

FoodTrader OSCAR Release 1 Council User Guide

July 2023

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Department
of Health

FOODTRADER



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Introduction

Welcome to the FoodTrader OSCAR Council User Guide

This guide provides a step-by-step walk through of the functions of FoodTrader OSCAR Release 1, introduced in June 2023 in replacement of Streatrader.

About FoodTrader OSCAR

The FoodTrader OSCAR system has been developed by the Department of Health to replace the functions previously performed by the now defunct Streatrader system.

FoodTrader OSCAR is a state-wide system incorporating an online registration portal (**FoodTrader**) for use by Victorian food businesses and an application assessment, compliance management and reporting database (**OSCAR** - Operational System for Compliance and Registration) for use by councils and the department.

Release 1 of FoodTrader OSCAR was deployed in June 2023. The user information in the guide relates to Release 1 functionality.

Further FoodTrader OSCAR Releases will be deployed from late July 2023 (tbc)¹ and will include extended functionality for the management of temporary and mobile food businesses relating to events, reopening premises and registrations, messaging, tasks, actions and only. An updated council user guide, including guidance on the additional functions will be published with each release.

Further information on the project, including training videos and scenarios, can be found on the Department of Health's [Public Health Hub \(PHHub\)](#).

¹ Three further releases scheduled for 8 August, early September and early October.

Release 1 – important things to know

The two-stage approval process



Registration remains a 2-stage approval process

Registration or notification is a two-stage process.

1. Acceptance of the Submitted Application (found on the Applications list), followed by
2. Registration/Notification of the Pending Registration/Notification or Premises records (found on the Registrations or Premises lists).

This two-stage process applies to applications for New Registration, New Premises, Renewal and Closure.


This is the same two stage approval format used in Streatrader and allows councils the opportunity of completing administrative and/or compliance tasks between the acceptance of the application and the final granting of Registration/Notification.

Application shows a status of Submitted on the Applications list: the next action (Accept, Decline or Amend Details) should be taken on the Application.

Application shows a status of Pending on the Applications list: the Application requires no further attention. All further action needs to be taken on the related Registration or Premises record (which will be in a status of Pending or Closure requested) to complete the application process.

Is this a permanent feature of OSCAR? Yes.

Statement of Trade applications for registered/notified accounts only



Applicants cannot apply for SOT at the same time as applying for Registration or Notification

Businesses/Community Groups cannot apply a Statement of Trade until they have become Registered/Notified.

Previously Streatrader allowed an applicant to apply for a Statement of Trade at the same time as applying for registration/notification. This pre-assumed that the premises would be successful in its application for registration or notification and caused issues for trading councils when applicants were chasing SOT acceptance on unregistered premises.

With the introduction of OSCAR, all premises will need to be registered or notified before an application for a Statement of Trade can be submitted to a trading council.

Is this a permanent feature of OSCAR? Yes.

Declined means Declined



Declining an application ends the application process

Previously Stretrader allowed an applicant to change the details of an application and resubmit it after a council had recorded that the application as Rejected.

With the introduction of OSCAR, the Decline of an application will be recorded as a Decline and the business will not have the opportunity of updating and resubmitting the application.

If council wishes the applicant to make changes to the application and resubmit it with updated information, council should select the Amend Details function on a Submitted application. This will move the application to a

status of Changes required, allowing edit before resubmission² and a status of Submitted again.

Is this a permanent feature of OSCAR? Yes. This won't change. But in Release 2 FoodTrader will include a Reapply button on the business portal, allowing an applicant to apply again where a previous application/s is Declined by Council.

Status names have changed



Statuses in FoodTrader and OSCAR have new names.

The application statuses previously used by Stretrader have been updated in places.

The application status that shows in OSCAR will also display to the FoodTrader portal user.

Importantly, an application in OSCAR or FoodTrader does display as Complete until the registration/notification has been fully processed.

Stretrader

Lodged/For Review

Prelodgement

Complete

Requires changes

Requires changes/Council editable

OSCAR equivalent

Submitted

Pending

Complete

Declined

Changes required/Council edit in progress

Is this a permanent feature of OSCAR? Yes.

² In Release 1 only a council officer can update the details of an application in a status of Changes Required. In Release 2 the council officer or the applicant will be able to make the necessary changes.

Some applications will need some data re-entry



The 1st application relating to migrated registrations/notifications in FoodTrader OSCAR will require some data re-entry

Due to changes in legislation adjusting the classification of certain premises, as well as the restructure of some application questions in the new system, some application details entered previously in Streatrader will not prepopulate in the first OSCAR application processed on registrations/notifications following migration.

The data requiring re-entry will include all food and food activity questions in an application.

The re-entry requirement will affect only the very first application submitted to OSCAR. This is likely to affect the first update or amendment application type or, for registration records, the first renewal application.

Is this a permanent feature of OSCAR? No. It will affect only the first FoodTrader OSCAR generated application. After this all applications will be fully pre-populated with the stored OSCAR data.

Guide A: OSCAR (Operational System for Compliance and Registration)

Getting started

Council User Accounts

Account Setup

To access OSCAR, a Council user will need to be granted access via the Department of Health's User Onboarding Portal (DUOP) at <https://myapps.forms.health.vic.gov.au/>

1. Once access has been approved/confirmed, a confirmation email will be sent to the Council user
2. Users should access the link provided in the email, enter their email address and password and select next.
3. Depending on council settings and environment properties, some users will be required to follow a further verification process.

DUOPs Account Setup guidance is published to the [Public Health Hub](#) (PHHUB)

For technical issues, please contact duopl3technicalsupport@health.vic.gov.au

Account login

For most council users, login is through single sign on (SSO) and happens automatically when accessing the OSCAR system at <https://oscar.foodtrader.vic.gov.au/>

Terms and conditions

By entering FoodTrader OSCAR (the system) and viewing, adding or updating information, you confirm that you:

- are an officer or member of the staff or contractor of a Victorian council who is authorised to access the system and the information held in it;
- will use the system and use or disclose information contained in it only for the purposes for which it has been collected, namely the administration of the *Food Act 1984 (Vic)*, or for other lawful purposes in accordance with [FoodTrader Privacy Collection Notice](#) and any relevant council policies;
- acknowledge the [FoodTrader Terms of Use](#);
- ensure that all information you add to the system is accurate, correct and not misleading in any way;
- may be subject to discipline, complaint or other penalties if you engage in unauthorised or prohibited conduct in relation to the system and the information it contains.

I accept the terms and conditions

When a user signs in, they will need to accept the terms and conditions before progressing.

Once signed in, a user will be navigated to the OSCAR Council portal dashboard with correct access permissions

User roles

There are two permission/access levels for council users:

- Council user. This is the standard level of access allowing the user to navigate most function to perform regulatory updates.

- Council admin. This level of council user has access to all the functionality available to a council user but can also access and update key council configuration values.

Navigation

A set of menu options that are used for navigation are arranged to the left of your screen.

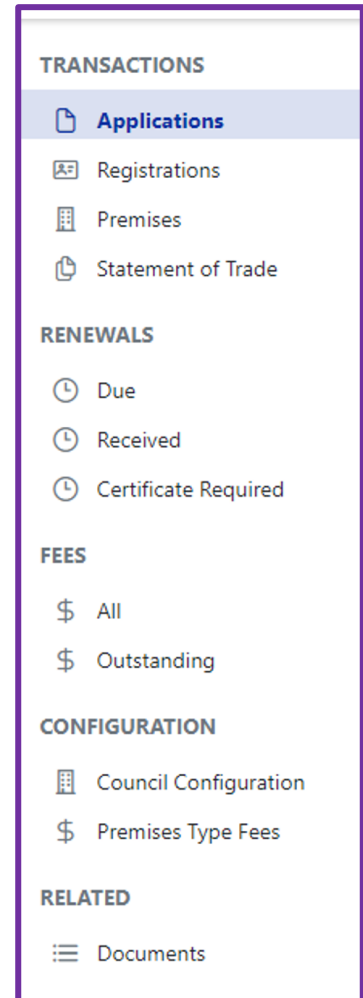
Transactions: Menu options leading to lists of the council’s applications and records.

Renewals: Three sequential lists for managing the renewal cycle of registrations.

Fees: Menu options for viewing outstanding or previously paid fees

Configuration: Council admin users can access configuration items here

Documents: A list of a council’s documents held in OSCAR³



³ The main Documents list is disabled in Release 1 and will be reinstated at a later stage.

