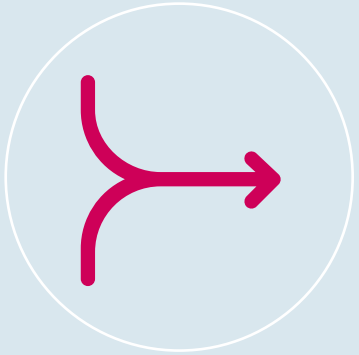
# Overview of the new VEU Registry system and how to prepare

Dan Keely

Essential Services Commission

# New VEU Registry features



## Simplification and efficiency

- Streamlined account creation
- User-friendly online forms for smoother submissions, with the ability to save and review as you go.
- Automated VEEC creation.
- Ability to upload more documents for efficient document management.

## Enhanced visibility and tracking

- Transparent application progress tracking to improve visibility.
- Integrated Request for Information (RFI)
- Simplified activity submission forms

## Security and integration

- Multi factor authentication (MFA)
- Modern Application programming interface (API) connector

# Important Deadlines

| Date | Deadline / Cut-off date for: | What happens after these deadlines? |
|---|---|---|
| **9 May, 5pm** | • New account applications.<br>• New VEET Scheme Registry. Account (VSRA) applications.<br>• Registering new installers for activities 13, 14, 15, 17, 26, 45. | • No new account or VSRA applications will be processed.<br>• Installers will require pre-registration before submitting activities in the new Registry. To prevent the burden of registering your installers and delays at go live, we suggest you submit registrations early'. |
| **20 May, 5pm** | • Payment of VEEC creations. | • Final batching on 21 May: only activities with 'paid' status will be batched prior to new system go-live. |
| **23 May, Midday/12pm** | • Completing outstanding VEEC transfers.<br>• Submission of ALL activities completed in 2024. | • VEEC transfers will be cancelled, and the account holder will need to initiate a new transfer when new system goes live.<br>• If submitted after 3 June, there will be substantial delays, particularly for Activity 6 (high efficiency air conditioners) which may be up to 3 months. |

# How to prepare for the new VEU Registry system

To ensure a smooth transition, we recommend all VEU account holders take the following steps before the new system goes live:

| Preparation | Tasks |
|---|---|
| **Submit all applications and activities early** | ❑ Submit all activities, applications and updates in the current system as early as possible before the deadlines listed above.<br>❑ Ensure all activities completed in 2024 are submitted before 23 May 2025 to avoid processing delays. |
| **Verify and update account information** | ❑ Check and update your contact details to ensure you receive important communications.<br>❑ Review all registered installers, ensuring their details (names and dates of birth) are accurate and complete. |
| **Back-up important data** | ❑ Extract and save a full copy of your account information and any relevant data needed for your operations. |
| **Be aware of system changes** | ❑ A new bulk upload process will be introduced and there may be a delay as your software application provider enable this feature (if you use a third party to manage your submissions).<br>❑ If you use a bulk integration tool, make sure to attend information session and understand how the new integration function will work.<br>❑ Plan for possible disruptions to registration of VEECs following the system go live. |
| **Stay informed and up to date** | ❑ Monitor all communications from the Essential Services Commission for important updates.<br>❑ Bookmark the new VEU Registry project page to stay updated on key changes and timelines. |

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# Next steps and support

Dan Keely

Essential Services Commission

# How we will support you through the change

**Project website page**

**Webinars**

**Guided videos**

**Dedicated email address for project queries**

**Post-launch support**

# Contact us

**How to contact us:**

**New VEU registry project contact details**

veuregistrysupport@esc.vic.gov.au

**VEU support at the Essential Services Commission:**

(03) 9032 1310

veu@esc.vic.gov.au

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# Questions and Answers – General queries

Dan Keely

Essential Services Commission

# How to post a question

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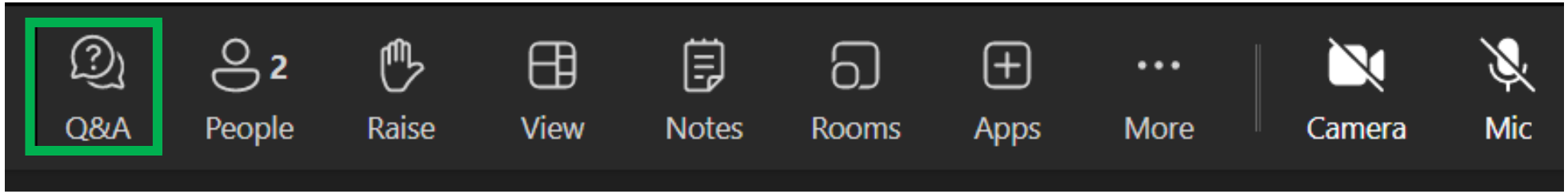


