Frequently asked questions: new Victorian Energy Upgrades Registry system

This document provides Victorian Energy Upgrades (VEU) Registry users with answers to common questions regarding the transition, preparedness, and functionality of the new VEU Registry system that launched on 3 June 2025.

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*UPDATED and *NEW **denotes updates to questions since the last update on 4 June 2025.**

Contents

*UPDATED General

Question	Response
Can I access the new Registry remotely?	Access to the new VEU Registry is restricted to users based in Australia only, to maintain system security.
My account login is locked after multiple password attempts. What do I do?	Users have three login attempts before the VEU Registry locks the account. If you are locked out of your account, please wait 30 minutes before attempting to login again.
When attempting to login, I receive an error to check my username and password?	Your username is the email address that is linked to your VEU Registry account. Please ensure you are using the correct email address when logging in.
When attempting to login, I receive an error "A security policy of this site is preventing you from logging in". What do I do?	This error appears if you have not followed the steps for multi-factor authentication (MFA). Please ensure you follow the steps to set up MFA in the attached **Information sheet: How to set-up multi-factor authentication (MFA).**
I'm attempting to login using the Salesforce authenticator, but when I enter the verification code, it says "invalid". What do I do?	If you encounter this error, please contact us at veu@esc.vic.gov.au or (03) 9032 1310 to reset your account. After your account is reset, we recommend you use the Microsoft authenticator application available in Google Play, Apple App Store and other application stores.
How can stakeholders' best position themselves to take full advantage of the system's new capabilities from day one?	To best prepare for the transition to the new system, monitor our project website page here and ensure you read our regular email updates to current VEU Registry users. The project website page includes detailed information sheets, key dates, walk through videos, and other resources to help you prepare and use the new system.

Will I have access to the current VEU Registry after the launch of the new system?	The current VEU Registry will still be available, however this will be switched to 'read-only' mode from midday on Friday, 23 May 2025. While in 'read-only' mode users will be able to view information in the system, but won't be able to make any changes, updates, or submissions. Read-only mode will be available until Friday 1 August, at which point you will no longer have access to the current VEU Registry.
Will the invoicing process remain the same under the new VEU Registry system?	We will increase the frequency of the invoicing process before and after the new system goes live to support the transition. After the transition period (~end June) we will assess the requirements and ongoing schedule for invoicing in the new system.
*UPDATED **What are you doing to support industry through this change?**	We have been keeping VEU Registry users updated and engaging with the industry to inform the design and development of the new system. This included an initial survey in May 2024 and interviews with those who expressed interest in sharing their views and experiences with the current system. We are running targeted and industry-wide information sessions and providing supporting resources, including information sheets, instructional videos, and API technical specifications. Accredited persons and other stakeholders are able to participate in testing of the Application Programming Interface (API) for three weeks starting 28 April. We will have dedicated support staff throughout the transition period ready to help you troubleshoot and resolve any issues you might be having. If you need support, or have further questions please email veu@esc.vic.gov.au and we will provide a written response or be in touch by phone.

Preparation and transition to the new Registry system

Question	Response
What are you doing to support the creation, invoicing, and registration of certificates in the transition period?	We are increasing our invoicing frequency and adjusting our resourcing to support certificate processing throughout May and June. During the system shutdown we will still invoice and manage payments. From 3 June we will initially invoice and update payments daily. Once the new system is live on 3 June, we will start processing any activity submissions with paid status.
Will there be delays to certificate registrations in the transition period?	There will be some delays due to the shutdown period of 23 May to 3 June while migration to the new system occurs. We are adjusting resourcing in the lead up and following the go live, to minimise the impacts of delays, and maintain average processing activity across the May and June transition period. Final batching will occur on 21 May 2025. Only activities with a status of paid will be batched prior to the new system going live. We will invoice on 22 May and again 27 May to enable APs to make fee payment for any submissions made up until midday on 23 May. This and other preparatory work will enable us to resume assessment of certificates on 3 June. For activities undertaken in 2024, please submit these as soon as possible and before midday, 23 May 2025. If they are submitted after the new system goes live on 3 June 2025, there may be substantial delays (particularly for Activity 6 high efficiency air conditioners, which could be three months or more). Certificates cannot be created after 30 June 2025 for activities completed in the 2024 calendar year.

