

Coroners Court of Queensland

# CCQ Invoicing System

## Sign-up guide for government contracted undertakers (funeral directors)

### Purpose

The CCQ Invoicing System (the System) will be accessible to government contracted undertakers (referred to in the portal as funeral directors). 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 two (2) key functions:

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

**All staff** who submit invoices for payment must create **an individual account** to access the System – logins cannot be shared.

Note: As this is a Queensland Government system, you will be able to access other services and departments in the future with this single sign-on (e.g. services related to the Registry of Births, Deaths, and Marriages).

As the Registry of Births, Deaths and Marriages (RBDM) maintains the System, there are a lot of references to their agency throughout the sign-up process. The System is newly in use by DJAG and CCQ, so please be assured that all/any information provided is relevant for our use, and your function as a service provider for the department.

### Providing 100 points of identification

You must provide a total of 100 points of Australian or state-issued documents to prove your digital identity—this is for first time users only and is **mandatory** to complete the secure sign-up process.

Different types of identity documents are worth different points. You can use different combinations of documents to make up your 100 points, but you must include **at least one primary document** as part of your 100 points.

Primary documents	Points
Birth certificate	50
Driver licence	60
Passport	50
Secondary documents	Points
Certificate of Australian citizenship	40
Change of name certificate	40
Australian visa	40
Marriage certificate	40
Medicare card	40

## Sign-up procedure

1. Before starting, we strongly recommend that you open the sign-up link in a [Chrome](#) browser (or download Chrome if you don't already have it installed on your device).

<https://www.bdm.qld.gov.au/services/registrations/serviceprovider/>

You may wish to save/bookmark/favourite this link in your browser for easy access, as this will be your future login screen.

2. Select [Sign-up / Login](#).

### Service Provider Portal

i

You are eligible if you are a/an:

- Authorised marriage celebrant
- Commissioner for Declarations
- Funeral Director
- Justice of the Peace
- Maternity staff
- Medical Practitioner

To sign-up as a user you will need to prove your identity. This is required for first time users only.



Sign-up / Login

3. Leave the Username and Password fields blank, and select **Register**.


**DO NOT USE** the Google or Microsoft options, as they do not work with the portal and cause technical access issues – if you accidentally register with one of these options, please contact CCQ for assistance with your sign-up.

**Login or register**

Please login or register using one of the options below.

 Google  Microsoft

or

 **Login with QGov**

\* Username

\* Password

**Log in** **Register**

4. Complete all **fields** on the next screen (following the prompts), review the **Terms and Conditions**, and check the tick box before selecting **Continue** to go to the next screen.

## Create your QGov account

Your QGov account is a key to your QGov identity.

\* Choose your username

\* Create a password

Password must be at least 10 characters, and consist of at least 3 of the following: upper case, lower case, numeric, special characters

