How to User Guide – Dealers

- Nominating a Person in Charge
- Granting a person in charge access to a dealer licence
- Revoking a person in charge access to a dealer licence

Macropods Online

The images and screenshots used in this guide are for demonstration purposes only and may differ from the screens and images that you see when using Macropods Online.

Table of Contents

1 Introduction....3
2 Have you registered for an online account? 3
3 How to nominate a person in charge online using their Customer Reference Number (CRN) 3
4 How the Person in Charge can find their Customer Reference Number 6
5 How to grant the nominated Person in Charge access to the dealer licence 6
6 How to revoke the person in charge access to dealer licence....8

1 Introduction

The Department of the Environment, Tourism, Science and Innovation has a user-friendly digital platform for managing macropod services allowing macropod licence holders to apply for licences, pay fees, and order tags.

The digital return book feature on Macropods Online makes it easier for harvesters and dealers to comply with their record keeping obligations. And submitting returns is also faster and easier allowing users to view and complete their tasks online as simple transactions.

2 Have you registered for an online account?

Macropod customers not currently registered with the Department of the Environment, Tourism, Science and Innovation's Online Services will need to register to access Macropods Online. Click here to learn how to register for Online Services.

If you have already registered for a macropod harvester or dealer licence in Connect or Online Services, you will automatically see the new Macropods Online when you login here.

3 How to nominate a person in charge online using their Customer Reference Number (CRN)

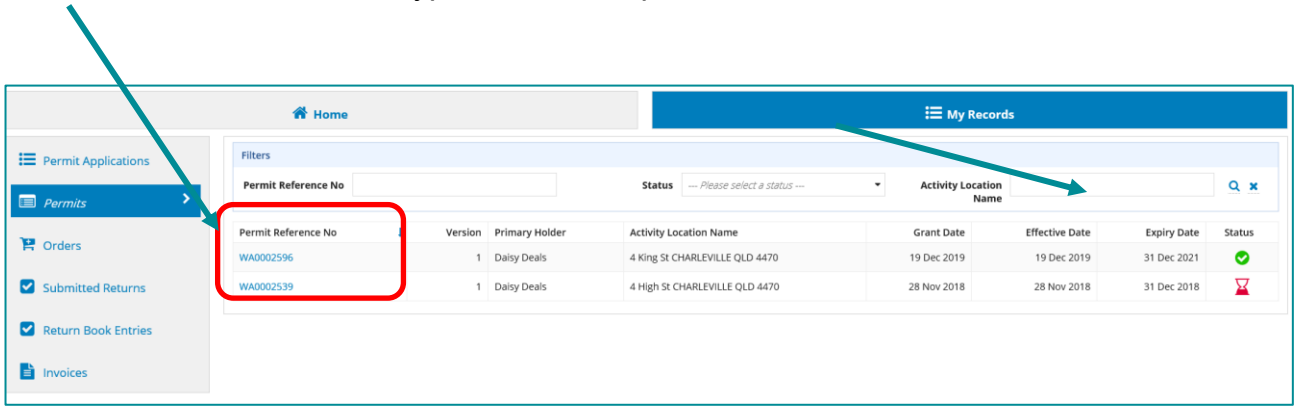
The process below is the same for adding a new Person in Charge at the time of lodging a new application for a dealer licence or changing the Person in Charge after the licence has been granted.

Note: The Customer Reference Number (CRN) must have been provided to the holder of the dealer licence by the Person in Charge nominated. See instructions on how to find the CRN in section 4.