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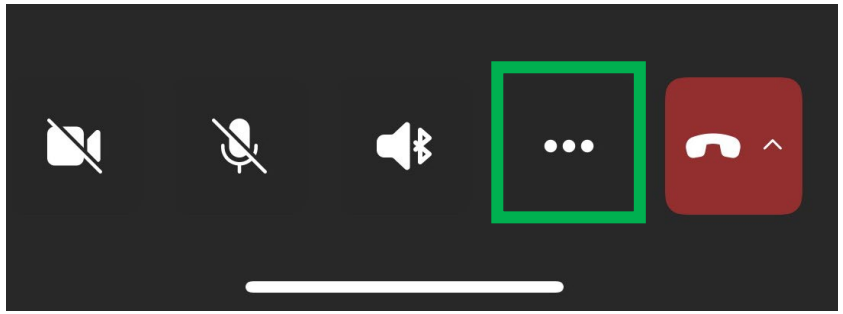

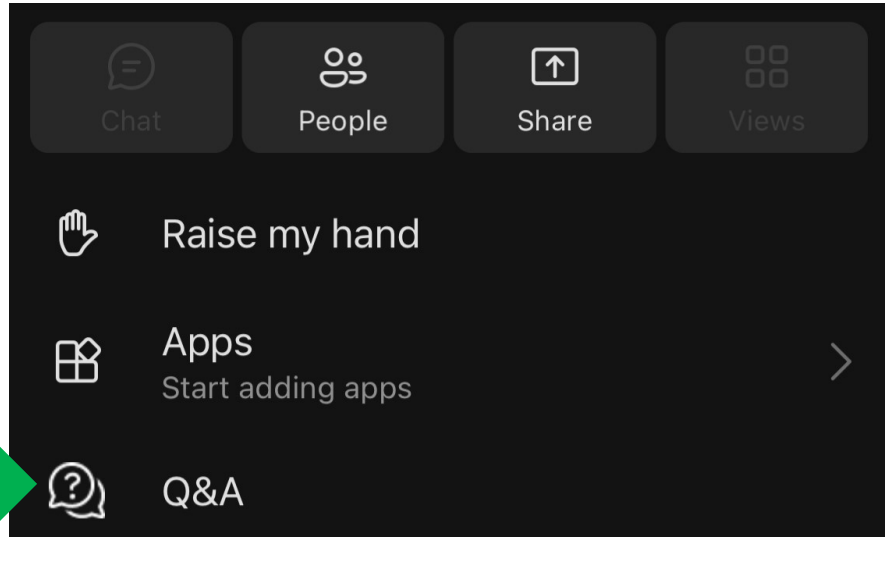

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# Bulk upload capabilities

Tariq Pervaz

Essential Services Commission

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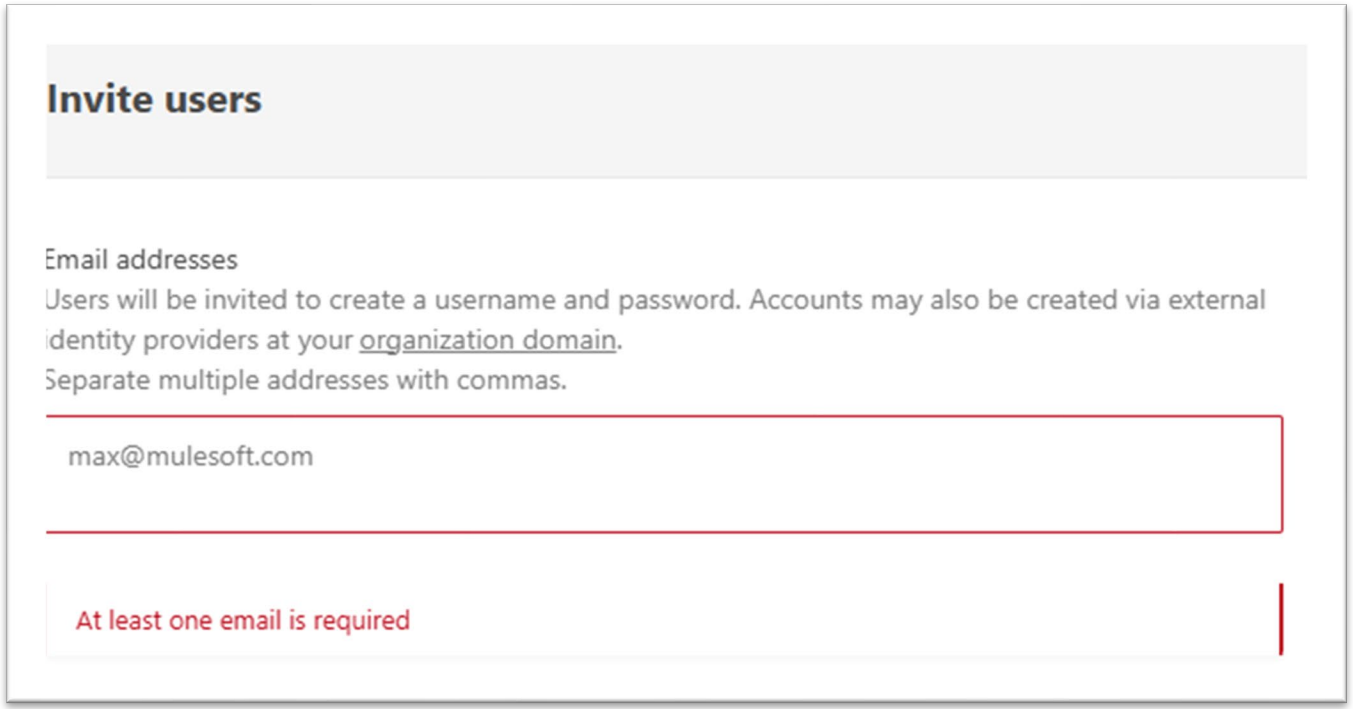
# Key information about the Bulk Upload

