

CCQ Invoicing System

Overview and Quick Launch Guide

Last updated 6 July 2020

The Coroners Court of Queensland (CCQ) has developed the CCQ Invoicing System (the System) to enhance the online submission process and improve data collection for government contracted undertaker invoice claims.

Separate online forms are now available for conveyancing and burial/cremation services, and undertakers can track the progress of current and past claims by logging into the System portal any time after submitting.

How to sign-up

If you haven't signed up to access the System yet, you will need to go through this 10-15 minute process first in order to create a secure user login. Full instructions can be found here:

<https://www.publications.qld.gov.au/dataset/online-service-providers-access-to-birth-death-and-marriage-services/resource/254f8ab3-508f-4718-a981-4a198a99789a>

How to access the System portal

You can access the System portal through the Coroners Court of Queensland website at the existing online claims page <https://www.qld.gov.au/law/court/court-services/coroners-invoice> or by going directly to the sign-up/log in page <https://www.bdm.qld.gov.au/services/registrations/serviceprovider/>.

How to log-in

Always log in using your registered sign-up **email** and **password**.

 **Important!** Never use the Google or Microsoft login options, as they are not compatible with the System portal, and you will not be able to submit invoice claims with these logins.



Login or register

Please login or register using one of the options below.



Google



Microsoft

or



Login with QGov

* Username

Your email address

* Password

Log in

Register

[Forgot your password?](#) | [Manage your QGov login](#)

[Manage your QGov identity.](#)

Not an individual? [Log in as a business.](#)

[Back to service](#)

Quick launch video guide

Click the link below to play the video overview (privately listed).

<https://www.youtube.com/watch?v=QczS525lj3M>

How to start a new claim

Once logged in, this Summary screen should display for you. Select either the **Conveyancing Invoice** button or **Burial/Cremation Invoice** button to start a new claim.

All amounts must be entered inclusive of GST (which must also be calculated correctly).



Queensland
Government

Queensland Government

Contact us Search website

Queensland Government home > Births, deaths, marriages and divorces > Service Provider Portal

Service Provider Portal

- > Summary of services
- > Search Burial / Cremation - Invoice
- > Search Conveyancing - Invoice
- > Search Party - Hospital
- > Search Party - Place of disposal
- > Your API access
- > Log out

Summary of services

Processes available to you

Conveyancing invoice Burial/cremation invoice

Your tasks

Show 10 entries Search:

QGov
Logged into QGov
Log out

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.

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).

 We recommend that you note the CCQ reference number generated against your own accounts/invoice record for the deceased.

Invoice details — CI31540

i This claim has been automatically saved under the CI31540 reference number shown above.

You can save your progress for completion later by clicking "Save for later" at the bottom of this form. You can come back anytime to complete this form by searching for this claim reference number in the Service Provider Portal.

Quick guide for Conveyancing Invoice claims

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

If you need to change/update your Vendor details, you will need to do this at the log-in page (click on the Manage my QGov Login button to access your account details page).

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 a web form titled "Vendor details". A red box highlights a section containing a dropdown menu. The dropdown is currently set to "- please select -". Below the dropdown, a list of boundary names is visible: Aurukun (highlighted in blue), Balonne, Banana, Barcaldine, and Barcoo. To the right of the dropdown, there are three empty input fields, each preceded by a red asterisk (*).

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



Details of deceased

* Body barcode number

* Was the deceased identifiable?

Yes No

Deceased given names (including all middle names and initials)

* Deceased family name

* Is the date of birth known?

Yes No

* Deceased date of birth

* Is the date of death

- Estimate
 Known
 Unknown

* Place of death type:

* Cause of death certificate likely to be issued?

Yes 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 (e.g. 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.

 Please only upload files in **PDF** format under 1MB (no special characters in the file name).



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.



Only **one deceased person's details** can be submitted **per claim**. If you are claiming multiple deceased against one invoice number, please **upload a copy of the related invoice with each separate deceased claim** (e.g. if you have 10 deceased persons against one invoice number, you will need to complete 10 claim forms with the same invoice uploaded for all forms).

We are working on a more streamlined solution for multiple deceased invoice claims in the next release.

* 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.

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.



