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## WRC BMS PORTAL USER GUIDE

WRC gives an opportunity to researchers on an annual basis to research funded topics around water and sanitation environments. Two types of calls are available: Open and directed. Open calls are concept notes or proposals that are open to any topics within the water and sanitation environment, whereas as directed calls are linked to Terms of Reference that indicate a specific topic or research along with their outcomes.

All WRC concept notes, proposals and projects are managed through the WRC Business Management System (BMS). Prospective WRC Proposers and WRC stakeholders such as Reviewers, Project Leaders and Reference Group Members are required to use the BMS Portal.

### What is the BMS Portal?

BMS Portal is the WRC's web-based system that enables external stakeholders of the WRC to login and access information relevant to the role they are fulfilling with the WRC. These roles include, but are not limited to:

- Proposers
- Project Leaders
- Reviewers
- Reference Group Members
- Contract Signatories
- Researchers
- Finance Officers
- Students



## Purpose

The purpose of this user guide is to provide users with instructions on how to navigate the BMS portal and access the specific information that is relevant to their engagement with the WRC.

## Support

If you have any queries regarding this guide, please contact the WRC Support Desk at [bms-support@wrc.org.za](mailto:bms-support@wrc.org.za).

## Glossary of Terms

The following are is a list of terms and descriptions referenced throughout this document.

Term	Description
<b>Navigation Menu</b>	The menu bar at the top all pages that allows you to navigate to the different sections of the BMS Portal.
<b>Proposer</b>	The BMS Portal user is that is currently logged in when creating a concept note, a proposal submission, or amending a proposal.
<b>Project Leader</b>	The BMS Portal user that is currently logged in when viewing a contract, creating a deliverable claim submission, uploading deliverable invoices, or creating a contract amendment.
<b>Record</b>	A record is a complete set of information: for example, all the information about a proposal. There are many types of records in the BMS portal, including your profile, concept notes, proposals, projects, contracts, reviews, service requests, etc.
<b>Related Record</b>	A record related to a primary record. For example, a Researcher record that is captured as part of a proposal submission and is a related record to the proposal.
<b>WRC</b>	Water Research Commission



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# Register for the BMS Portal

1. Navigate to the BMS Portal by visiting the website <https://wrc.microsoftcrmportals.com>, which will direct you to the *Sign in* page.
2. On the *Sign in* page, click on the *Register* tab. The *Register for a new local account* page is displayed.

Water Research Commission | Sign in / Register

[Sign in / Register](#) **Register** [Redeem invitation](#)

When registering on the portal, please use the email address where you want to receive communications regarding activities on the portal. For any support queries, please send an email to [bms-support@wrc.org.za](mailto:bms-support@wrc.org.za)

**CONSENT CLAUSE**

By registering on this website, you consent to the collection, processing, and storage of your personal information in accordance with POPI requirements. We may collect personal information such as your name, email address, contact details, qualifications, addresses, and other necessary information to fulfil the WRC mandate and reporting requirements. You may withdraw your consent at any time by contacting us. However, please note that withdrawing consent is subject to WRC privacy policy.

By clicking the "Register" button, you acknowledge that you have read and understood [WRC Privacy Policies](#) and agree to the collection, processing, and storage of your personal information in accordance with applicable laws and regulations.

Register for a new local account

\* Email

\* Username

\* Password

\* Confirm password

**Register**

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Supporting sustainable development through research  
Funding, knowledge creation and dissemination

3. Enter your email address, a username, and a password. The same password must be entered in both the *Password* and *Confirm Password* fields.
4. **Note:** Although any username can be entered, we recommend that you make the username the same as the email address entered above it for ease of reference when logging in.
5. **Note:** Your password must meet the following criteria:
  - a. Must be at least 8 characters;
  - b. Must contain characters from at least three of the following four classes:
    - i. Uppercase
    - ii. Lowercase
    - iii. Digit
    - iv. Non-alphanumeric (special)
6. **Note:** If you previously used the WRC's FMS portal, enter the same email address you used on the FMS portal. New users can use any email address to which they want to receive communications and notifications from the WRC.
7. When you have completed all the above information, click on the **Register** button. You will be re-directed to the *Profile* page.
8. To view and update your profile, follow the steps as detailed in the [Profile Page](#) section below.



# Sign in to the BMS Portal

1. Navigate to the BMS Portal by visiting the website <https://wrc.microsoftcrmportals.com>, which will direct you to the *Sign in* page.
2. On the *Sign in* page, enter your Username and Password as entered when you registered. When completed, click on the **Sign in** button to complete the sign in process.

Water Research Commission

Sign in Register Redeem invitation

Sign in with a local account

\* Username

\* Password

Remember me?

**Sign in** Forgot your password?

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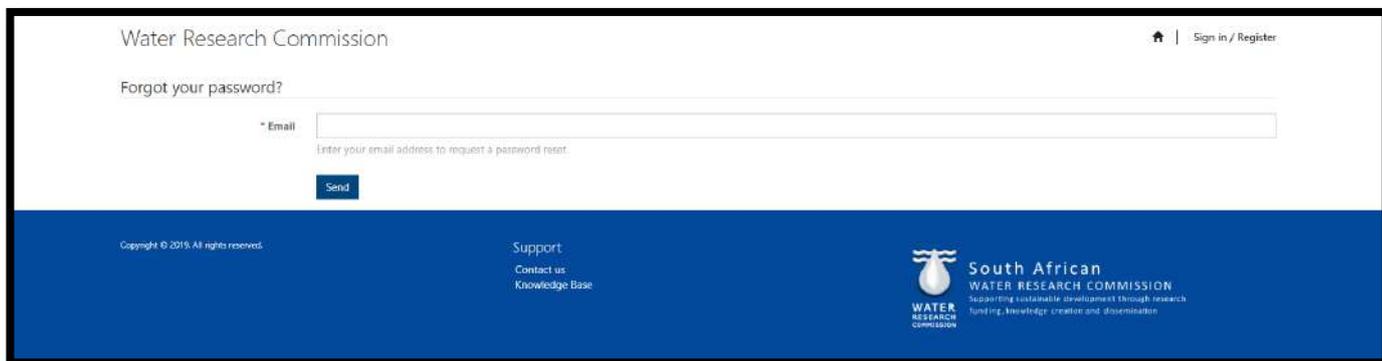
Support  
Contact us  
Knowledge Base

**South African**  
**WATER RESEARCH COMMISSION**  
Supporting sustainable development through research  
funding, knowledge creation and dissemination



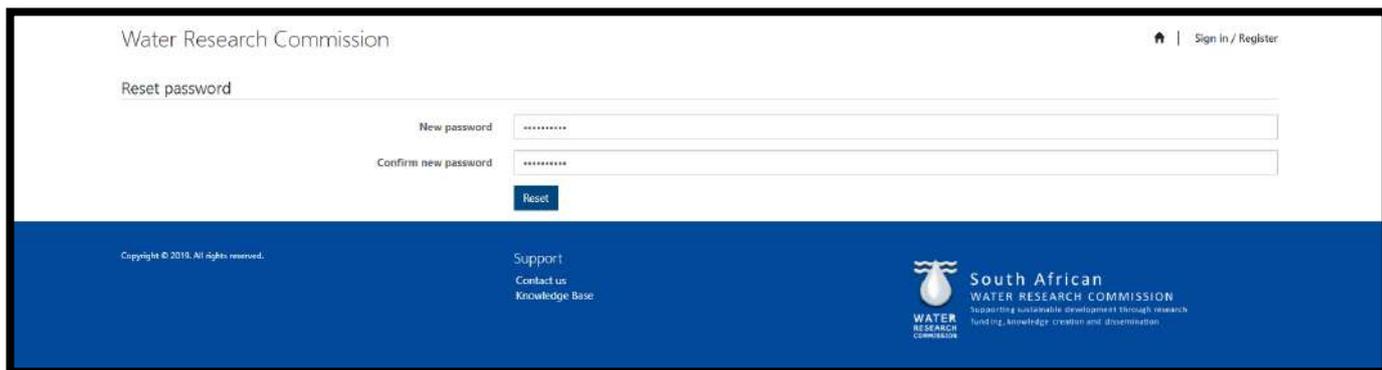
# Forgot Password

1. If you have forgotten your BMS password, click on the **Forgot your password?** button on the *Sign In* page, which will direct you to the *Forgot Password* page.



The screenshot shows the 'Forgot your password?' page. At the top left is the 'Water Research Commission' logo and at the top right is a home icon and 'Sign in / Register' link. The main heading is 'Forgot your password?'. Below it is an email input field with a '\*' Email label and a placeholder text 'Enter your email address to request a password reset'. A blue 'Send' button is positioned below the input field. The footer contains copyright information, a 'Support' link with 'Contact us' and 'Knowledge Base' sub-links, and the South African Water Research Commission logo with its tagline: 'Supporting sustainable development through research funding, knowledge creation and dissemination'.

2. Enter the email address that you used when you registered for the portal and click the **Send** button.
3. An email will be sent to you with a link to reset your password.
4. Click on the [Reset Password](#) link in the email, which will redirect you to the *Reset Password* page. Enter your new password in the *New password* and *Confirm new password* fields and click the **Reset** button to complete the process.



The screenshot shows the 'Reset password' page. At the top left is the 'Water Research Commission' logo and at the top right is a home icon and 'Sign in / Register' link. The main heading is 'Reset password'. Below it are two password input fields: 'New password' and 'Confirm new password', both with masked characters. A blue 'Reset' button is positioned below the second input field. The footer contains copyright information, a 'Support' link with 'Contact us' and 'Knowledge Base' sub-links, and the South African Water Research Commission logo with its tagline: 'Supporting sustainable development through research funding, knowledge creation and dissemination'.



# Profile Page

1. Once signed in, the *Profile* page is displayed. On this page you can update your profile details, which includes adding Qualifications, Areas of Expertise, and Areas of Interest.
2. You can also view the *Profile* page at any time by clicking on your name on the far-right side of Navigation Menu and then selecting the **Profile** option.



3. To save the changes to your profile, click on the **Save & Update** button at the bottom of the page (see screenshot located on the next page).
4. **Note:** If you were re-directed to this page after registering, please remember to complete the following mandatory fields and save & update your profile before you leave the profile page or log out of the portal:
  - a. First Name
  - b. Last Name
  - c. Mobile Phone



Home > Profile

## Profile



**Profile**

Profile

**Security**

Change Password

Change Email

Please provide some information about yourself.  
The **First Name** and **Last Name** are required and will be displayed on the site.  
The **Email Address** and **Phone** number are required but will not be displayed on the site.

**Your email requires confirmation.** [Confirm Email](#)

<b>E-mail *</b> <input type="text"/>	<b>Title</b> Mr.
<b>First Name *</b> <input type="text"/>	<b>Last Name *</b> <input type="text"/>
<b>Job Title</b> <input type="text"/>	<b>Mobile Phone</b> <input type="text"/>
<b>Web Site</b> <input type="text"/>	<b>Business Phone</b> Provide a telephone number

**Organisation Name**  
Should your organisation not appear when searching the list of organisations in the field below, please click on the "Create New Organisation" button at the bottom of the list to add it. Once added, it will appear in the list for selection.

 [x](#) [Q](#)

**Qualifications** [Add Qualification](#)

Name ↑	Contact
<input type="text"/>	<input type="text"/>

**Areas of Expertise** [Add Area of Expertise](#)

Name	Years Experience ↑
There are no records to display.	

**Areas of Interest** [Add Area of Interest](#)

Name ↑
There are no records to display.

**Organisation**

Organisation Name ↑	Main Phone	Province	Country	Website
<input type="text"/>				
<input type="text"/>				

Profile Last Updated On

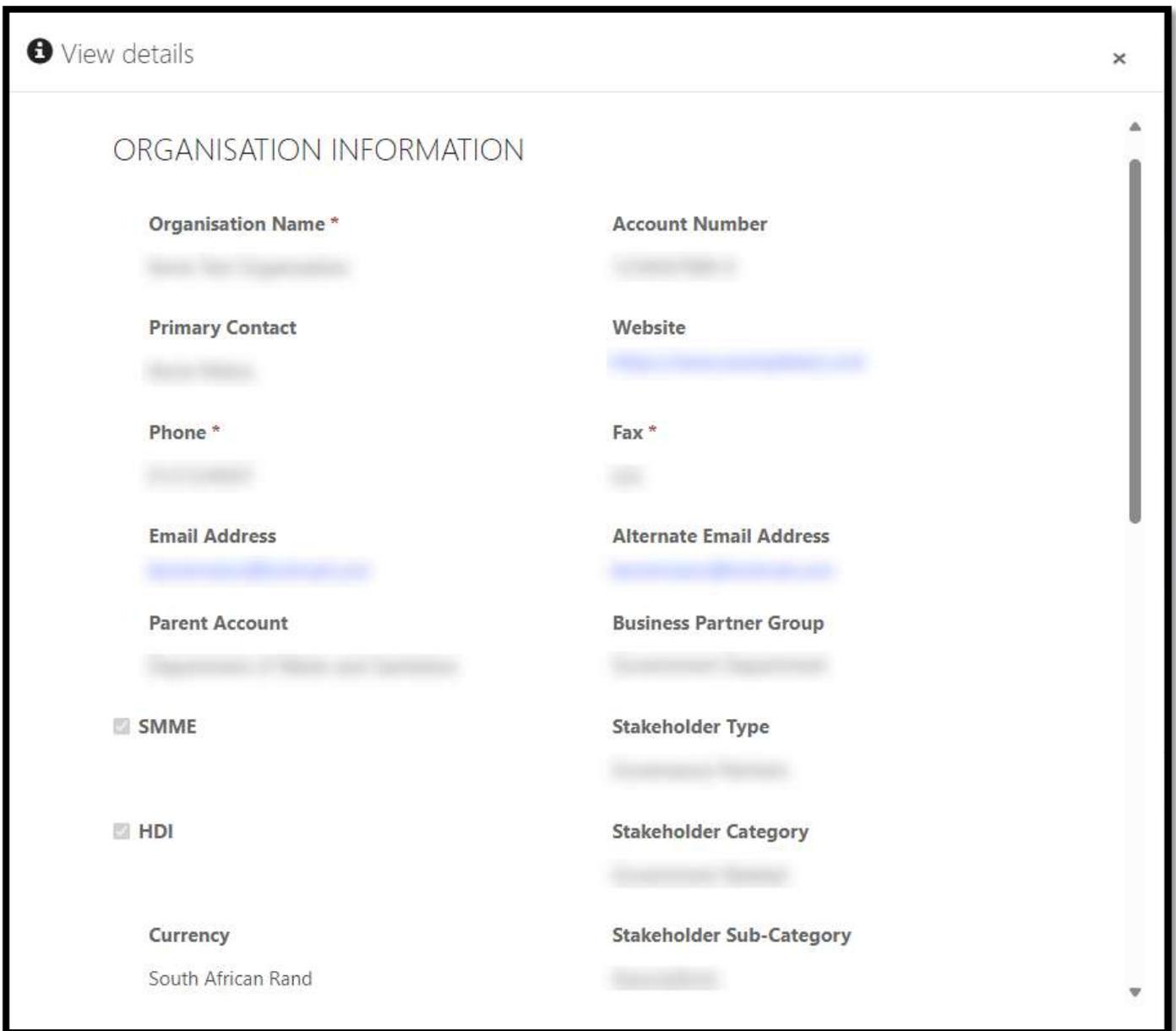
[Save & Update](#)



- If you are the *Primary Contact* of your organization, the organization will be listed in the *Organisation* section of the profile page. Click on the arrow on the far right of the record and select the **View Organisation Details** option to view the *Organisation Details* page.



- On the *Organisation Details* page, you can view the details of your organization.



# BMS Portal Navigation Menu

## Call For Proposals

This section details the pages and actions found in the **Call for Proposals** section in the Navigation Menu of the BMS Portal.

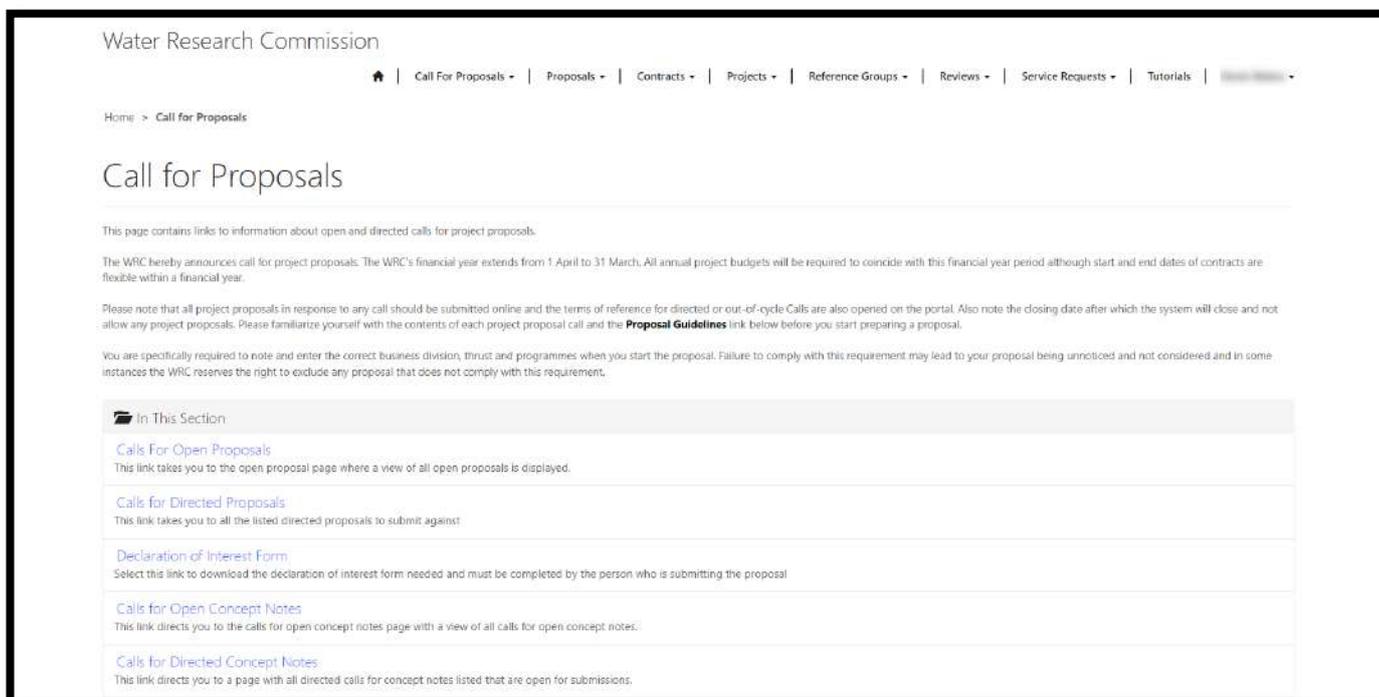


## Call for Proposals Page

1. To view the *Call for Proposals* page, click on the **Call For Proposals** option in the Navigation Menu and then click on **Call For Proposals**.



2. The *Call for Proposals* page contains information about open, directed calls for concept notes and proposals that are advertised by the WRC. To view the related pages, you can click on the links under the **In This Section** section at the bottom of the form.

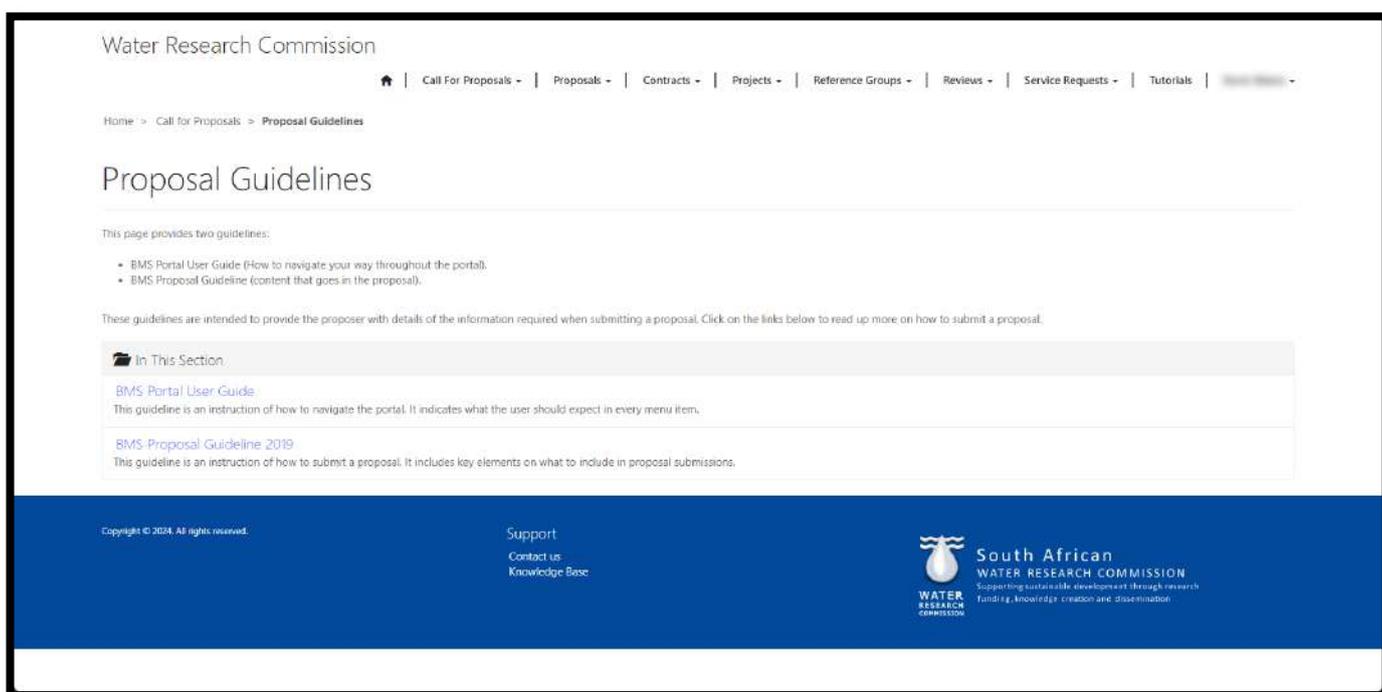


## Proposal Guidelines Page

1. To view the *Proposal Guidelines* page, click on the **Call for Proposals** option in the Navigation Menu and then click on **Proposal Guidelines**.



2. The *Proposal Guidelines* page provides information regarding the guidelines on how to submit proposals to the WRC and this BMS Portal User Guide document. Click on the name of the document to open it in a new tab in your browser.

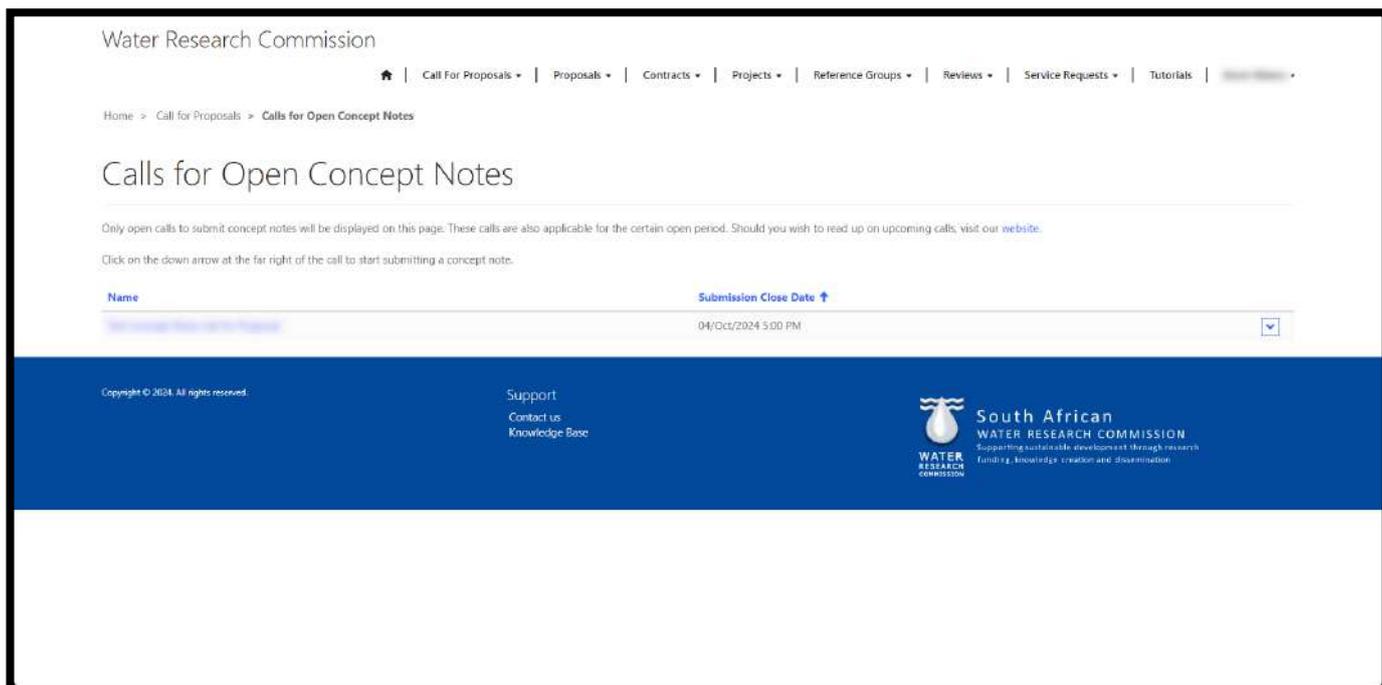


## Call for Open Concept Notes Page

1. To view the *Calls for Open Concept Notes* page, click on the **Call for Proposals** option in the Navigation Menu and then click on **Call for Open Concept Notes**.

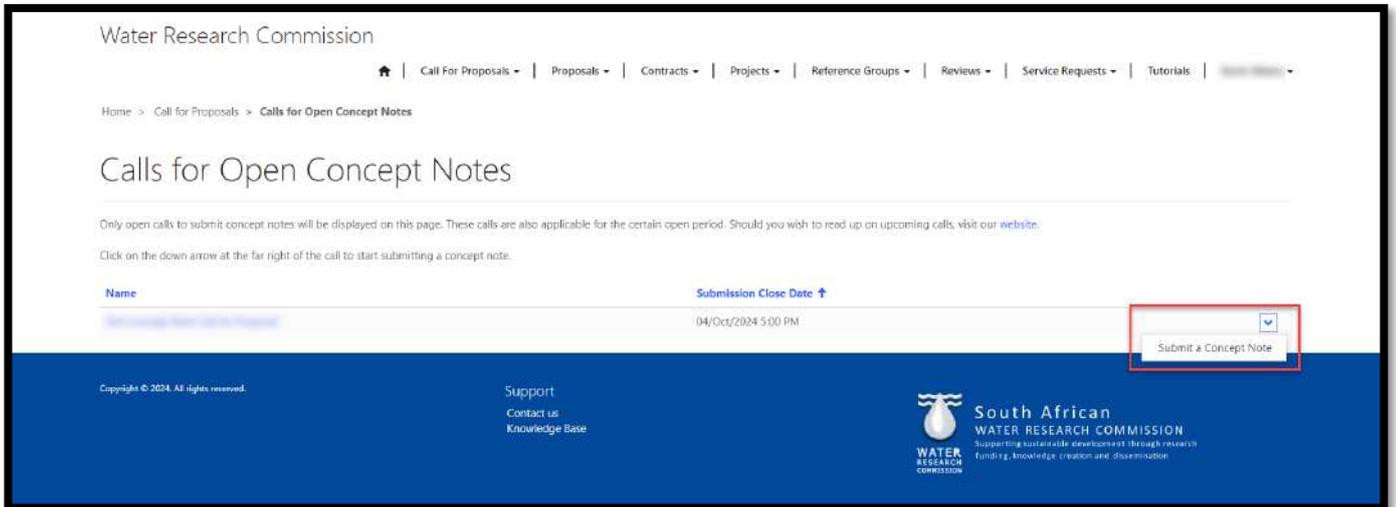


2. The *Calls for Open Concept Notes* page will list any WRC open calls for concept notes that are currently open for submissions.



## Create a Concept Note for an Open Call

1. To create a concept note submission for an open call for concept notes, from the *Calls for Open Concept Notes* page, click on the arrow on the far right of the record and select the **Submit a Concept Note** option.



Water Research Commission

Home > Call For Proposals > Calls for Open Concept Notes

### Calls for Open Concept Notes

Only open calls to submit concept notes will be displayed on this page. These calls are also applicable for the certain open period. Should you wish to read up on upcoming calls, visit our [website](#).

Click on the down arrow at the far right of the call to start submitting a concept note.

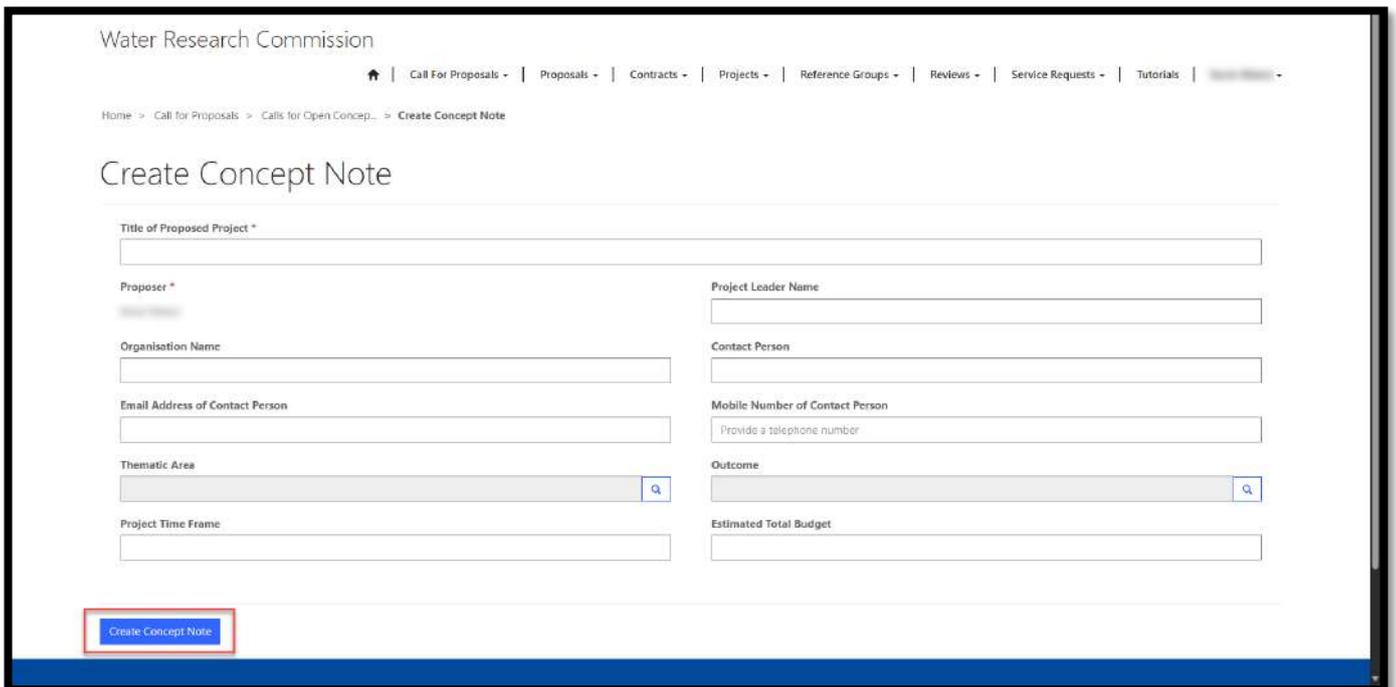
Name	Submission Close Date
<a href="#">[Link]</a>	04/Oct/2024 5:00 PM

Submit a Concept Note

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2. The *Create Concept Note* page is displayed. Fields with the \* asterisk symbol indicate that they are required in order to create a concept note record.
3. Capture the rest of the required information on the page and click the **Create Concept Note** button at the bottom of the page to create the concept note submission.



Water Research Commission

Home > Call for Proposals > Calls for Open Concept... > Create Concept Note

### Create Concept Note

Title of Proposed Project \*

Proposer \*

Organisation Name

Email Address of Contact Person

Thematic Area

Project Time Frame

Project Leader Name

Contact Person

Mobile Number of Contact Person

Outcome

Estimated Total Budget

Create Concept Note

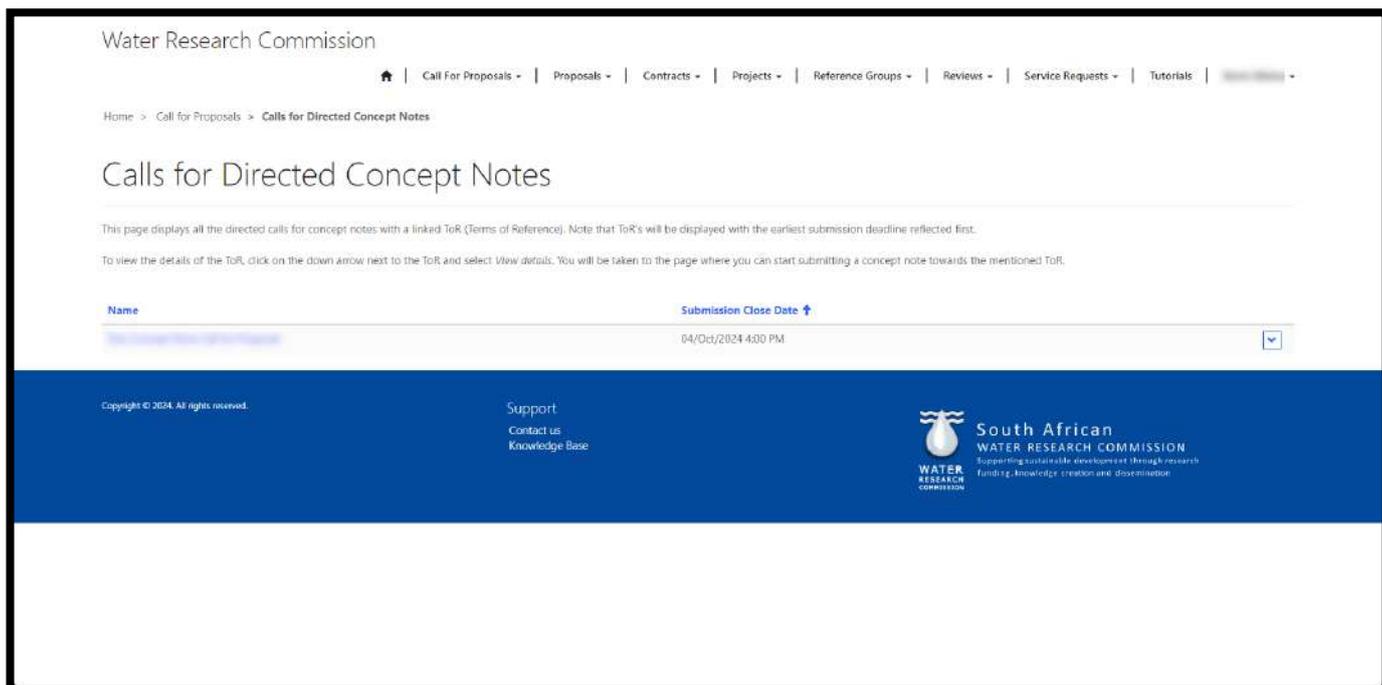
4. Once the concept note record has been created, you will be redirected to the *Edit Concept Note* page. Please follow the steps from **step #2** in the [Edit Concept Note](#) section in this document to edit and complete the concept note.

## Call for Directed Concept Notes Page

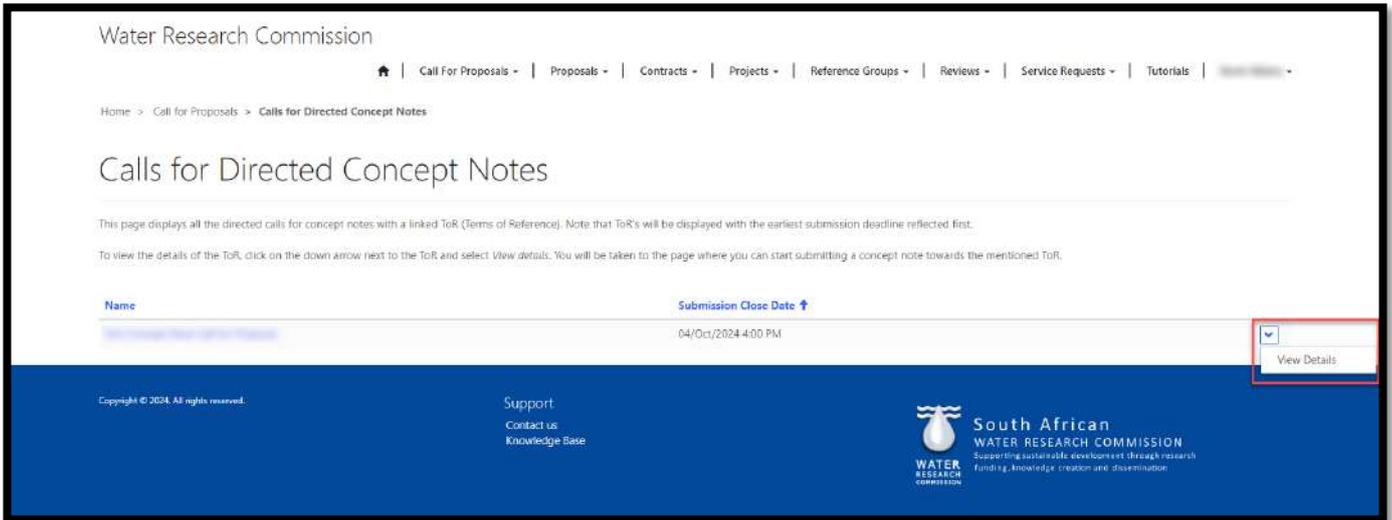
1. To view the *Calls for Directed Concept Notes* page, click on the **Call for Proposals** option in the Navigation Menu and then click on **Call for Directed Concept Notes**.



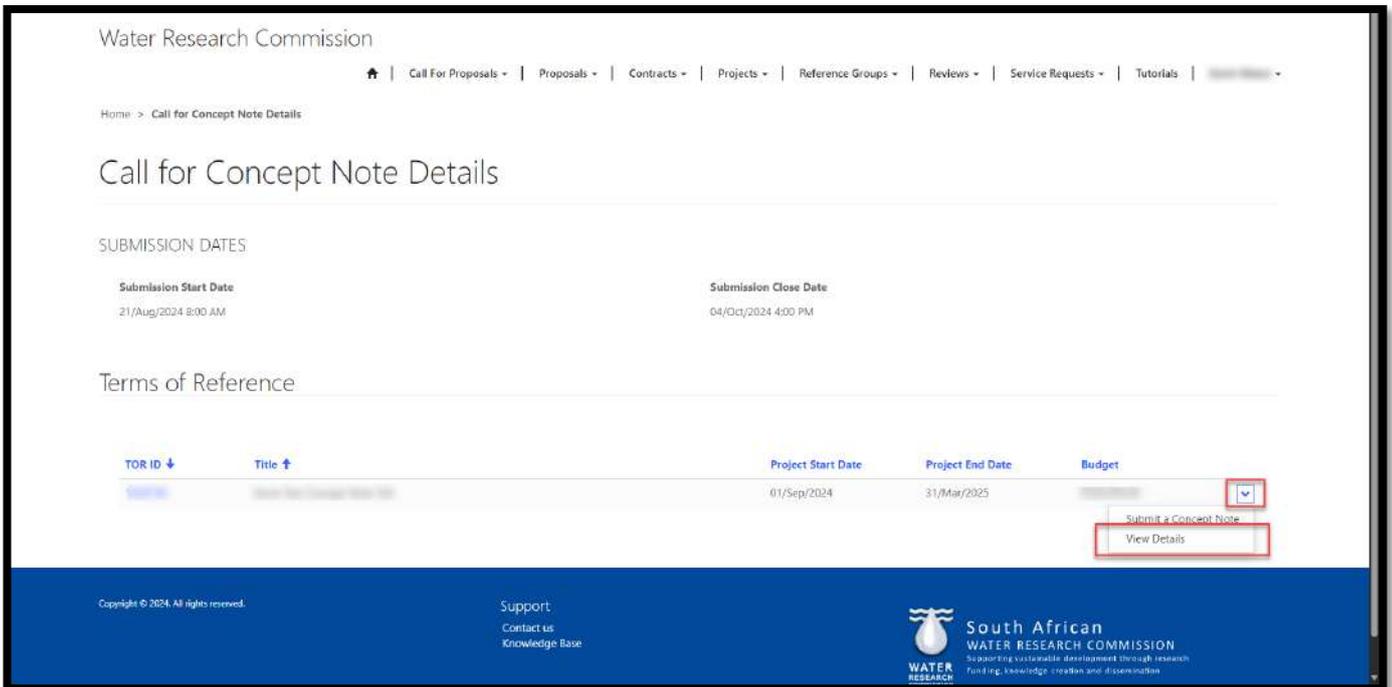
2. The *Calls for Directed Concept Notes* page will list any WRC directed calls for concept notes that are currently open for submissions.



- To view the details of the directed call for concept notes, click on the arrow at the far right of the call for concept note record and select the **View Details** option. This will redirect you to the *Call for Concept Note Details* page.



- The *Call for Concept Note Details* page will display any *ToR (Terms of Reference)* records that are linked to this directed call for concept notes.
- To view the details of the ToR, click on the arrow on the far right of the record and select the **View Details** option.



- This will redirect you to the *Terms of Reference – Concept Note* page where you can view the details of the ToR. There is also a document version of the ToR at the bottom of the page that you can view or download.



## Create a Concept Note for a Directed Call

1. To create a concept note submission for a directed call for concept notes, from the *Call for Concept Note Details* page, click on the arrow on the far right of the Terms of Reference (ToR) record and select the **Submit a Concept Note** option.

Water Research Commission

Home > Call for Concept Note Details

### Call for Concept Note Details

SUBMISSION DATES

Submission Start Date: 21/Aug/2024 8:00 AM  
Submission Close Date: 04/Oct/2024 4:00 PM

Terms of Reference

TOR ID	Title	Project Start Date	Project End Date	Budget
		01/Sep/2024	31/Mar/2025	

Submit a Concept Note  
View Details

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2. The *Create Concept Note* page is displayed. Fields with the \* asterisk symbol indicate that they are required in order to create a concept note record.
3. Capture the rest of the required information on the page and click the **Create Concept Note** button at the bottom of the page to create the concept note submission (see screenshot below).

Water Research Commission

Home > Call for Concept Note... > Create Concept Note

### Create Concept Note

Title of Proposed Project \*

Proposer \*

Organisation Name

Email Address of Contact Person

Thematic Area

Project Time Frame

Project Leader Name

Contact Person

Mobile Number of Contact Person  
Provide a telephone number

Outcome

Estimated Total Budget

Create Concept Note

4. Once the concept note record has been created, you will be redirected to the *Edit Concept Note* page. Please follow the steps from **step #2** in the [Edit Concept Note](#) section in this document to edit and complete the concept note.

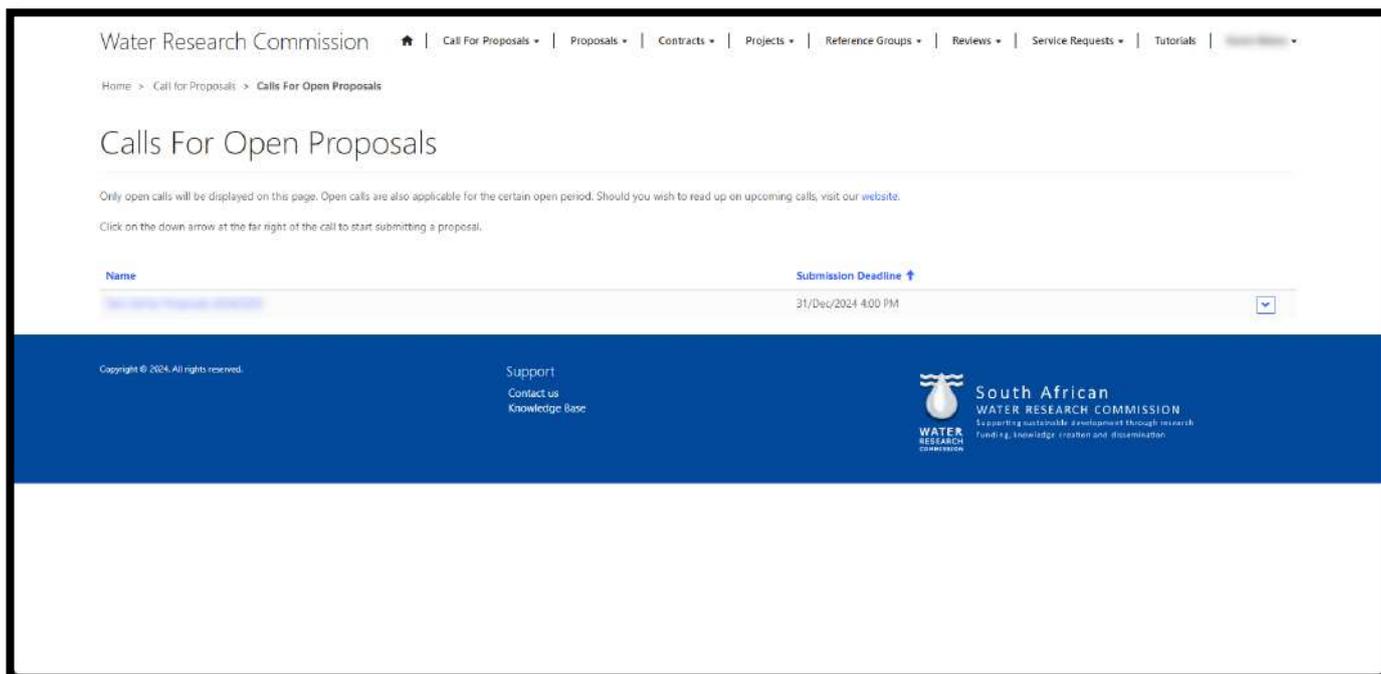


## Call for Open Proposals Page

1. To view the *Calls for Open Proposals* page, click on the **Call for Proposals** option in the Navigation Menu and then click on **Call for Open Proposals**.

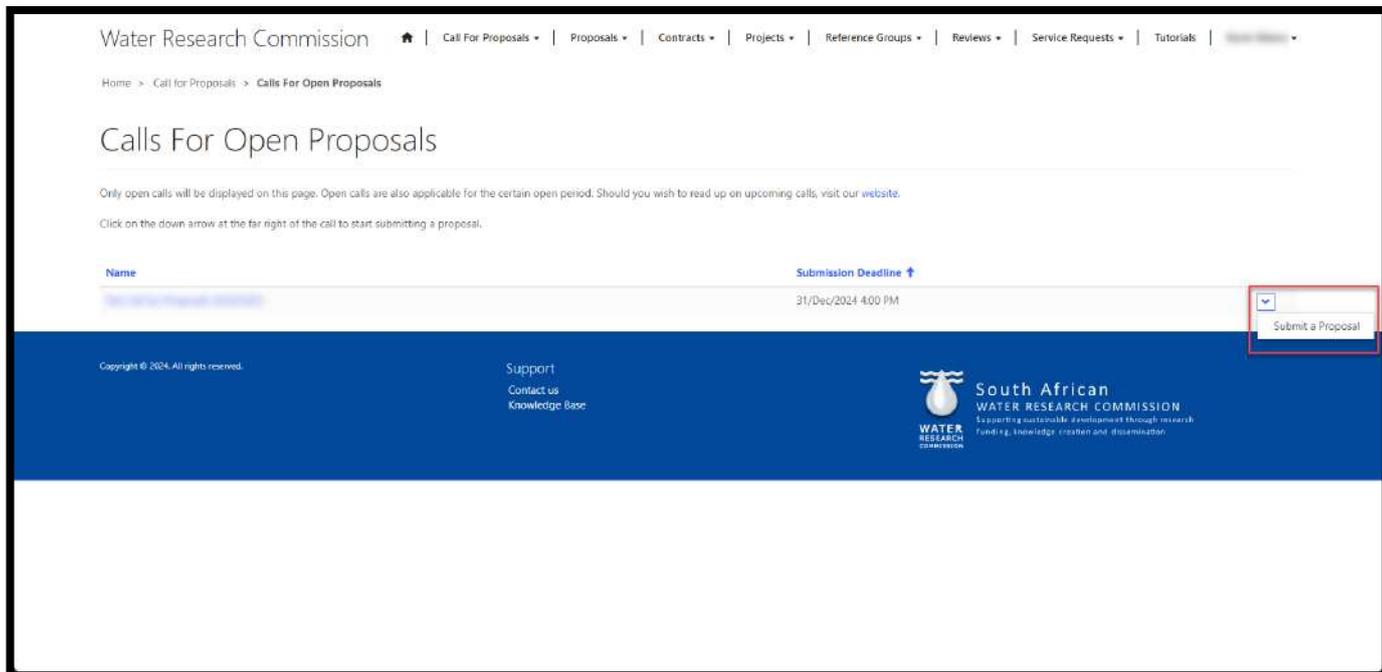


2. The *Calls for Open Proposals* page will list any WRC open calls for proposals that are currently open for submissions.



## Create a Proposal for an Open Call

1. To create a proposal submission for an open call for proposals, from the *Calls for Open Proposals* page, click on the arrow on the far right of the record and select the **Submit a Proposal** option.



The screenshot shows the 'Calls For Open Proposals' page on the Water Research Commission website. The page header includes the logo and navigation menu. The main content area features a table with the following columns: 'Name' and 'Submission Deadline'. A red box highlights a 'Submit a Proposal' button on the right side of the table. The footer contains copyright information, support links, and the South African Water Research Commission logo.

2. The *Capture Proposal Details* page is displayed. Fields with the \* asterisk symbol indicate that they are required in order to create a proposal record. The *Financial Year* field may be pre-populated from the call for proposal you created the proposal from.



- Capture the rest of the required information on the page and click the **Create Proposal** button at the bottom of the page to create the proposal submission.

The screenshot shows the 'Capture Proposal Details' page in the Water Research Commission system. The page has a blue header with the WRC logo and navigation links. The main content area is white and contains a form with the following fields:

- Full Title \***: A text input field.
- Financial Year**: A dropdown menu with '2025/2026' selected. A note below it says 'Enter the financial year of the WRC in which this proposal is being submitted'.
- Thematic Area \***: A dropdown menu with a search icon.
- Outcome \***: A dropdown menu with a search icon.
- Start Date \***: A date picker with the format 'DD/MMM/YYYY'.
- End Date \***: A date picker with the format 'DD/MMM/YYYY'.
- New Proposer**
- First Time Project Leader**
- Have you submitted this proposal previously?**

At the bottom of the form is a blue button labeled 'Create Proposal'. The footer is a dark blue bar with the following text and logos:

- Copyright © 2025. All rights reserved.
- Support  
Contact us  
Knowledge Base
- South African WATER RESEARCH COMMISSION  
Supporting sustainable development through research  
Funding, knowledge creation and dissemination

- Once the proposal record has been created, you will be redirected to the *Proposal Submissions in Progress* page. Please follow the steps in the [Proposal Submissions in Progress](#) section in this document to edit and complete the proposal.

