

CCQ Invoicing System Sign-up and Overview Guide

Last updated June 2025

The CCQ Invoicing System (the System) is accessible to the government contracted undertakers (referred to in the portal as funeral directors) and provides an online submission process and improves data collection for invoice claims.

Purpose

The purpose of this document is to provide a step-by-step guide which funeral directors and staff can refer to when they wish to sign up to use the Portal.

Background

The CCQ Invoicing System has three (3) key functions:

1. Create your QDI user access
2. Register as an online service provider (funeral director); and
3. Submit invoices online for conveyancing, burials and cremation services provided to the Coroners Court of Queensland.

1. Queensland Digital Identity (QDI)

You need a Queensland Digital Identity (QDI) to sign up to the System Portal. If you don't already have a QDI, you will need to sign-up which takes approximately 5-10 minutes to complete. To create your QDI you will need your documents such as birth certificate, passport, and driver licence.



Steps to create and secure your QDI is available [here](#). Or use the link:

[Creating and securing your Queensland Digital Identity | Queensland Government](#)

Select 'Creating and securing your Queensland Digital Identity' menu option and follow steps 1 to 7.

Screenshot of the Queensland Government website showing the 'Creating and securing your Queensland Digital Identity' page. The page has a dark blue header with 'For Queenslanders' and 'Contact us'. Below the header is a breadcrumb trail: 'Home > Digital identity > Creating and securing your Queensland Digital Identity'. A 'Print' icon is visible in the top right. On the left, a 'Digital identity' menu is shown with 'Creating and securing your Queensland Digital Identity' highlighted with an orange border. The main content area has the title 'Creating and securing your Queensland Digital Identity' and a sub-heading 'Your QGov digital identity has become a Queensland Digital Identity'. The text explains that users will now use a Queensland Digital Identity instead of a QGov digital identity and provides a link for more information. It also states that users will be guided through the sign-up process and need to complete all steps to successfully create and secure their QDI.

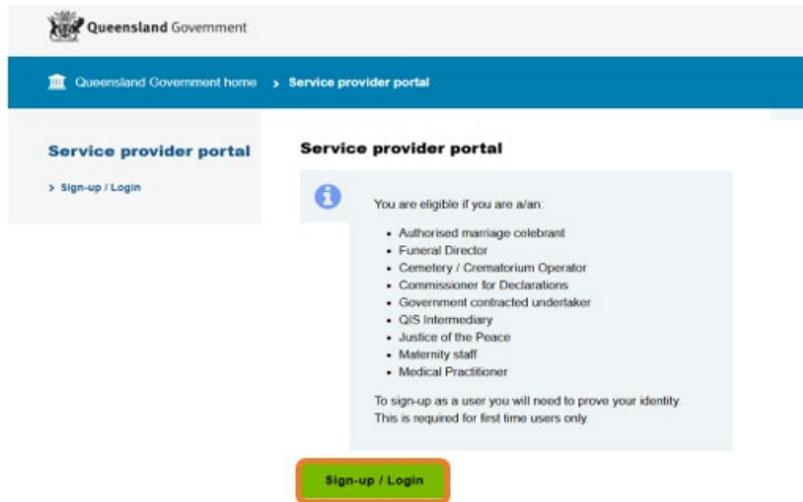


Step 1: Access the System Portal through:

www.bdm.qld.gov.au/services/registrations/serviceprovider

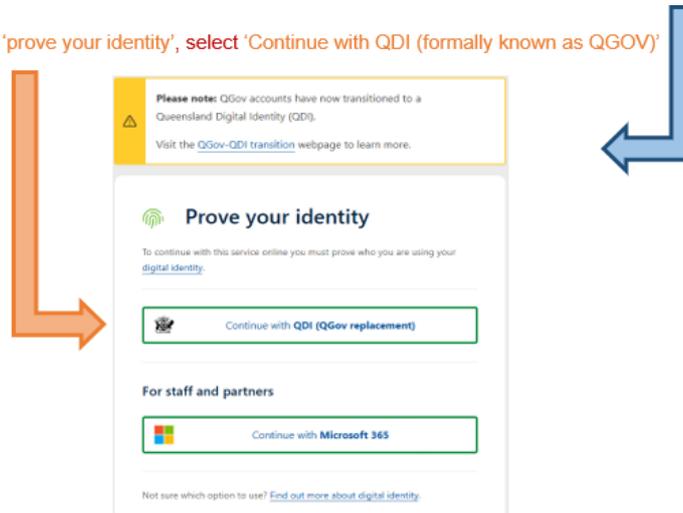
Please save in bookmark or favourite link in your browser for easy access for future logins.