What should I do about 2024 activities before the 30 June deadline, and what happens if I submit them after 3 June?	For activities undertaken in 2024, please get your creations in as soon as possible and before midday, 23 May 2025. If they are submitted after the new system goes live on 3 June 2025, there may be substantial delays (particularly for Activity 6 high efficiency air conditioners, which could be three months or more). Certificates cannot be created after 30 June 2025 for activities completed in the 2024 calendar year.
Will I get Requests for Information (RFIs) during the 23 May to 3 June Registry shutdown?	You will not receive RFIs for activity submissions or other applications during the Registry shutdown between 23 May and 3 June 2025.

*UPDATED Account management

Question	Response
*UPDATED **Do we need to recreate our users in the new portal?**	No, you do not need to recreate your users. All users will be migrated to the new system and will be notified via email when to register a new password and set up multi-factor authentication. If you do not receive an email on 3 June, please check your spam folder and then contact us at veu@esc.vic.gov.au if you still do not see it.
Will there be a limit on the number of primary / secondary users?	There is only 1 primary user per account. There is no specific limit on secondary users per account, but we will monitor accounts being created and they will be subject to fair use policy. We do not recommend creating too many secondary user profiles for your own security reasons.
Will there be the ability to have multiple users that can manage other users? **How will we inactivate users?**	A primary user may create new secondary users. For changes to user accounts and inactivation requests, you will use the 'contact us' form in the portal, select 'update user details' and provide us with information that you require changed.

Can we see the summary of the requests that we submitted by their case numbers from our end in the portal?	This will not be available at go live but is on the continuous improvement list.
Does the 'Contact Us' form get priority above email? Is it the preferred method of contact?	All submissions through the internal ‘contact us’ form, public contact us form and email address are all funnelled to the same queue for triaging. We have a process for assigning different categories of enquiries so the appropriate team can respond.
Is it only ‘other' enquiries that generate a case number when I use the Contact Us form in the portal?	Yes. Requests to update account or user information will be confirmed via an email from our no-reply email address.
We have log in details for lots of clients so we submit applications on behalf of them. **How can we access their account if there is multi-factor authentication (MFA)? Will we need to ask them to add us as a user?**	Your client should provide you with access to their account by creating you as a secondary user with your own login credentials. As per standard IT security advice, no user should ever share their login credentials with another.
Is the multi-factor authentication (MFI) a time-based one-time password? i.e., do we use an authentication app, or will it be an email/sms?	Users will be required to set up MFA through an authentication app of their choice. We will provide instructions on how to set up MFA closer to the go live date.
Will my unique ID number remain the same?	Accredited persons will maintain their unique ID number with two leading zeroes added to it, to allow for future program growth. In the new system, all other account holders will be identified by their Entity name and will no longer have a visible unique ID number.

Can other entities that are not businesses, fill out the same Registry account form (e.g. not-for-profit organisations or government entities that may function as accredited persons)?	Any entity that has an ABN may register for a VEU Registry account and then apply for VEU accreditation, a VEET scheme registry account (VSRA) or submit a product application. Only entities that participate in the program will require VEU Registry accounts. There will be no further benefits to signing up for an account other than supporting your participation as an accredited person, VSRA holder or product applicant. All other interested parties may sign up to regular communications via veu@esc.vic.gov.au or access the public registers.
Will I be able to access and export the same data as I can in the current system	There will be initial limitations on the datasets viewable and exportable in the new system at go live. For example, while account holders will be able to view and search their certificates, the ‘my VEECs’ summary information will be initially unavailable. The commission is aware this is an inconvenience to VEEC holders and has prioritised the implementation of this functionality. The commission will publish regular extracts of the VEEC register during this period, for example we will provide a list of VEEC holdings each day. In addition, commission staff will be able to provide additional data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders.
Will I be able to add additional activities to my accreditation when renewing	You will still be able to apply to add additional activities to your accreditation via your renewal application.

