



NSW Police Force

WEBLINK SYSTEM Dealer's User Manual

PAWNBROKERS UNIT, OPERATIONAL INFORMATION AGENCY (OIA)



Prepared by Client Service and Practice Management, BTS on behalf of the Pawnbrokers Unit, OIA.

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DOCUMENT INFORMATION

Version History

Date	Version	Author	Description
January, 2002	1.0	Phoebe McNamara	Initial document
August, 2002	2.0	Carolyn Eade	The document was amended to include: <ul style="list-style-type: none"> • table of figures • document information section • a troubleshooting section • frequently asked questions
December, 2002	2.1	Carolyn Eade	The document was amended to include the validation of Dealer transaction files
August 2004	3.0	Jessica Mennilli	Update user manual due to Legislation Changes.
June 2009	3.1	Catherine Vassallo	Update Manual to reflect systems changes on Weblink
July 2012	3.2	Ronghui Dai	Update Manual to reflect Weblink V2.15 changes

Reference Material(s)

The following documents/reference materials should be referenced if you need more information:

Document	Version	Available From
Pawnbrokers and Second-hand Dealers Regulation 2008	As amended	http://www.austlii.edu.au/au/legis/nsw/consol_reg/pasdr2008393/
Pawnbrokers and Second-hand Dealers Regulation 1997	As amended	http://www.austlii.edu.au/au/legis/nsw/consol_act/pasda1996302/
Pawnbrokers and Second-hand Dealers Act 1996 No 13	As amended	http://www.austlii.edu.au/au/legis/nsw/consol_act/pasda1996302/
Pawnbrokers and Second-hand Dealers Act 1996 Final Report	As amended	http://www.austlii.edu.au/au/legis/nsw/consol_act/pasda1996302/
NSW Police Weblink System NOTE: This is a system, not a document	n/a	NSW Police Internet Web Site (www.police.nsw.gov.au). Go to the Registered Users section.
Weblink System Pawnbroker and Second-hand Dealer User Manual	2.0 (Aug 2002)	NSW Police Internet Web Site (www.police.nsw.gov.au). Go to Registered Users section.
Weblink System Introductory Reference Card	2.3 (Sept 2002)	NSW Police Internet Web Site (www.police.nsw.gov.au). Go to Registered Users section.

Contact Details

NSW Police Force - If you need more information than what is provided in this user manual, contact: the NSW Police Force Service Centre on (02) 9265 4711 and quote your *username* (2PSO____/____).

Office of Fair Trading - Contact:

(02) 9619 8722 (choose **option 4** on the telephone keypad)

Alternatively, you can visit their website at: www.fairtrading.nsw.gov.au

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Introduction to Weblink

NSW legislation requires pawnbrokers and second-hand dealers to provide details of prescribed transactions to the NSW Police Force.

Weblink is an online Internet service for pawnbrokers and second-hand dealers to send the required data in the form of transaction files to the NSW Police Force. For more information on the legislative requirements, refer to:

- *Pawnbrokers and Second-hand Dealers Regulation 2008 and*
- *Pawnbrokers and Second-hand Dealers Act 1996 No 13*
- *Pawnbrokers and Second-hand Dealers Act 1996 Final Report*

Purpose of this User Manual

This User Manual provides step-by-step instructions for Pawnbrokers and Second-hand Dealers on how to:

- Log in and out of Weblink
- Send transaction files
- Rectify errors in the Validation Report
- Receive result files
- Change and reset your password
- Change registration details

Disclaimer

This documentation was prepared using the Windows XP operating system. Some screens may look different to those in this user manual as the operating system in use may differ from the one used by the NSWPF.

About Weblink

Weblink is an Internet service developed by the NSW Police Force in association with the Office of Fair Trading (OFT). Weblink is designed to streamline the transfer of transaction files over the Internet to the NSW Police Force. The information in these transaction files will assist NSW Police Force to identify and track stolen property. A receipt number will then be issued for the download.

It has been built in accordance with the high security requirements of NSW Police Force. Weblink is accessible from the NSW Police Force Internet home page by clicking the Registered Users link then the Weblink System link. Then click 'click here to enter site' and enter a valid *username* and *password*.

It is **important** that the transaction files sent are created from software that complies with the *NSW Police Force Pawnbroker & Second-hand Dealer System Software Specifications*.

Transaction files must clearly show:

- the item(s) being pawned / sold - "items in" ("IN") and "items out" ("IO")
- the person(s) pawning or selling the item(s) identifications

Hardware and Software Requirements

- NSWPF endeavours to support as many contemporary mainstream web browsers as possible, eg. Microsoft Internet Explorer and Mozilla Firefox. Web link has been tested using Internet Explorer and Mozilla Firefox on Windows.

Web browser:

- Microsoft Internet Explorer (MIE) Version 5.5 or higher; or
- Mozilla Firefox
- Apple Safari (for Mac and PC)

NOTE: Weblink has been tested using Internet Explorer and Mozilla Firefox on Windows. If you are using a different web browser or operating system and encounter difficulties please report it to NSW Police Force Service Centre on (02) 9265 4711. "You will need to quote your *username (2PSO____/___).*"

Modem:

- A working Broadband (cable or DSL) Internet connection is available to the computer.
- 56k modem or above. It is recommended that the Internet modem connection on a telephone line has the 'call waiting' turned off.

Software:

It is essential to have the following:

- 'Cookies' (on the browser) set to 'on'. 'Cookies' are a piece of text that a Web server stores on the hard drive that allows a Web site to store information on the computer so it can be accessed at a later date.
- Mainstream and up-to-date anti-virus protection software loaded.

The following is highly recommended:

- A personal 'firewall' - to reduce any risk associated with online connections to the Internet.
A 'firewall' is a program or hardware device that serves as a barrier to protect a network from potential hackers or other destructive network influences. It is called a 'firewall' because it works like a physical firewall, which keeps a fire from spreading from one area to the next.

Ensure the software used:

- Meets the Pawnbroker & Second-hand Dealer System Software Specifications as released by NSWPF.
- For this software, contact your individual industry association for a list of software providers.
- Stores all transaction-related records for at least three (3) years.

A copy of the *Pawnbroker and Second-hand Dealer System Software Specifications* document can be obtained by downloading from the Weblink 'Welcome Page'.

NSW Police Force, Pawnbrokers Unit (PBU)

Phone: (02) 8835-7826

Office of Fair Trading (OFT)

Phone: (02) 9619 8722 (choose **option 4** from the keypad on your telephone)

All enquiries (toll free call): 1800 463 976 (choose **option 4** from the keypad on your telephone)

Getting Access

The Office of Fair Trading (OFT) is responsible for the granting of all licences under the legislation. Whilst some Second-hand Dealers will be exempt from the requirement to create and store electronic records, all Pawnbrokers and most Second-hand Dealers will be subject to the following condition: -

"You must use electronic means of creation and storage of records for the purposes of sections 16 and 28 of the Pawnbrokers and Second-hand Dealers Act, 1996, using software which complies with the specifications issued by the New South Wales Police Force titled 'pawnbroker and second-hand dealer system (dealer software specifications)', as modified from time to time."

Upon issue of a new licence or changes to an existing licence NSWPF will create an individual access to Weblink for each place of business (known as branches) appearing on a licence. A unique username and password is issued for each of these branches and subsequently for each addition business or change of business address. Dealers will be contacted by the Pawnbrokers Unit.

Dealers should contact their software providers to ensure the software being used reflects the individual details for each branch.

