

## Captis local intelligence device (LID) process form

The following form must be completed for all support requests.

### What you need to do

Please complete the form with a black/blue ink pen and use BLOCK letters. You can also type directly in this form.

#### Submit your form

- email a copy to [DQP.Enquiries@waternsw.com.au](mailto:DQP.Enquiries@waternsw.com.au)

If there is not enough space in the form, please attach additional pages to the back of the form.



Duly qualified persons (DQP) are encouraged to book a phone appointment with us to discuss any enquiries they may have. Visit [waternsw.com.au/dqp](http://waternsw.com.au/dqp)

### Section A: General information

Form ID	
Workspace ID	
Submission date	
Submitted by	

### Section B: LID device details

LID serial number		
DAS workspace name		
Latest DAS data upload date	Date:	Time:
LID type	Pulse	Modbus
LID model		
LID number (e.g. 01, 02)		
Meter type (e.g. new, existing, replacement)		
Meter serial number		
Configuration required	Scaling factor adjustment	Unit of measure adjustment
	Correct meter number	Other

### Section C: Site registration details

Installation type (e.g. scaling factor adjustment (site revalidation), reconfigure LID etc.)	
Selection	
Reason for reconfiguration	Original setup error      Replacement meter deployment      Other
Reason explanation	
Contact email	

### Section D: Configuration workflow (Kallipr RMA process)

<b>Step 1:</b>	<i>Serial number and workspace name provided to Kallipr</i>
Date sent	
Sent by (Full name)	
<b>Step 2:</b>	<i>Existing configuration retrieved by WaterNSW/Bently</i>
Date retrieved	
Retrieved by (Full name)	
<b>Step 3:</b>	
Updated by (Full name)	
Date sent to WaterNSW	
Details of changes (Attach updated JSON configuration payload)	
<b>Step 4:</b>	<i>Updated configuration uploaded by WaterNSW/Bently</i>
Date uploaded	
Uploaded by (Full name)	

### Section E: Validation and testing

DAS access provided to Kallipr	Yes	No
Test device used	Yes	No
Bently push confirmation (Completed by full name and verified by full name)		

### Section F: Final approval and completion

WaterNSW approval (Full name and date)	
Kallipr confirmation (Full name and date)	
DQP (Full name and date)	

### Section G: Additional notes and attachments

Notes	
-------	--

Please attach any necessary attachments to your email i.e. test results, payload etc.