




## TAG APPLICATION FILE UPLOAD FUNCTIONALITY FAQ's

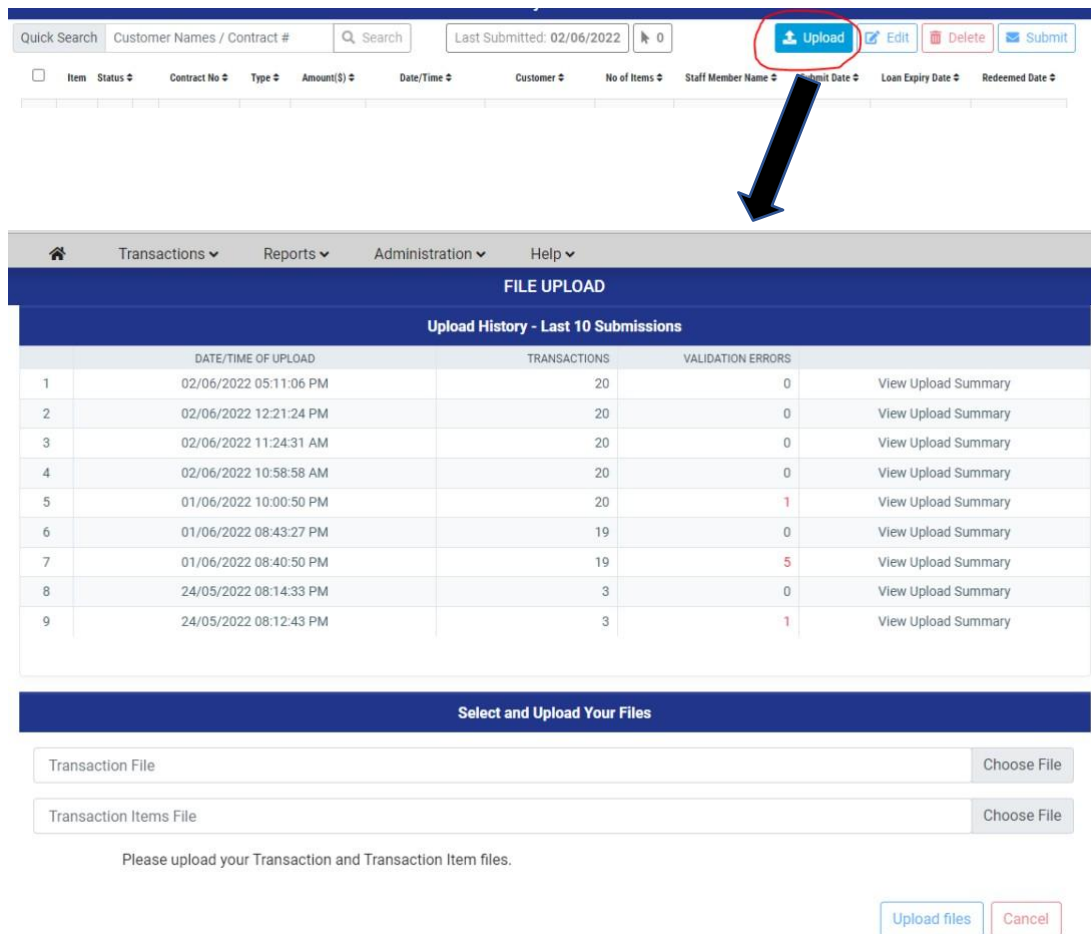
### Where can I find the latest TAG File Upload Specification:

**Attached to this email.** Note: In the future there will also be a link to the specifications from within the new TAG application for all users to access.





### How do I access the TAG File Upload functionality?

Please follow these steps for navigation to File Upload:

1. Open your preferred internet browser (e.g., google chrome) and navigate to <https://tag.police.wa.gov.au>
2. Login to TAG using your Username, Password and Unique Pin.
3. From the TAG Dealer Dashboard select  Upload to open the File Upload functionality.