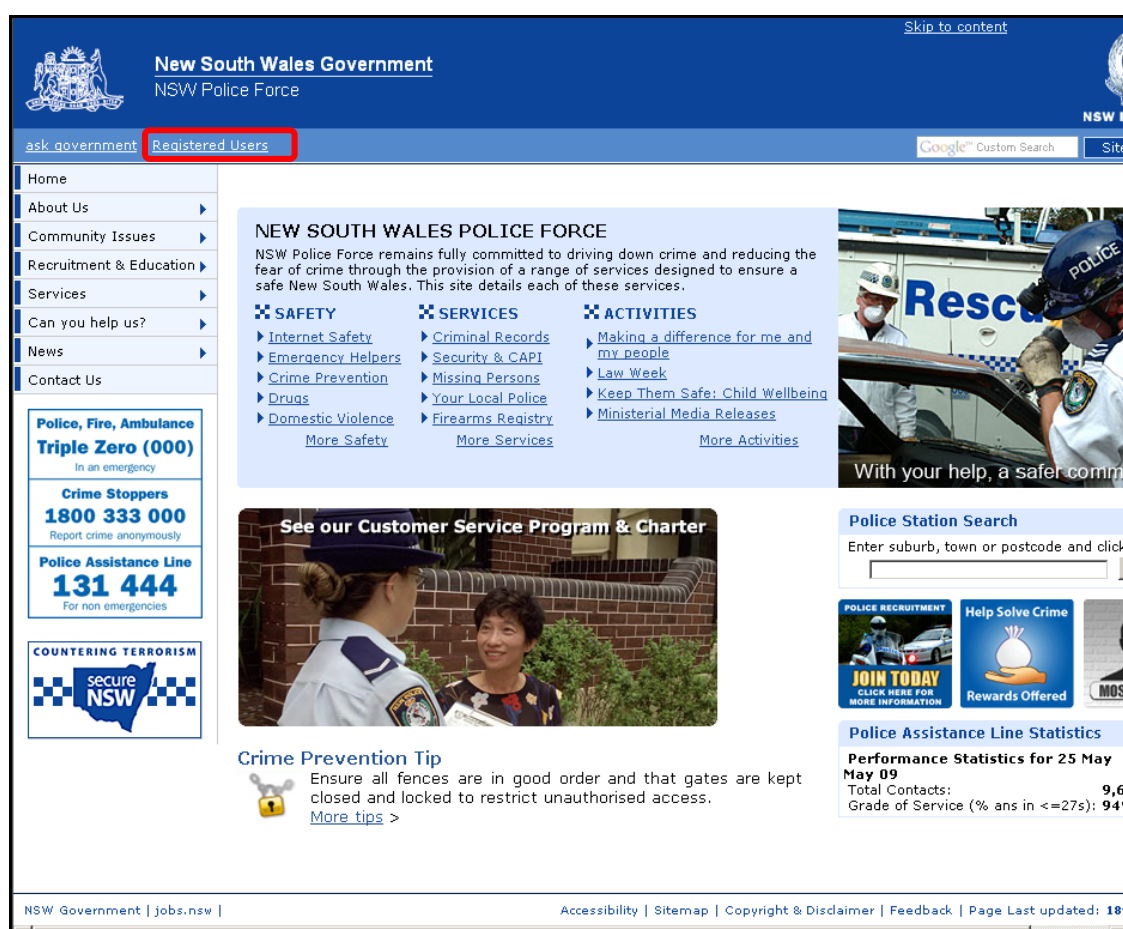
Logging In

A *username* and *password* is required to log into Weblink.

1. **Start the Internet Browser** by clicking , select **Programs**, then select your **Browser** (either Microsoft Internet Explorer (MIE) or Apple Safari (for Mac) or **double-click your Browser icon**.
2. Type <http://www.police.nsw.gov.au> in the Address bar of the **NSW Police Home page**.




3. **Press Enter** and the NSW Police Force On-Line home page will be displayed.



NOTE: The visual display of the NSW Police Force web page will not always appear as above, the images and look are updated frequently.

4. **Click** [Registered Users](#) located at the top of the NSW Police Force home page and the following screen will be displayed.



[Skip to content](#)

New South Wales Government
NSW Police Force

[ask government](#) | [Registered Users](#) [Google™ Custom Search](#) [Site](#)

You are at: [Home](#) > [Registered Users](#)

Registered Users

This section provides access to the NSW Police Force e-Business applications. The applications contained in this section are available to meet specific requirements of nominated persons/business groups. If you are one of the persons/business groups, you will be notified of your requirement to use this section. Unless you receive such notification, you do not need to use this section of the Police's Internet site.

Unauthorised access and/or misuse of information contained within this site is subject to harsh penalties.

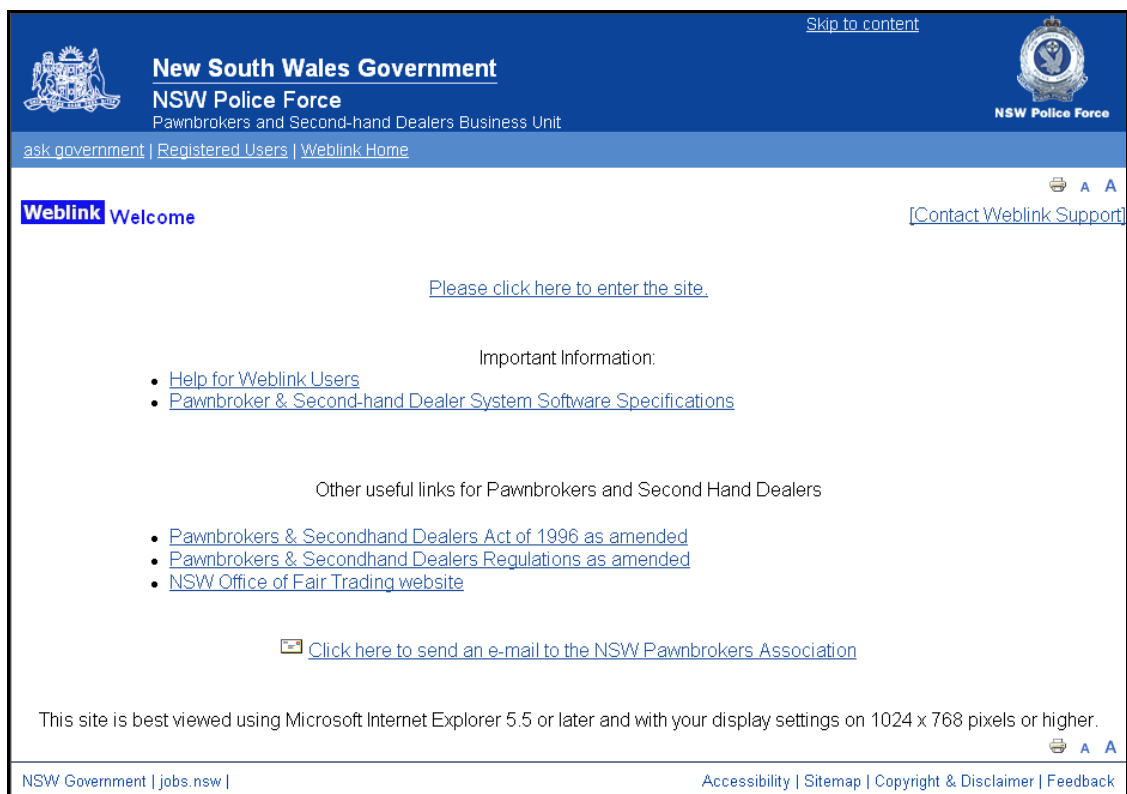
e-Business Applications

Click on the appropriate blue link below to enter the system you require.

- [FirearmsLink System - Firearms Dealers](#)
- [IAsk](#)
- [PEATS - Police External Agencies Transfer System](#)
- [Weblink System - Pawnbrokers and Second-hand Dealers](#)

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5. Click [Weblink System - Pawnbrokers and Second-hand Dealers](#) and the Weblink Welcome screen will be displayed.



