

# Special Talking Water

Friday 22 August 2014



Murray Irrigation

## Water ordering system – mobile phone ordering

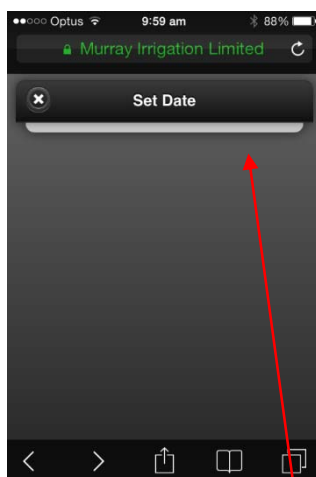
Murray Irrigation wishes to inform customers of a technical issue that may currently be experienced when using a mobile phone for web ordering.

The issue is experienced when a customer tries to enter a 'duration' for their order. The mobile device may lock up and give a blank screen (refer *image A*). In this instance you should re-submit your order, and select a 'finish date' instead of a duration.

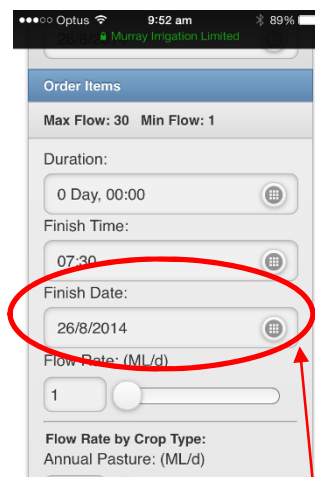
The order process will then proceed as normal.

Murray Irrigation is awaiting advice from Rubicon to rectify the issue, however in the interim please be aware of the following alternative ordering process that will address this issue.

*Image A*



If you experience this screen when selecting an order 'duration', please resubmit your order by closing your browser and logging back in.



You can then proceed by entering a 'Finish Date' instead of an order duration.

The technical issue does not appear to be affecting all mobile devices. Web ordering via computer and iPads is not affected.

Murray Irrigation apologies for any inconvenience caused. For further information, please contact our Water Distribution staff via reception on T. 1300 138 265.

A handwritten signature in black ink that reads "Jennifer McLeod".

**Jennifer McLeod**  
Acting Chief Executive Officer