Quick Search Customer Names / Contract # Search Last Submitted: 02/06/2022 0

 Upload  Edit  Delete  Submit

☐ Item Status Contract No Type Amount(\$) Date/Time Customer No of Items Staff Member Name Submit Date Loan Expiry Date Redeemed Date

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Transactions Reports Administration Help

### FILE UPLOAD

#### Upload History - Last 10 Submissions

	DATE/TIME OF UPLOAD	TRANSACTIONS	VALIDATION ERRORS	
1	02/06/2022 05:11:06 PM	20	0	<a href="#">View Upload Summary</a>
2	02/06/2022 12:21:24 PM	20	0	<a href="#">View Upload Summary</a>
3	02/06/2022 11:24:31 AM	20	0	<a href="#">View Upload Summary</a>
4	02/06/2022 10:58:58 AM	20	0	<a href="#">View Upload Summary</a>
5	01/06/2022 10:00:50 PM	20	1	<a href="#">View Upload Summary</a>
6	01/06/2022 08:43:27 PM	19	0	<a href="#">View Upload Summary</a>
7	01/06/2022 08:40:50 PM	19	5	<a href="#">View Upload Summary</a>
8	24/05/2022 08:14:33 PM	3	0	<a href="#">View Upload Summary</a>
9	24/05/2022 08:12:43 PM	3	1	<a href="#">View Upload Summary</a>

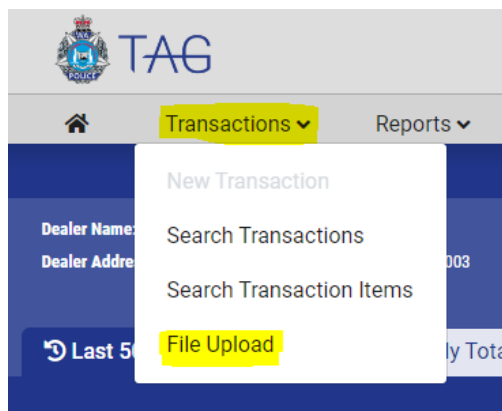
#### Select and Upload Your Files

Transaction File

Transaction Items File

Please upload your Transaction and Transaction Item files.

4. Alternatively, you can select File Upload from the top-level navigation menu.



### Dealer Dashboard –Landing Page

You will be navigated directly to the new Dealer Dashboard (see below) once you have successfully logged into the TAG application.

*Note: Several components of the Dealer Dashboard are not applicable to File Upload users. These include the Expired Loans, Incomplete and Not Submitted TAB's and the ability to Create, Delete and Submit manually entered Transactions.*

**Dealer Dashboard**

Dealer Name: Seafield Stores  
Dealer Address: Unit 12 422 Beaufort Street HIGHGATE, 6003

License: 101426  
Expiry: 03/07/2022  
Submission Total (YTD): 81 (150+ Limit)

Transactions: 78 | Expired Loans: 0 | Incomplete: 0 | Not Submitted: 0

Transaction Summary - Last 30 Transactions

Quick Search	Customer Names / Contract #	Search	Last Submitted: 02/06/2022	Upload	Edit	Delete	Submit			
	Contract No	Type	Amount(\$)	Date/Time	Customer	No of Items	Staff Member Name	Submit Date	Loan Expiry Date	Redemmed Date
<input type="checkbox"/>	1	✓	222222220	1000.00	02/06/2022 08:19 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	2	✓	333333320	1000.00	02/06/2022 08:19 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	3	✓	222222219	1000.00	02/06/2022 08:18 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	4	✓	333333319	1000.00	02/06/2022 08:18 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	5	✓	222222218	1000.00	02/06/2022 08:17 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	6	✓	333333318	1000.00	02/06/2022 08:17 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	7	✓	222222217	1000.00	02/06/2022 08:16 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	8	✓	333333317	1000.00	02/06/2022 08:16 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	9	✓	222222216	1000.00	02/06/2022 08:15 AM	DEMPSEY, EILEEN P	1		02/06/2022	
<input type="checkbox"/>	10	✓	333333316	1000.00	02/06/2022 08:15 AM	DEMPSEY, EILEEN P	1		02/06/2022	