* How many conveyances are you claiming for this deceased?

1

* - please select -

1

* 2

3

* 4

5

and conveyed?

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

* Type of initial conveyance

- please select -

* - please select -

Initial conveyance to local mortuary

Initial conveyance to own premises

Initial conveyance to nominated mortuary

Notes for Road conveyance details

CCQ no longer requires odometer notes, 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 map and calculates the kilometers you can claim based on the street address you enter in the form.

Stop 1 and 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).

* 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"/>	- 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 us 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, and upload any 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

 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](#)

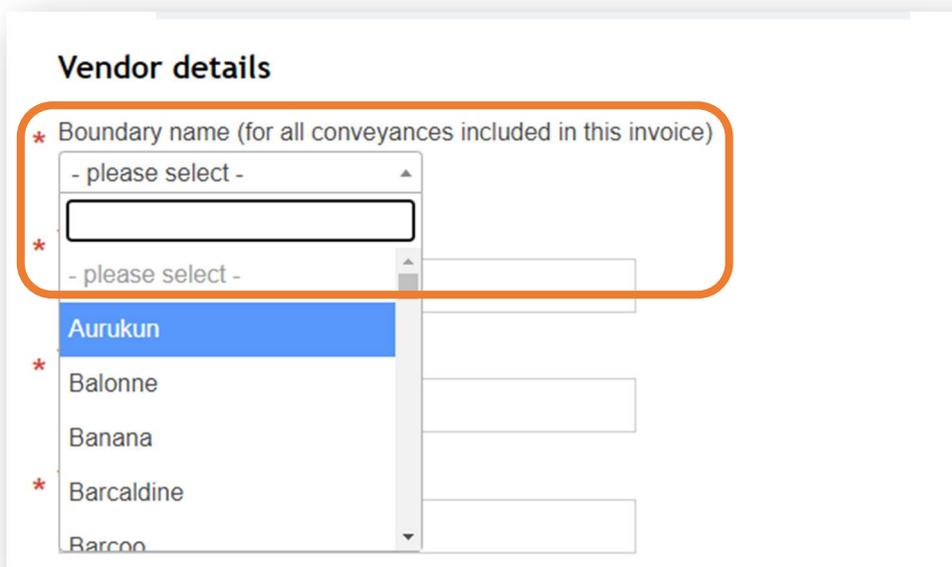


Quick guide for **Burial/Cremation** Invoice claims.

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

If you need to change/update your Vendor details, you will need to do this at the log-in page (click on the Manage my QGov Login button to access your account details page).

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 a form titled "Vendor details". A red box highlights the "Boundary name (for all conveyances included in this invoice)" field. 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. To the right of the dropdown menu, there are several empty input fields, likely for other vendor details.

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

* 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 (e.g. 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.

 Please only upload files in **PDF** format under 1MB (no special characters in the file name).



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

- please select -

* 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)

- please select -

* 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)

\$



 If you have any additional **supporting documentation** to upload (besides your tax invoice), you can add it on here

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, and upload any 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

 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](#)