Accreditation and VSRA

Question	Response
Who can access saved draft applications and how secure is the link? Is it possible for one user to commence an application and another to sign off?	The link to draft applications in progress will only be accessible to the account holder who created the draft. If the link is forwarded to others, they will not be able to access it, even if they are the primary or secondary account user of that account. You may use the print function within your browser to print out (PDF or hardcopy) any sections of a draft application for internal review.
The current application forms require signoffs from all directors. Can multiple people access the application and digitally sign at the end?	There is no need for any physical signature on any accreditation or VSRA applications or any 'sign off' by a certain position holder in an organisation. By completing the form and ticking the checkboxes against all acknowledgement and declaration statements, your organisation (as an entity) is providing a legal submission.
Will the new process shorten application processing times?	The new application process has been designed to improve the user experience and address issues raised by applicants regarding the difficulties in preparing and submitting an application. It does not impact our compliance checks or assessment processes. We will continue to seek your feedback on these new processes and seek efficiencies across the program.
Are we only able to see the policies section, or future sections, if we have answered all questions in the previous step? i.e. can we skip ahead to allow preparation of answers offline?	When navigating through Accreditation and VSRA applications, you must provide answers to the current section to move to the next section. Once a section is completed, you may then navigate to subsequent sections. You may enter a draft response to a section so that you can skip ahead and preview the rest of the application.
Will former applications and their status be migrated with the last update date on 23 May 2025? or the actual last update?	No. Previous applications will not be migrated to the new system. They will be kept in the legacy system for record keeping purposes.

If an external person to the business is completing the application on behalf of someone else, how will the VEU know who the renewal is for?	The Entity name will be assigned to the account, and when you make any applications or submit any activities within the system your account name will be automatically assigned to them. Only registered users of an account who have the appropriate permissions will have access to submit applications. The ESC reserves the right to request a copy of the authorisation of the external person to complete the renewal.
Is the information on the online form editable after submission or withdrawal?	Once an application is submitted, it cannot be amended. If an application is then withdrawn it cannot be amended, and you will have to complete a new form.

Scheme participants (installers)

Question	Response
Does a scheme participant need to be registered at the date of the activity?	You may register a scheme participant at any time before submitting an activity. They do not need to have been registered in the VEU Registry as an SP at the time of the activity. For example: ☐ You register Andrew Acton as a scheme participant on 25 June 2025. ☐ That same day you submit an activity that was conducted on 1 January 2025 undertaken by him. ☐ You may select Andrew Acton as a scheme participant for that activity. All installers under the VEU program must hold appropriate licences or trade qualifications for any activities they undertake

What does the 'start date' of the scheme participant refer to?	When registering a scheme participant, you may enter start and end dates. These are for your own information only and we do not use them for any verification purposes. The registration date of the scheme participant is the date on which they were registered in our system.
Will all installers need to be registered?	Yes, all installers, for all activities, will need to be registered by accredited persons in the new system as scheme participants. For example, accredited persons will need register all individual plumbers and electricians that undertake their upgrade activities. From 3 June, you cannot submit an activity in the new system unless you select an installer from your list of registered installers. You only require a first name, surname and date of birth to register installers in the new system. We acknowledge that registering installers will require some additional time initially. However, registering installers will allow you to register certificates more easily as their details will populate automatically when selected. For large, accredited persons we can support with the bulk upload of installer details prior to the shutdown on 23 May 2025. See the scheme participant information sheet in the 'resources' tab on our project website page for more details. Over time, we plan to enhance the scheme participant registration and verification requirements, for example to record plumber and electrician licensing numbers. We will engage accredited persons ahead of these changes.

Why do I have to register all installers? **Why do you need a date of birth?**	Improving the integrity of the VEU program and identifying scheme participants who may not be doing the right thing is a key objective in the design of the new system. By requiring the registration of all installers in the new system we will be able to track these participants across the program. Installers have different trade licences and training qualifications. They may provide different licences and qualifications to different accredited persons. However, the date of birth is a unique identifier that is common to all installers.
Will I be able to see who else my installer works for?	Each accredited person will need to separately register all its installers as scheme participants. You will not be able to see any information provided by another accredited person regarding an installer you both use. However, the commission will be able to see this information and will monitor and investigate based on a view of all activities that an installer has undertaken.
Will my registered installers be transferred to the new system?	Registered installers with up to date and correct details will be transferred to the new VEU Registry system. Any installers with information that cannot be reasonably assessed as correct will not be migrated to the new system (e.g. those with names listed as 'aaaaa bbbbb').
Can an installer who works with an aggregator register themselves for the new VEU Registry system?	No. Installers will not have direct access to the new system. Accredited persons who are aggregators will need to register and manage their own installers as they currently do.
Do I need to re-register my current installers in the new Registry?	For Activities 13, 14, 15, 17, 26 and 45 any existing, registered installer details that are assessed as valid will be migrated as scheme participants and will not require re-registering.