Click the [Sign-up / Login](#) button.

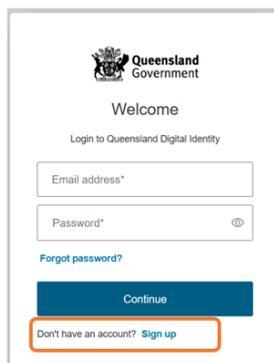


Step 2: Select QDI as your login option – If you do not have an identity, please click on the QGov-QDI transition link.

Under 'prove your identity', select 'Continue with QDI (formally known as QGOV)'



For all **new users** who do not have a QDI – [Click Sign-up](#)

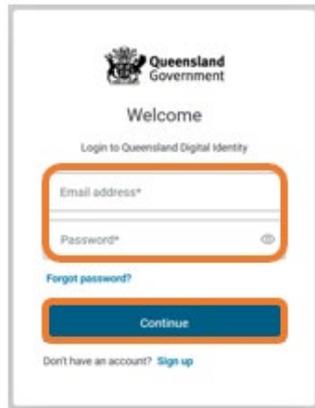


Step 3: Create your account – The email address must be an email account that you have access to and is unique, it cannot be used for another QDI.

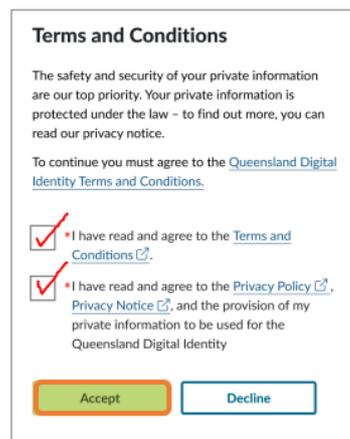
Add your email, and create a password that must be at least eight (8) characters in length and has a mix of:

- ** Lower case letters (a-z)
- ** Numbers (0-9)

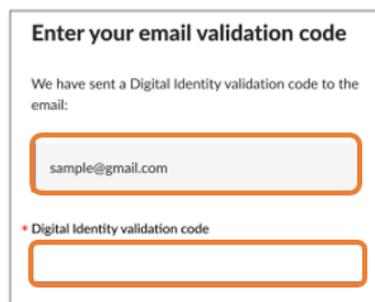
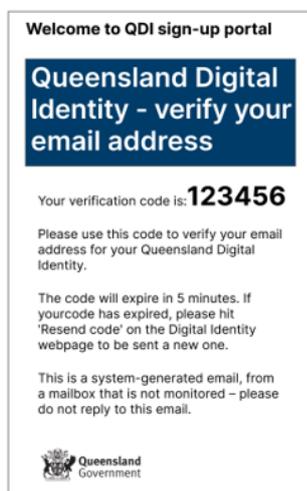
- ** Upper case letters (A-Z)
- ** Special character symbols (! @ # \$ % ^ & *)



Step 4: Read and accept the Terms and Privacy and the Privacy Notice



Step 5: Confirm your email address – QDI will send a code to your email (check your Junk or Spam). Enter the code.



Step 6: Set-up Multi-Factor Authentication – Choose an authentication option to get a code.

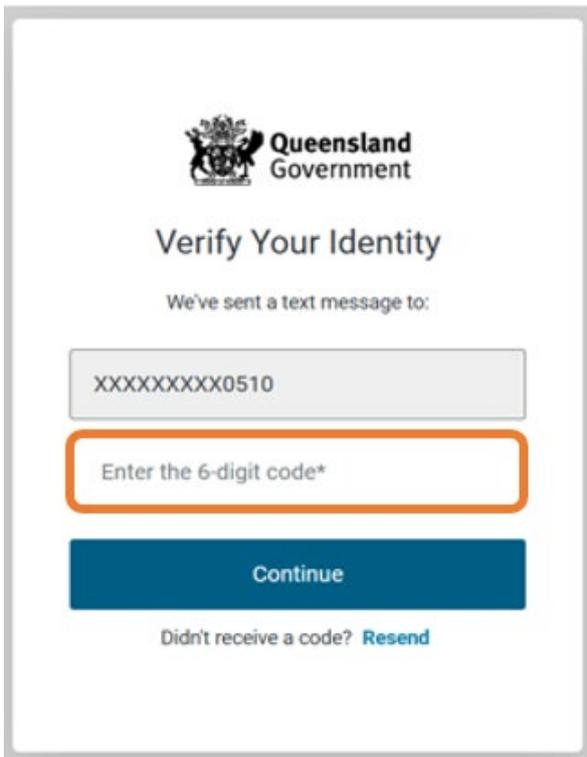


 Choose either Option 1 or 2

Option 1: Choose Google Authenticator, or a similar app on your phone to get a code.