List View Defaults

The records in OSCAR can be found on the list menus provided to the left of the OSCAR screen.

If the menu lists are not visible, the burger icon  at the top left-hand corner of the screen will open them.

All lists when opened have a default filter applied to restrict the items listed to that of the user’s council.

To view state-wide applications, the filter can be cleared (see below Filtering Lists section).

When a Council Officer logs in, the display will default to the Application list screen view (with default filter applied), showing all applications in order of Lodgement Date⁴ (most recent first).

Filtering Lists



To view/change/clear filters, select the drop-down arrow at the top of any list to expand the filter options.

Use the filters to narrow the list of items⁵. Filters can be used in conjunction with each other. Once filter selections

⁴ In Release 2, Statement of Trade applications will be hidden from the list and remaining applications will be sorted first by status (with completed applications coming last) and then by Lodgement Date.

⁵ The format of some filters will be changed to be of more use in Release 2. Where drop down selections or look up fields can be used they will take the place of the current free text filter fields.

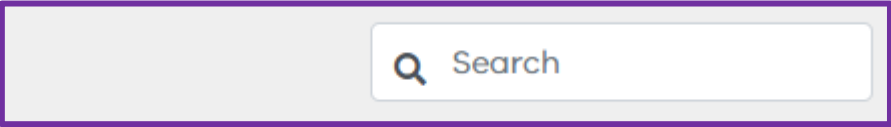
have been entered, use the Apply filters button on the right of the screen to apply the selections to the list.

To clear all filters, select the 'Clear Filter' option to the right of the screen.



Searching Lists

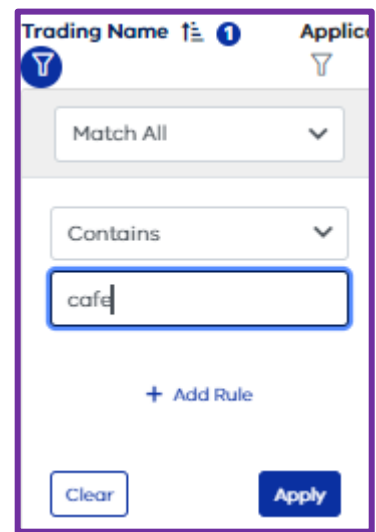
Each list view contains a universal search field at the top right of the list.



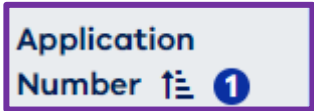
Type any value in this field to search the entire list for matching values.

The column header of each column in a list can also be used to search for values in that column. Enter a value and select Match All.

Select a search setting such as 'Starts with' or 'Contains' depending on the amount of information you have to search by. Apply the rules to execute the search. All list items with a matching value in that column will be returned.



Sorting Lists



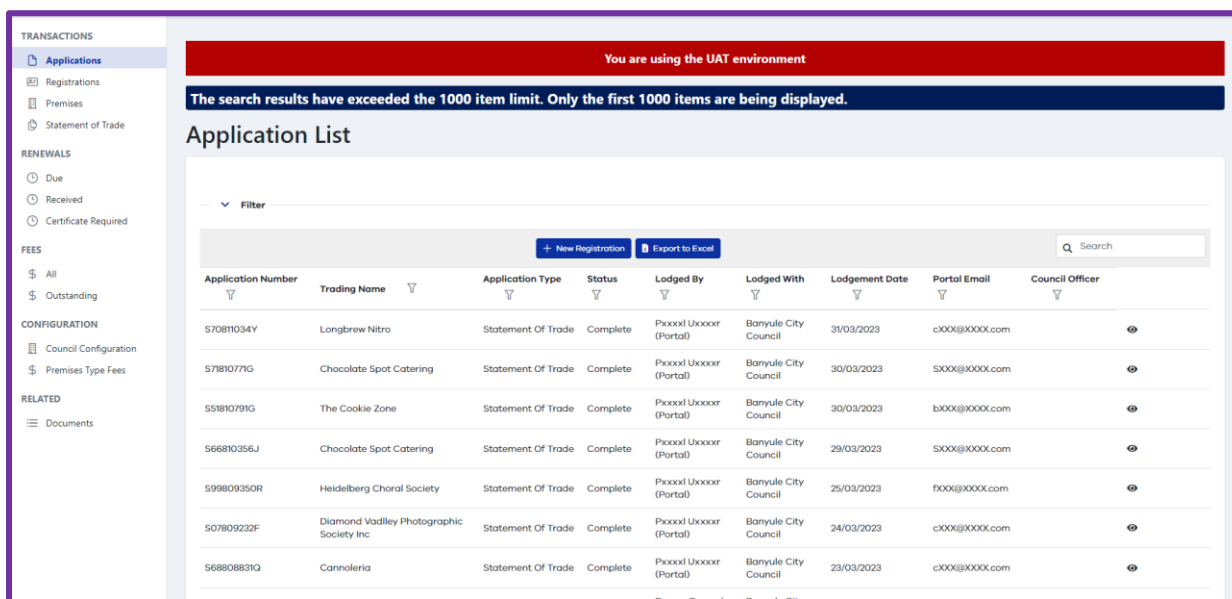
The column header of each column in a list can also be used to sort the list. Select the Up or Down sort arrow to sort in ascending or descending order.

Finding Applications

Applications list

When a Council user logs in to OSCAR, the Application list screen is displayed with a default filter applied to limit the applications to those of the logged in user.

Applications will be sorted by Lodgement Date, with the most recent at the top of the list⁶.



To access Applications from a different screen, you will need to select the 'Applications' list item under the 'Transactions' menu (left of screen).

Application types

The application types managed by OSCAR are:

- New Application**

Generated by a FoodTrader portal user when first applying for registration or notification
- New Premises**

Generated by a FoodTrader portal user or council officer to add an additional premises to an existing registration/notification
- Amend Registration⁷**

Generated by a council officer in OSCAR to make changes to the registration/notification record

⁶ In Release 2, Statement of Trade applications will be hidden from the list and remaining applications will be sorted first by status (with completed applications coming last) and then by Lodgement Date.

⁷ The Amend Registration application can be used by council to update anything about the registration including contact details, adding or closing premises, and changing from short term to annual.

- Close premises⁸ Generated by a FoodTrader portal user to request closure of a premises
- Edit premises Generated by a FoodTrader portal user to update the details of a premises
- Update Proprietor details Generated by a FoodTrader portal user to update their Proprietor details
- Update Contact details Generated by a FoodTrader portal user to update their contact details
- Update Principal Premises⁹ Generated by a FoodTrader portal user to update the address of the principal premises
- New Registration Generated by a Council Officer in OSCAR to process a new registration application for a non portal user
- Renew Registration Generated by a FoodTrader portal user to apply for a new term of registration
- Statement of Trade application Generated by a FoodTrader portal user or a Council user in OSCAR to request a Statement of Trade

Application statuses

The status of any application can be viewed in the Application list of your portal and will tell what stage of the application process each has reached.

Draft	An application that has been started and saved and needs completion before it can be submitted.
Submitted	An application that has been fully completed and submitted to council and is awaiting acknowledgement by council.
Changes required	An application that has been acknowledged by council but needs additional or adjusted information in order to be progressed. Council may contact you to discuss the required changes.
Pending	An application that has been acknowledged by council and is now under review. Council may need to complete a number of activities during this stage, such as managing your registration fees or inspecting your premises.
Complete	An application that has been fully processed by council. When an application moves to this status you will be notified by email of the application outcome.
Declined by council	An application that council has declined and will not progress. You should contact council for further information.

⁸ Release 2 will introduce Close Registration, Reopen Premises and Reopen Registrations application types.

⁹ This application can lead to the registration switching to a new registering council.

Applications for new registration/notification

Reviewing

A New Application for registration is created and submitted by a FoodTrader portal user.

When an application is first received it is listed in the OSCAR Applications list with a status of Submitted. This status will also display in the applicant's FoodTrader portal.

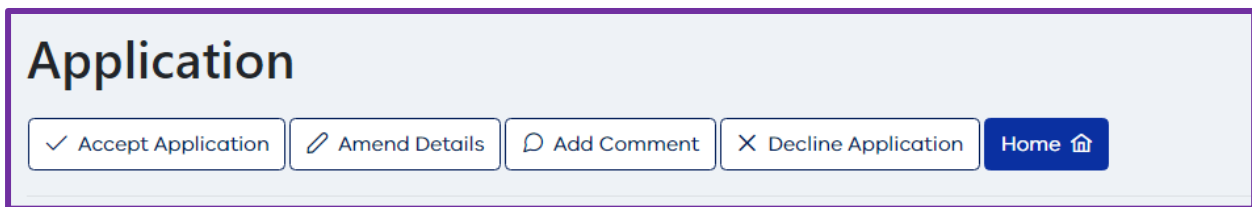
An application in the status of Submitted requires council to **Accept or Decline** it to progress.