[Skip to content](#)

New South Wales Government
NSW Police Force
Pawnbrokers and Second-hand Dealers Business Unit

[ask government](#) | [Registered Users](#) | [Weblink Home](#) [\[Contact Weblink Support\]](#)

Weblink Welcome

[Please click here to enter the site.](#)

Important Information:

- [Help for Weblink Users](#)
- [Pawnbroker & Second-hand Dealer System Software Specifications](#)

Other useful links for Pawnbrokers and Second Hand Dealers

- [Pawnbrokers & Secondhand Dealers Act of 1996 as amended](#)
- [Pawnbrokers & Secondhand Dealers Regulations as amended](#)
- [NSW Office of Fair Trading website](#)

[Click here to send an e-mail to the NSW Pawnbrokers Association](#)

This site is best viewed using Microsoft Internet Explorer 5.5 or later and with your display settings on 1024 x 768 pixels or higher.

NSW Government | [jobs.nsw](#) | [Accessibility](#) | [Sitemap](#) | [Copyright & Disclaimer](#) | [Feedback](#)

Click **Important information to help you get started using the Weblink system** to read or download the information to get started.

The following documentation is available:

- Introductory Reference Card v3.2
- User Manual v3.2
- FAQs v1.0

6. Click [Please click here to enter the site.](#) and the Login page will be displayed.

New South Wales Government
NSW Police Force
 Pawnbrokers and Second-hand Dealers Business Unit

[ask government](#) | [Registered Users](#) | [Weblink Home](#)

Weblink Login [\[Contact Weblink Support\]](#)

Username
 Password

Please note your username and password are case sensitive and no spaces are allowed
[If you have forgotten your password and have previously registered your details in this system, click here to obtain a new password.](#)

Unauthorised access to this system and/or the misuse or unauthorised disclosure of information contained within it is not permitted under any circumstances. The provisions of the Crimes Act 1900 (NSW), Crimes Act 1914 (Cth) and the laws of other states and countries, provide harsh penalties for computer related offences.

The NSW Police will not be held responsible for any unauthorised access to this system or any misuse or unauthorised disclosure of information contained within it.

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7. Type your **username** and **password** in the applicable fields.
8. Click

NOTE:

If the system is idle for more than five (5) minutes you will automatically be logged out. Login again to return to Weblink.

To save the Welcome page as a **bookmark** click **Favourites** (in the menu at the top of screen), then select **Add to Favourites**.

Password Information

Passwords are case sensitive and no spaces are allowed.

The NSW Police Force provide a temporary password that must be changed after the first log on. The temporary password always includes six (6) lower case letters and two (2) numbers (eg. ewodus23).

The system allows five (5) login attempts. On the fifth (and final) login attempt the system will disable your login. If you are locked out, contact the **NSW Police Force Service Centre** on: **(02) 9265 4711**.

If you have registered your details and have forgotten your password it can be reset from the **Login** page by clicking:

[If you have forgotten your password and have previously registered your details in this system, click here to obtain a new password.](#)

NOTE: Ensure you remember your Registration Details to reset your password.

Registration

Once a license has been placed onto COPS and processed on Weblink the Pawnbrokers Unit will contact the license holder with the initial (temporary) password prior to the Registration process. You must register your details the **first** time you log into Weblink. Once you have registered your details your password can be reset if forgotten or you are locked out of the system.

The following steps only apply to register your details in Weblink the very first time you login.

NOTE: You can only register your details the first time you log into Weblink. If you login and do not register straight away the transaction will time out and your password will have to be reset. Contact the NSW Police Force Computer Help Desk on (02) 9265 4711.

1. Display the Weblink login screen.
2. **Type your username.**
3. **Type your current (temporary) password** (i.e. the password provided by the NSW Police Force).
4. Click and the following screen will be displayed.

Weblink - Registration

As this is your first time on the system, please provide us with some information to help us to confirm your identity and to contact you in the future. You need to enter your details below to proceed. The two password questions and their answers should be known only to you e.g. some organisations ask you for your mother's maiden name.

Click on the boxes to enter information or use the tab key to step from one entry box to the next

* indicates mandatory items

*Please input - Your current password

*A new password

*Confirm the new password

*Password question 1

*Password answer 1

*Password question 2

*Password answer 2

*Shop's e-mail

Software vendor : not supplied

Select new vendor



Software vendor's e-mail

Software vendor version

5. **Type your registration details.** Fields marked with an asterisk (*) are mandatory.

The *password questions* are for identification purposes. Choose questions (and answers) that are easy for you to remember and known only to you (eg. **Question:** Favourite film? **Answer:** Mad Max).

Keep a printed copy of this information for future reference.

6. Click  to print your registration details. Store the copy in a secure place.
7. Click  to save your details in the system and the following screen will be displayed with your details.

Weblink 3 June 2009 10:45

[Home Page](#)

NSW Police On-Line

[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

Transfer File

View Receipts

View Results

View Licence

Change Password

Change Details

User Manual

Home

Logout

Messages

Attention all Weblink users. Please note that the Weblink System will be unavailable on ***Wednesday 6th May 2009 from 11am to 12 noon*** due to scheduled maintenance. We regret any inconvenience caused and will restore the service as soon as possible.

Welcome to Weblink, a system that is used by:

- Pawnbrokers
- Secondhand Dealers
- The Office of Fair Trading
- New South Wales Police

Weblink is provided by NSW Police and allows Licensed Pawnbrokers and Secondhand Dealers to

- transfer files to the New South Wales Police, containing information about pawned and sold objects, as prescribed by the Pawnbroker and Secondhand Dealers Act and Regulations

The Office of Fair Trading to

- transfer files to the New South Wales Police, containing licence information about Pawnbrokers and Secondhand Dealers

The New South Wales Police to

- identify where pawned and sold objects have been reported lost or stolen
- monitor and investigate other issues concerning non-compliance to current legislation

Logging Out

Click **Logout** (on the left-hand side of the screen) to log out of Weblink.

If the system is idle for more than five (5) minutes, it will automatically time out and you will be logged out. A **File Not Found** application error will be displayed. Login again to return to Weblink.

Transfer File

The primary daily tasks for Pawnbrokers and Second-hand Dealers are transferring (uploading) transaction files and saving and checking results files are outlined below.

Transferring Files

In accordance with NSW Legislation licensed dealers are required to send transaction data to NSW Police Force within 3 working days of the transaction.

Files forwarded to NSW Police Force must comply with the format set out in the Pawnbroker and Second-hand Dealer System Software Specifications (Version 3.0). These 'specifications' are available on request from NSW Police Force, Pawnbrokers Unit or from a link on the Weblink Welcome pages.

A username and password will be allocated for each registered business address, known as a branch, operating under the license. Data is required to be sent under each of these usernames respectively. Weblink will not allow transaction files to be sent when the username does not match the license number and branch number in the 'Header file' of the file being sent.

Licensees are required to transfer data files to NSW Police Force via Weblink. They are also required to address errors within those files.

Errors within data files are detailed in either 'validation reports' which are generated at the time of upload to Police or in 'error reports' generated after Police have processed the files onto the Police mainframe system.

These processes are detailed below:

1. Click **Transfer File** from the Home Page and the following screen will be displayed.

The screenshot shows the 'Weblink' interface for 'NSW Police On-Line'. The top left shows the date and time '3 June 2009 10:52'. The top right has links for '[Home]' and '[Contact]'. The main header area displays '2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150'. On the left is a vertical menu with buttons: 'Transfer File', 'View Receipts', 'View Results', 'View Licence', 'Change Password', 'Change Details', 'User Manual', 'Home', and 'Logout'. The main content area is titled 'Page 1' and contains instructions for transferring files. It states: 'To transfer your file to the NSW Police systems: Step 1: Select "Browse" and locate the file you wish to transfer'. Below this is a text input field and a 'Browse...' button. 'Step 2: Select "Submit" to transfer the file'. A 'Please note:' section follows, stating: 'After clicking the "Submit" button, please be patient. The time to transfer your file may take up to 10 minutes.' At the bottom of the instructions is a 'Submit' button.