I've got a lot of installers that I will need to register as scheme participants in the new system. What do I do?	For Activities 13, 14, 15, 17, 26 and 45, if you wish to add new installers, please register them by 9 May 2025 so they can be migrated to the new system. For all other activities, if you create more than 50,000 certificates/year or have more than 100 active installers that would require registration on 3 June, then we may be able to assist with a bulk upload of your installers ahead of the shutdown. Please refer to the scheme participants information sheet in the 'resources' tab on our project website page for further details. Otherwise, these installers will need to be registered from 3 June, in order to submit activities and create certificates.

Submitting activities

Question	Response
Can account holders customise the lists within the portal to add or remove columns as required?	The list views are currently set in the new system going live on 3 June 2025. However, we plan to launch export capabilities in July / August 2025.
Will the amount of VEECs created be visible on the list on activities created?	Yes. The number of VEECs will be a column in the Activities list view.
Do we still have an option of bulk submission?	See the 'Uploading in Bulk' section of this document for more information.
Initially we may make some errors due to the new system in place, will we be allowed to amend the information online or will we have to withdraw the activity and resubmit?	You have the opportunity to review all information, including the number of VEECs, total fees and address location on the final review screen before submitting the activity. If you make a mistake and withdraw an activity, you will have to re-enter and re-submit the activity.

How do we approach more complex activities like cold rooms, where there are no dropdown options for set models due to their largely custom, purpose-built nature?	Where fields require custom information, they are free text fields to enable accurate collection of information.
Is the Reference Number field the job id or owner reference?	Activities are auto-assigned a system application number. The reference number field is free for the accredited person to use for whatever reference number is applicable to their business.
Can we search by a partial reference or does it have to be the entire reference field	You can search by partial reference.
With the fee ID replacing batch number - will each fee be separated by activity i.e.: fee ID #1 = Activity 44, Fee ID# 2 = Activity 6, thus creating multiple invoices for payment?	Once we transition to usual ways of working, our invoicing processes will revert to twice a week. Any activities that have been submitted since the last invoice will be grouped and invoiced as one invoice ID.
If activities in the new portal are treated individually, will this mean all activities will be required to provide evidence unlike what we currently only provide evidence for the quota of each batch?	Our teams will still sample activities as per our previous ways of working. When we require evidence, we will issue requests for information (RFIs) for the quota that is being sampled.
Do we still have the 'Anticipated Window Time frame' to track our batches?	No. You will be able to track statuses through individual activity submission statuses.
Can invoices be issued to the user and not the normal channel – so approval process can be conducted.	The invoice will be issued to the primary user of the account.
How long until the invoice is issued for the created VEECs?	In the new system, invoices will continue to be issued every Tuesday and Thursday for any activities that have been submitted since the last invoice that was issued. Immediately following Go-Live we will invoice daily until 17 June.

As batches are now Fee ID, where can we see batch status and outlook for approvals?	Batches will no longer have a status. Each individual activity will have a status instead.
Will there be any change in the VEEC registration time frame, will it be faster?	The registration timeframe is based on compliance checks and responses to RFIs. We are adjusting resourcing in the lead up and following the go live, to minimise the impacts of delays, and maintain average processing activity across the May and June transition period. The commission will consider further opportunities for efficiency while balancing the need for compliance assessments to maintain program integrity.
Will activity status/approvals be available in the API in future? **As there will be no download of activity status as per current 'Activity Register', will the API be two way so we can extract it from our software, for projects submitted by API.**	At go live on 3 June 2025, the API will be a one-way integration. We are exploring ways of expanding the API functionality in future.
Is the only way to get the status of the manually uploaded activities by copy paste from the web page table? How difficult to copy paste this into Excel?	Yes, this will be the only way at go live on 3 June 2025. The commission will publish regular extracts of the VEEC register during this period, for example we will provide a list of VEEC holdings each day. In addition, commission staff will be able to provide additional data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders.