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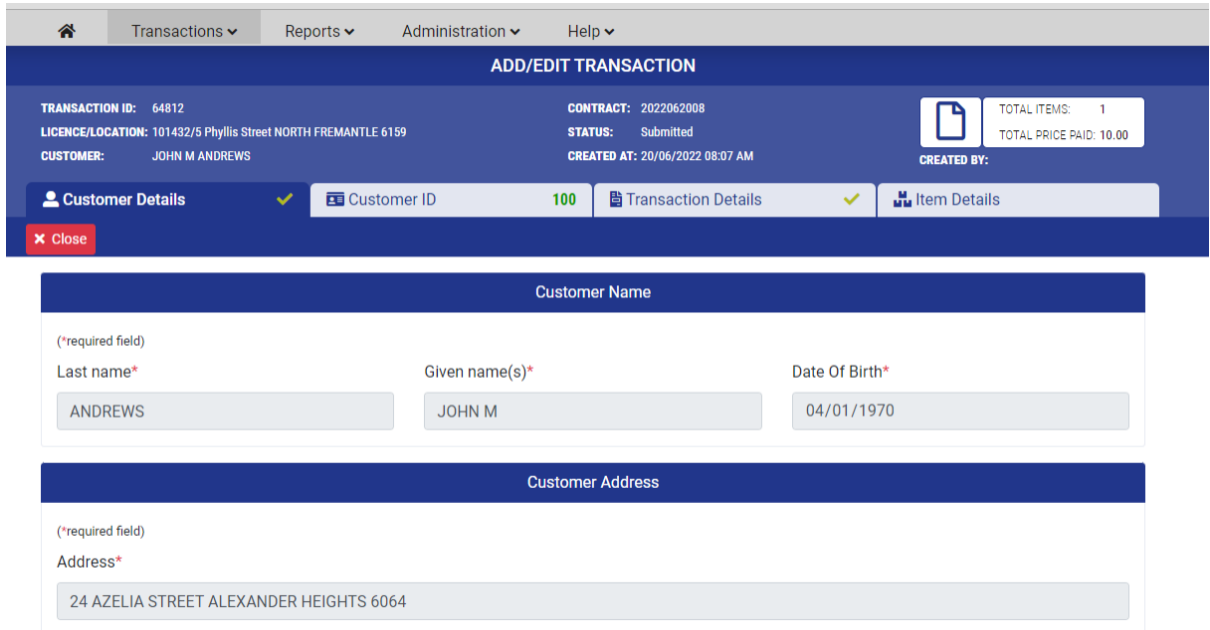
Annotations:

- Last 50 contracts uploaded.
- All submitted contracts uploaded within the current calendar month.
- Click Column Headings to toggle sort order
- Licence expiry date highlighted.
- Delete and Submit not applicable for File Upload users.
- Functionality disabled & not applicable for File Upload users
- Select and View Uploaded Contract Details

### **File Upload user TAG Application features:**

Once the TAG Dealer Direct Entry Application goes live, the following additional features will be available to File Upload users from the Dashboard and top-level Menu:

- Selecting a contract from the dashboard and clicking  **Edit** will open the details of the contract in Read-Only mode.



The screenshot shows the 'ADD/EDIT TRANSACTION' form. At the top, there are navigation tabs: Transactions, Reports, Administration, and Help. The form displays transaction details for Transaction ID 64812, Contract 2022062008, Status Submitted, and Created At 20/06/2022 08:07 AM. The customer is JOHN M ANDREWS. Below this, there are tabs for Customer Details, Customer ID (100), Transaction Details, and Item Details. The Customer Details section is active, showing fields for Last name (ANDREWS), Given name(s) (JOHN M), and Date Of Birth (04/01/1970). Below this is the Customer Address section, showing the address 24 AZELIA STREET ALEXANDER HEIGHTS 6064.