2. Click **Browse...** and the **Choose file** dialogue box will be displayed.
3. **Locate the transaction file** to be transferred (uploaded).
4. **Click on the file** to select it, ensuring 'Files of type' is set to *All Files (*.*)* or *.TXT*.
5. Click **Open**

6. Ensure the filename displayed in Browse box (on the **File Transfer** page) is selected.

Weblink 11 June 2009 14:10
Transfer File

NSW Police On-Line
[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- Transfer File**
- View Receipts**
- View Results**
- View Licence**
- Change Password**
- Change Details**
- User Manual**
- Home**
- Logout**

Page 1

To transfer your file to the NSW Police systems:

Step 1:

Select "Browse" and locate the file you wish to transfer

P:\Transactions\2PS9999901-ticket.txt

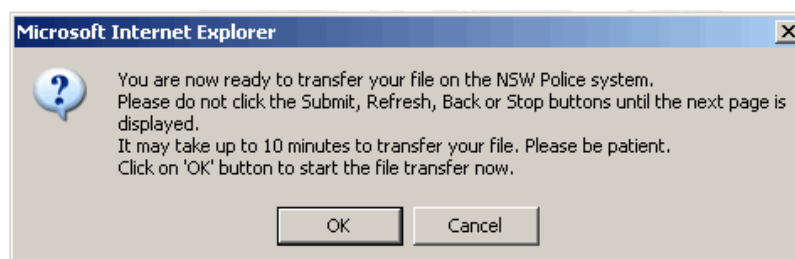
Step 2:

Select "Submit" to transfer the file

Please note:

After clicking the "Submit" button, please be patient.
The time to transfer your file may take up to 10 minutes.

7. Click and the transaction file will be uploaded.



8. Click to transfer the file.

The data in the transaction file is checked to ensure the format requirements are met as outlined in the Pawnbroker and Second-hand Dealer System Software Specifications.

If there are **no** errors the '**Your file has been transferred**' will be displayed with a receipt number to confirm the transaction file has been sent and is ready for NSW Police processing.

Weblink 12 June 2009 13:44
[Transfer File](#)

NSW Police On-Line
[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

[Transfer File](#)
[View Receipts](#)
[View Results](#)
[View Licence](#)
[Change Password](#)
[Change Details](#)
[User Manual](#)
[Home](#)
[Logout](#)


Your file has been transferred.
Your receipt number is:
76695

Page 2 of 2

NOTE FOR ERRORS:

If an error is found a Validation Report will be produced. Refer to the Validation section below.

A critical error will be generated if there are errors in the Header file. In this instance a validation report will not be generated. Fix the Header file and resend it. Refer to the Header File Errors section on page 19.

9. It is recommended that a copy of the receipt number is kept in a safe place.
10. **Click**  to print a copy of the receipt number (or write the receipt number in a log book).

Errors

Validation

The purpose of the Weblink validation is to verify the contract data sent meets the format requirements of the Pawnbroker and Second-hand Dealer System Software Specifications.

The Validation Report advises if any of the contracts in the transaction file contain errors. The errors must be corrected to pass validation..

To correct the errors and resubmit your transaction file:

1. **Right click** Right click here to download the Validation Report to download the Validation Report.
2. Click **Save** or **Save As** to save the file to a folder.
3. **Open** the file via Weblink or from the saved location.
4. Read the report.
5. Correct the errors outlined in the report.
6. Resend the transaction file.

Refer to '*When there are errors*' (below) for a full explanation of this process.

When There Are No Errors

Weblink only accepts those contracts or tickets in a transaction file that **pass** the validation process. A receipt number is issued for the contracts that have passed.

The data that passes the validation process is loaded onto the NSWPF mainframe database. This process produces a *Result Report* available via Weblink. Refer to on page 21 for more information.

When There Are Errors

A validation report is **only** issued if there **are errors** in the transaction file sent to the NSW Police Force. If **any** of the contracts in the transaction file **fail** validation:

- Download the Validation Report
- Correct all errors in the **failed** contracts
- Resend the **failed** contracts in the correct format as a transaction file to the NSWPF

Where errors occur (not classified as 'CRITICAL') only those contract(s) or ticket(s) **with** errors are rejected and must be corrected. The contract(s) or ticket(s) **without** errors **pass** validation and a receipt number is issued.

The following screen will be displayed when some of the contracts in the file fail the validation check.

The screenshot shows the 'Weblink' interface with a timestamp of '13 July 2012 9:56' and the title 'Transfer File'. On the right, it says 'NSW Police On-Line' with links for '[Home]' and '[Contact]'. The main heading is '2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150'. On the left is a vertical menu with buttons: 'Transfer File', 'View Receipts', 'View Results', 'View Licence', 'Change Password', 'Change Details', 'User Manual', 'Home', and 'Logout'. The main content area displays a red-bordered box with the message: 'Some contracts have failed the validation check.' Below this, a 'Please note:' section states: 'You MUST address the errors contained in your validation report either NOW or LATER.' It then says 'You may choose to either:' and lists two options. 'Option 1:' describes transferring valid contracts now and failed ones later. 'Option 2:' describes downloading a validation report, fixing errors, and re-uploading the file. At the bottom, there are two links: 'Right click here to download the Validation Report' and 'Please click here to go back...'. The page number 'Page 2 of 3' is in the top right.

There are 2 options if only some of the contracts transferred pass the validation check:

1. Transfer the file in 2 parts i.e. first transfer the contracts that passed the validation check. Then correct all errors in the failed contracts and resend the corrected file.

OR

2. Correct all errors and then transfer the entire corrected file later.

Option 1 - Transferring the file in 2 parts:

1. Click Transfer the contracts that passed the validation check and the following screen will be displayed.

Weblink 13 July 2012 9:58
Transfer File

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

NSW Police On-Line
[Home] [Contact]

Transfer File

View Receipts

View Results

View Licence

Change Password

Change Details

User Manual

Home

Logout

Page 3 of 3

Only valid contracts have been transferred.
Your receipt number is:
321935

Contracts processed in this receipt are:

Items In Rejected: 2009000001

Item/s Out Accepted: 2008000985

ATTENTION

The data you send the NSW Police is now being validated before it is accepted by the NSW Police.

The following validation report contains contracts that do not meet the Pawnbroker & Second-hand Dealer System Software Specifications.

You are required to check that the errors contained in this file are addressed and to ensure that further data submitted to Weblink does not contain these errors.

Any contract that fails the validation will be rejected by the NSW Police and will be deemed to have NOT been supplied in accordance to your Legislative requirements. Any rejected contracts will then have to be corrected and resent in order for you to meet your Legislative requirements.

If you do not understand the information contained in this validation file please contact your Software Provider.

NOTE: ALL enquires regarding this report should be initially be directed to the NSW Police Force Service Centre on (02) 8835 5555.

The following contracts all failed the validation

29 - Contract 2009000001 has already been successfully sent to the NSW Police, it has been ignored in this upload.

RIGHT click the link below, select 'Save Target As...', carefully choose where you want to save the report on your computer (so you can find it later) , click 'Save'.

Right click here to download the Validation Report

Please click here to transfer another file

2. Right click Right click here to download the Validation Report to download the Validation Report.
3. Correct all the errors as specified in the Validation Report.
4. Click Please click here to transfer another file and the Transfer File screen will be displayed
5. Re-transfer the corrected transaction files.

Option 2 - Correcting all errors and then sending the entire file:

1. Right click Right click here to download the Validation Report to download the Validation Report.
2. Download the Validation Report as shown on page 17.
3. Click Please click here to go back... and the Transfer File screen will be displayed.
4. Correct the errors as specified in the Validation Report.
5. Re-transfer the transaction file.

VERY IMPORTANT: It is essential that when you make corrections to the contracts and resend the file to NSW Police Force you ensure that the amended contracts are captured.

Some software packages have an automatic capture system based on dates. This may result in amended contracts being overlooked.

IF IN DOUBT CONSULT YOUR SOFTWARE PROVIDER if you do not understand this process.

If a validation report is received with **CRITICAL** errors, **none** of the contracts or tickets **passed** validation and therefore none of them have been uploaded to Weblink.

A **CRITICAL** error occurs when:

- The wrong user login is used (Dealer does not own the data sent)
- The number of lines in the file is incorrect
- The date range in Header Record is not valid
- Every contract in the file is rejected
- A Trailer Record is missing
- There is no Header Record

Correct the data and resend the **entire** transaction file.

