Water management system - Prepaid keys

About your key

You have purchased an Avdata Water Management System prepaid key. This key will allow you to access a limited pre-purchased number of litres (or, in some cases, minutes) of water use at locations specified to Avdata by the facility owner(s).

To use your key:

1. Touch the key against the read head on the control panel.
2. If the key is valid and credit is available then the Select Outlet LED will be solidly lit.
3. Press the ON button for the desired outlet.
4. Press the OFF button when finished (or someone else may use your pre-purchased water).
5. To avoid wastage, the water flow will stop after a set volume has been delivered or after a set time with no detected flow. Repeat the steps above to re-start the flow.
6. When you have only a small amount of credit remaining, a light on the access panel will flash.

What to do when your credit is low

- Go to www.avdata.com.au/login and use your credit card to purchase more prepaid water online. Note that the online purchase option may not be available for all facilities.
- Call Avdata on (02) 6262 8111 during business hours to purchase more prepaid water over the phone (administration fee applies).
- It may be possible to purchase credit locally in some cases, either in person or by phone. Please check details with your key issuer.

Is credit available immediately?

- Your new key may have some credit already loaded on it when you buy it. Your key issuer should be able to tell you the amount. This amount is available for use straight away.
- When you purchase additional credit, you will not be able to use this at the facility until contact has been made with the onsite electronic controller. This usually occurs within an hour but can take longer.
- If you have connected your key to your Avdata customer login (by calling us or by purchasing credit online) then you can use our website to check your credit balance(s) online and to confirm before you travel to the facility that new credit has been transferred.

Can a key be used at more than one location?

- Your key issuer may have multiple locations which are run by Avdata controllers. The key issuer will have told Avdata the location(s) which your key should be allowed to access.
- If your key is allowed to access more than one location, then you will have to maintain a separate prepaid credit balance at **each** location that you wish to use. An online Avdata customer login can help you to manage these balances; please call Avdata if you have questions about your access.

Key which is no longer needed

- If your key is no longer required then you can return it to your key issuer. In some cases there may be a refund for returned keys - check with your key issuer.
- If your key has been lost or stolen contact Avdata immediately.

How to establish an Avdata Prepaid Electronic Key account:

- Step 1: Go to the Avdata website (login page)
- Step 2: Click on "Register"
- Step 3: Enter name and phone number
- Step 4: Enter token key
- Step 5: Create password

STEP 1: Go to the Avdata website

Go to Avdata website login page: www.avdata.com.au/login

STEP 2: Click on "Register"

Avdata online user registration

An Avdata login will enable you to:
- pay your Avdata bill online;
- view your recent statement history;
- add credit to your prepaid access key and check your credit balance.

Details collected through this website will be stored and used in accordance with Avdata's Privacy Policy. Please contact Avdata if you have any questions or would like further information.

| Login | Register |

If you have already registered, please enter your username and password. If not, please Register first.

Username   04nn nnn nnn

Password

Login

Forgot password?

> Click in either of these two places to register with Avdata

STEP 3: Enter your name and mobile phone number then click on "Continue Registration"

Avdata online user registration

An Avdata login will enable you to:
- pay your Avdata bill online;
- view your recent statement history;
- add credit to your prepaid access key and check your credit balance.

Details collected through this website will be stored and used in accordance with Avdata's *Privacy Policy*. Please contact Avdata if you have any questions or would like further information.

Login   Register

To create a new Avdata login, please enter your name and mobile phone number:

Name

Mobile phone #   04nn nnn nnn

Your mobile phone number

Continue Registration

This is what the online user registration should look like! Enter your name and mobile phone number and click on "Continue Registration"

Note: You will receive a 4-character token entry to the mobile phone number entered above.

STEP 4: Enter your token entry

Online user registration - token entry

Please enter the 4 character token sent via SMS

XN34

Continue

Enter your 4-character token as sent via SMS (to the phone number you provided on the registration page) then click "Continue"

STEP 5: Enter username (mobile phone number) and create password

Complete registration

Username:

[blurred]

Your username is your mobile phone number

Password:

••••

Please choose a password.

You will need to remember your username and password to be able to log in in the future.

Complete registration

> Enter your Username – this is your mobile phone number. Choose a password – make sure it is something that you will remember.

Note: The initial registration has no specific restrictions on password requirements. If you want to change your password it must be at least 8 characters long and must have at least one capital letter, one lower case letter and one digit.

FAQ: What do I do if I forget my password?

Avdata online user registration

An Avdata login will enable you to:
- pay your Avdata bill online;
- view your recent statement history;
- add credit to your prepaid access key and check your credit balance.