- Utilising Search Functionality to find a previously uploaded contract. There are several ways to find a contract:

**Dashboard Quick Search** – enter the Contract Number OR the Customer Name.

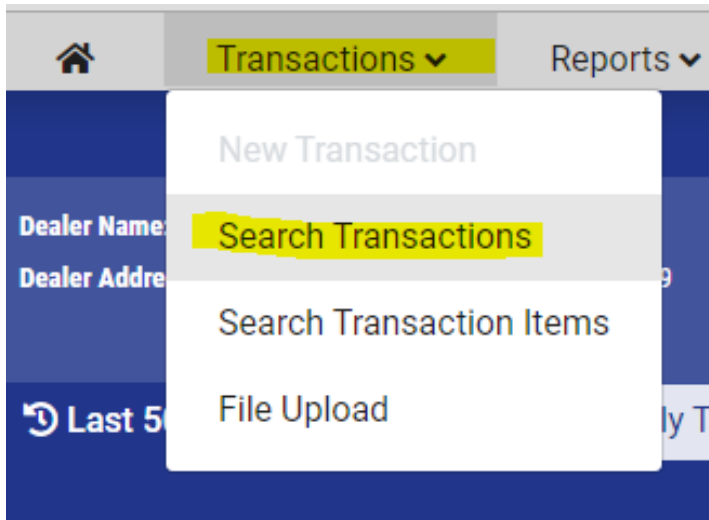
- Customer Name Search format is Surname, Given Names. Character prior to a first space or comma are treated as Surname and Characters after are treated as Given Name 1.
- Search criteria are not case sensitive and can be entered in upper or lowercase.
- Wildcard characters '%' can be entered before and after search criteria to widen a search for example:
  - 2000% will return all Contracts starting with '2000'
  - %john% will return all Contracts that contain 'john' as a Surname or Given Name



The screenshot shows the 'Quick Search' bar with the text 'Customer Names / Contract #' and a search button with a magnifying glass icon.

**Search Transactions** – Navigate to top level Transaction Menu and select Search Transactions. Use the Transaction Search screen to enter criteria to

enable you to find the transaction via Contract No, Contract Date Ranges, Customer Details, Staff Member etc.



- From Transaction Search results you can select a result record and open the details of the contract in Read-Only mode.

[View](#)

TRANSACTION SEARCH

Filter by Contract Number: 3333333316

[Refine Search](#) [Print List](#) Rows Selected: 1 [View](#) [Delete](#) [Submit](#)

<input type="checkbox"/>	Item	Status	Contract No	Type	Amount(\$)	Date/Time	Customer	DOB	No of Items	Staff Member Name	Submit Date	Loan Expiry Date	Redeemed Date
<input checked="" type="checkbox"/>	1		3333333316	L	1000.00	02/06/2022 08:15 AM	DEMPSEY, EILEEN P	27/07/1978	1		02/06/2022		

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Count Of

Selected Transactions 1

Total Transactions 1

Total Items 1

Total Value Of

Selected Transactions \$1000.00

Total Transactions \$1000.00

Buy Transactions \$0

Loan Transactions \$1000.00

Exchange Transactions \$0

### **[How do I reset or change my Storefront Password?](#)**

The *'Forgot your password?'* hyperlink is available from the login page where the user is required to add their Storefront Username (email address) and password.

When prompted, the user must provide the email account associated with their Storefront and click on the 'Send Verification Code' button.

A verification code will be sent to the associated storefront email account. Where an incorrect email account is entered no verification code will be sent. Once sent, the 'Continue' button will be enabled and will navigate the user to the Email Verification page.

At this point the user is required to access their storefront email account and open the Verification Code email to access their 6-digit code.

The Verification Code within the email must then be entered into the TAG Login Screen. Once entered, select the 'Verify Code' button to progress to changing the storefront password.

The last screen allows the user to enter the new password and re-enter for confirmation. Both passwords must be an exact match and meet the minimum password requirements before the user can continue.