Before it is Accepted or Declined, and while it remains in the status of Submitted, council can also amend the information in the application (before acceptance) by selecting **Amend Details**.

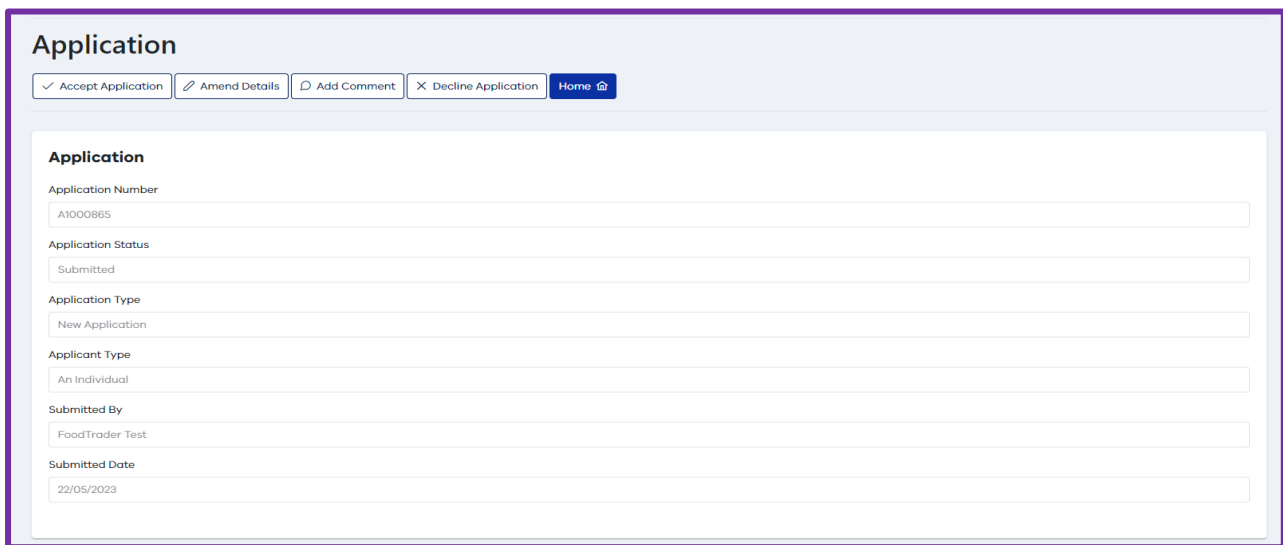
When an application is in a status of **Submitted**, action is required on the **application** to further progress the request.

The possible actions to be taken are: Amend (if required), Decline or Accept.

Accepting the application will progress it to the next stage of the process.

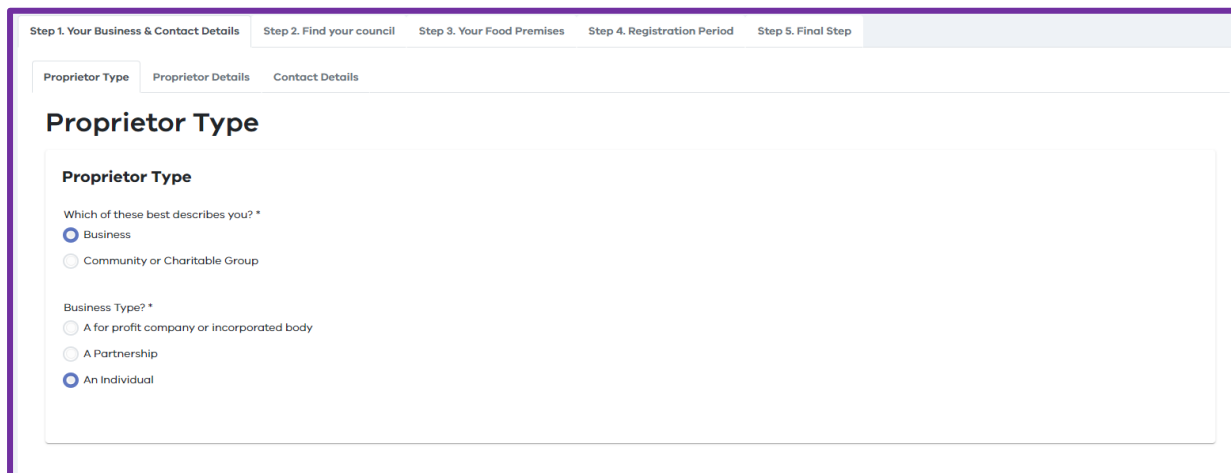


1. To review an application, open the application from the Applications list by selecting the view icon. 
2. The selected application record will open.
3. An overview of the application will appear at the top of the screen. You will be able to view the full submitted application below the overview¹⁰.



¹⁰ In Release 2, the format of the Overview information will be improved and made consistent across all application types.

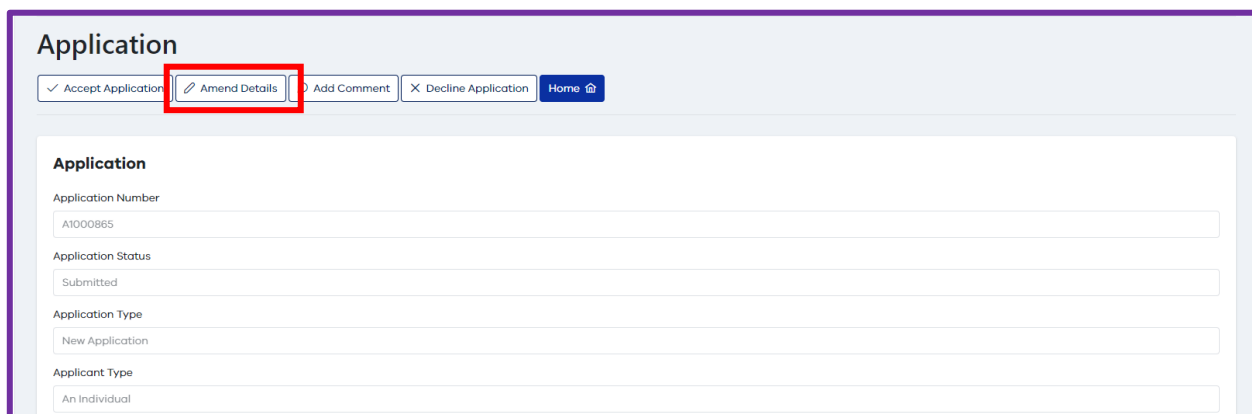
- In a New Application for registration, the application details are arranged in tabs under the application overview. Toggle through the tabs to expand and review the application information provided in each section.



Amending

While an application is the status of Submitted, a council officer can amend any details of a FoodTrader application on behalf of a business owner.

- Select 'Amend Details' at the top of the application screen.



- The application will become editable, and the status of the application will change to 'Changes Required'. This status will also display in the applicant's FoodTrader portal.
- Navigate through the application to the section/s you wish to update¹¹.
- Edit the details as necessary.
- Navigate to step 5 to resubmit the application by selecting 'Save application'.
- Once the changes are saved, the application will return to a status of 'Submitted' and can be accepted or declined when ready.

