

21/9/2016

Our Reference: 1127

Dear Valued Customer

The National Heavy Vehicle Regulator (NHVR) is implementing improvements to the access permit application function as well as working on improved systems to help deliver regulatory services.

We are pleased to announce the first component of the NHVR's new online permit system, the *Customer Portal*, is now available for all customers. You are now able to create, lodge and track permit applications online.

By lodging your applications through the Customer Portal, it will enable us to seek approvals for your permits more quickly as well as providing you with the ability to see the status of your application at any time throughout the process.

NHVR is encouraging all customers to use our new online system and will be closing our email and other online system as of 30 September 2016. We invite you to try out the *Customer Portal* when you are next lodging an application. Attached is an 'info sheet' that provides a step-by-step process to assist you.

If you cannot access the internet, we are still accepting hardcopy applications via mail and facsimile. However, if you apply via these channels you may experience delays due to data entry requirements by the NHVR.

Should you require further information on the *Customer Portal*, please contact us on 1300 MYNHVR (1300 696 487) or visit the website, www.service.nhvr.gov.au.

Kind Regards

Access Management Team
National Heavy Vehicle Regulator