*NEW Project-based activities (PBA)

Question	Response
***NEW Will Legacy IDs be visible in the new Registry for PBAs?**	Legacy IDs will be visible on PBAs to aid in identification and reconciliation across systems.
Are the PBA approval forms still a separate document? Or part of the online form?	PBA Forms such as Scoping Plans, Project Plans, Variations and Impact Forms will remain as documents that will be required to be uploaded in the new system. They will not be online forms. To submit them, the accredited person will be required to fill out minimal fields before submitting them in the portal. After we approve an Impact Report, your VEECs will be created automatically within 24 hours.

Product applications

Question	Response
Are the 'no physical signatures' also applicable for applications e.g. manufacturer declarations, control declarations for HPWH applications?	The removal of physical signatures in the new system is for Accreditation and VSRA applications only.
Can you filter for the product name in your application	You will only be able to filter by the activity type for product applications.

Requests for Further Information (RFI)

Question	Response
Are RFIs visible to all users or only for the user that applied for the VEEC or applied for the accreditation variation etc.?	RFIs are visible to all users who have permissions to access that section of your account portal (accreditations and VSRA, activities, products or projects).
Will there be an email notification or alert on the home page when there is an RFI for an activity?	An email notification will be sent when an RFI is issued. If there is an RFI issued against a group of activities, you will only receive one email, however you will need to respond to the RFI's individually.
Will we be able to see the RFI timeline / history, similar to the current portal? In particular to see days with the commission / days with the accredited person.	You will be able to see the full history of each RFI request.
Where will I find my RFIs	All RFIs whether relating to an activity submission, accreditation, project or product application or any other function are viewable in the relevant section of the portal. Navigate to the relevant section and click on 'RFIs'.
Is there a limit on the number of attachments and the file size / type?	When uploading, you are limited to selecting 10 attachments per upload. However, you can repeat this process to add more attachments and there is no total limit on attachments. There is no limit on number of files or file sizes for uploads, however we will monitor the volume of data being uploaded and ensure uploads are within our fair use policy.
Is there an estimated timeframe for the commission to review applications and get back to applicants with a RFI if more information is required?	We are adjusting resourcing in the lead up and following the go live, to minimise the impacts of delays, and maintaining average processing activity across the May and June transition period.

VEEC Transfers and Surrenders

Question	Response
I understand there is a surrender notice which includes the volume; is it possible to submit multiple surrenders so long it meets the volume required?	Yes, you can submit multiple surrenders to meet the required VEECs as stated in the surrender notice.
For VEEC transfers, will there be a way to view our current holdings for each compliance year?	This information will not be available at go live. You may request a download from us to provide you with this information post 3 June.
What is the difference between a transfer and a surrender?	A 'transfer' is a transfer of VEECs between accredited persons or other VSRA holders. VEECs remain active and registered. A surrender is when an accredited person or other VSRA holder surrenders VEECs to the commission. VEECs become inactive due to the surrender.
Is there a maximum amount of certificates that can be surrendered at one time? Currently I believe this is 100,000	There are no maximum limits set for VEEC surrenders.
If an entity currently has VEEC credits, what happen to the status of those certificates? Will it still be acknowledged within this first year of migration?	For any RE with VEEC credits, those credits will be applied to Energy Acquisition Statements for 2024, but not visible in the new system. You will receive confirmation via email as to the application of these credits to your Energy Acquisition Statement. APs with VEEC credits have been contacted individually with details of how to use those credits.

We have received advice that suggests we will not have a 'My VEEC summary' at go live yet the number of held VEECs is visible under the transfer menu - we're a little confused.	There will be no 'My VEECs' summary table available in the new system at go live on 3 June 2025, but you will be able to see your total VEEC holdings in the transfer and surrender forms. The commission will publish regular extracts of the VEEC register during this period, for example we will provide a list of VEEC holdings each day. In addition, commission staff will be able to provide additional data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders.
When surrendering VEECs can we associate it with or link it to a specific job? This would support our internal reporting.	This capability is not available in the new system.
Can we select the creation year / vintage year of VEECs rather than the system auto selecting similar to current system?	Transferring by vintage year will be available in the current system until 23 May. Once the new system goes live, if you wish to transfer by creation year or vintage year, you will need to contact the commission.
What is the impact on VEEC trading during the transition phase?	You will be able to submit and accept transfers up until midday on 23 May 2025, before the current system is shut down for the transition to the new system. The transfer and surrender functionality will be available again from go live on 3 June 2025. In the new system, when submitting an obligatory or mandatory VEEC surrender, there will be no assessment required, and these transfers will be immediately accepted.

