Immobiliser guide for installers

How-to Guide for Installers

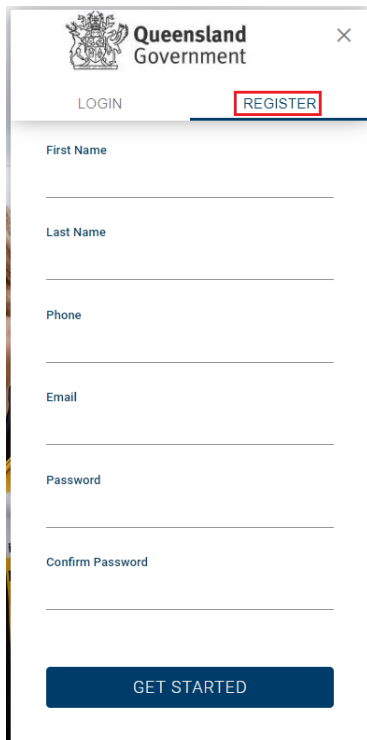# Contents

1. Background

This guide provides an organisation an end-to-end instruction on registering and redeeming a voucher on the QPS Installer Panel.

2. Registration – username and password

1. Access the registration https://sr-cp.sr-enquire.cloud/register/business

2. Confirm your organisation and click 'Register your organisation'.

3. **Enter your personal details** (not the organisation's details) to register your account.

   - If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.

   - When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 8 characters and include one number, one uppercase letter and one lowercase letter.

   - Click 'Get Started'.

User Errors

Have you entered your email address correctly?

- Check your email address is correct. This is where any correspondence will be sent.

Are you entering a password with the required number of characters and numbers?

- Check the entered password is at least eight characters long and a combination or numbers and letters.

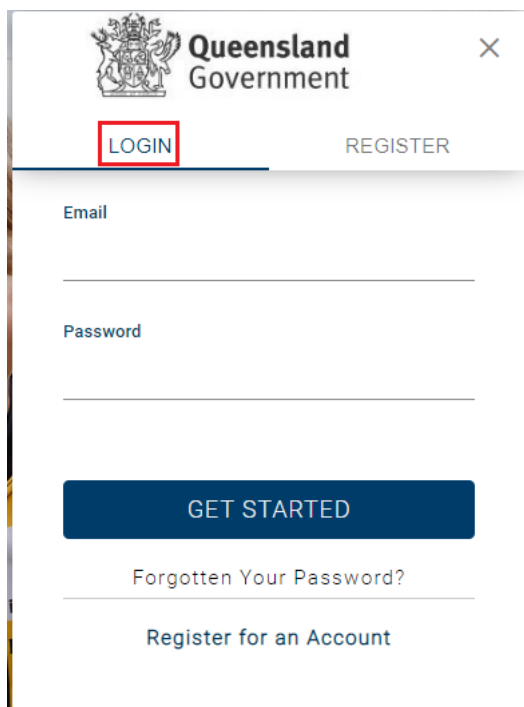**Have you entered a phone number?**

- You need to enter a phone number so the system can confirm you haven't already got an account (e.g.: 0000 000 000).

Email or phone number has already been registered.

- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password, click 'Forgotten Your Password?' under the login.

4. Click 'Login'

You can log in straight away, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.

5. Complete your user profile.

Complete Your User Profile

Please complete the following with your details. Items with * are mandatory.

By clicking on the Privacy statement, you acknowledge that you have read and understood how the Department of Tourism, Innovation and Sport collects, stores, uses and discloses your personal information, as set out in the privacy statement.

Clicking the box will open a pop-up on the screen. Read the Privacy Statement and click 'OK' at the bottom to proceed.

☐ By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *

- Read the Privacy Statement and click 'Ok' in the pop-up.

- Complete your details noting only sections marked with * are mandatory.

6. Click 'Save' at the bottom to proceed.

Please read the Privacy, terms and conditions.

☐ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

Once you have completed the above click 'Save' on the right to continue.

Cancel   Save

3. Complete the Organisation Registration

1. Click to open and read the 'Privacy Statement'. You will need to click 'Ok' in the pop-up.

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

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2. Enter your Businesses ABN. If you are not sure of your ABN, search your business on the Australian Business Register. Your business details will populate into the blue boxes. If this information doesn't look correct, check your ABN.
3. Complete your business details. All questions marked with an asterisk (*) are mandatory.