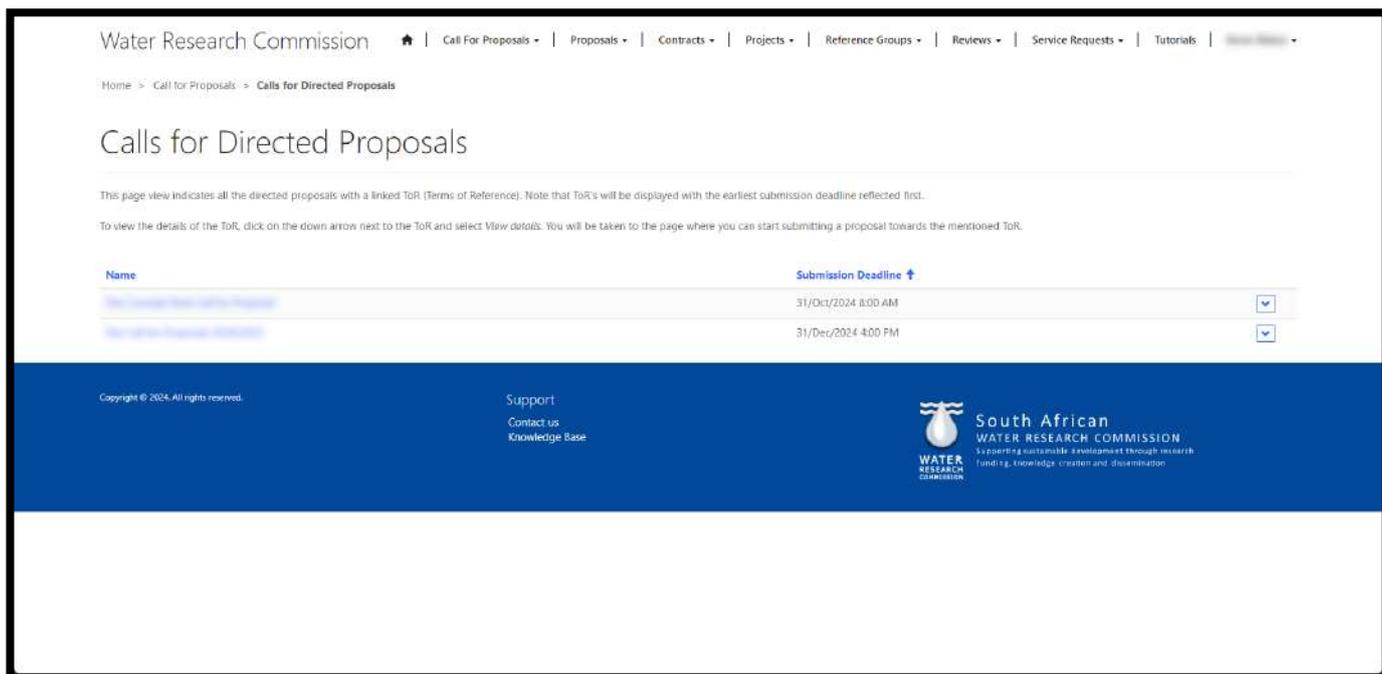


## Call for Directed Proposals Page

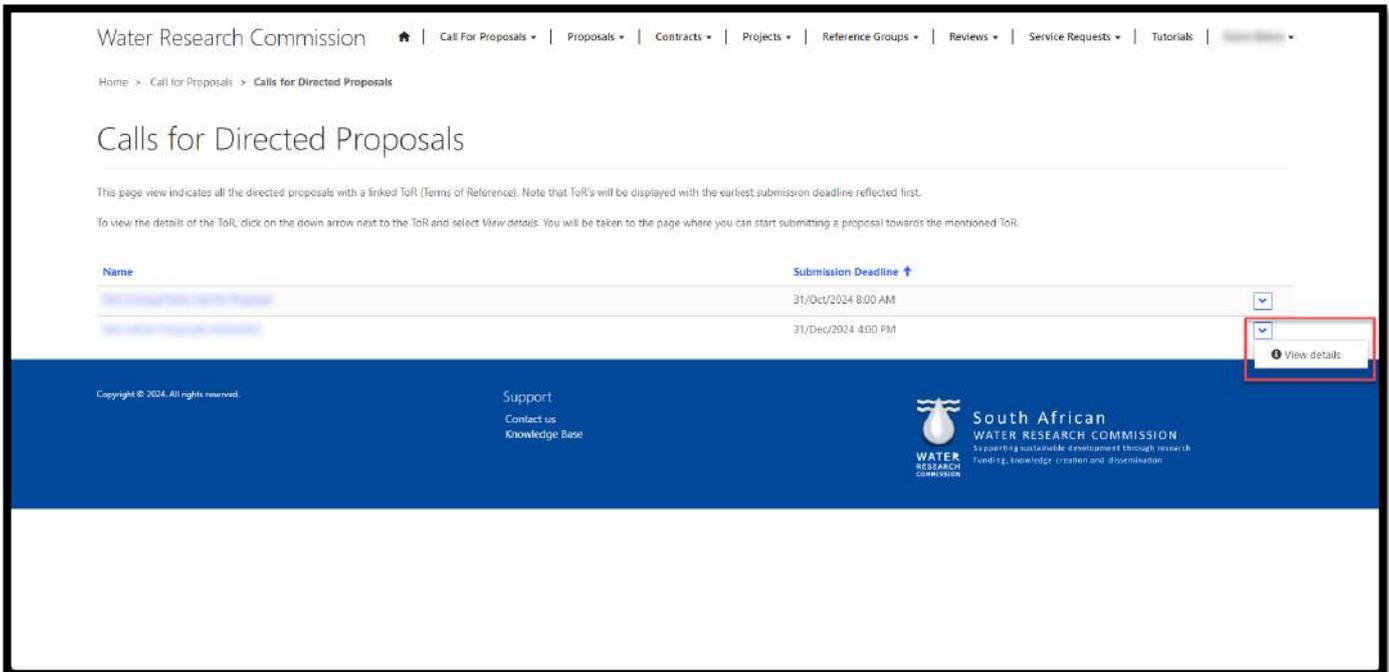
7. To view the *Calls for Directed Proposals* page, click on the **Call for Proposals** option in the Navigation Menu and then click on **Call for Directed Proposals**.



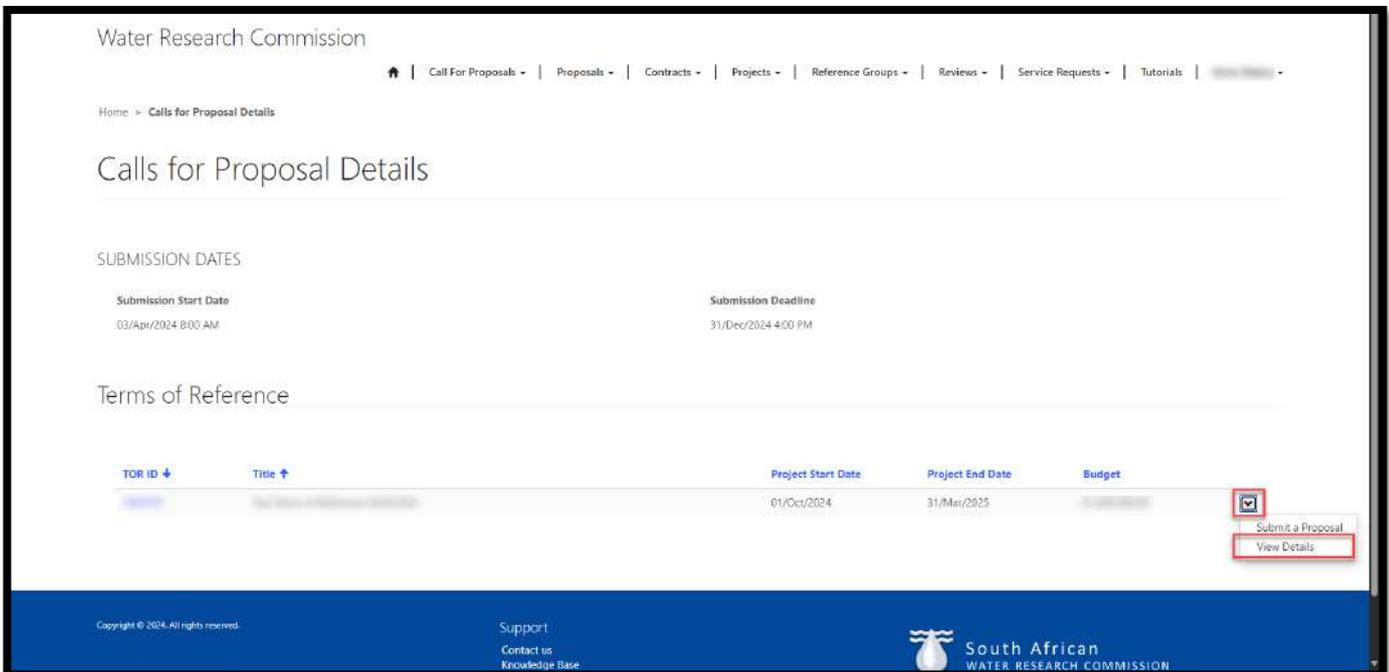
8. The *Calls for Directed Proposals* page will list any WRC directed calls for proposals that are currently open for submissions.



9. To view the details of the directed call for proposal, click on the arrow at the far right of the call for proposal record and select the **View Details** option. This will redirect you to the *Calls for Proposal Details* page.



10. The *Calls for Proposal Details* page will display any *ToR (Terms of Reference)* records that are linked to this directed call for proposals.
11. To view the details of the ToR, click on the arrow on the far right of the record and select the **View Details** option.



12. This will redirect you to the *Terms of Reference* page where you can view the details of the ToR. There is also a document version of the ToR at the bottom of the page that you can download.



## Create a Proposal for a Directed Call

- To create a proposal submission for a directed call for proposals, from the *Calls for Proposal Details* page, click on the arrow on the far right of the Terms of Reference (ToR) record and select the **Submit a Proposal** option.

Water Research Commission

Home > Calls for Proposal Details

### Calls for Proposal Details

SUBMISSION DATES

Submission Start Date: 03/Apr/2024 8:00 AM

Submission Deadline: 31/Dec/2024 4:00 PM

### Terms of Reference

TOR ID ↓	Title ↑	Project Start Date	Project End Date	Budget
		01/Oct/2024	31/Mar/2025	

Submit a Proposal  
View Details

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- The *Capture Proposal Details* page is displayed. Fields with the \* asterisk symbol indicate that they are required in order to create a proposal record. Some of the fields may be pre-populated from the Terms of Reference from which you created the proposal.



- Capture the rest of the required information on the page and click the **Create Proposal** button at the bottom of the page to create the proposal submission (see screenshot below).

The screenshot shows the 'Capture Proposal Details' page of the Water Research Commission's online system. The page has a blue header with the WRC logo and navigation menu. The main content area is white and contains a form with the following fields and options:

- Full Title \***: A text input field.
- Financial Year**: A text input field with the value '2025/2026'. Below it is the instruction: 'Enter the financial year of the WRC in which this proposal is being submitted'.
- Thematic Area \***: A dropdown menu with '1. Water Availability' selected.
- Outcome \***: A text input field with a search icon.
- Start Date \***: A date picker field showing 'DD/MMM/YYYY'.
- End Date \***: A date picker field showing 'DD/MMM/YYYY'.
- New Proposer**
- First Time Project Leader**
- Have you submitted this proposal previously?**

At the bottom of the form is a blue button labeled 'Create Proposal'. The footer of the page is blue and contains the following information:

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- Support: Contact us, Knowledge Base
- South African WATER RESEARCH COMMISSION logo with the tagline: 'Supporting sustainable development through research funding, knowledge creation and dissemination'.

- Once the proposal record has been created, you will be redirected to the *Proposal Submissions in Progress* page. Please follow the steps in the [Proposal Submissions in Progress](#) section in this document to edit and complete the proposal.



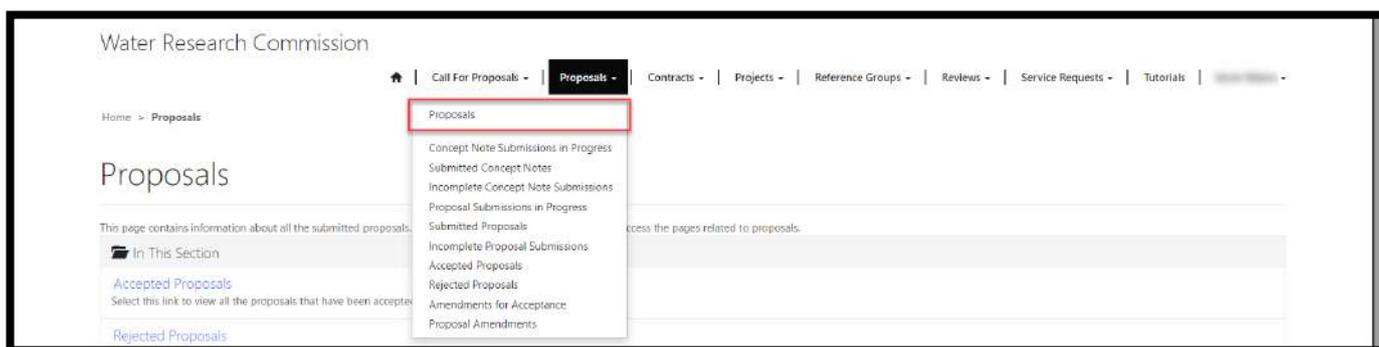
## Proposals

This section details the pages and actions found in the **Proposals** section in the Navigation Menu of the BMS Portal.

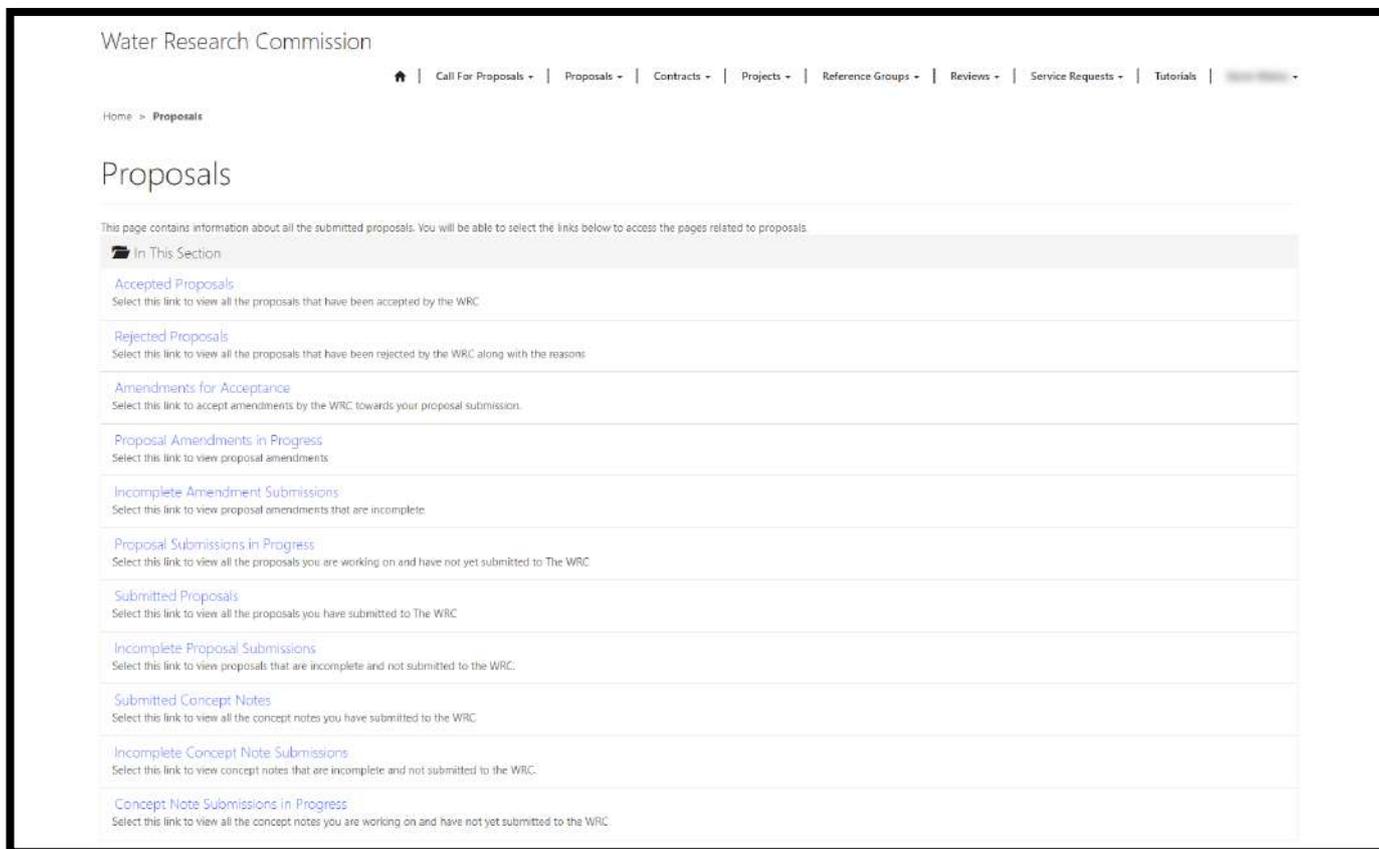


### Proposals Page

1. To view the *Proposals* page, click on the **Proposals** option in the Navigation Menu and then click on **Proposals**.

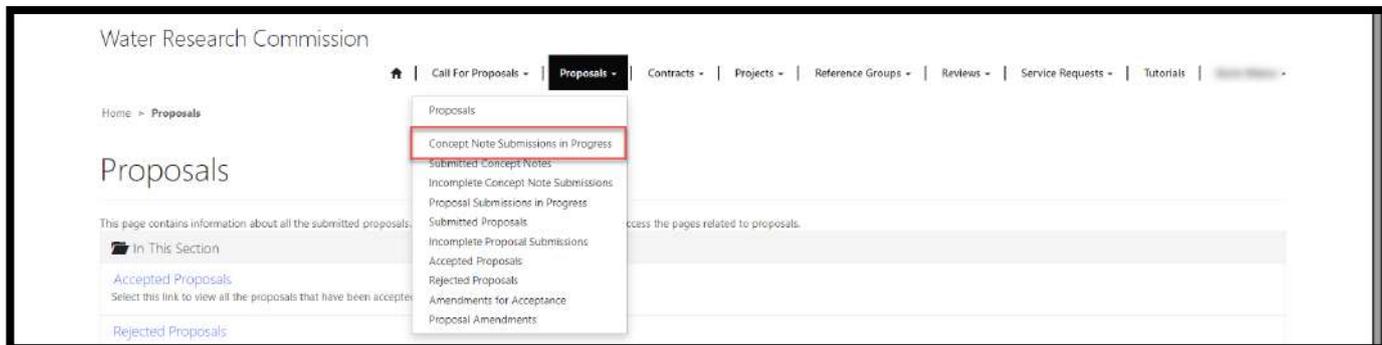


2. The *Proposals* page contains links to the related pages that displays information regarding concept notes or proposals you are currently submitting or have submitted to the WRC as the *Proposer*. To view the related pages, you can click on the links under the **In This Section** section at the bottom of the form.

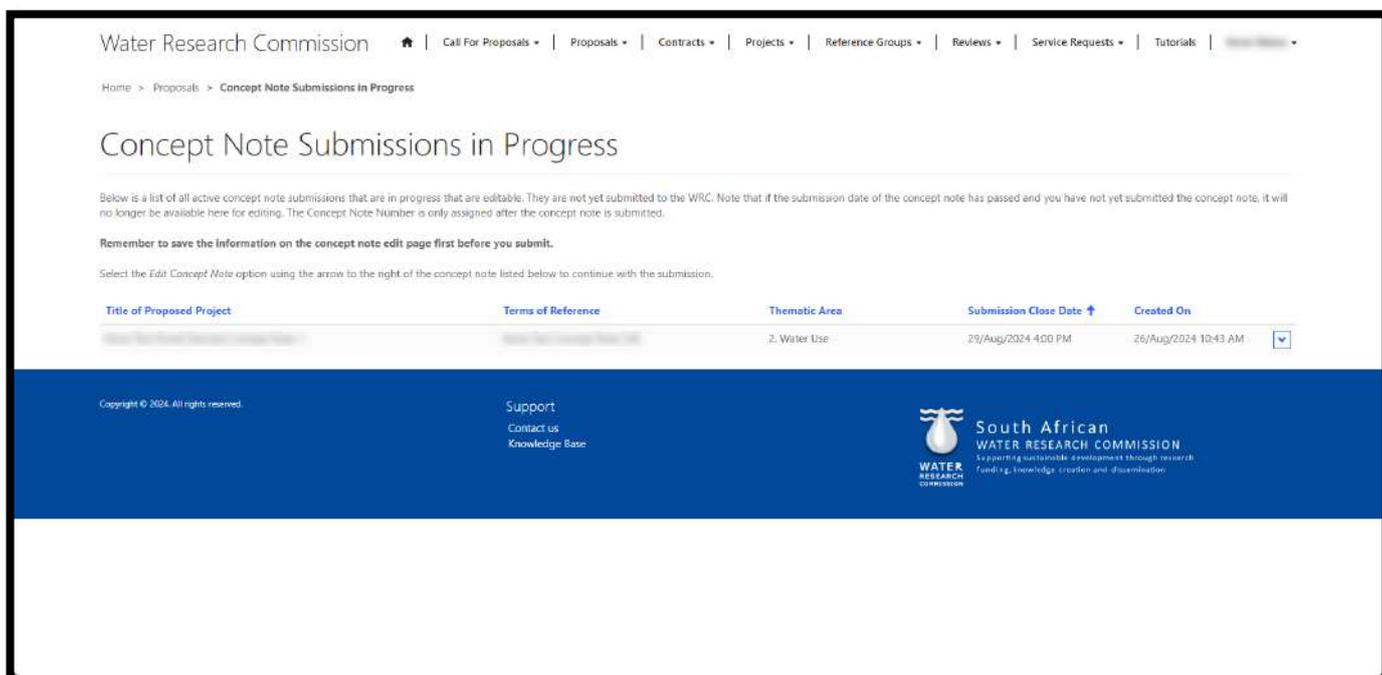


## Concept Note Submissions in Progress Page

1. To view the *Concept Note Submissions in Progress* page, click the **Proposals** option in the Navigation Menu and then click on **Concept Note Submissions in Progress**.



2. The *Concept Note Submissions in Progress* page displays a list of all concept note submissions that you have created but have not yet submitted to the WRC. You can use this list to edit and submit your concept notes before the *Submission Close Date* that is displayed for each concept note.



## Edit Concept Note

1. To edit a concept note, click on the arrow on the far right of the concept note record and select the **Edit Concept Note** option. You will be directed to the *Edit Concept Note* page.

Water Research Commission

Home > Proposals > Concept Note Submissions in Progress

### Concept Note Submissions in Progress

Below is a list of all active concept note submissions that are in progress that are editable. They are not yet submitted to the WRC. Note that if the submission date of the concept note has passed and you have not yet submitted the concept note, it will no longer be available here for editing. The Concept Note Number is only assigned after the concept note is submitted.

**Remember to save the information on the concept note edit page first before you submit.**

Select the *Edit Concept Note* option using the arrow to the right of the concept note listed below to continue with the submission.

Title of Proposed Project	Terms of Reference	Thematic Area	Submission Close Date ↑	Created On
		2. Water Use	29/Aug/2024 4:00 PM	26/Aug/2024 10:43 AM <a href="#">Edit Concept Note</a>

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- On the *Edit Concept Note* page, all the details of your concept note are available for editing and are separated into tabs.

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Home > Proposals > Concept Note Submissi... > **Edit Concept Note**

## EDIT CONCEPT NOTE

To edit the information in a tab, click on the plus sign to expand it.

Please note that **all fields on this form must be completed and the Project Leader must be captured as a researcher in the Researchers tab** before the concept note can be submitted to the WRC. The *Submit to WRC* button will only be available once all the required information is completed and the form is saved.

**Please remember to save your changes using the SAVE button below before you leave this page or submit your concept note.**

<p><b>Title of Proposed Project *</b></p> <input style="width: 95%;" type="text"/>	<p><b>Project Leader Name</b></p> <input style="width: 95%;" type="text"/> <small>Note: Please add full details of the project leader using the Add Researcher button in the Researchers tab below.</small>
<p><b>Proposer *</b></p> <input style="width: 95%;" type="text"/>	<p><b>Contact Person</b></p> <input style="width: 95%;" type="text"/>
<p><b>Organisation Name</b></p> <input style="width: 95%;" type="text"/>	<p><b>Mobile Number of Contact Person</b></p> <input style="width: 95%;" type="text"/>
<p><b>Email Address of Contact Person</b></p> <input style="width: 95%;" type="text"/>	<p><b>Outcome</b></p> <input style="width: 95%;" type="text"/>
<p><b>Thematic Area</b></p> <input style="width: 95%;" type="text"/>	<p><b>Estimated Total Budget</b></p> <input style="width: 95%;" type="text"/>
<p><b>Project Time Frame</b></p> <input style="width: 95%;" type="text"/>	

- + Researchers
- + Focus Areas
- + Motivation
- + Problem to Solve
- + Aims
- + Approach
- + Uniqueness
- + Outcomes
- + Outputs (Products)
- + Attach Supporting Documents

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- To edit the information in a tab, click on the name of the tab to expand it. Multiple tabs can be expanded at the same time. If a tab is expanded, click on the name again to collapse it.

The screenshot shows a web form with several sections. At the top, there are two input fields: 'Thematic Area' with the value '2. Water Use' and 'Outcome' with the value '5. Water adaptation and resilience'. Below these are 'Project Time Frame' and 'Estimated Total Budget' fields. A list of expandable tabs is shown: '+ Researchers', '+ Focus Areas', '- Motivation' (highlighted with a red box), '+ Problem to Solve', '+ Aims', and '+ Approach'. The 'Motivation' tab is expanded, showing a large empty text area for input.

- You can also add, view, edit, and delete or remove related records such as Researchers, Focus Areas, Aims, Outputs (Products) and attach supporting documents. Related records are automatically saved to your concept note each time you create or edit them.

The screenshot shows the same web form as above, but with the 'Researchers' tab expanded. It displays a table with columns: Title, First Name, Surname, Organisation Name, Project Role, and Created On. A red box highlights the 'Add Researcher' button. Another red box highlights a dropdown menu for a researcher, which contains the options: 'View Researcher Details', 'Edit Researcher', and 'Delete Researcher'.

Title	First Name	Surname	Organisation Name	Project Role	Created On
				Project Leader	05/Feb/2025 10:36 AM

- You can save any changes to your concept note at any time by clicking on the **Save** button at the bottom of the *Edit Concept Note* page. **Note: Please remember to save your changes often!**



## **Submit a Concept Note to WRC**

1. When your concept note is completed, you can save any final changes and submit the concept note to the WRC by clicking on the **Submit to WRC** button at the bottom of the *Edit Concept Note* page. You will be re-directed to the *Submitted Concept Notes* page.

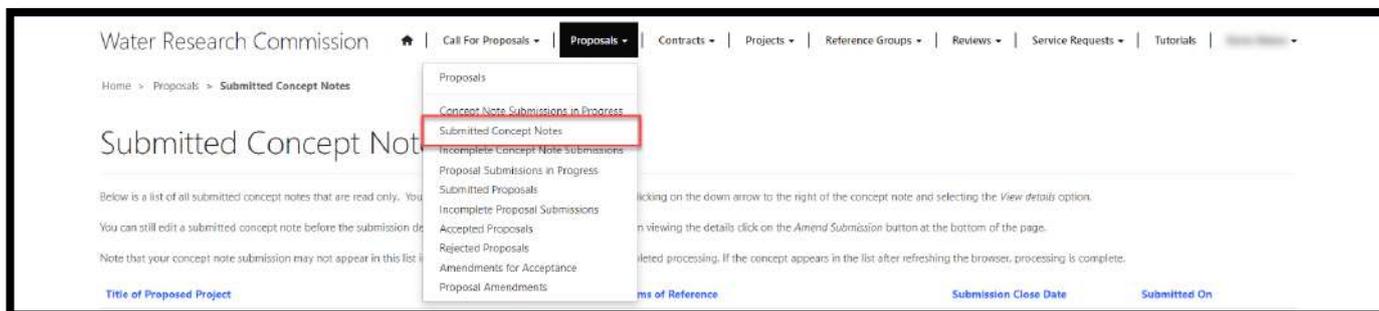


2. **Note:** All fields on the *Edit Concept Note* page must be completed and the form saved, and the Project Leader must be captured in the *Researchers* tab for the **Submit to WRC** button to be available to be clicked. If the button is faded-out and not available to be clicked, check all the fields in the section at the top of the form and in all tabs of the form are completed and that any changes you have made to the form have been saved using the **Save** button at the bottom of the form. Please also check that you have captured at least one Researcher record where the *Project Role* field is set to *Project Leader*.
3. **Note:** If you fail to submit your concept note to the WRC before the date and time shown in the *Submission Close Date* column for the concept note, your concept note will no longer appear on the *Concept Note Submissions in Progress* page or the *Submitted Concept Notes* page, and will be considered by the WRC to be incomplete.
4. You can view the incomplete concept note on the *Incomplete Concept Note Submissions* page by following the steps in the [Incomplete Concept Note Submissions](#) section below.

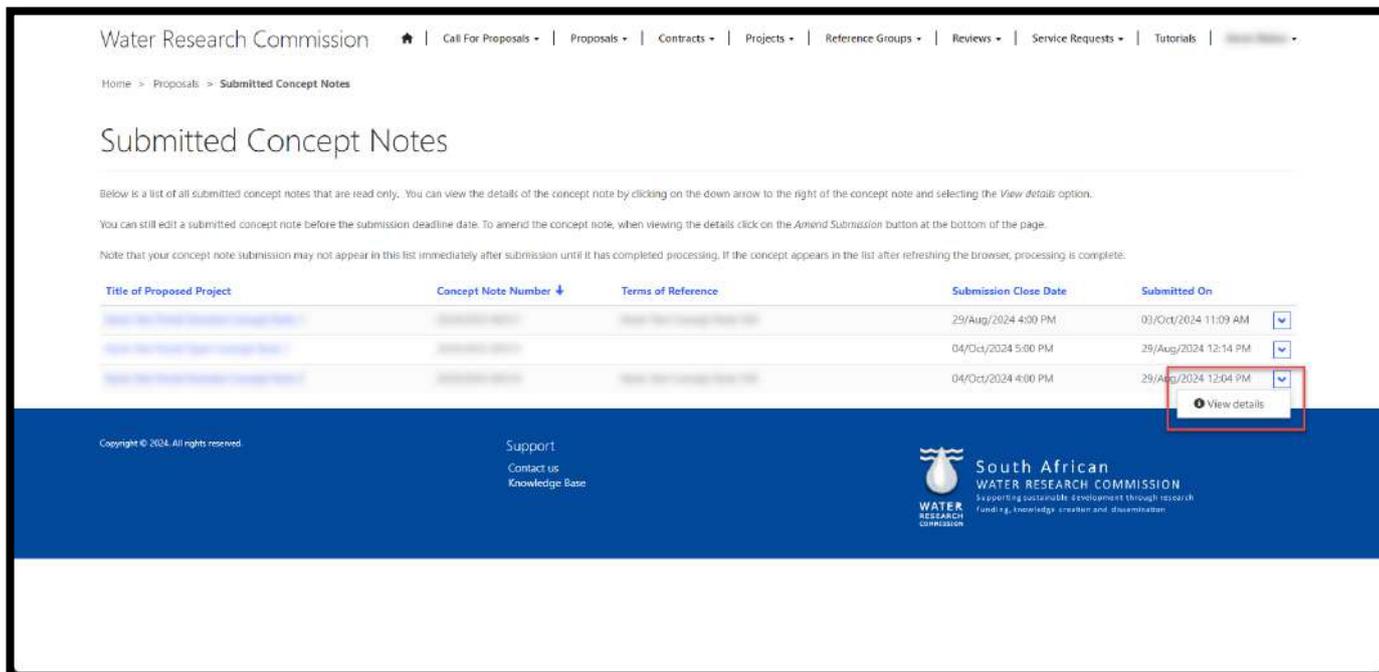


## Submitted Concept Notes Page

1. To view the *Submitted Concept Notes* page, click on the **Proposals** option in the Navigation Menu and then click on **Submitted Concept Notes**.



2. The *Submitted Concept Notes* page displays a list of concept notes that have been submitted to the WRC but have not yet been accepted or rejected. Once a concept note has been submitted, it can no longer be edited after the *Submission Close Date* of the concept note.
3. To view the details of the submitted concept note, click on the arrow on the far right of the concept note record and select the **View details** option. This will re-direct you to the *Concept Note Details* page.



4. On the *Concept Note Details* page, you can view the details of the concept note by clicking on the tab names to expand and collapse them (see screenshot on the next page).

Water Research Commission

Home > Proposals > Concept Note Submissions in Progress > Concept Note Details

## CONCEPT NOTE DETAILS

You can still edit a submitted concept note before the submission deadline date. To amend the concept note, click on the *Amend Submission* button at the bottom of this page.

**Title of Proposed Project \***

**Proposer \***

**Organisation Name**

**Email Address of Contact Person**

**Thematic Area**

**Project Time Frame**

**Project Leader Name**

**Contact Person**

**Mobile Number of Contact Person**

**Outcome**

**Estimated Total Budget**

- + Researchers
- + Focus Areas
- + Motivation
- + Problem to Solve
- + Aims
- + Approach
- + Uniqueness
- + Outcomes
- + Outputs (Products)
- + Attach Supporting Documents

[Amend Submission](#)

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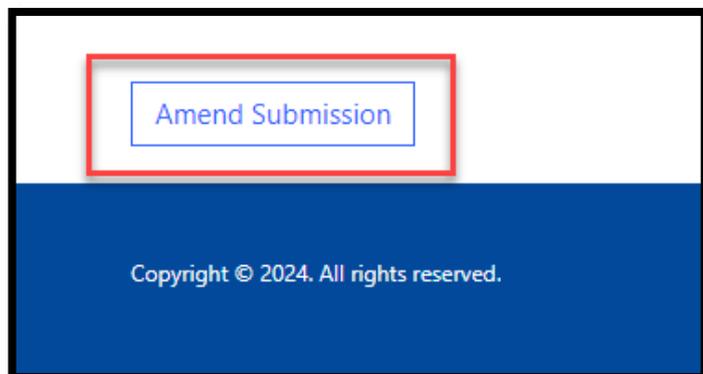
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## Amend a Concept Note Submission

1. If you have submitted your concept note to the WRC, and the current date and time is *before* the Submission Close Date and time displayed on the *Submitted Concept Notes* page, you can recall and amend your concept note submission by clicking on the **Amend Submission** button at the bottom of the *Concept Note Details* page (refer to step #4 in the [Submitted Concept Notes Page](#) section above).

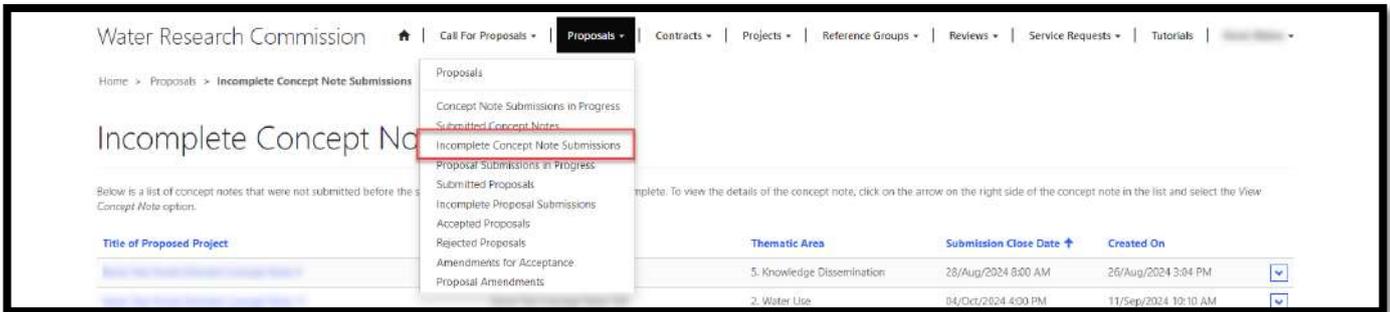


2. You will be re-directed to the *Concept Note Submissions in Progress* page, where you can continue to edit your proposal submission by following the steps in the [Concept Note Submissions in Progress Page](#) and [Edit a Concept Note](#) sections in this document.
3. **Note:** If you recall and amend your concept note submission, remember to submit it to WRC again before the *Submission Close Date* and time displayed on the *Concept Note Submissions in Progress* page by following the steps in the [Submit a Concept Note to WRC](#) section in this document.

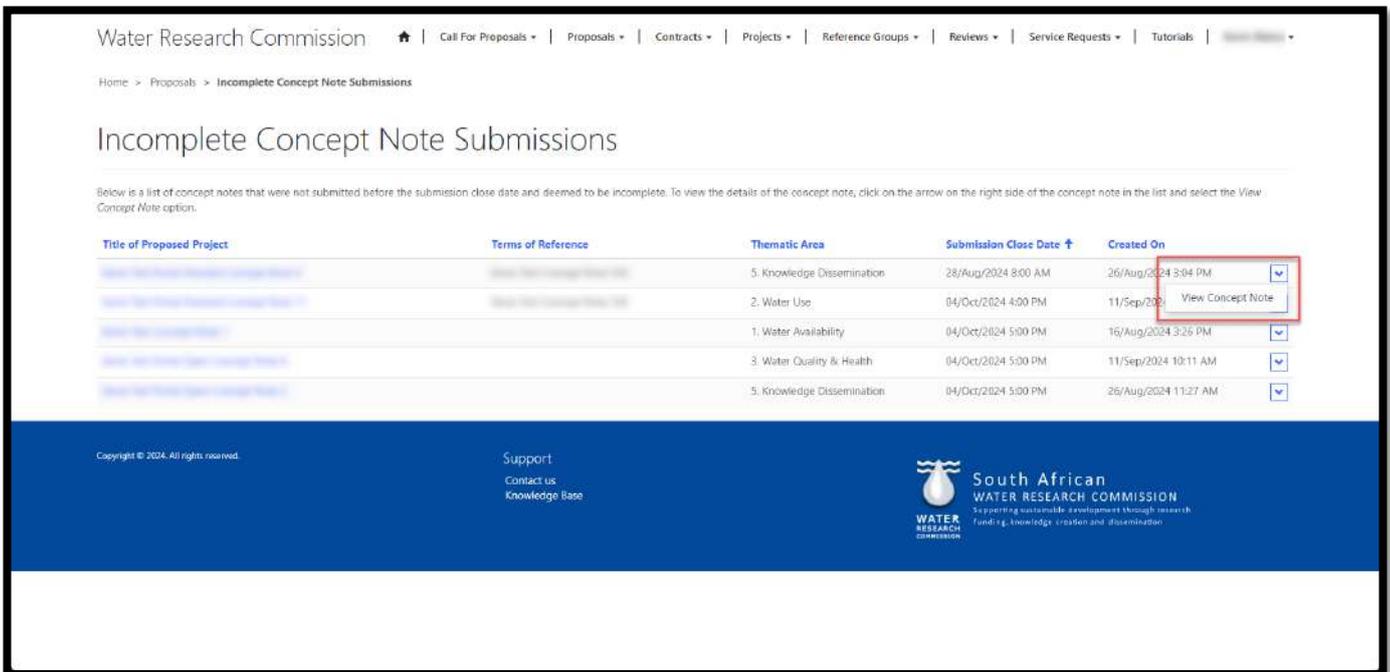


## Incomplete Concept Note Submissions Page

1. To view the *Incomplete Concept Note Submissions* page, click on the **Proposals** option in the Navigation Menu and then click on **Incomplete Concept Note Submissions**.



2. The *Incomplete Concept Note Submissions* page displays concept notes that were not submitted to the WRC before the *Submission Close Date* for the concept note.
3. To view the details of the concept note, click on the arrow on the far right of the concept note record and click on the **View Concept Note** option.

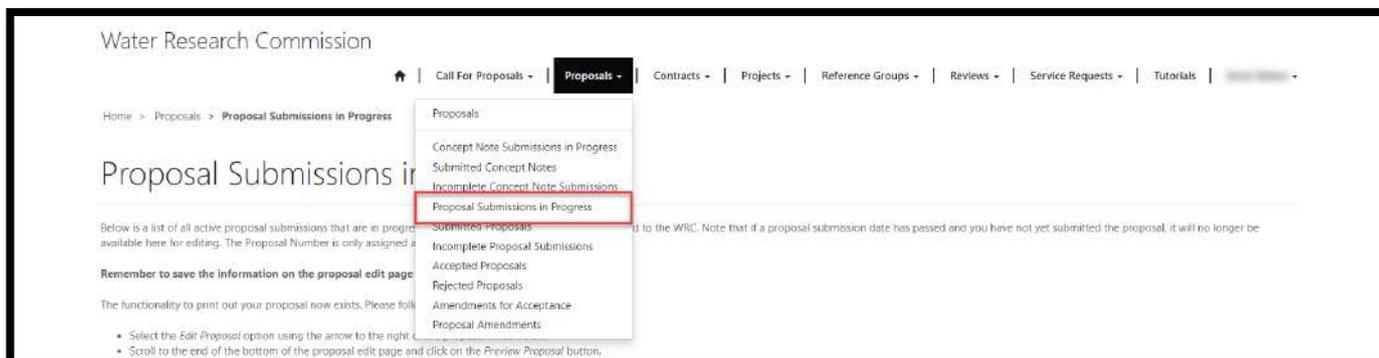


4. The *Concept Note Details - Incomplete* page is displayed, where you can view the details you captured for the concept note, but the details cannot be edited.

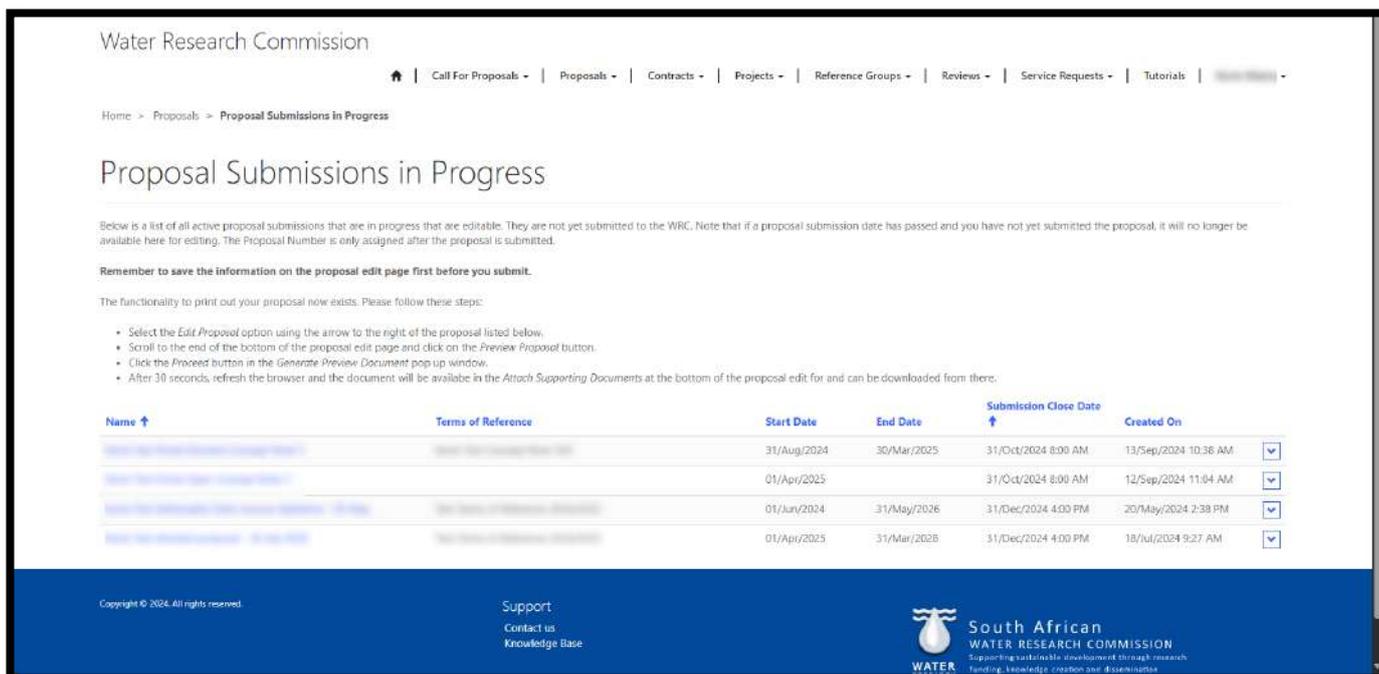


## Proposal Submissions in Progress Page

1. To view the *Proposal Submissions in Progress* page, click on the **Proposals** option in the Navigation Menu and then click on **Proposal Submissions in Progress**.



2. The *Proposal Submissions in Progress* page displays a list of all proposal submissions that you have created, or that were automatically created from a concept note that was accepted by WRC, but have not yet been submitted to the WRC. You can use this list to edit and submit your proposals before the *Submission Close Date* that is displayed for each proposal.



## Edit Proposal Page

1. To edit a proposal, on the *Proposal Submissions in Progress* page, click on the arrow on the far right of the proposal record and select the **Edit Proposal** option. You will be redirected to the *Edit Proposal* page.

Water Research Commission

Home > Proposals > Proposal Submissions in Progress

### Proposal Submissions in Progress

Below is a list of all active proposal submissions that are in progress that are editable. They are not yet submitted to the WRC. Note that if a proposal submission date has passed and you have not yet submitted the proposal, it will no longer be available here for editing. The Proposal Number is only assigned after the proposal is submitted.

**Remember to save the information on the proposal edit page first before you submit.**

The functionality to print out your proposal now exists. Please follow these steps:

- Select the *Edit Proposal* option using the arrow to the right of the proposal listed below.
- Scroll to the end of the bottom of the proposal edit page and click on the *Preview Proposal* button.
- Click the *Proceed* button in the *Generate Preview Document* pop up window.
- After 30 seconds, refresh the browser and the document will be available in the *Attach Supporting Documents* at the bottom of the proposal edit for and can be downloaded from there.

Name ↑	Terms of Reference	Start Date	End Date	Submission Close Date ↑	Created On
<a href="#">Water Research Commission - Proposals</a>	<a href="#">Water Research Commission - Proposals</a>	31/Aug/2024	30/Mar/2025	31/Oct/2024 8:00 AM	13/Sep/2024 10:38 AM
<a href="#">Water Research Commission - Proposals</a>	<a href="#">Water Research Commission - Proposals</a>	01/Apr/2025		31/Oct/2024 8:00 AM	13/Sep/2024 10:38 AM
<a href="#">Water Research Commission - Proposals - 2024</a>	<a href="#">Water Research Commission - Proposals - 2024</a>	01/July/2024	31/May/2026	31/Dec/2024 4:00 PM	20/May/2024 9:27 AM
<a href="#">Water Research Commission - Proposals</a>	<a href="#">Water Research Commission - Proposals</a>	01/Apr/2025	31/Mar/2026	31/Dec/2024 4:00 PM	18/Jul/2024 9:27 AM

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- On the *Edit Proposal* page, all the details of your proposal are available for editing and are separated into tabs.

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Home > Proposals > Proposal Submissions in Progress > Edit Proposal

## EDIT PROPOSAL

**PLEASE READ THE FOLLOWING IMPORTANT INFORMATION:**

- To edit the information in a tab, click on the arrow next to the name of the tab to expand it.
- To save changes to the proposal, click on the **SAVE** button at the bottom of the form.
- To view updates to the amounts in the **Budget Summary** tab, save the proposal and expand the tab again.
- Mandatory fields are indicated with a \* symbol next to the field label.
- Mandatory related information such as Research Locations, Researchers, Aims, Deliverables, and Human Resource costs are indicated with a \* symbol and message in the grid located in the relevant tab or section.
- The **Submit to WRC** button will remain disabled if any of the mandatory fields or related information are not completed, or if there are any unsaved changes to the fields on the form.
- Please remember to click the SAVE button before you leave this page or before you submit the proposal.**

**Proposal Preview Document:**

- To generate a PDF copy of the proposal, save the proposal, scroll to the bottom of this form and then click on the **Preview Proposal** button.
- After one minute, refresh the browser page and the proposal document will be available in the **Attachment Supporting Documents** section below and can be downloaded.

- ▼ General Information
- ▼ Administrative Staff
- ▼ Research Information
- ▼ Lead Organisation
- ▼ Collaborating Organisations
- ▼ Researchers
- ▼ Abstract
- ▼ Rationale
- ▼ Aims
- ▼ Methodology
- ▼ Deliverables
- ▼ Products
- ▼ Innovation
- ▼ Background Intellectual Property
- ▼ Human Resource Costs
- ▼ Operational Expenses
- ▼ Capital Expenses
- ▼ Dissemination/Uptake Activity Expenses
- ▼ Budget Summary
- ▼ Knowledge Dissemination
- ▼ Capacity Building
- ▼ Institutional Development
- ▼ Community Development
- ▼ 3rd Party Funding
- ▼ Other Information
- ▼ Attach Supporting Documents

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- To edit the information in a tab, click on the name of the tab to expand it. Multiple tabs can be expanded at the same time. If a tab is expanded, click on the name again to collapse it.

**Proposals**

**Proposal Preview Document:**

- To generate a PDF copy of the proposal, save the proposal, scroll to the bottom of this form and then click on the **Preview Proposal** button.
- After one minute, refresh the browser page and the proposal document will be available in the **Attachment Supporting Documents** section below and can be downloaded.

▼ General Information

▼ Administrative Staff

▼ Research Information

**▼ Lead Organisation**

**Organisation Name \***

This field must be completed before submitting the proposal.

Contribution

PHYSICAL ADDRESS

Address Line 1

Address Line 2

Address Line 3

City

Postal Code

- You can also add, view, edit, and delete related records such as Researchers, Deliverables, Expenses, and attach supporting documents. Related records are automatically saved to your proposal each time you create or edit them.

**Proposals**

**Proposal Preview Document:** To be able to access a PDF copy of your proposal, save your changes, scroll to the bottom of this form and then click on the **Preview Proposal** button. After one minute, you can refresh your browser page and the proposal document will then be available in the **Attachment Supporting Documents** section below and can be downloaded.