Option 2: Choose SMS to get a code sent by text to your phone.

Step 7: Verify your identity – Enter the code.



Verify your first credential

So we can confirm you are who you say you are, we will verify your identity using some forms of identification.

You will only need to complete this process one time. Once you have successfully verified your identity, you will not have to do so again.



- Once you have completed the QDI sign-up process, you will see a [Consent to share your details](#).

digital identity provider.' At the bottom of the page, there are 'Cancel' and 'Continue' buttons."/>

- Tick the box to consent and select [Continue](#).

If you are having issues with creating your QDI, visit the [QDI troubleshooting website](#). Or use the link:

www.qld.gov.au/digital-identity/troubleshooting

2. Register as an online service provider (funeral director)

- The Sign-up as a Service Provider page will appear and the name you used to sign-up will already be populated in the fields below.

Sign-up as a Service Provider



You are now required to include current information which will form your registration details as a user of the service provider portal.

It is the user's responsibility to notify the Department of Justice and Attorney-General if any of these details change.

Authorised Service Provider identity information

You must act under the name that you have just verified by QGov

Given name Middle name(s) * Surname



Service provider role

* What type of service provider are you?

- Medical Practitioner
- Funeral Director
- Authorised marriage celebrant
- Cemetery / Crematorium Operator
- Government contracted undertaker
- QIS Intermediary
- JPs in the Community Program
- Maternity staff

Select **Government contracted undertaker** – to register as a user for the Service Provider Portal

Note:

Select **Funeral Director** – Should you also wish to register as a user for the RBDM Death Registrations Portal

- The email address and contact number used to sign-up should auto-populate in the fields below.

Contact details

* Preferred contact email address

Provided by your QGov verification. You can change it for your future correspondence

* Preferred contact mobile phone number (SMS)

Must be completed

- Next, fill in your **Vendor details** (as registered with DJAG for the payment of invoices – if you're unsure of your company's vendor details, please contact CCQ for assistance/verification).

Vendor details

* Vendor name

* Vendor number

* Vendor ABN

* Do you accept the above agreement?

Yes No

Save for later

Submit access request

Important:

The vendor details you enter will automatically populate into every invoice portal claim you submit; please ensure you have entered the correct details.

- If you do not have all the information to complete the above form, you can select 'Save for later'. This will allow you to come back and finalise your sign-up later.
- When finished, select **Submit access request**.





Your sign-up is in progress

Your sign-up details are being verified. You will receive an Email and SMS when your sign-up details have been validated.

This may take up to 5 business days to finalise.

Log out

Refresh

- Your sign-up request will be submitted to CCQ Business Services for review and verification; should any amendment to your sign-up details be required, CCQ will send a request via the portal.
- Your sign-up request will be actioned **1-5 business days** after submission.
- If you require your access to be reviewed urgently or need to correct an error in your sign-up details, please contact CCQ Business Services for assistance at CCoQContracts@justice.qld.gov.au.
- Once your sign-up request has been approved by CCQ Business Services, you will receive **confirmation via email and SMS** (to the address and mobile number you used to sign-up).