Details collected through this website will be stored and used in accordance with Avdata's Privacy Policy. Please contact Avdata if you have any questions or would like further information.

Login	Register

If you have already registered, please enter your username and password. If not, please Register first.

Username

04nn nnn nnn

Password

Login

Forgot password?

> If you forget your password, click on "Forgot Password?" and a temporary password?? will be sent via SMS

NOTE: If you forget your password, click on "Forgot Password?" link as shown above. If you click on the "forgot password" link you will receive a "token" sent by SMS to your mobile phone which you enter and then enter a new password noting Avdata's change of password requirements – new password must be at least 8 characters long and must have at least one capital letter, one lower case letter and one digit.
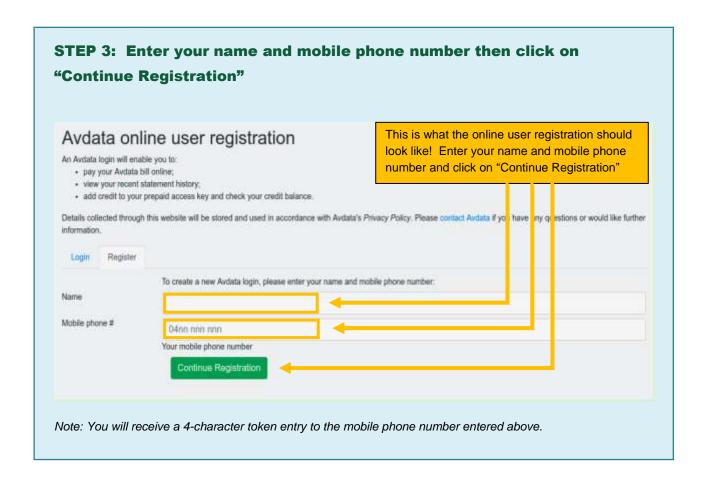
How to top-up an Avdata Prepaid Electronic Key account:

- Step 1: Go to the Avdata Website (login page)
- Step 2: Log in to Avdata
- Step 3: Purchase Credit for Prepaid Key
- Step 4: Select Prepaid Access Key to Add Credit
- Step 5: Select Location to Add Credit
- Step 6: Select Unity Type and Enter Credit Value
- Step 7: Review Amounts
- Step 8: Enter Credit Card Details
- Step 9: Review Record of Transaction
- Step 10: Access Tax Invoice of Top Up Transaction

STEP 1: Go to the Avdata Website

Go to Avdata website login page: www.avdata.com.au/login

STEP 2: Log in to Avdata

Click on "Login" and enter your username (phone number) and password, then click on the GREEN "Login" button

Avdata online user registration

An Avdata login will enable you to:
- pay your Avdata bill online;
- view your recent statement history;
- add credit to your prepaid access key and check your credit balance.

Details collected through this website will be stored and used in accordance with Avdata's Privacy Policy. Please contact Avdata if you have any questions or would like further information.

Login   Register

If you have already registered, please enter your username and password. If not, please Register first.

Username   04nn nnn nnn

Password

Login

Forgot password?

NOTE: If you forget your password, click on "Forgot Password?" link as shown above. If you click on the "forgot password" link you will receive a "token" sent by SMS to your mobile phone which you enter and then enter a new password noting Avdata's change of password requirements – ne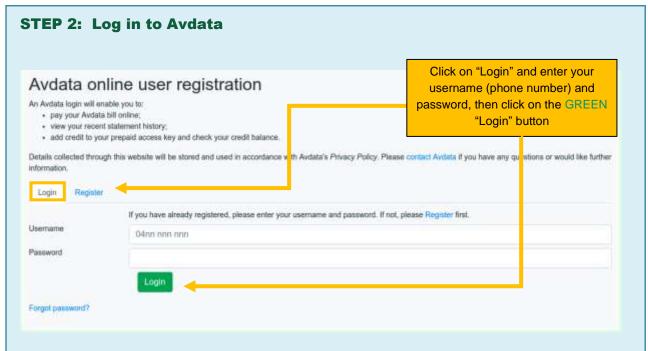w password must be at least 8 characters long and must have at least one capital letter, one lower case letter and one digit.

STEP 3: Purchase Credit for a Prepaid Key

Welcome to Avdata's customer portal

What would you like to do?

- Purchase credit for a prepaid key
- View transactions and available credit for your prepaid key
- Pay a bill
- View recent statements
- Contact Avdata

Remember to click on 'Logout' when you have finished, so that nobody else can access your WebView account from your computer.

Click on "Purchase credit for a prepaid key"

STEP 4: Select Prepaid Access Key to Add Credit

Select prepaid access key to add credit

Enter access key   K

Next

Insert your access key number then click on "Next"

NOTE: your access key number is printed/engraved on your prepaid key.