▼ General Information

▼ Administrative Staff

▼ Research Information

▼ Lead Organisation

▼ Collaborating Organisations

**▲ Researchers**

[Add Researcher](#)

Name ↑	Organisation Name	Project Role	Created On
<a href="#">[Name]</a>	<a href="#">[Organisation Name]</a>		27/Aug/2024 2:29 PM
<a href="#">[Name]</a>	<a href="#">[Organisation Name]</a>		27/Aug/2024 2:17 PM

▼ Abstract

▼ Rationale

▼ Aims

▼ Methodology

▼ Deliverables

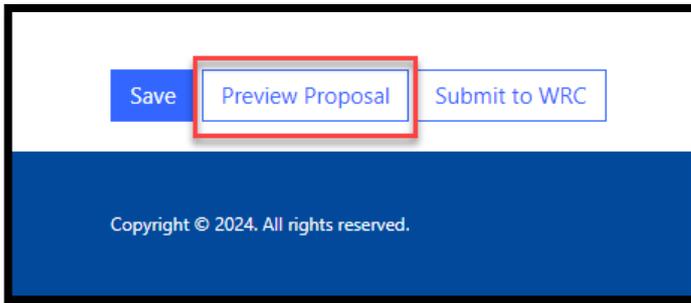
▼ Products

- You can save any changes to your proposal at any time by clicking on the **Save** button at the bottom of the *Edit Proposal* page. **Note: Please remember to save your changes often!**

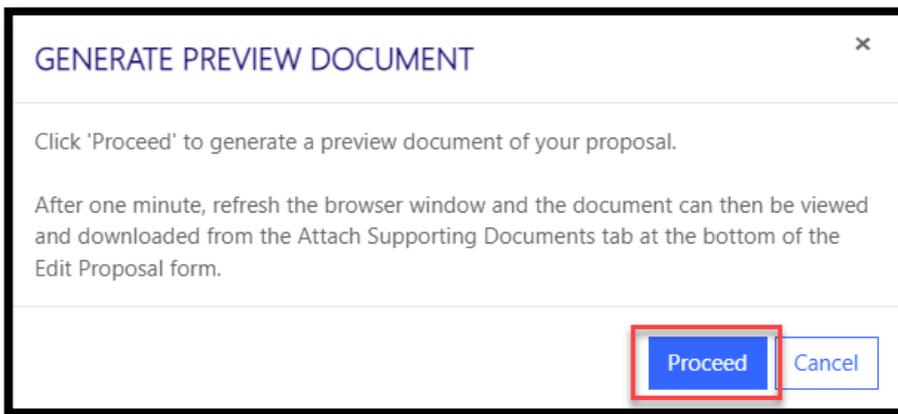


## **Generate Proposal Preview Document**

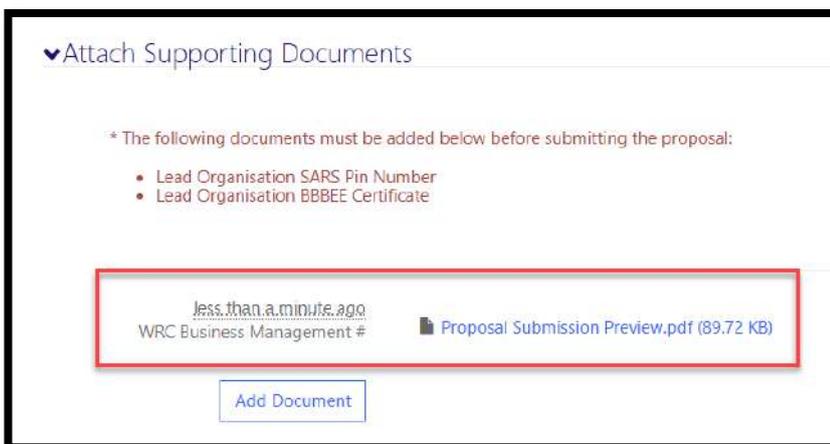
1. You can preview your proposal in PDF document format before submitting it to the WRC. To generate the preview document, scroll to the bottom of the *Edit Proposal* page and click the **Preview Proposal** button.



2. The *Generate Preview Document* pop-up window will appear over the form. Please read the instructions carefully and click the **Proceed** button.



3. A green banner will appear at the top of the *Edit Proposal* page to confirm that the Proposal Preview document has been generated. Please wait one minute and then refresh the browser window.
4. After waiting one minute and refreshing the browser window, scroll to the bottom of the page and click on the **Attach Supporting Documents** tab to expand it. The proposal submission preview document will be displayed in this tab in PDF format.

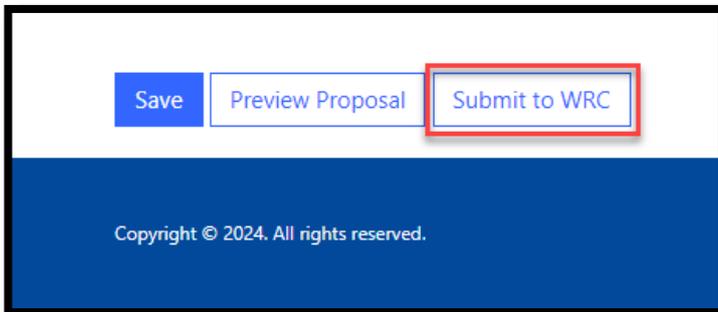


5. Click on the hyperlinked name of the document to have the document downloaded to the default downloads folder on your computer. From there you can open the document and review the contents.



## **Submit a Proposal to WRC**

1. When all the mandatory fields and related information for your proposal is completed, you can save any final changes using the **Save** button at the bottom of the *Edit Proposal* page and submit the proposal to the WRC by clicking on the **Submit to WRC** button. You will be re-directed to the *Submitted Proposals* page.

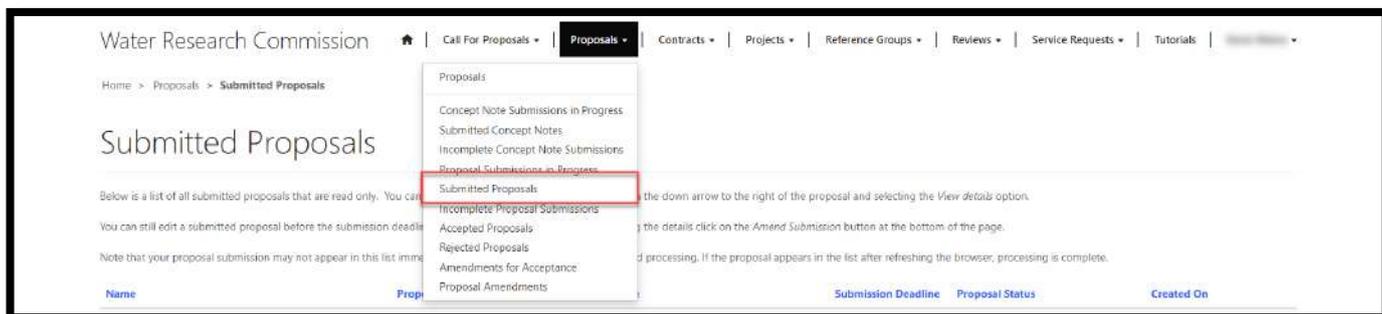


2. **Note:** All mandatory fields and mandatory related information on the *Edit Proposal* page must be completed for the **Submit to WRC** button to be available to be clicked. If the button is faded-out and not activated, check all the mandatory fields in all tabs of the form are completed.
3. Fields that are mandatory to submit the proposal are indicated with a \* symbol next to the field label and the text “**This field must be completed before submitting the proposal.**” below the field label. If the field is not relevant to your submission, you may enter “N/A” into the field.
4. Related information that is mandatory to submit the proposal are indicated in the instructions at the top of the form and in the relevant tab. These include Research Locations, Researchers, Aims, Deliverables, and Human Resource Costs. At least one related record must be captured in each of these tabs before you can submit the proposal, but more than one can be captured.
5. **Note:** If you fail to submit your proposal to the WRC before the date and time shown in the *Submission Close Date* column for the proposal, your proposal will no longer appear on the *Proposal Submissions in Progress* page or the *Submitted Proposals* page, and will be considered by the WRC to be incomplete.
6. You can view the proposal on the *Incomplete Proposal Submissions* page by following the steps in the [Incomplete Proposal Submissions](#) section below.

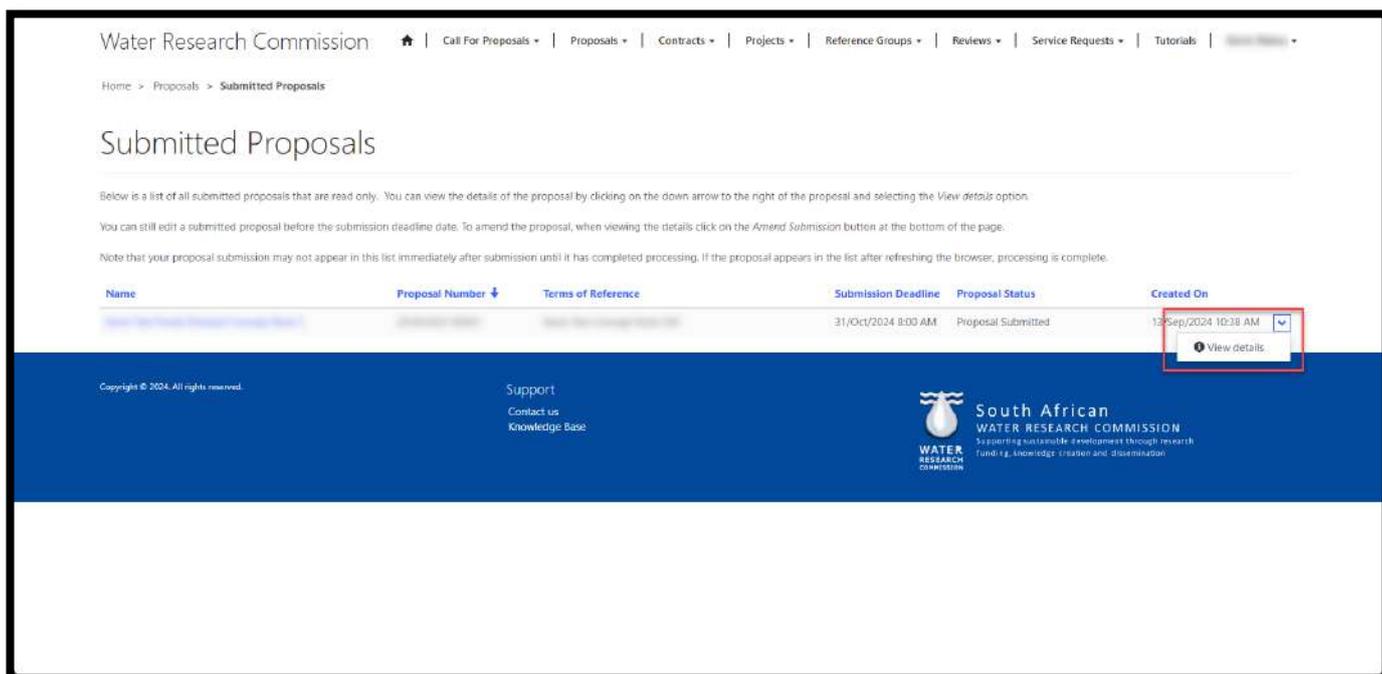


## Submitted Proposals Page

1. To view the *Submitted Proposals* page, click on the **Proposals** option in the Navigation Menu and then click on **Submitted Proposals**.



2. The *Submitted Proposals* page displays a list of proposals that have been submitted to the WRC. Once a proposal has been submitted, it can no longer be edited after the *Submission Close Date* of the proposal.
3. You can track the progress of your proposal submission over time by checking the status in the *Proposal Status* field for the respective proposal.
4. To view the details of the submitted proposal, click on the arrow on the far right of the proposal record and select the **View details** option. This will re-direct you to the *Proposal Details* page.



5. On the *Proposal Details* page, you can view the details of the proposal by clicking on the tab names to expand and collapse them (see screenshot on the next page).

Water Research Commission

Home > Proposals > Proposal Submissions in Progress > Proposal Details

## PROPOSAL DETAILS

You can still edit a submitted proposal before the submission deadline date. To amend the proposal, click on the Amend Submission button at the bottom of this page.

- General Information
- Administrative Staff
- Research Information
- Lead Organisation
- Collaborating Organisations
- Researchers
- Abstract
- Rationale
- Aims
- Methodology
- Deliverables
- Products
- Innovation
- Background Intellectual Property
- Human Resource Costs
- Operational Expenses
- Capital Expenses
- Dissemination/Uptake Activity Expenses
- Budget Summary
- Knowledge Dissemination
- Capacity Building
- Institutional Development
- Community Development
- 3rd Party Funding
- Other Information
- Attach Supporting Documents

Amend Submission

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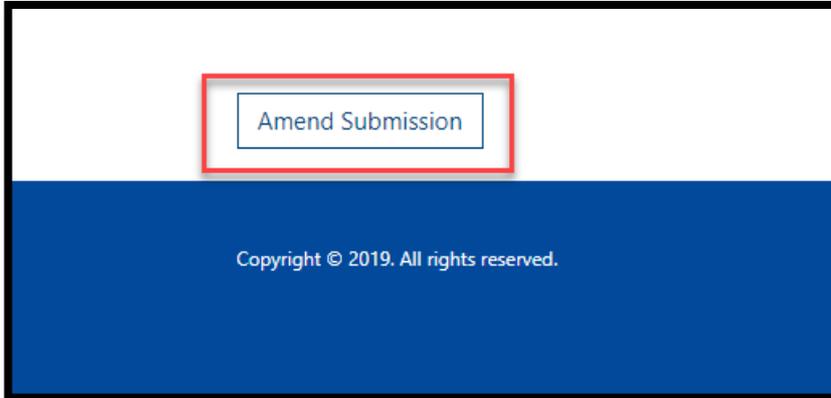
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## **Amend a Proposal Submission**

1. If you have submitted your proposal to the WRC, and the current date and time is *before* the Submission Close Date and time displayed on the *Submitted Proposals* page, you can recall and amend your proposal submission by clicking on the **Amend Submission** button at the bottom of the *Proposal Details* page (refer to step #5 in the [Submitted Proposals Page](#) section above).

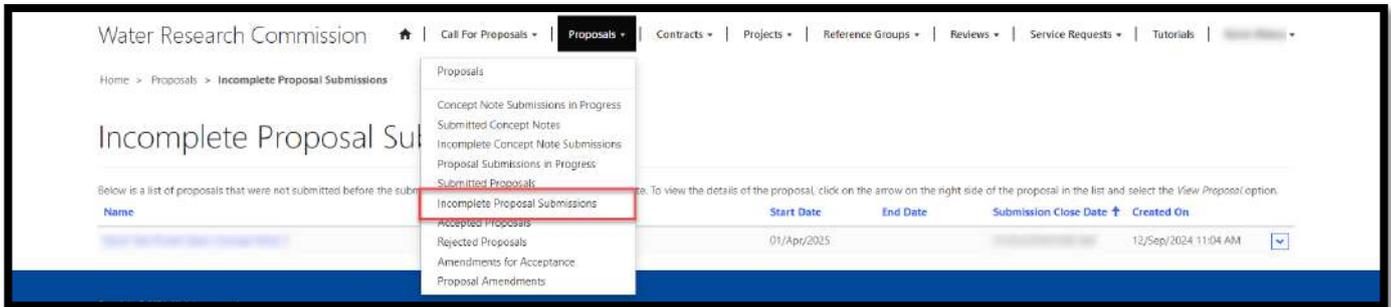


2. You will be re-directed to the *Proposal Submissions in Progress* page, where you can continue to edit your proposal submission by following the steps in the [Proposal Submissions in Progress](#) and [Edit a Proposal](#) sections in this document.
3. **Note:** If you recall and amend your proposal submission, remember to submit it to WRC again before the *Submission Close Date* and time displayed on the *Proposal Submissions in Progress* page by following the steps in the [Submit a Proposal to WRC](#) section in this document.

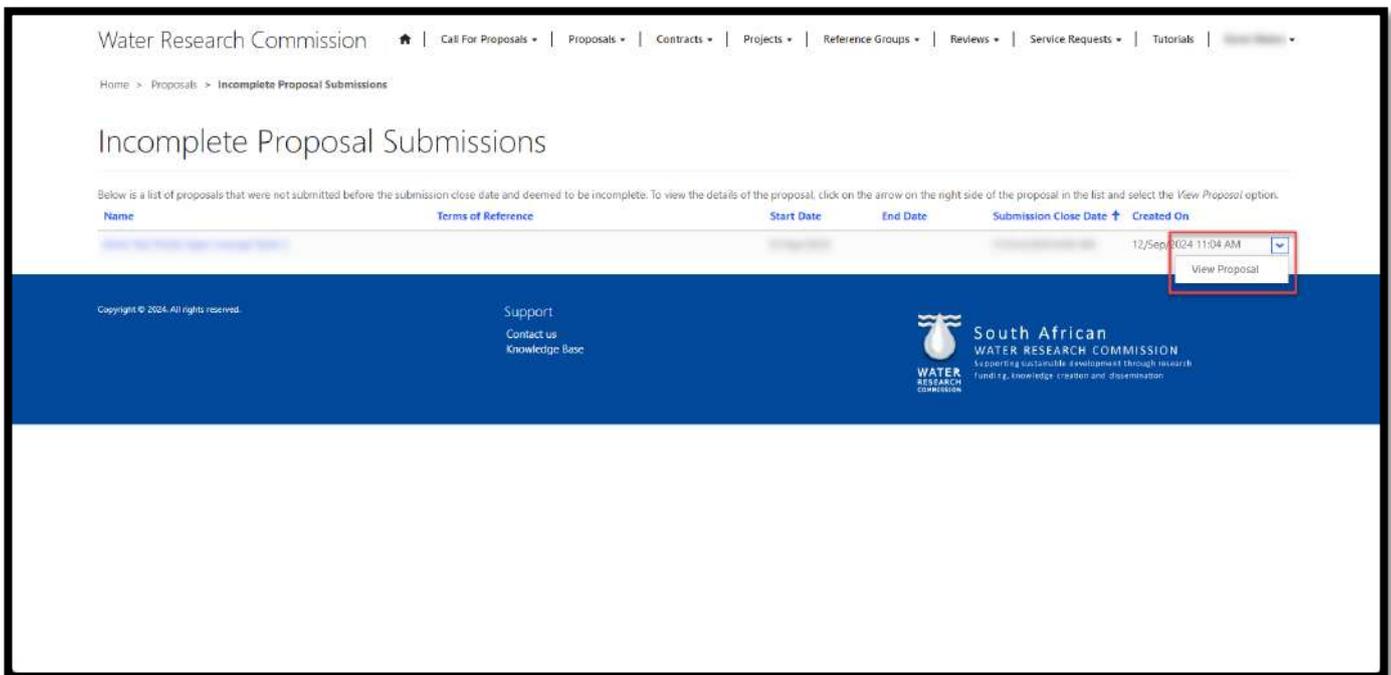


## Incomplete Proposal Submissions Page

1. To view the *Incomplete Proposal Submissions* page, click on the **Proposals** option in the Navigation Menu and then click on **Incomplete Proposal Submissions**.



2. The *Incomplete Proposal Submissions* page displays proposals that were not submitted to the WRC before the *Submission Close Date* for the proposal.
3. To view the details of the proposal, click on the arrow on the far right of the proposal record and click on the **View Proposal** option.

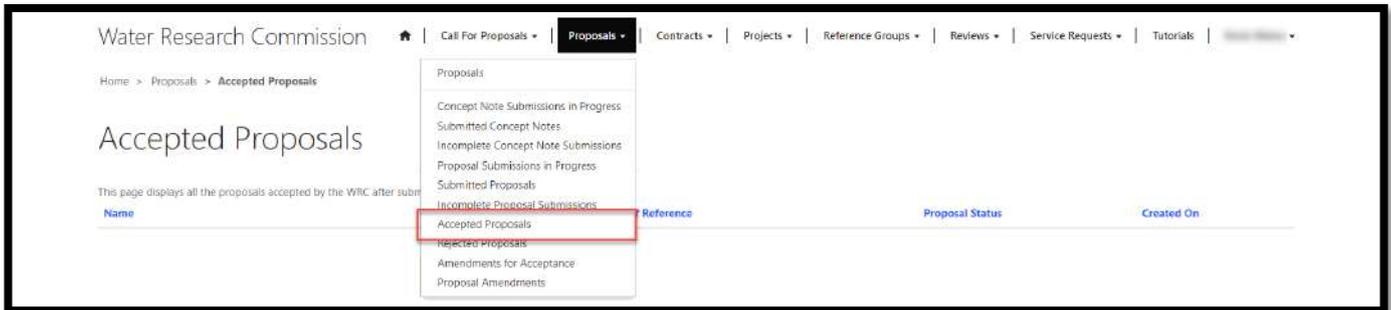


4. The *Proposal Details* page is displayed, where you can view the details you captured for the proposal, but the details cannot be edited.

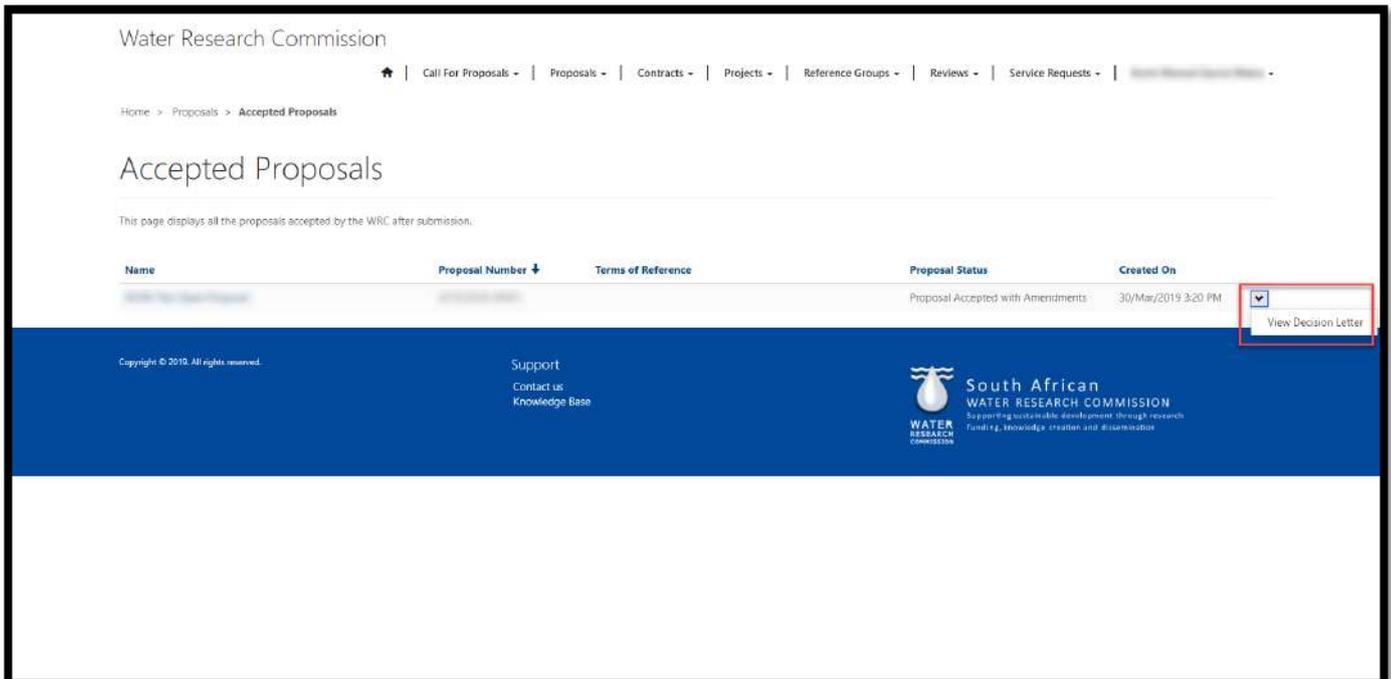


## Accepted Proposals Page

1. To view the *Accepted Proposals* page, click on the **Proposals** option in the Navigation Menu and then click on **Accepted Proposals**.



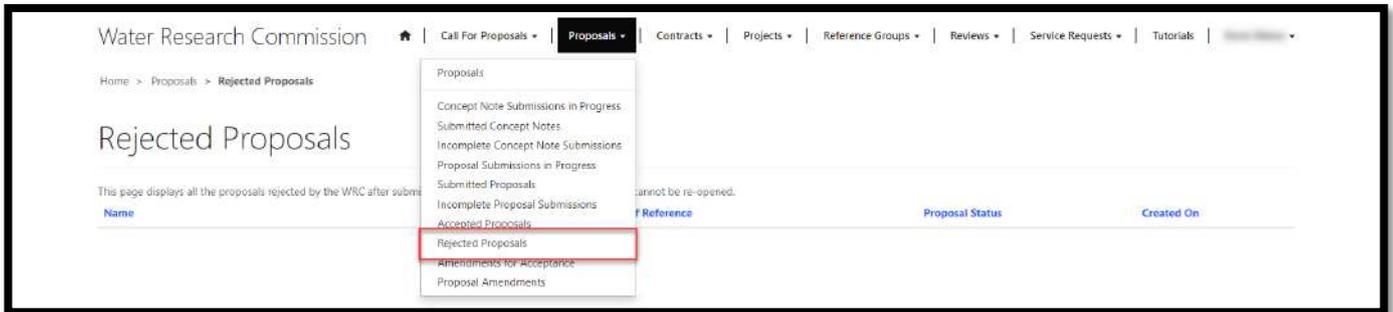
2. The *Accepted Proposals* page displays a list of proposal submissions that have been accepted for funding (with or without amendments) by the WRC.
3. The proposal will appear on this list after the WRC has sent the decision letter.
4. To view the Decision Letter, click on the arrow to the far right of the proposal record and select the **View Decision Letter** option. This will open the *View Decision Letter* window.



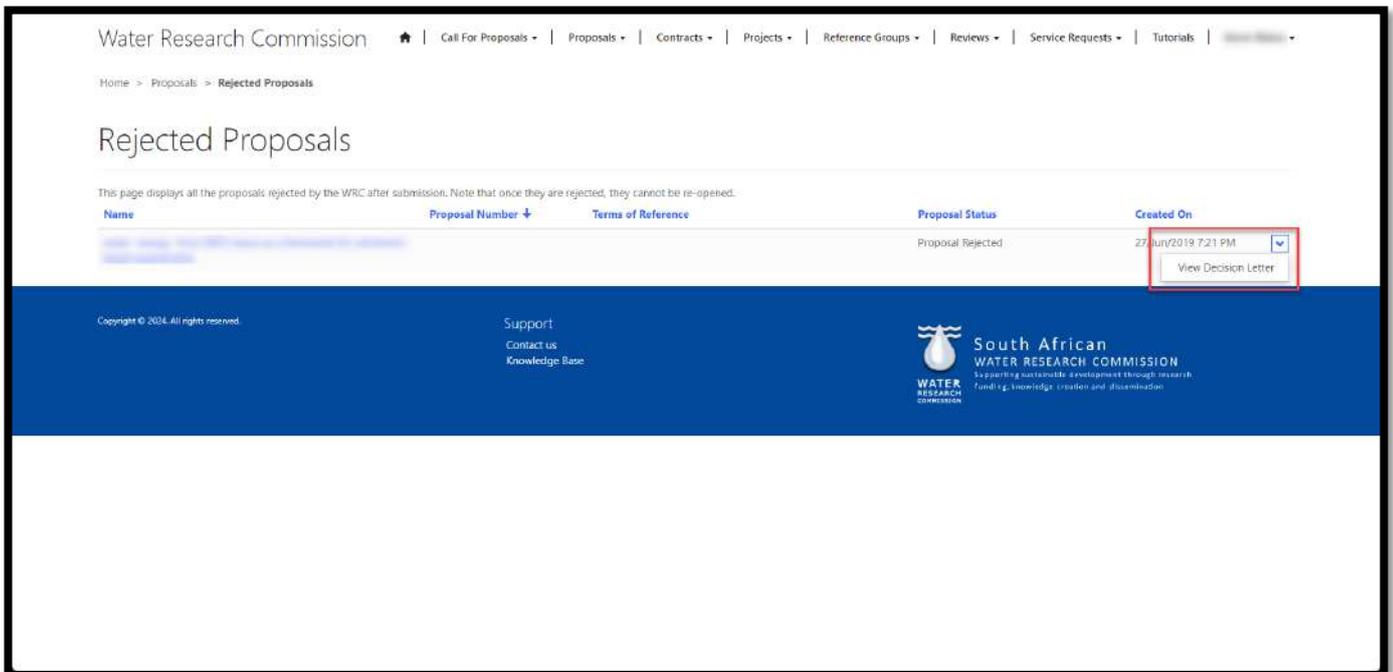
5. In the *View Decision Letter* window, you can download and view the attached *Outcome of Proposal Submission* letter document by clicking on the document name link.

## Rejected Proposals Page

1. To view the *Rejected Proposals* page, click on the **Proposals** option in the Navigation Menu and then click on **Rejected Proposals**.



2. The *Rejected Proposals* page displays a list of proposal submissions that have not been accepted for funding by the WRC. The proposal will appear on this list after the WRC has sent the decision letter.
3. To view the Decision Letter, click on the arrow to the far right of the proposal record and select the **View Decision Letter** option. This will open the *View Decision Letter* window.

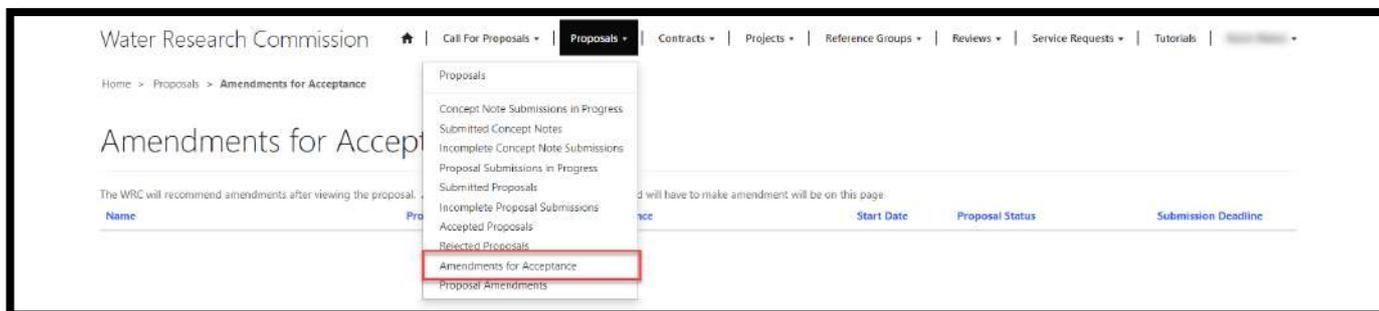


4. In the *View Decision Letter* window, you can download and view the attached *Outcome of Proposal Submission* letter document by clicking on the document name link.

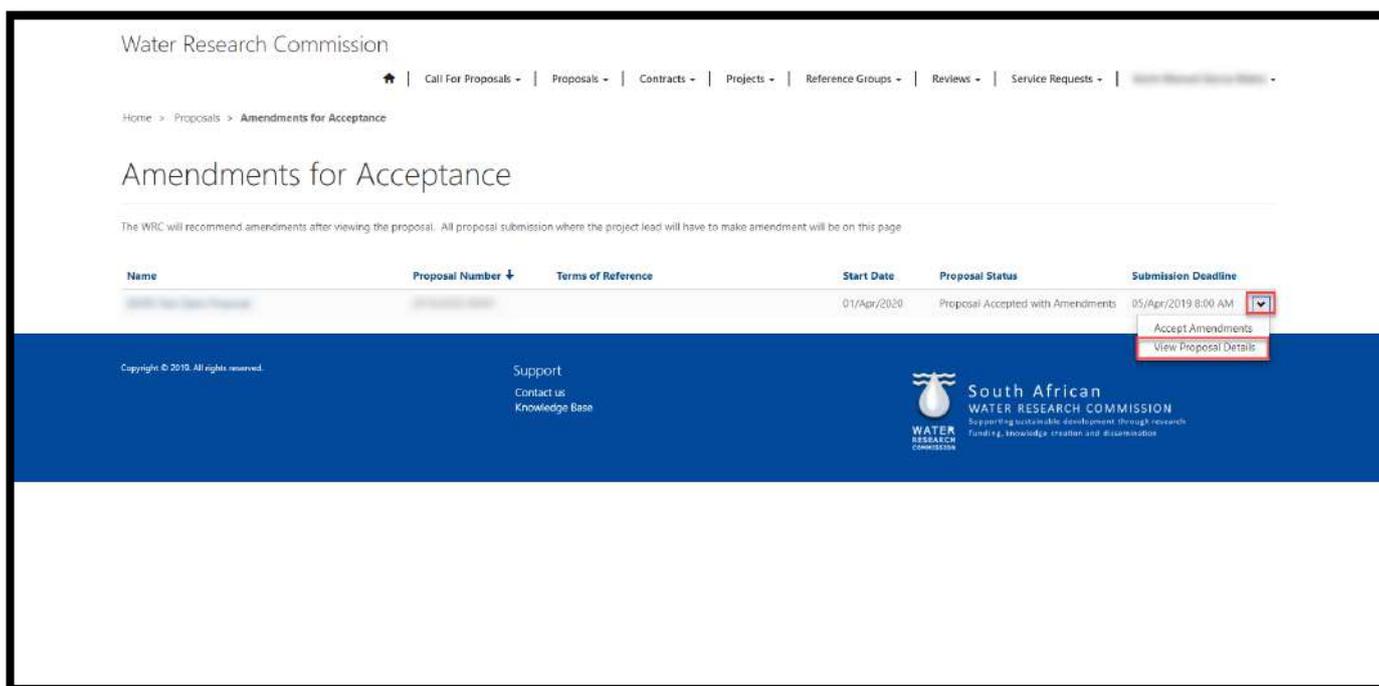


## Amendments for Acceptance Page

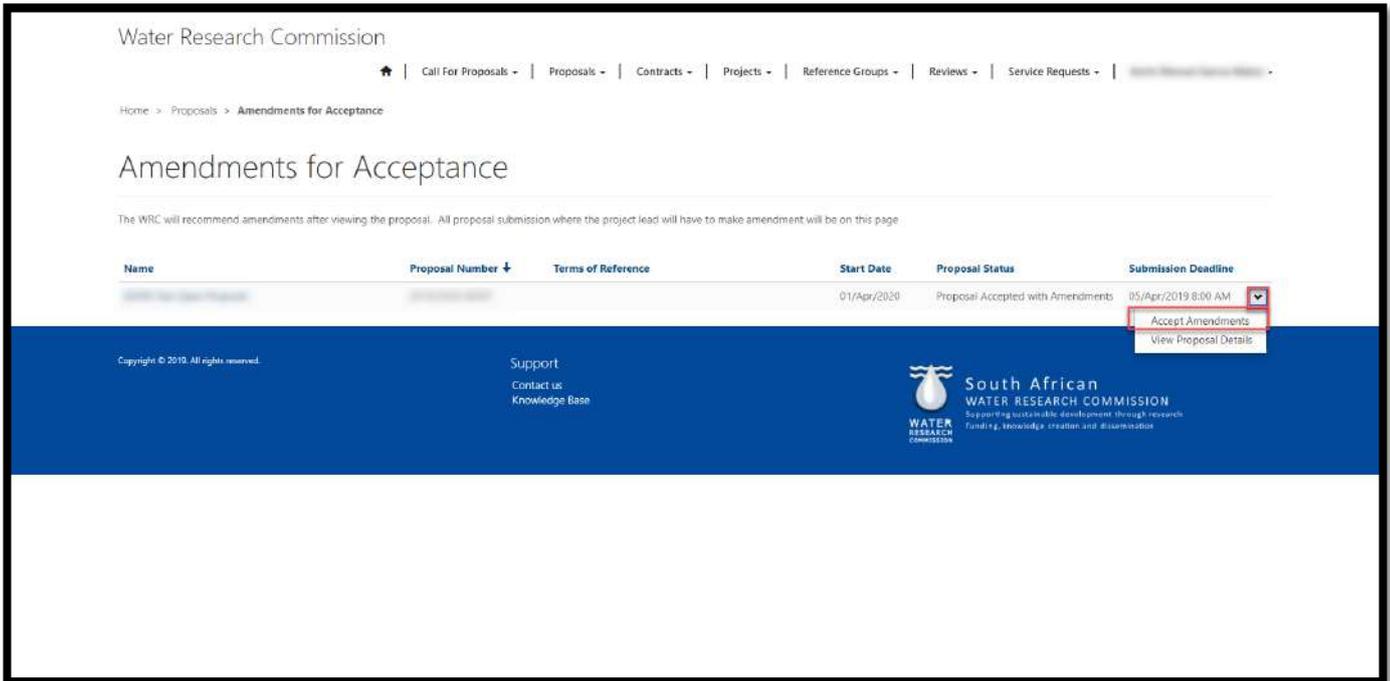
1. To view the *Amendments for Acceptance* page, click on the **Proposals** option in the Navigation Menu and then click on **Amendments for Acceptance**.



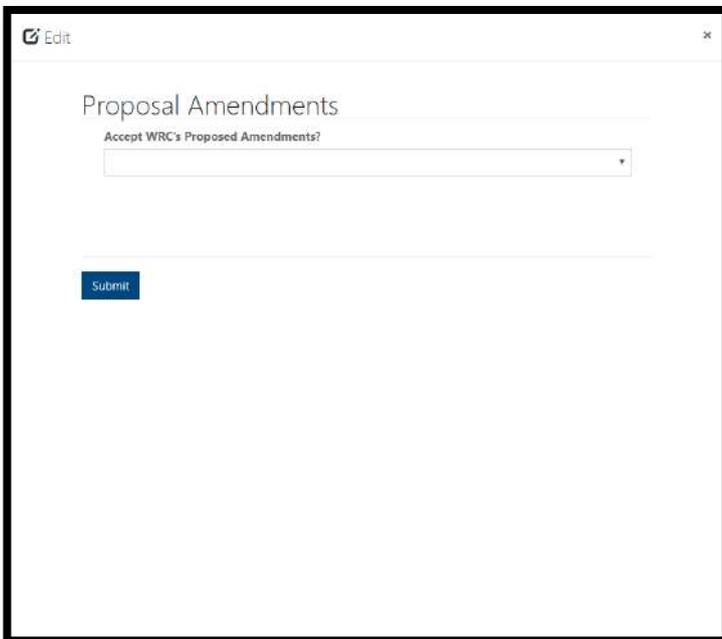
2. The *Amendments for Acceptance* page displays a list of proposals that have been accepted for funding by the WRC but require you to accept the amendments to the proposal as requested by the WRC and detailed in the Approval Letter. Once you have accepted the WRC's requested amendments, you will be able to edit the proposal record.
3. To view the details of the proposal, click on the arrow on the far right of the proposal record and select the **View Proposal Details** option. This will re-direct you to the *Proposal Details* page.



- To accept the WRC's requested amendments to the proposal, click on the arrow to the far right of the proposal record and select the **Accept Amendments** option. This will open the *Accept Proposal Amendments* window.



- In the *Accept Proposal Amendments* window, you can select your response and submit it to the WRC by clicking on the **Submit** button at the bottom of the window.

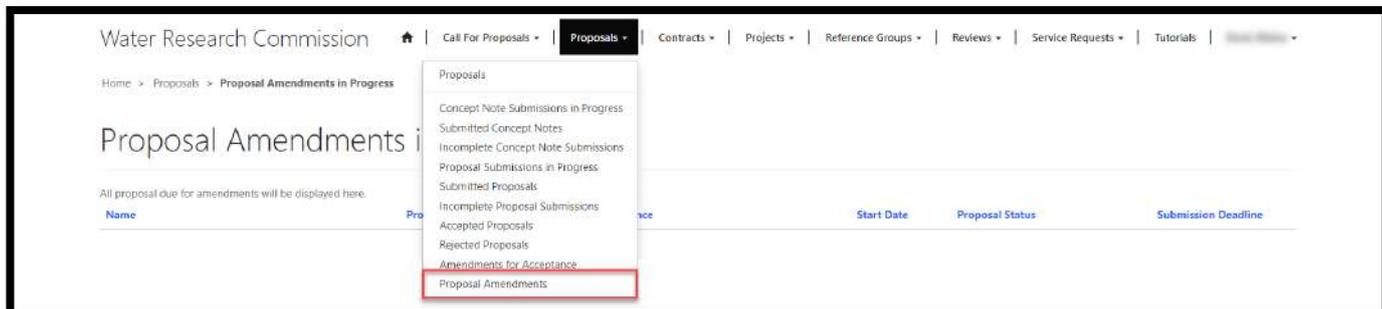


- If you choose to accept the WRC's requested proposal amendments, you can start editing the proposal by navigating to the [Proposal Amendments page](#) as detailed in the following steps.

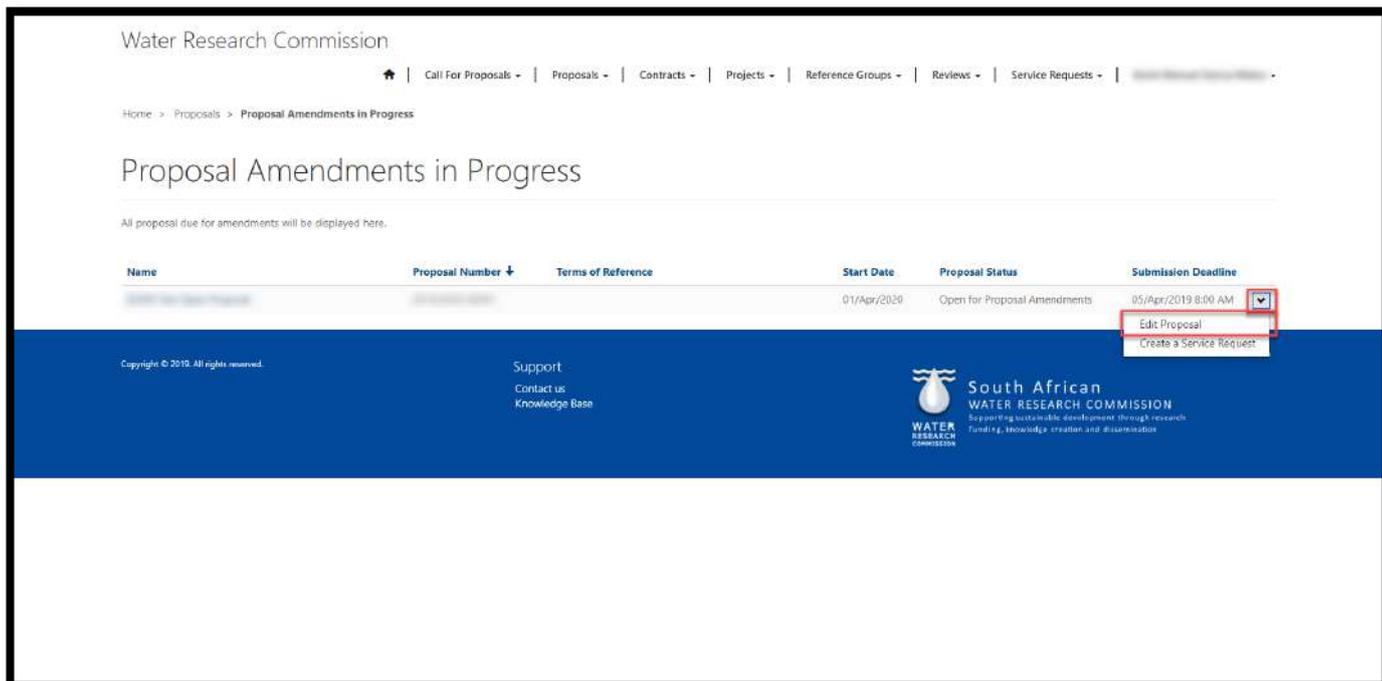


## Proposal Amendments in Progress Page

1. To view the *Proposal Amendments in Progress* page, click on the **Proposals** option in the Navigation Menu and then click on **Proposal Amendments**.



2. The *Proposal Amendments in Progress* page displays a list of proposals that have been accepted for funding by the WRC with requested amendments, and you have accepted the requested amendments.
3. The proposals on this page can be edited up until the *Submission Deadline* date and time displayed.
4. To edit the details of the proposal, click on the arrow on the far right of the proposal record and select the **Edit Proposal** option. You will be re-directed to the *Edit Proposal* page.



5. To edit the details of the proposal, follow the steps from **step #2** in the [Edit Proposal page](#) section.
6. To submit the amended proposal to the WRC, you can follow the steps in the [Submit a Proposal to WRC](#) and [Submitted Proposals page](#) sections of this document, with the exception that you must submit it before the date and time in the *Submission Deadline* column for the proposal as detailed on the *Proposal Amendments in Progress* page.
7. **Note:** If you fail to submit your proposal amendments to the WRC before the *Submission Deadline*, your proposal record will be considered incomplete, will be removed from this page.

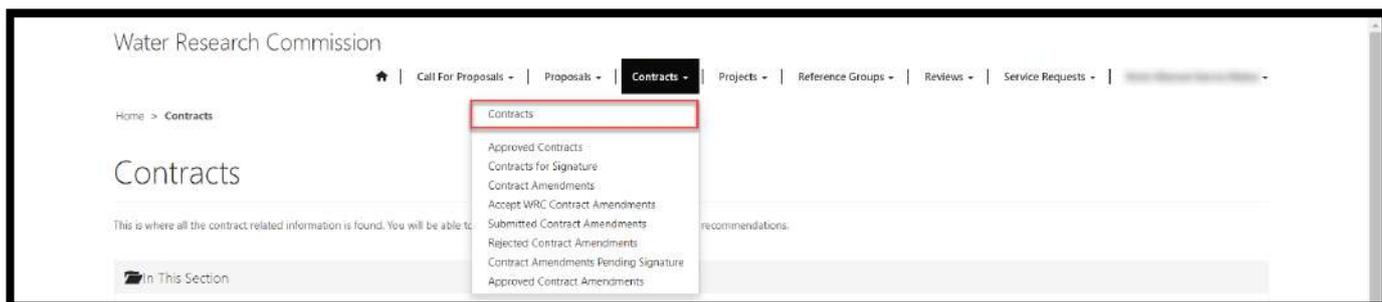
## Contracts

This section details the pages and actions found in the **Contracts** section in the Navigation Menu of the BMS Portal.

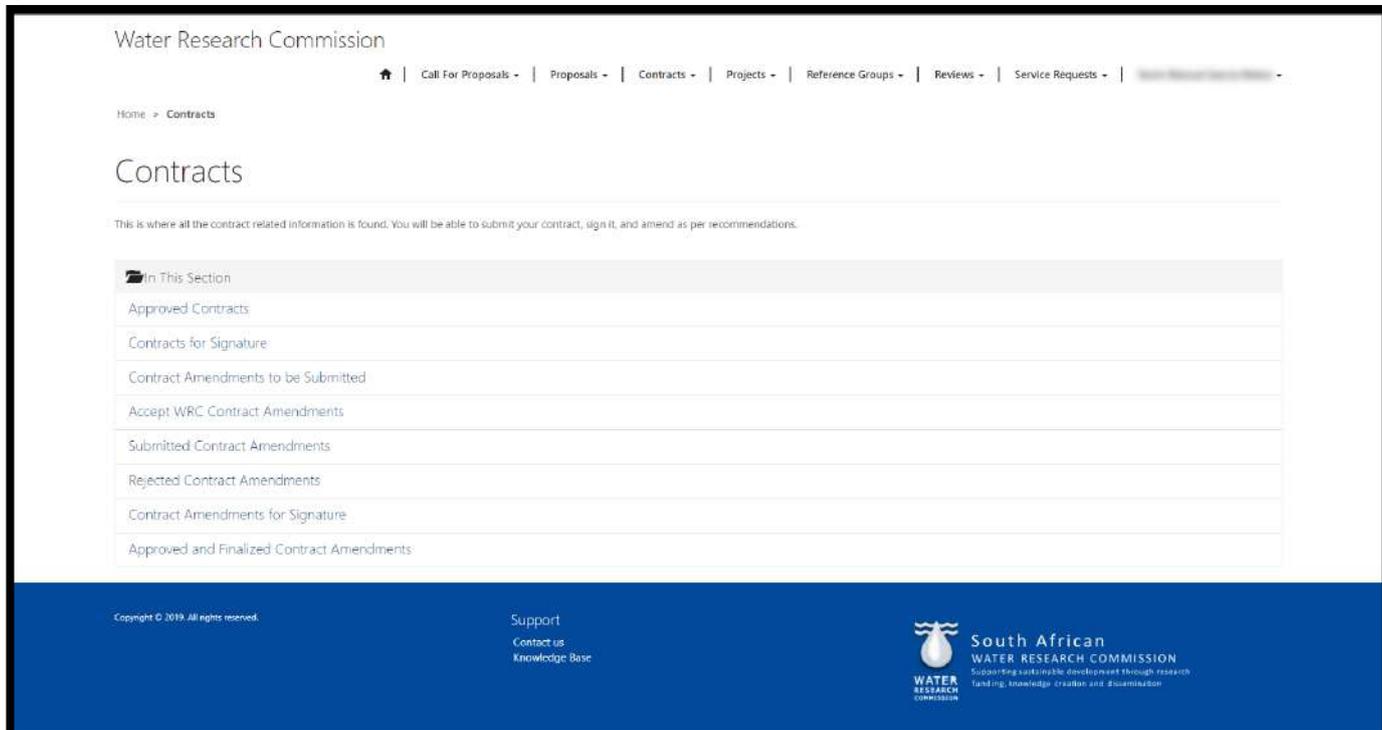


### Contracts Page

1. To view the *Contracts* page, click on the **Contracts** option in the Navigation Menu and then click on **Contracts**.



2. The *Contracts* page contains links to the related pages that display information regarding contracts and contract amendments you have with the WRC as the *Project Leader*. To view the related pages, you can click on the links under the **In This Section** section at the bottom of the form.

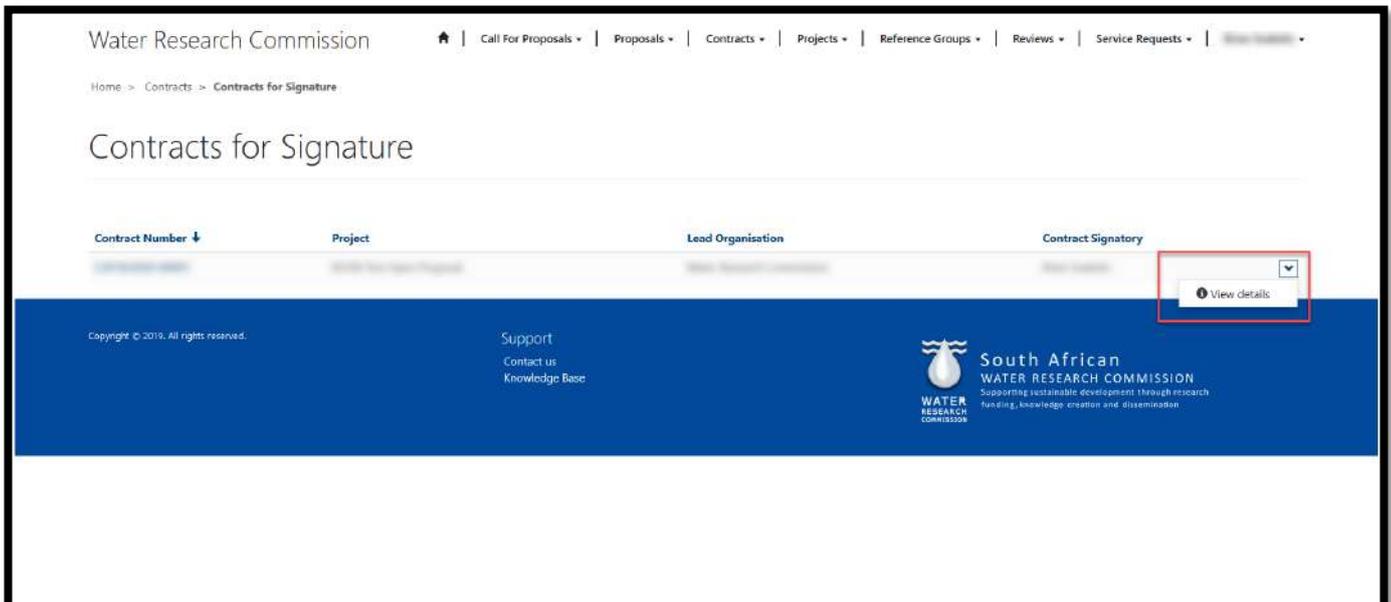


## Contracts for Signature Page

1. To view the *Contracts for Signature* page, click on the **Contracts** option in the Navigation Menu and then click on **Contracts for Signature**.