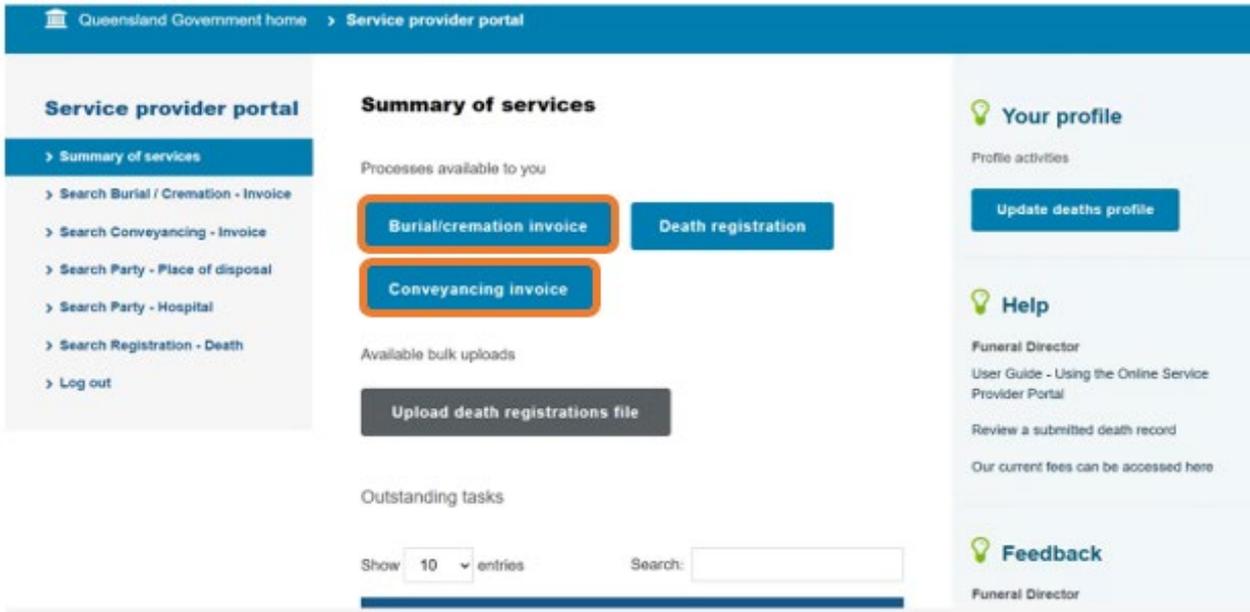
You may now begin using the CCQ Invoicing System to submit invoice claims for all conveyancing and burial/cremation services provided under your current standing offer arrangement.



3. How to start a new claim

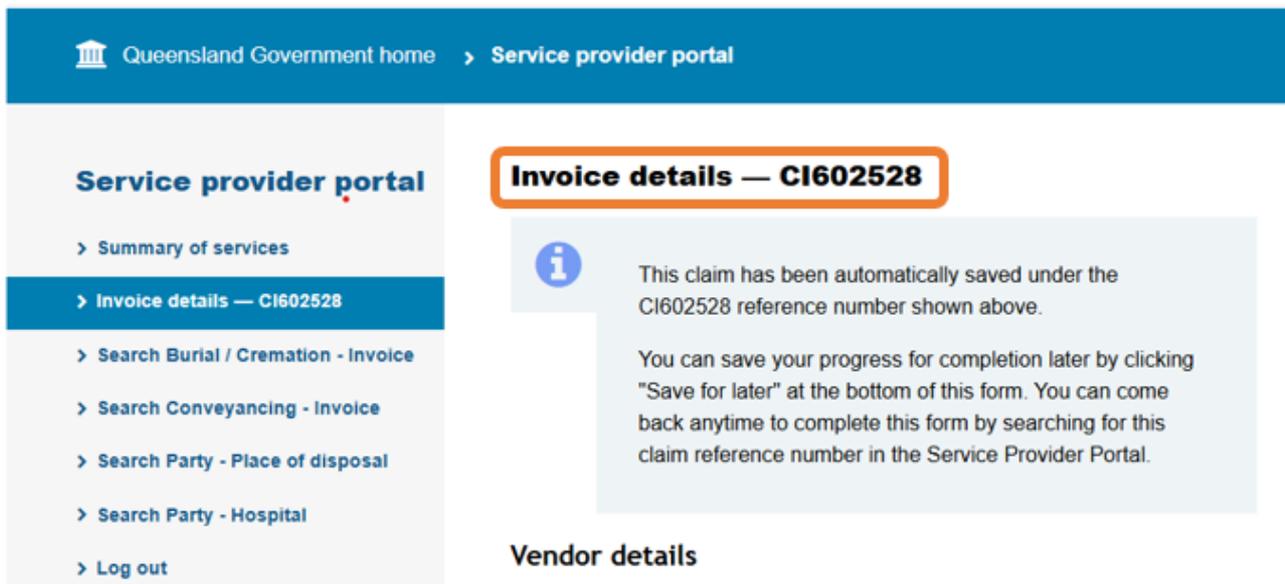
Once logged in, the Summary of services screen should display for you.

Select either the [Conveyancing invoice](#) button or [Burial/cremation invoice](#) button to start a new claim.