    I. *Business Account Name should be your trading name. Read the Privacy Statement and click 'Ok' in the pop-up.
    II. *Primary Email and Phone should be the best contact for an individual to get immobilisers installed. This information will be published on the Installer Providers List.
    III. **Primary Address** should be the physical location of your organisation so that individuals know where they will be able to get the installation completed.
        a. If you cannot find your address, click 'Cannot find your address?' Enter your address in Line 1.
        b. You will then need to click into the Suburb/City and select the appropriate option.

4. You will be the Key Contact for this organisation. Select the appropriate position title for your role.
5. The **Accountable Officer** should be the most senior person or owner within your business such as the Owner, Proprietor, Manager or Chief Executive Officer. This person would have the authority to execute legal documents on your organisation's behalf. You need to click 'Save Contact' to proceed.
    I. If the key contact is also the accountable officer, select 'Use Key Contact as Accountable Officer'.

You will be the Key Contact for your organisation. If your organisation is registered under the FairPlay program you will be able to redeem vouchers and will receive communication regarding the program.

Key Contact Name
Mr Test Org3

Key Contact Position Title *

Accountable Officer's Contact Details

The Accountable Officer should be the most senior person within your organisation such as the President or Chief Executive Officer. This person would have the authority to execute grant contracts/sign legal documents on your organisation's behalf.

Complete the details and click 'Save Contact' below.

☐ Use Key Contact as Accountable Officer

User Errors

Haven't completed all mandatory items.

- Check that all mandatory questions have been completed. Under Accountable Officer you may need to click 'Save Contact' before you save the whole form.
- Scroll to the top of the page to check for any error messages.

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6. Read and acknowledge the Terms and Conditions
7. Click 'Save' to exit.

Please review the terms and conditions (text will open in a new tab).

☐ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

Once you have completed the above click 'Save' on the right to continue.

[Save]

4. Complete the QPS Installer Panel Application

1. On the home page click 'Apply' next to - Register as a Queensland Government Vehicle Immobiliser Subsidy Trial Installer for Vouchers.

Events

Name	Opens	Closes		
FairPlay - Register as an Activity Provider	22/6/2022 8:00 AM	30/6/2024 11:59 PM	Apply	View Details
QPS - Register as a Queensland Government Vehicle Immobiliser Subsidy Trial Installer	9/6/2023 1:21 PM	30/9/2023 1:21 PM	Apply	View Details

2. Click to open and read the 'Privacy Statement'. You will need to click 'Ok' in the pop-up.

Vehicle Immobiliser Subsidy Trial Installer Registration

Please review the details below to ensure they are current and correct before proceeding.

You will need to confirm you have read the Privacy Statement (click 'I accept' in the pop up) and confirm your organisation meets the eligibility criteria shown below.

☐ Click to open and accept the Privacy Statement *

Privacy and use of information

The Department of Tourism, Innovation and Sport (the department) and the Queensland Police Service (QPS) manages all personal information in accordance with the Information Privacy Act 2009 (Qld).

The department is collecting your name, address, mobile phone number and email address which may be personal information:

1. during the registration process for the organisation to become an approved installer under Queensland Government Vehicle Immobiliser Subsidy Trial (the Program), the QPS will use the personal information collected to assess the application for registration under the Program; and/or
2. if registered, during the organisations participation in the Program (including any feedback or survey results provided) to administer the Program.

When requested, the registered organisations details (which may include contact details and personal information) and the information on the number of Vouchers received by a registered organisation may be provided to members of parliament and relevant Government entities.

Information, including personal information, may be:

1. used by the QPS for monitoring and evaluating the QPS' programs (including the Program) and resources and/or
2. disclosed to the QPS' contractor/s engaged for the purpose of monitoring and/or evaluating the Program and/or
3. used by the QPS' or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
4. used by the QPS or its contractor/s for any purpose associated with the administration of the Program;

The department will disclose relevant details of a registered organisation (such as organisation name, address, contact telephone number, contact email and certified fuel types to install vehicle immobiliser devices on under the Program) on QPS' website.

The email address you provide as part of the registration or application process will be used by the department and QPS and/or the department and QPS' contractor/s in relation to the Program to communicate with you. Dependent on your email service provider this may involve the transfer of your personal information overseas.

Personal information will not be disclosed to any other third parties without your consent unless authorised or required to do so by law. Further information on how the department manages personal information can be found at https://www.dtis.qld.gov.au/site-information/privacy. You can also read more about how the QPS manages personal information at https://www.police.qld.gov.au/privacy-statement

You have a right to request access to QPS documents containing your personal information. If you wish to request access to your personal information or inquire about QPS' handling of your personal information, please contact the Right to Information and Privacy Unit by email or by phone (07) 3364 4666.