2. The *Contracts for Signature* page displays a list of contracts for new projects that have been prepared by the WRC and require your signature as the *Contract Signatory* that was captured as part of the proposal submission.
3. **Note:** Only the user that is allocated as the *Contract Signatory* as part of the proposal submission will be able to view the contract records displayed on this page. The Proposer or the Project Leader allocated to this submission will not see the contract listed on this page.
4. To view the details of the contract and download a copy on the contract document, click on the arrow on the far right of the contract record and select the **View details** option. This will open the *Contract Details* window.



5. In the *Contract Details* window, you can view the project information as well as view and download the *Letter with Contract* and *Contract* documents.

The screenshot displays a web form titled "PROJECT INFORMATION" with the following fields: Project \*, Contract Number, Lead Organisation, Contract Signatory, and Project Leader. Below this is the "COURIER DETAILS (For Hard Copy of Contract Sent to WRC)" section, which includes input fields for Courier Company Name, Courier Tracking Number, and Date Couriered. The "CONTRACT DOCUMENTS" section shows two uploaded PDF files: "Letter with Contract.pdf (0 bytes)" and "Contract - [redacted].pdf (467.97 KB)". At the bottom, there is an "Upload Your Signed Contract" section with a "Browse..." button, a "Save" button, and a "Submit Uploaded Contract to WRC" button.

6. It is required for you as the *Contract Signatory* for the project to download a copy of the *Contract* document, sign and initial it, upload a file with the scanned copy of the document to this contract record, and submit it to the WRC.
7. You are also required to send a signed and initialed hard copy of the *Contract* document to the WRC via courier. This hard copy will be couriered by the WRC to the physical address of the *Lead Organisation* of the project.
8. Once you have the details of the hard copy that is being couriered back to the WRC, you can enter them in the *Courier Details* section of this form before you submit the uploaded scanned copy of the document.



9. You can submit the uploaded scanned copy of the *Contract* document along with the courier details of the hard copy by clicking on the **Submit Uploaded Contract to WRC** button at the bottom of the window.
10. **Note:** Please be sure to save any changes made to this contract record by clicking the **Save** button at the bottom of the window before you submit the uploaded contract document to the WRC.

### COURIER DETAILS (For Hard Copy of Contract Sent to WRC)

Courier Company Name

Courier Tracking Number

Date Couriered

### CONTRACT DOCUMENTS

45 minutes ago  
WRC Business  
Management #  
Letter with Contract.pdf (0 bytes)

---

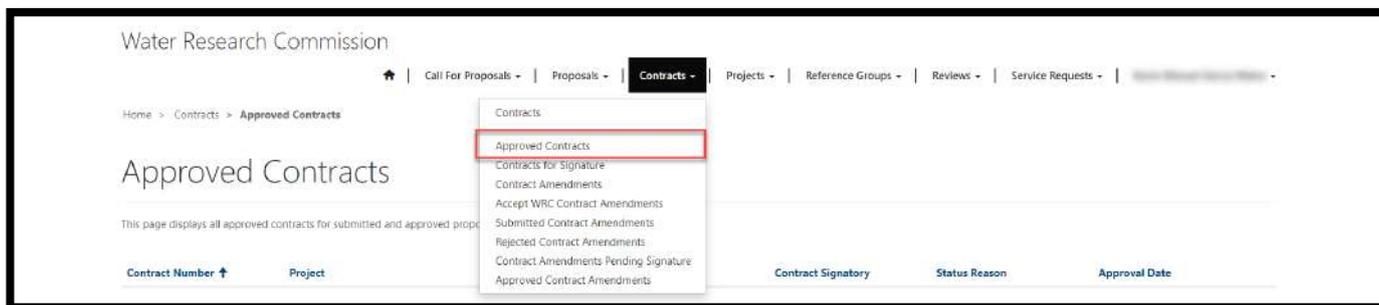
43 minutes ago  
WRC Business  
Management #  
Contract - [REDACTED].pdf (467.97 KB)

Upload Your Signed Contract  
Browse... No files selected.

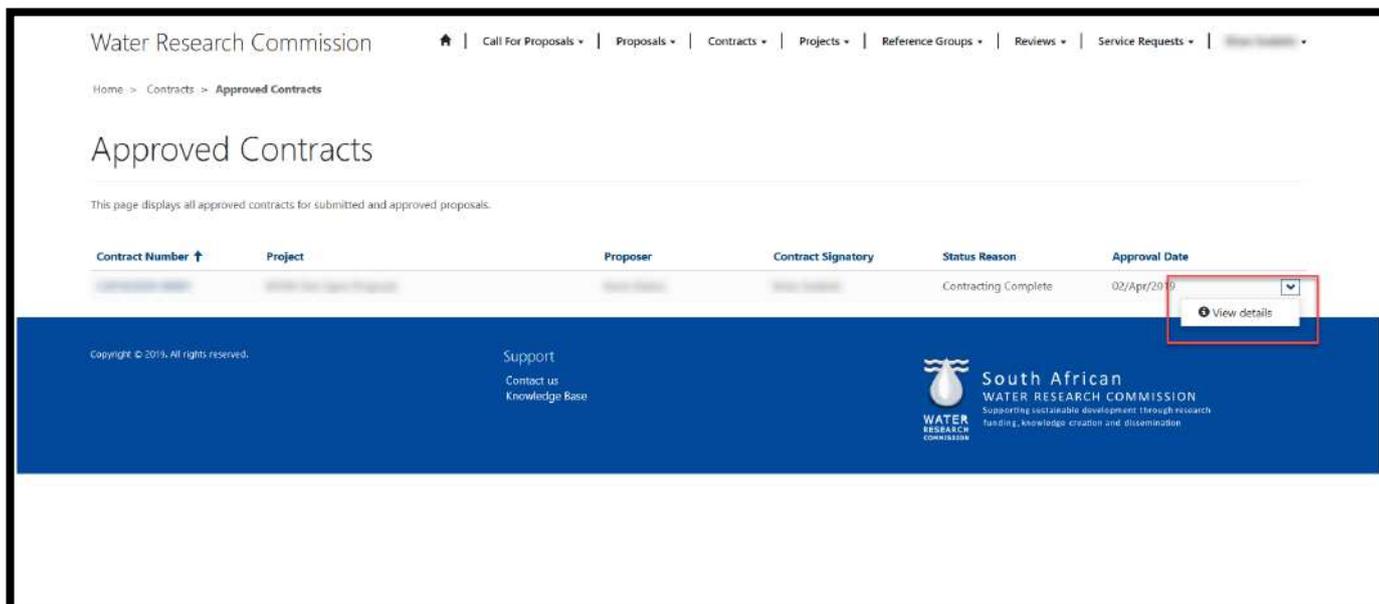


## Approved Contracts

1. To view the *Approved Contracts* page, click on the **Contracts** option in the Navigation Menu and then click on **Approved Contracts**.

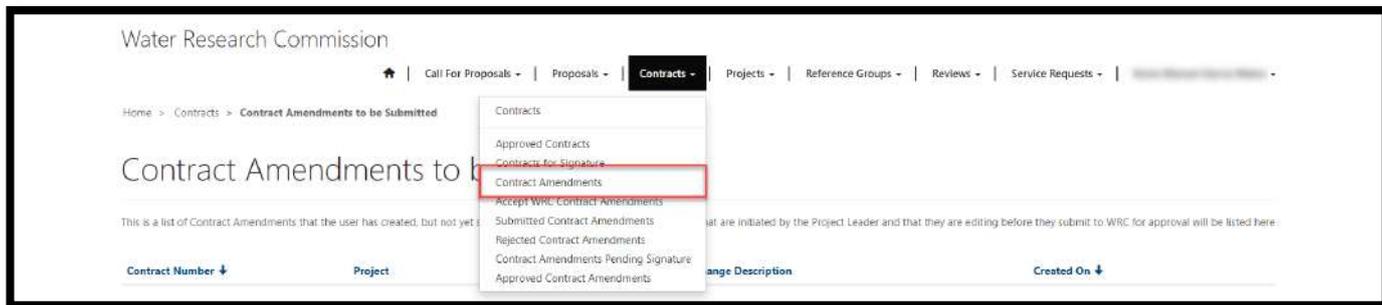


2. The *Approved Contracts* page displays a list of contracts for projects that have been approved and finalized by the WRC and you are designated as the *Contract Signatory* for the new project.
3. To view the details of the contract, as well as the original and uploaded signed copies of the *Contract* document, click on the arrow on the far right of the contract record and select the **View details** option. The *Contract Details* window will open.



## Contract Amendments to be Submitted Page

1. To view the *Contract Amendments to be Submitted* page, click on the **Contracts** option in the Navigation Menu and then click on **Contract Amendments**.

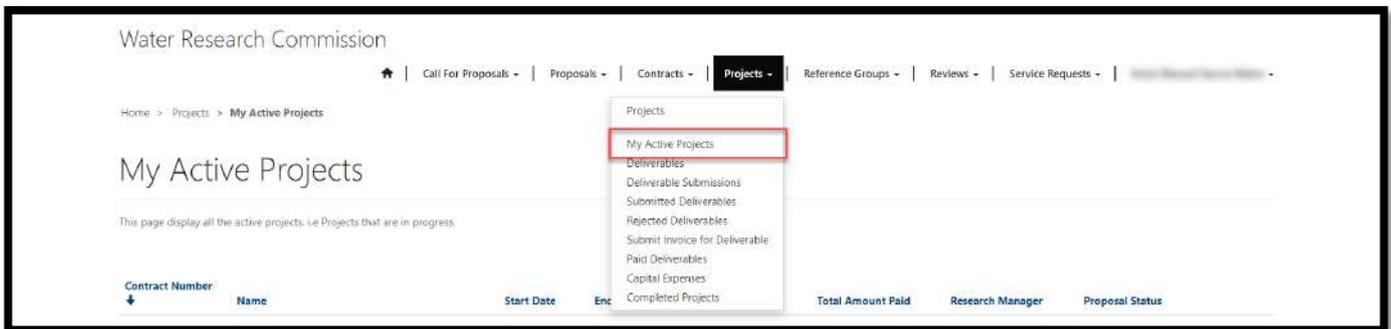


2. The *Contract Amendments to be Submitted* page displays a list of contract amendment requests that have been created by you as the *Project Leader* that has been designated for the active project.

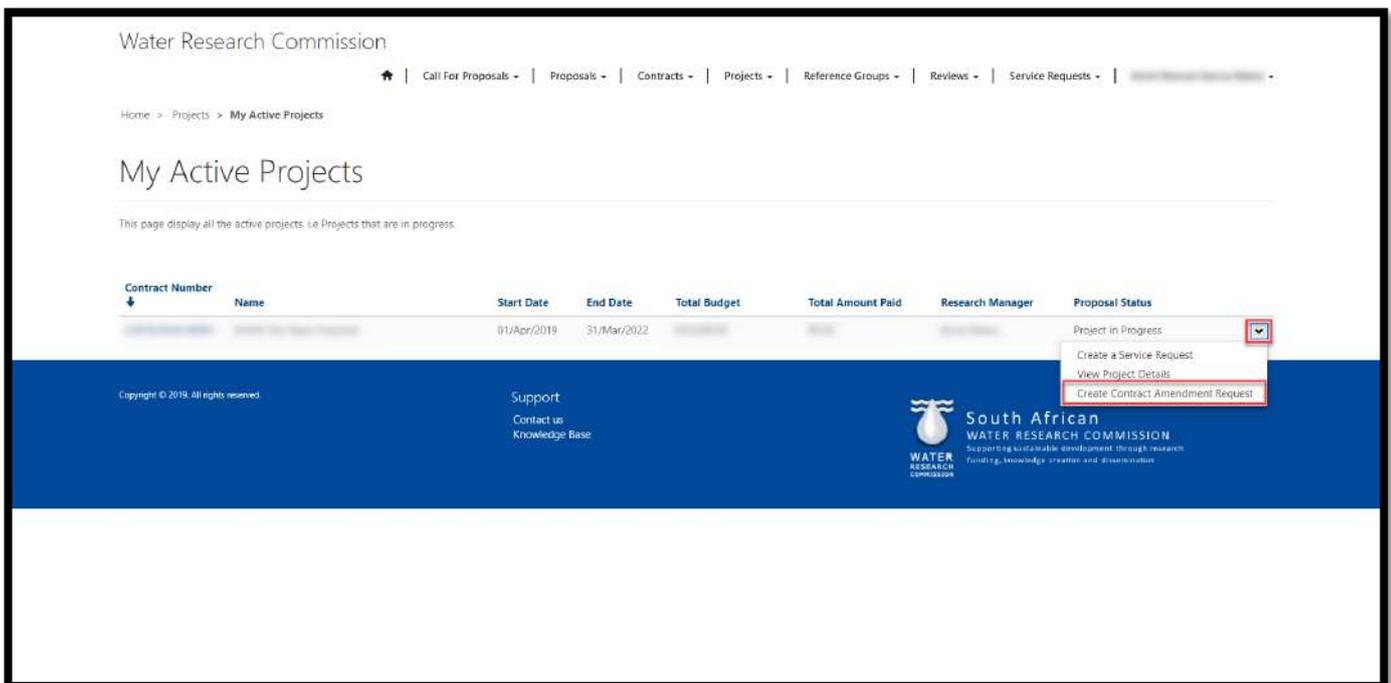


## Create a Contract Amendment Request

1. To create a contract amendment request, click on the **Projects** option in the Navigation Menu and then click on **My Active Projects**.



2. The *My Active Projects* page displays a list of projects that are currently active, meaning that the *Start Date* has already passed, the project has commenced, and for which you are designated as the *Project Leader*.
3. To create a contract amendment request against the active project, click on the arrow to the right of the project record and select the **Create Contract Amendment Request** option. This will open the *Create Contract Amendment Request* window.



4. In the *Create Contract Amendment Request* window, you can add the required information as indicated by the \* asterisk next to the mandatory fields and save the contract amendment request record by clicking on the **Create** button at the bottom of the window (see screenshot on the next page).

General

INFORMATION

Project \*

Change Description \*

Motivation \*

REASON FOR CHANGE

Change to Contract End Date  
 No  Yes

New Contract End Date

Change to Deliverable/Contract Budget  
 No  Yes

Additional Funds Requested

Change to Deliverable Target Date(s)  
 No  Yes

Change to Deliverable Content  
 No  Yes

Change of Project Leader  
 No  Yes

New Project Leader (Researcher)

DETAILS OF CHANGE

Attachments

Attach a file  
Choose Files | No file chosen

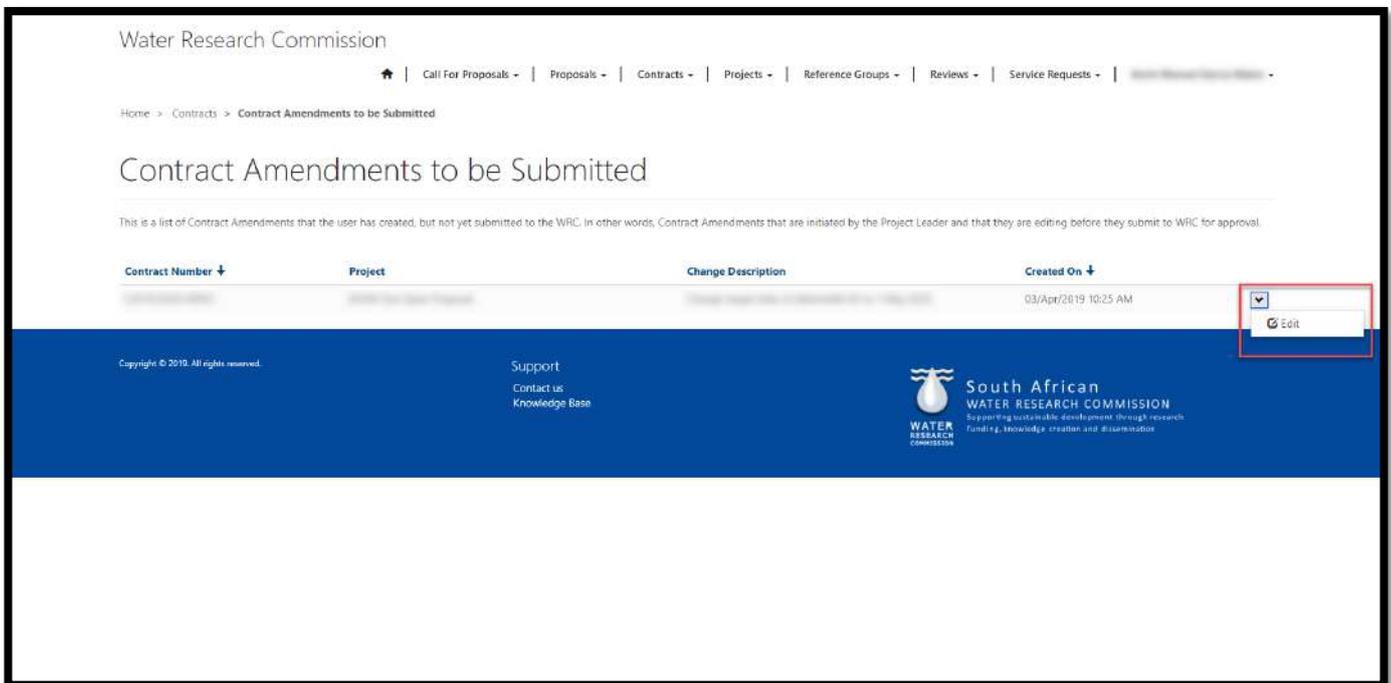
Create

5. After the contract amendment request is created, you can view and continue to edit the amendment request by following the steps in the [Contract Amendments to be Submitted](#) page section in this document.



## Edit and Submit a Contract Amendment Request

1. To edit the contract amendment request, from the *Contract Amendments to be Submitted* page, click on the arrow on the far right of the contract amendment request record and select the **Edit** option. This will open the *Edit Contract Amendment Request* window.



Water Research Commission

Home > Contracts > Contract Amendments to be Submitted

### Contract Amendments to be Submitted

This is a list of Contract Amendments that the user has created, but not yet submitted to the WRC. In other words, Contract Amendments that are initiated by the Project Leader and that they are editing before they submit to WRC for approval.

Contract Number ↓	Project	Change Description	Created On ↓
			03/Apr/2019 10:25 AM

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**South African WATER RESEARCH COMMISSION**  
Supporting sustainable development through research  
Funding, Knowledge creation and dissemination

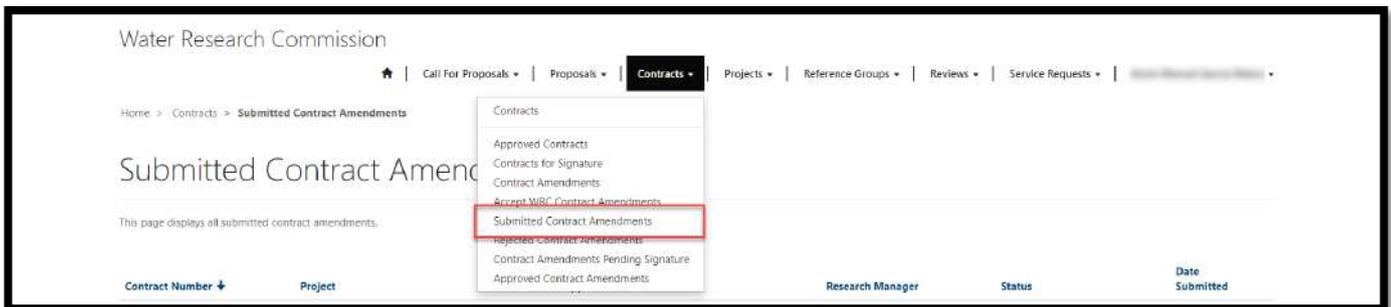
WATER RESEARCH COMMISSION

2. From the *Edit Contract Amendment Request* window can continue to edit the contract amendment request and save your changes by clicking on the **Save** button at the bottom of the window.
3. **Note:** Remember to save any changes you make to the contract amendment request record, including any documents that have been uploaded, before submitting the request to the WRC for approval.
4. To submit the contract amendment request to the WRC for approval, be sure to save any changes, then open the *Edit Contract Amendment Request* window again and click on the **Submit to WRC** button at the bottom of the window. You will be re-directed to the *Submitted Contract Amendments* page and the request can no longer be edited.

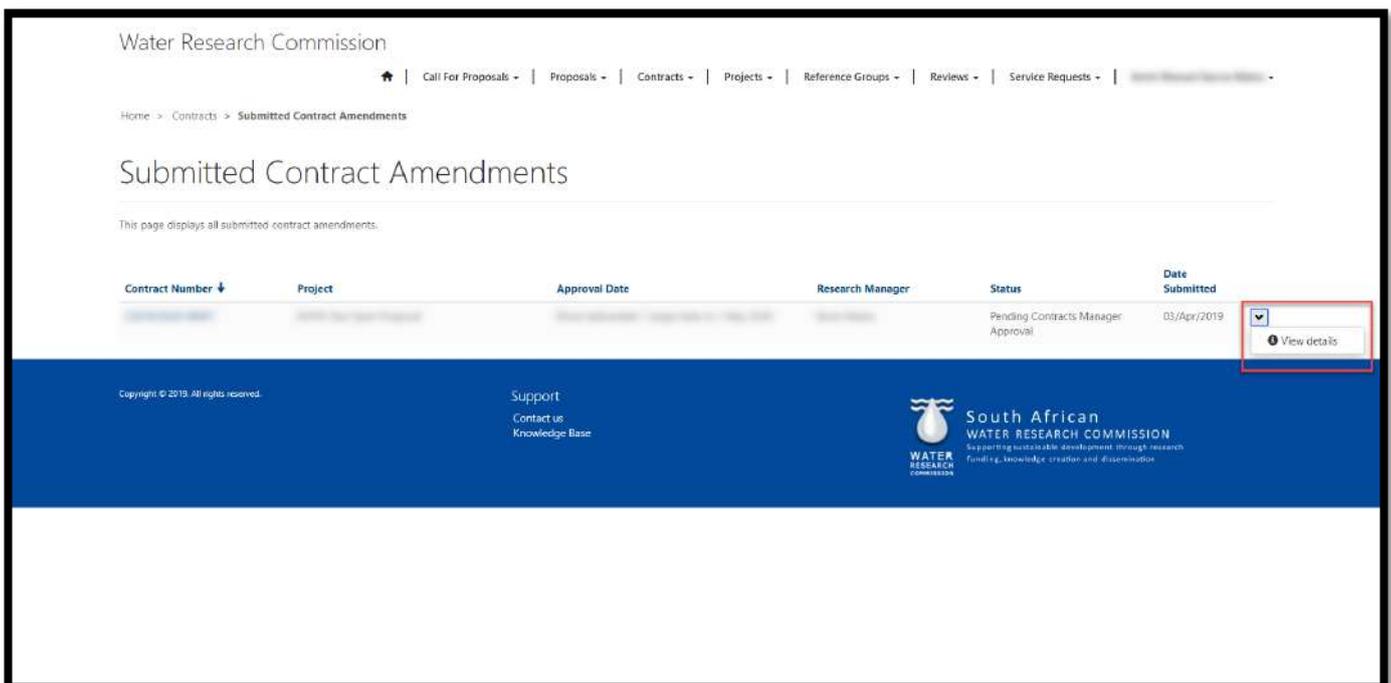


## Submitted Contract Amendments Page

1. To view the *Submitted Contract Amendments* page, click on the **Contracts** option in the Navigation Menu and then click on **Submitted Contract Amendments**.



2. The *Submitted Contract Amendments* page displays a list of contract amendment request records that are pending approval by the WRC that you as the *Project Leader* of the active project have submitted to the WRC, or that the WRC has submitted to you and you have accepted.
3. To view the details of the submitted contract amendment request, click on the arrow on the far right of the contract amendment request record and select the **View details** option. This will open the *Contract Amendment Request Details* window where you can view the details of the request.

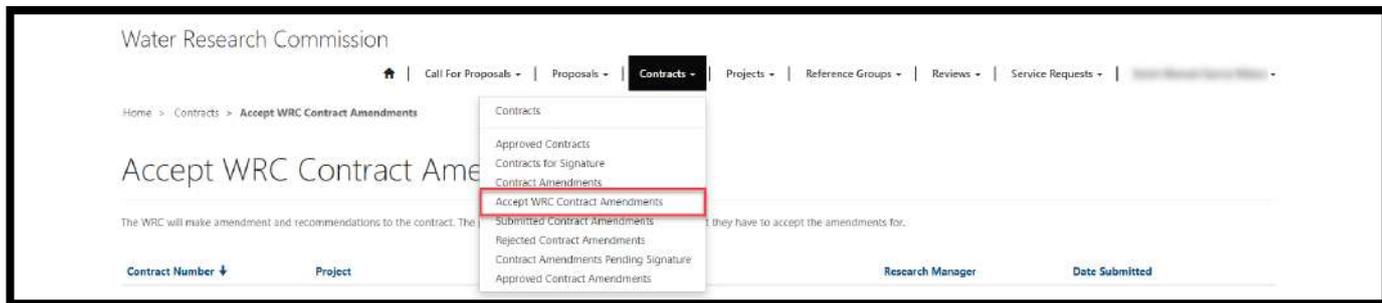


4. You can also return to this page to view the status of the contract amendment request which is shown in the *Status* column.

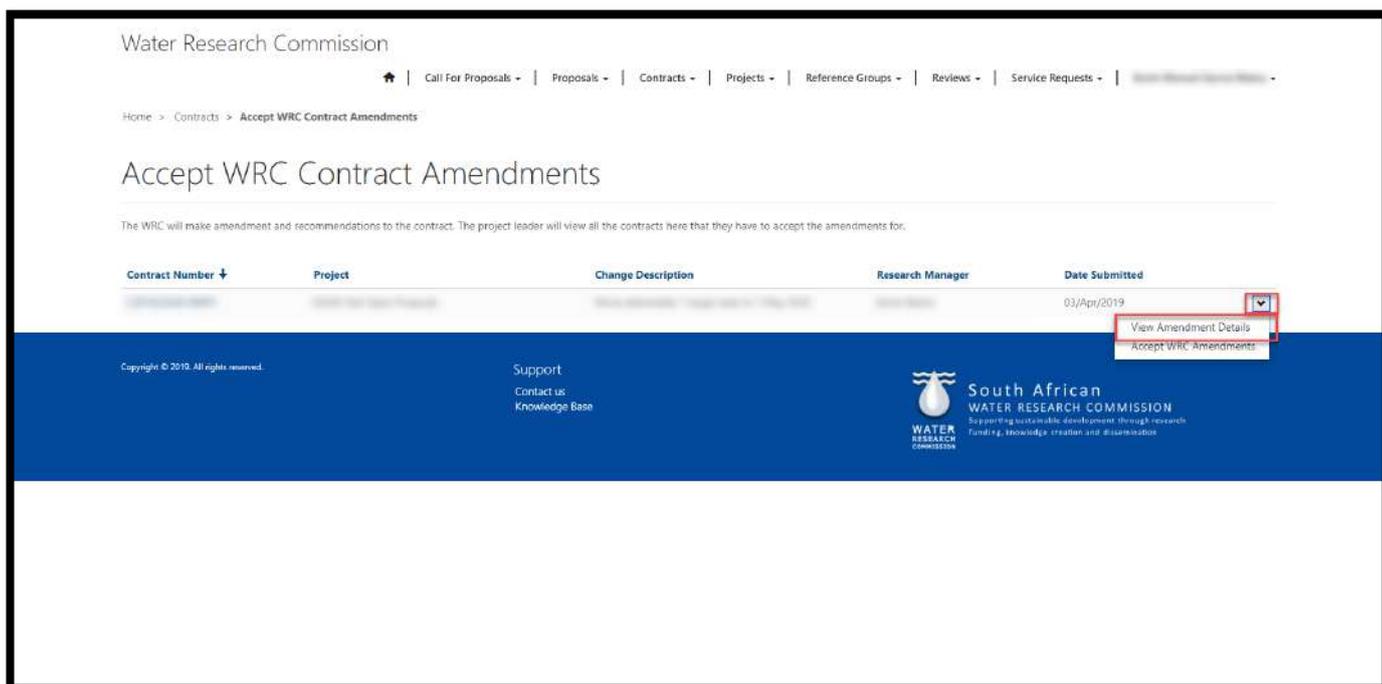


## Accept WRC Contract Amendments Page

1. To view the *Accept WRC Contract Amendments* page, click on the **Contracts** option in the Navigation Menu and then click on **Accept WRC Contract Amendments**.



2. The *Accept WRC Contract Amendments* page displays a list of contract amendment requests that have been created by the WRC Research Manager that is overseeing the project and require your acceptance as the designated Project Leader for the project, before it can be approved and finalized by the WRC.
3. To view the details of the contract amendment request, click on the arrow on the far right of the contract amendment record and select the **View Amendment Details** option. This will open the *Contract Amendment Details* window.



4. In the *Contract Amendment Details* window, the details of the contract amendment request from the WRC are displayed, along with any attached documents for your attention (see screenshot on the next page).

### General

---

#### INFORMATION

Project ^

Change Description \*

Motivation \*

#### REASON FOR CHANGE

Change to Contract End Date <input checked="" type="radio"/> No <input type="radio"/> Yes	New Contract End Date —
Change to Deliverable/Contract Budget <input checked="" type="radio"/> No <input type="radio"/> Yes	Additional Funds Requested —
Change to Deliverable Target Date(s) <input type="radio"/> No <input checked="" type="radio"/> Yes	
Change to Deliverable Content <input checked="" type="radio"/> No <input type="radio"/> Yes	
Change of Project Leader <input checked="" type="radio"/> No <input type="radio"/> Yes	New Project Leader (Researcher) —

#### DETAILS OF CHANGE

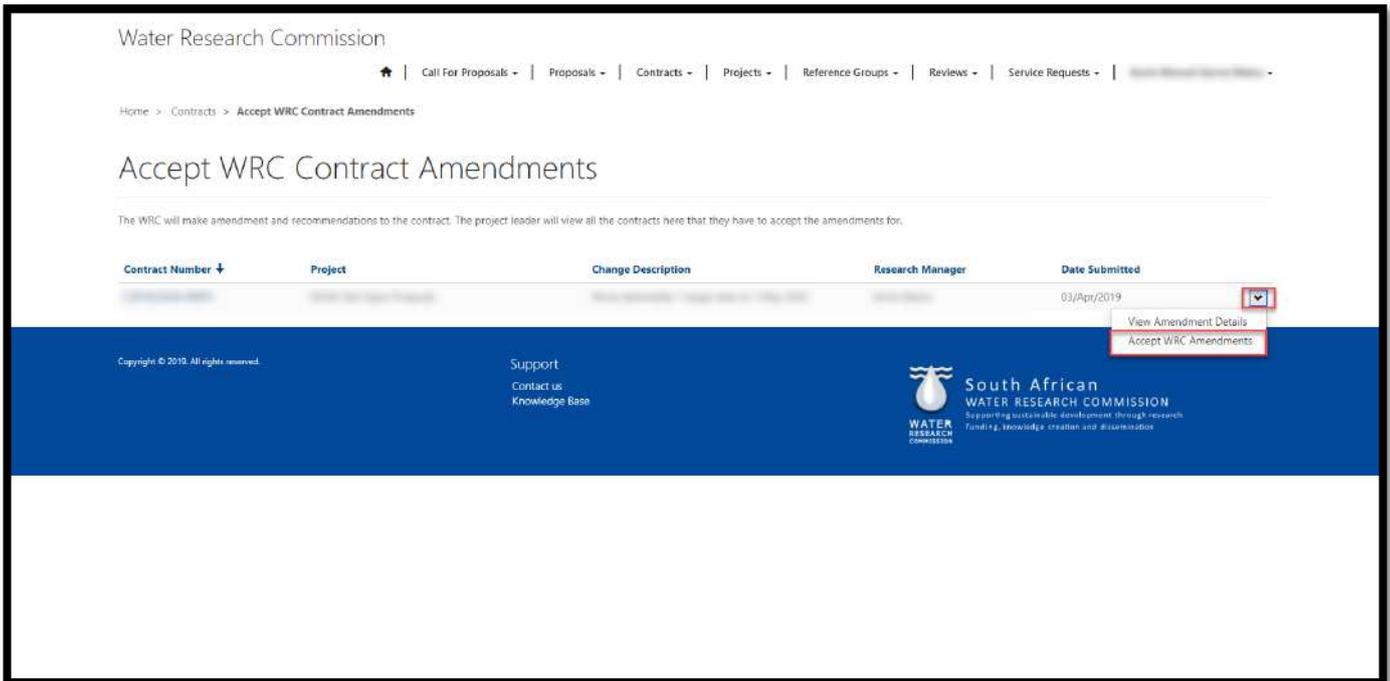
  

### Attachments

There are no notes to display.



5. To accept the contract amendment requested by the WRC, close the *Contract Amendment Details* window, and from the *Accept WRC Contract Amendments* page, click on the arrow on the far right of the contract amendment record and select the **Accept WRC Amendments** option. The *Contract Amendments Accept/Reject* window will open.

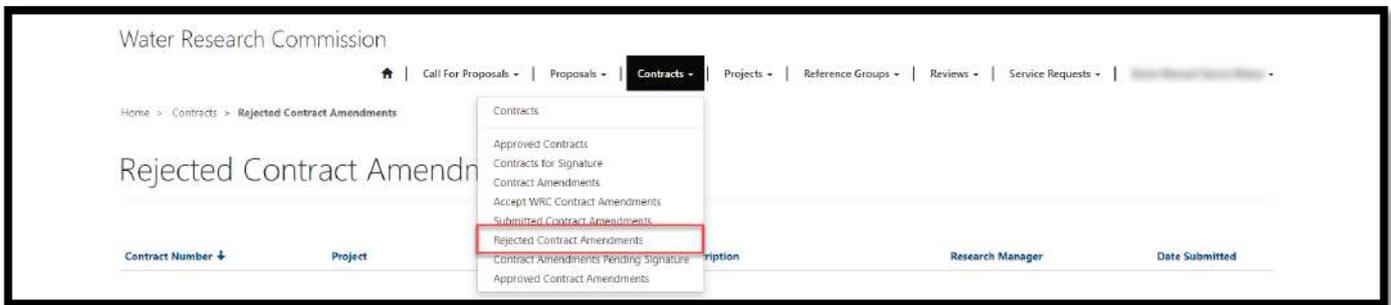


6. In the *Contract Amendments Accept/Reject* window, select your response and submit it to the WRC by clicking on the **Submit Response to WRC** button. You will be re-directed to the *Submitted Contract Amendments* page and you can follow the steps in the [Submitted Contract Amendments page](#) section of this document.

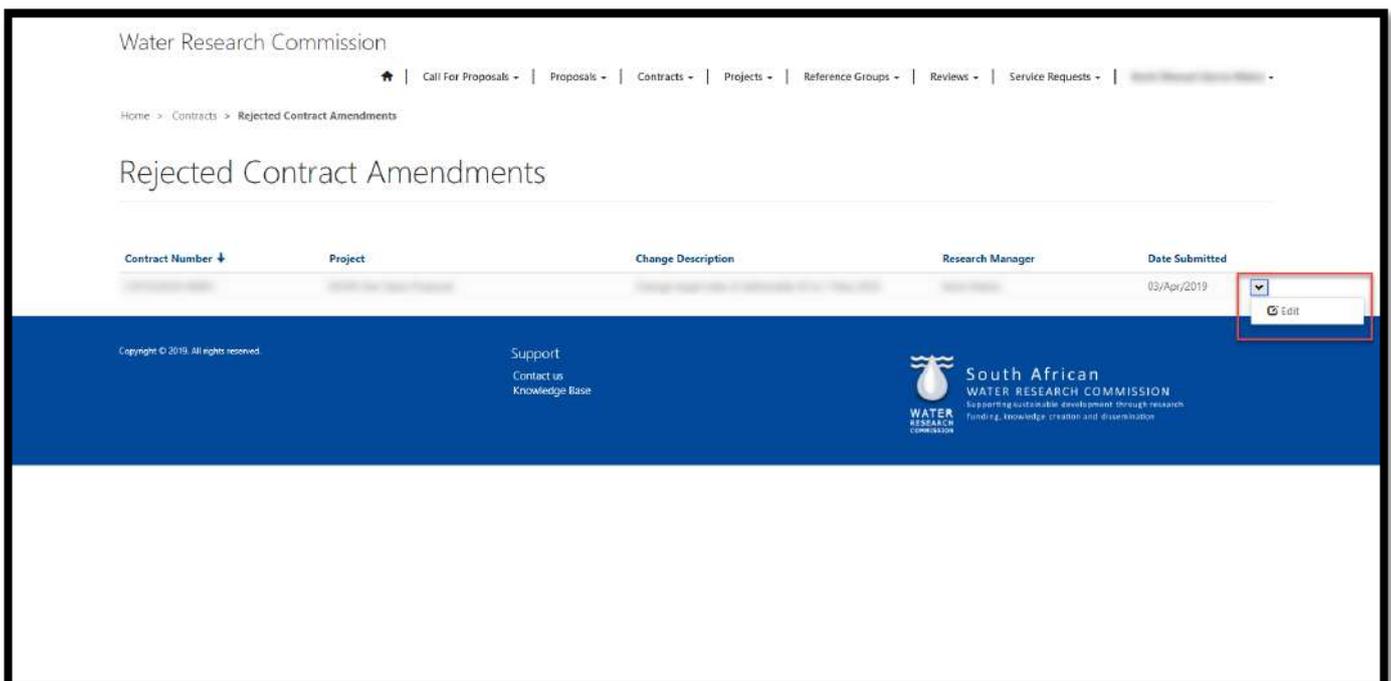


## Rejected Contract Amendments Page

1. To view the *Rejected Contract Amendments* page, click on the **Contracts** option in the Navigation Menu and then click on **Rejected Contract Amendments**.



2. The Rejected Contract Amendments page displays a list of submitted contract amendment requests that you as the *Project Leader* for the active project have submitted but were rejected by the WRC.
3. The rejected contract amendment request will only be displayed on this page while it is in rejected status and has not yet been re-submitted to the WRC for approval.
4. To edit the details of the contract amendment request, click on the arrow on the far right of the contract amendment request record and select the **Edit** option. This will open the *Edit Contract Amendment Request* window.

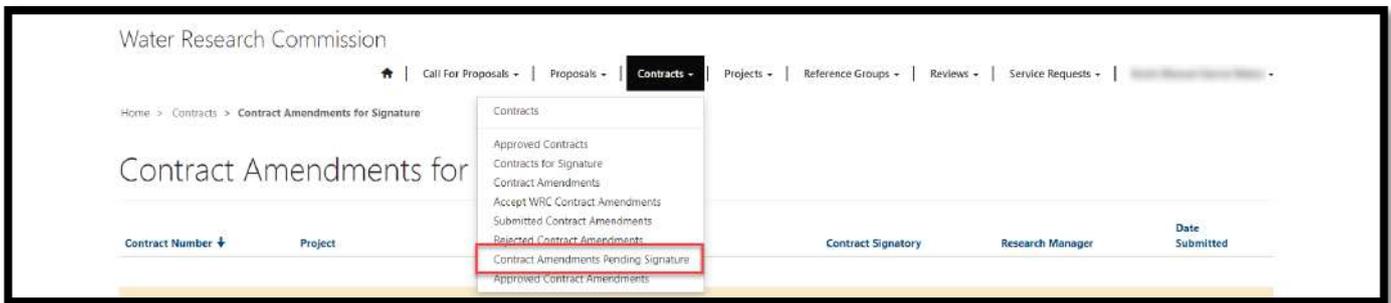


5. You can edit the details of the contract amendment request, upload supporting documents, and re-submit the contract amendment request to the WRC in the same manner as detailed in the [Edit and Submit a Contract Amendment Request](#) section of this document.

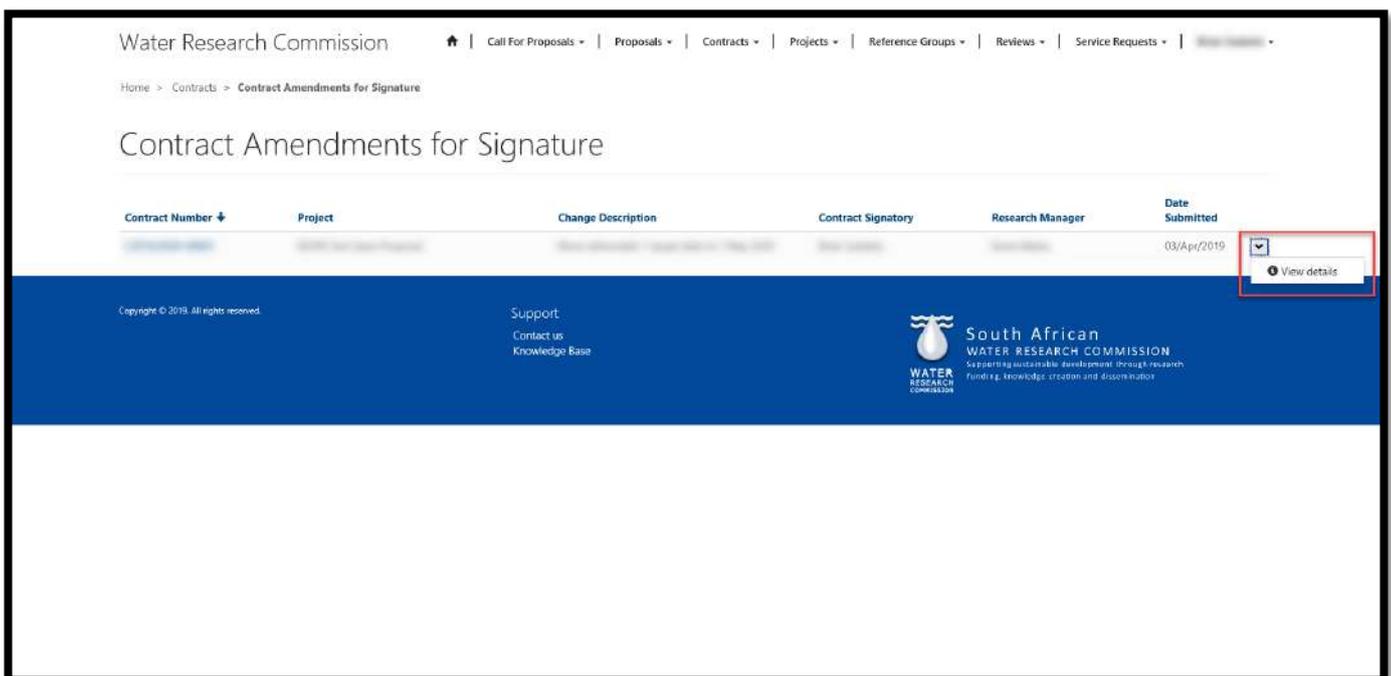


## Contract Amendments for Signature Page

1. To view the *Contract Amendments for Signature* page, click on the **Contracts** option in the Navigation Menu and then click on **Contract Amendments Pending Signature**.

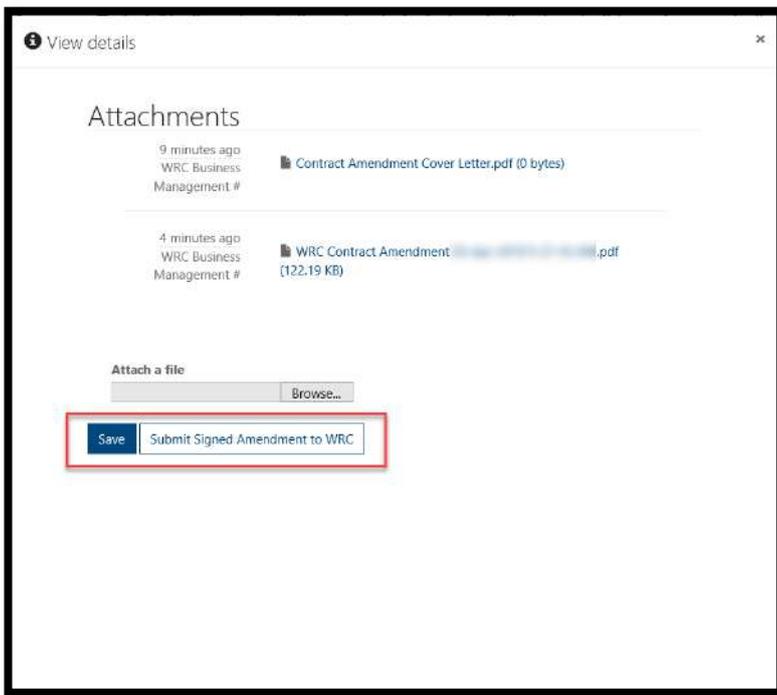


2. The *Contract Amendments for Signature* page displays a list of contract amendment request records that have been approved by the WRC and require your signature as the *Contract Signatory* designated for the project.
3. **Note:** Only the user that is allocated as the *Contract Signatory* as part of the proposal submission will be able to view the contract amendment records displayed on this page. The Project Leader allocated to this project will not see the contract amendment request listed on this page.
4. To view the details of the contract amendment request, click on the arrow on the far right of the contract amendment request record and select the **View details** option. This will open the *Attachments* window.



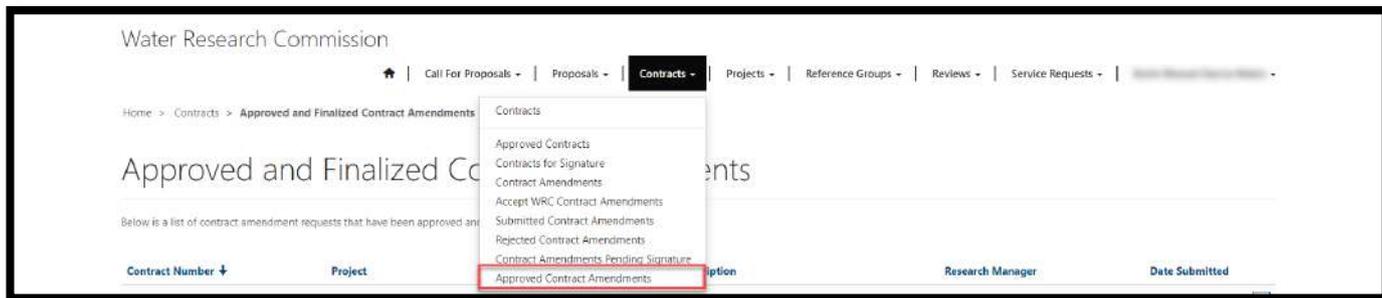
5. In the *Attachments* window, you can view and download the *Contract Amendment Cover Letter* and *Contract Amendment* documents.
6. It is required for you as the *Contract Signatory* for the project to download a copy of the *Contract Amendment* document, sign and initial it, upload a file with the scanned copy of the document to this contract amendment record and submit it to the WRC.

7. You are also required to send a signed and initialed hard copy of the *Contract Amendment* document to the WRC via courier. This hard copy will be couriered by the WRC to the physical address of the *Lead Organisation* of the project.
8. You can submit the uploaded scanned copy of the *Contract Amendment* document by clicking on the **Submit Signed Amendment to WRC** button at the bottom of the window.
9. **Note:** Please be sure to save any changes made to this contract amendment record by clicking the **Save** button at the bottom of the window before you submit the uploaded contract amendment document to the WRC.

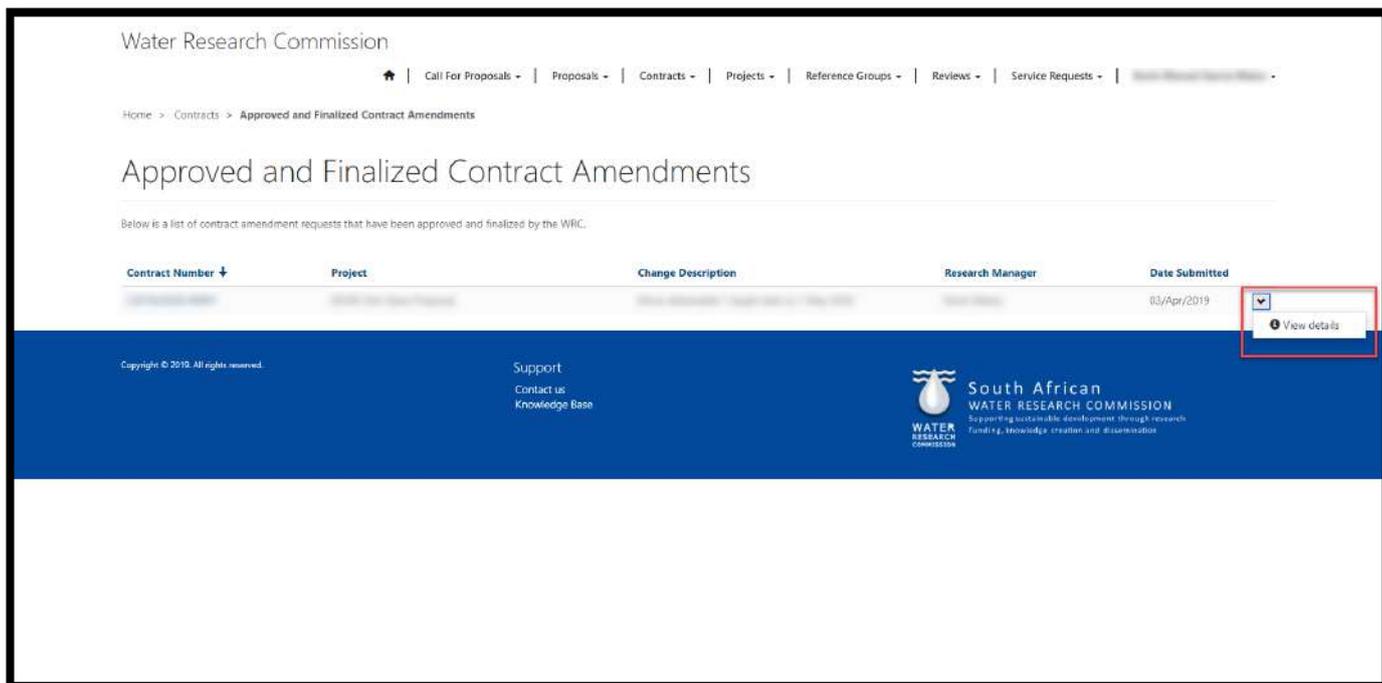


## Approved and Finalized Contract Amendments Page

1. To view the *Approved and Finalized Contract Amendments* page, click on the **Contracts** option in the Navigation Menu and then click on **Approved Contract Amendments**.