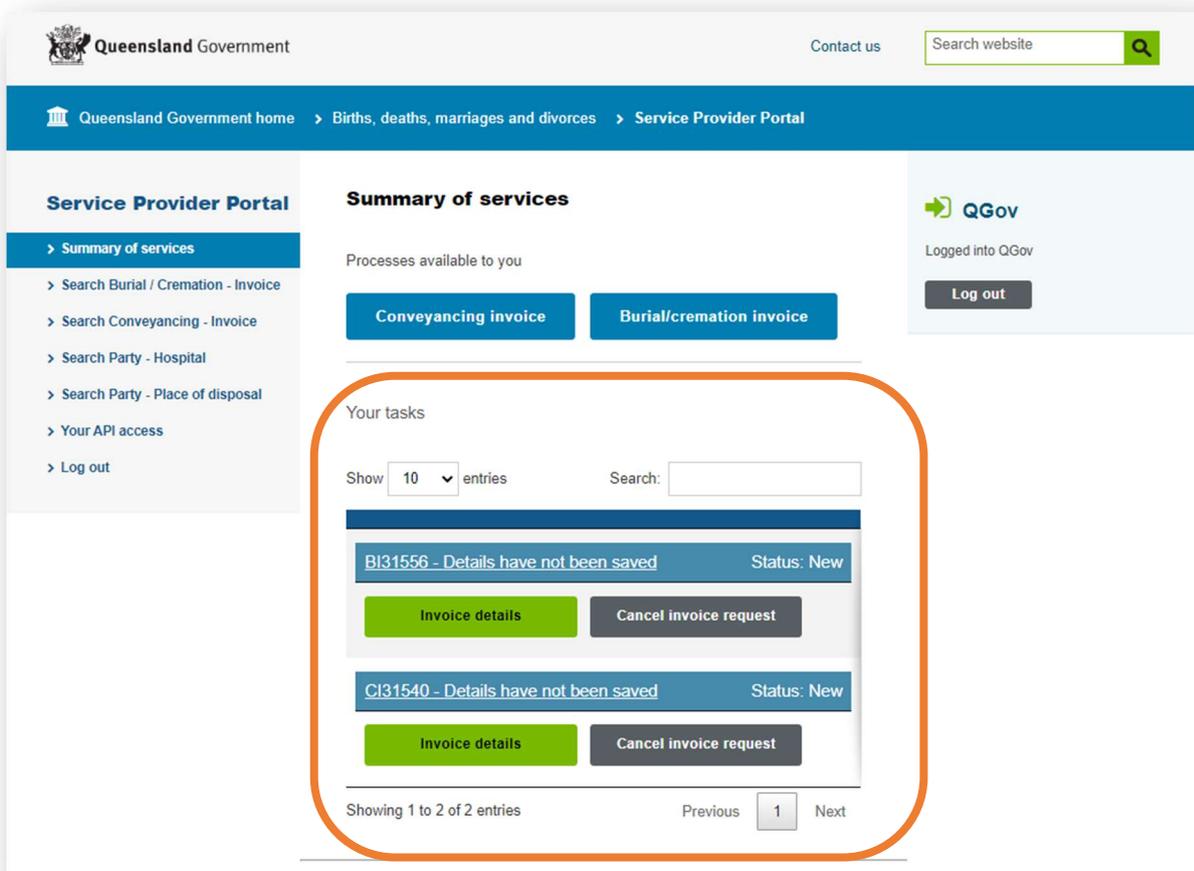


How to search for an existing claim OR check the progress of a claim

In the Summary 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 **Your 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.