Auto-save feature

As soon as you click on one of the buttons, a [CCQ reference number](#) will be created, and a draft of the form will be saved. Conveyance claims will generate a [CIXXXXXX](#) number and Burial/cremation claims a [BIXXXXXX](#) number.



Any accidental claims generated can be deleted from your Summary page if required (or reopened if you closed it with the intention of coming back to it later).

 *It is recommended that you note the CCQ reference number generated against your own accounts/invoice record for the deceased.*



1. Quick guide for Conveyancing Invoice claims

Most of the **Vendor details** section will automatically populate from the company information you entered during sign-up.

Select the **Boundary** name from the drop-down (if you have an SOA for more than one boundary, please double-check you have selected the correct one for the claim).

The screenshot shows the 'Vendor details' section of a form. A red box highlights the 'Boundary name (for all conveyances included in this invoice)' field. Below this field is a dropdown menu with the following options: '- please select -', 'Aurukun', 'Balonne', 'Banana', 'Barcaldine', and 'Barcoo'. The 'Aurukun' option is currently selected and highlighted in blue.

Complete the **Details of deceased** section as required. The fields will automatically change based on the information you select/enter.

The screenshot shows the 'Details of deceased' section of a form. It contains the following fields and options:

- Body barcode number:** A text input field.
- Was the deceased identifiable?:** Radio buttons for Yes and No.
- Deceased given names (including all middle names and initials):** A text input field.
- Deceased family name:** A text input field.
- Is the date of birth known?:** Radio buttons for Yes and No.
- Deceased date of birth:** A date input field with the format 'dd/mm/yyyy'.
- Is the date of death:** Radio buttons for Estimate, Known, and Unknown.
- Place of death type:** A dropdown menu with the option '- please select -'.
- Cause of death certificate likely to be issued?:** Radio buttons for Yes and No.

Complete the **Conveyance details** section as required. The fields will automatically change based on the information you select/enter.



 If your invoice is being submitted **more than 30 days** since the last service was delivered (eg: since the date of return conveyance, if submitting all journeys together), please enter a reason for the delay. As this is a performance measure under your SOA, any late invoices will be monitored and reported on a quarterly basis.

Conveyance details

* Vendor tax invoice number

Reason for late submission of invoice (if more than 30 days since delivery of last service)

 • We support **PDF only**.
• The maximum file size is 1MB.
• Do not use special characters (e.g. apostrophes) and accents in the file name.
• If you re-upload a file, it will replace the existing one.

Note: If the invoice number for this deceased is not available yet, please save this form and complete it later.

*** Please upload a copy of the applicable tax invoice**

We support PDF only. The maximum file size is 20 MB. Do not use special characters (such as apostrophes) and accents in file names.

No file chosen

No file has been attached to this form yet

 The form will expand to fit the number of conveyances you select.

* How many conveyances are you claiming for this deceased?

*

* 1

* 2

3

* 4

5

You may claim **up to 5 conveyance journeys** together on one form for the deceased. This is up to your personal/company preference; if you wish to submit one claim = one journey, then that's fine as well.

 The service items you can claim have been updated to match your SOA. If you're unsure about the new wording, we recommend keeping a copy of your contract nearby for easy reference.



Inter-Mortuary Conveyances

Select the 'Further' – for an inter-mortuary conveyance.

* Type of conveyance

Further x ▲

Initial

Further

Return

Return Conveyances

* Type of conveyance

Return x ▲

Initial

Further

Return

Your one-off fee must be entered in the **Additional information** section of the form. Please ensure to write the description in the 'What are the additional charges for?'

Additional information

* Are there any other charges as per your SOA?

Yes No

* How much are you claiming in additional charges (including GST)?

\$ 500.00

What are the additional charges for?

Return conveyance one-off fee (Item 5)

If you have more than one (1) Additional charge per your SOA, please total the costs and itemise the fees in the description field.

Additional information

* Are there any other charges as per your SOA?

Yes No

* How much are you claiming in additional charges (including GST)?

\$ 570.50

What are the additional charges for?

Return conveyance Item 5 \$500.00 & Ferry Charges Item 14 \$70.50



Notes for Road conveyance details

CCQ no longer requires odometer readings, vehicle registration numbers or map uploads to be provided for road conveyance claims. All vehicle monitoring and maintenance (including the accuracy of all mileage claims), is the responsibility of the Vendor.

If you wish to upload a snip/screenshot of a map as additional supporting documentation, you can do this at the very end of the form (additional document upload section is located there).