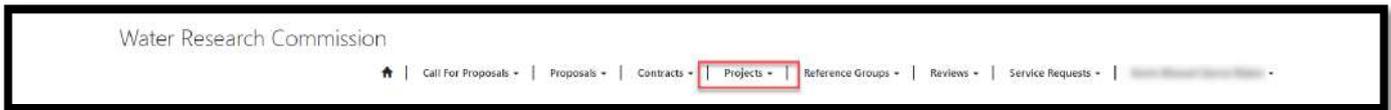


2. The *Approved and Finalized Contract Amendments* page displays a list of contract amendment requests that have been approved and finalized by the WRC where you are the Project Leader for the project for which the amendment was approved.
3. To view the details of the contract amendment request, click on the arrow on the far right of the contract amendment request record and select the **View details** option. This will open the *Contract Amendment Request Details* window (see screenshot on the next page).



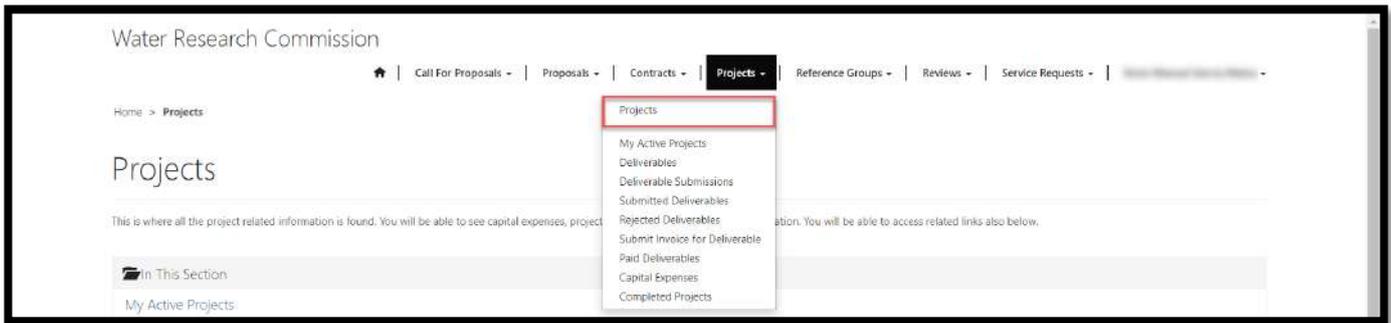
## Projects

This section details the pages and actions found in the **Projects** section in the Navigation Menu of the BMS Portal.

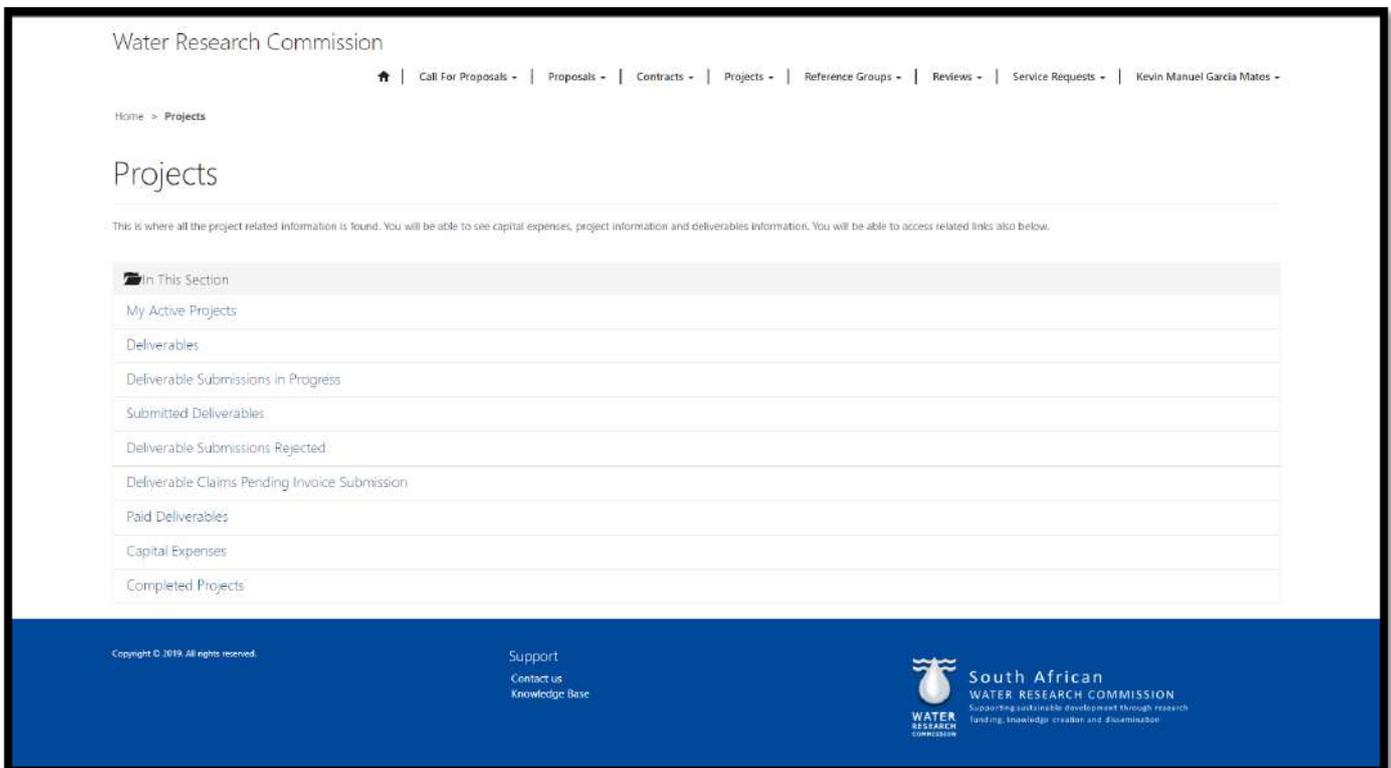


### Projects Page

1. To view the *Projects* page, click on the **Projects** option in the Navigation Menu and then click on **Projects**.

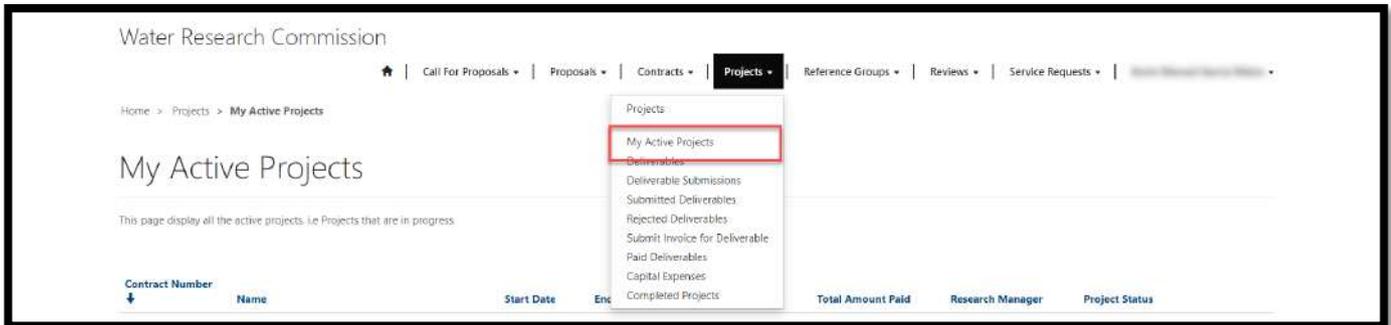


2. The *Projects* page contains links to the related pages that display information regarding projects, deliverables, and capital expenses where you are the *Project Leader* of the active project. To view the related pages, you can click on the links under the **In This Section** section at the bottom of the form.

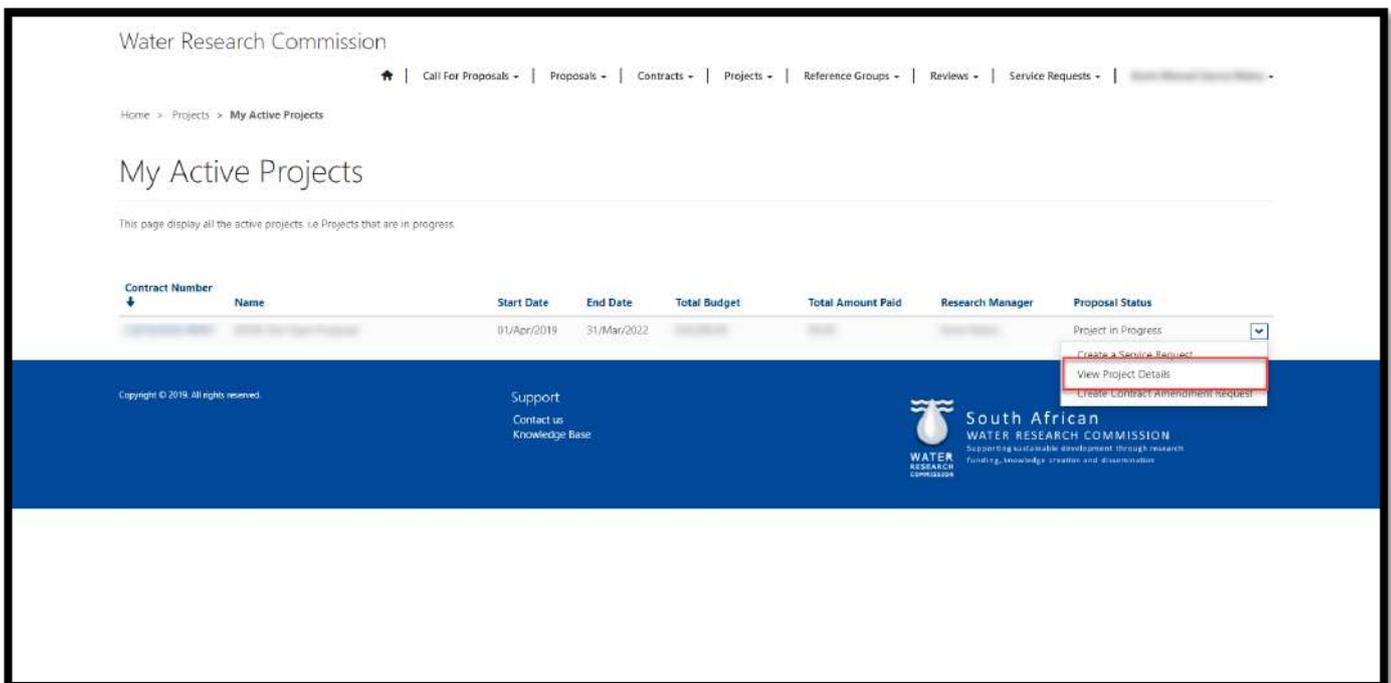


## My Active Projects Page

1. To view the *My Active Projects* page, click on the **Projects** option in the Navigation Menu and then click on **My Active Projects**.



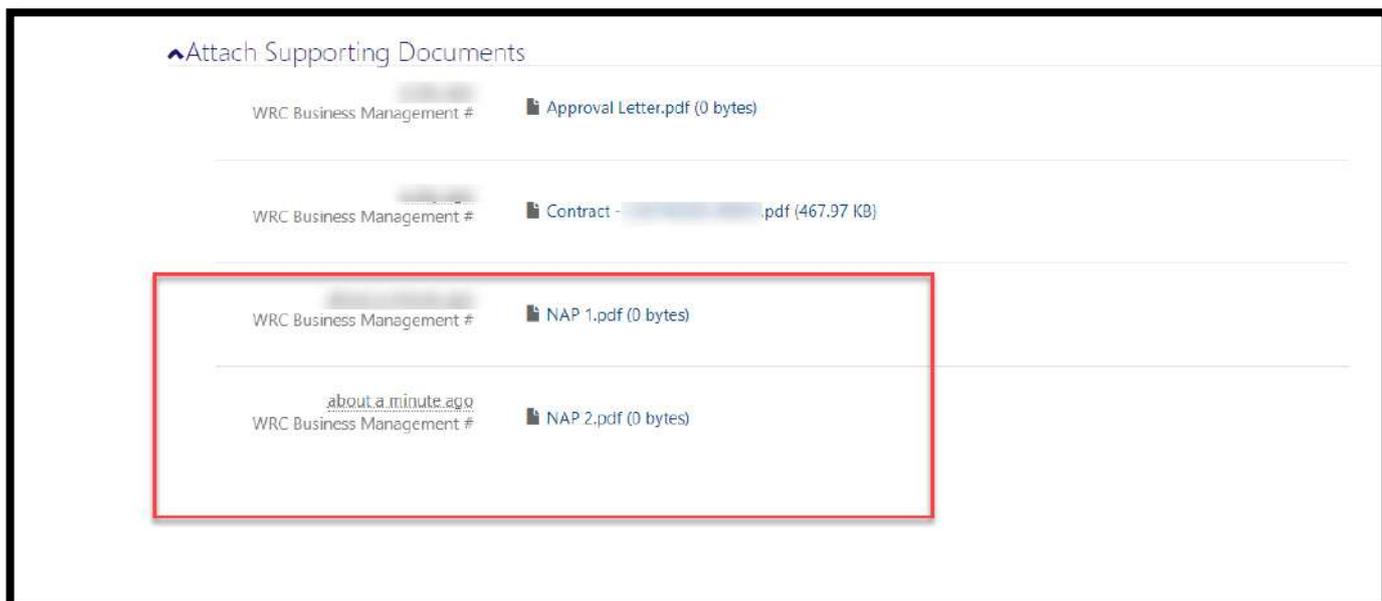
2. The *My Active Projects* page displays a list of projects where you are the *Project Leader* and are in the status of *Project in Progress*. Projects will only appear on this date on or after the date in the *Start Date* column on this page.
3. To view the details of the project, click on the arrow on the far right of the project record and select the **View Project Details** option. This will re-direct you to the *Project Details* page.



4. You can also create a *Service Request* or a *Contract Amendment Request* from the active projects listed on this page. To follow these processes, view the steps to follow in the [Create a Service Request](#) and [Create a Contract Amendment Request](#) sections of this document.

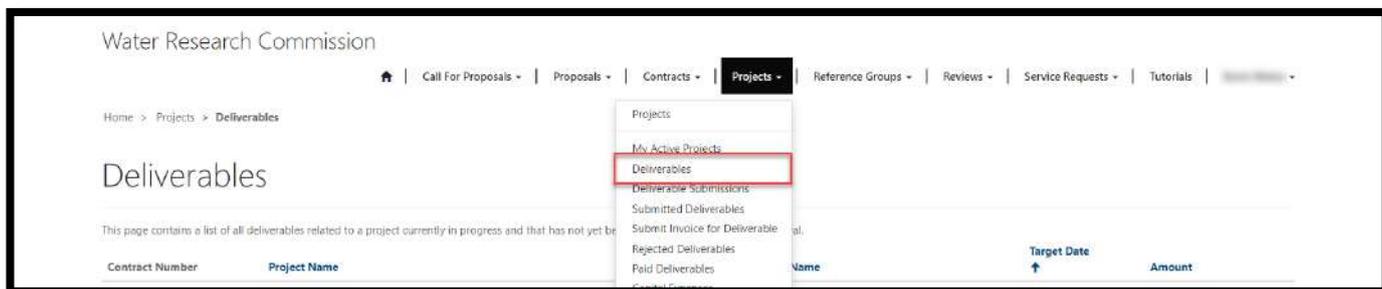


5. **Note:** Documentation that is made available near the end of a project by the WRC to you as the *Project Leader* (i.e. *New Audit Procedure (NAP)* letters, etc.) can be viewed or downloaded on the *Project Details* page detailed in **step #3** above and then expanding the *Attach Supporting Documents* tab on the form.

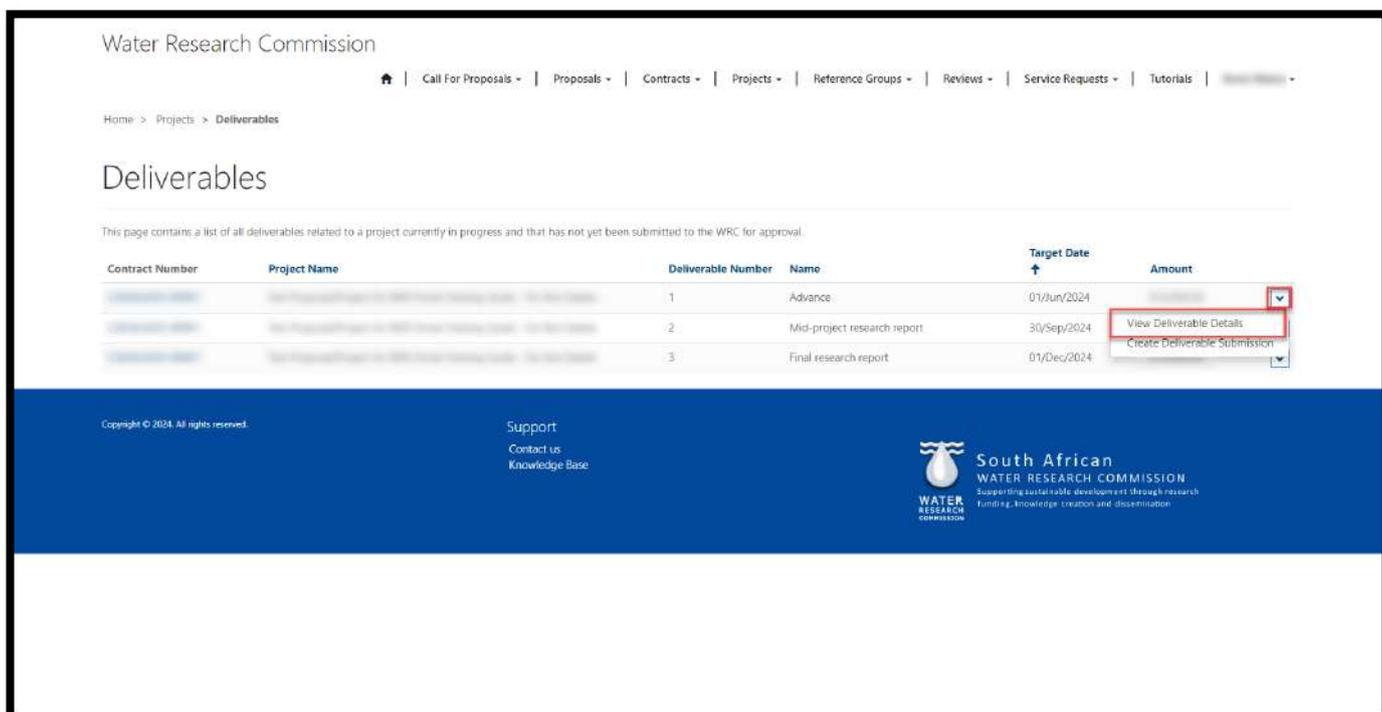


## Deliverables Page

1. To view the *Deliverables* page, click on the **Projects** option in the Navigation Menu and then click on **Deliverables**.

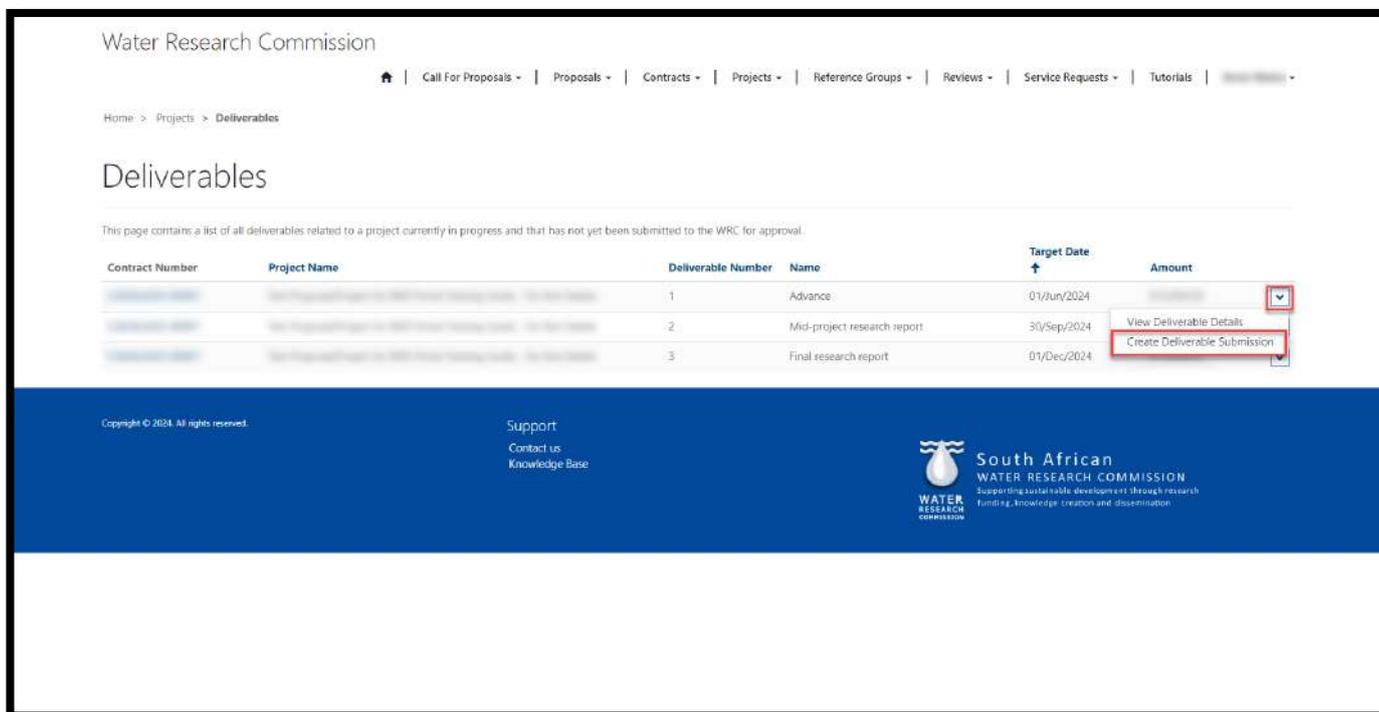


2. The *Deliverables* page displays a list of project deliverables where you are the *Project Leader* for the project, the project is in the status of *Project in Progress*, and the deliverable has not yet been submitted to the WRC for approval and payment.
3. To view the details of the deliverable, click on the arrow on the far right of the deliverable record and select the **View Deliverable Details** option. This will open the *Deliverable Details* window.



## Create a Deliverable Submission

1. To create a deliverable submission, from the *Deliverables* page click on the arrow on the far right of the deliverable record and select the **Create Deliverable Submission** option. This will open the *Deliverable Submission Information* window.



Water Research Commission

Home > Projects > Deliverables

### Deliverables

This page contains a list of all deliverables related to a project currently in progress and that has not yet been submitted to the WRC for approval.

Contract Number	Project Name	Deliverable Number	Name	Target Date	Amount
		1	Advance	01/Jun/2024	
		2	Mid-project research report	30/Sep/2024	
		3	Final research report	01/Dec/2024	

View Deliverable Details  
Create Deliverable Submission

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2. In the *Deliverable Submission Information* window, complete the mandatory *Comments* field and upload the required documentation. You can edit the deliverable submission fields or attach additional documents later after it is created.

### Submission Information

PROJECT LEADER COMMENTS

Comments \*

EXECUTIVE SUMMARY

RESEARCH MANAGER COMMENTS

RM Recommendation Comments

—

DOCUMENTS

Attach a file \*

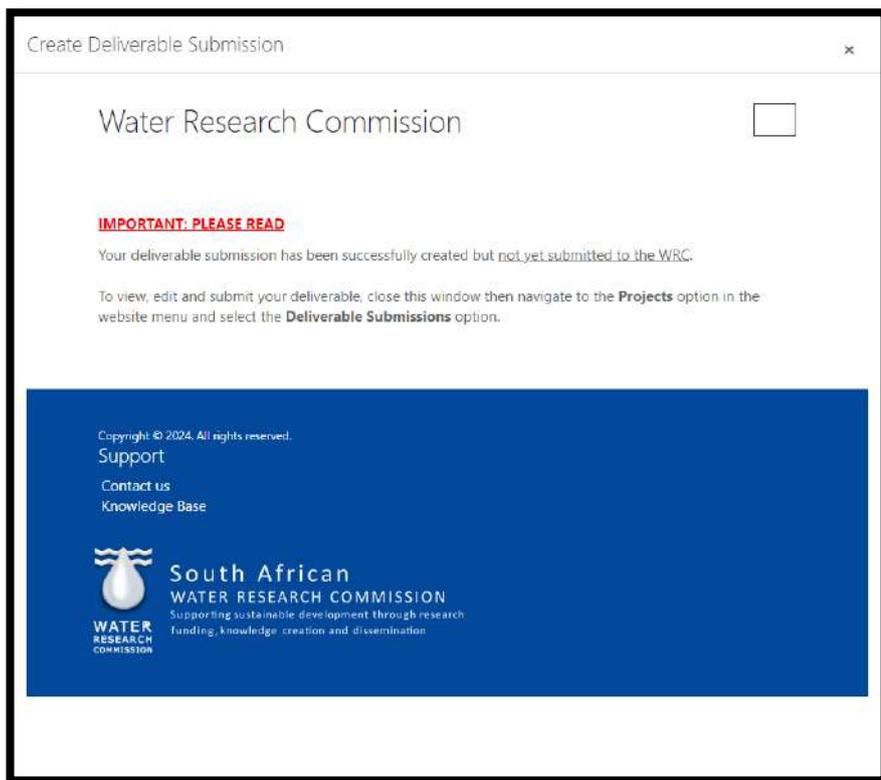
No file chosen

---

3. **Note:** You are only required to complete the *Executive Summary* field if the deliverable you are submitting is the final deliverable of the project and the retention amount is being claimed.



- To create the deliverable submission, click on the **Create** button at the bottom of the window. A confirmation screen will appear in the window. Please read the important information before closing the window.

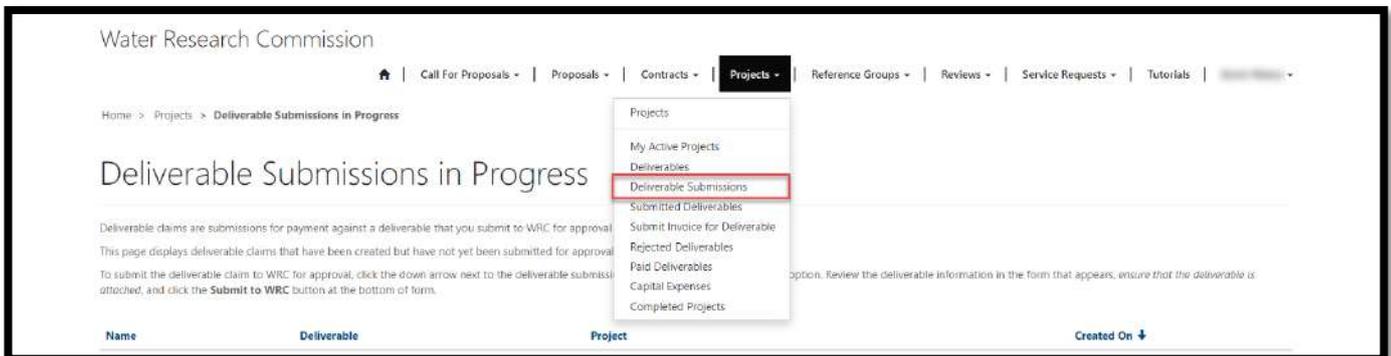


- To edit and submit your deliverable submission, close the Deliverable Claim Created window, navigate to the *Deliverable Submissions* page and follow the steps in the [Deliverable Submissions in Progress](#) page section detailed below.

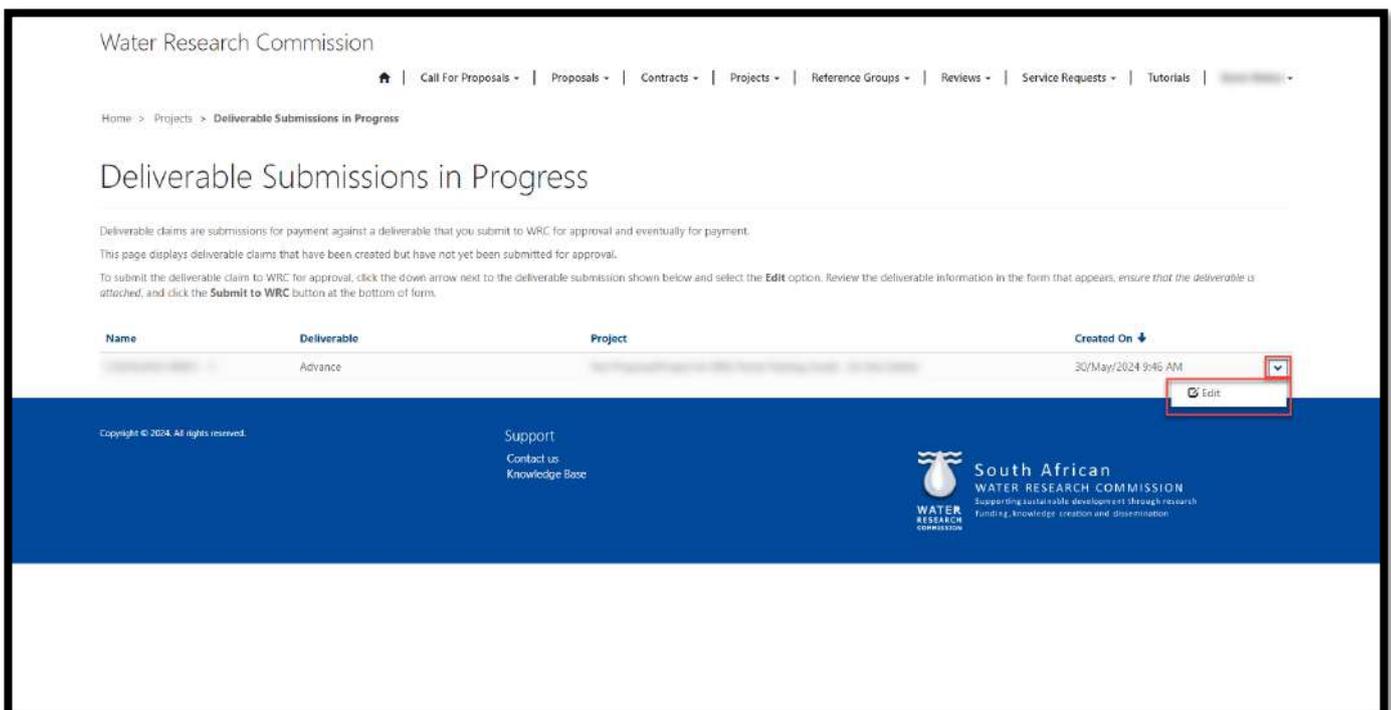


## Deliverable Submissions in Progress Page

1. To view the *Deliverable Submissions in Progress* page, click on the **Projects** option in the Navigation Menu and then click on **Deliverable Submissions**.



2. The *Deliverable Submissions in Progress* page displays a list of deliverable submission record that you as the *Project Leader* for the active project have created but have not yet been submitted to the WRC for approval.
3. To edit or submit the deliverable submission, click on the arrow on the far right of the deliverable submission record and select the **Edit** option. This will open the *Edit Deliverable Submission* window.



## **Submit a Deliverable Submission to WRC**

1. Review the details in the *Edit Deliverable Submission* window. If you need to make changes, update the necessary information and click the **Save** button at the bottom of the window. The window will close.
2. Re-open the *Edit Deliverable Submission* window as detailed in **step #3** in the [Deliverable Submissions in Progress Page](#) section of this document.



3. To submit the deliverable to WRC, click the **Submit to WRC** button. This will re-direct you to the *Submitted Deliverables* page.

Please ensure that the comments are completed and the deliverable report is attached before submitting the deliverable to WRC.

Please only complete the Executive Summary field if the deliverable is for the final retention amount.

### Submission Information

PROJECT LEADER COMMENTS

Comments \*

EXECUTIVE SUMMARY

RESEARCH MANAGER COMMENTS

RM Recommendation Comments

DOCUMENTS

16 minutes ago (12.46 KB)

Attach a file

Choose Files No file chosen

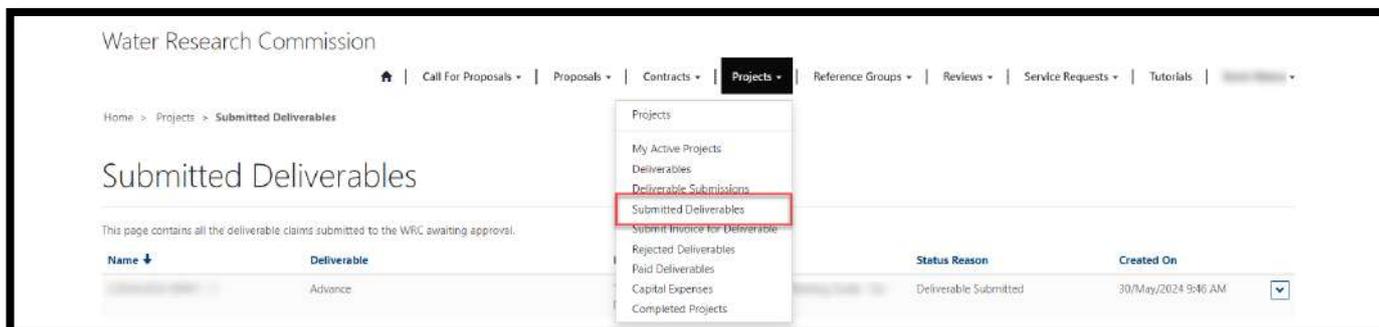
Save **Submit to WRC**

4. **Note:** Please remember to save any changes you have made to the deliverable submission record, including the uploading of any documents, before you submit the deliverable to the WRC for approval.
5. **Note:** Once a deliverable has been submitted to the WRC for approval, it will no longer appear on the [Deliverables Page](#).

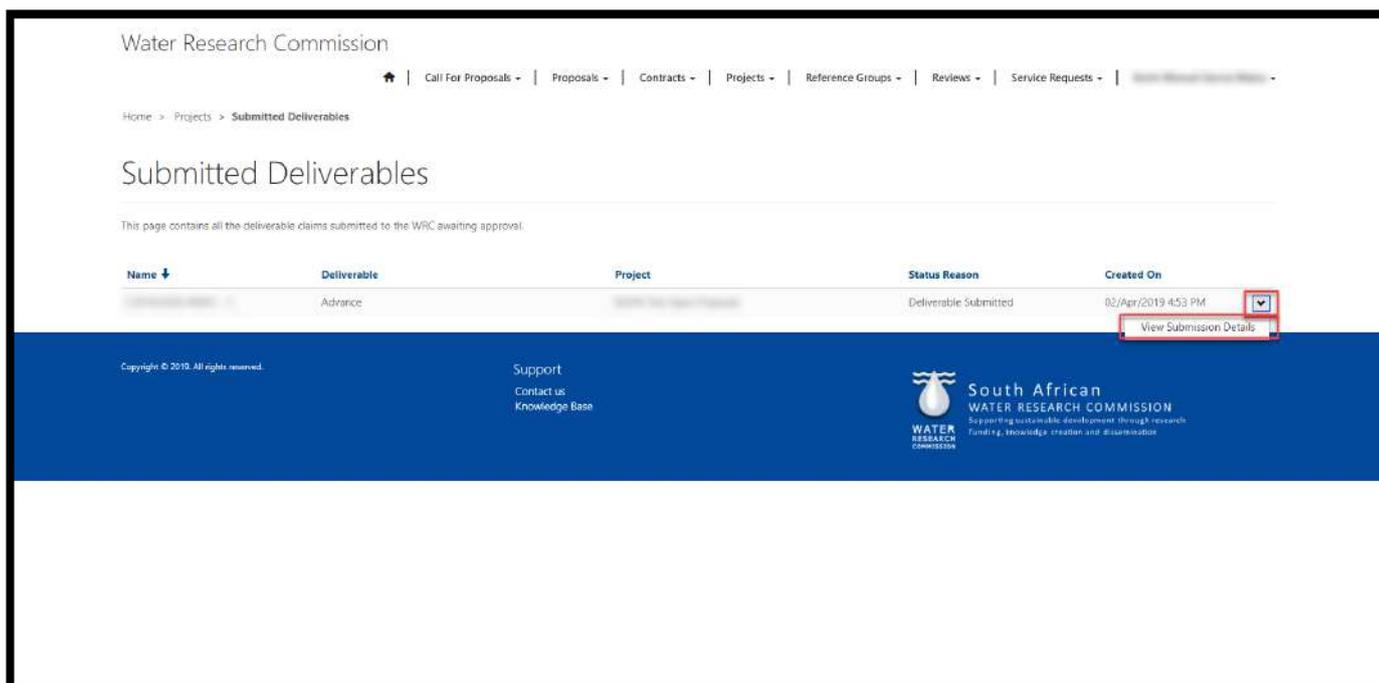


## Submitted Deliverables Page

1. To view the *Submitted Deliverables* page, click on the **Projects** option in the Navigation Menu and then click on **Submitted Deliverables**.

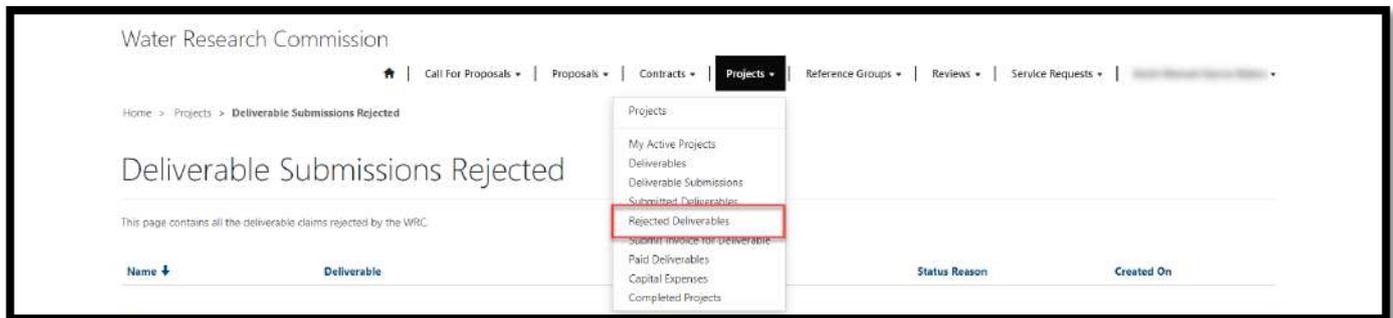


2. The *Submitted Deliverables* page displays a list of deliverable submission records that you as the *Project Leader* of the active project have submitted to the WRC for approval.
3. You can view the progress of your submission by returning to this page at any time and referring to the *Status Reason* column for the deliverable submission displayed on this page.
4. To view the details of the deliverable submission, click on the arrow on the far right of the deliverable submission record and select the **View Submission Details** option. This will open the *Deliverable Submission* details window.



## Deliverable Submissions Rejected Page

1. To view the *Deliverable Submissions Rejected* page, click on the **Projects** option in the Navigation Menu and then click on **Rejected Deliverables**.

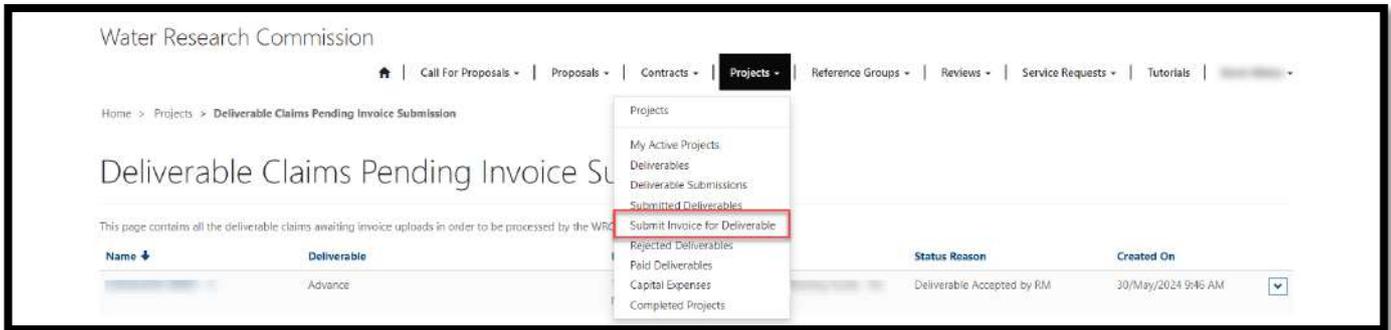


2. The Deliverable Submissions Rejected page displays a list of deliverables submissions that were submitted to the WRC for approval but were rejected.
3. To edit the deliverable submission, click on the arrow on the far right of the deliverable submission record and select the **Edit** option. This will open the *Edit Deliverable Submission* window. Any comments or recommendations made by the RM will appear in the **RM Recommendation Comments** field.
4. To re-submit the deliverable submission to the WRC for approval, you can follow the steps as detailed in the [Submit a Deliverable Submission to WRC](#) section of this document.

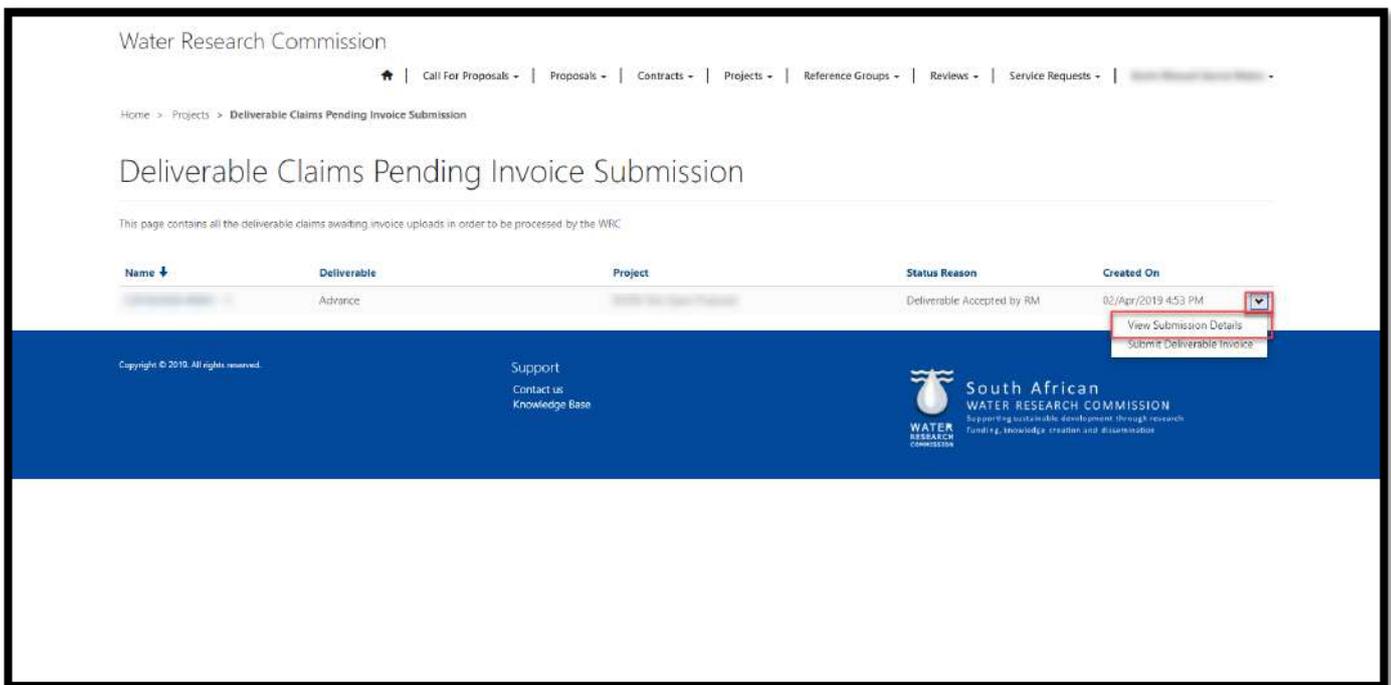


## Deliverable Claims Pending Invoice Submission Page

1. To view the *Deliverable Claims Pending Invoice Submission* page, click on the **Projects** option in the Navigation Menu and then click on **Submit Invoice for Deliverable**.

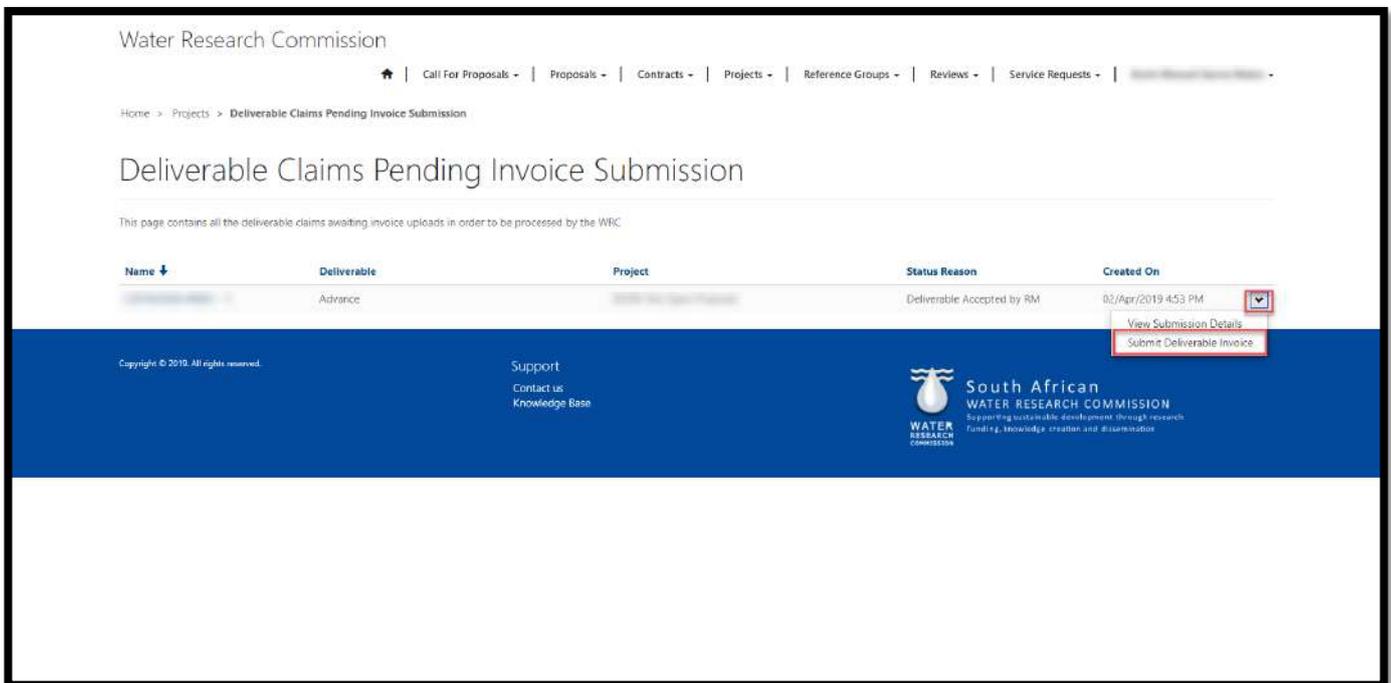


2. The *Deliverable Claims Pending Invoice Submission* page displays a list of deliverable submissions that were approved by the WRC and now require you as the *Project Leader* to submit the invoice for the deliverable payment to the WRC for approval.
3. You can view the details of the deliverable submission by clicking on the arrow on the far right of the deliverable submission record and selecting the **View Submission Details** option. This will open the *Deliverable Submission Details* window.



## Submit Deliverable Invoice to WRC

1. To submit the invoice for the deliverable to the WRC for approval, click on the arrow on the far right of the deliverable submission record and select the **Submit Deliverable Invoice** option. This will open the *Invoice Information* window.



Water Research Commission

Home > Projects > Deliverable Claims Pending Invoice Submission

### Deliverable Claims Pending Invoice Submission

This page contains all the deliverable claims awaiting invoice uploads in order to be processed by the WRC.

Name	Deliverable	Project	Status Reason	Created On
	Adrance		Deliverable Accepted by RM	02/Apr/2019 4:53 PM

View Submission Details  
Submit Deliverable Invoice

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2. In the *Invoice Information* window, complete the mandatory **Invoice Date** and **Invoice Number** fields, upload the mandatory invoice document, and save your changes by clicking the **Save** button, which will close the window.



3. Re-open the *Invoice Information* window and click on the **Submit Invoice to WRC** button. This will redirect you to the *Submitted Deliverables* page where you can continue to track the progress of your submission.

Edit

Please ensure that all invoice information below is completed and the invoice is uploaded before submitting the invoice to WRC.