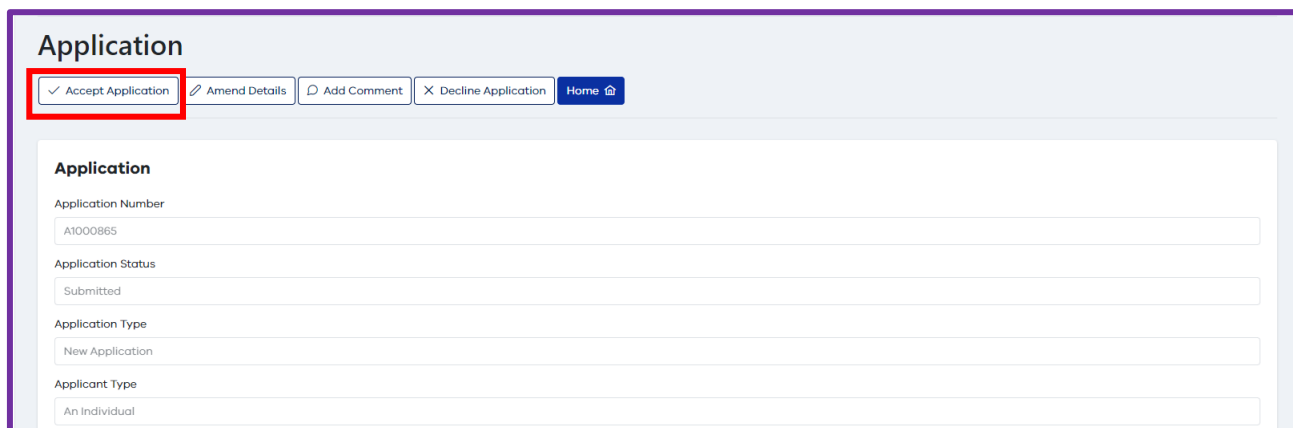
[Save Application](#)

¹¹ In Release 1, an application in a status of Changes Required can only be updated by a council user. Release 2 will introduce the ability for a business to also update the application details when a council user has switched it to a status of Changes Required.

Note: if the address of the principal premises is updated to an address outside of your municipality, the application will be directed to the new registering council for acceptance and processing.

Accepting

1. Once the application details have been reviewed and amended as required, select 'Accept Application' button to accept the application.

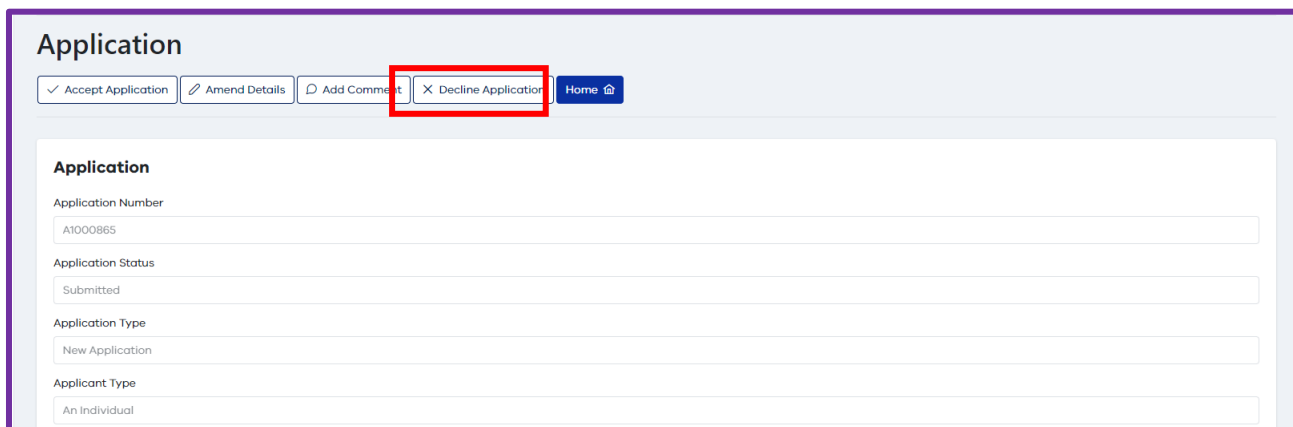


2. Once accepted, the application will move to a status of Pending. This status will also display in the applicant's FoodTrader portal.
3. Accepting the application also creates the new Registration/Notification record which now appears in the Registrations list with a status of Pending.

Once an application has been Accepted and moved to a status of Pending, it has done its job (of delivering new information to OSCAR) and all further actions will be taken on the Registration or Premises records, and no longer on the application itself.

Declining (Rejecting)

1. Once the application details have been reviewed, if a council officer decides that the application should be rejected for any reason, then the 'Decline Application' button should be selected.



2. A 'Provide Reason' popup window will appear. Enter the reason for Declining the application and select 'Save and Exit'.
3. The application status will update to 'Declined by Council' in OSCAR as well as the applicants FoodTrader portal, and an email will be sent to the proprietor notifying them that the application has been declined¹².

NB: Decline in OSCAR means Decline.

It is a decision not to allow the application to progress and to reject the application.

The applicant will be notified of the decision and will not be able to further update the application for resubmission.

¹² In Release 2, a Reapply button will be made available in the FoodTrader portal, allowing reapplication where previous applications have a status of Declined by Council.

Issuing a new Registration/Notification

Finding the new pending Registration/Notification

When a New Application (for registration) is Accepted (see page 17), a new Registration or Notification record is created.

The new Registration/Notification record starts with a status of Pending.

The Registration/Notification can be found in the Registrations list with a status of Pending.

At the same time, the component Premises records of the new Registration/Notification are also created.

The component premises can be found on the Premises list also with a status of Pending.

The application will only move to a status of Complete once the related Registration/Notification/ Premises has been actioned.

If an application has a status of Pending, there is an outstanding action on a related record that needs completing.

If required, the filters on lists can be used to search for records in the status of Pending. The Trading name of the applicant can be used to filter the view further.

Reg/Not. Status	Reg/Not. Number	Trading name	Address	Suburb	Proprietor	Lodgement Date	Expiry Date	Renewable	Council	Council Officer
Current	BASS-0068527	Phillip island and bass coast wildlife and rehabilitation shelter	xxxx xxxx xxxx2 Sxxxxx xxxx xxxx, Cxxxxx, xxxx xxxx2,	Cxxxxx	xxxx	04/01/2023	31/12/2023	Yes	Bass Coast Shire Council	
Current	BASS-0064627	Blue Hut Cafe	xxxx xxxx xxxx7 Gxxxxt xxxx xxxx, Wxxxx, xxxx xxxx5,	Wxxxx	Bxxxxx	04/04/2022	31/12/2023	Yes	Bass Coast Shire Council	
Current	BASS-0057484	Lions Club of Inverloch & District	xxxx xxxx xxxx Pxxxx5 xxxx xxxx, bxxxxh, xxxx xxxx6,	bxxxxh	Lxxxxt	31/12/2019	31/12/2023	Yes	Bass Coast Shire Council	
Current	BASS-0066152	Bearded Baker Of Inverloch	xxxx xxxx xxxx Vxxxxt xxxx xxxx, bxxxxh, xxxx xxxx6,	bxxxxh	Mxxxxt	01/08/2022	31/12/2023	Yes	Bass Coast Shire Council	
Current	BASS-0069314	san remo discounts raising funds for royal childrens	xxxx xxxx xxxx7 Mxxxxx xxxx xxxx, Sxxxxx,	Sxxxxx	Mxxxxr	03/03/2023	31/12/2023	Yes	Bass Coast Shire Council	

Reviewing the pending Registration/Notification

When the required Registration/Notification record has been located, the view icon in the far-right column of the list will open the record.