### **[How do I reset my PIN?](#)**

MFA has been implemented in the TAG system. All licence holders and storefront employees are now required to enter a temporary PIN when logging in.

Please see the TAG MFA user guide for more information.

### **[How do I handle errors in the File Upload process?](#)**

Once the File Upload process has completed, the user will be immediately presented with a 'File Upload Complete' pop-up message highlighting if there were any failures.

Where there are failures the 'View Errors' button will be enabled and on selection will navigate the user to a screen displaying a list of warnings and errors.

The list will specify the File Type, File Line Number, Transaction ID, Contract #, Transaction Item, Property Name (e.g. IDVerifiedBy1) and the Error Message which specifies the validation issue that needs to be resolved (e.g. All text must be uppercase).

Once resolved within the original TRAN.TXT or TRANITEM.TXT files the user can reload the files and attempt the Upload Process again.

The user can safely continue to fix and re-attempt the upload multiple times until the errors are corrected, as duplicate items that were already successfully processed will be ignored.

An email with subject 'TAG File Upload Errors' will also be sent to the user and the storefront's nominated email account detailing any errors with the file upload.

### **How do I know my files have been uploaded successfully?**

Once the File Upload process has completed the user will be immediately presented with a 'File Upload Complete' popup message highlighting that there were Zero Total failures (Validation errors).

An email with subject 'TAG File Upload Complete (No Errors)' will also be sent to the user and the storefront's nominated email account detailing the file upload was successful.

### **How do I enable an Employee?**

Licensing Services need to be informed of new employees via the Employee Details Form LSP004 available for download [here](#).

*Note: The form is to be completed for any person who is, or proposed to be, employed at the business premises and will be entering into contracts at the premises on behalf of the licence holder.*

Once the employee details have been provided and processed by Licensing Services, the storefront Licence Holder can enable the employee via the *TAG Administration* -> *Employee Administration Top Level Menu*.

Within the Employee Administration page, locate the employee and click the Enable button in the Enable/Disable column and the Add button in the StoreFront column. These actions will automatically generate an email to the employee's nominated email account with a temporary Pin enabling the employee access to the Storefront. *Please Note: The Licence Holder will need to inform the employee of the Storefront's specific Username and Password to enable logon to the TAG application.*

### **How do I add a new Employee?**

Please refer to the above answer – 'How do I enable an Employee?'

### **An Employee has left the organisation or no longer works at a specific Storefront what do I need to do?**

If an employee no longer requires access to TAG for one or more Storefronts, contact Licencing Services and inform them.

The storefront Licence Holder can then disable the employee via the *TAG Administration* -> *Employee Administration Top Level Menu*).

On the Employee Administration page, locate the employee and click the Remove button. This will prevent the employee from accessing TAG for the specific Storefront.

Where an employee works across multiple storefronts they will need to be disabled. On the Employee Administration page, locate the employee and click the Disable button. This will prevent the employee from accessing TAG from all storefronts.

### **[How do I change a Staff or Storefront's email account?](#)**

Licensing Services need to be informed of new employees and employee updates via the Employee Details Form LSP004 available for download [here](#).

### **[Apply for a Pawnbroker or Second-Hand Dealer Licence | Western Australian Government](#)**

You cannot manually update an employee's email within the TAG application.

### **[Why am I locked out of my Storefront account?](#)**

If your username/password is not working with the correct credentials (i.e. you've attempted a password reset) then your Dealer Licence may have expired or been revoked/cancelled.

**Licence Holder** - Please contact Licensing Services:

- **Email:** [licensingsservicessecondhand@police.wa.gov.au](mailto:licensingsservicessecondhand@police.wa.gov.au)

### **[I'm experiencing errors with the Application what do I do?](#)**

**Licence Holder** - Please contact Licensing Services:

- **Email:** [licensingsservicessecondhand@police.wa.gov.au](mailto:licensingsservicessecondhand@police.wa.gov.au)

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