STEP 5: Select Location to Add Credit

Select location

Prepaid credit purchase will only be available for use at the specified location.

Location [Select Location ▼]

[Next]

Using the drop-down arrow, select which filling station you want to 'recharge' (ie. add credit to) – see insert below for example. Once you have selected the appropriate station, then click on "Next"

Select location

Prepaid credit purchase will only be available for use at the specified location.

Location [Select Location ▼]

Select Location
Rous Water - Ballina Southern Cross Dr (WRBS)
Rous Water - Bangalow Rankin Dr (WRRB)
Rous Water - Clunes Mackie Rd (WRCM)
Rous Water - East Coraki Sheehan Rd (WRES)
Rous Water - Nimbin Cecil St (WRNC)
Rous Water - North Lennox Head Ross Rd (WRLR)
Rous Water - South Lismore Krauss Ave (WRSL)
Rous Water - Tyagarah Grays Ln (WRTA)
Rous Water - Wardell Bath St (WRWB)
Rous Water - Wollongbar Kay Ln (WRWK)
Rous Water - Woodburn Evans Head Rd (WRWE)

This is what the screen will look like once you have chosen the location
Click "Next"

Select location

Prepaid credit purchase will only be available for use at the specified location.

Location [Rous Water - Ballina Southern Cross Dr (WRBS) ▼]

[Next]

STEP 6: Select Unit Type (eg. $ or kilolitres) and Enter Credit Value

On this page, choose whether you want to credit your account by value ie. Dollar ($) amount or quantity ie. Kilolitre (kl) amount. NOTE: RCC Can determine if they want their customers to use one or the other and specify this to Avdata who will set up the system accordingly.

Click on the drop-down arrow and make your selection between:

- Buy a specific dollar amount worth of water
- Buy a specific number of kilolitres

Enter amount

The price of water at Rous Water - Ballina Southern Cross Dr (WRBS) is $5.60 per kilolitre.

How many kilolitres of water would you like to buy?

Units   Buy a specific dollar amount worth of water

Amount

Buy a specific dollar amount worth of water
Buy a specific number of kilolitres

Next

Enter amount in $ or in kilolitres:

Enter amount

The price of water at Rous Water - Ballina Southern Cross Dr (WRBS) is $5.60 per kilolitre.

How many kilolitres of water would you like to buy?

Units   Buy a specific dollar amount worth of water

Amount $ 20.00

If you chose to recharge using $ amount, enter $ amount here

Next

Enter amount

The price of water at Rous Water - Ballina Southern Cross Dr (WRBS) is $5.60 per kilolitre.

How many kilolitres of water would you like to buy?

Units   Buy a specific number of kilolitres

Kilolitres   25

If you chose to recharge using kilolitre amount, enter kilolitre amount here

Next

STEP 7: Review Amounts

Prior to entering credit card details, check that key number, location, purchase amount, units and total cost are correct.

Review amounts

Prepaid key tag	K____
Location	Rous Water - Ballina Southern Cross Dr (WRBS)
Purchase	25 kilolitres of water to be accessed with key K____ at Rous Water - Ballina Southern Cross Dr (WRBS)
Units	25000 litres
Total cost	$140.00

Back   Enter credit card details

Check: key number; location; purchase amount ($ or kl); units; total cost

If any errors, click on "Back" and go back and redo

If everything looks right, click on "Enter credit card details" to take you to the next screen

STEP 8: Enter Credit Card Details

Enter credit card details

Purchase	25 kilolitres of water to be accessed with key K█████ at Rous Water - Ballina Southern Cross Dr (WRBS)
Amount	$140.00
Name on card	
Credit card number	
Expiry date	
	(MMYY)
CVN	

3-digit security code printed on the back of your card

[Pay]

Enter credit card details:

- Name on card
- Credit card number
- Expiry date
- CVN/ security code

Click on "Pay"

Enter credit card details

Purchase	25 kilolitres of water to be accessed with key K█████ at Rous Water - Ballina Southern Cross Dr (WRBS)
Amount	$140.00
Name on card	Fred Flintstone
Credit card number	████████████
Expiry date	1122
	(MMYY)
CVN	███

3-digit security code printed on the back of your card

[Pay]

This is what screen should look like once c/c details have been entered

The next screen (screenshot below) will show the payment result:

Payment result

Payment for	█████ kilolitres of water to be accessed with key K█████ at ████████████████████
Amount (inc GST)	140.00
GST	0.00
Result	The payment was successfully processed.
Bank response	Approved
Bank receipt #	93809412672
Processed at	2019-05-22 12:08:40

Note: Your new prepaid credit has not yet been transferred to the controller at ████████████████████. You can monitor the status of your prepaid credit balance at the controller at ████████████████ on the prepaid key balance page.