 The Google maps plug-in generates a 'live' map and calculates the kilometers you can claim based on the street addressed you enter in the form.

Stop 1 and the 'What is the destination location?' must always be completed for the form to populate correctly (for most claims, you will enter your own premises' address for both default fields).

* Rate per kilometre (including GST)
\$

* Stop 1

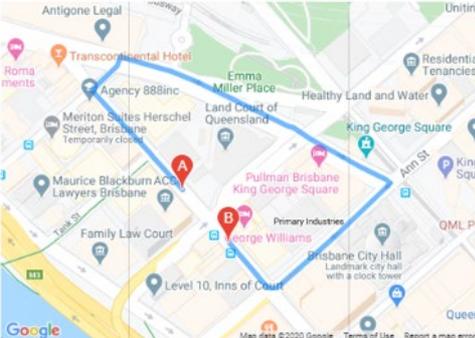
Stop 2 (if required)

Stop 3 (if required)

Stop 4 (if required)

* What is the destination location?

The distance travelled is: 0.87KMs.



 If the map generated is slightly different to the journey you are claiming, you can **add on kilometers** in the next section (**justification** must be provided, or your claim may be returned for amendment/further explanation).

* Do you wish to claim any additional kilometres for this conveyance?
 Yes No

* How many additional kilometres are you claiming?

* What is the reason for claiming additional kilometres?



 If **multiple deceased were conveyed** in the same vehicle (on any journey type), please always complete this section.

This will assist CCQ to accurately track and finalise the claim history for each deceased person.

*** Was this conveyance a multiple conveyance?**

If another deceased person was conveyed on this journey, please fill in the table below to assist CCQ to track their journey (e.g. if you completed a further conveyance to FSS, and were able to collect a different deceased from FSS at the same time for their return journey)

Yes No

Related vendor invoice number	Given name	Family name	Type of conveyance
<input type="text"/>	<input type="text"/>	<input type="text"/>	- please select - 
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	- please select -
<input type="text"/>	<input type="text"/>	<input type="text"/>	Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>	Further
<input type="text"/>	<input type="text"/>	<input type="text"/>	Return

 If a conveyance was **cancelled** (but you are still submitting a claim), please fill in this section with as much information as possible to assist CCQ when processing your claim.

*** Was this conveyance cancelled?**

Yes No

*** Reason for cancellation (including QPS job number if known)**

 If you are eligible to claim additional charges under your SOA, please include in the **Additional Information** section, provide an explanation what the charges are for, and upload the supporting documents.

Additional information

*** Are there any other charges as per your SOA?**

Yes No

*** How much are you claiming in additional charges (including GST)?**

\$

What are the additional charges for?

Please upload any receipts / supporting documentation.

No file chosen

No file has been attached to this form yet



 If you have any notes or comments that may assist us with verifying and processing your claim, please include them in the **additional comments** box.

Please enter any additional comments.

 Please ensure that you understand the **acknowledgement** in full and have double-checked the accuracy of your claim (and any uploads) before submitting with the **Complete invoice** button.

Acknowledgement

- * All services charged were satisfactorily performed in accordance with the terms and conditions of contract, for undertaking services the *Coroners Act 2003* or the *Burials Assistance Act 1965*.
- * The amounts I have provided above are correct (and include the correct GST amount).
- * I have attached all supporting documentation, including a valid tax invoice (backdated and future dated invoices will not be accepted).
- * The tax invoice provided includes all required details (e.g. vendor ABN), and is addressed to the Department of Justice and Attorney-General for payment.
- * I understand that any incorrect details provided in the above form (or any attachments), may result in a delay in the processing of my claim, should amendment be required by the Coroners Court of Queensland.

Save for later

Complete invoice

Use the 'Save for later' option if you cannot complete the claim on the day of entry.

Save for later

 If you have missed any mandatory * fields, the form will display a list of **errors** for correction.

Simply click on the links provided, to be redirected to the part of the form with an error.

Invoice details — CI31540



Please check your answers

1. [Body barcode number: Must be completed](#)
2. [Deceased family name: Must be completed](#)
3. [Deceased date of birth: Must be completed](#)
4. [Deceased date of death: Must be completed](#)



2. Quick guide for Burial/Cremation Invoice claims

Most of the **Vendor details** section will automatically populate from the company information you entered during sign-up.

Select the **Boundary** name from the drop-down (if you have an SOA for more than one boundary, please double-check you have selected the correct one for the claim).