OK

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

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3. Check your organisation meets the eligibility. If you have any concerns or questions, please contact Police Link (131 444) before you proceed.

Organisation means a business (sole-trader, partnership, private company or public company, trust or incorporated not for profit organisation or company) operating in Queensland under an active Australian Business Number (ABN) that has been approved by the Department as an installer under the Queensland Government Vehicle Immobiliser Trial.

To become an approved installer, your organisation must meet the following criteria:

a. have a valid and current Australian Business Number (ABN).
b. Select the fuel type of vehicles that you are accredited to install immobilisers.
c. Public Liability Insurance Certificate.

In order to be eligible as an Approved Organisation for the program, an organisation must:

    a. have a valid and current Australian Business Number (ABN).

    b. have installation staff who have qualifications in either/or-

        i. a Mechanical certification III

        ii. Auto Electric Certification III

        iii. ZEV qualifications

    c. operating from a register address in Queensland.

Note: The department or QPS at any time can request a copy of your organisation's documentation relating to the above to ensure you comply with the eligibility requirements of the program.

☐ By checking this box, I hereby declare my organisation meets the eligibility requirements listed above *

Fuel type

Select the fuel types your organisation has certified personnel to install vehicle Immobiliser Devices on.

As an authorised representative for the applicant organisation, I acknowledge and affirm only accredited and qualified employees (Cert 3 mechanical / Cert 3 auto electrical) will be utilised to install, or directly supervise and approve installation, of approved vehicle immobilisers to the following vehicle types: (Petrol / Gas / Electric / Diesel).

I understand that any false or misleading information provided may have legal consequences.

Fuel *
☐ Petrol
☐ Gas
☐ Electric
☐ Diesel

4. Enter your organisation's bank details:
   - Bank Account Name must be the name of the organisation.
   - Double check your BSB and Account number.
   - You will need to upload a copy of your Bank Statement (no more than three months old) to confirm these details. The account name, BSB and account number will need to be visible on the statement, but transaction details can be cut or blurred out.

Bank Account Details and Public Liability Insurance Certificate

Enter your organisation's bank details below. This account should be under the organisation's name and will be where voucher funds are deposited. You will need to supply a copy of your current Bank Account Statement so these details can be confirmed. Account name, BSB and account number will need to be visible. The organisation's bank account name must exactly match your bank statement account name and must match the organisation's legal name listed on the Australian Business Register.

Bank Account Name *

                                                      0/255

BSB *

                                                      0/255

Bank Account No. *

Please enter a valid bank account number. Must contain only numbers including all leading zeros. i.e. 0077834221   0/255

Pease attach your bank statement and current public liability insurance certificate

Attach a copy of your current Bank Account Statement and current public liability insurance certificate *

Upload Document

Tick the box next to Uploaded Bank Statement.

☑ Uploaded Bank statement *

5. Attach your organisation's Public Liability Insurance Certificate using the Upload Document button and then tick the Uploaded Public Liability insurance certificate box.

Public liability insurance certificate - By acknowledging this legal disclaimer, I confirm that a copy of our current professional indemnity insurance policy has been provided and will ensure the policy remains valid while participating in the trial as an approved installer.

☐ Uploaded Public liability insurance certificate *

Upload Document

○ Bank statement_organisation 1

◉ Public Liability document

☑ Uploaded Public liability insurance certificate *

6. Access and read the Terms and Conditions by clicking on the link, then tick the check box.

Review the terms and conditions (text will open in a new tab).

By clicking the box below, you confirm:

- You are authorised by the organisation applying for registration to complete this application
- That you have read and agree to the terms and conditions
- That the information supplied is, to your knowledge, true and correct.

☑ I agree *

Click 'Save' to submit your registration.

Cancel   Save

7. Click 'Save' to submit.
8. You will be returned to the home page. From the home page you can redeem vouchers (once your panel membership has been approved), access your Account Details, Contacts and User Profile to update your details or see any past vouchers.

You can check the status of your application by clicking on the 'Panels' under the Business account. Once your membership application has been reviewed and approved you will see the status 'Active'. You will also receive an email confirming the outcome.