\* Confirm your password

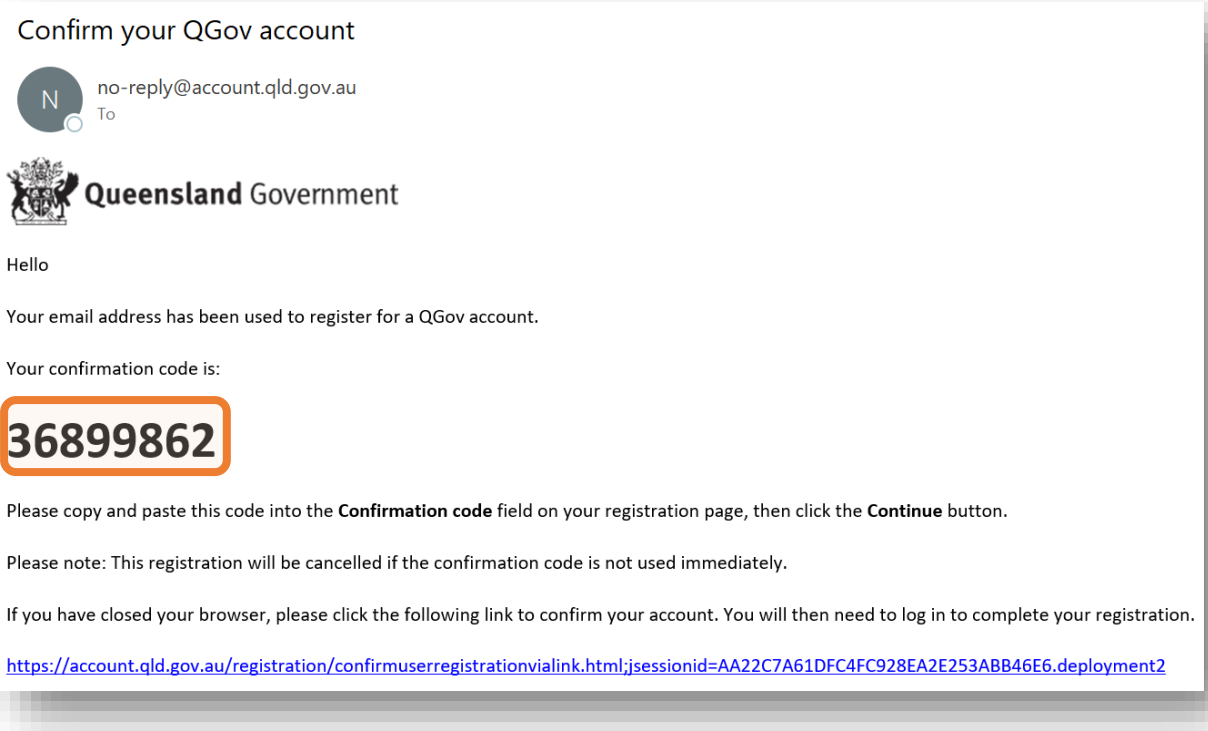
Mobile phone

\*  I agree to the [Terms and conditions](#).

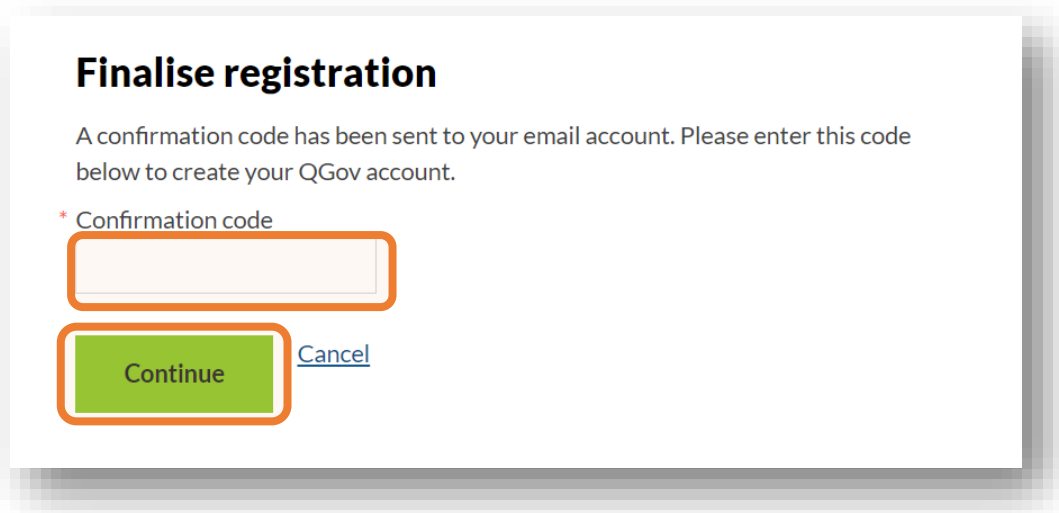
[Cancel](#)

5. You should immediately receive an email containing a **Confirmation code**.

Note: If you do not receive a code within a few minutes, it's possible that you have entered your email address incorrectly – please check it, and contact CCQ for assistance if required.