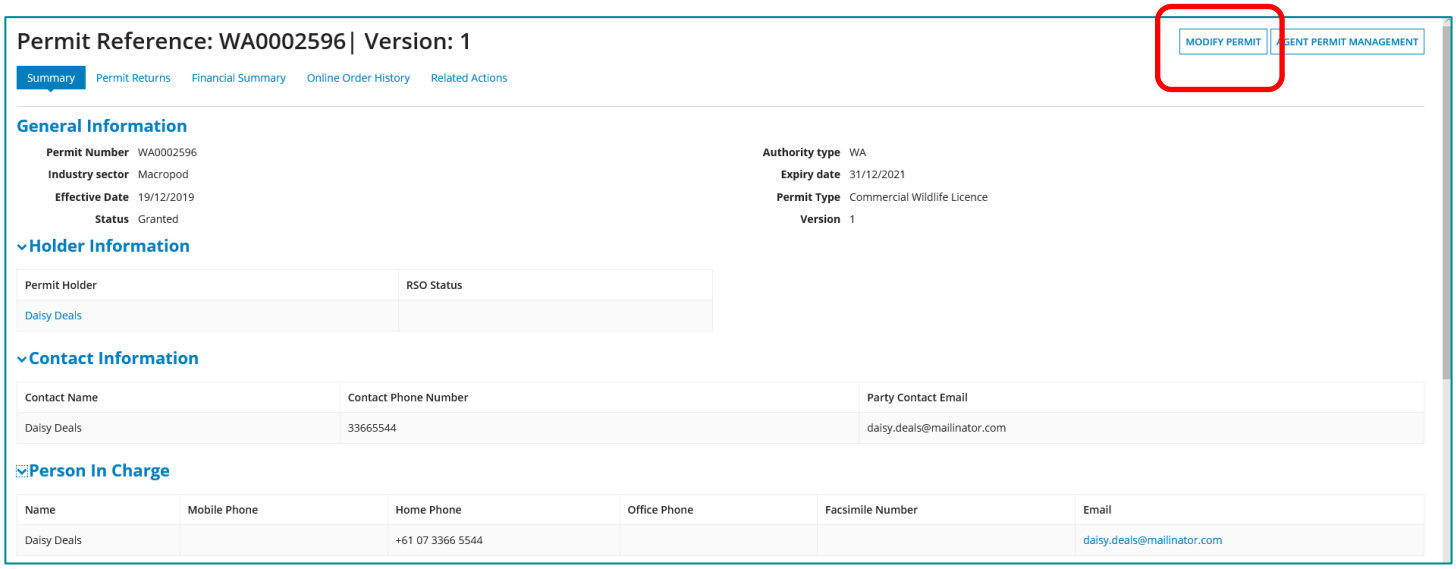
After logging in select ***My Records > Permits***

Select the granted permit you want the Person in Charge to have access to by clicking on

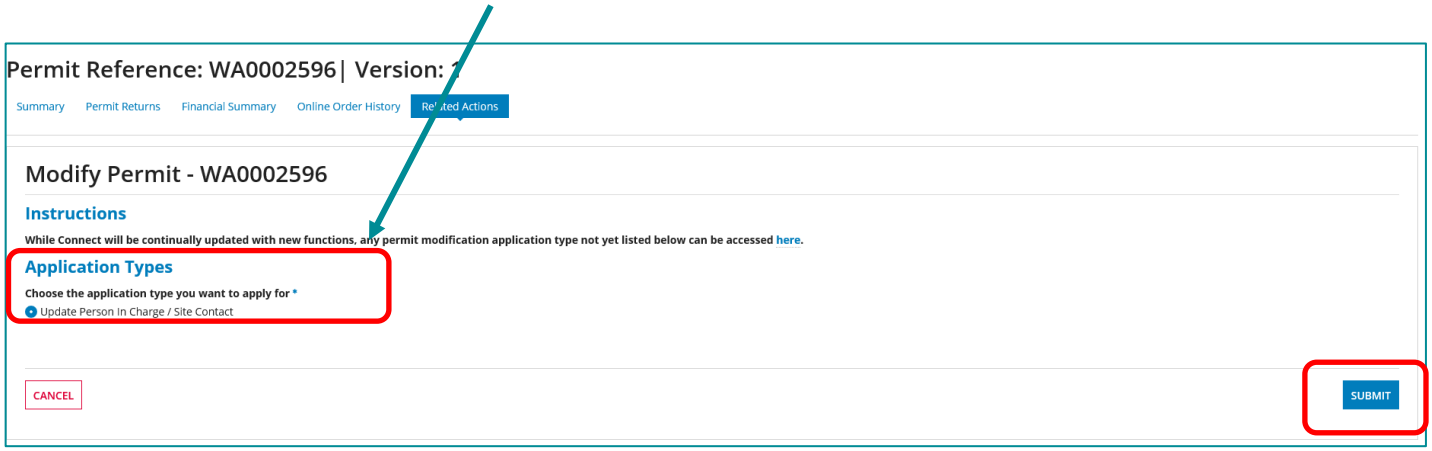
the **Permit Reference No** hyperlink for that permit.