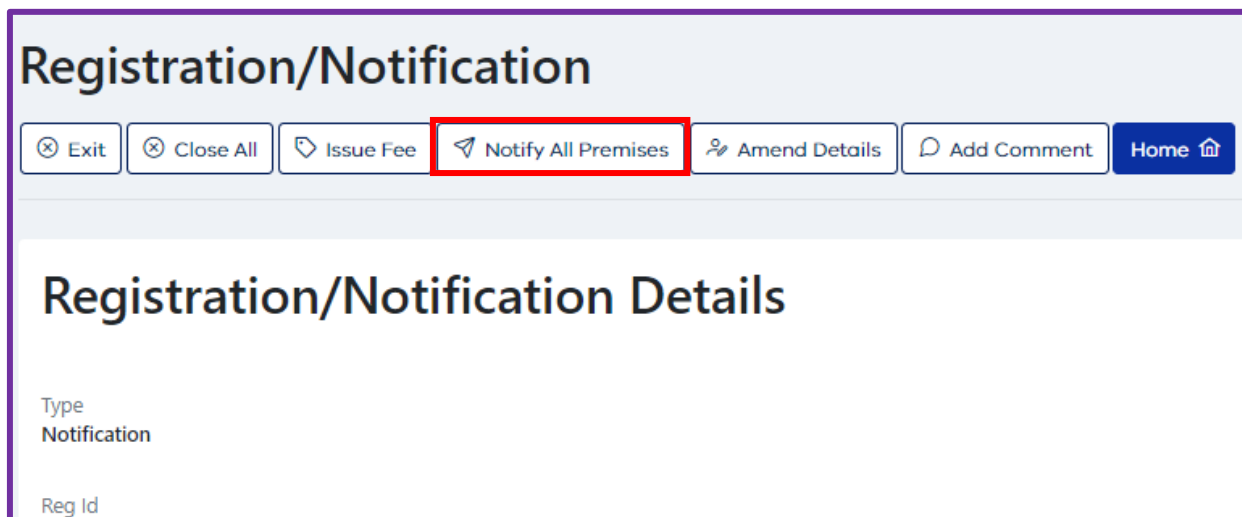
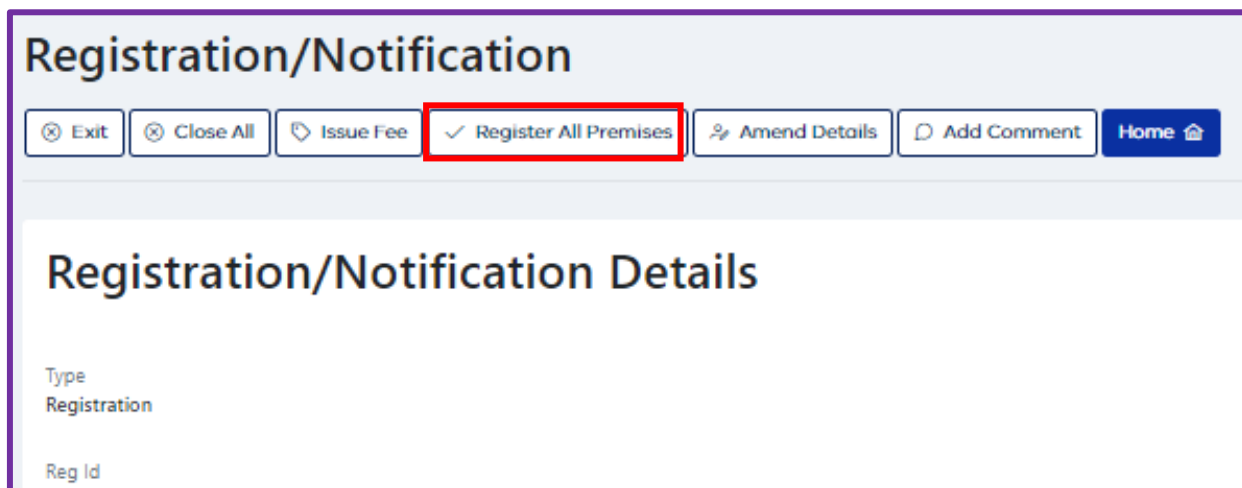
The record will display as a Registration or a Notification record.

Approving a pending Registration/Notification and all its pending component premises

The component premises of a new pending Registration/Notification can be simultaneously registered/notified or individually registered/notified.

If all component premises of the new Registration/Notification are to be simultaneously registered/notified:

1. Select the 'Register All Premises' or 'Notify Premises' button at the top of the Registration or Notification record.



2. If there are outstanding fees associated with the registration/notification, the below pop up will appear¹³.
Select **No** if outstanding fees need to be managed before the registration/notification can be granted. This will stop the Registration/Notification process and leave the Registration/Notification in a status of Pending for finalisation at a later point.

¹³ In Release 1 this pop up is worded incorrectly for some applications. This will be updated in a later release.

Outstanding Fees

There are outstanding fees associated with this Registration. Do you wish to proceed with Renewal?

Select **Yes** if the Registration/Notification can be issued regardless of outstanding fees.

3. A pop up will appear warning that there are 'outstanding applications/premises'.

Select **Yes** to ignore this warning and proceed.

Select **No** to abandon the registration/notification process and return to it a later point.

Outstanding Applications/Premises

There are outstanding applications/premises, do you want to proceed with issuing a certificate?

4. If approving a renewable annual **REGISTRATION**, a Registration Period box will appear to set the values of the new registration.

Registration Starts date sets the date that the registered period should start. This value will default to the current date.

This field can be edited if required.

Due for Renewal date sets the expiry date of the registration. This will default to the registration expiry date set by council configuration.

This field can be edited if required.

Auto Reminder will set whether automatic reminders for renewal are sent to the proprietor before expiry. The timing of the reminders will be set by the renewal days setting in council configuration.

This value will be defaulted to Yes but can be edited.

Auto Fees will set whether renewal fees are automatically calculated and invoiced as part of the reminder. The calculation of the fees will occur depending on the values and dates set in council configuration. This value will be defaulted to No but can be edited¹⁴.

Registration Period

Registration Starts (DD/MM/YYYY) *

02/01/2001

Due for Renewal (DD/MM/YYYY) *

01/01/2002

Auto Reminder *

Yes

No

Auto Fees *

Yes

No

¹⁴ This will not be available before Release 2

5. Selection of **Exit** on the Registration Period box will abandon the registration process. Selection of **Save and Exit** once the Registration Period dates and settings have been selected will continue the process.
6. If approving a **SHORT-TERM REGISTRATION**, the Registration Period box will only include the dates for confirmation¹⁵.

Registration Period

* required fields

Registration Starts (DD/MM/YYYY) *

19/07/2023
📅

Due for Renewal (DD/MM/YYYY) *

18/07/2024
📅

Save and Exit
Exit

7. If approving a **NOTIFICATION**, no Registration Period box will appear.
8. A final pop up will appear to confirm issue of the Registration/Notification certificate.¹⁶

Notify of Registration

Email to notify of registration and send certificate?

✓ Yes
✗ No

Select **Yes** to complete the registration/notification process and issue the Registration/Notification Certificate to the proprietor’s FoodTrader portal. An email is sent to the proprietor advising them that their certificate is now available for view/download in their FoodTrader portal

Select **No** to complete the registration/notification process. No email will be sent to the proprietor however a certificate will still automatically generate and appear for download in the proprietor’s FoodTrader portal.

Once the Registration/ Notification has been finalised (approved) and the certificate issued:

- The Registration/ Notification will move from Pending to a status of **Current**.
- The component Premises will move from Pending to statuses of **Registration** or **Notification** (depending on classification).
- The original application will move from Pending to a status of **Complete**.

¹⁵ In Release 1, the short-term registration dates will not be prepopulated from the application but will need manual entry and confirmation.

¹⁶ In Release 1 this pop up is worded incorrectly in some circumstances. This will be updated in a later release.

Finding an individual pending Premises

The pending component premises of a new Registration/Notification can be simultaneously registered/notified or individually registered/notified.

If only one premises is to be registered/notified at a time, this can be done from the individual Premises records.

The component premises of the Pending Registration/Notification can be found by scrolling down the Registration/Notification record until the Premises list is displayed¹⁷.

Register All Premises together or individually

The Register All Premises option (on the Registration/Notification record) will only be available if all pending Premises are to be registered/notified at the same time in a single action.

Once one pending Premises is registered/notified individually (using the Register/Notify buttons on a single component Premises) then the Register All premises option is no longer available and all other pending Premises will need to be individually registered/notified.

Premises

[+ Add](#)

Premises Number	Premises Type	Premises Class	Premises Status	
ARAR-1119995-001	Mobile	Class 2	Pending	Edit View Delete
ARAR-1119995-002	Temporary	Class 3	Pending	Edit View Delete

Alternatively, the Pending Premises records can be found on the master Premises list accessed from the home page. The list filters can be used to search under the required trading name for any Premises with a status of Pending.


Premises List

[Filter](#) [Export to Excel](#)

Priority	Premises Number	Trading Name	Premises Status	Premises Type	Type	Class	Address	Suburb	Proprietor	Initial Date of Issue	Expiry Date	Council	Actions
Unrated	ARAR-1119995-002	FoodTrader Test	Pending	Temporary	Non-Fixed	Class 3	59 VINCENT STREET, ARARAT VIC 3377	ARARAT	Jane Smith			Ararat Rural City Council	View
Unrated	ARAR-1119995-001	FoodTrader Test	Pending	Mobile	Non-Fixed	Class 2	59 VINCENT STREET, ARARAT VIC 3377	ARARAT	Jane Smith			Ararat Rural City Council	View

¹⁷ In Release 1, the Premises list on registration/notification records displays some functions that are not available. The Add, Edit and Delete buttons have no function and will be removed in a later release.