1. **Technology stack for API (MuleSoft)**
2. **Onboarding Process**
3. **End point for API**
4. **How the payload looks**
5. **Error and exception handling**
6. **Limitations**

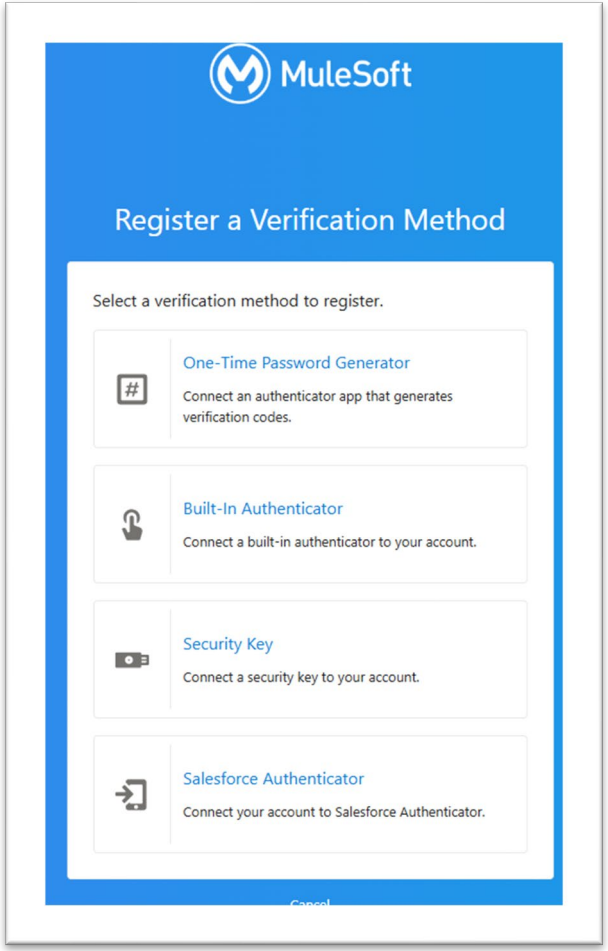
# Onboarding Process – Request Access

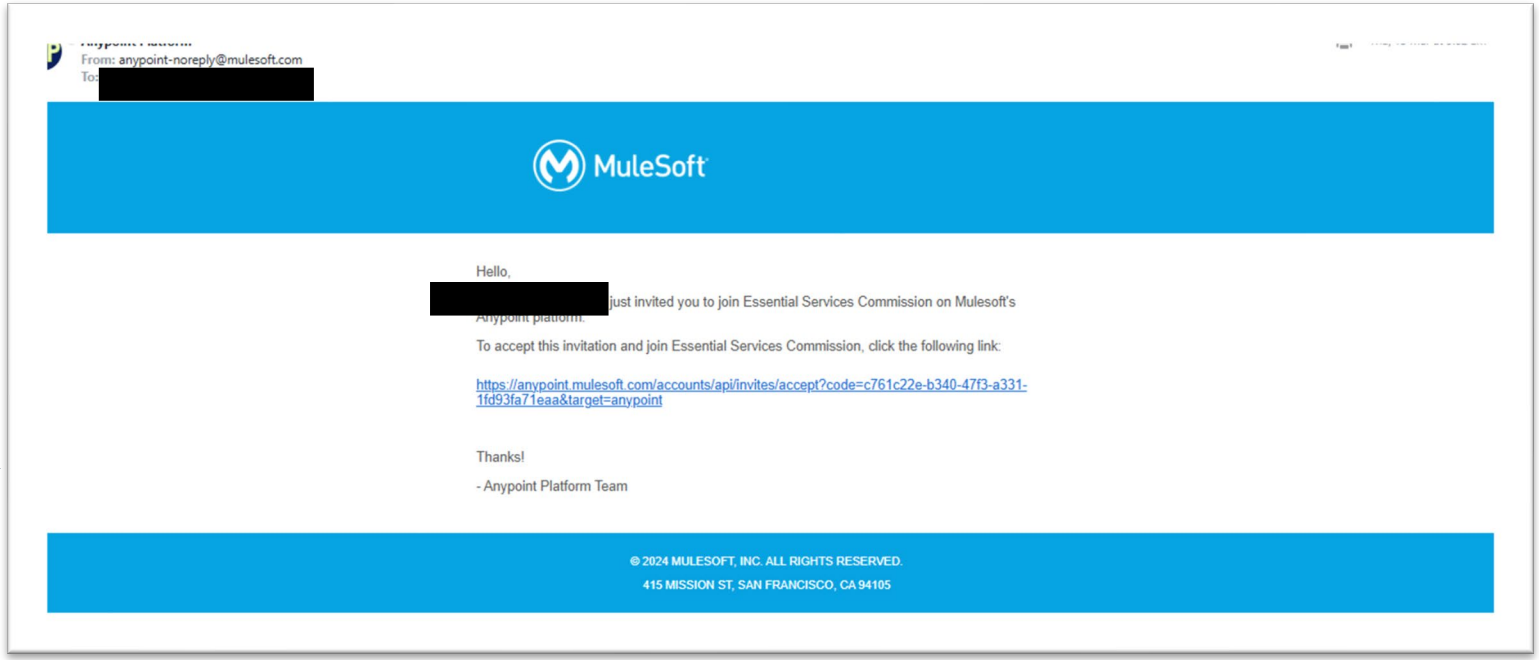
- The preferred email ID from the External party (AP) will be added to new system by ESC