The following screen will be displayed if there are critical errors in the file and the file therefore has *not* been transferred.

Weblink 12 June 2009 14:4

Transfer File

NSW Police On-Line

[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

Transfer File

View Receipts

View Results

View Licence

Change Password

Change Details

User Manual

Home

Logout

There are critical errors with your file.
Your file was not transferred.

Step 1:
RIGHT click the link below, select 'Save Target As...', carefully choose where you want to save the report on your computer (so you can find it later) , click 'Save'.

Right click here to download the Validation Report

You MUST address the errors contained in your validation report either NOW or LATER

Step 2:
You MUST read the the report, fix the errors and transfer your file.

Please click here to try again

1. Right click **Right click here to download the Validation Report** to download the Validation Report.
2. Download the Validation Report as shown on page 17.
3. Correct the errors as specified in the Validation Report.

4. Re-transfer the corrected transaction file.

If the corrections **pass** the validation process:

- A receipt number is issued
- The transaction file is loaded onto the NSWPF mainframe database
- A Result Report is sent

If the corrections **fail** the validation process, another validation report is sent. The errors **must be** corrected the data resent.

This process continues until all the data is in the correct format and passes validation.

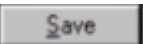
What to do when you have a Validation Report

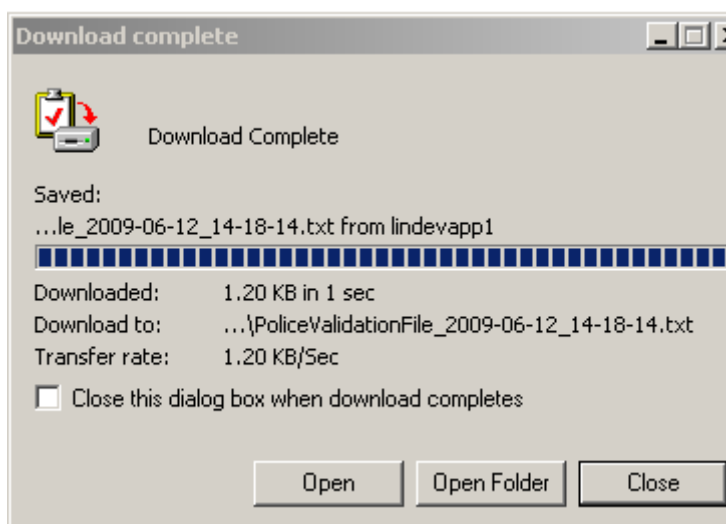
1. The **Transfer File** screen will be displayed.

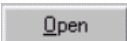
If there **are no errors** a *receipt number* will be issued and a validation report will *not* be produced.

If there **are errors** in your contracts, the following screen will be displayed.

The screenshot shows the 'Transfer File' screen in the Weblink system. At the top left, it says 'Weblink 12 June 2009 14:4' and 'Transfer File'. At the top right, it says 'NSW Police On-Line' with links for '[Home]' and '[Contact]'. The main heading is '2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150'. On the right, it says 'Page 2 of 2'. On the left, there is a vertical menu with buttons: 'Transfer File', 'View Receipts', 'View Results', 'View Licence', 'Change Password', 'Change Details', 'User Manual', 'Home', and 'Logout'. In the center, there is a red error message box that says 'There are critical errors with your file. Your file was not transferred.' Below this, 'Step 1:' instructs the user to right-click the link below, select 'Save Target As...', choose a location, and click 'Save'. A pink link says 'Right click here to download the Validation Report'. Below that, it says 'You MUST address the errors contained in your validation report either NOW or LATER'. 'Step 2:' instructs the user to read the report, fix errors, and transfer the file. A pink link says 'Please click here to try again'.

2. **Right-click** [Right click here to download the Validation Report](#) to display the Validation Report.
3. **Select Save Target As ...** and a pop-up box will be displayed.
Save the report to a disk or folder so the errors can be checked and corrected.
4. Locate the folder to save the Validation File to.
5. **Click**  and the **Download Complete** dialogue box will be displayed.



6. Click  to view the Validation Report. The following screen will be displayed indicating the contracts in transaction file failed validation.

ATTENTION

The data you send the NSW Police is now being validated before it is accepted by the NSW Police.

The following validation report contains contracts that do not meet the Pawnbroker & Second-hand Dealer System Software Specifications.

You are required to check that the errors contained in this file are addressed and to ensure that further data submitted to weblink does not contain these errors.

2PS0272801 - JOE'S RENTALS 450 HIGH ST. MAITLAND. 2320

Any contract that fails the validation will be rejected by the NSW Police and will be deemed to have NOT been supplied in accordance to your Legislative requirements. Any rejected contracts will then have to be corrected and resent in order for you to meet your Legislative requirements.

If you do not understand the information contained in this validation file please contact your Software Provider.

NOTE: ALL enquires regarding this report should be initially be directed to the NSW Police Help Desk on (02) 92654711.

The following contracts all failed the validation

10 - Contract 1998000010, record "Transaction Date", field "Item-in" has an incorrect format/value. The validation Record : "IT","2PS08833","01",1998000010,1,2,29110202,"G","ANGLE GRINDER",22.00,"BOSCH",,"AX76567656BC",,
10 - Contract 1998000010, record "Transaction Date", field "Item-in" has an incorrect format/value. The validation Record : "IT","2PS08833","01",1998000010,2,2,30110202,"J","CHAIN",410.00,,,,,"HALLMARKED"
10 - Contract 1998000010, record "Transaction Date", field "Item-in" has an incorrect format/value. The validation Record : "IT","2PS08833","01",1998000010,3,2,30110202,"J","RING",45.00,,,,,
29 - Contract 1998000010 has already been successfully sent to the NSW Police, it has been ignored in this u
10 - Contract 1998000011, record "Transaction Date", field "Item-in" has an incorrect format/value. The validation Record : "IT","2PS08833","01",1998000011,1,2,29110202,"G","CHAIN SAW",22.00,"BOSCH",,"AX12345678",,
10 - Contract 1998000011, record "Transaction Date", field "Item-out" has an incorrect format/value. The validation Record : "IO","2PS08833","01",1998000011,1,5,01120202,,

- Read the report.
- Identify the errors.
- Correct the errors.
- Submit the corrected contract(s).

Header File Errors

When there are errors in the Header file a Validation Report will *not* be generated. The details of the error are displayed at the bottom of the screen. Use these to correct the file then resend it.

The following screen will be displayed when there is a date error in the Header file.

Weblink 12 June 2009 14:21
Transfer File

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- Transfer File**
- View Receipts**
- View Results**
- View Licence**
- Change Password**
- Change Details**
- User Manual**
- Home**
- Logout**

There are critical errors with the header in your file
Your file was not transferred

Please note:

- You may be attempting to transfer a file belonging to another username (i.e. 2PS number)
- This could be a problem with your software

To resolve the problem interpret the error message below. If necessary contact your software vendor.

Error Message:
[6-The format of header field 7 (version) is invalid - it should be a text field with a value of "3.0"]

Page 2 of 2

The following screen will be displayed if the data in the Header file does not match the Weblink username logged in.

Weblink 12 June 2009 14:31
Transfer File

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- Transfer File**
- View Receipts**
- View Results**
- View Licence**
- Change Password**
- Change Details**
- User Manual**
- Home**
- Logout**

There are critical errors with the header in your file
Your file was not transferred

Please note:

- You may be attempting to transfer a file belonging to another username (i.e. 2PS number)
- This could be a problem with your software

To resolve the problem interpret the error message below. If necessary contact your software vendor.

Error Message:
[7-The value of header field 2 (licence = 2PS04019) in the dealer data file does not match the weblink username 2PS9999901.]

Page 2 of 2

The following screen will be displayed if there is a record count error in the Header file.