Home   Published Rounds

The Bmc Group Pty Ltd

Details   Contacts   Past Events   Past Requests   **Panels**

Open   FairPlay - Register as an Activity Provider   Opening Date   Closing Date
22/6/2022 8:00 AM   30/6/2024 11:59 PM

Panel Memberships

Filter

Panel Name	Verification Status	Membership Status
QPS Installer	Unverified	Pending

Items per page: 20 ▾   0 of 0 |< < > >|

Registration will be assessed by QPS (Queensland Police Service), and the contact will be advised of the outcome.

Organisations will not be able to redeem vouchers until the registration has been approved by QPS.

You won't be able to redeem a voucher until you have been verified. You will receive the below notification.
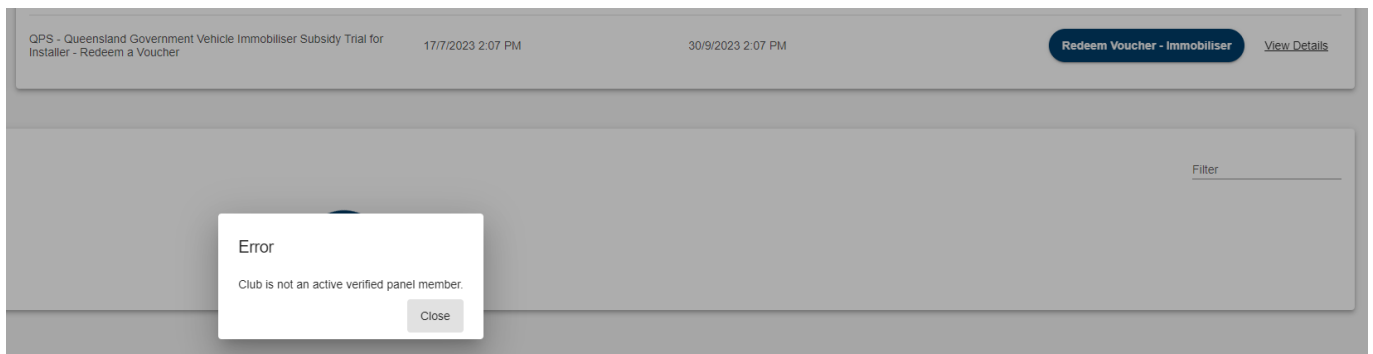
5. Redeeming a Voucher

1. Before you redeem the voucher, please ask the client to confirm that the voucher hasn't already been redeemed.
2. Login to your account, click on 'Redeem Voucher - Immobiliser'.
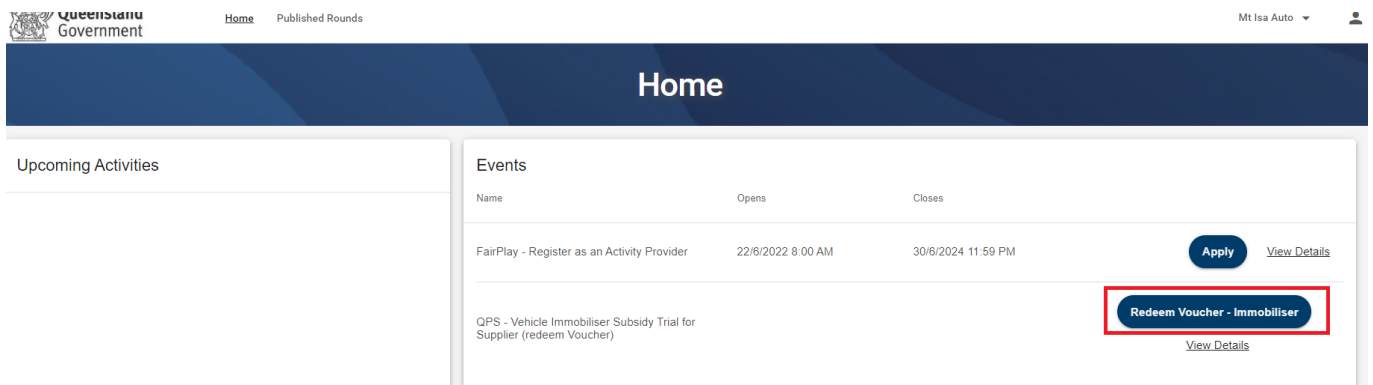
3. Check your organisation and bank details area accurate. If any details need updating, click 'Update Club or Bank Details' and use the 'Edit' button under the relevant section.

To redeem a voucher:

Please review your organisation's contact and bank details below.

If you need to update these details, please click 'Update Organisation or Bank Details' and scroll down to the edit button under the relevant heading.

Note: only the Key Contact / Account Administrator can update these details.

