






# E2E RFI Request for information and Expiry Process

	Action	Email name	RFI Letter attached	Recipients when RFI requested by a relevant authority	Recipients when RFI requested by a referral body	
1	<b>Relevant authority/Referral Body</b> Sends a request for information	Request for further information	<b>Yes.</b> The RFI letter is attached to the email request.	<ul style="list-style-type: none"> <li>Primary Contact, and</li> <li>cc. Applicants where one or many</li> </ul>	<ul style="list-style-type: none"> <li>Primary Contact, and</li> <li>cc. Applicants where one or many, and</li> <li>cc. RA / RAP assessing the consent               <ul style="list-style-type: none"> <li>Allocated assessor (if exists and user is active)</li> <li>ELSE send to Org. email</li> </ul> </li> </ul>	 <a href="#">View example</a>
2	<b>System triggered</b> 5 business days out from expiry sends email	Respond to request for More Information - Reminder	<b>Yes.</b> The RFI letter is attached to the email request.	<ul style="list-style-type: none"> <li>Primary Contact, and</li> <li>cc. Applicants where one or many</li> </ul> cc. RA / RAP org email or the allocated assessor (if exists – and active)	<ul style="list-style-type: none"> <li>Primary Contact and</li> <li>cc. Applicants where one or many</li> <li>cc. Referral Body               <ul style="list-style-type: none"> <li>Referral allocated assessor (if exists and user is active)</li> <li>RFI Initiated user (always)</li> <li>Referral Body org. email (always)</li> </ul> </li> </ul>	 <a href="#">View example</a>
3	<b>System triggered</b> Day following the expiry date	Respond to Request for Information - Expired	<b>Yes.</b> With the initial RFI request, or when a request sent asking for missing/further information this letter is attached and not the initial request.	<ul style="list-style-type: none"> <li>Primary Contact and</li> <li>cc. Applicants where one or many</li> </ul>	<ul style="list-style-type: none"> <li>Primary Contact and</li> <li>cc. Applicants where one or many</li> </ul>	 <a href="#">View example</a>
	<b>System triggered</b> Day following the expiry date	Task for your action – Review Expired RFI	Not applicable	RA / RAP org email for the consent or the allocated assessor (if exists and user is active)	Referral Body <ul style="list-style-type: none"> <li>Referral allocated assessor (if exists and user is active)</li> <li>RFI Initiated user (always)</li> <li>Referral Body org. email (always)</li> </ul>	 <a href="#">View example</a>
4	<b>System triggered</b> Once a week – until the action is completed	Task for your action – Reminder to Review Expired RFI	Not applicable	RA / RAP org email for the consent or the allocated assessor (if exists and user is active)	Referral Body <ul style="list-style-type: none"> <li>Referral allocated assessor (if exists and user is active)</li> <li>RFI Initiated user (always)</li> <li>Referral Body org. email (always)</li> </ul>	 <a href="#">View example</a>

## Email 1: Request for further information



Request for further information - Application ID 23001018 | Address:...




Plan SA Admin <dap-test@plan.sa.gov.au>  
To



3:25 PM

 This sender dap-test@plan.sa.gov.au is from outside your organization.

 If there are problems with how this message is displayed, click here to view it in a web browser.



Request for Information - Application 23000890 - Planning and Land Division Consent.pdf  
92 KB

Request for further information - Application ID 23001018

Applicant: Test Automation

Address: 142 WILLIAM ST NORWOOD SA 5067



This email is a request for further information to assist with the assessment of your Planning Consent. Please refer to the letter attached, for the list of information required and respond by the due date 13/05/2024.

When you have sourced the information requested, then login to your [development application](#) and complete **Your actions** - Provide information - Requested by Relevant Authority.

When you have uploaded all the information requested, tick the checkbox 'All documents uploaded' and click Submit.

Regards,

## Email 2: Request for further information - Reminder

Respond to Request for More Information - Reminder - Developme...




Plan SA Admin <dap-test@pl


To 

Cc 



1:20 AM

 This sender dap-test@plan.sa.gov.au is from outside your organization.

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Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Request for Information - Application 23000890 - Planning and Land Division Consent.pdf  
92 KB

Respond to Request for More Information - Reminder -

Development Application ID: 23001018

Applicant: Test Automation

Address: 142 WILLIAM ST NORWOOD SA 5067

This is a reminder to provide the information requested on the 09/05/2024.

Please find attached the initial Request for Information, providing the details of the information needed to assist with the assessment of your Planning Consent.

Once you have sourced the information requested, sign-in to your [development application](#) and complete the action 'Provide Information - Requested by Relevant Authority'.

View the [document library](#) to view the 'Request for Information' letter.

If you are unable to provide the information by the 13/05/2024 then contact the relevant authority listed below to request an extension of time. Please note, failure to provide the requested information may result in refusal of your application.

## Email 3: Request for further information - Expired



### Respond to Request for Information - Expired - Development Applic...



Plan SA Admin <dap-test@pl

To  
Cc



12:30 AM

*i* This sender dap-test@plan.sa.gov.au is from outside your organization.

*i* If there are problems with how this message is displayed, click here to view it in a web browser.  
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.



Request for Information - Application 23000890 - Planning and Land Division Consent.pdf

92 KB

Respond to Request for Information - Expired - Development

Application ID: 23001018

Applicant: Test Automation

Address: 142 WILLIAM ST NORWOOD SA 5067

Please be advised that the ability to upload the requested information expired on 13/05/2024.

The assessment of your Planning Consent will continue without this information, however this may result in the refusal of this consent.

Please contact the relevant authority listed below regarding the assessment of your application.

Regards,

**Email 4:** Task for your action – Review Expired RFI



Task for your action – Review Expired RFI – Development

Application ID: 23001018

Applicant: Test Automation

Address: 142 WILLIAM ST NORWOOD SA 5067



The 'Review Expired RFI' task is requiring your action for Planning Consent and Request for Information requested on the 9 May 2024 and expired on 13 May 2024.

Noting, you will receive a weekly email reminder until the task is completed.

**Email 5:** Task for your action – Reminder to Review Expired RFI



Task for your action – Reminder to Review Expired RFI –  
Development Application ID: 23001018  
Applicant: Test Automation  
Address: 142 WILLIAM ST NORWOOD SA 5067



The 'Review Expired RFI' task is requiring your action for Planning Consent and Request for Information requested on the 9 May 2024 and expired on 13 May 2024.

Noting, you will receive a weekly email reminder until the task is completed.