

GUIDANCE

On submitting information electronically to the Commission.

The Commission is developing its online services to improve the accuracy of the information it receives and stores in order to provide a more efficient and convenient service for licensees and registered businesses. In the interim, the Commission is happy to receive electronically submitted information via email or the use of physical media devices subject to the following guidelines:

General Guidance

Submission must be of good quality. The Commission recommends producing the documents electronically and then converting them to PDF. Scanning paper documents, without the proper Optical Character Recognition (OCR) process, poor quality copies, or information that has been severely reduced in size, will hamper automated processing of your submission.

1. Acceptable transport medium

- a. Email attachments with a total file size limit of 10 MB.
- b. Physical Storage Media
 - i. USB memory sticks (also known as flash drives) with an individual file size limit of 30 MB (although can include multiple files).
 - ii. DVD or CD with an individual file size limit of 30MB (but can include multiple files). If discs are to be used, please ensure they have no damage to the surface and are suitably protected in a disc cover or sleeve.

2. Acceptable file formats

Regardless of the medium used; the Commission requires files either in Microsoft Office or Adobe Acrobat (PDF) format. Files must not contain macros.

3. Submissions

All USB, DVD or CD's should arrive at the Commission accompanied by clear instructions stating who the information is from and what it is in relation to. A point of contact is essential.

4. Security

Please do not password protect documents unnecessarily. Where it is appropriate to protect the document, please provide the password via a separate communication. Information submitted via email is done so at your own risk.

5. Anti-Virus

All electronic information whether by email or electronic media should be checked for viruses or corrupted files before being sent to the Commission.

6. Exception handling

The Commission will make a maximum of three attempts to extract and upload any information that does not immediately present itself when transferred from the media provided. The licensee or registered business will be contacted for an alternative submission should the problem persist.

7. File Naming Convention

All submissions should be clearly titled and indexed for ease of viewing the contents.

8. Retention

The Commission creates an electronic image of the contents of any submitted storage media. Subsequently, this media will be kept for a period of 2 weeks for collection, if required, after which they will be securely destroyed.