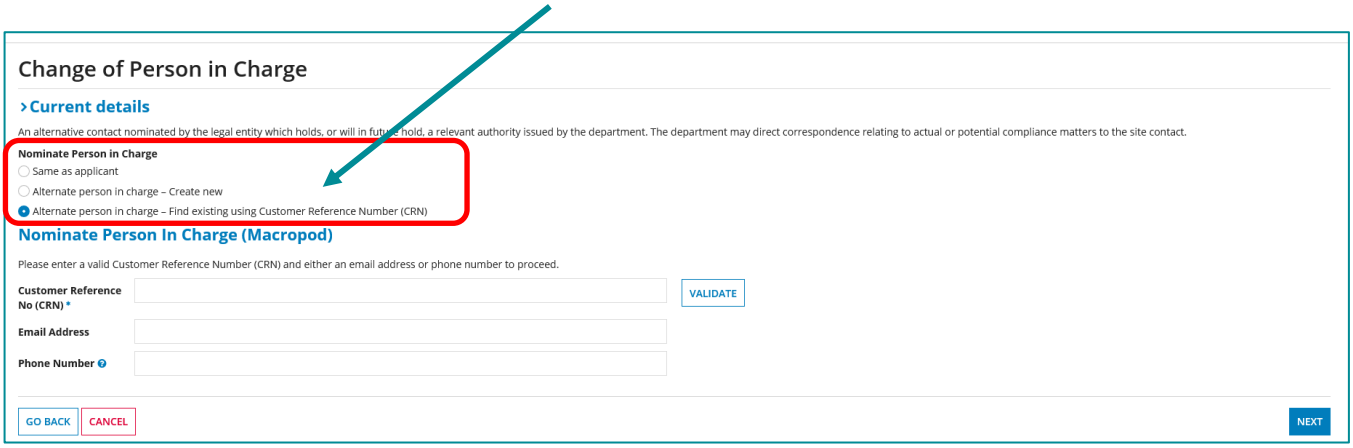
To **AMEND** the Person in Charge in the permit – click **MODIFY PERMIT**

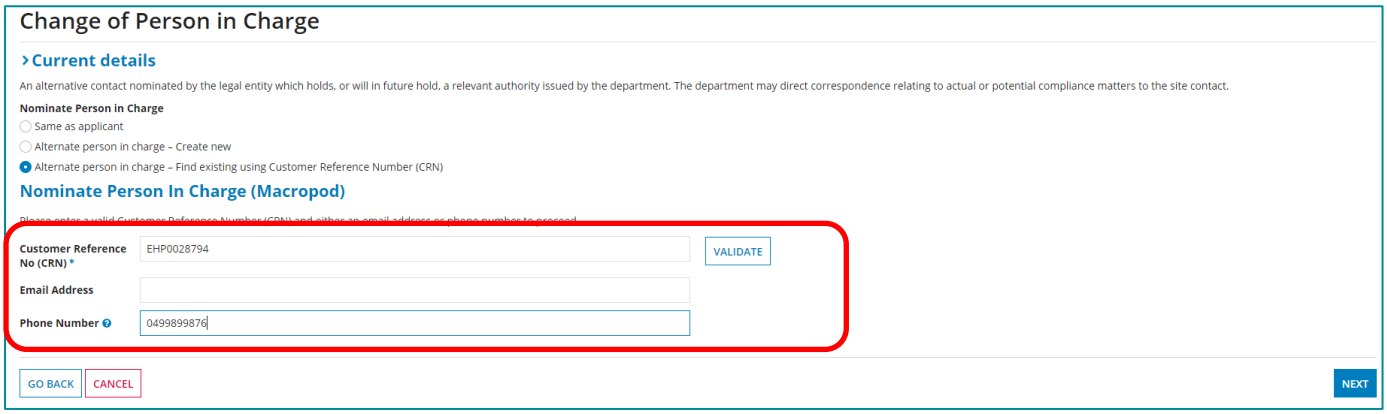


Tick the *Update Person in Charge / Site Contact* option and click **Submit.**



Tick the *Alternate person in charge* – ***Find existing using Customer Reference Number (CRN)*** option