### Invoice Information

**Invoice Date \***  
DD/MMM/YYYY

**Invoice Number \***

DOCUMENTS

about an hour ago (12.46 KB)

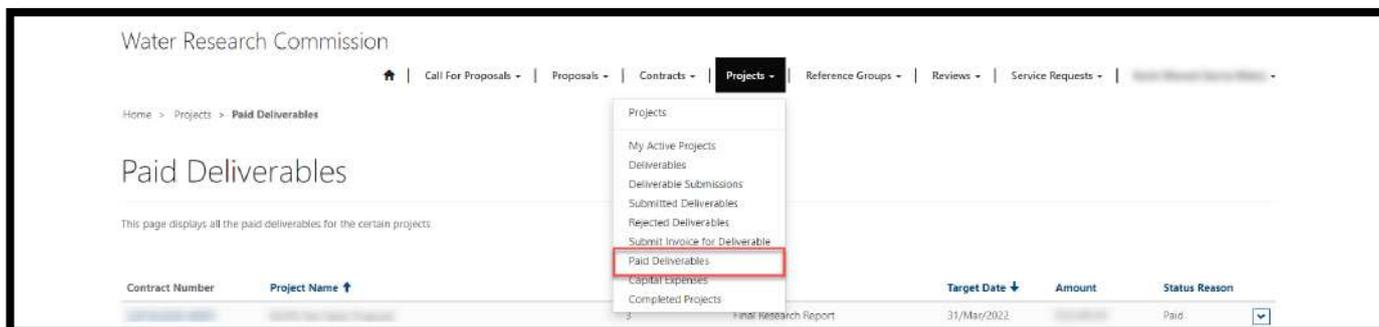
**Attach a file \***  
Choose Files | No file chosen

Save | Submit Invoice to WRC

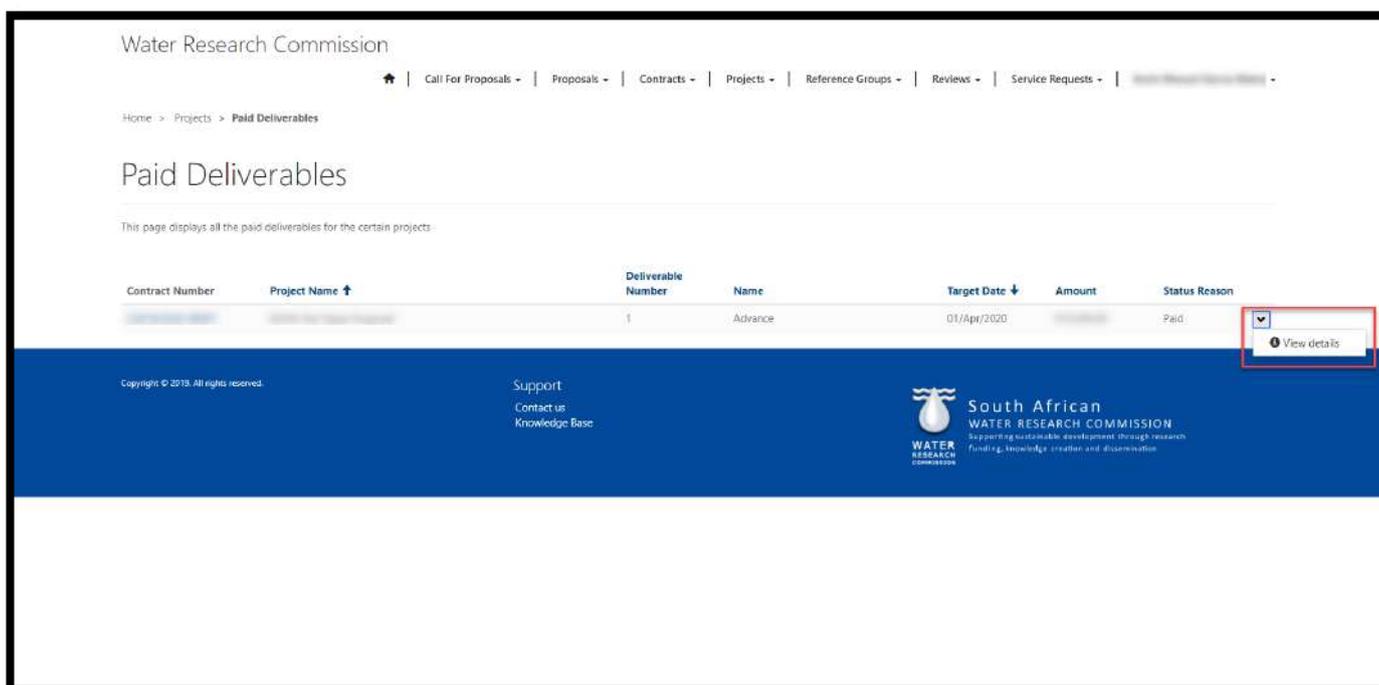


## Paid Deliverables Page

1. To view the *Paid Deliverables* page, click on the **Projects** option in the Navigation Menu and then click on **Paid Deliverables**.

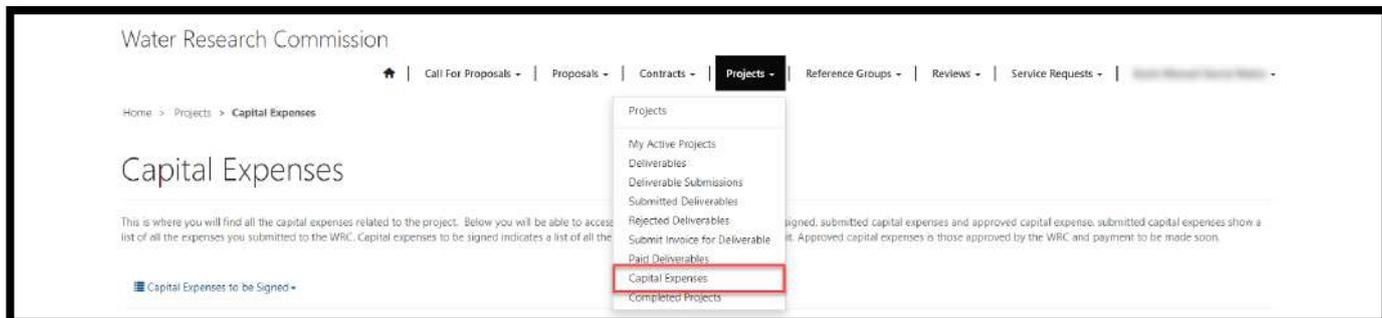


2. The *Paid Deliverables* page displays a list of deliverables that have been approved by the WRC for payment and you are the *Project Leader* of the active project.
3. To view the details of the deliverable, click on the arrow on the far right of the deliverable record and select the **View details** option. This will open the *Deliverable Details* window.

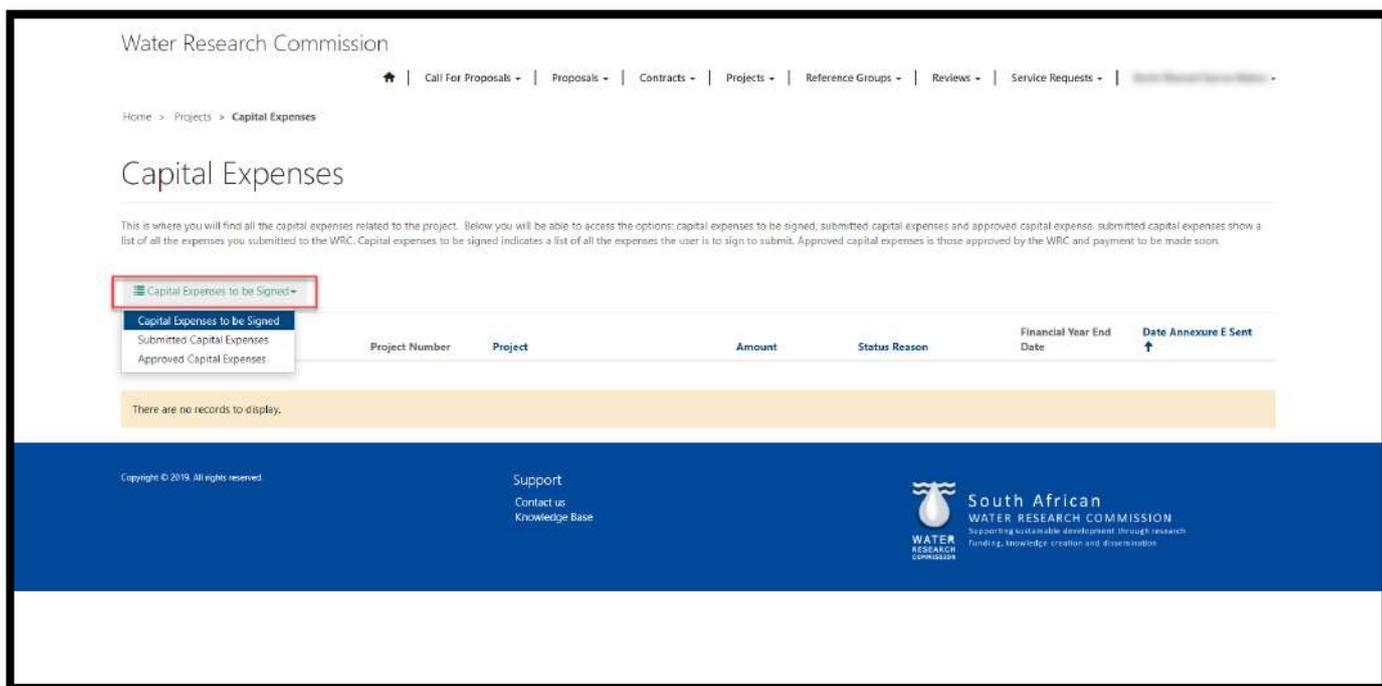


## Capital Expenses Page

1. To view the *Capital Expenses* page, click on the **Projects** option in the Navigation Menu and then click on **Capital Expenses**.

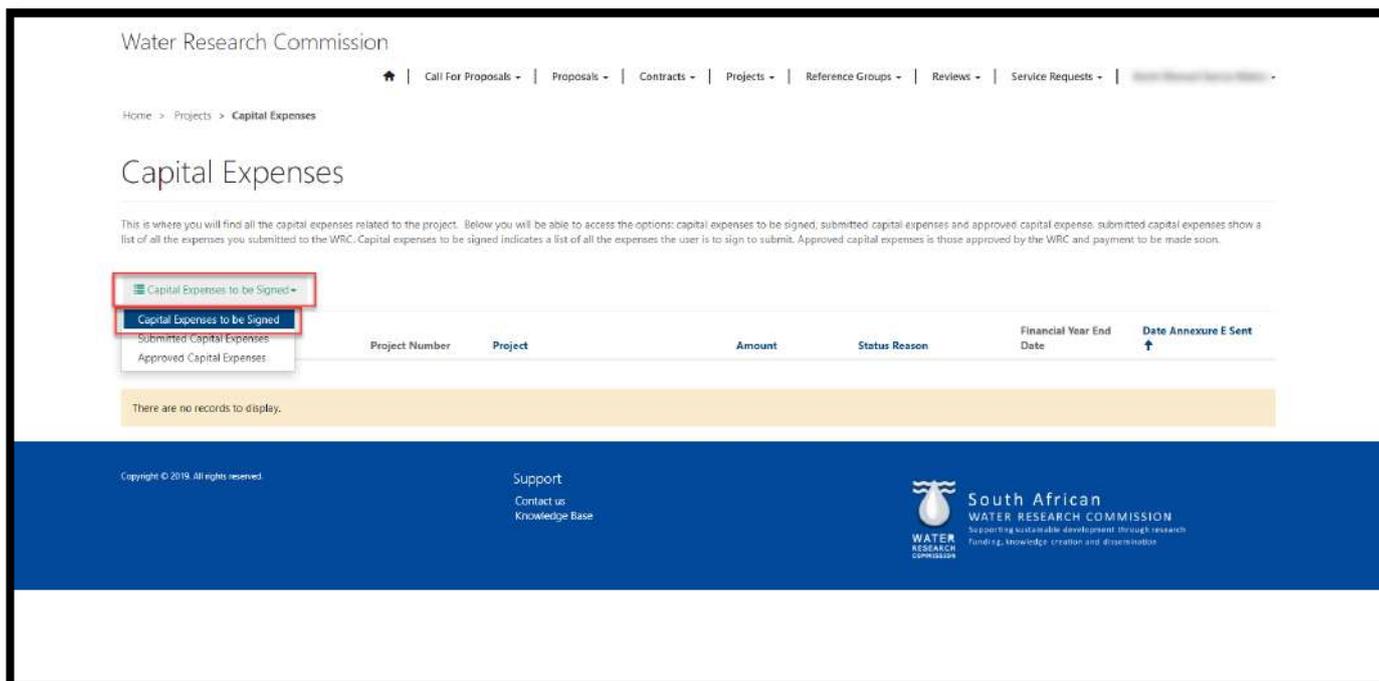


2. The *Capital Expenses* page displays three different views of capital expense records that are part of any active project for which you are the *Project Leader*:
  - a. [Capital Expenses to be Signed](#)
  - b. [Submitted Capital Expenses](#)
  - c. [Approved Capital Expenses](#)
3. To select a view, click on the view list heading as shown below and then select a view from the list.



## Capital Expenses to be Signed View

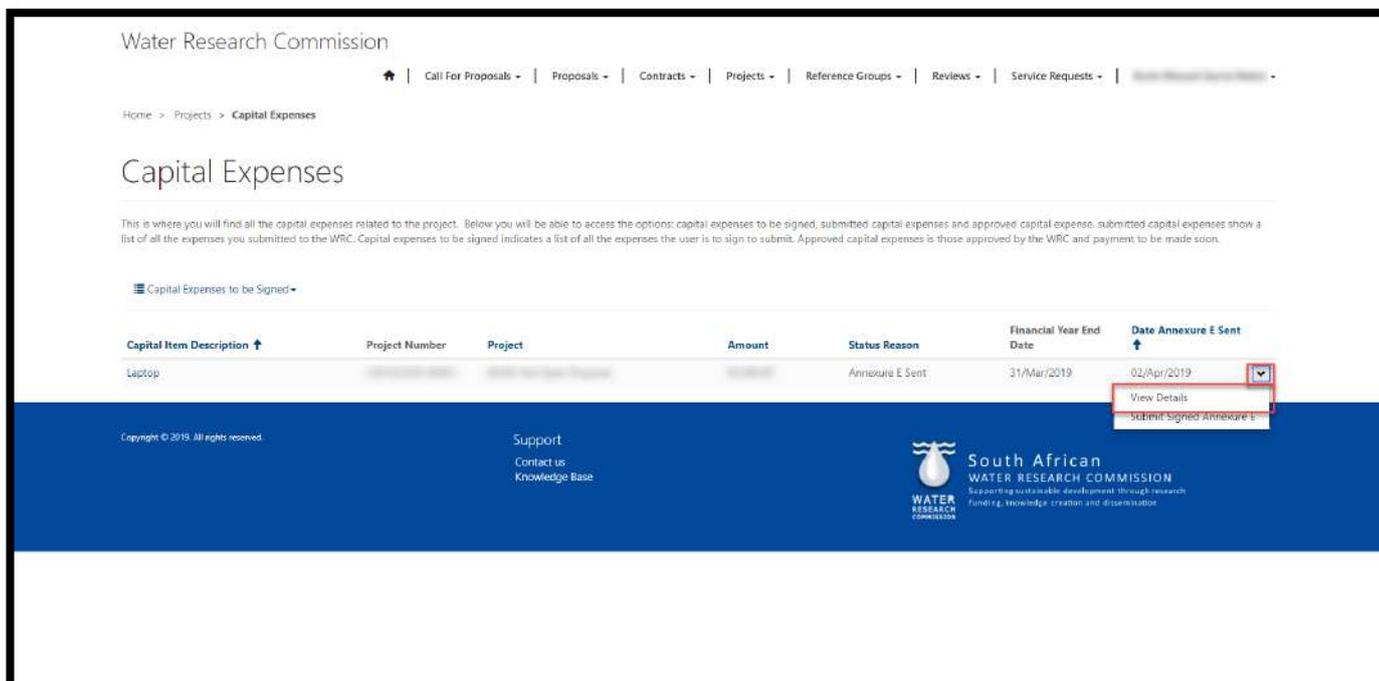
1. To view the *Capital Expenses to be Signed* view, on the *Capital Expenses* page, click on the view list heading and select the **Capital Expenses to be Signed** option.



The screenshot shows the 'Capital Expenses' page on the Water Research Commission website. A dropdown menu is open, with 'Capital Expenses to be Signed' selected. The table below is empty, displaying 'There are no records to display.'

Capital Item Description ↑	Project Number	Project	Amount	Status Reason	Financial Year End Date	Date Annexure E Sent ↑
There are no records to display.						

2. The *Capital Expenses to be Signed* view displays a list of capital expense records for active projects where you are the *Project Leader*, and the *Annexure E* document for the capital expense has been made available to you to be signed and submitted to the WRC.
3. To view the details of the capital expense, click on the arrow on the far right of the capital expense record and select the **View Details** option. This will open the *Capital Expense Details* window.



The screenshot shows the 'Capital Expenses' page with one record displayed. A dropdown menu is open on the right side of the record, with 'View Details' highlighted.

Capital Item Description ↑	Project Number	Project	Amount	Status Reason	Financial Year End Date	Date Annexure E Sent ↑
Laptop				Annexure E Sent	31/Mar/2019	02/Apr/2019

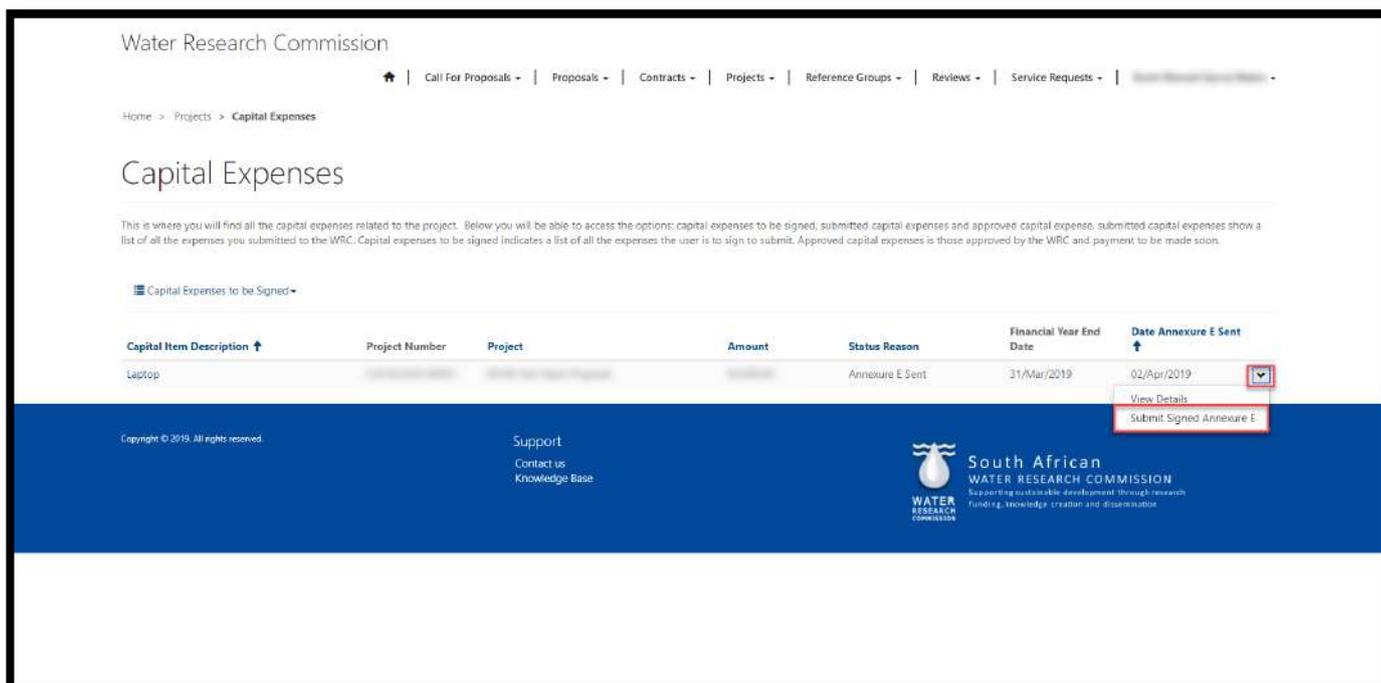
4. In the *Capital Expense Details* window, you can view the details of the capital expense, and view or download the attached *Annexure E* document.



5. It is required for the *Contract Signatory* for the project to sign and initial the copy of the *Annexure E* document, then you as the *Project Leader* to upload the file with the scanned copy of the document to this capital expense record, and then submit it to the WRC.
6. You are also required to send a signed and initialed hard copy of the *Contract Amendment* document to the WRC via courier.



- You can upload and submit scanned copy of the *Annexure* document by going back to the *Capital Expenses to be Signed* view as detailed in **steps #1 and #2** above, clicking arrow on the far right of the capital expense record, and selecting the **Submit Signed Annexure E** option. This will open the *Submit Annexure E* window.



- In the *Submit Annexure E* window, you can upload the document, save your changes, which will close the window.



9. Re-open this window and submit the *Annexure E* the document to the WRC by clicking on the **Submit Signed Annexure E to WRC** button at the bottom of the window.

Proposal \*

Capital Item Description \* Financial Year \*

Laptop 2019/2020

Amount \* Deliverable the Capital Expense was acquired for

Motivation \*

Attachments

4 minutes ago WRC Business Management # Annexure E.pdf (0 bytes)

less than a minute ago Signed Annexure E.pdf (98.16 KB)

Attach a file

Choose File No file chosen

Save Submit Signed Annexure E to WRC

10. **Note:** Please be sure to save any changes made to this contract amendment record by clicking the **Save** button at the bottom of the window before you submit the uploaded *Annexure E* document to the WRC.



## Submitted Capital Expenses View

1. To view the *Submitted Capital Expenses* view, on the *Capital Expenses* page, click on the view list heading and select the **Submitted Capital Expenses** option.

The screenshot shows the 'Capital Expenses' page of the Water Research Commission. The page title is 'Capital Expenses'. Below the title, there is a navigation menu with options: Submitted Capital Expenses, Capital Expenses to be Signed, Submitted Capital Expenses, and Approved Capital Expenses. The 'Submitted Capital Expenses' option is highlighted. Below the navigation menu, there is a table with the following columns: Project Number, Project, Amount, Status Reason, Financial Year End Date, and Date Electronic Annexure E Submitted. The table contains one row with the following data: Project Number: 123456789, Project: Water Research Commission, Amount: R1000000, Status Reason: Electronic Copy Submitted, Financial Year End Date: 31/Mar/2019, and Date Electronic Annexure E Submitted: 02/Apr/2019. The footer of the page includes the South African Water Research Commission logo and the text 'Support Contact us Knowledge Base'.

2. The *Submitted Capital Expenses* view displays a list of capital expense records for active projects where the *Annexure E* document has been submitted to the WRC for approval.
3. You can track the status of the submitted capital expense by checking the *Status Reason* column for each capital expense record in the list.
4. You can view the details of the capital expense by clicking on the arrow on the far right of the capital expense record and selectin the **View Details** option.



- If the WRC rejects the electronic copy of the *Annexure E* document that was submitted, you can re-submit *Annexure E* document by clicking on the arrow on the far right of the capital expense record, selecting the **Submit Signed Annexure E** option and following the step #7 to step #10 as detailed in the [Capital Expenses to be Signed View](#) section above.

Water Research Commission

Home > Projects > Capital Expenses

## Capital Expenses

This is where you will find all the capital expenses related to the project. Below you will be able to access the options: capital expenses to be signed, submitted capital expenses and approved capital expense. Submitted capital expenses show a list of all the expenses you submitted to the WRC. Capital expenses to be signed indicates a list of all the expenses the user is to sign to submit. Approved capital expenses is those approved by the WRC and payment to be made soon.

Submitted Capital Expenses -

Capital Item Description ↑	Project Number	Project	Amount	Status Reason	Financial Year End Date	Date Electronic Annexure E Submitted ↑
Laptop				Electronic Copy Submitted	31/Mar/2019	02/Apr/2019

View Details  
Submit Signed Annexure E

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## Approved Capital Expenses View

1. To view the *Submitted Capital Expenses* view, on the *Capital Expenses* page, click on the view list heading and select the **Submitted Capital Expenses** option.

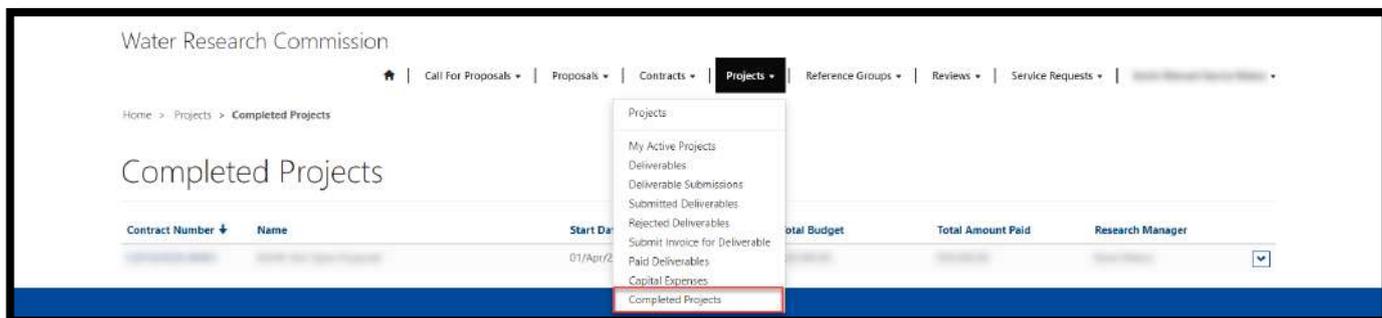
The screenshot shows the Water Research Commission website. The navigation menu includes: Home > Projects > Capital Expenses. The page title is 'Capital Expenses'. Below the title, there is a descriptive paragraph. A dropdown menu is open, showing options: 'Approved Capital Expenses' (selected), 'Capital Expenses to be Signed', 'Submitted Capital Expenses', and 'Approved Capital Expenses'. Below the menu, there is a table with columns: Project Number, Project, Amount, Financial Year, and Date Approved. The table is currently empty, with a message 'There are no records to display.' at the bottom. The footer contains copyright information, support links, and the South African Water Research Commission logo.

2. The *Approved Capital Expenses* view displays a list of capital expense records where the electronic and hard copies *Annexure E* document submitted by you, the *Project Leader* of the project, have been approved and finalized by the WRC.
3. To view the details of the capital expense, click on the arrow of the far right of the capital expense record and select the **View Details** option. This will open the *Capital Expense Details* window.

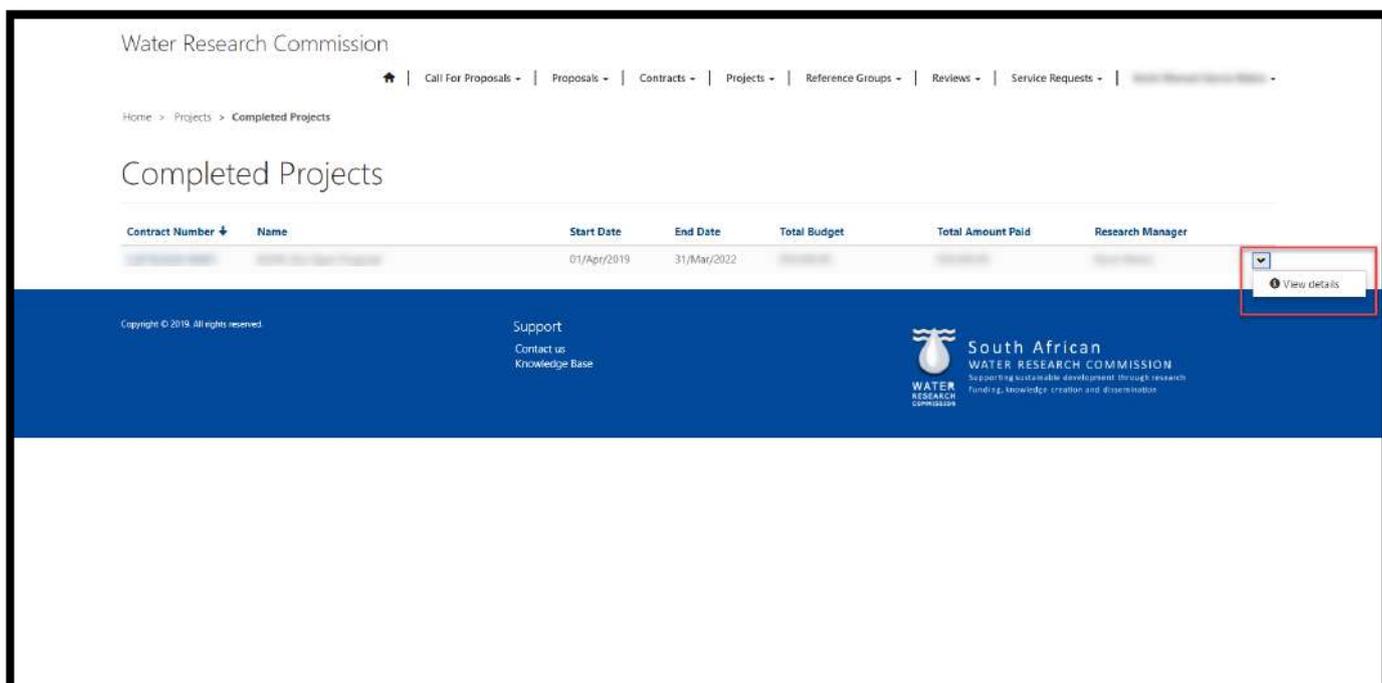
The screenshot shows the Water Research Commission website. The navigation menu includes: Home > Projects > Capital Expenses. The page title is 'Capital Expenses'. Below the title, there is a descriptive paragraph. A dropdown menu is open, showing options: 'Approved Capital Expenses' (selected), 'Capital Expenses to be Signed', 'Submitted Capital Expenses', and 'Approved Capital Expenses'. Below the menu, there is a table with columns: Capital Item Description, Project Number, Project, Amount, Financial Year, and Date Approved. The table contains one record: 'Laptop' with a date of '02/Apr/2019'. A dropdown arrow is visible next to the date, and a menu is open showing options: 'View Details' (highlighted) and 'Submit Signed Annexure E'. The footer contains copyright information, support links, and the South African Water Research Commission logo.

## Completed Projects Page

1. To view the *Completed Projects* page, click on the **Projects** option in the Navigation Menu and then click on **Completed Projects**.



2. The *Completed Projects* page displays a list of projects that have been finalized by closed by the WRC.
3. To view the details of the completed project, click on the arrow on the far right of the project record and select the **View details** option (see screenshot on the next page). This will re-direct you to the *Project Details* page.



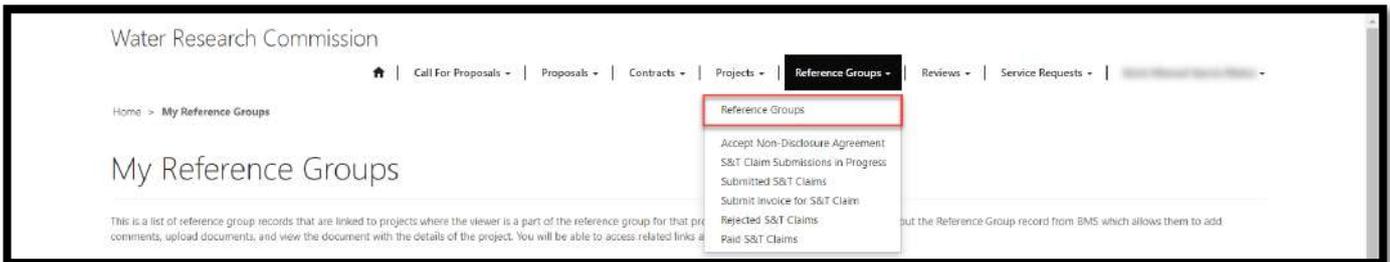
## Reference Groups

This section details the pages and actions found in the **Reference Groups** section in the Navigation Menu of the BMS Portal.

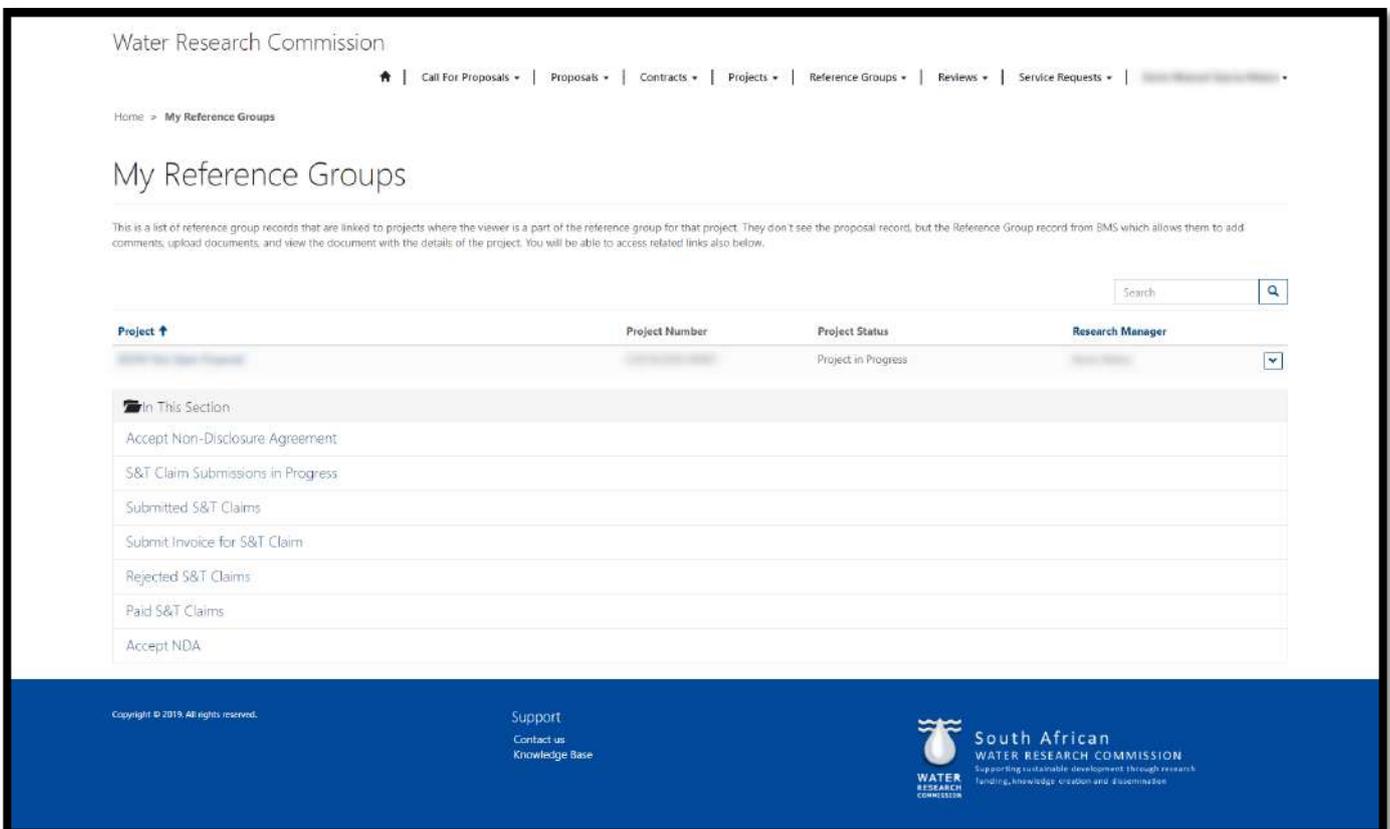


### My Reference Groups Page

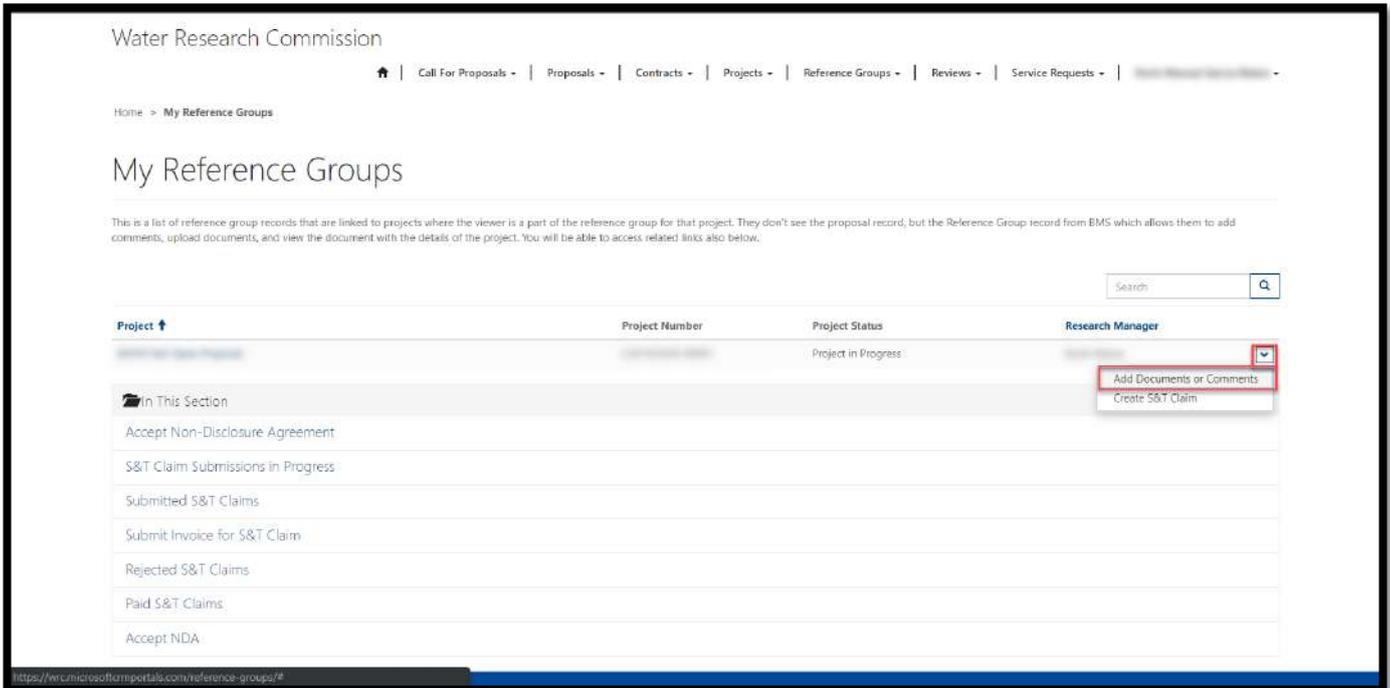
1. To view the *My Reference Groups* page, click on the **Reference Groups** option in the Navigation Menu and then click on **Reference Groups**.



2. The *My Reference Groups* page displays a list of reference group records for WRC funded projects where you have accepted the WRC's invitation to be a member of the reference group for the project.
3. The *My Reference Groups* page also contains links to the related pages that display information regarding reference groups to which you have been invited to be a part of by the WRC. To view the related pages, you can click on the links under the **In This Section** section at the bottom of the form.



- To upload any documents or add any comments as requested by the WRC *Research Manager* for the project, click on the arrow on the far right of the reference group record and select the **Add Documents or Comments** option. This will open the *Reference Group Project Details* window.

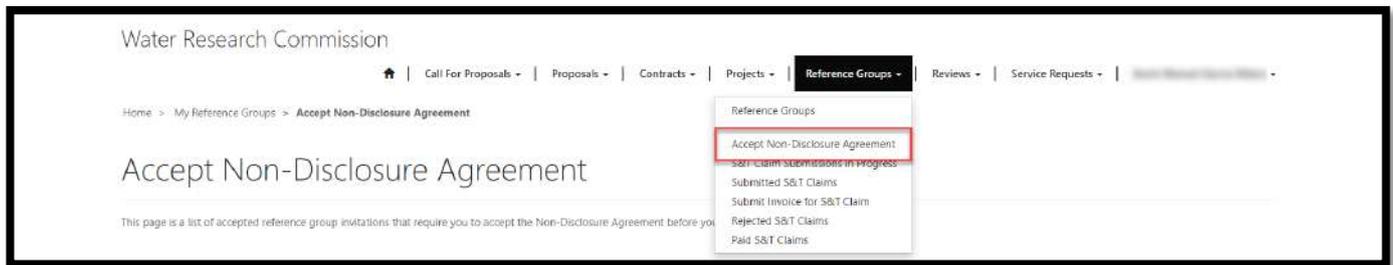


- In the *Reference Group Project Details* window, you can view and download the attached *Proposal Submission for RG Member* document, which contains the full details of the project.
- In this window, you can also add any comments or attach any documents and save your changes by clicking on the **Save** button at the bottom of the window. The WRC *Research Manager* for the project will be able to view the comments and uploaded documents.

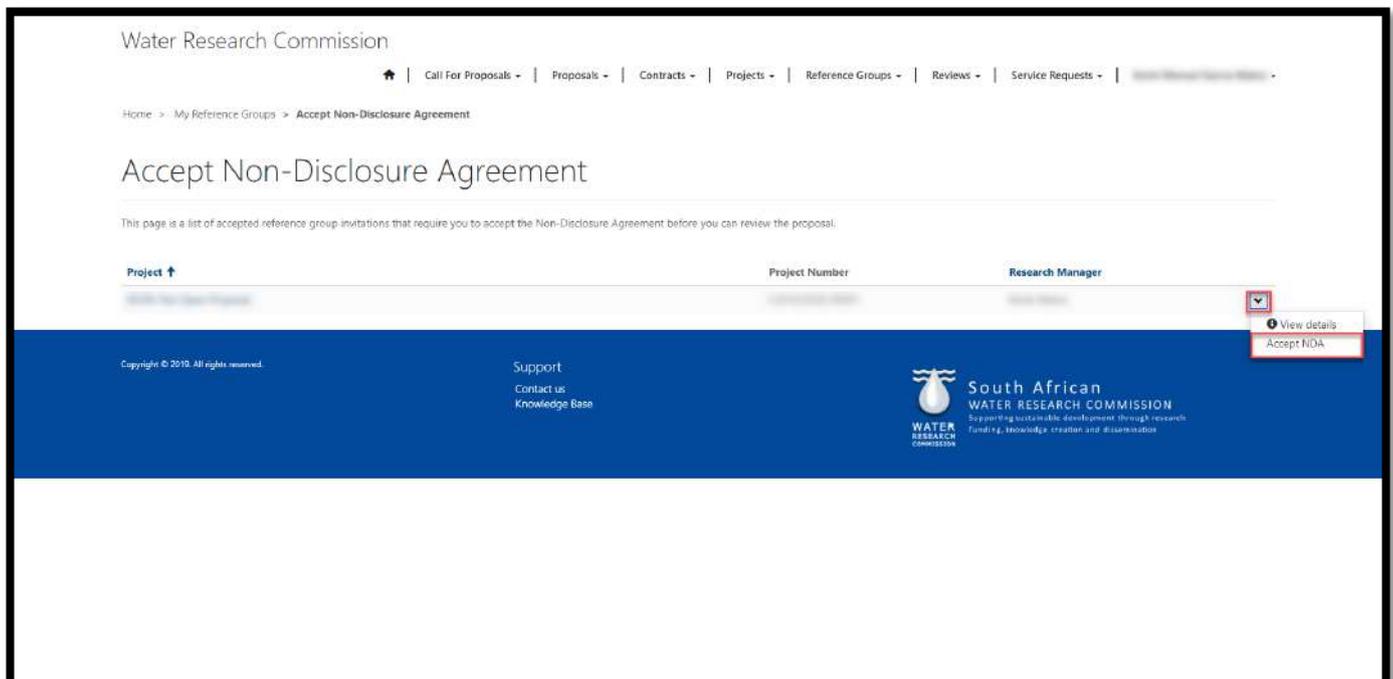


## Accept Non-Disclosure Agreement Page

1. To view the *Accept Non-Disclosure Agreement* page, click on the **Reference Groups** option in the Navigation Menu and then click on **Accept Non-Disclosure Agreement**.



2. The *Accept Non-Disclosure Agreement* page displays a list of non-disclosure agreement records that need to be accepted by you, having been invited by the WRC to participate in the reference group.
3. If you accepted the email invitation from WRC to participate in the reference group, you must accept the non-disclosure agreement before you become a member of the reference group and view the project information.
4. **Note:** The non-disclosure agreement is only displayed on this page if you chose the *Accept Invitation* option in the email invitation received from the WRC. If you chose the *Reject Invitation* option in the email invitation, you do not need reject the non-disclosure agreement.
5. To view more information, click on the arrow to the far right of the non-disclosure agreement record and select the **View details** option. This will open the *Reference Group Details* window.
6. To accept the non-disclosure agreement, click the arrow at the end of the non-disclosure agreement and select the **Accept NDA** option. This will re-direct you to the *Accept Non-Disclosure Agreement Form* page.



7. On the *Accept Non-Disclosure Agreement Form* page, you can read the agreement, select your choice between yes or no in the *Accept NDA* field, and submit your response to the WRC by clicking on the **Submit** button at the bottom of the page. This will re-direct you to the *My Reference Group* page.

Water Research Commission

Home > Accept Non-Disclosure Agreement

## Accept Non-Disclosure Agreement

Invitee

CONFIDENTIALITY AND NON-DISCLOSURE AGREEMENT FOR REFERENCE GROUP COMMITTEE MEMBERS

I hereby agree to serve as a reference group committee member for the above-mentioned project by the Water Research Commission.

I undertake to keep all information regarding the project confidential and will not directly or indirectly disclose, use and/or share the information unless on written permission from the WRC.

Please note that if you choose "No", you will no longer be able to participate in the Reference Group for this project.

Accept NDA \*

Submit

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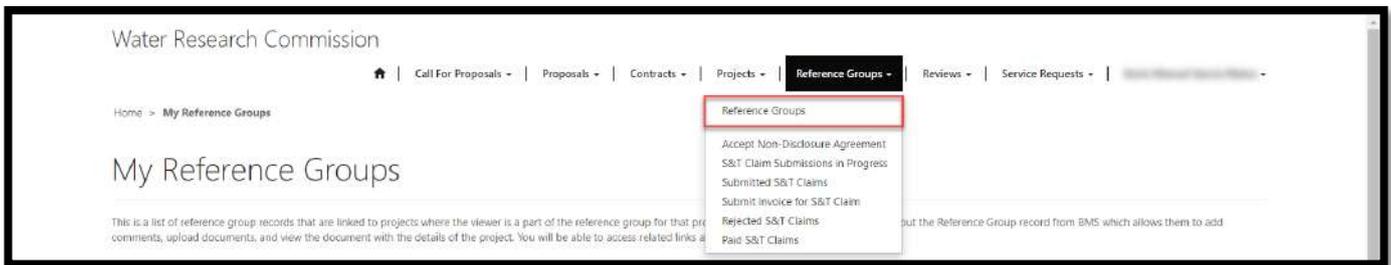
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funding, knowledge creation and dissemination

8. **Note:** If you chose to accept the non-disclosure agreement, you will be able to view the details of the project by following the steps in the [My Reference Groups](#) page section of this document. If you chose not to accept the non-disclosure agreement, you will no longer be able to participate in the reference group for this project and it will not be displayed on the *My Reference Groups* page.

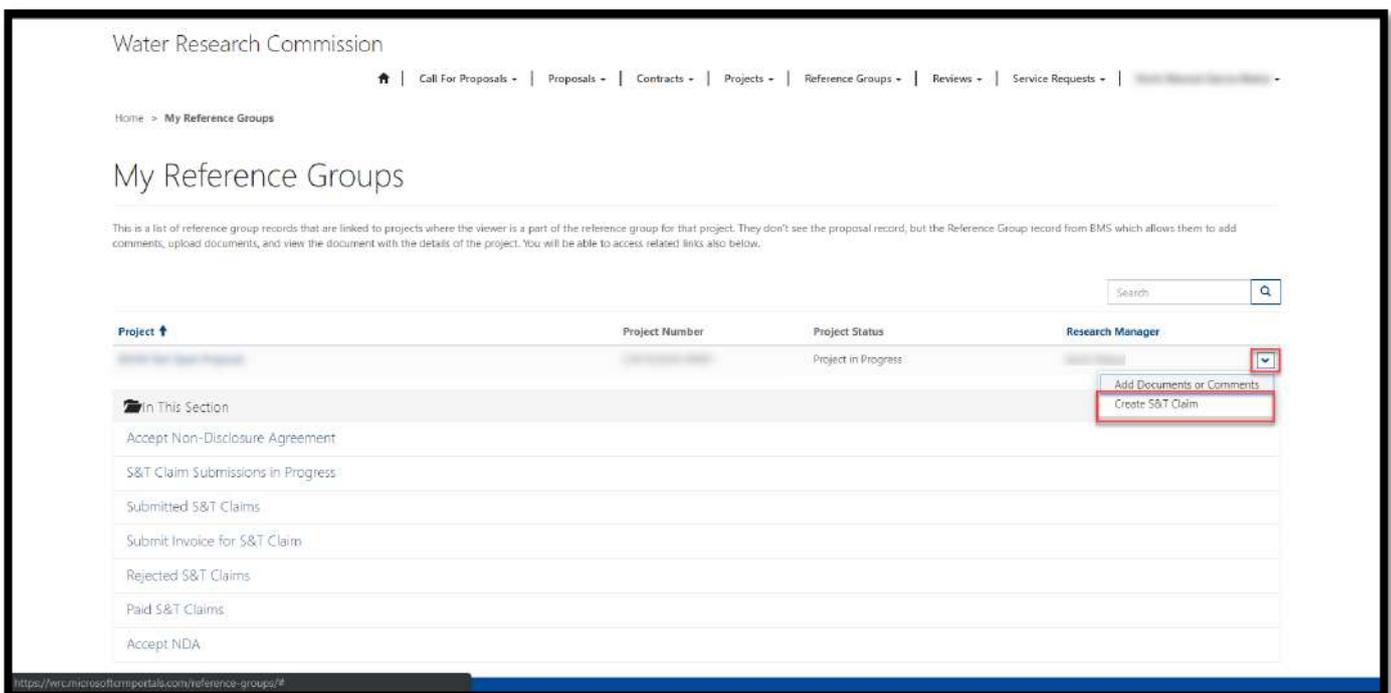


## Create a Subsistence and Travel (S&T) Claim

1. To create an S&T claim for reimbursement of subsistence and travel expenses related to your attendance of a WRC reference group meeting, navigate to the *My Reference Groups* page.



2. From the *My Reference Groups* page, click the arrow on the far right of the project for which you attended the meeting, and select the **Create S&T Claim** option. This will re-direct you to the *Create S&T Claim* page.



3. On the *Create S&T Claim* page, you will need to enter at least the mandatory fields as indicated by the \* asterisk symbol before you can create the S&T claim record.
4. Once you finish capturing the mandatory fields, create the S&T claim record by clicking on the **Save** button at the bottom of the page (see screenshot on the next page).



## Create S&T Claim

Please note that you will only be able to claim Accommodation and Other Expense Reimbursals once you have created the S&T Claim.

### Claim Information

Date of Meeting \*

### BANK DETAILS

Bank *	Account Number *
Branch Name *	Branch Code *
Is the Beneficiary an Organization *	Beneficiary Name *
Is the Beneficiary Registered for VAT * <small>* Yes   No</small>	VAT Number

### Subsistence Allowance

Description

Departure from Home Town/City

Arrival Back in Home Town/City

### Transport

**AIRFARE**

From

To

Amount

**CAR RENTAL**

From

To

Company

Amount

**PRIVATE CAR**

From

To

KM Traveled

Vehicle Type

Model and Type

Petrol or Diesel

Engine CC

### Accommodation

Total Amount  
--

### Meals

**BREAKFAST**

Description <input type="text"/>	Amount <input type="text"/>
----------------------------------	-----------------------------

**LUNCH**

Description <input type="text"/>	Amount <input type="text"/>
----------------------------------	-----------------------------

**DINNER**

Description <input type="text"/>	Amount <input type="text"/>
----------------------------------	-----------------------------

### Other Expenses

Total Amount  
--

### Documents

Attach a File  
 (or file chosen)

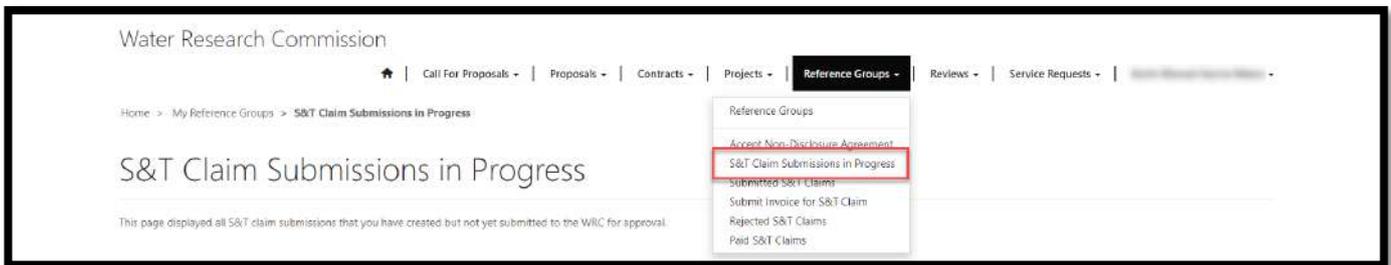


5. You will be re-directed to the [S&T Claim Submissions in Progress](#) page where you can continue to edit your S&T claim record and add related *Accommodation* and *Other* expenses.
6. **Note:** You will only be able to add individual *Accommodation* and *Other Expense* records to the S&T claim after it has been created.