*UPDATED Public registers

Question	Response
How will job extracts be obtained from the new public registry? For example, in the case of assurance audits, it's necessary to obtain a full report of jobs completed for an accredited person for the timeframe the audit scope covers, filtered by activity.	Commission staff will be able to provide additional data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders.
The product registry is currently used to confirm that products were approved at the point of install and/or VEEC registration – will this functionality be retained in the new registry?	Yes. The public Product Register will provide the effective from and to dates of each product listed, including those that are legacy products.
For activities searching, will there only be the single search bar, or will more advanced search options similar to the current registry be added? **Will filter by 'Own reference' be included? Also when is the commission expecting to introduce capability allowing for activities to be exported back?**	On go live, there will be a single search bar and 'sort' by own reference will be available but not filter. We are prioritising the introduction of export capabilities to be introduced in July / August 2025.
How do we handle cases where the installation has a non-standard address, for example if it spans multiple neighbouring properties under separate leases, each with its own address, rather than a single standard address?	If an address is not able to be found in the auto-lookup, you are able to enter an address manually. As per the current system, if you enter a manual address, you should enter details into the 'manual address justification' field before submitting the activity.
Are there plans to enhance the system in the future so users can view the types of activities previously claimed at a premises and when?	No, there are no plans for this feature.

*UPDATED **Will there be a my VEECs summary available?**	When you log in to the VEU Registry, a summary of your VEEC holdings will be displayed on the landing page. This includes a breakdown of VEECs by status as follows: • Pending payment • Pending Registration Validation • Withdrawn • Available Registered • Pending Transfer or Surrender • Invalid due to Expiry
Will there be an API available for the SAP register, and other public registers?	This will not be available on go live. We are exploring ways of expanding the API functionality in future.
Are there any further changes to SAP list, including review by the commission?	The transition to the new Registry system does not involve any changes to the list of Scheduled Activity Premises.
For the accredited persons register - is it correct that the AP contact information will not be available at go live?	That is correct for the new Register. However, the previous register will still be available, and the Department of Energy, Environment and Climate Action will still publish this information, along with other relevant details for consumers about the VEU program. The commission will work with DEECA on potential consumer facing information as part of future improvements.
Will we be able to access the published values used to calculate certificates for each product any other way?	The current product register will still be available for three months post go live. We are prioritising the introduction of export capabilities to be introduced in July / August 2025. In the interim, the commission will publish regular extracts of the public registers. In addition, commission staff will be able to provide additional data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders.

Can we download the Activities register?	This will not be available on go live. We are prioritising the introduction of export capabilities to be introduced in July / August 2025. In the interim, the commission will publish regular extracts of the public registers. In addition, commission staff will be able to provide additional data extracts on the request of accredited persons, VEET scheme registry account holders, relevant entities and other stakeholders.
VEEC Register (multiple questions): **Will we be able to see total numbers of VEECs at each status?** **Why is the 'Owner' field required? VEECs are often transferred shortly after creation so the purchaser or 'Owner' will often be unknown?**	All VEECs log a full history of their ownership and transfer. Once a VEEC is transferred, the new owner will be applied to the VEEC history.
VEEC Calculator: **Where do we have the ability to have a VEEC Calculator?**	The current VEEC calculator will still be available, noting that it uses summary calculations and is for estimates only.