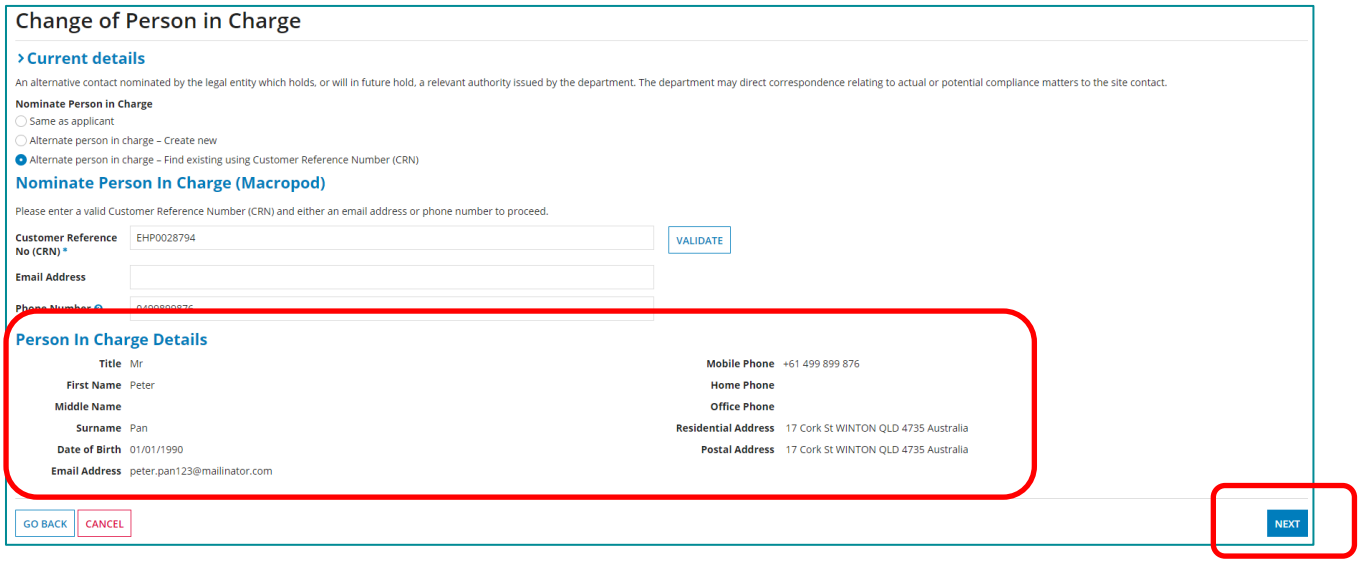


Enter the *Customer Reference No (CRN)* of the person in charge **and either** their *email address* **or** *phone number* and click the **VALIDATE** button.

Note: *8-digit home/office phone numbers or 10-digit mobile phone numbers should be entered without any space or country/area code.*

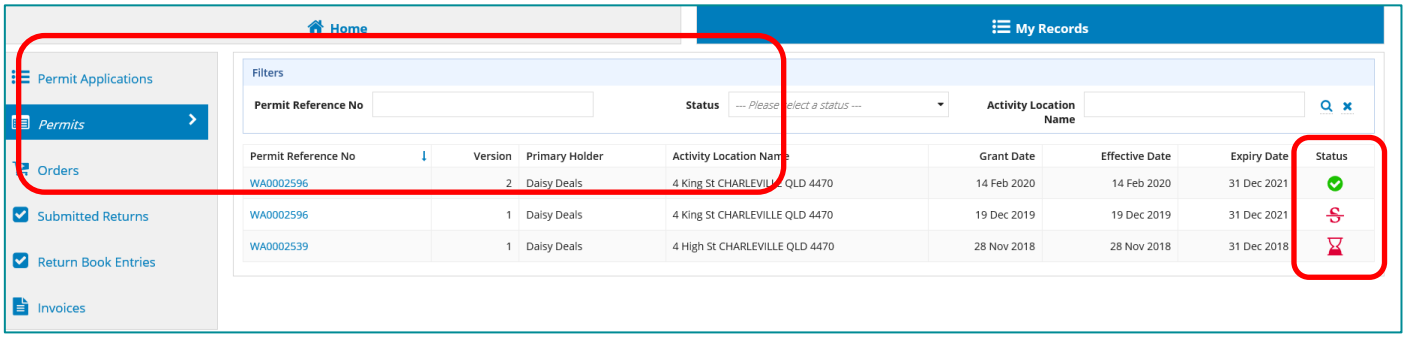
If the email address or phone number entered match those on file for the customer record you have entered the CRN for, the full name and contact details of the person in charge will be displayed.