If you update your organisation's bank details you can still redeem vouchers however payments will not be processed until these details are verified by the Queensland Police Service.

Read and agree to the Terms and Conditions and click 'Save' on the bottom right to continue.

Organisation Details

| Organisation Legal Name |
| THE BMC GROUP PTY LTD |

Key Contact Name
Mr Test Owner2

Address Line 1

Address Line 2

Suburb / Town

Postcode

State

Update Organisation or Bank Details

You must be an account administrator / key contact of the organisation to update these details.

Bank Details

BSB

Account No

Account Name

Declaration

You must view the Terms and Conditions (opens in a new window) before proceeding.

If you are unable to view the Terms and Conditions, you may have to disable the pop-up blocker on your browser.

By clicking the box below, you acknowledge that you have read and agree to the Terms and Conditions, and that the information supplied in this submission is, to your knowledge, true and correct.

☐ I agree *

Mr Test Owner2 on 27/07/2023

CANCEL   SAVE

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4. You must view the Terms and Conditions by clicking on the link before proceeding. Tick the box to indicate you have read and agree to the terms and conditions.

By acknowledging this legal disclaimer, I confirm that all works were completed in accordance with the terms and conditions as outlined at https://www.police.qld.gov.au/initiatives/vehicle-immobiliser-subsidy-trial/terms-conditions-vehicle-immobiliser-vouchers

Confirm and acknowledge that as the supplier and fitter of the stationary immobilisers under the trial, I remain responsible for any warranty and or personal/property claims, that result from either product or fitting defects and any resulting personal or property damage suffered by the customer/individual who installs an immobiliser to their vehicle.

I acknowledge and affirm that all information provided by redemption of the voucher, including but not limited to product descriptions, specifications, claims, details, and any other representations, is true and correct to the best of my knowledge. I understand that any false or misleading information provided by may have legal consequences.

I acknowledge and affirm that accredited and qualified employees (Cert 3 mechanical / Cert 3 auto electrical) were utilised to install, or directly supervised and approved installation, of an approved vehicle immobilisers to the vehicle listed on the voucher number.

OK

---

5. Click 'Save' to proceed.
6. Enter the voucher number and press 'Enter'. The voucher details will appear below.

Queensland Government

Home   Published Rounds

Redeem Voucher

Voucher Number

Required

Press Enter to continue

Queensland Government

Home   Published Rounds

Redeem Voucher

Voucher Number
JEWE4GLL

Press Enter to continue

7. Confirm the vehicle registration details against the details displayed on the presented voucher.
8. Confirm you have installed the device on the registered vehicle for this voucher.
9. Provide the name of the installer.
10. Confirm the qualifications of the installer.
11. Select the type of device.
12. Enter the value of the device ($ GST Inclusive).
13. Enter the value of installation ($ GST Inclusive).
14. Attach a copy of the Tax invoice.

Voucher for Happy Trails

1. Review the voucher details to confirm you are redeeming the correct voucher
2. Enter the Device price charge (GST Inclusive) and Installation price charge (GST Inclusive)
3. The redemption amount will auto-calculate This is what your organisation will be paid.
4. Click Redeem at the bottom of the screen to finalise your claim

You can find your redeemed vouchers on the Home page. The remittance advice will be sent to the Key Contact's email address

Installation Details

☐ Confirm you have installed the Device on Registered Vehicle for this voucher

Name of Installer/Supervisor *

Select Qualification of Installer/Supervisor
☐ Mechanical Certification III
☐ Auto Electrics Certification III
☐ Cert II for either qualification, Apprentice, Authorised installer must be supervised by Cert III for either Mechanical or Auto Electric
☐ Certificate III in Automotive Electric Vehicle Technology

Type of Device

Car Registration Details (Applicant)

Registration Number
169MAN

Vehicle Identification Number (VIN)
6FPAAAJGSW5B64546

Description
2005 FORD FALCON SEDAN

Purpose of Use
PRIVATE

Registration Status
CURRENT

Vehicle Immobiliser Device and Installation Price Charged

Device Price Charged (GST Inclusive) *
0.00

Installation Price Charged (GST Inclusive) *
0.00

Total Invoice Charge (GST Inclusive)
0.00

[Attach Tax Invoice]

Redemption Amount ($)
0.00
A voucher can only be redeemed once. You cannot partially redeem a voucher multiple times.

The Voucher redemption amount will automatically populate.

Where the total invoice charge (GST Inclusive) is equal to or greater than $500 the redemption amount will equal $500.