- External party (AP) will receive the invite/welcome email



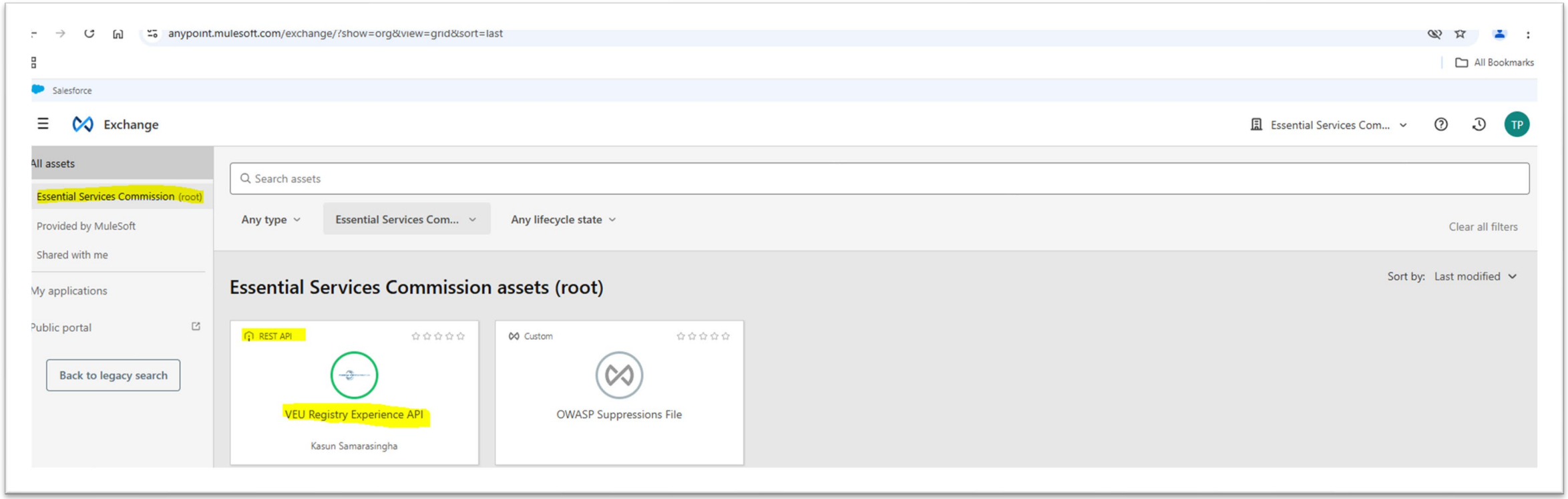
# Onboarding Process - Set Up



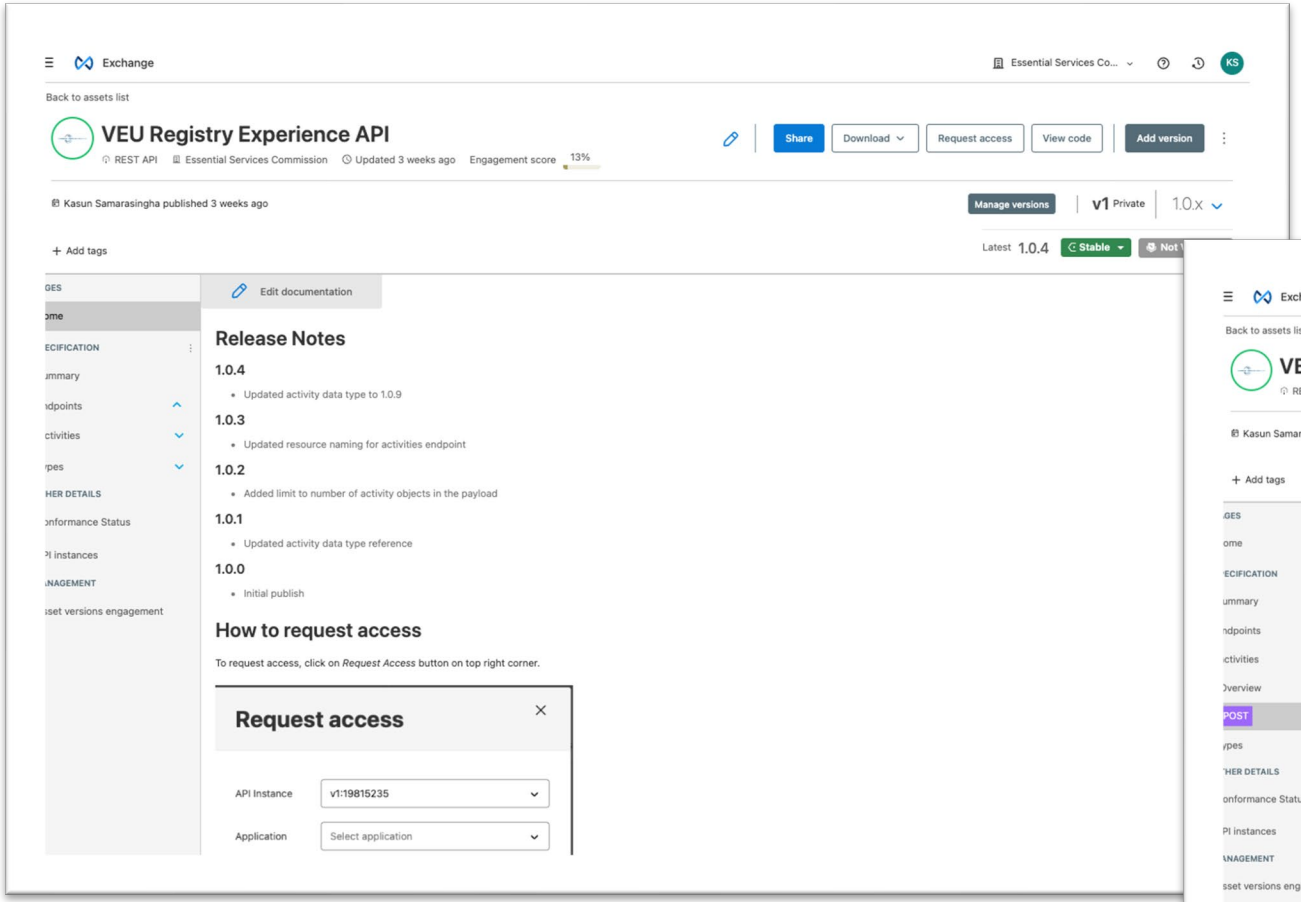

- Follow the instruction to complete the registration process
- Select the authentication method