Weblink 12 June 2009 14:44
Transfer File

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

Transfer File
View Receipts
View Results
View Licence
Change Password
Change Details
User Manual
Home
Logout

Page 2 of 2

There are critical errors with the header in your file
Your file was not transferred

Please note:

- You may be attempting to transfer a file belonging to another username (i.e. 2PS number)
- This could be a problem with your software

To resolve the problem interpret the error message below. If necessary contact your software vendor.

Error Message:
[8-The value of header field 6 (record count = 7) does not match the number of lines (9) in the dealer data file.]

Once completed, upload the file and the following screen will be displayed with a receipt number when the file has been transferred.

Weblink 12 June 2009 14:49
Transfer File

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

Transfer File
View Receipts
View Results
View Licence
Change Password
Change Details
User Manual
Home
Logout

Page 2 of 2

Your file has been transferred.
Your receipt number is:
76698

View Receipts

Click **View Receipts** to view the search receipts screen.

Weblink 13 July 2012 11:56
Dealer receipts search

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- Transfer File**
- View Receipts**
- View Results**
- View Licence**
- Change Password**
- Change Details**
- User Manual**
- Home**
- Logout**

* indicates mandatory items

To get a list of receipts so as you can download receipt summary:

Step 1:

* Input the transfer start date in format DD-MM-YYYY

06-01-2012

Step 2:

* Input the transfer end date in format DD-MM-YYYY

13-07-2012

Step 3:

Select "Submit" to generate the list

Submit

Enter the **start date** and **end date** of file transfer then click Submit button, the Receipt screen will be displayed with following information :

- A receipt number
- The date the transaction files were transferred (uploaded)
- A link to download Receipt Summary if available
- A link to download Validation Report if available

Weblink 13 July 2012 11:58
Dealer Receipts

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- Transfer File**
- View Receipts**
- View Results**
- View Licence**
- Change Password**
- Change Details**
- User Manual**
- Home**
- Logout**

To download your receipt summary:

RIGHT click the link below, select "Save Target As...", carefully choose where you want to save the report on your computer (so you can find it), click "Save".

Please note: you can only download receipt summary and validation report for receipts that received after 2.15 release.

Receipts between 06-01-2012 and 13-07-2012			
Receipt No.	Date Transferred	Receipt Summary	Validation Report
947	28-01-2012 15:34		
321934	13-07-2012 11:50	ReceiptSummary_321934	
321935	13-07-2012 11:51	ReceiptSummary_321935	ValidationReport_321935

[Go to Top](#)

View Results

Click **View Results** (previous View Transfers) to view the transferred files screen.

Recently Transferred Files			
Receipt No.	Date Transferred	Status	Result Report
76695	12-06-2009 13:44	Waiting for Police processing	
76694	12-06-2009 13:41	Waiting for Police processing	
76693	11-06-2009 15:47	Waiting for Police processing	
76692	11-06-2009 15:43	Waiting for Police processing	

The following information is displayed in the **Recently Uploaded Transaction Files** table:

- A *receipt number*
- The date the transaction files were transferred (uploaded)
- The transaction file status as:
'Waiting for Police processing' - the **Result File** column is *empty*
 OR
'Police processing completed' - with a **Result File** displayed in the column

For more information on Results Files refer to the Save and Check Results Files Section.on page 23

Save and Check Result Files

NSW Police Force will take 1 to 3 working days to process transaction files; this will vary depending on the volume of files to be processed.

On the **File Transfer** screen the status of the **Recently Uploaded Transaction Files** will be:

- **'Police processing complete'** - indicates that the file has *been* processed
- OR
- **'Waiting for Police processing'** - indicates that the file *has not been* processed

Check the *Result Files* report to ensure that the files have been sent without errors. If there are errors in the *transaction files*, it is reported in the *Result Files*.

Any errors shown in the report must be corrected immediately.

Errors are either caused by the incorrect data being entered or software problems. Consult the software vendor to correct any software problems.

Legislation requires a copy of all transaction-related records to be kept for a minimum of three (3) years.

1. Click **View Results** from the Home Page.
2. The **File Transfer** screen will be displayed with a status indicator. If the file has been processed **'Police processing complete'** will be displayed in the status column with a **Result File**.

Weblink 12 June 2009 14:52
View Transfers

NSW Police On-Line
[Home] [Contact]

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- Transfer File**
- View Receipts**
- View Results**
- View Licence**
- Change Password**
- Change Details**
- User Manual**
- Home**
- Logout**

You can see your receipts, what files you have transferred and their status. File processing by NSW Police normally takes a few days.

Please note:

After processing, the NSW Police provides a "result" report. You should download your "result" report as evidence of successful processing.

To download your result report:

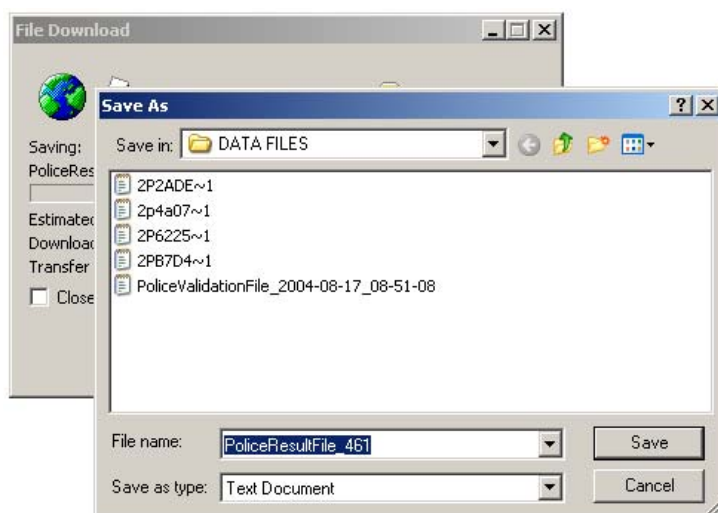
Step 1:

RIGHT click the link below, select "Save Target As...", carefully choose where you want to save the report on your computer (so you can find it), click "Save".
Open the report and address any errors, if necessary.


Recently Transferred Files			
Receipt No.	Date Transferred	Status	Result Report
76698	12-06-2009 14:49	Waiting for Police processing	
76697	12-06-2009 14:47	Waiting for Police processing	
76696	12-06-2009 14:02	Waiting for Police processing	
37173	30-07-2003 12:30	Police processing complete	PoliceResultFile_37173.bt
37171	30-07-2003 12:26	Police processing complete	PoliceResultFile_37171.bt

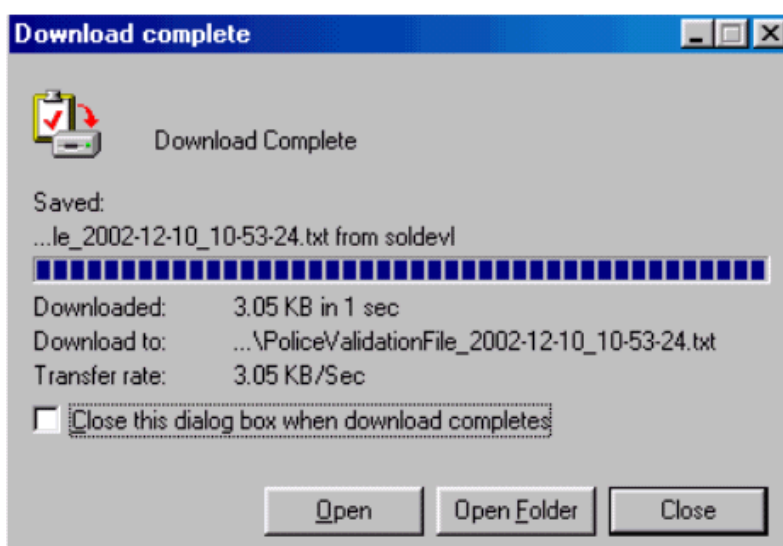
A text file will be displayed in the **Result File** column.

3. **Right-click** the **Result File** link (eg. PoliceResultFile_37173.txt).
4. **Select Save Target As...** and the following screen will be displayed.