Where the total invoice charge (GST Inclusive) is less than $500 the redemption value will be the total invoice charge.

Redemption Date
14/07/2023

Redeemed By
Mr Ryan Goal

☑ Redeem another voucher (untick if you only want to redeem one voucher)

CANCEL   REDEEM

15. If you have more vouchers to redeem, ensure 'Redeem another voucher' is ticked and click 'Redeem'. If any don't have any more vouchers to redeem, untick 'Redeem another voucher' and click 'Redeem'.

Has the Child played club sport before?
No

CANCEL   REDEEM   ☑ Redeem another voucher (untick if you only want to redeem one voucher)

16. Remittance advice (including voucher numbers) will be sent to the Business Account Primary email address.

When you have redeemed all vouchers, click 'Home' at the top of the page to return to the home page. Here you can view successfully redeemed vouchers.

Businesses will receive reimbursement within 10 business days – the application number will appear as the reference number on the bank statement.
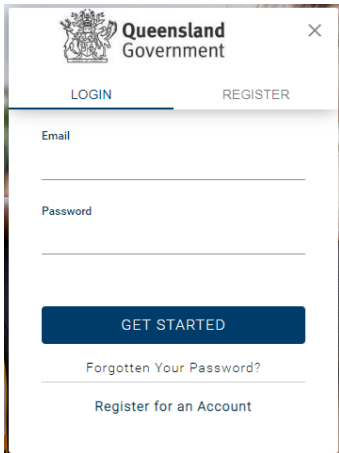
6. Changing organisation account details
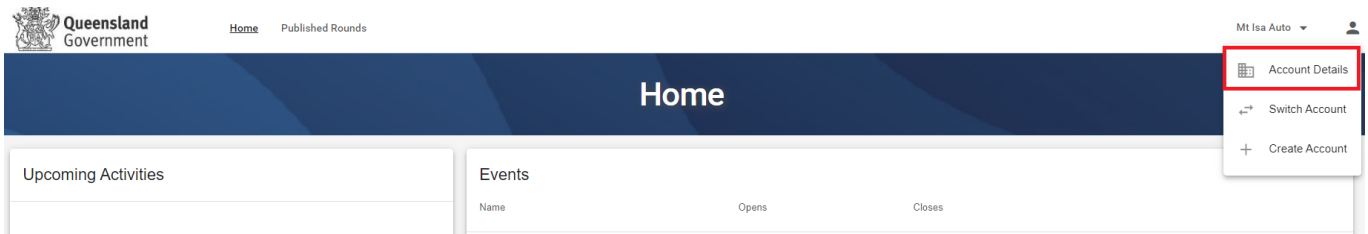
If the organisation details displayed in the list of approved installers on our website have changed (business name, address, phone and website address) you need to update the details in organisation account.

1. Log in to your account.
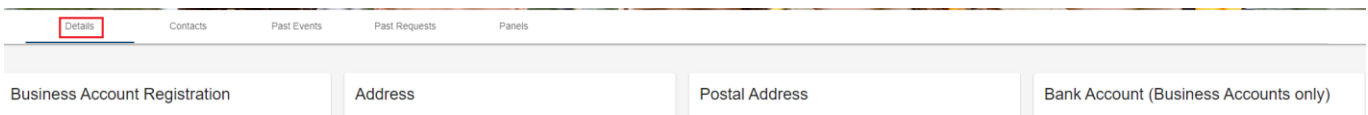
2. Click on the drop-down arrow next to your organisation name at the top right of the page and select 'Account Details'.

3. Your details are listed here under the 'Details' tab, you can use the 'Edit' button at the bottom of each card to update the relevant details.

Business Account Registration

ABN
81605540734

Name
TAGSPACE PTY LTD

Status
Active

Registered for GST
Yes

ABN Status
Active

Entity Type Name
Australian Private Company

ACN
605540734

Incorporation Number

Incorporation Date

Business Account Name
Tagspace Pty Ltd

Primary Email
tagspace@example.com

Secondary Email

Primary Phone
0000 000 030

Secondary Phone

Website

Entity
Sole-trader

Month of the Organisation AGM

State or National Affiliated Organisation
Not applicable

[Edit]

Address

Line 1
2112 South Shields Drive

Line 2

Suburb/City
Benowa

State/Region
Queensland

Postcode/ZIP Code
4217

Country
Australia

[Edit]

Postal Address

Line 1
2112 South Shields Drive

Line 2

Suburb/City
Benowa

State/Region
Queensland

Postcode/ZIP Code
4217

Country
Australia

[Edit]

Bank Account (Business Accounts only)

If you update these details you will need to send a copy of your organisation's bank statement to pdu@dtis.qld.gov.au for verification. The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but transaction details can be cut or blurred out.