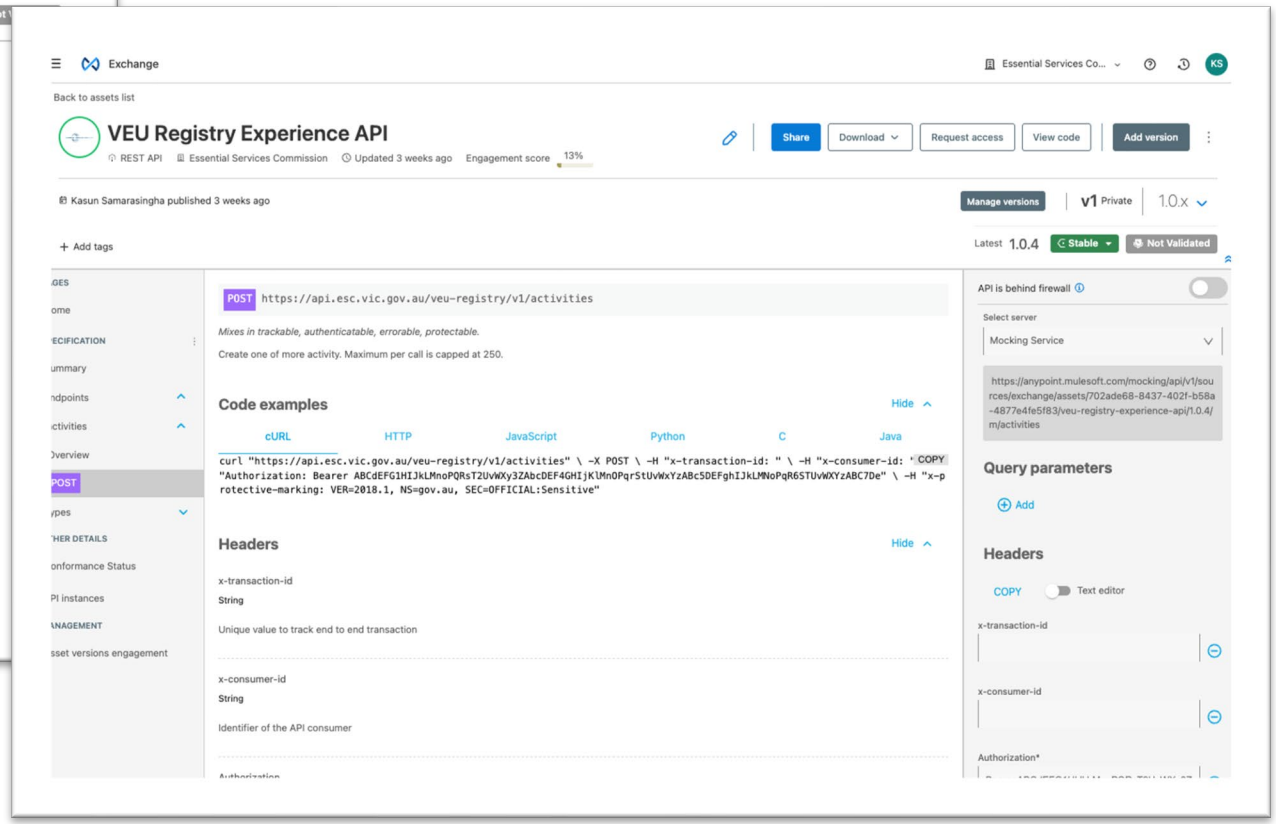
# Onboarding Process - Exchange



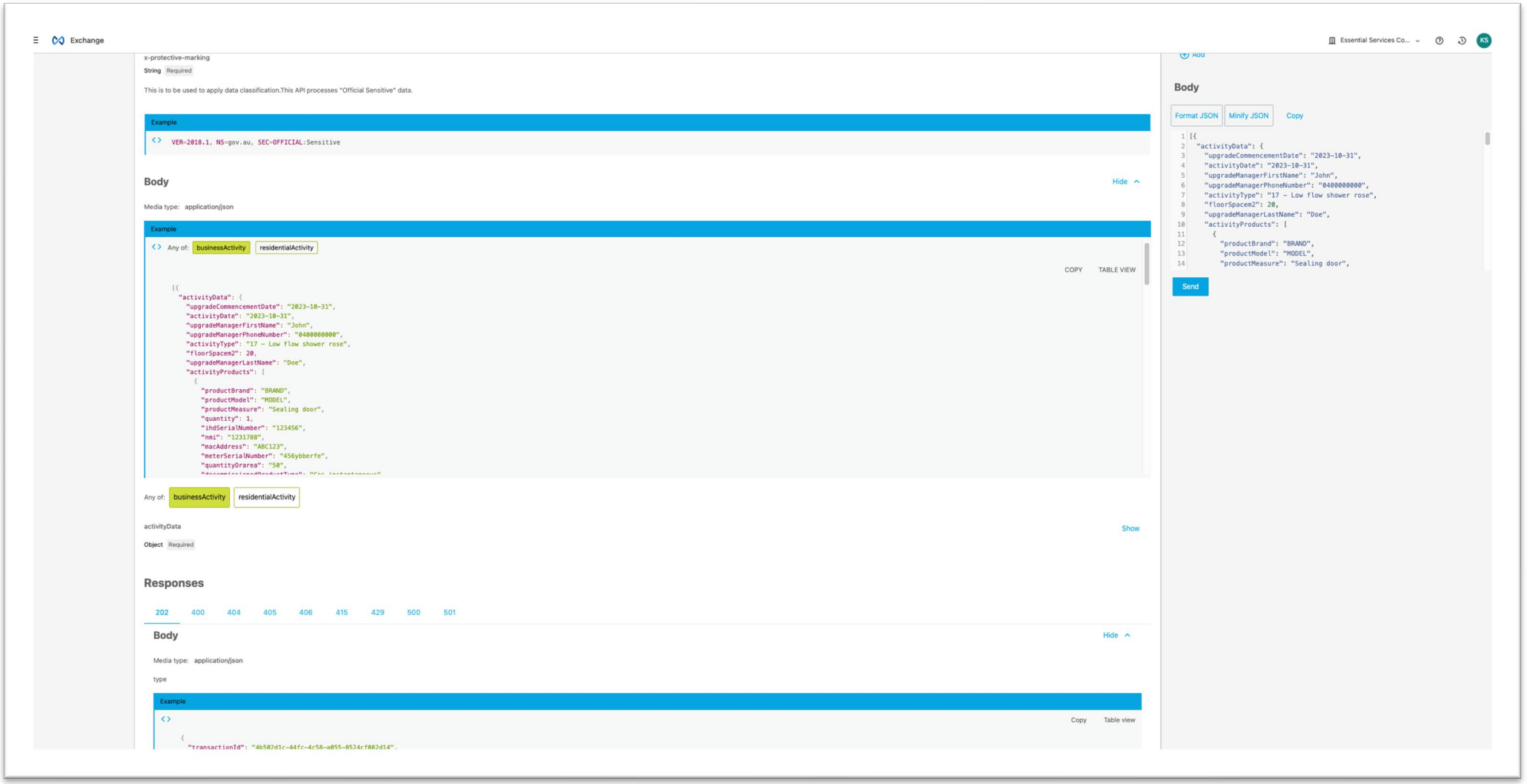

Once logged in registered user can only access the Exchange tab to read all the technical details / specifications.