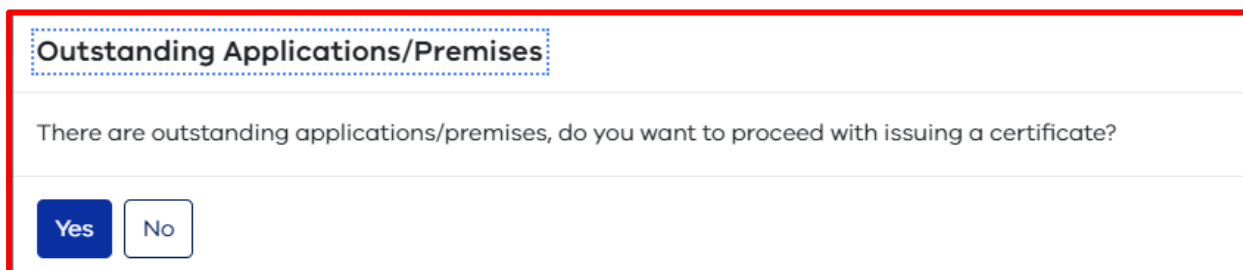
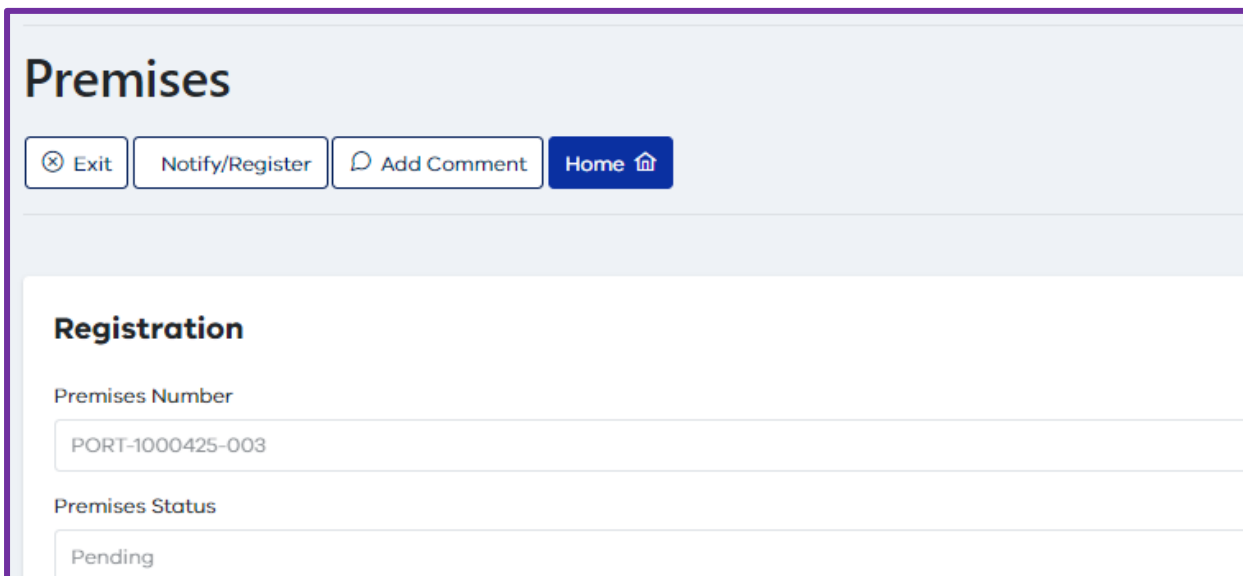
Reviewing the pending Premises

Once located on either list, the required Pending Premises record can be opened for review by selecting the View icon. 

Approving an individual pending Premises

If each premises is to be registered/notified one at a time:

1. After reviewing the pending Premises record, select the Register/Notify button at the top of the Premises record.



2. The below (incorrect) pop up¹⁸ will appear warning that there are 'outstanding applications/premises'. This should be ignored to progress with the process.
 Select **Yes** to ignore the warning and proceed.
 Select **No** to abandon the registration/notification of the premises.
3. If the premises is of a Registration level classification and is the first component premises to be approved, registration of it will also trigger commencement of its parent registration record.

¹⁸ This pop up will be removed/modified in a later release.

It therefore needs to have start and end dates applied, as there is no 'live' (current) registration yet to copy the expiry date from.

In this case the below Registration Period pop up will appear for entry of the start and end dates of the Premises to be approved.

Registration Starts date sets the date that the registered period should start. This value will default to the current date. This field can be edited if required.

Due for Renewal date sets the expiry date of the registration. This field can be edited if required.

4. Selection of **Exit** on the Registration Period box will abandon the registration process. Selection of **Save and Exit** once the Registration Period dates and settings have been selected will continue the process.
5. If the premises is of a Notification level classification **or** is the not the first component premises to be approved (i.e., there is already a current parent registration/notification running) then the Registration Period pop up will not appear.
6. A final pop up will appear to confirm issue of the Registration/Notification certificate.¹⁹

7. Select **Yes** to complete the registration/notification process and issue a Registration/Notification Certificate for the approved premises to the proprietor's FoodTrader portal. An email is sent to the proprietor advising them that their certificate is now available for view/download in their FoodTrader portal.

Select **No** to complete the registration/notification process of the component

Once the Premises has been finalised (approved) and the certificate issued:

- The parent Registration/ Notification will move from Pending to a status of **Current**.
- The approved Premises will move from Pending to a status of **Registration** or **Notification** (depending on its classification).
- The other component premises related to the application for Registration/Notification will remain in a status of **Pending**.
- The original application will remain in a status of **Pending** as other component premises relating to this application have yet to be finalised.

¹⁹ In Release 1 this pop up is worded incorrectly in some circumstances. This will be updated in a later release.

premises. No email will be sent to the proprietor however a certificate will still automatically generate and appear for download in the proprietor’s FoodTrader portal.

- The other component premises submitted as part of the New Application for registration/notification will remain in a status Pending until they are also approved/finalised.

They can be found on the Premises list with a status of **Pending** and should be finalised one at a time as needed. Each time a new Premises is individually registered/notified (using steps 1-7 above) a new certificate should be issued with the updated list of premises included.

Premises List

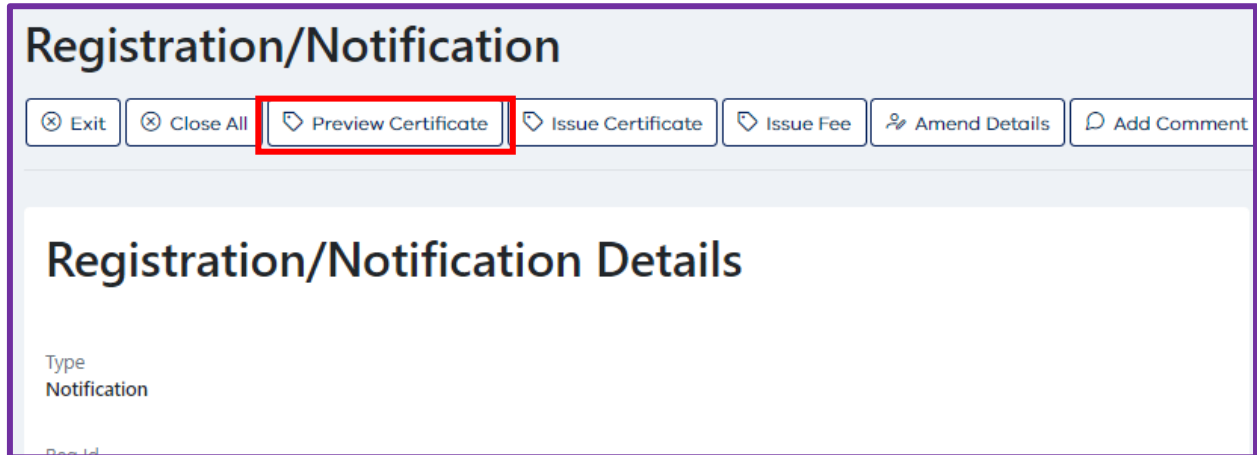
Filter

Export to Excel Search

Priority	Premises Number	Trading Name	Premises Status	Premises Type	Type	Class	Address	Suburb	Proprietor	Initial Date of Issue	Expiry Date	Council	Actions
●	ARAR-1000486-005	User Guidance	Pending	Water Carter	Non-Fixed	Class 3	39 MCNEILL STREET, ARARAT VIC 3377	ARARAT	Release 1 guide Pty Ltd			Ararat Rural City Council	👁
●	ARAR-1000486-004	User Guidance	Pending	Mobile	Non-Fixed	Class 2	39 MCNEILL STREET, ARARAT VIC 3377	ARARAT	Release 1 guide Pty Ltd			Ararat Rural City Council	👁
●	ARAR-1000486-003	User Guidance	Pending	Temporary	Non-Fixed	Class 2	39 MCNEILL STREET, ARARAT VIC 3377	ARARAT	Release 1 guide Pty Ltd			Ararat Rural City Council	👁
●	ARAR-1000486-002	User Guidance	Pending	Mobile	Non-Fixed	Class 2	39 MCNEILL STREET, ARARAT VIC 3377	ARARAT	Release 1 guide Pty Ltd			Ararat Rural City Council	👁
●	ARAR-1000486-001	User Guidance	Registration	Temporary	Non-Fixed	Class 2	39 MCNEILL STREET, ARARAT VIC 3377	ARARAT	Release 1 guide Pty Ltd	15/07/2023		Ararat Rural City Council	👁 +

Previewing the Certificate

Once a registration/notification has been granted and has moved from Pending to a status of **Current**, the Registration/Notification certificate can be previewed by selecting Preview Certificate on the Registration/Notification record.