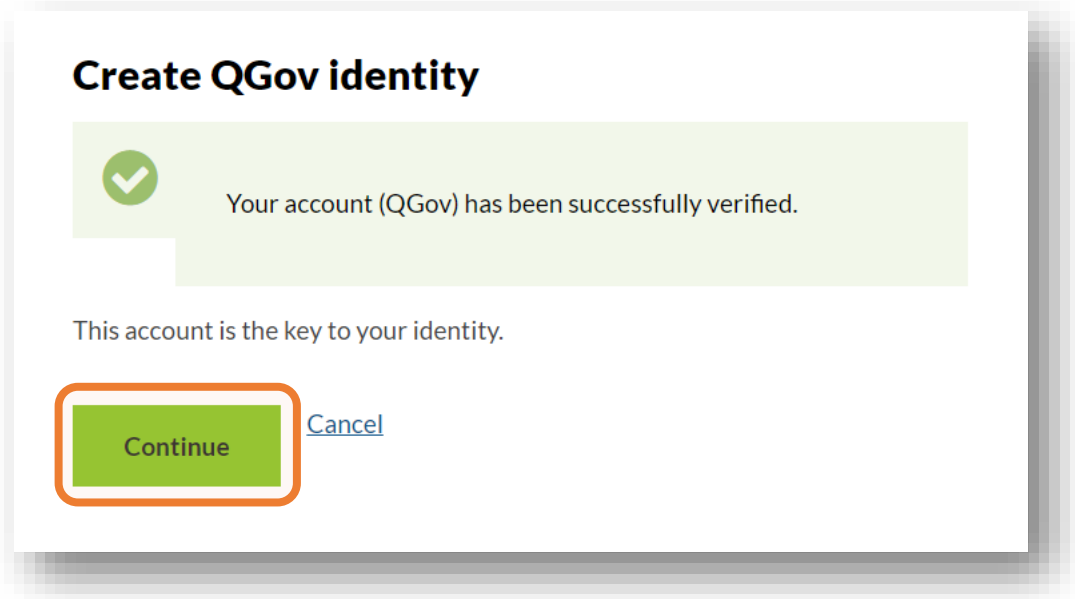


6. Return to your browser window (should still be open, otherwise you can click the link provided in the email), and enter the **Confirmation code** in the field below

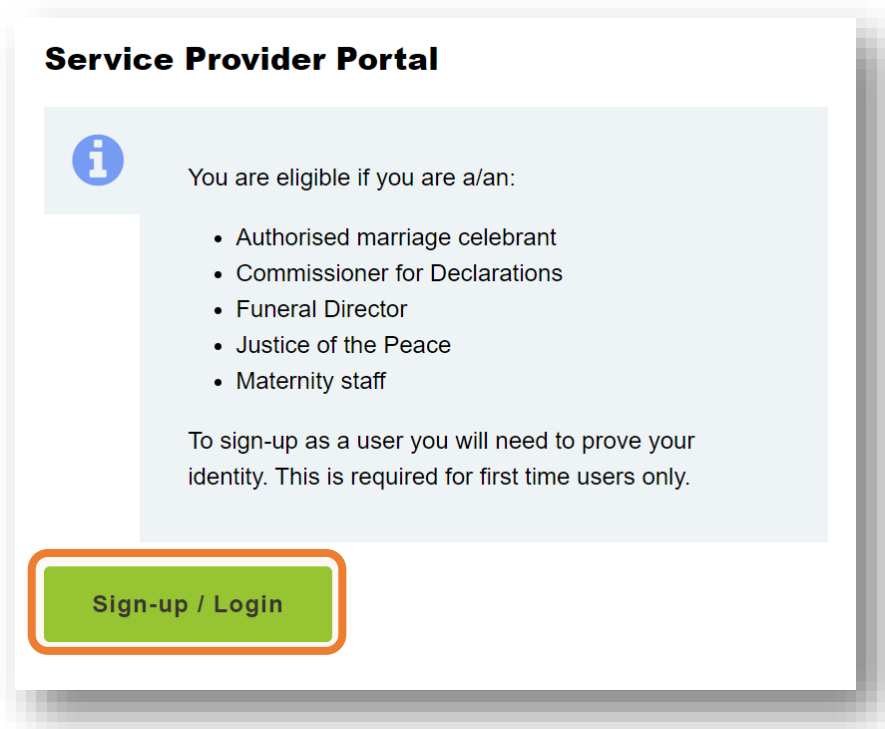


7. If you entered your Confirmation code correctly, you have successfully created a login with your email address, and this screen should now be displayed.