# End Point for API

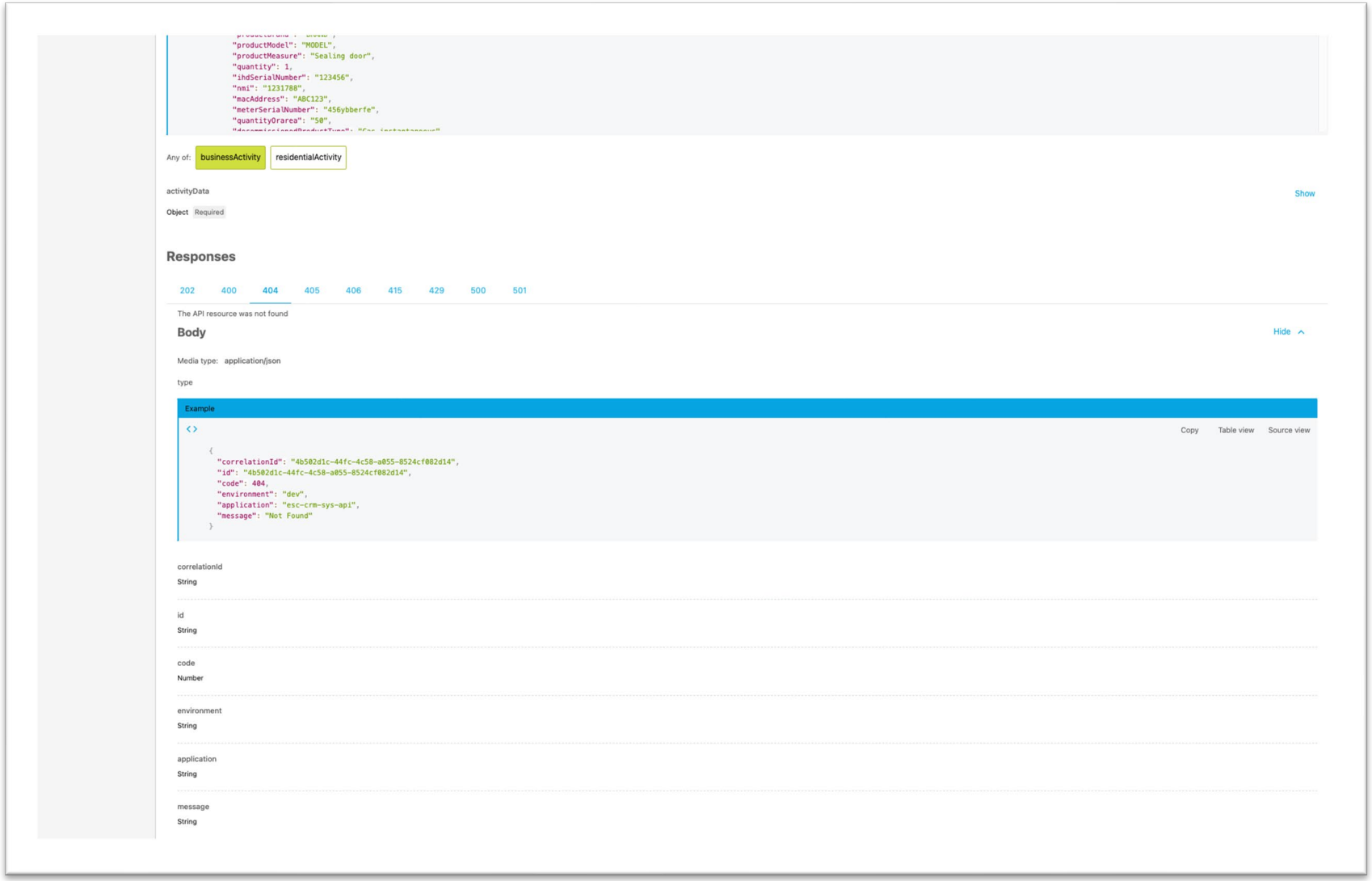


# How the payload looks

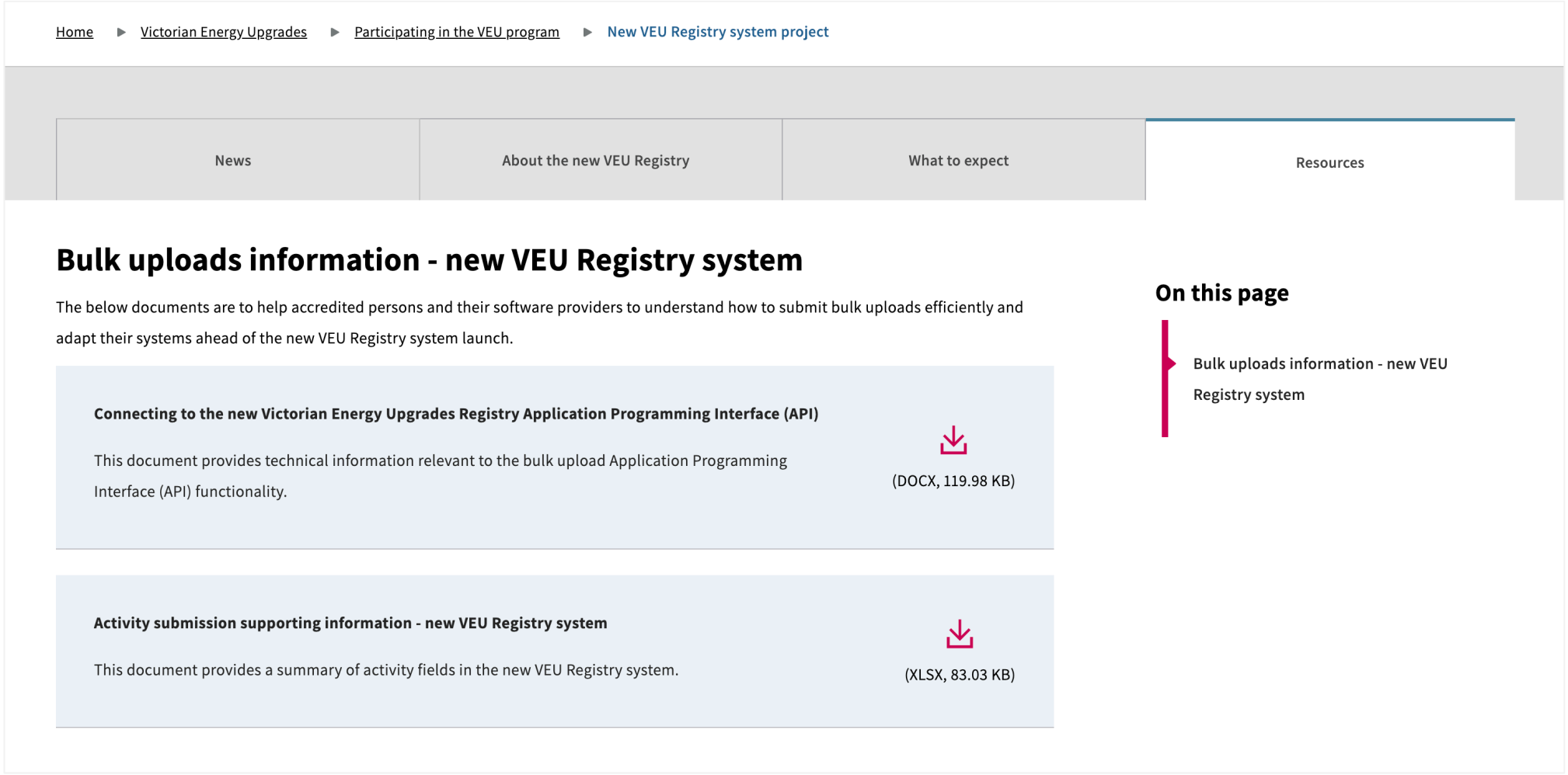


# Errors, exception handling and limitations



# Download for API Information and Resources

You can find the downloadable information on the VEU website here



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# Questions and Answers - Bulk Uploads

