APPLICATIONS TAB

SLIDE 1

How to navigate the applications tab within the customer portal.

SLIDE 2

From the applications tab you can create and submit an application to receive a permit approval.

Simply click create, complete an application, and submit for processing and approval.

You can also search and view any application associated to your account

Simply click on the dropdown to see all application view filters

Note. Applications tab view will always default to, all applications.

SLIDE 3

Within the applications tab, you are able to search your applications view list, via a search bar function.

This function will search all your applications within the current displayed view, via any word or number within the following columns.

Application ID.

Primary Contact.

Application Title.

Status.

If you require to conduct a search via the date created, date submitted, or estimated decision date columns, this can only be done by clicking on the relevant heading and sorting by older to newer dates or newer to older dates.

Note. Information in these columns will not search applications and display them using the search bar function.

The district name, primary district and the contact phone number, primary district columns are not searchable, but will auto filter when the other columns are searched or filtered using the options available.

SLIDE 4

The columns in the applications tab view contains information such as, an Application ID.

The Primary Contact. Which is the person who input the application.

The Application Title. Information of where and what is being applied for.

The Status. The current stage of your application.

The Date and Time of creation and submission of your application.

The estimated decision date that you should receive your permit approval.

And district contact details where your application is being processed.

SLIDE 5

The status column within the applications tab will change as the application is progressed within TMR, once it has been submitted.

The processing stages are Draft. This is pre-submission stage.

Submitted. Application has been submitted to TMR for processing.

Review. Application in review by TMR.

On-Hold. Application is put on hold by TMR for specific reasons. Such as additional information requirements.

Re-Opened. TMR have re-opened application to be update by applicant.

Assessment. Application being assessed by TMR.

Awaiting Decision. Awaiting approval by a TMR delegate.

And Decision Advised. Permit has been generated and either approved or rejected.

SLIDE 6

The Estimated Decision Date column, within the Applications tab, will display the date, that your application will be processed by. This is according to business timeframes.

The countdown time for processing any application is calculated from the submission date and time. Not before. Example if application is in draft status.

Note. this processing timeframe can be negotiated by the applicant with TMR staff. But do not expect this to be a regular occurrence.

SLIDE 7

The upcoming demonstration, will show you how to view and search applications, within the system.

SLIDE 8

How to View & Search Applications

Click on Applications tab to view.

The view will display all applications that are associated to your account.

The view will always default, to All Applications view.

You are able to change the view, via the drop-down arrow if preferred.

Click on Application Title column to list applications A to Z, or Z to A. Or newer to older, via the Date Created column.

To open any application, click on the relevant Application ID, or click on the drop down at the end of the relevant application line, and choose Details

To create a new application, click on plus Create to begin the process.

SLIDE 9

For any questions, feedback, system enhancement suggestions or general enquiries, please contact your local district from the details provided here.