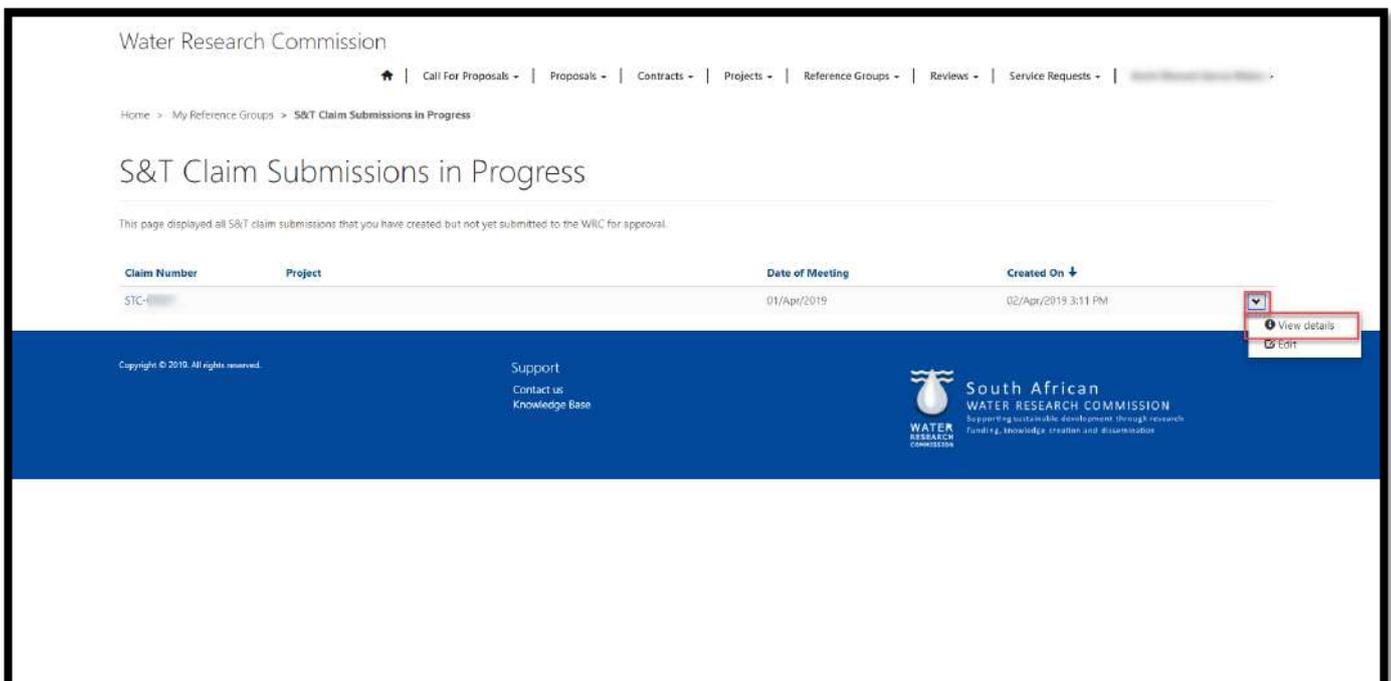


## S&T Claim Submissions in Progress Page

1. To view the *S&T Claim Submissions in Progress* page, click on the **Reference Groups** option in the Navigation Menu and then click on **S&T Claim Submissions in Progress**.



2. The *S&T Claim Submissions in Progress* page displays a list of S&T claims that you as the *Reference Group Member* for the active project have created and are editing but have not yet been submitted to the WRC for approval.
3. To view a read-only page with the details of the S&T claim that you have captured so far, click on the arrow on the far right of the S&T claim record and select the **View details** option. This will re-direct you to the *S&T Claim Details* page.



- To edit the S&T claim, click on the arrow on the far right of the S&T claim record and select the **Edit** option. This will re-direct you to the *Edit S&T Claim* page.

Water Research Commission

Home > My Reference Groups > S&T Claim Submissions in Progress

## S&T Claim Submissions in Progress

This page displayed all S&T claim submissions that you have created but not yet submitted to the WRC for approval.

Claim Number	Project	Date of Meeting	Created On
STC-12345		01/Apr/2019	02/Apr/2019 3:11 PM

View details  
Edit

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Support  
Contact us  
Knowledge Base

**South African  
WATER RESEARCH COMMISSION**  
Supporting sustainable development through research  
Funding, knowledge creation and dissemination

- On the *Edit S&T Claim* page, you can edit the claim information, upload documents, and add related *Accommodation* and *Other* expenses using the buttons on the form. Be sure to save your changes often using the **Save** button at the bottom of the form (see screenshot on the next page).



## Edit S&T Claim

This is the submission page with:

### Claim Information

Project \*

Claim Number

SFC/12345

Date of Meeting \*

01Apr2018

### BANK DETAILS

Bank \*

Branch Name \*

Is the Beneficiary an Organisation \*

Is the Beneficiary Registered for VAT \*  
\* Reg. No. 202

Account Number \*

Branch Code \*

Beneficiary Name \*

VAT Number

### Subsistence Allowance

Description

Departure from Home Town/City

Arrival Back in Home Town/City

### Transport

#### AIRFARE

From

Amount

To

#### CAR RENTAL

From

Company

To

Amount

#### PRIVATE CAR

From

KM Traveled

Model and Type

Engine CC

To

Vehicle Type

Permit or Class

### Accommodation

Total Amount

[Create S&T Accommodation Expense](#)

Name ↑

Amount

Created On

01Apr2018 11:14 PM

### Meals

#### BREAKFAST

Description

Amount

#### LUNCH

Description

Amount

#### DINNER

Description

Amount

### Other Expenses

Total Amount

[Create S&T Other Expense](#)

Name ↑

Amount

Created On

01Apr2018 11:15 PM

### Documents

2 Documents

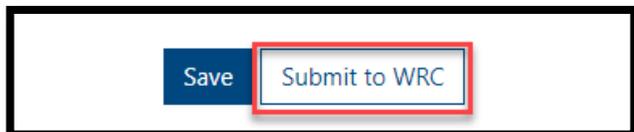
Attach a File

[Click here](#) for file upload



## Submit a S&T Claim to WRC

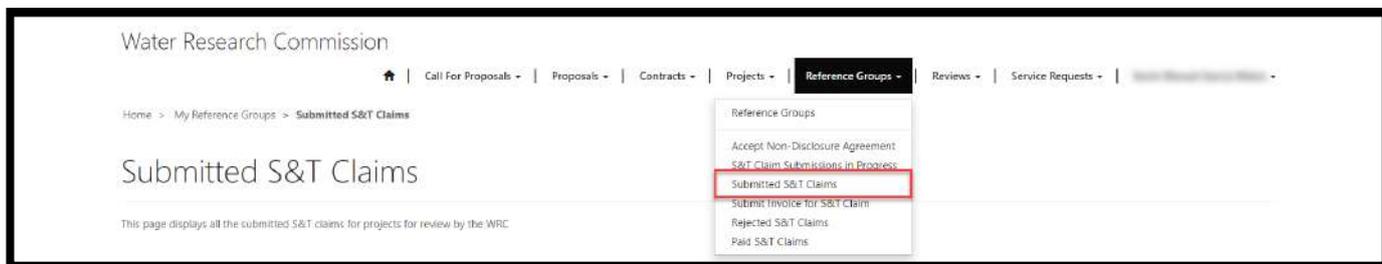
1. When you are ready to submit your completed S&T claim to the WRC for approval, open the *Edit S&T Claim* page as per **step #4 and step #5** in the [S&T Claim Submissions in Progress](#) section above, and click the **Submit to WRC** button at the bottom of the page. You are re-directed to the *Submitted S&T Claims* page.



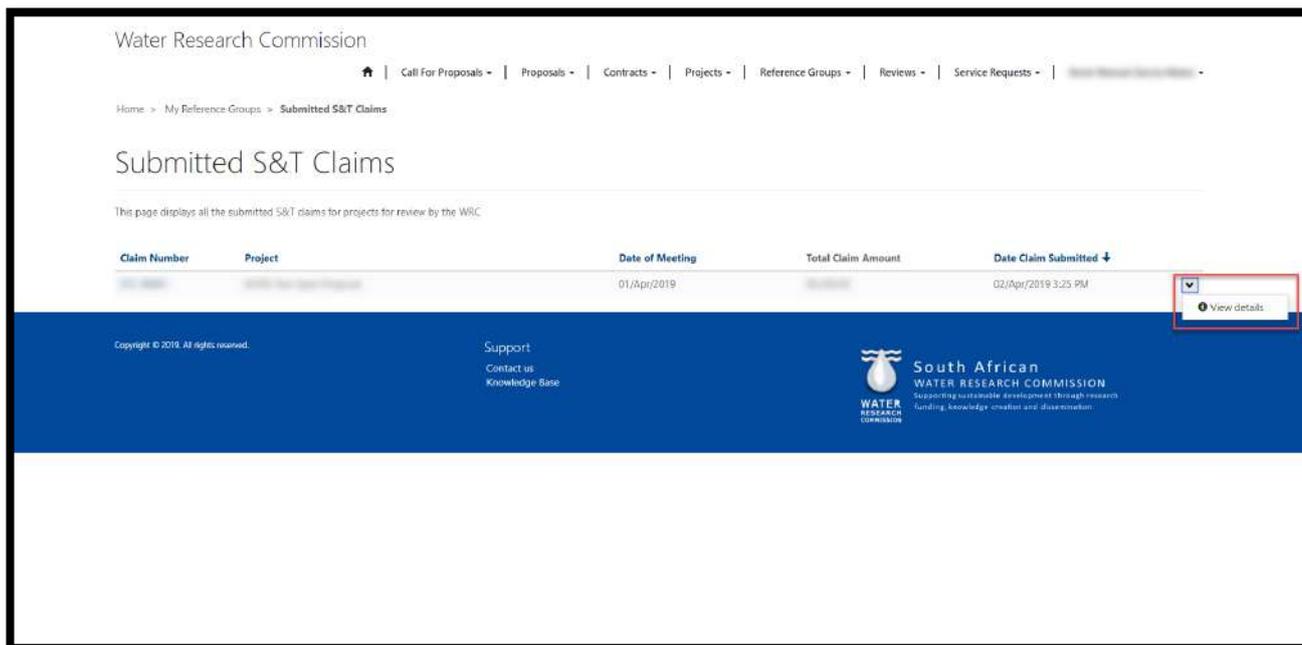
2. **Note:** Once the S&T claim is submitted to the WRC, you will not be able to edit the details of the claim as it will no longer appear in the list of S&T claims on the *S&T Claim Submissions in Progress* page.

## Submitted S&T Claims Page

1. To view the *Submitted S&T Claims* page, click on the **Reference Groups** option in the Navigation Menu and then click on **Submitted S&T Claims**.

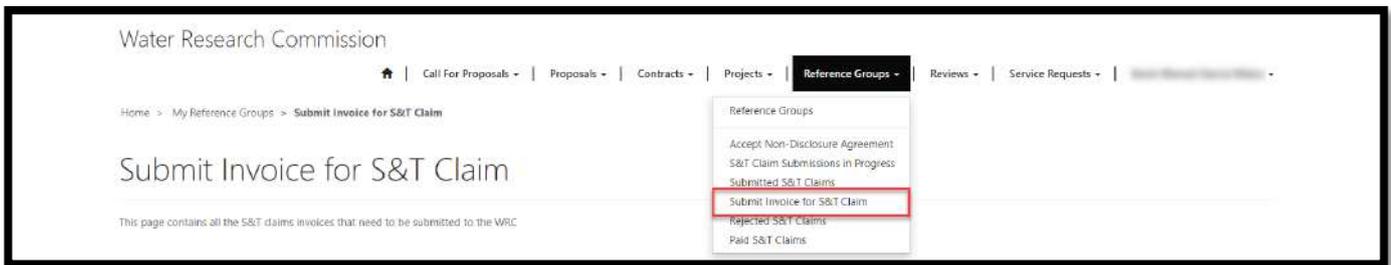


2. The Submitted S&T Claims page displays a list of S&T claim records that you as a Reference Group Member for the project have submitted to the WRC and are pending approval.
3. To view the details of the submitted S&T claim, click on the arrow on the far right of the S&T claim record and select the **View details** option. This will re-direct you to the *S&T Claim Details* page.

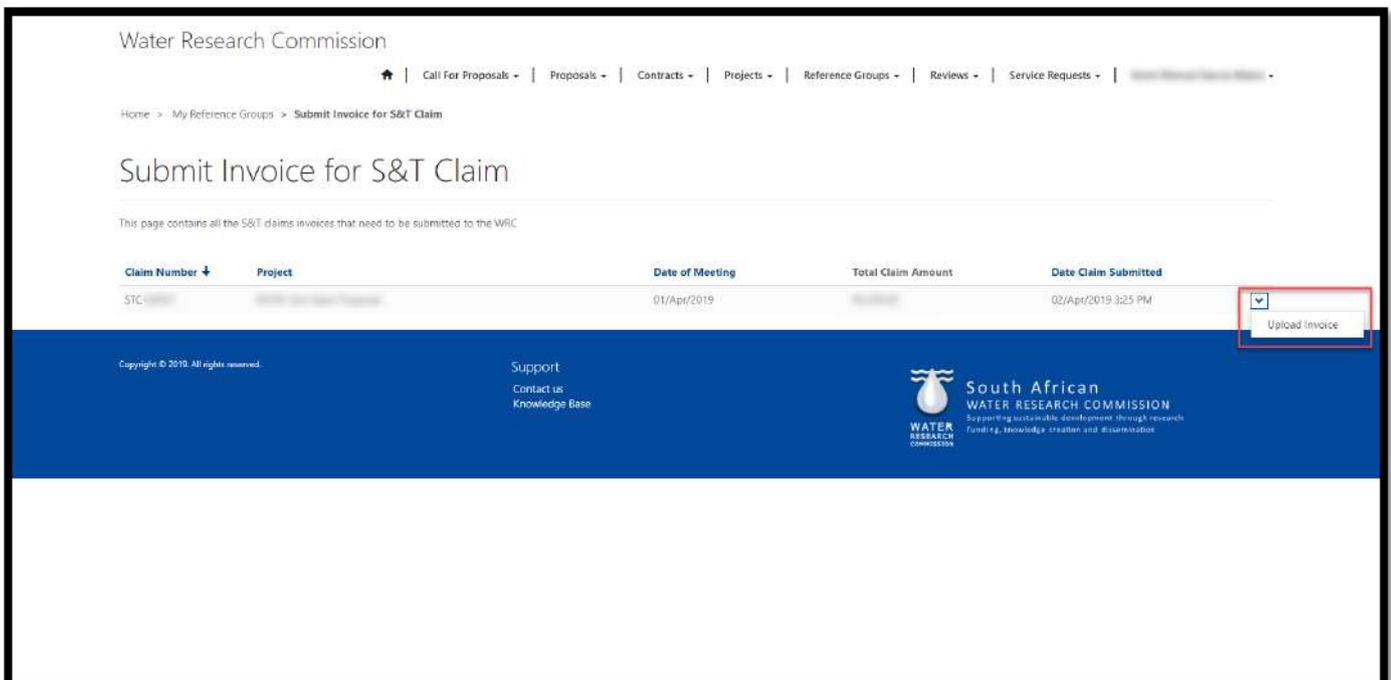


## Submit Invoice for S&T Claim Page

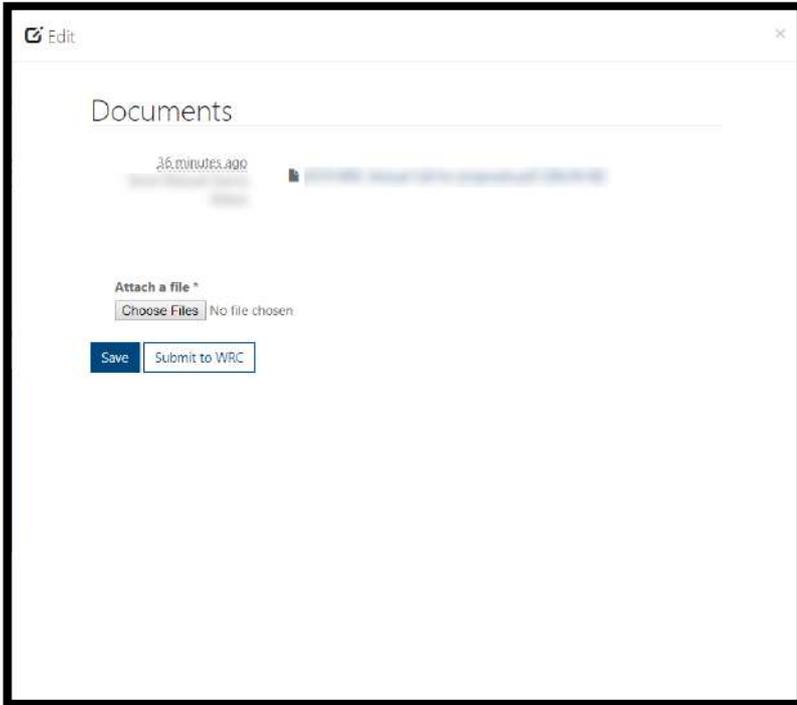
1. To view the *Submit Invoice for S&T Claim* page, click on the **Reference Groups** option in the Navigation Menu and then click on **Submit Invoice for S&T Claim**.



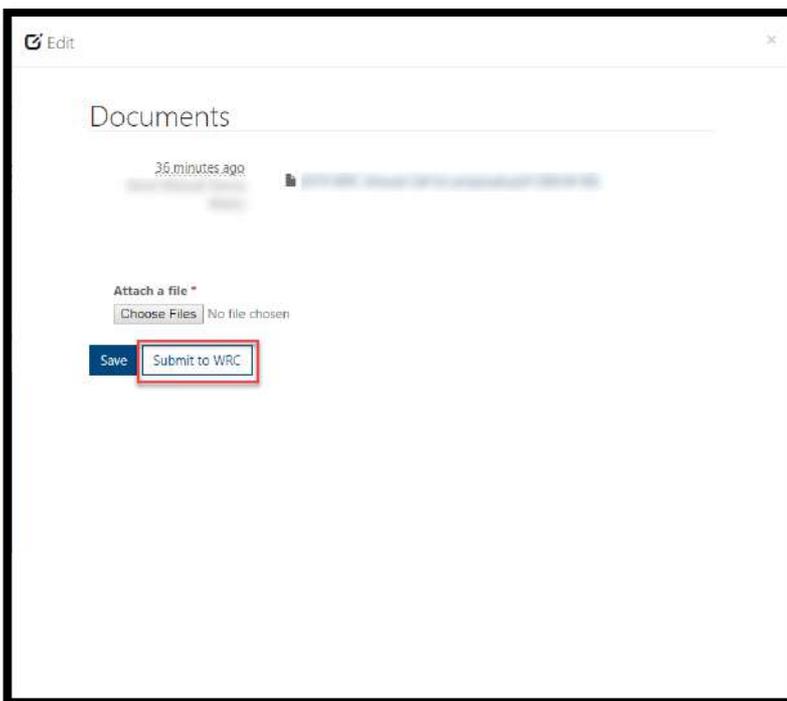
2. The *Submit Invoice for S&T Claim* page displays a list of S&T claim records where the WRC has requested that you submit an invoice for the S&T claim.
3. To upload and submit the invoice for the S&T claim, click on the arrow on the far right of the S&T claim record and select the **Upload Invoice** option. This will open the *Upload S&T Claim Invoice* window.



4. In the *Upload S&T Claim Invoice* window, you can upload the invoice document to the S&T claim by choosing under the *Attach a file* field. It is mandatory to attach a file before you can click the **Save** button at the bottom of the window.
5. **Note:** Please remember to save the uploaded invoice first by using the **Save** button at the bottom of the window before you submit it to the WRC for approval. Saving the attachment will close the *Upload S&T Claim Invoice* window.

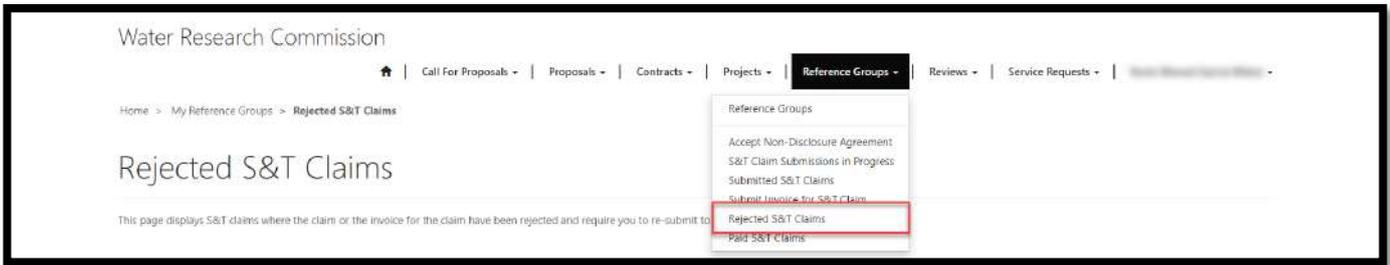


6. To submit the uploaded invoice to the WRC for approval, re-open the *Submit S&T Claim Invoice* window and click the **Submit to WRC** button. This will re-direct you to the [Submitted S&T Claims](#) page.

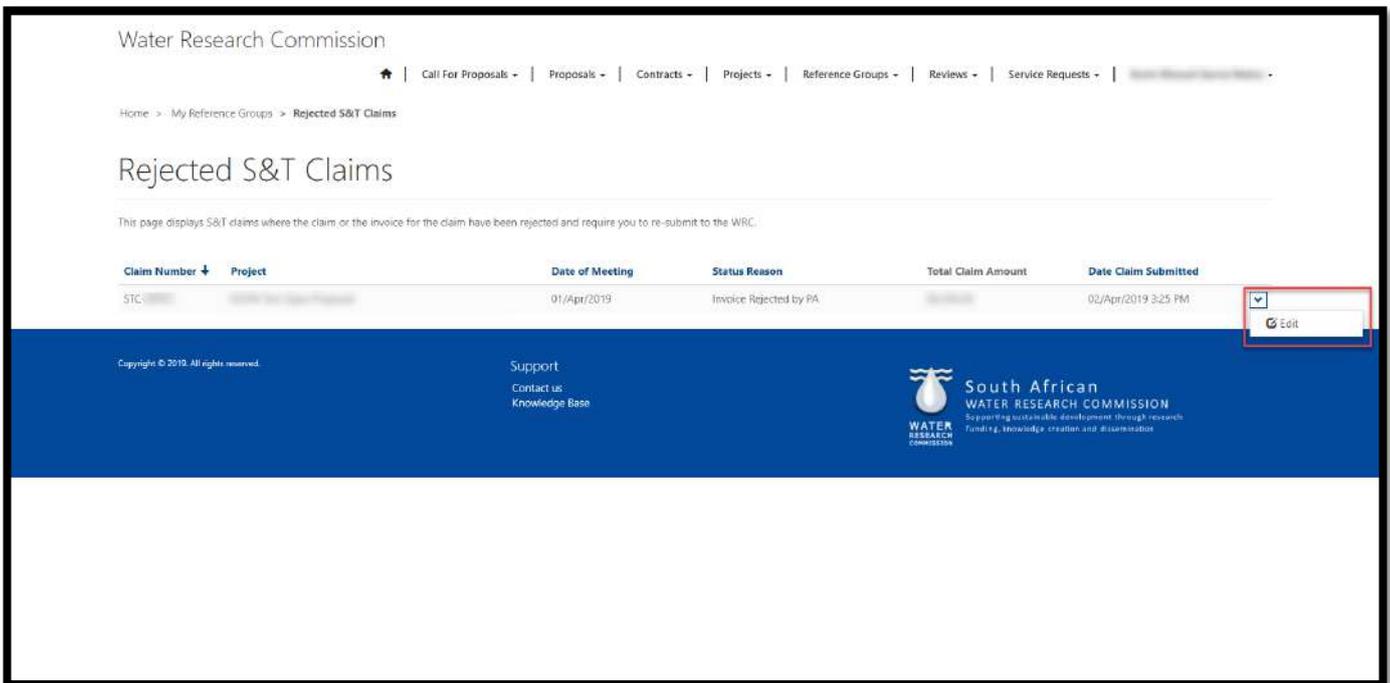


## Rejected S&T Claims Page

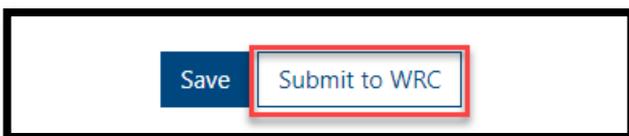
1. To view the *Rejected S&T Claims* page, click on the **Reference Groups** option in the Navigation Menu and then click on **Rejected S&T Claims**.



2. The *Rejected S&T Claims* page displays S&T claims submitted to the WRC for approval but were rejected.
3. You can edit the rejected S&T Claim by clicking on the arrow on the far right of the S&T claim record and selecting the **Edit** option. You will be re-directed to the *Edit S&T Claim* page.



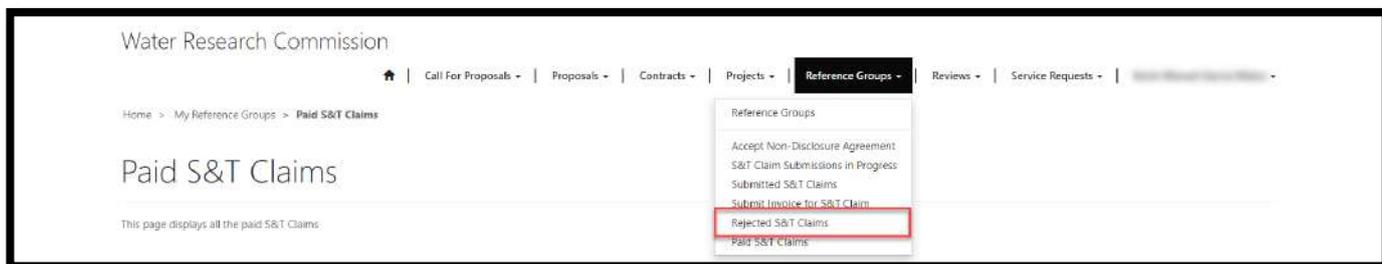
4. You can edit the S&T claim as detailed in **step #4 to step #5** in the [S&T Claim Submissions in Progress Page](#) section of this document. Remember to save any changes made to the S&T claim before re-submitting it to the WRC for approval.
3. To submit the rejected S&T claim back to the WRC for approval, open the *Edit S&T Claim* page as detailed in the previous step, and click on the **Submit to WRC** button at the bottom of the page. You will be re-directed to the *Submitted S&T Claims* page.



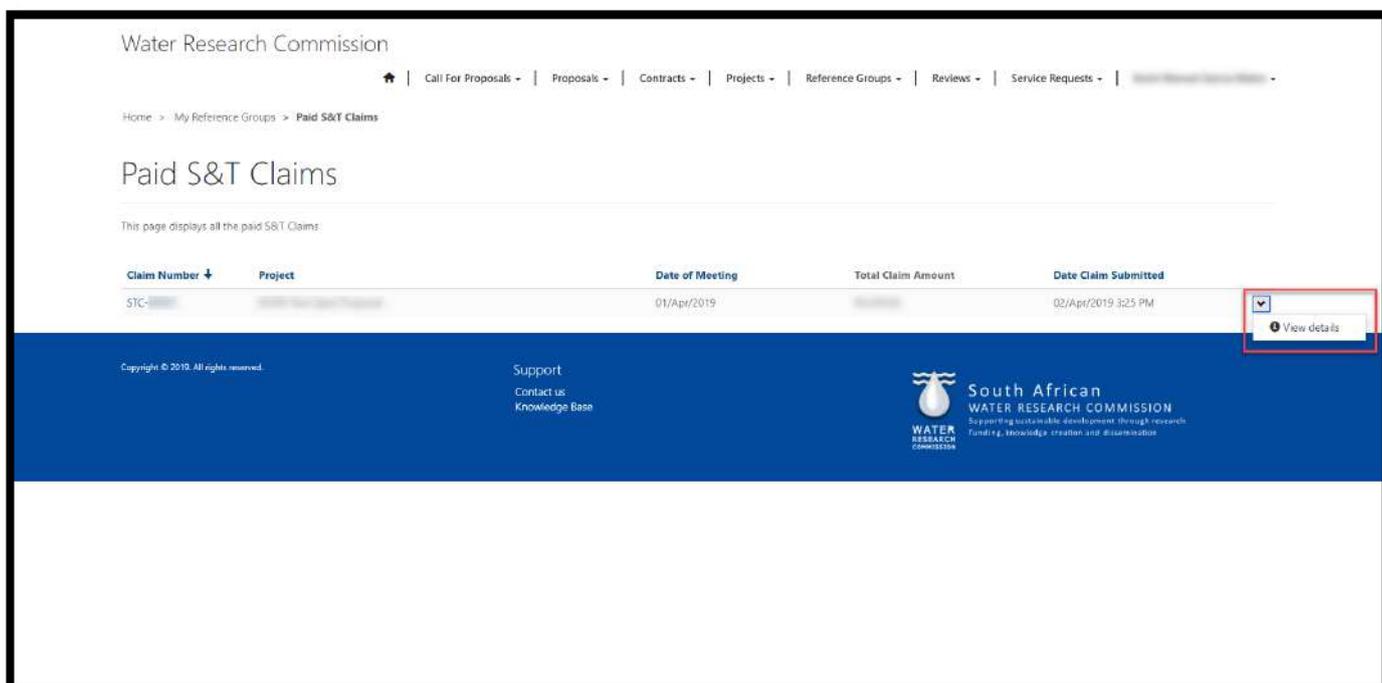
4. **Note:** Once the S&T claim is submitted to the WRC, you will not be able to edit the details of the claim as it will no longer appear in the list of rejected S&T claims on the *Rejected S&T Claims* page.

## **Paid S&T Claims**

1. To view the *Paid S&T Claims* page, click on the **Reference Groups** option in the Navigation Menu and then click on **Paid S&T Claims**.



2. The *Paid S&T Claims* page displays a list of your submitted S&T claims that the WRC has approved for payment.
3. To view the details of the approved S&T claim, click on the arrow on the far right of the S&T claim record and select the **View details** option. This will re-direct you to the *S&T Claim Details* page.



## Reviews

This section details the pages and actions found in the **Reviews** section in the Navigation Menu of the BMS Portal.

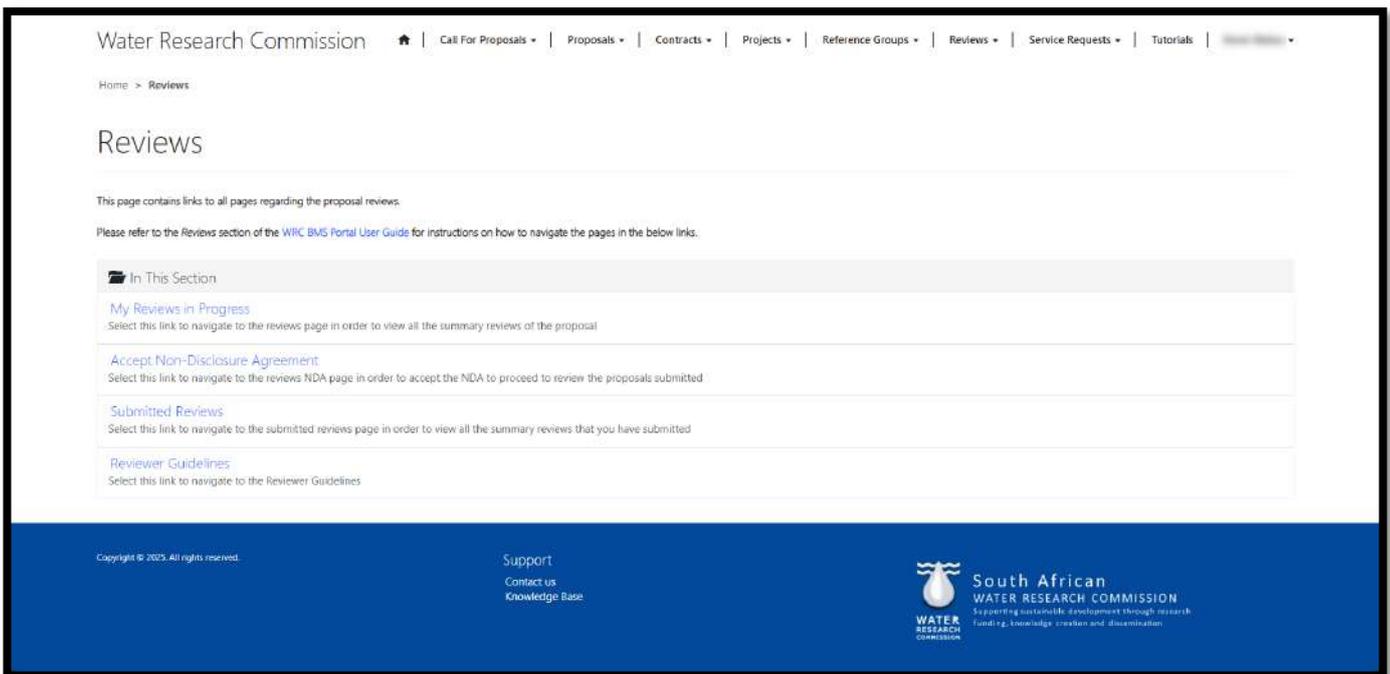


## Reviews Page

1. To view the *Reviews* page, click on the **Reviews** option in the Navigation Menu and then click on **Reviews**.



2. The *Reviews* page contains links to the related pages that display information regarding reviews that the you have been invited to complete as a *Reviewer* for proposals that the WRC is considering to fund. To view the related pages, you can click on the links under **In This Section** at the bottom of the page.

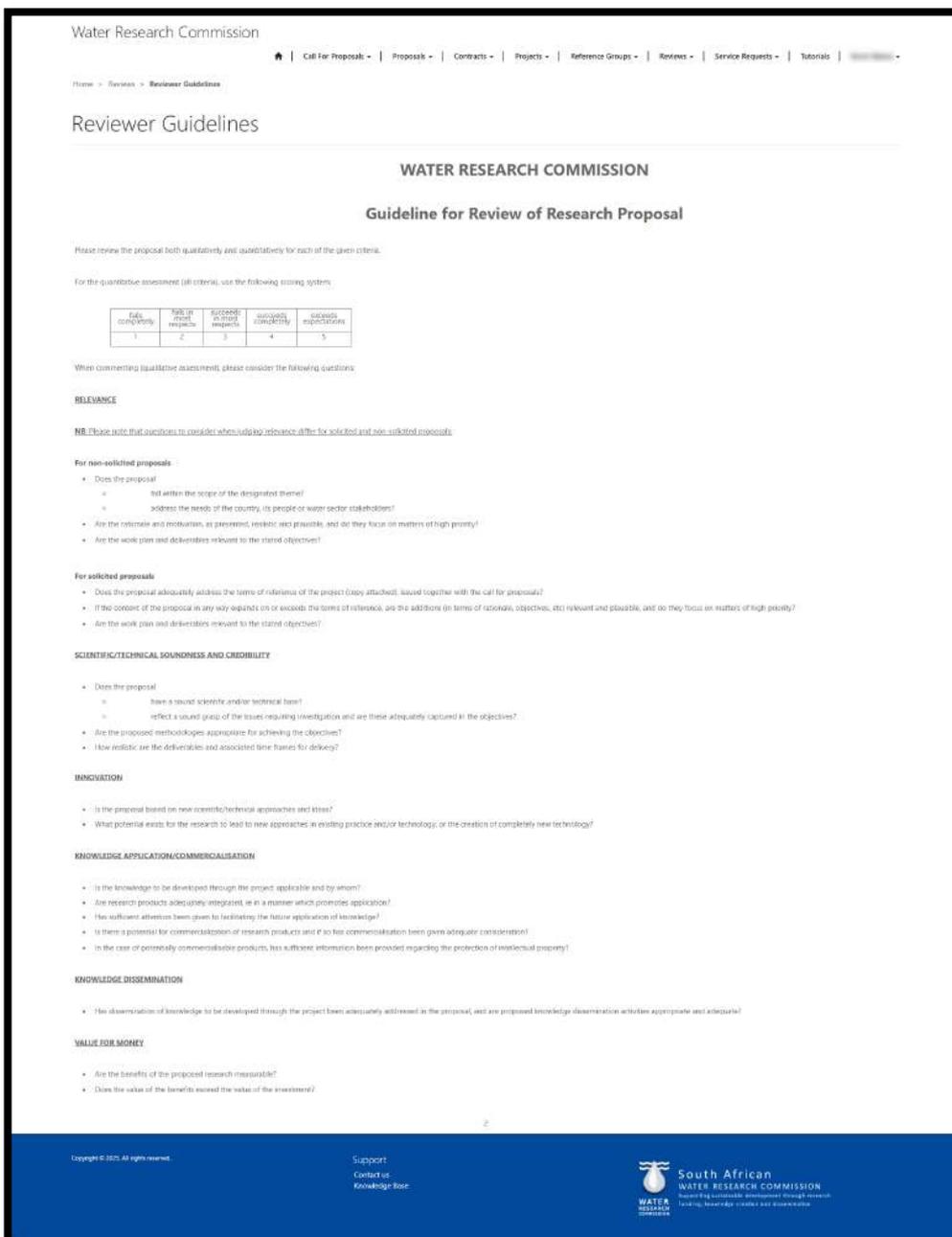


## Reviewer Guidelines Page

1. To view the *Reviewer Guidelines* page, click on the **Reviews** option in the Navigation Menu and then click on **Reviewer Guidelines**.



2. The *Reviewer Guidelines* page displays information related to the guidelines for reviewing a research proposal. This includes the scoring system used and the questions to consider when commenting on each section of the review. Scroll down the page to view the guidelines relevant to each section of the review.

A screenshot of the Water Research Commission's 'Reviewer Guidelines' page. The page title is 'WATER RESEARCH COMMISSION Guideline for Review of Research Proposal'. It includes a scoring system table and various sections of questions for reviewers.

Full compliance	Substantial compliance	Partial compliance	Unacceptable compliance	Does not comply
1	2	3	4	5

**RELEVANCE**

**RE: Please note that questions to consider when judging relevance differ for solicited and non-solicited proposals:**

**For non-solicited proposals:**

- Does the proposal
  - not within the scope of the designated theme?
  - address the needs of the country, its people or water sector stakeholders?
- Are the rationale and objectives, as presented, realistic and practical, and do they focus on matters of high priority?
- Are the work plan and deliverables relevant to the stated objectives?

**For solicited proposals:**

- Does the proposal adequately address the terms of reference of the project (copy attached, issued together with the call for proposals)?
- If the content of the proposal in any way departs on or exceeds the terms of reference, are the additions (in terms of rationale, objectives, etc) relevant and practical, and do they focus on matters of high priority?
- Are the work plan and deliverables relevant to the stated objectives?

**SCIENTIFIC/TECHNICAL SOUNDNESS AND CREDIBILITY**

- Does the proposal
  - have a sound scientific and/or technical base?
  - reflect a sound grasp of the issues requiring investigation and are these adequately captured in the objectives?
- Are the proposed methodologies appropriate for achieving the objectives?
- How realistic are the deliverables and associated time frames for delivery?

**INNOVATION**

- Is the proposal based on new scientific/technical approaches and ideas?
- What potential exists for the research to lead to new approaches in existing practice and/or technology, or the creation of completely new technology?

**KNOWLEDGE APPLICATION/COMMERCIALISATION**

- Is the knowledge to be developed through the project applicable and by whom?
- Are research products adequately integrated, as in a manner which promotes application?
- Has sufficient attention been given to facilitating the future application of knowledge?
- Is there a potential for commercialisation of research products and if so has commercialisation been given adequate consideration?
- In the case of potentially commercialisable products, has sufficient information been provided regarding the protection of intellectual property?

**KNOWLEDGE DISSEMINATION**

- Has dissemination of knowledge to be developed through the project been adequately addressed in the proposal, and are proposed knowledge dissemination activities appropriate and adequate?

**VALUE FOR MONEY**

- Are the benefits of the proposed research measurable?
- Does the value of the benefits exceed the value of the investment?

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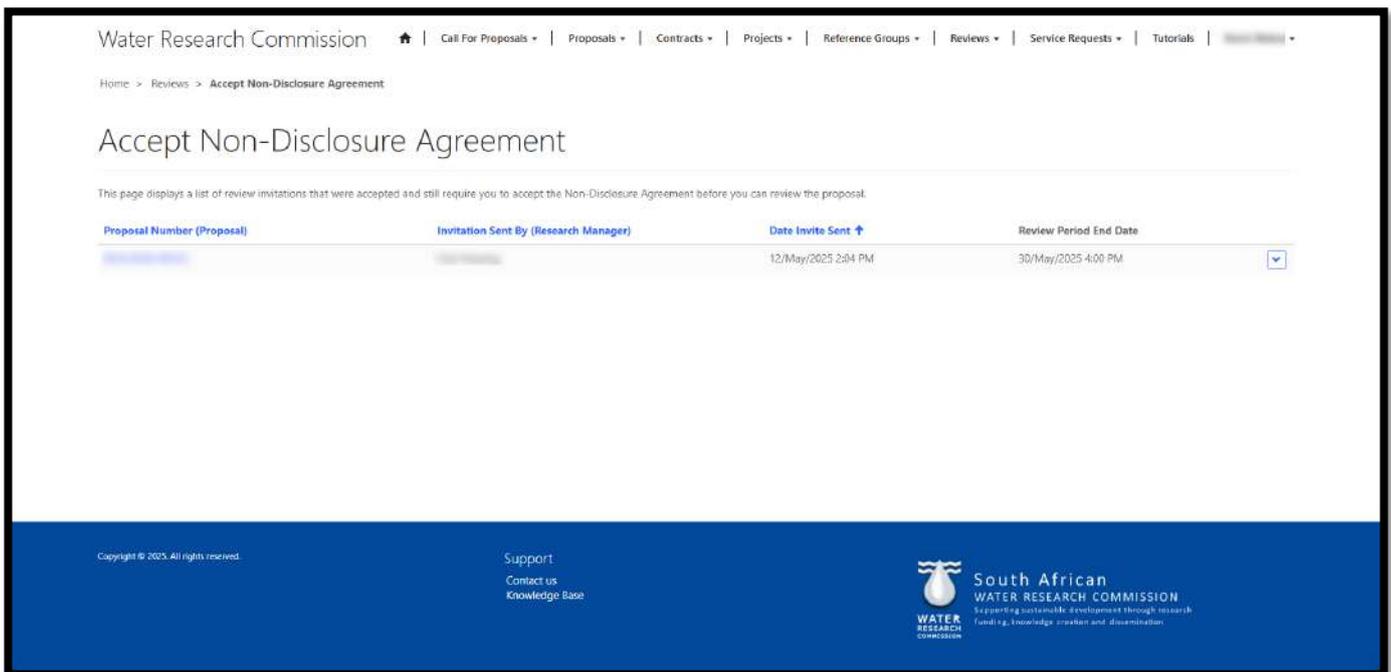


## Accept Non-Disclosure Agreement Page

1. To view the *Accept Non-Disclosure Agreement* page, click on the **Reviews** option in the Navigation Menu and then click on **Accept Non-Disclosure Agreement**.

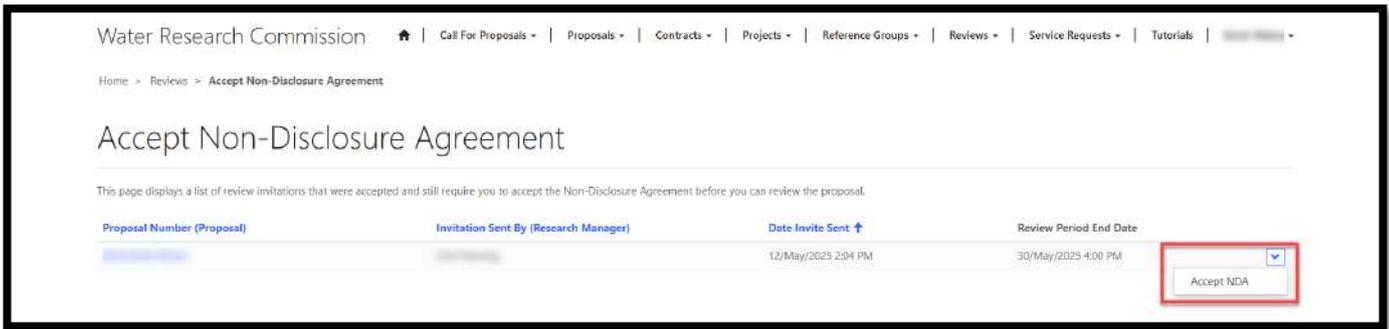


2. The *Accept Non-Disclosure Agreement* page displays a list of non-disclosure agreement records that need to be accepted by you for each proposal, having been invited by the WRC to review the proposal.

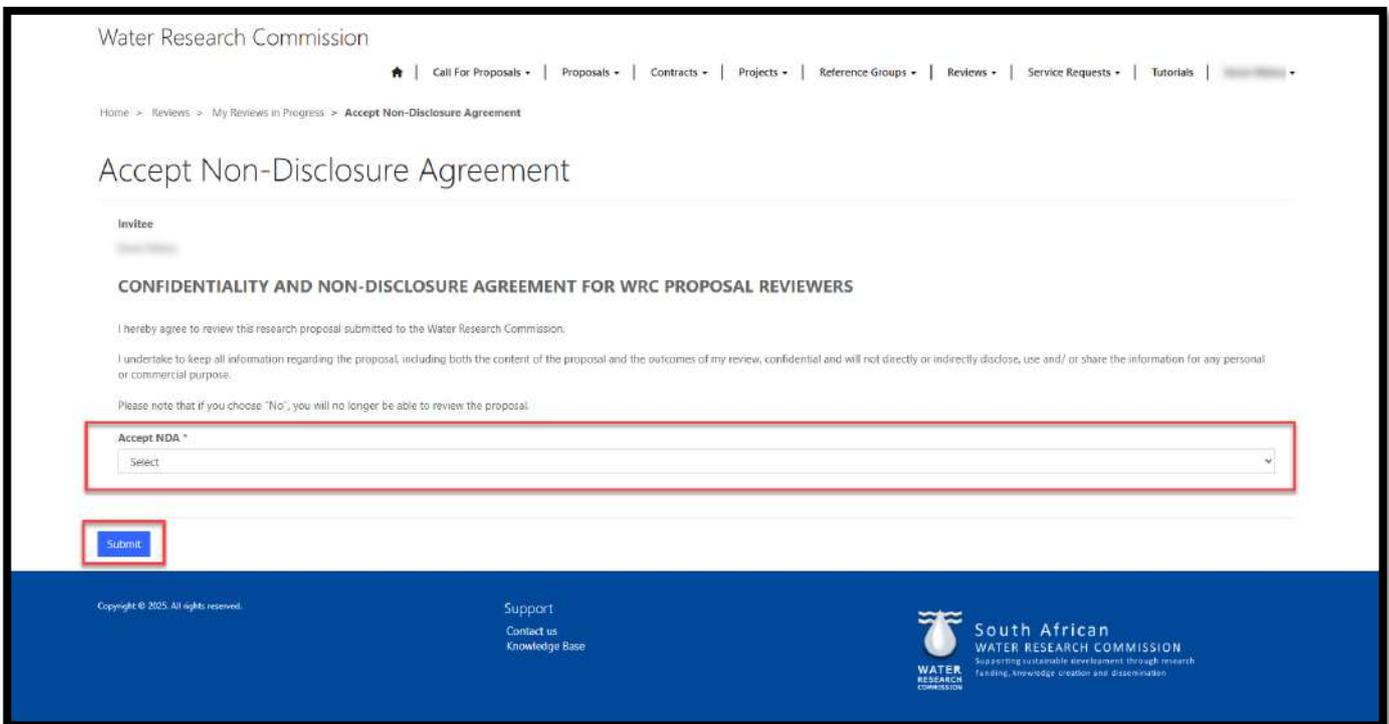


3. If you accepted the email invitation from the WRC to review the proposal, you need to accept the non-disclosure agreement before you can view the proposal information and review the proposal.
4. **Note:** The non-disclosure agreement is only displayed on this page if you chose the *Accept Invitation* option in the email invitation received from the WRC with the same proposal number. If you chose the *Decline Invitation* option in the email invitation, the invitation is considered declined and a non-disclosure agreement for the review of that proposal will not be displayed on this page.

- To accept the non-disclosure agreement, click the arrow at the right of the non-disclosure agreement record and click **Accept NDA**. This re-directs you to the *Accept Non-Disclosure Agreement* page.



- On the *Accept Non-Disclosure Agreement Form* page, you can read the agreement, select your choice between **Yes** or **No** in the **Accept NDA** field, and submit your response to the WRC by clicking on the **Submit** button at the bottom of the page. This will re-direct you to the *My Reviews in Progress* page.



- Note:** If you choose to accept the non-disclosure agreement, you will be able to view the details of the proposal by following the steps in the [My Reviews in Progress Page](#) section of this document. If you choose not to accept the non-disclosure agreement, you will no longer be able to review the proposal and it will not be displayed on the *My Reviews in Progress* page. This non-disclosure agreement will also no longer be displayed on the *Accept Non-Disclosure Agreement* page.