Click **Continue** to verify your identity and access the online service portal in the next steps.



8. You will be returned to the login screen – select **Sign-up / Login** to continue again



Please have your proof of identity documents ready for easy reference before completing the next sections.

9. Fill in **Your details** as below:

## We need you to prove who you are

### Your details

\* Given name

Middle name/s

\* Family name

\* Date of birth  
dd/mm/yyyy

10. You will need to enter different details for different types of documents, depending on which tick boxes you select (e.g. if you select the driver's licence and medicare card tick boxes, dedicated fields will appear for you to enter their corresponding details).

You will **not** be required to upload/attach a copy of your documents in the form.

### Your documents

- You need 100 points of identity.
- Different types of documents (listed below) are worth different points.
- [More information](#)

11. Select your **Primary** document/s (at least one Primary document must be provided) and enter details in the fields that appear.

### Primary documents

You must provide one or more primary documents.

- Australian passport (50 points)
- Birth certificate (50 points)
- Driver licence (60 points)

12. Select your **Secondary** document/s (if required), and enter details in the fields that appear.

### Secondary documents

- Australian visa (40 points)
- Certificate of Australian citizenship (40 points)
- Change of name certificate (40 points)
- Marriage certificate (40 points)
- Medicare card (40 points)

13. Once all details have been entered, please check the **Declaration** and select **Continue**.

### Declaration

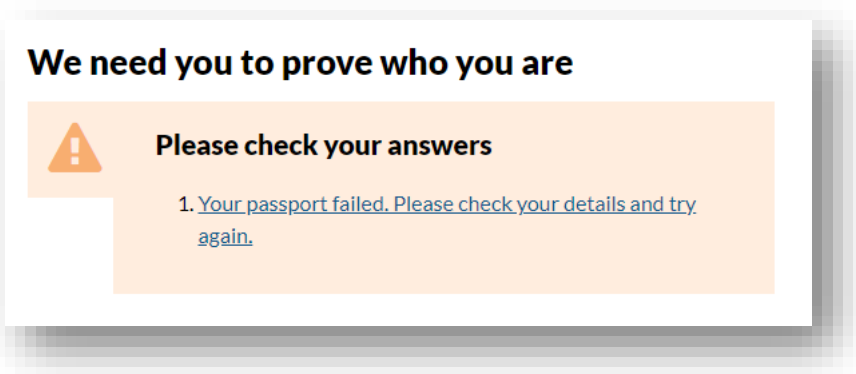
- \*  To verify and protect my identity, I agree that:
- my identifying information I have provided will be checked with the issuer or official record holder.
  - my name and date of birth will be stored securely.
- (If you have any concerns, please read our [privacy statement](#).)

Continue

[Cancel](#)

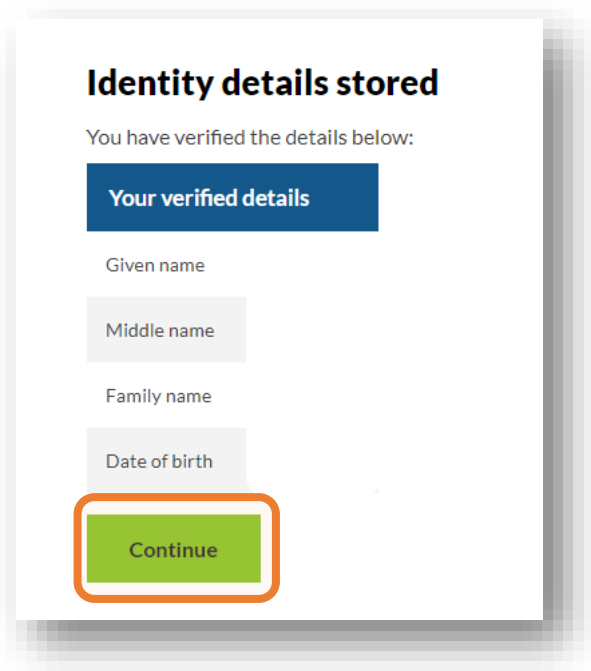


Note: The details you enter here are automatically verified – if the following message appears after you select Continue, please correct any errors in your document details and try again.