The file must be saved in a folder on your computer.

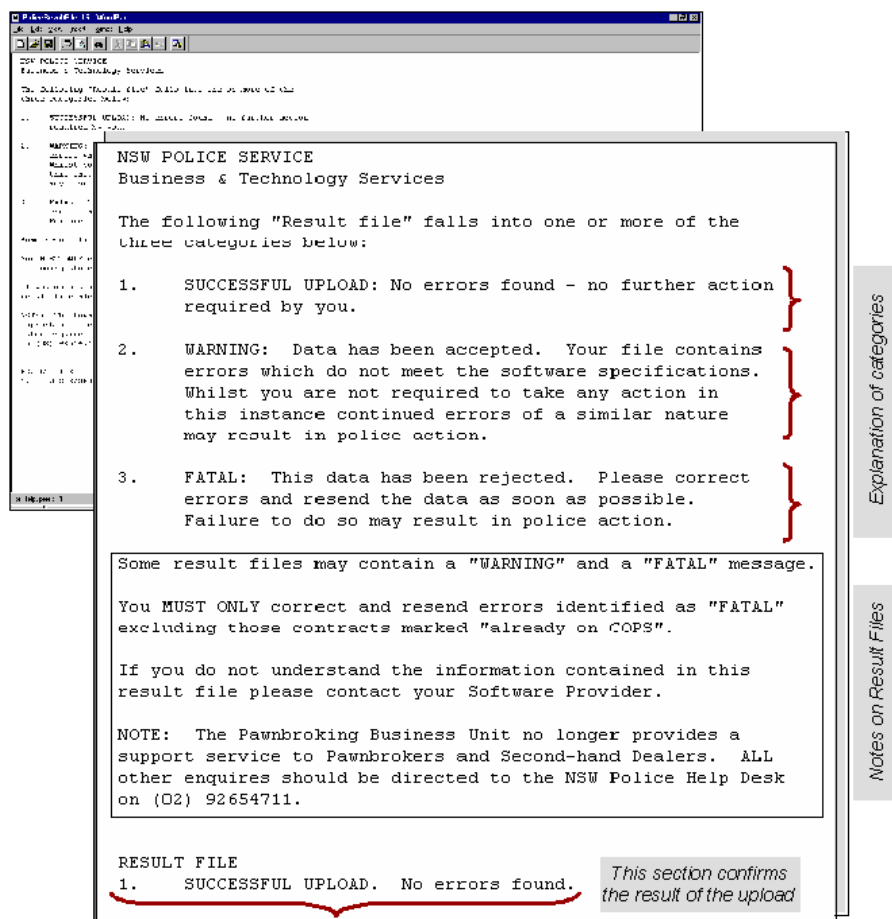
5. Locate the folder to save the result file in.
6. Click  and the **Download Complete** pop-up window will be displayed.



7. Click  to read the file and check for errors.

The Result Files are categorised as follows:

- 'SUCCESSFUL UPLOAD. No errors found' - no errors were found during NSW Police Force processing.
- 'WARNING. Data has been accepted.' - errors were found.
- 'FATAL. Data has been rejected.' - errors were found and the file has been rejected.



Errors found during NSW Police Force processing are listed. If there errors contact the software provider immediately.

8. Select **Print** from the **File** menu to print the **Result File**

OR

Click **X** (at the top right corner of the window) to close the file and the **File Transfer** screen will be displayed.

9. The saved **Result File** will be transferred to the **Last Downloaded Results Files** table.

Last Transferred Results Files			
Receipt No.	Date Transferred	Status	Result Report
20353	06-01-2003 13:05	Result file downloaded	PoliceResultFile_20353.bt
20354	06-01-2003 13:05	Result file downloaded	PoliceResultFile_20354.bt
30505	12-05-2003 11:46	Result file downloaded	PoliceResultFile_30505.bt
37176	30-07-2003 12:38	Result file downloaded	PoliceResultFile_37176.bt
37177	30-07-2003 12:43	Result file downloaded	PoliceResultFile_37177.bt
46412	18-11-2003 12:32	Result file downloaded	PoliceResultFile_46412.bt
76688	12-02-2009 14:35	Result file downloaded	PoliceResultFile_76688.bt

10. This confirms the download has been completed. The maximum number of download files displayed in the table is seven (7).

View Licence

The licence information explained in this section is collected and managed by the Office of Fair Trading (OFT). If there are any errors or omissions advise the OFT.

The OFT send your licence change details to the NSW Police Force so their records can be updated.

It is a legislative requirement to notify the OFT of changes to your licence details within 14 days of the change taking place.

1. Click **View Licence** and the following screen will be displayed.

Weblink 12 June 2009 15:6
[View Licence](#)

NSW Police On-Line
[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

Licence : 2PS99999	Type : PAWNBROKER AND SECONDHAND DEALER	
Issue Date : 21-07-2000 Status : IN FORCE	Renewal Date : 21-07-2002	Status Date : 23-07-2001
Conditions : YOU MUST USE ELECTRONIC MEANS OF CREATION AND STORAGE OF RECORDS FOR THE PURPOSES OF SECTIONS 16 AND 28 OF THE PAWNBROKERS AND SECOND- HAND DEALERS ACT, 1996, USING SOFTWARE WHICH COMPLIES WITH THE SPECIFICATIONS ISSUED BY THE NEW SOUTH WALES POLICE SERVICE TITLED 'PAWNBROKER AND SECOND-HAND DEALER SYSTEM (DEALER SOFTWARE SPECIFICATIONS)', AS MODIFIED FROM TIME TO TIME.		
Address : 14-24 COLLEGE ST DARLINGHURST 2010		

Branch Number : 2PS9999901 Email : cash@splash.com Vendor : Information Pty Ltd Vendor Email : abx@ies.com Phone : 02-96897526 Address : 130 GEORGE ST PARRAMATTA 2150 Storage Address : 130 GEORGE ST PARRAMATTA 2150	Name : WEBLINK TEAM	BRN : B7576137 Police version : Vendor version : 1.3 Fax : 02-96897577
---	----------------------------	---

Type : INDIVIDUAL Surname : BAGGINS	Given Names : BILBO	Date Of Birth : 01-04-1960
Address : 219 CLEVELAND ST STRAWBERRY HILLS 2012		

Please click here to return to the previous page.

^ Go to Top

Note: This screen is read only – license details can be printed but not changed.

3. Click [Please click here to return to the previous page.](#) to return to the previous screen
OR
Click [\[Home\]](#) to return to the Home Page.

If You Forget Your Password or You Are Locked Out of Weblink

Registration is required the very first time you log into Weblink. During the registration process questions and answers (known only to you) need to be provided for identification purposes if you forget your password.

Follow the steps below and print a copy of the registration and change details screens to refer to for the Password screens.

1. Click [If you have forgotten your password and have previously registered your details in this system, click here to obtain a new password.](#) from the **Login** screen to obtain a new password.
2. The **Reset Password** screen will be displayed. The details required for the **Reset Password** screen are found on your licence and the Weblink **Licence details** screen.

[Skip to content](#)

New South Wales Government
NSW Police Force
 Pawnbrokers and Second-hand Dealers Business Unit

[ask government](#) | [Registered Users](#) | [Weblink Home](#)

Weblink [\[Contact Weblink Support\]](#)

Please ensure you have your 'reset password' details to hand.
 You will need the two questions and answers you gave when you first accessed the system and completed the registration process.

In order to reset your password:

* indicates mandatory items

Step 1:
 * Enter your username

Step 2:
 * Enter the surname of one of the licence holders

Step 3:
 Enter the business registration number (BRN) of the shop.
 Check your licence for the BRN. If there is no BRN on the licence for your shop, then do not enter anything in the field below.

Step 4:
 Select "Submit" to advance to the questions check page

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3. Type your user name then use **TAB** move to the next field.
4. Type the surname of one of the licence holders then **TAB** to move to the next field.
5. Type the Business Registration Number (BRN).
6. Click and the following screen will be displayed.