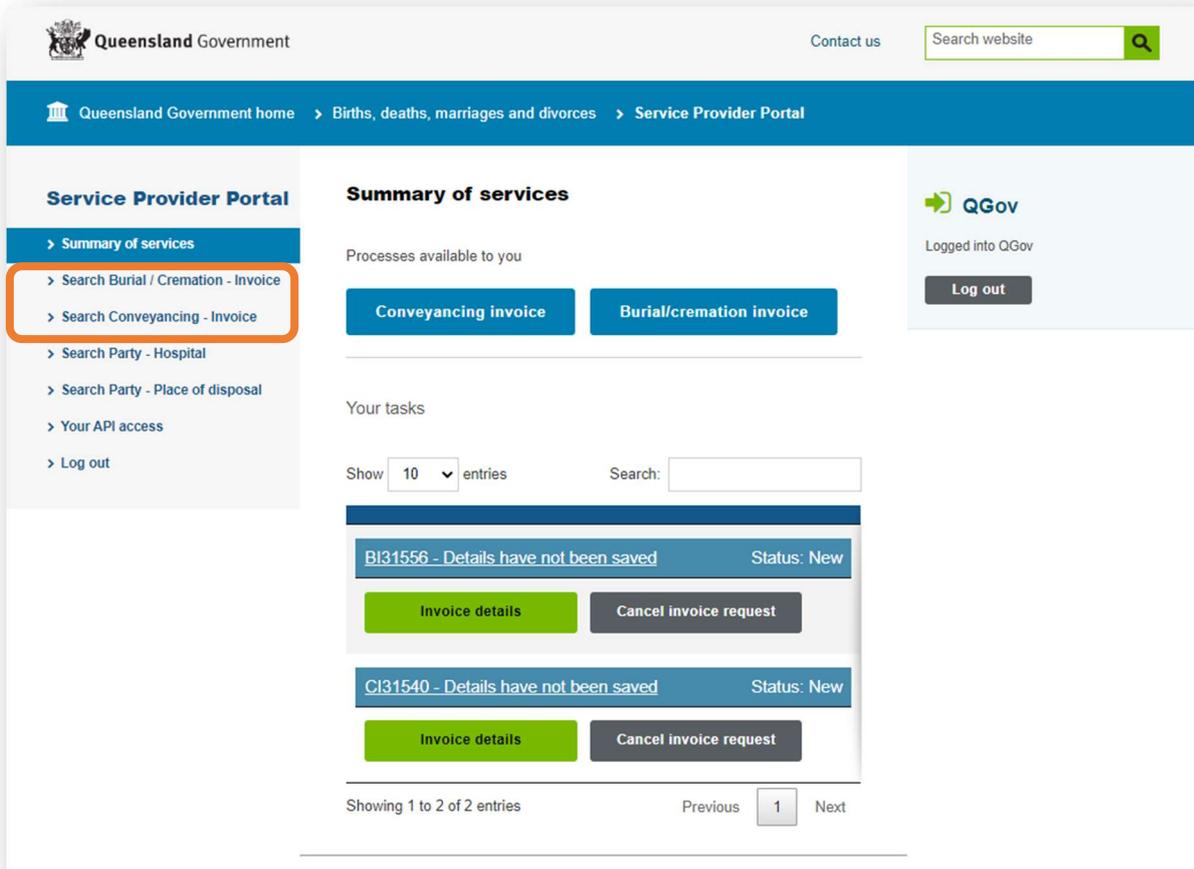
 You can also use the **Cancel invoice request** button to delete any unwanted/accidentally generated claim reference numbers (e.g. blank forms that you don't want to keep/edit).



The screenshot displays the Queensland Government Service Provider Portal. The main content area is titled "Summary of services" and includes a "Your tasks" section. This section contains a list of claims, each with a "Cancel invoice request" button. The "Your tasks" section is highlighted with an orange rounded rectangle. The list shows two entries: BI31556 and CI31540, both with a status of "New". Each entry has a green "Invoice details" button and a grey "Cancel invoice request" button. The page also features a search bar, a "Log out" button, and a "Contact us" link.

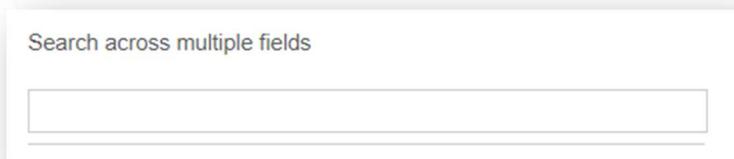
 Click on the **Search Burial / Cremation – Invoice** or **Search Conveyancing – Invoice** as required for your search

Burial/Cremation reference numbers will always begin with **BI**, and Conveyancing reference numbers with **CI**



The screenshot shows the Queensland Government Service Provider Portal. The page title is "Service Provider Portal" and the breadcrumb trail is "Queensland Government home > Births, deaths, marriages and divorces > Service Provider Portal". The left sidebar contains a "Service Provider Portal" section with a "Summary of services" sub-section. Under "Summary of services", there are two links: "Search Burial / Cremation - Invoice" (highlighted with an orange box) and "Search Conveyancing - Invoice". The main content area is titled "Summary of services" and shows "Processes available to you" with two buttons: "Conveyancing invoice" and "Burial/cremation invoice". Below this is a "Your tasks" section with a "Show 10 entries" dropdown and a "Search:" input field. The tasks list shows two entries: "BI31556 - Details have not been saved" and "CI31540 - Details have not been saved", both with a "Status: New" label. Each entry has two buttons: "Invoice details" (green) and "Cancel invoice request" (grey). At the bottom, it says "Showing 1 to 2 of 2 entries" and has "Previous", "1", and "Next" navigation options.

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



A search input box with the placeholder text "Search across multiple fields". The box is empty and has a white background with a thin border.

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"/>

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.

If you would like to request for additional content to be added to this **Quick Launch Guide**, please also send your comments and suggestions through to this mailbox.