14. If you have successfully entered your details, the following screen should appear (you will also receive a confirmation email).

Select **Continue** to set-up your access to submit invoices online with CCQ.



15. Please select the first option 'Always share...', as shown below. This will provide the best access to both current and future online services available through the portal.

You can change your sharing preference at any time through your account settings.

### Share your details

To complete the Registry of Births, Deaths, and Marriages Service Provider Portal service online, the following personal information is required:

Given name:

Middle name/s:

Family name:

Email:

### Select your sharing preference

Always share these personal details within Queensland Government.

Share these personal details with the Registry of Births, Deaths, and Marriages Service Provider Portal service this time only.

Don't share these personal details with the Registry of Births, Deaths, and Marriages Service Provider Portal service. I understand that I may not be able to complete this service online.

You have the option of changing your sharing preferences with your account settings.

[Read our FAQs](#) for more information about sharing your details.

[Cancel](#)

16. The name and email addressed you used to sign-up should automatically be populated in the fields below.

Please select **Yes** for the newsletter/email distribution, to be kept up to date with the department, online services, and changes to the portal.

### 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

<Your registered name will appear here>

17. The email address you used to sign-up should automatically be populated in the fields below.

Please select **Yes** for the newsletter/email distribution, to be kept up to date with the department, online services, and changes to the portal.

Fill in the rest of the fields with your **Contact details**

### Contact details

\* Preferred contact email address  
Provided by your QGov verification. You can change it for your future correspondence

<Your registered email will appear here>

Do you agree for the above email address to be used to distribute stakeholder newsletters and/or other material related to the Registry of Births, Deaths and Marriages?

**Yes**  No

\* Preferred contact mobile phone number (SMS)

Residential address

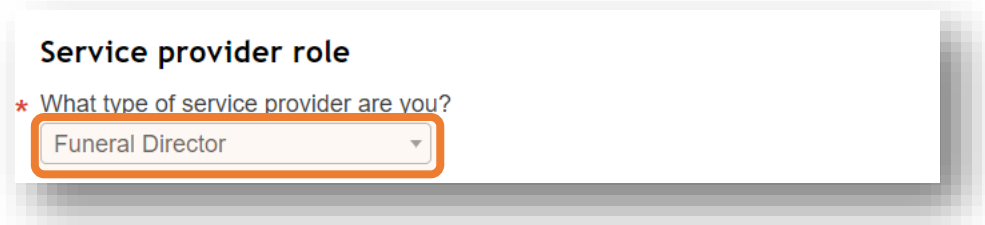
\* Address line 1

Enter a location

City, town or suburb      State      Postcode

\* Country

18. Select **Funeral Director** from the first drop down box, as your **Service provider role**.



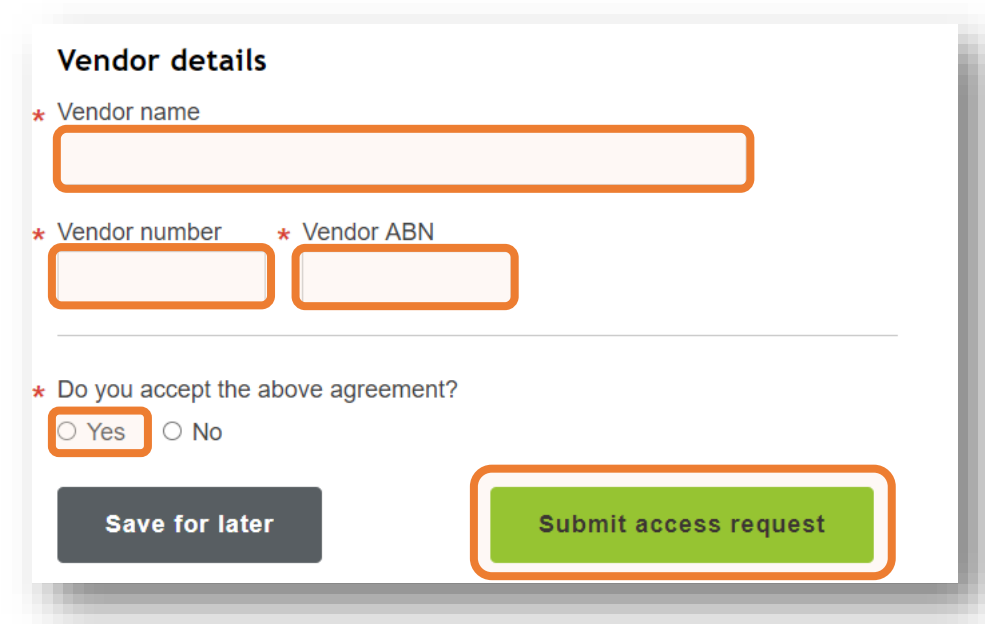
The screenshot shows a form titled "Service provider role". Below the title is a red asterisk followed by the question "What type of service provider are you?". Below this is a dropdown menu with "Funeral Director" selected. The dropdown menu is highlighted with an orange border.