Please remember to log out if you have no further payments to make.

STEP 9: Record of Transaction

The final screen shows details of your transaction. Once your payment is processed that the "Transaction Type" entry will read "Purchase (not yet applied)". This means that the recently purchased credit has not yet been communicated to the standpipe controller. Once the data has been updated at the standpipe the "(not yet applied)" will be removed from this field and the credit will be available.

Please note that delays can occur in the transfer of usage data to our server.

Credit balances calculated below may not include your most recent usage(s).

Prepaid key K52512 at

| Copy table to clipboard | Print view |

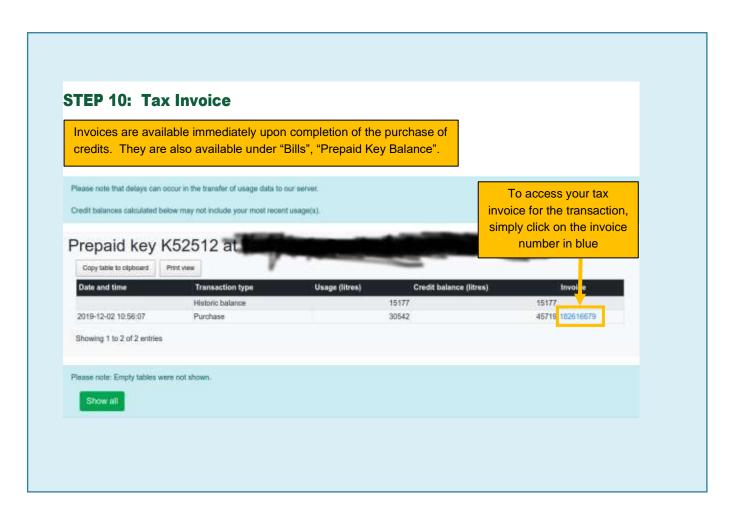| Date and time	Transaction type	Usage (litres)	Credit balance (litres)	Invoice
	Historic balance		15177	15177
2019-12-02 10:56:07	Purchase		30542	45719 182616679

Showing 1 to 2 of 2 entries

Please note: Empty tables were not shown.

Show all

FAQ: How long will it take for my credits to appear on the account and be accessible?

Once credits have been purchased, Avdata need to apply these in their system and communicate this to the controller (site). Avdata controllers usually update hourly however in some circumstances this could be delayed by other factors out of Avdata's control such as mobile network communication issues.

As such, it is the customers responsibility to ensure they allow enough time between credit purchase and accessing water from the filling station.

STEP 10: Tax Invoice

Invoices are available immediately upon completion of the purchase of credits. They are also available under "Bills", "Prepaid Key Balance".

Please note that delays can occur in the transfer of usage data to our server.

Credit balances calculated below may not include your most recent usage(s).

To access your tax invoice for the transaction, simply click on the invoice number in blue

Prepaid key K52512 at

Copy table to clipboard   Print view

Date and time	Transaction type	Usage (litres)	Credit balance (litres)	Invoice
	Historic balance	15177	15177	
2019-12-02 10:56:07	Purchase	30542	45719	182616679

Showing 1 to 2 of 2 entries

Please note: Empty tables were not shown.

Show all

FAQ: What will my tax invoice look like?

Selected Tax Invoices

Customer

Account

As at   02Dec2019

AVDATA®
AUSTRALIA

Avdata Pty Ltd trading as Avdata Australia ABN 25 008 556 723

PO Box 877 Mitchell ACT 2911 Australia
Tel: 02 6262 8111
Email: mail@avdata.com.au **Web:** www.avdata.com.au

REPORT

- This is a report of selected tax invoices, and a statement of transactions on those invoices, as at 02Dec2019.

TAX INVOICE

| Invoice 182 616 679 | Date of invoice | 02Dec2019 | | | | **Total** | | **$50.00** |

| **From** | ABN 4 | | | | | **Payable by** | | 02Dec2019 |

For   Supply of water (prepaid) at

Line	Key	Date	Time	Outlet	kLitres	Price	GST	Total
1	K52512	02Dec2019	1056	0	30.54	50.00	0.00	50.00
Total						**50.00**	**0.00**	**50.00**

INVOICE TRANSACTIONS

Date	Ref	Description	Invoice	Amount
02Dec2019	483 757 770	Invoice: Supply of water (prepaid) at (WSW1)	182 616 679	50.00
02Dec2019	483 757 771	Paid by CreditCard:	182 616 679	(50.00)
Total				**$0.00**

END REPORT