# How to post a question

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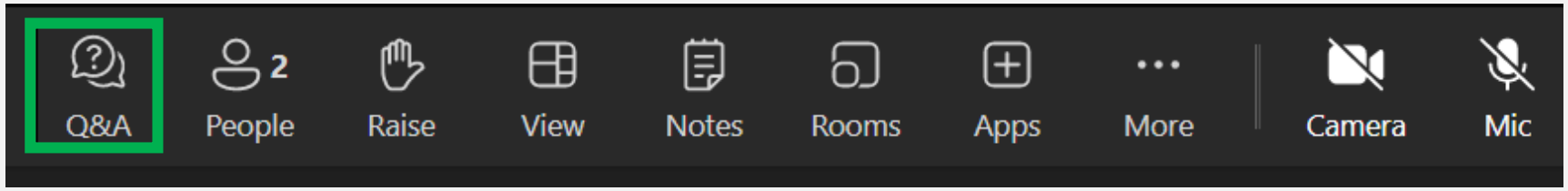


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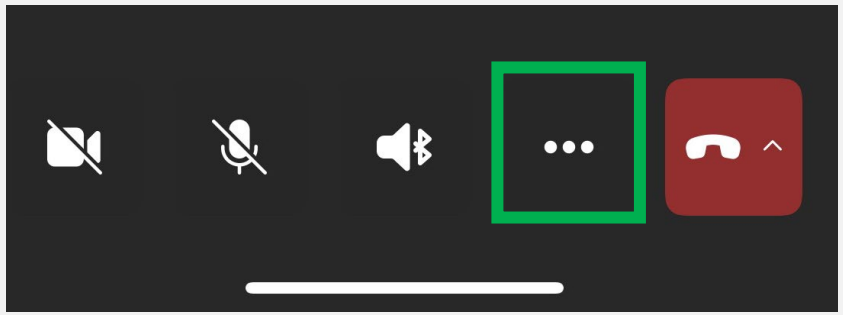

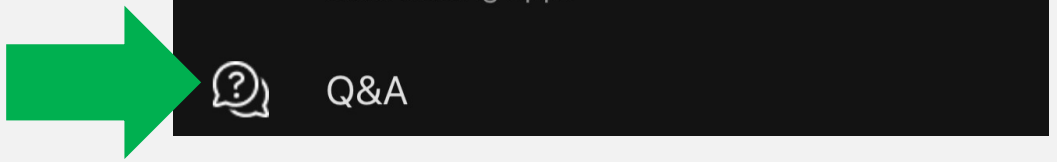

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