You can still redeem vouchers however payments will not be processed until the bank statement is received and the organisation's details are verified by the Department.

You can check the club's verification status by clicking on 'Panels' above.

Bank Account Name
tagspace pty ltd

Bank Account BSB
000 000

Bank Account No.
0000000

[Edit]

4. Click 'Save' when you have updated the details.

Address

Line 1
2112 South Shields Drive

Line 2

Suburb/City
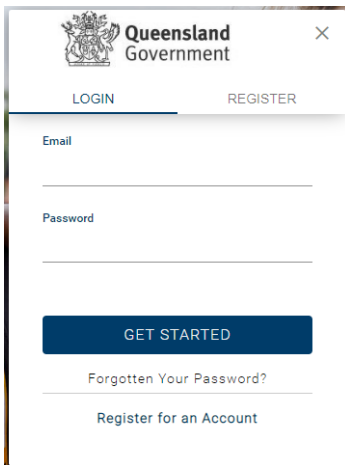Benowa

State/Region
Queensland

Postcode/ZIP Code
4217

Country
Australia

Cancel   Save

These changes will be reflected online when the list is next updated.
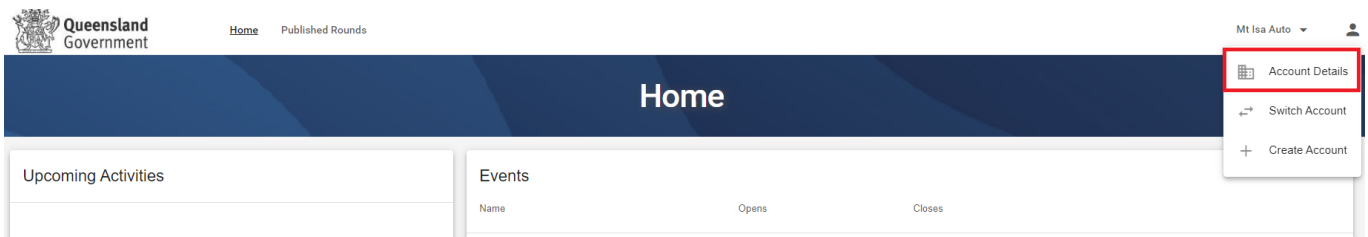
7. Adding a new user to redeem vouchers

An organisation may have multiple people linked to the account to redeem vouchers. The key contact will need to:
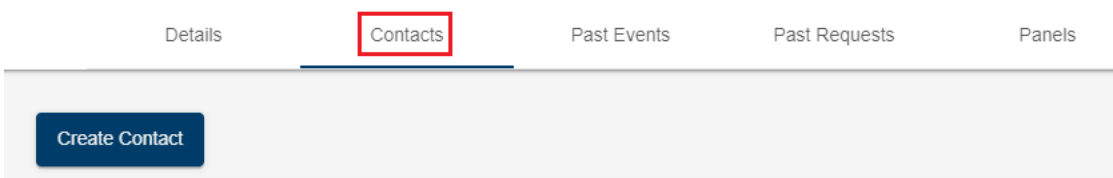
1. Log in to their account.

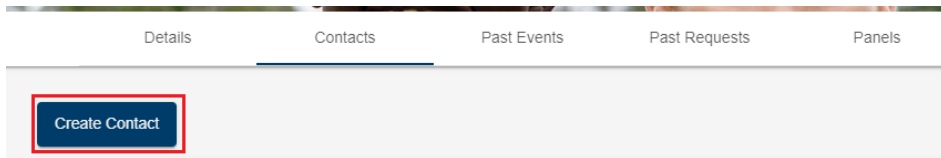2. Click on the drop-down arrow next to your business name at the top right of the page and select 'Account Details'.

3. Click on the 'Contacts' tab.

4. This screen will display all contacts related to your business.
5. Click 'Create contact'.

Details   Contacts   Past Events   Past Requests   Panels

Create Contact

6. Enter the new contact's first name, last name and email address.

7. Select 'Send invitation' will prompt you to select an appropriate role from the drop-down list.

I. **Standard User** can view organisation details and redeem vouchers.
II. **Account Administrator** can edit organisation details, manage contacts and redeem vouchers.