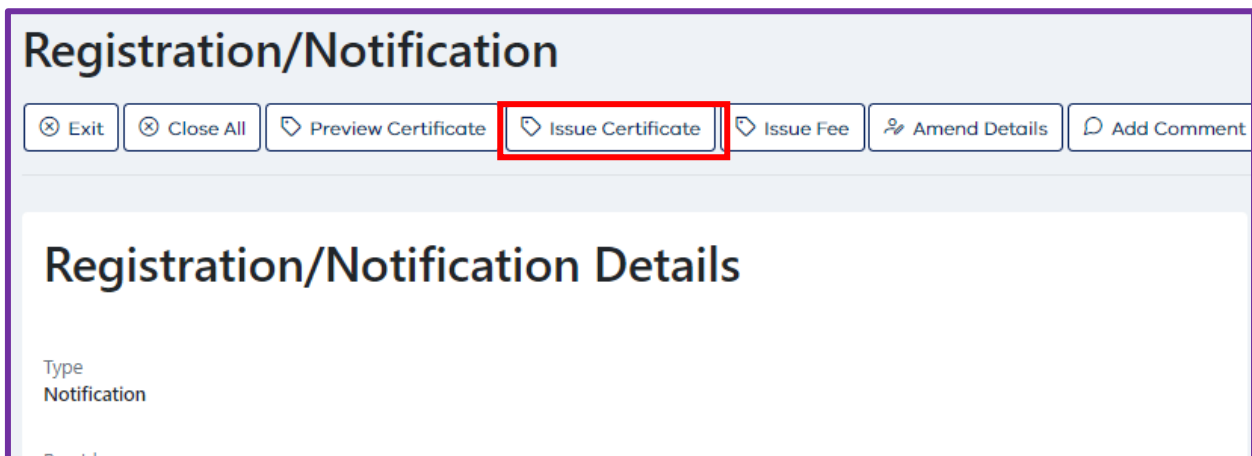
The certificate will display on screen, allowing the user to review the details of the certificate before choosing to issue it to the proprietor.

If any details are incorrect, the Amend Details function on the registration/notification can be used to edit/modify the details of the registration/notification before generating an updated certificate for issue to the proprietor.

Issuing the Certificate

If the registration/notification has a status of **Current** and the certificate has not been issued as part of the registration/notification approval process, or needs reissuing:

1. Select the Issue Certificate button at the top of the Registration/Notification record.



2. The following invalid pop up will display. Ignore this pop up by selecting **Yes**. Select **No** to abandon issuing the certificate.

Outstanding Applications/Premises

There are outstanding applications/premises, do you want to proceed with issuing a certificate?

3. A further pop will require confirmation of generating the certificate.

Select **Yes** to issue the certificate.

Select **No** to abandon issuing the Certificate.

Issue Certificate

Would you like to generate a certificate?

4. A final pop up will confirm if the applicant should be notified by email of the certificate's issue.

Select **Yes** to email the proprietor advising them that their certificate is now available for view/download in their FoodTrader portal.

Select **No** if no email to the proprietor is required. The certificate will still appear for download in the proprietor's FoodTrader portal.

Notify of Registration

Email to notify of registration and send certificate?

Registration/Notification certificates²⁰

Once issued, the Registration/Notification certificate will be available for download in the applicant’s FoodTrader portal.

A copy will also be available in OSCAR in the documents section of the Registration/Notification record.

Regulation 9

Food Act 1984 (Victoria)
Food (Forms and Registration) Regulations 2015

CERTIFICATE OF REGISTRATION OF FOOD PREMISES

Registration Authority: Ararat Rural City Council

This certificate is granted to:

Proprietor: David Smith
 1 High Street
 Ararat 3377
 VIC Australia

Trading name of food business: New Business

Principal premises of food business: 129 High Street
 Ararat 3377

Registration number: ARAR-1119999

Date Issued: 10/07/2023

Premises reference	Type	Classification
ARAR-1119999-001	Temporary	Class 2

The registration of these food premises continues in force until 16/08/2023

Coordinator Environmental Health
Delegate under the Act

Page 1 of 1

²⁰ Signatures and logos will be added to certificates in a later Release.

Statements of Trade

Finding new Statement of Trade requests

Statement of Trade (SOT) list

Requests for Statements of Trade are found on the **Statement of Trade** list, accessed from the left-hand menu of the home screen.

The list is default filtered to show the SOTs of the user’s council and SOTs with a status of Pending (those awaiting processing) at the top of the list.

Priority	SOT Number	SOT Status	Event	Venue/Location	Trading Address	Suburb	Trading Starts	Trading Ends	SOT Lodged	Premises No.	Premises Status	Trading Name	Premises Type	Class	Location Type	Council	Actions
Unrated	SOT-0000000-ARAR	Pending	Test	Test		ARARAT	26/06/2023	27/06/2023	06/06/2023	ARAR-1120013-003	Registration	UATC Test	Temporary	Class 3	Specific Location	Ararat Rural City Council	View
Unrated	SOT-0000000-ARAR	Pending	event sat	50 lonsdale		ARARAT	27/06/2023	27/06/2023	26/06/2023	ARAR-1120013-002	Registration	Ash 2 Charity change	Temporary	Class 3	Specific Location	Ararat Rural City Council	View

Statement of Trade statuses

Pending: Awaiting Accept or Decline by the Trading council.


Current: Active SOTs with the requested trading dates still current

Closed: Council can close a Statement of Trade if no longer required after acceptance. The business/CCG can withdraw the Statement of Trade from the FoodTrader portal. In both cases, the status will update to Closed.

Expired: Statements of Trade with trading dates that have passed show a status of Expired.

Pending Statement of Trade requests are awaiting review and acceptance and are found on the **Statement of Trade list**.

Reviewing a Statement of Trade request

From the Statement of Trade list, select and open a Pending Statement of Trade by selecting the View icon in the Actions column of the list. 

Accepting a Statement of Trade

1. Once the Statement of Trade has been reviewed it can be accepted by selecting the ‘Accept SOT’ button on the Statement of Trade record.

Statement Of Trade

⊗ Exit Add Comment **Accept SOT** Decline SOT Close SOT Home 🏠

Summary

SOT Number
SOT-10000327-ARAR

SOT Status
Pending

2. Once **accepted**, the Statement of Trade will move to a status of **Current**. This status will also display on the applicant’s Statement of Trade list in the FoodTrader portal.
3. The Statement of Trade certificate of a current record can be viewed by selecting the Preview SOT button.