To reset your password you must answer the following questions:

* indicates mandatory items

Step 1:

* Input your answer to the question one

Step 2:

* Input your answer to the question two

Step 3:

Select "Submit" to reset your password



7. **Type your answer to question 1** then use **TAB** to move to Step 2.

The answer boxes are *not* case sensitive. However, if a space is not entered when required, the answer will *not* be recognised by Weblink.

8. **Type your answer to question 2.**

9. **Click** and the following screen will be displayed.

Your password has been changed to

qtnwbw60

Please write this new password down now.

On the logon screen enter this new password in the password field.
You will automatically be forced to change your password after you enter the site.

Now please click here to enter the site.

10. **Record your new password** (or print this page)

11. **Click** Now please click here to enter the site. The new password is valid for one (1) login only. The Change Password screen will be displayed to change the password once it has been used. If the answers are incorrect, you are given a second chance to enter the correct answers.

NOTE:

If the correct answer is not entered after the second attempt an application error will be displayed. Click [\[Home\]](#) and restart the process. If the problem continues, contact the NSW Police Help Desk on (02) 9265 4711 and quote your *username (licence number)*.

Change Password

A password change is required after the very first login with the temporary password provided by the NSW Police or if the existing password has been lost or forgotten. It is recommended that passwords are changed on a regular basis e.g. once every month, as a security measure. It is good practice to change passwords following staff changes in the branch/shop.

NOTE: Registration details do *not* change when a password is changed. To **change registration details** refer to page 31.

1. Click **Change Password** and the following screen will be displayed.

Weblink 12 June 2009 15:30
Change Password

NSW Police On-Line
[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

Transfer File
View Receipts
View Results
View Licence
Change Password
Change Details
User Manual
Home
Logout

To change your password:

Step 1:
Enter your current password

Step 2:
Enter your new password

Step 3:
Confirm your new password


Step 4:
Select "Submit" to change your password

Please note:
Your password must contain a minimum of 5 letters and 1 number, with no spaces.
It can be a maximum length of 16 characters.
Please do not use obvious words for your password e.g.

- monday1 - or other day names
- august2 - or other month names
- peoples names/surnames - especially your name or surname - with a number at the end
- Your business name with a number at the end

The NSW Police will not be held responsible for any unauthorised access to this system or any misuse or unauthorised disclosure of information contained within it.

2. Type your current password then use **TAB** to move to Step 2.
3. Type your new password then use **TAB** to move to Step 3.
4. Retype your new password.
 Passwords must be between 6 and 16 characters and include one (1) number (eg. se3ure). A combination of upper and lower case letters can be used but do **not** use spaces or symbols such as %@# etc. Be careful with the use of capital letters. Ensure you remember which letters are capitalised and which are not.


5. Click  and the following screen will be displayed when the password has been successfully changed.



The screenshot shows a web browser window with the following elements:

- Top Left:** "Weblink" followed by the date and time "12 June 2009 15:31". Below this is the text "Change Password".
- Top Right:** "NSW Police On-Line" with links "[Home]" and "[Contact]" below it.
- Center:** The text "2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150".
- Left Sidebar:** A vertical list of blue buttons with white text: "Transfer File", "View Receipts", "View Results", "View Licence", "Change Password", "Change Details", "User Manual", and "Home".
- Center Message:** A white box with a blue border containing the text "Your password has been changed successfully." Below this box is a pink link: "Please click here to return to the main page."

If the password change was *not* successful, the **Change Password Failure** screen will be displayed.

Click  then re-enter your password details.

Change Details


Registration details are essential for identification purposes including identifying licence holders for the following situations:

- The first time you log into Weblink - your password must be changed and registration details recorded.
- If you have forgotten your password and cannot access Weblink.
- If your account has been locked out of Weblink.

The person who owns the *username* (or it belongs to) is the only one who can change the registration details.

1. Click **Change Details** from the Home page and the following screen will be displayed with your current registration details.

Weblink 12 June 2009 15:33 Change Details	2PS0272801 - JOE'S RENTALS 450 HIGH ST. MAITLAND, 2320	NSW Police On-Line [Home] [Contact]
2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150		
<div> <div>Transfer File</div> <div>View Receipts</div> <div>View Results</div> <div>View Licence</div> <div>Change Password</div> <div>Change Details</div> <div>User Manual</div> <div>Home</div> <div>Logout</div> </div>	<p>Please note: Your answer to the password questions will be used by the system to identify you when resetting your password. Please create password questions for which only you would know your answer.</p> <p>To change your identification details:</p> <p>* indicates mandatory items</p> <p>Step 1: * Input password question 1 <input type="text" value="Favourite Film?"/></p> <p>Step 2: * Input answer for password question 1 <input type="text" value="Rambo"/></p> <p>Step 3: * Input password question 2 <input type="text" value="Favourite Food?"/></p> <p>Step 4: * Input answer for password question 2 <input type="text" value="Steak"/></p> <p>Step 5: * Input your e-mail address <input type="text" value="cash@splash.com"/></p> <p>Step 6: Select the software vendor <input type="text" value="Information Pty Ltd"/></p> <p>Step 7: Input software vendor's e-mail address <input type="text" value="abx@ies.com"/></p> <p>Step 8: Input software vendor application version <input type="text" value="1.3"/></p> <p>Step 9: Select "Submit" to change the details <input type="button" value="Submit"/></p>	

2. Make any necessary changes then **click**  to register the new details in Weblink. A message will be displayed stating the changes have been successful.

Weblink 12 June 2009 15:35
[Change Details](#)


NSW Police On-Line
[\[Home\]](#) [\[Contact\]](#)

2PS9999901 - WEBLINK TEAM 130 GEORGE ST , PARRAMATTA, 2150

- [Transfer File](#)
- [View Receipts](#)
- [View Results](#)
- [View Licence](#)
- [Change Password](#)
- [Change Details](#)
- [User Manual](#)
- [Home](#)
- [Logout](#)

Your registration details have been changed
successfully.

[Please click here to return to the main page.](#)

3. Click [\[Home\]](#) or  to return to the home page
OR
Select another option from the menu.

User Manual, Home & Logging Out

User Manual

Click **User Manual v3.2** to display the PDF version of this user manual.

Home

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Logging Out

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Troubleshooting

I Often Lose My Connection – What is going on?

When you lose your connection, it can often occur because of a line dropping out. In most cases, dealers who dial into an Internet Service Provider (ISP) and share their telephone line with one of the following, find connection drop-out to be a problem:

- a fax machine
- a Commander phone
- a small PABX system
- a voice line with 'call waiting' turned on

Some ISPs drop the line intentionally when demand is excessive or when they consider that a connection is tying up a line for a long period – particularly, if it is inactive.

Here are some options to avoid this problem:

- Wait a short time (e.g. 20 minutes) and try again
- Turn 'call waiting' off
- Install a separate number for your Internet dial-in (this may be better value and more convenient than re-trying a number of times on a shared line),
- Check with your ISP – or try a new ISP
- Check with your telephone company

What Should I Do If My Connection Fails While I Am Sending A File?

In most cases when transaction files are being sent and the connection fails, it will not reach NSW Police Force. You must re-connect and resend the transaction file. In some case, the file may have reached NSW Police Force. The only way to know for certain is if you have received a *receipt number* for the transaction file you sent. **Unless** you have received a *receipt number*, it is certain that NSW Police Force did not receive your transaction file successfully. Therefore it must be resent.

How do I Know my File Reached the NSW Police Successfully?

All transaction files successfully received by NSW Police Force are allocated a unique *receipt number*. If you are sent a *receipt number*, then NSW Police Force have successfully received your transaction file, subject to the manner in which you deal with your validation errors. [Refer Important Note pg 17](#)

If a *receipt number* is not received then NSW Police Force did not receive the transaction file, resend the file.

Some dealers print and keep their *receipt number* notice. This is a good practice to implement particularly to cross reference records and for auditing purposes.