Vendor details

* Boundary name (for all conveyances included in this invoice)

- please select -

Aurukun

Balonne

Banana

Barcaldine

Barcoo

Complete the **Details of deceased** section as required. The fields will automatically change based on the information you select/enter.

Details of deceased

* Deceased given names (including all middle names and initials)

Deceased family name/s

* Is the date of birth known?

Yes No

* Deceased date of birth

dd/mm/yyyy

* Is the date of death

Estimate

Known

Unknown

* Place of death (town name only)

Complete the **Service details** section as required. The fields will automatically change based on the information you select/enter.

 If your invoice is being submitted **more than 30 days** since the last service was delivered (eg: since the date of the funeral service), please enter a reason for the delay. As this is a performance measure under your SOA, any late invoices will be monitored and reported on a quarterly basis.



If you have created this new claim yourself, please enter the FAS-000 reference number provided in the authority email from CCQ for this deceased.

* Funeral Assistance Scheme reference number

Service details

* Invoice number



- We support PDF only.
- The maximum file size is 1MB.
- Do not use special characters (e.g. apostrophes) and accents in the file name.
- If you re-upload a file, it will replace the existing one.

Note: If the invoice number for this deceased is not available yet, please save this form and complete it later.

* Upload copy of tax invoice

We support PDF only. The maximum file size is 20 MB. Do not use special characters (such as apostrophes) and accents in file names.

No file chosen

No file has been attached to this form yet

Reason for late submission of invoice (if more than 30 days since delivery of last service)

* Date of service

* Authorising courthouse

* Service type

- Burial
 Cremation

Select the **Service type** as either Burial or Cremation. The fields will automatically change based on the information you select/enter.

Burial / cremation details



All amounts must include correctly calculated GST. As all fields are mandatory, please enter 0.00 if you have no amount to claim against an item.

* Name of cemetery

* Total number of persons confirmed as currently interred within the burial plot (up to a maximum of 4 persons may be interred in a plot)

* Burial plot registration number and row

* One-off fee applicable (as per SOA) (including GST)

\$

* Burial plot fee (including GST)

\$

* Oversized coffin fee (including GST)

\$

Cremation details

* One-off fee applicable (as per SOA) (including GST)

\$

* Cremation fee (including GST)

\$

Oversized coffin fee (including GST)

\$

Cremation certificate fee (including GST)

\$

Note: Oversized coffin fee (including GST) – Use this field for **all** coffin sizes



 If you have any additional **supporting documentation** to upload (besides your tax invoice), you can add it on here eg: Third party charges from Cemeteries/Crematoriums/Doctors

Supporting documentation (if required)

Please upload any supporting documentation (if required)
 No file chosen
No file has been attached to this form yet

Please upload any other supporting documentation (if required)
 No file chosen
No file has been attached to this form yet

Please upload any other supporting documentation (if required)
 No file chosen
No file has been attached to this form yet

Please upload any other supporting documentation (if required)
 No file chosen
No file has been attached to this form yet

Please upload any other supporting documentation (if required)
 No file chosen
No file has been attached to this form yet

 If you are eligible to claim additional charges under your SOA, please include in the **Additional Information** section, provide an explanation what the charges are for, and upload the supporting documents.

Additional information

* Are there any other charges as per your SOA?
 Yes No

* How much are you claiming in additional charges (including GST)?
\$

What are the additional charges for?

Please upload any receipts / supporting documentation.
 No file chosen
No file has been attached to this form yet

 If you have any notes or comments that may assist us with verifying and processing your claim, please include them in the **additional comments** box.

Please enter any additional comments.



 Please ensure that you understand the **acknowledgement** in full and have double-checked the accuracy of your claim (and any uploads) before submitting with the **Complete invoice** button.

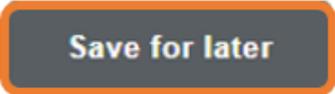
Acknowledgement

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Invoice details – BI31540



Please check your answers

1. [Body barcode number: Must be completed](#)
2. [Deceased family name: Must be completed](#)
3. [Deceased date of birth: Must be completed](#)
4. [Deceased date of death: Must be completed](#)