*UPDATED Uploading in bulk

Question	Response
In case of any issues with the VEEC calculation in the submitted activities via the API, what is the suggested approach? Should the activity be withdrawn first and a report sent to the VEU support team?	For any issues with VEEC calculations through the API, we recommend taking a screen shot of the summary view and use the 'contact us' form to provide details of your issue so that we can investigate further.
How does address validation and VEU duplicate checks work in the new API?	The API conducts a full address validation and VEU activity duplicate check as the activities are accepted by the system. If the address is identified as a possible duplicate, the system will raise a duplicate flag. When issuing invoices, our finance team will provide a report of any duplicates. These will not be invoiced at the time so that the AP has the chance to withdraw them and resubmit with a correct address or justification.
Scheme Participant IDs - are they required for an AP to submit an activity via the API?	As of 26 May 2025, we have changed our advice regarding scheme participant IDs When using an API connection (either one you have built yourself or one you are using through a third-party provider) you will need the ID number of a scheme participant to submit activities that require scheme participants. For every accredited person who has already registered as using the API or using a third party, we will provide these scheme participant IDs by 30 May 2025. From 3-6 June 2025, if you are creating new scheme participants in your account and use an API connection, please use the contact us form to request the scheme participant IDs. After 6 June, scheme participant IDs will be visible in your account under 'Scheme Participants'

***UPDATED** **AP authorisations for API, are they only available from 3 June? How long will they take to generate? Could they be provided earlier?**	Ad hoc authorisation requests will be available from 3 June 2025. The process is quick and we will have our team on standby to authorise as the request is sent through via the contact us form. Third party software providers who would like to access the new VEU Registry API can access instructions in the ‘Resources’ tab on our project website page, under ‘Bulk uploads information – new VEU Registry system’.
***UPDATED** **Can we test API submissions end to end activity creations ahead of submission (e.g. from AP through app provider and viewable again as an AP)**	A UAT environment has been made available to allow for end-to-end testing by third party app providers. This the testing environment API payloads to be uploaded and tested.
Is there a list of defined API submission error messages and or a guide to their interpretation?	The error messages will depend on the approach and structure of the data submitted into the API. This may vary depend on the design of each API integration. For example - is the input data model based on single points of data by field, or does it use a string of data. However, all error messages will reflect the input structure and identify where in the input the error has occurred. Those who have participated in the API UAT have seen errors as they have been testing. We can provide further advice on specific use cases if you are able to provide the parameters, data inputs and the error messages.
Will there be a session on bulk upload process?	The bulk upload capability will be available via an Application Programming Interface (API). If your organisation does not have the technical capabilities to configure an API connection, and wish to upload activities in bulk, you may need to use the services of a third-party application vendor. Further information about setting up an API was provided in the information session on 9 April 2025. The information session recording and other documents are available on our project website page under ‘resources’.

Will the bulk upload capability be available in the new system?	The new system will not have the capability to do bulk uploads through an Excel spreadsheet. Bulk submissions will now be completed through an Application Programming Interface (API) connector in the new system. See further details about bulk uploads and how to connect to the API functionality in the new system on our website here.
Will I have access to an upload queue where I can check my information?	Upload queues will not be available in the new system. When submitting activities one-by-one through your account, you will have a review page where you can check the number of VEECs and fees that will be assigned if you submit the form. For bulk uploads, using the Application Programming Interface (API) connector, application providers may include this feature within their systems. However, accredited persons remain responsible for the activities they submit. Accredited persons should conduct appropriate checks are to ensure that all activity submissions and certificates creations comply with the regulatory framework.
How will I create certificates if the bulk upload capability is not available for my business?	The portal will allow users to submit activities on a one-by-one basis. If you do not undertake a large amount of activities, this will likely be your preferred option. Alternatively, you can use the Application Programming Interface (API). When using the one-by-one upload process, you will be prompted to review and confirm your information before submission. We encourage all accredited person to familiarise themselves with the account portal submission process. This will ensure that they can continue to submit activities and create certificates if third party applications they use are temporarily down.

Can I build a 'Zap' via Zapier to access the new bulk upload API?	Zapier is a web-based automation tool that connects various apps and services to automate repetitive tasks and workflows without coding using Application Programming Interface (API) capabilities. It allows users to create automated workflows called 'Zaps' that link two or more apps together, with each Zap starting with a trigger and one or more actions. If you have in-house capabilities that can understand and connect via a Zap or any other type of API builder tool, then this may be a possibility for your organisation to explore.
Why does the secret ID of the Application Programming Interface (API) connector have to be updated every 6 months?	The commission is committed to improving the security of the new system. Changing the secret ID of the Application Programming Interface (API) connector every six months is industry standard.