19. 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).

**Important: The vendor details that you enter will automatically populate into each and every invoice claim that you submit; please ensure that you enter 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 at a later time.

When finished, select **Submit access request**.



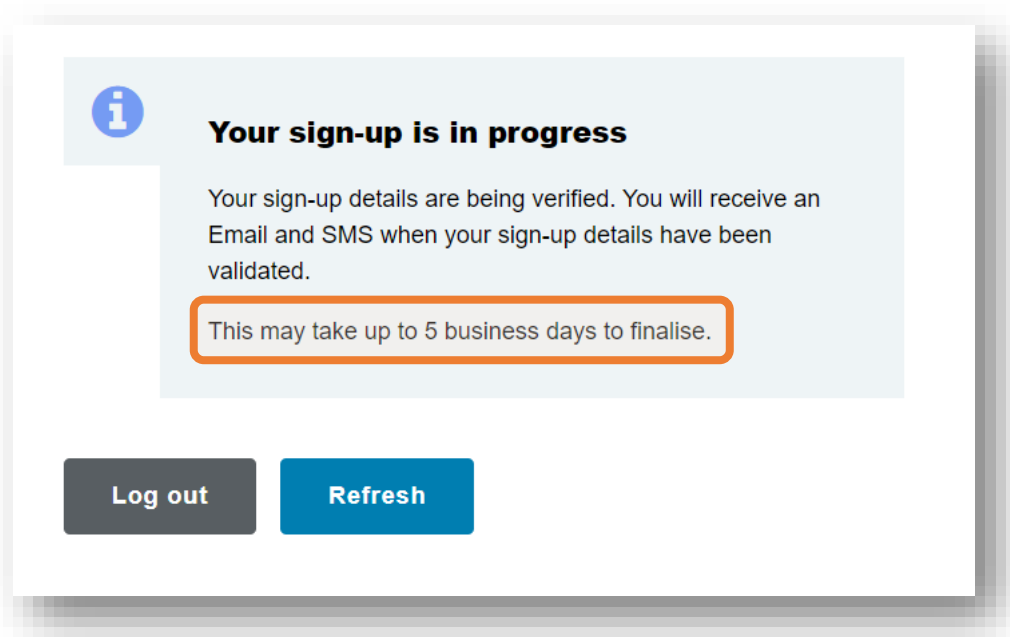
The screenshot shows a form titled "Vendor details". It contains the following fields and options:

- A red asterisk followed by "Vendor name" and a text input field.
- A red asterisk followed by "Vendor number" and a text input field.
- A red asterisk followed by "Vendor ABN" and a text input field.
- A red asterisk followed by "Do you accept the above agreement?" and two radio buttons: "Yes" (selected) and "No".
- Two buttons at the bottom: "Save for later" (dark grey) and "Submit access request" (green).

20. 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](mailto:CCoQContracts@justice.qld.gov.au).



21. 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.

Log in here to start <https://www.bdm.qld.gov.au/services/registrations/serviceprovider/>