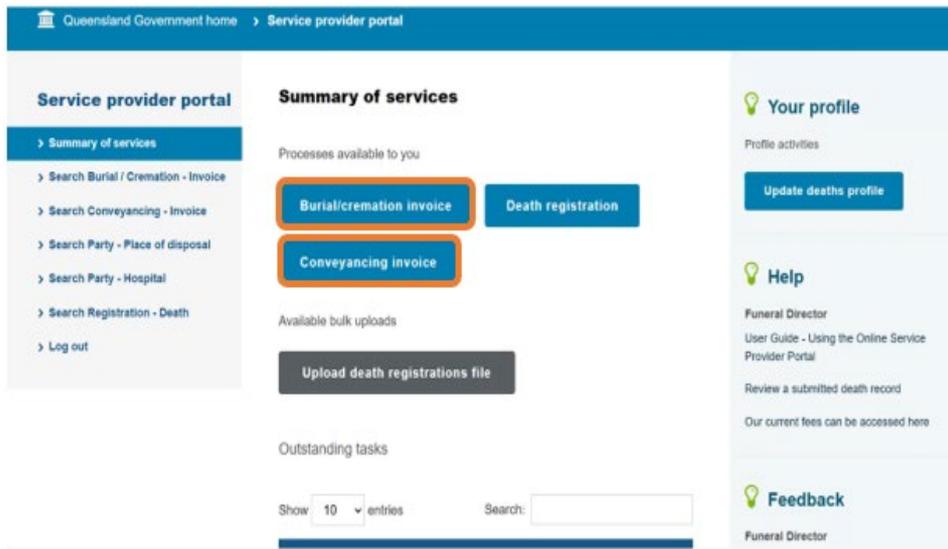


3. How to search or check the progress of an existing claim

In the Summary of services screen of the System portal (first page you see at login), a full history of your claims will always appear at the bottom of the page under **Outstanding tasks**.

As this list will be harder to search as you submit more claims over time, we recommend that you use the Search functions to find anything other than your most recent few submissions.

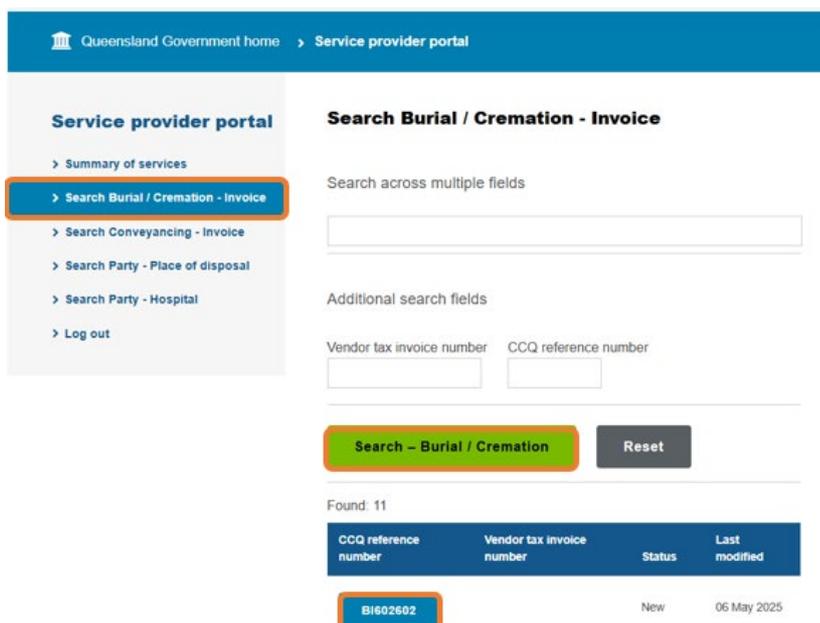
 You can also use the Cancel invoice request button to delete any unwanted/accidentally generated claim reference numbers (eg: blank forms that you don't want to keep/edit).



 Click on the **Search Burial / Cremation – Invoice** or **Search Conveyancing – Invoice** as required.

Please note: the reference numbers for the services are identified as:

- Burial/Cremation Invoice reference numbers begin with **BI**.
- Conveyancing Invoice reference numbers begin with **CI**.



You can search for any text that you entered in the claim form (eg: deceased family name) by entering your search terms in this box.

Search across multiple fields

Alternatively, you can search by entering your **invoice number** or **CCQ reference number** (BI or CI reference, currently showing).

Additional search fields

Vendor tax invoice number	Barcode
<input type="text"/>	<input type="text"/>

4. Need help?

If you need assistance completing the forms, using the System portal, or encounter any errors, please contact CCoQContracts@justice.qld.gov.au with screenshots/snips, so that we can best assist with your query.