8. Click 'Save'.

The recipient will need to check their email and click the link in the email to register/log in. When they log in, they will be asked to confirm they would like to be linked to the business. Click 'Yes'.

They will then be connected to the organisation account and able to redeem vouchers.

Possible Technical Issue

Email was not received.

- Under 'Account Details', 'Contacts', check that the email entered is correct. If it is not correct, click the three dots to the far right of the contact's name and select 'View', then 'Edit'. Update the email and click 'Save'.
- You can resend the invitation by clicking 'Revoke', then clicking the three dots to the far right of the contact's name and selecting 'Invite'. You will need to confirm the address and Role in Account prior to inviting.

The person responsible for redeeming vouchers has left the organisation and you cannot access the account.

If the person responsible for redeeming vouchers is no longer contactable, follow the steps below to register an individual account for the new contact.

1. If the organisation is registered, you will need to register an individual account (see instruction above).

2. Once you have an individual account, complete the Primary Contact Change Request Form and email to srsgrportal@dtis.qld.gov.au.
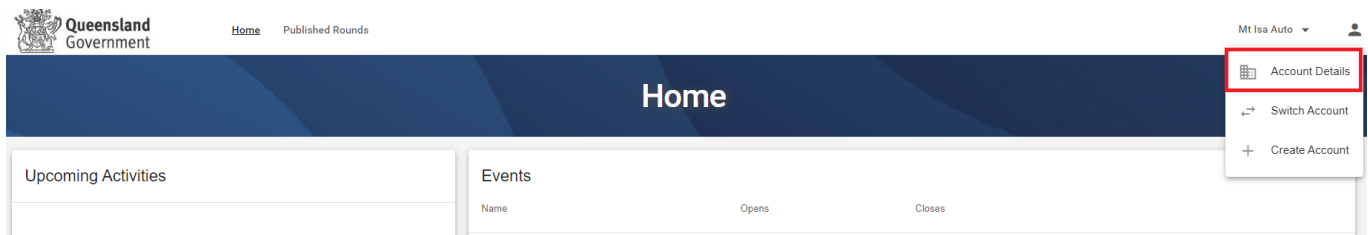
3.   If the organisation is **not** registered, following the instructions to register an individual account, complete the organisation registration and complete the QPS Installer Panel application *(pages 7 to 10).*

As the new contact person, you will have access to the bank account details, be able to redeem vouchers and add new users for the business. You will receive an email notification once your new account is linked.

8. Changing bank account details

Each organisation may only have one bank account listed.

1. Log in to your account.
2. Click on the drop-down arrow next to your business name at the top of the page and select 'Account Details'.

3. Your details are listed here, you can use the 'Edit' button at the bottom of Bank Account card to update the relevant details.

4. Once you have updated the details click 'Save'

You will need to send a copy of your bank statement (from the last three months) to InstallerVIT.SubsidyTrial@police.qld.gov.au to confirm these details. The account name, BSB and account number will need to be visible on the statement, but transaction details can be cut or blurred out.

Note: If you change your organisation bank details you can still redeem vouchers however payments will not be processed until the bank statement is received and the businesses details verified by the Department.

9. Changing login email address

Your login email is where you will receive all correspondence regarding QPS Queensland Government Vehicle Immobiliser Subsidy Trial - Vehicle Immobiliser Device. If you no longer have access to this email you will need to change your login email by doing the following:

1. Log in to your account. (require new screen shot)
2. Click on the person icon in the top right-hand corner of the screen.
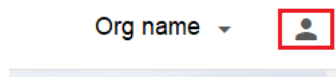
3. Click 'User Profile'
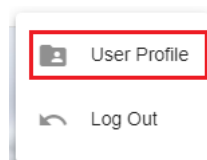
3. Click 'Update Email' next to Primary Email (you can also change your password from this screen)

Contact Details | Security

Account Details

Here you can update your primary account details.

Primary Email
testorg3@example.com

Primary Phone Number
0000 000 030

[Update Email] [Update Primary Phone] [Update Password]

4. Check the current Primary Email is the email you want to change.
5. Enter the new email.
6. Enter your current password to confirm you are authorised to update the email.
7. Click 'Save'.

Update Primary Email Address

Please enter a new primary email address and confirm with your current password.

Current Primary Email
testorg3@example.com
This is your current primary email address.

New Primary Email
Enter your new primary email address.

Current Password
Enter your current password.

[Cancel] [Save]

8. Next time you log in you will need to use your new email and the same password.

10.   Further enquiries

For any questions, contact PoliceLink 131 444