Statement Of Trade

⊗ Exit Add Comment Close SOT **Preview SOT** Email SOT Home 🏠

Summary

SOT Number
SOT-10000361-YARA

SOT Status
Current

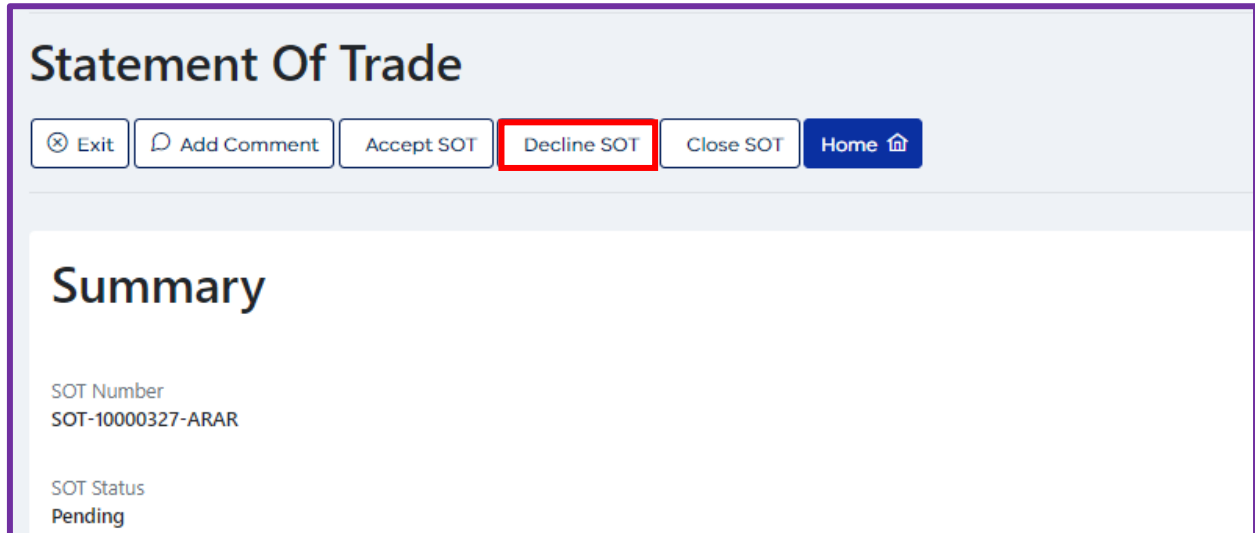
4. The Email SOT button will send an email prompt to the proprietor, advising that a Statement of Trade has been accepted and can now be viewed in the FoodTrader portal.

Statement Of Trade

⊗ Exit Add Comment Close SOT Preview SOT **Email SOT** Home 🏠

Declining (Rejecting) a Statement of Trade

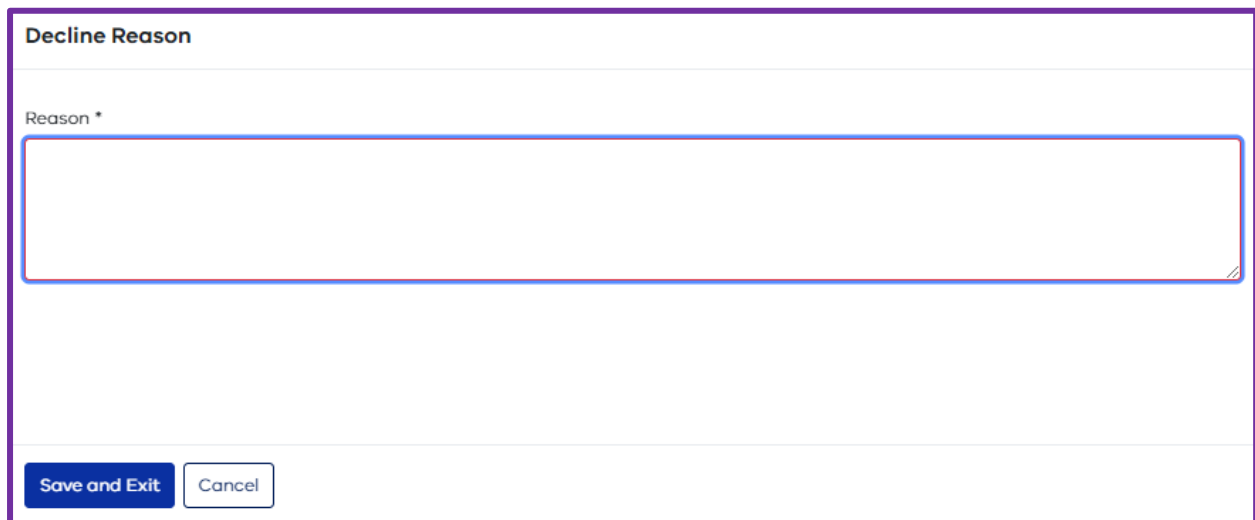
1. Once the Statement of Trade has been reviewed, if a council officer decides that the Statement of Trade should be rejected for any reason, then the 'Decline SOT' button should be selected.



The screenshot shows a web interface titled "Statement Of Trade". At the top, there is a navigation bar with several buttons: "Exit", "Add Comment", "Accept SOT", "Decline SOT" (highlighted with a red border), "Close SOT", and "Home". Below the navigation bar is a "Summary" section containing the following information:

- SOT Number
SOT-10000327-ARAR
- SOT Status
Pending

2. A 'Provide Reason' popup window will appear. Enter the reason for Declining the Statement of Trade. This reason will be saved to the Statement of Trade record in OSCAR but NOT communicated to the proprietor.



The screenshot shows a "Decline Reason" popup window. It has a title bar "Decline Reason" and a text input field labeled "Reason *". Below the input field are two buttons: "Save and Exit" and "Cancel".

3. The Statement of Trade status will update to 'Declined' and the Comments section of the Statement of Trade record will display the decline reason.
4. An email will be sent to the proprietor notifying them that the request for a Statement of Trade has been declined.

Closing a Statement of Trade

A current Statement of Trade can be closed at any time by council. Closing an SOT will invalidate it and it will no longer be available for download by the business in the FoodTrader portal.

1. To close a current Statement of Trade, locate it on the main Statement of Trade list on the left side of the home screen

Statement of Trade

Filter

Bulk SOT Accept Export to Excel

Search


Priority	SOT Number	SOT Status	Event	Venue/Location	Trading Address	Suburb	Trading Starts	Trading Ends	SOT Lodged	Premises No.	Premises Status	Trading Name	Premises Type	Class	Location Type	Council	Actions
Unrated	SOT-10000368-ARAR	Declined	SOT test event		12 BLACKKIE AVENUE, ARARAT VIC 3377	ARARAT	18/07/2023	14/09/2023	17/07/2023	ARAR-1000486-001	Current	User Guidance	Temporary	Class 2	Specific Location	Ararat Rural City Council	👁️
Unrated	SOT-10000367-ARAR	Current	Ararat market		12 THOMPSON STREET, ARARAT VIC 3377	ARARAT	18/07/2023	03/08/2023	17/07/2023	ARAR-1000486-001	Current	User Guidance	Temporary	Class 2	Specific Location	Ararat Rural City Council	👁️
Unrated	SOT-10000360-ARAR	Expired	Test	Test	50 VINCENT STREET, ARARAT VIC 3377	ARARAT	01/07/2023	02/07/2023	30/06/2023	ARAR-1000478-001	Current	Isabelle Test BP Mobile	Mobile	Class 2	Specific Location	Ararat Rural City Council	👁️
Compliant	SOT-10000329-ARAR	Expired	Wind Down Firday	Montara Winery	76 CHALAMBAR ROAD, ARARAT VIC 3377	ARARAT	02/06/2023	02/06/2023	01/06/2023	ARAR-1000328-003	Current	Jack's Burritos	Temporary	Class 2	Specific Location	Ararat Rural City Council	👁️

or on the Statement of Trade list of the relevant Premises record.

SOT

Search

Premises No.	Recorded	Premises Type	SOT Number	SOT Description	Council	Class	SOT Status	Actions
ARAR-1000486-001	17/07/2023	Temporary	SOT-10000367-ARAR	18/07/2023, 03/08/2023	Ararat Rural City Council	Class 2	Current	👁️
ARAR-1000486-001	17/07/2023	Temporary	SOT-10000368-ARAR	Between 18/07/2023 and 14/09/2023 on Saturday	Ararat Rural City Council	Class 2	Declined	👁️

2. Open the Statement of Trade by selecting the View icon  in the Actions column of the record.
3. Select Close SOT on the Statement of Trade record.

Statement Of Trade

Exit Add Comment **Close SOT** Preview SOT Email SOT Home

Summary

SOT Number
SOT-10000361-YARA

SOT Status
Current

- 4. Complete the Closure Reason information and select **Save and Exit** to confirm closure of the Statement of Trade.

Select **Cancel** to abandon closure of the Statement of Trade. This will leave the Statement of Trade in a status of current.

Provide Closure Reason

Closure Reason *

Reason *

Save and Exit **Cancel**

- 5. Once closed, the Statement of Trade is no longer available for view or download in the proprietor's FoodTrader portal.

A Statement of Trade can be closed by council using the **Close** SOT button or withdrawn by the proprietor by use of a **Withdraw** SOT button in the FoodTrader portal.

Both will update the SOT to a status of **Closed** and prevent any further access to the SOT certificate.