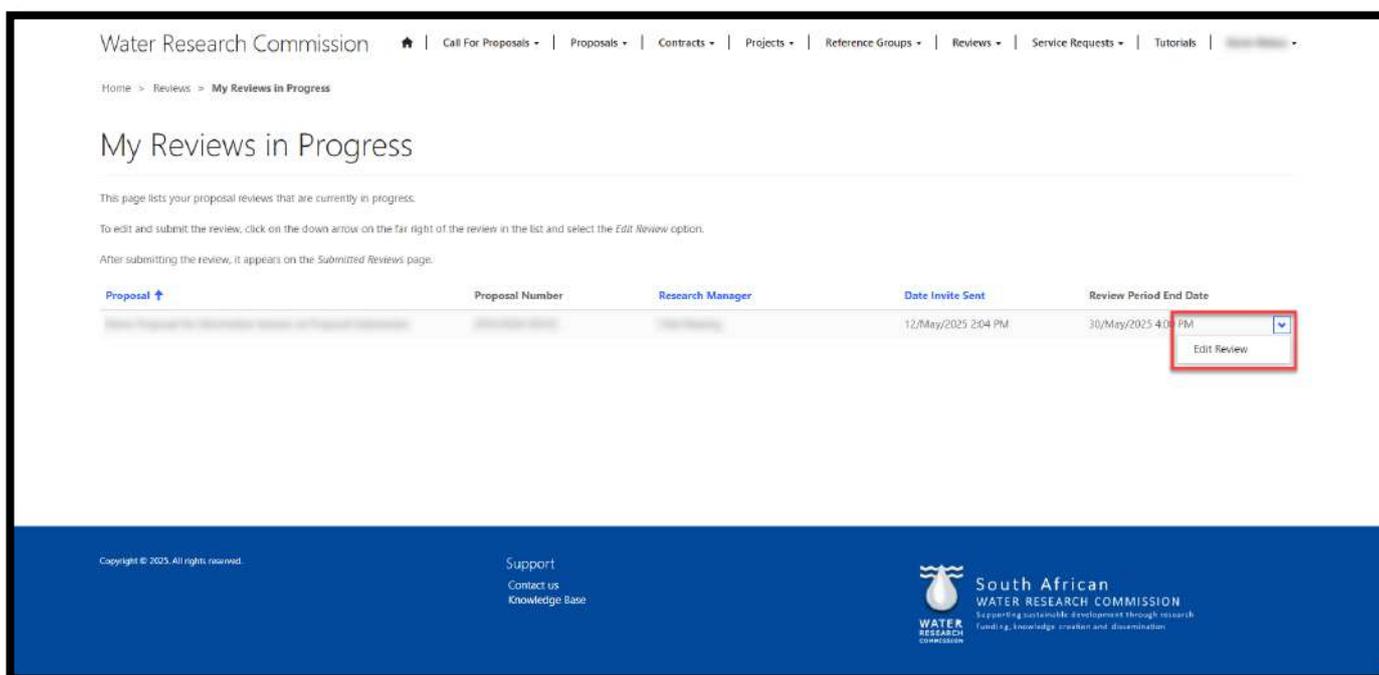


## My Reviews in Progress Page

1. To view the *My Reviews in Progress* page, click on the **Reviews** option in the Navigation Menu and then click on **My Reviews in Progress**.



2. The *My Reviews in Progress* page displays a list of review records for proposals submitted to the WRC where you have accepted the WRC's email invitation to review the proposal and accepted the non-disclosure agreement as per the steps in the [Accept Non-Disclosure Agreement Page](#) section above.
3. To start capturing your review of the proposal, click on the arrow on the far right of the review record and select the **Edit Review** option. You are re-directed to the [Edit Review](#) page detailed in the next section.



## **Edit Review**

1. On the *Edit Review* page, you must upload the signed Conflict of Interest form, add your scores and comments for each section, and download the *Proposal Submission for Reviewer* and *Conflict of Interest Form for Reviewer Panel Member* documents from the *Documents* section the bottom of the page.
2. The *Proposal Submission for Reviewer* document contains the full details of the proposal. Refer to the next page for the screenshot of the *Edit Review* page.



### Edit Review

Submit Review of this Proposal

#### PLEASE READ THE FOLLOWING IMPORTANT INFORMATION

- The Original Submission (or Reviewer document with the details of the proposal to be reviewed) can be downloaded by clicking on the link in the Documents section at the bottom of this page.
- Please refer to the [Reviewer Guidelines](#) page for guidelines on how to review the proposal.
- To save changes to the review click on the **SAVE** button at the bottom of the form.
- All fields are mandatory and must be completed before you can submit the review.
- The **SUBMIT** button will remain disabled if any of the fields are not completed, or if there are any unsaved changes to the fields on the form.
- Please remember to click the **SAVE** button before you leave this page or submit the review.

#### CONFLICT OF INTEREST FORM

- A completed and signed copy of the Conflict of Interest form must be uploaded to the review before it can be saved.
- The Conflict of Interest form can be downloaded by clicking on the link in the Documents section at the bottom of this page.
- The completed and signed copy of the form can be uploaded to the review by clicking on the **Upload** button in the Conflict of Interest form section of this page.
- Please save the review by clicking the **SAVE** button at the bottom of the page immediately after uploading the Conflict of Interest form.
- Your review of the proposal will not be considered if a completed and signed copy of the Conflict of Interest form is not attached to the review.

Upload Signed Conflict of Interest Form\*\*

[Click here](#) for the instruction

#### RELEVANCE

Relevance Score

Comments

#### SCIENTIFIC/TECHNICAL SOUNDNESS AND CREDIBILITY

Scientific/Technical Score

Comments

#### INNOVATION

Innovation Score

Comments

#### KNOWLEDGE APPLICATION/COMMERCIALISATION

Application/Commercialisation Score

Comments

#### KNOWLEDGE DISSEMINATION

Knowledge Dissemination Score

Comments

#### VALUE FOR MONEY

Value for Money Score

Comments

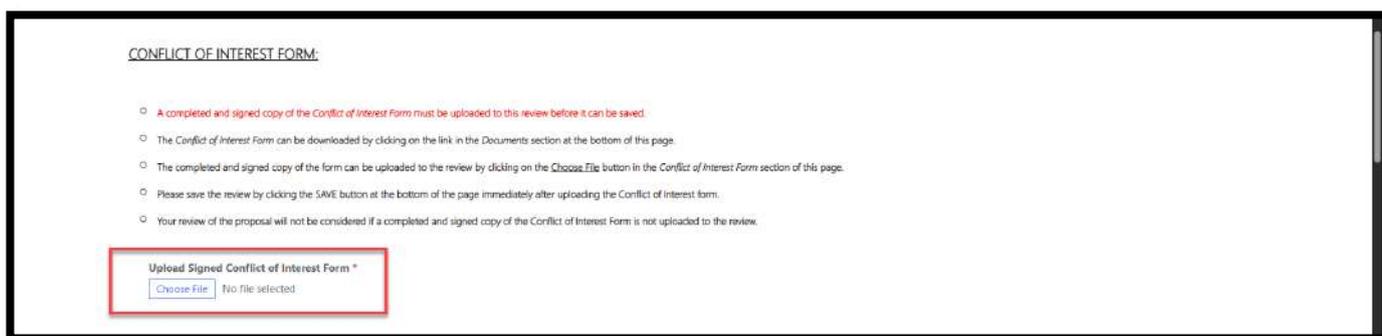
#### DOCUMENTS

[View](#) [Download](#) [Print](#) [Refresh](#) [Close](#) [Back](#) [Forward](#) [Home](#) [Search](#) [Help](#) [Feedback](#) [Privacy](#) [Terms](#) [Contact Us](#)

[View](#) [Download](#) [Print](#) [Refresh](#) [Close](#) [Back](#) [Forward](#) [Home](#) [Search](#) [Help](#) [Feedback](#) [Privacy](#) [Terms](#) [Contact Us](#)



3. **Note:** Please read the important information in both sections at the top of the page before starting with the review. A link to the [Reviewer Guidelines](#) page is included in this section to assist you with the review.
4. Before completing the review scores and comments, please download the *Conflict of Interest Form for Reviewer Panel Member* document from the *Documents* section at the bottom of the form, complete and sign it, and upload the signed copy to the **Upload Signed Conflict of Interest Form** field at the bottom of the *Conflict of Interest Form* section of the page. **You will not be able to save or submit the review until the form has been uploaded.** Immediately after uploading the form, click the **Save** button at the bottom of the form to save the uploaded form.



CONFLICT OF INTEREST FORM:

- A completed and signed copy of the *Conflict of Interest Form* must be uploaded to this review before it can be saved.
- The *Conflict of Interest Form* can be downloaded by clicking on the link in the *Documents* section at the bottom of this page.
- The completed and signed copy of the form can be uploaded to the review by clicking on the *Choose File* button in the *Conflict of Interest Form* section of this page.
- Please save the review by clicking the *SAVE* button at the bottom of the page immediately after uploading the *Conflict of Interest Form*.
- Your review of the proposal will not be considered if a completed and signed copy of the *Conflict of Interest Form* is not uploaded to the review.

Upload Signed Conflict of Interest Form \*

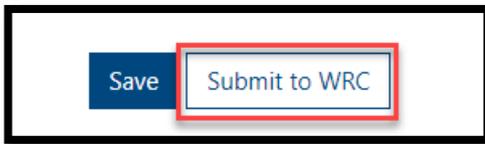
Choose File No file selected

5. All score and comment fields on the form are mandatory and must be completed and the form saved using the **Save** button at the bottom of the form before the **Submit to WRC** button will be enabled to submit your review to the WRC.

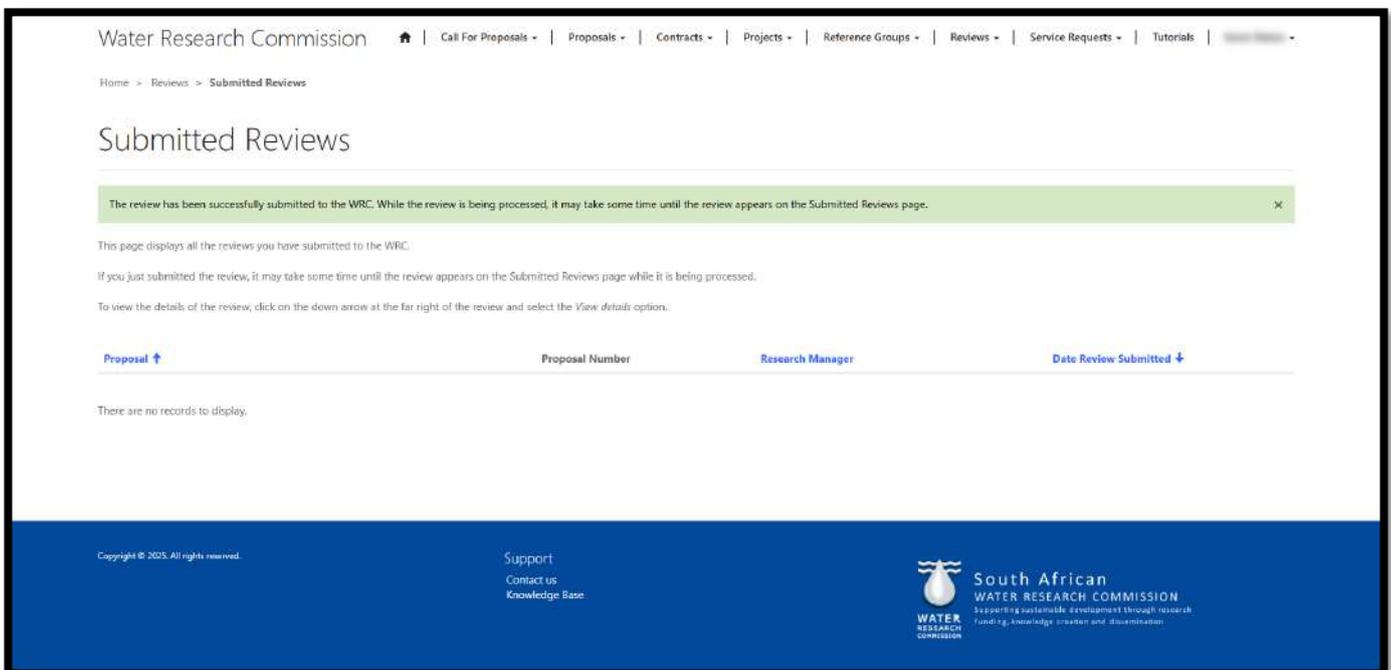


## Submit Review to the WRC

1. When the signed *Conflict of Interest Form for Reviewer Panel Member* document is uploaded, all the mandatory score and comments fields are completed, and the changes to the *Edit Review* form have been saved using the **Save** button, the **Submit to WRC** button at the bottom of the page will be enabled.

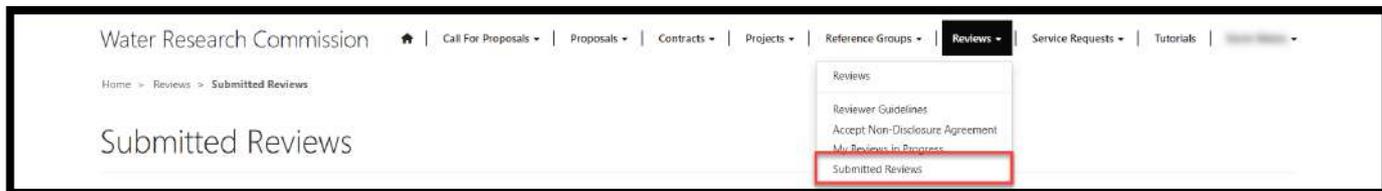


2. Click the **Submit to WRC** button to submit your review to the WRC. You are be re-directed to the [Submitted Reviews](#) page, the review can no longer be edited, and the review will no longer appear in the *My Reviews in Progress* page.
3. **Note:** After submitting the review to the WRC, a confirmation message appears on the *Submitted Reviews* page to confirm the review has been successfully submitted. Please note that it may take some time until the review appears on the *Submitted Reviews* page while the review is being processed.

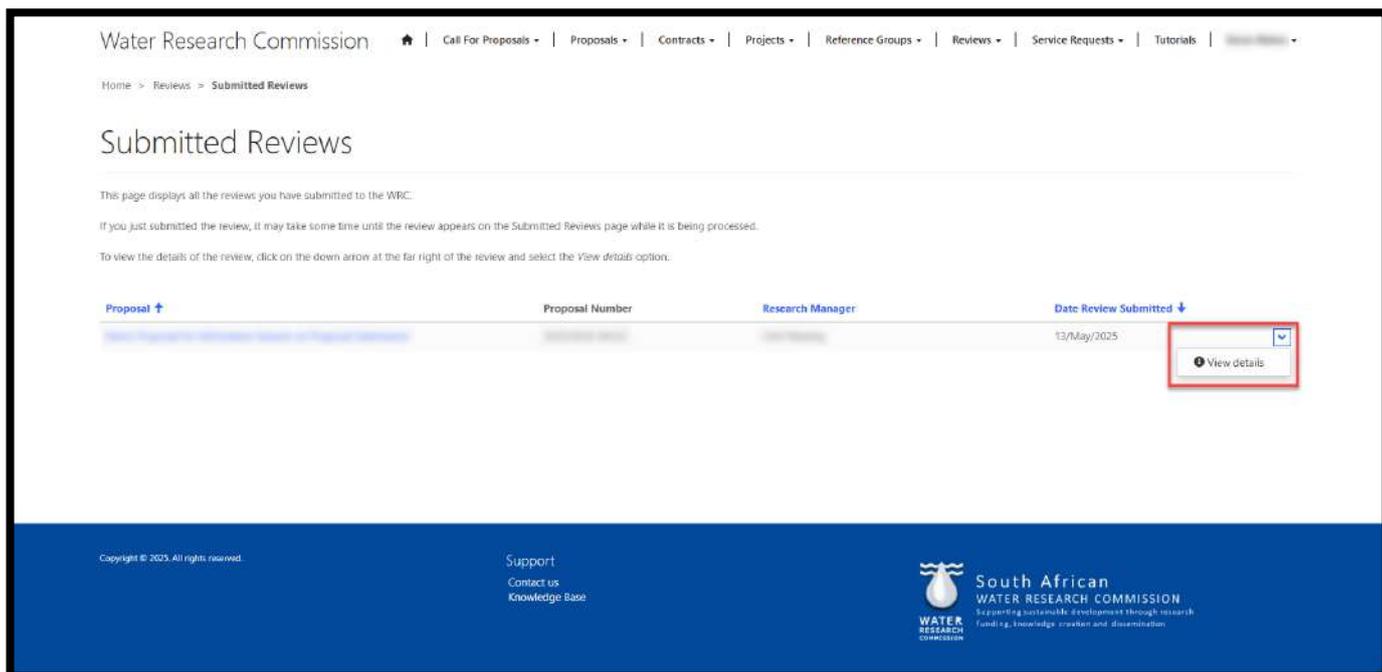


## Submitted Reviews Page

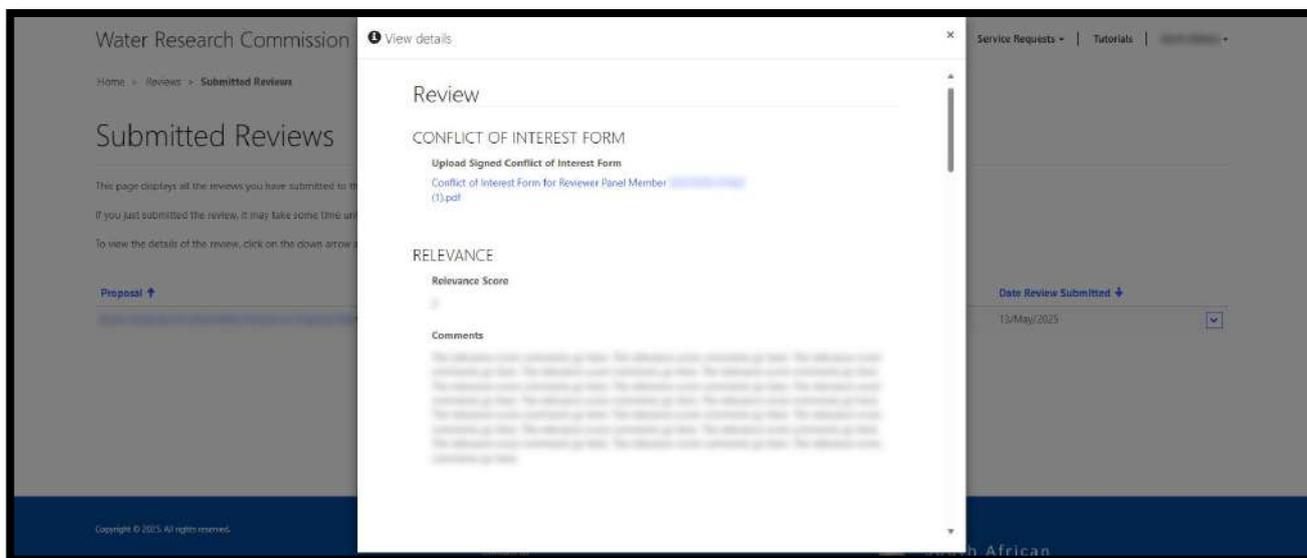
1. To view the *Submitted Reviews* page, click on the **Reviews** option in the Navigation Menu and then click on **Submitted Reviews**.



2. The *Submitted Reviews* page displays a list of proposal reviews you completed and submitted to the WRC.
3. To view the details of the proposal review, click on the arrow on the far right of the review record and select the **View details** option. This opens the *Review Details* window.



4. Scroll down the *Review Details* window to view the review. Click on the x at the top right corner to close it.



## Logging Service Requests for WRC Business Systems Support

### How to log a Service Request

Service Requests can be created on the BMS Portal by following the steps in the [Service Requests](#) section below.

Alternatively, if you cannot access the BMS Portal, you can email us at [bms-support@wrc.org.za](mailto:bms-support@wrc.org.za). Service Requests submitted to the support email address must have the following format:

1. **Subject** – a brief description of the problem
2. **Email body** – Use plain text to type a description to further explain the issue
3. **Attachment** - You can also attach screenshots to the email

### Priority of Service Requests

Service Requests will be prioritized according to the nature of the request:

Priority	Response Time
Priority 1 – Critical	2 hours
Priority 2 – High	4 hours
Priority 3 – Medium	1 working day
Priority 4 – Low	2 working days

The severity, priority and resolution of the calls will be decided by the business systems team and communicated to the business. Priority calls will be classified as such:

1. **Critical:** Unavailability or significant impairment of system. User cannot access the system.
2. **High:** System Impaired. User can access the system and experiences a moderate loss of functionality or access to data, but business can reasonably continue in this situation.
3. **Medium:** Minor Impairment. No significant impact to user's access, functionality, or data.
4. **Low:** General guidance request. No impact to user's access, functionality, or data.

Our support team will remain in-contact with the end-user logging a support request. Should any indicated SLA be unachievable - we will always update the user prior to the SLA being breached.

### Operational Times

Weekdays: Monday to Friday from 8:00am to 4:00pm



## Service Requests

This section details the pages and actions found in the **Service Requests** section in the Navigation Menu of the BMS Portal.

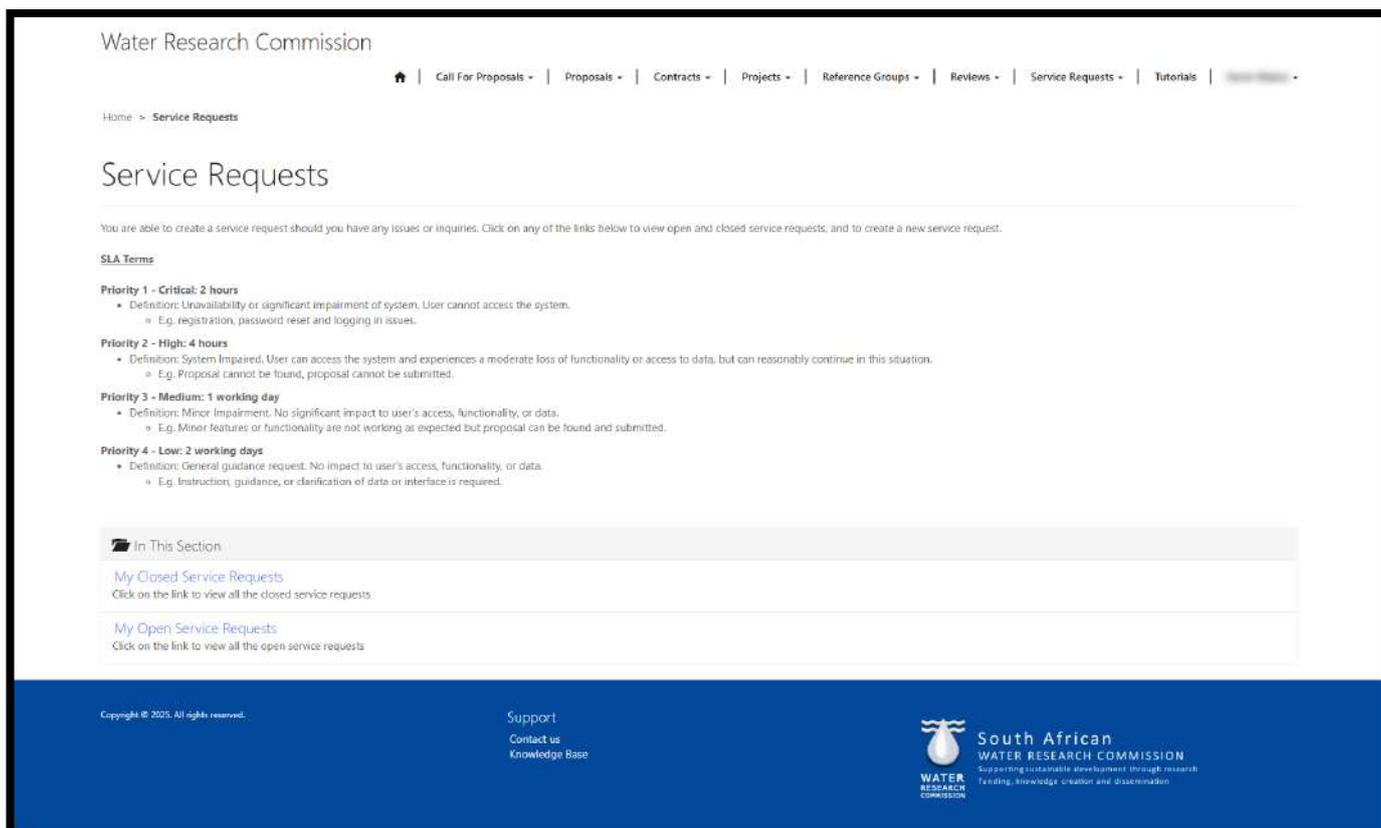


### Service Requests Page

1. To view the *Service Requests* page, click on the **Service Requests** option in the Navigation Menu and then click on **Service Requests**.



2. The *Service Requests* page contains links to the related pages that display information regarding service requests that are currently open, that have been closed, and where you can create a new service request. To view the related pages, click on the links under the **In This Section** section at the bottom of the form.

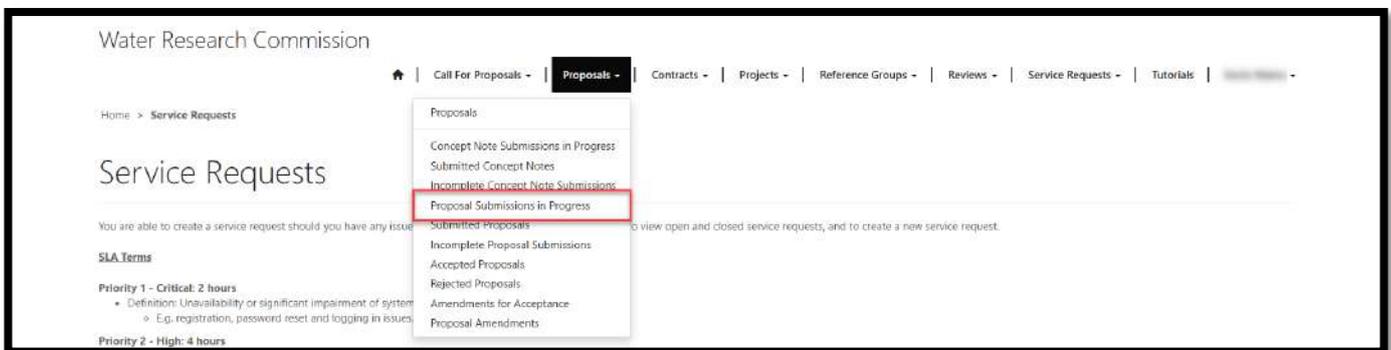


## Create a Service Request

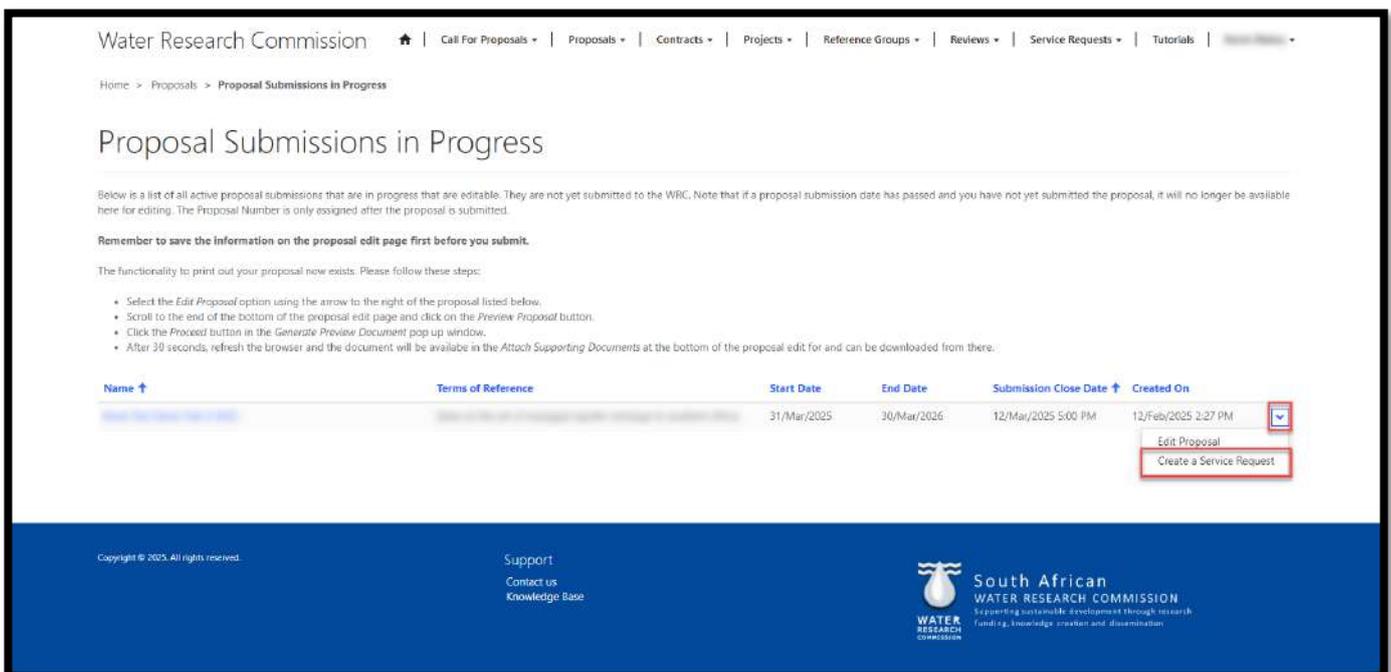
1. In the BMS Portal, there are different ways to create a service request:
  - a. [Create a Service Request from a Proposal Submission in Progress](#)
  - b. [Create a Service Request from a Proposal Amendments Submission in Progress](#)
  - c. [Create a Service Request from an Active Project](#)
  - d. [Create a Service Request from the Open & Closed Service Requests Pages](#)

### Create a Service Request from a Proposal Submission in Progress

1. Creating a service request from a proposal submission will take you to the submission and make it easier for the WRC Business Systems Support Team to assist you if the service request is related to the submission.
2. To create a service request from a proposal submission that you currently have in progress, click on **Proposals** in the Navigation Menu, then select **Proposal Submissions in Progress**. You will be re-directed to the *Proposal Submissions in Progress* page.



3. From the *Proposal Submissions in Progress* page, click on the arrow on the far right of the proposal submission that you wish to open the service request for, and select the **Create a Service Request** option. You will be re-directed to the *Open a New Service Request* page.



- On the *Open a New Service Request*, you will see that the proposal is already linked to the service request as the name of the proposal is in the *Proposal/Project* field.
- Complete all the details of the service request, including the mandatory fields indicated by the \* asterisk, upload any files or screenshots that will assist the WRC Business Systems Support Team (if applicable), and create the service request by clicking the **Create Service Request** button at the bottom of the page.

Water Research Commission

Home > All Service Requests > Open a New Service Request

## Open a New Service Request

### Summary

#### Service Request Details

Contact

Service Request Title \*

Type

Organisation \*

Category \*

Proposal/Project

#### Description

Attach a file

Choose Files No file chosen

Create Service Request Cancel

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Support  
Contact us  
Knowledge Base

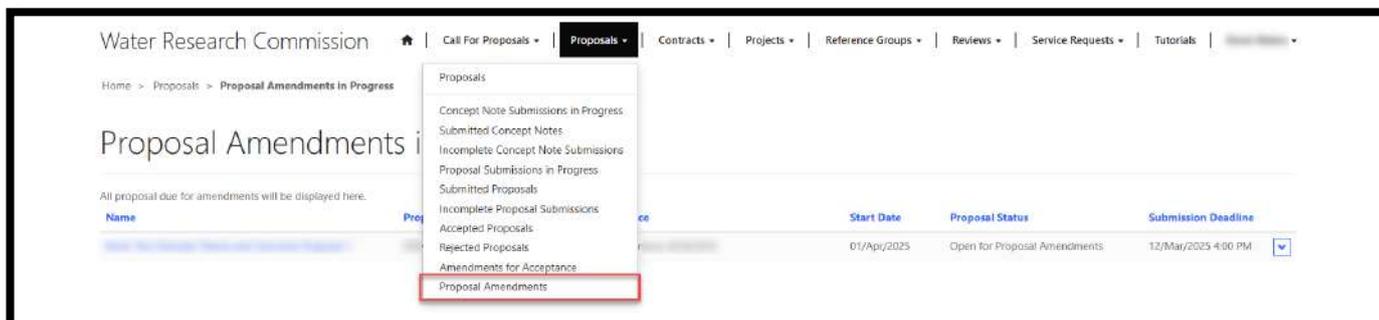
South African  
WATER RESEARCH COMMISSION  
Supporting sustainable development through research  
funding, knowledge creation and dissemination

- You will be re-directed to the *Open Service Requests* page. You can follow the steps in the [My Open Service Requests](#) section of this document to track the progress of your service request.

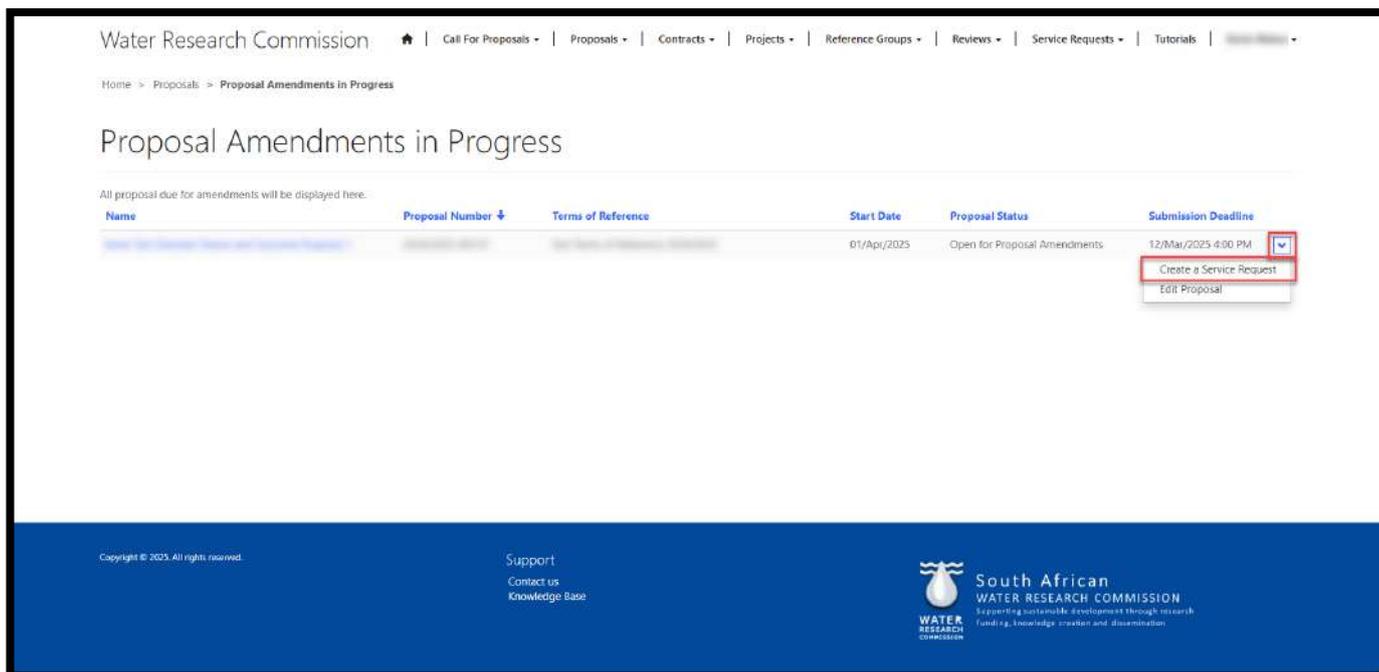


## Create a Service Request from a Proposal Amendments Submission in Progress

1. Creating a service request from a proposal amendments submission will link the request to the submission and make it easier for the WRC Business Systems Support Team to assist you if the service request is related to the submission.
2. To create a service request from a proposal amendments submission that you currently have in progress, click on **Proposals** in the Navigation Menu, then select **Proposal Amendments**. You will be re-directed to the *Proposal Amendments in Progress* page.



3. From the *Proposal Amendments in Progress* page, click on the arrow on the far right of the proposal record that you wish to open the service request for, and select the **Create a Service Request** option. You will be re-directed to the *Open a New Service Request* page.



4. On the *Open a New Service Request*, you will see that the proposal is already linked to the service request as the name of the proposal is in the *Proposal/Project* field.

5. Complete all the details of the service request, including the mandatory fields indicated by the \* asterisk, upload any files or screenshots that will assist the WRC Business Systems Support Team (if applicable), and create the service request by clicking the **Create Service Request** button at the bottom of the page.

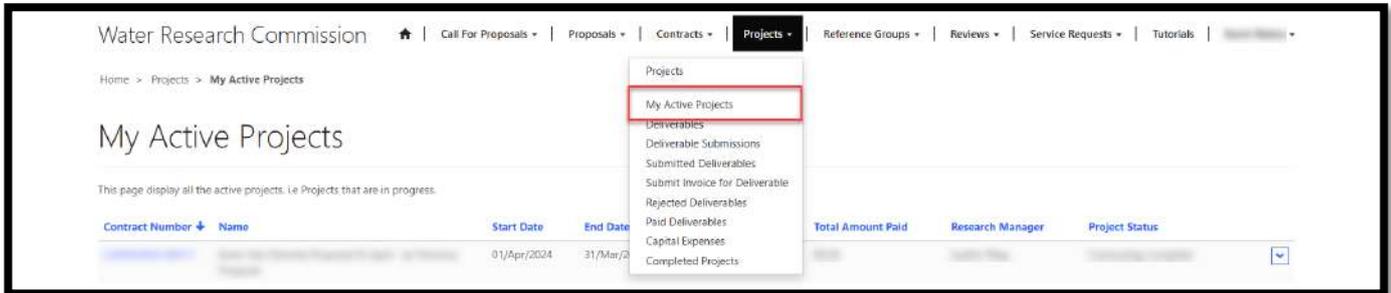
The screenshot shows a web interface for the Water Research Commission. At the top, there is a navigation menu with links for 'Call For Proposals', 'Proposals', 'Contracts', 'Projects', 'Reference Groups', 'Reviews', and 'Service Requests'. Below the navigation, the breadcrumb trail reads 'Home > All Service Requests > Open a New Service Request'. The main heading is 'Open a New Service Request'. Underneath, there is a 'Summary' section followed by 'Service Request Details'. The form includes a 'Contact' field, a 'Service Request Title' field with an asterisk, a 'Type' dropdown menu, a 'Category' dropdown menu with an asterisk, an 'Organisation' field with an asterisk, and a 'Proposal/Project' field. Below these is a 'Description' section with a large text area. At the bottom of the form, there is an 'Attach a file' section with a 'Choose Files' button and the text 'No file chosen'. At the very bottom of the form, there are two buttons: 'Create Service Request' and 'Cancel'. The footer of the page contains copyright information, support links, and the South African Water Research Commission logo with the tagline 'Supporting sustainable development through research funding, knowledge creation and dissemination'.

6. You will be re-directed to the *Open Service Requests* page. You can follow the steps in the [My Open Service Requests](#) section of this document to track the progress of your service request.

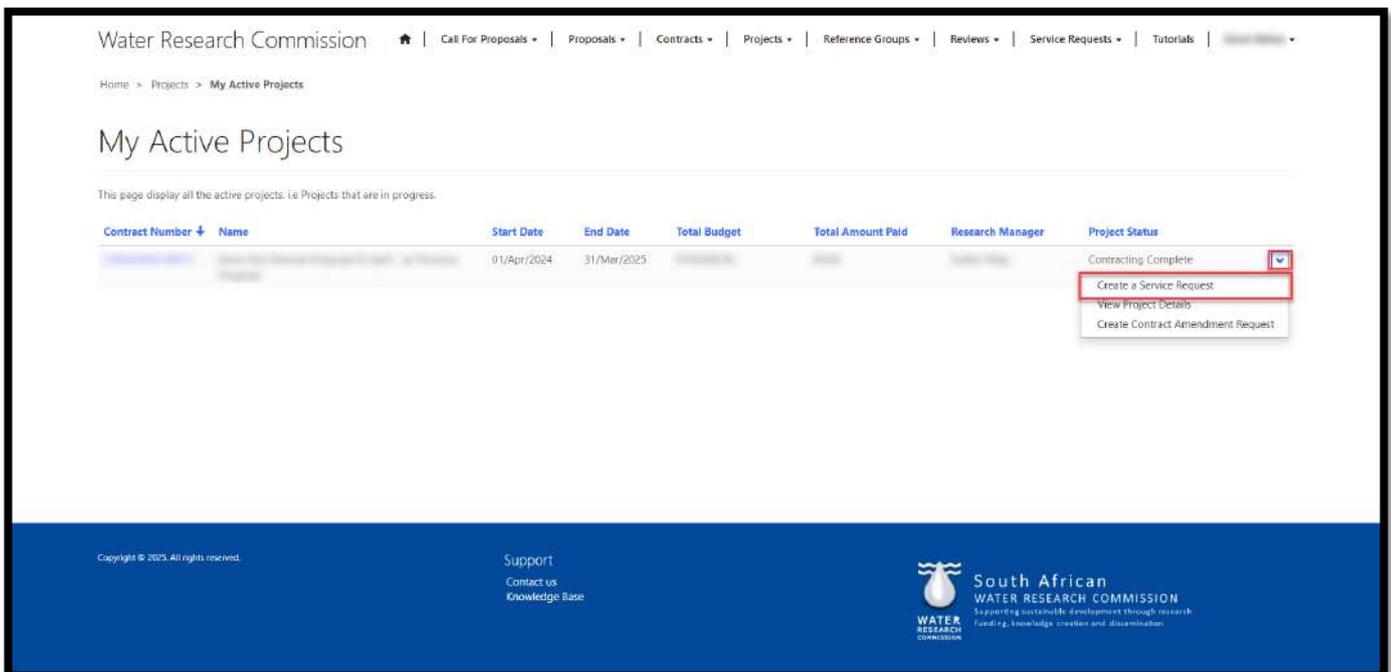


## Create a Service Request from an Active Project

1. Creating a service request from an active project will link the request to the project and make it easier for the WRC Business Systems Support Team to assist you if the service request is related to the project.
2. To create a service request from an active project that is currently in progress, click on **Projects** in the Navigation Menu, then select **My Active Projects**. You will be re-directed to the *My Active Projects* page.



3. From the *My Active Projects* page, click on the arrow on the far right of the project record that you wish to open the service request for, and select the **Create a Service Request** option. You will be re-directed to the *Open a New Service Request* page.



4. On the *Open a New Service Request*, you will see that the project is already linked to the service request as the name of the project is in the *Proposal/Project* field.

5. Complete all the details of the service request, including the mandatory fields indicated by the \* asterisk, upload any files or screenshots that will assist the WRC Business Systems Support Team (if applicable), and create the service request by clicking the **Create Service Request** button at the bottom of the page.

The screenshot shows a web interface for the Water Research Commission. At the top, there is a navigation menu with links for 'Home', 'Call For Proposals', 'Proposals', 'Contracts', 'Projects', 'Reference Groups', 'Reviews', and 'Service Requests'. Below the navigation, the breadcrumb trail reads 'Home > All Service Requests > Open a New Service Request'. The main heading is 'Open a New Service Request'. Underneath, there is a 'Summary' section followed by 'Service Request Details'. The form includes a 'Contact' field, a 'Service Request Title' field with an asterisk indicating it is mandatory, a 'Type' dropdown menu, a 'Category' dropdown menu with an asterisk, an 'Organisation' field with an asterisk, and a 'Proposal/Project' field. Below these is a 'Description' section with a large text area. At the bottom of the form, there is an 'Attach a file' section with a 'Choose Files' button and the text 'No file chosen'. At the very bottom of the form, there are two buttons: 'Create Service Request' and 'Cancel'. The footer of the page contains copyright information, support links, and the South African Water Research Commission logo with the tagline 'Supporting sustainable development through research funding, knowledge creation and dissemination'.

6. You will be re-directed to the *Open Service Requests* page. You can follow the steps in the [My Open Service Requests](#) section of this document to track the progress of your service request.



## Create a Service Request from the Open & Closed Service Requests Pages

1. If you wish to create a service request that is not related to a proposal submission, proposal amendments submission, or an active project, you can create the service request by clicking on the **Create Service Request** button that is found on both the [My Open Service Requests](#) page and [My Closed Service Requests](#) page as detailed in the respective sections below.

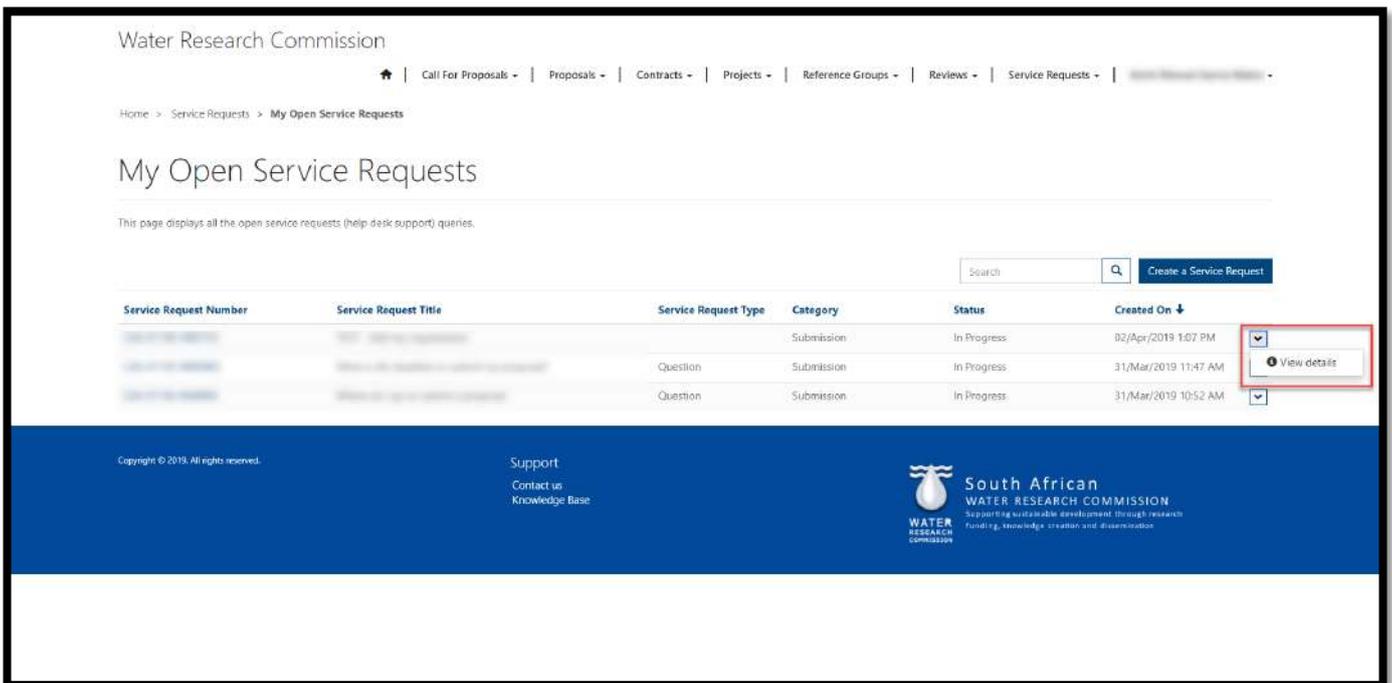


## My Open Service Requests Page

1. To view the *My Open Service Requests* page, click on the **Service Requests** option in the Navigation Menu and then click on **Open Service Requests**.



2. The *My Open Service Requests* page displays a list of service requests that you have opened and that are still in progress.
3. You can track the status of your service request by checking the *Status* column for each service request in listed on the page.
4. You can also create a new service request by clicking on the **Create a Service Request** button on the right side of the page above the list.
5. To view the details of the service request, click on the arrow on the right of the service request record and select the **View details** option. You will be re-directed to the *Service Request Details* page.



6. **Note:** A service request cannot be edited after it is created. If further information is needed, the BMS Support Team will be in contact via email or phone. Once the WRC Business Systems Support Team is satisfied that the request can be closed, they will close the request and it will appear on the *My Closed Service Requests* page.

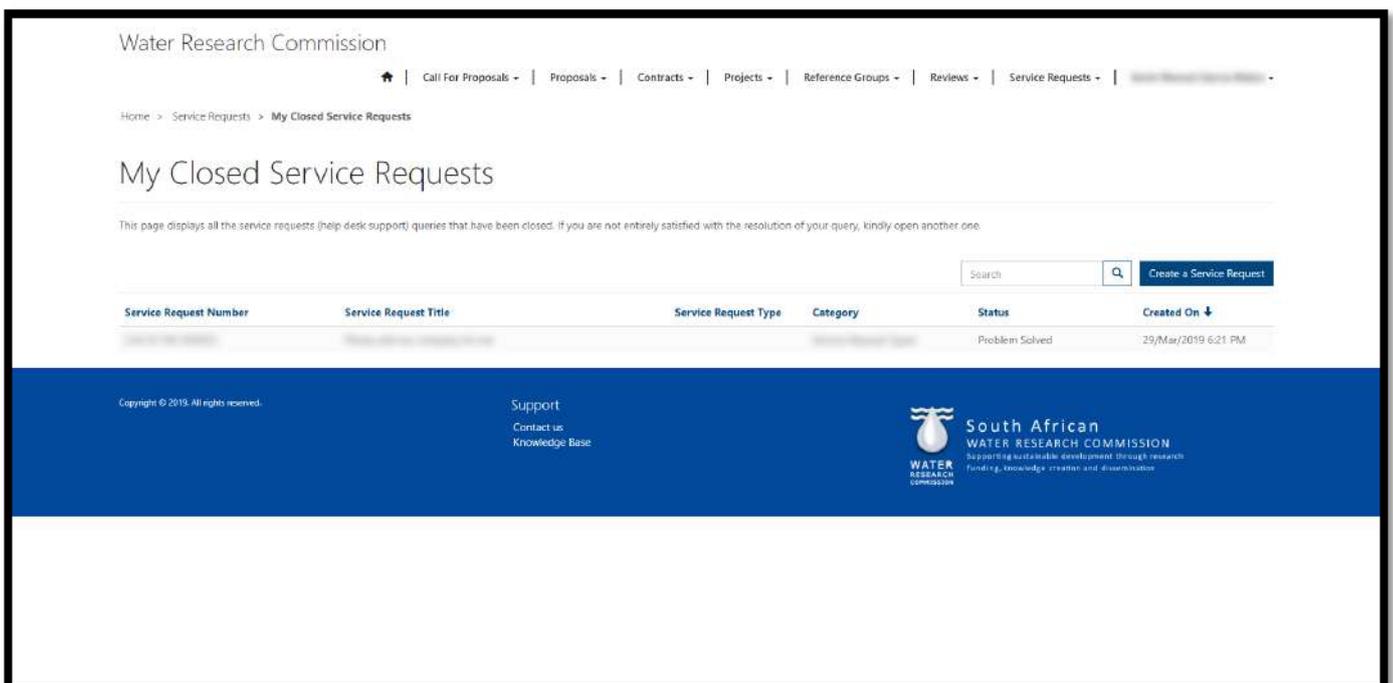


## My Closed Service Requests Page

1. To view the *My Closed Service Requests* page, click on the **Service Requests** option in the Navigation Menu and then click on **Closed Service Requests**.



1. The *My Closed Service Requests* page displays a list of service requests that have been closed by the BMS Support Team.
2. You can also create a new service request by clicking on the **Create a Service Request** button on the right side of the page above the list.



## Conclusion

The BMS Portal is designed to simplify and streamline your engagements with the WRC.

We welcome any feedback or suggestions you have that will help improve your experience. Please send your comments or suggestions to us via email to [bms-support@wrc.org.za](mailto:bms-support@wrc.org.za).