Note: An error will be displayed if the details entered do not match any existing customer record.



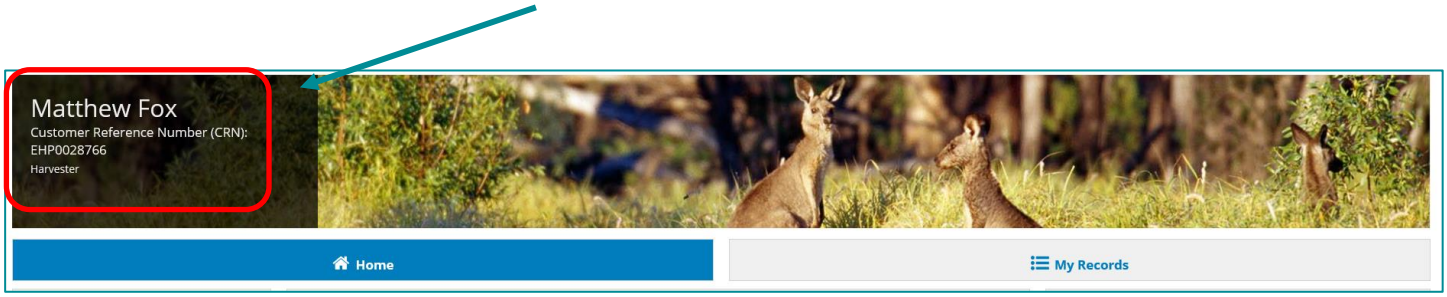
When the person in charge details have been displayed successfully, click **Next** to complete the nomination of the person in charge using their CRN.

In **MY RECORDS > Permits**, a new version of the dealer licence will have been created with a **granted status** and the previous version will have been ***superseded***.



4 How the Person in Charge can find their Customer Reference Number

The Customer Reference Number (CRN) can be found below the name of the logged-in user on the Macropods Online home page.



5 How to grant the nominated Person in Charge access to the dealer licence

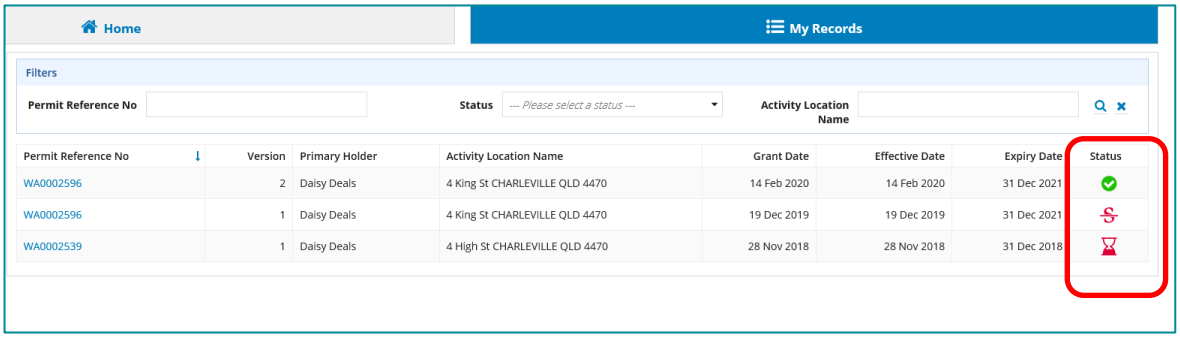
Once the person in charge has been nominated using their CRN, the dealer must

subsequently grant that person in charge access to that licence. Failure to do so will mean the nominated person in charge is unable to view that dealer licence, create return book entries or submit returns for that licence in Macropods Online.

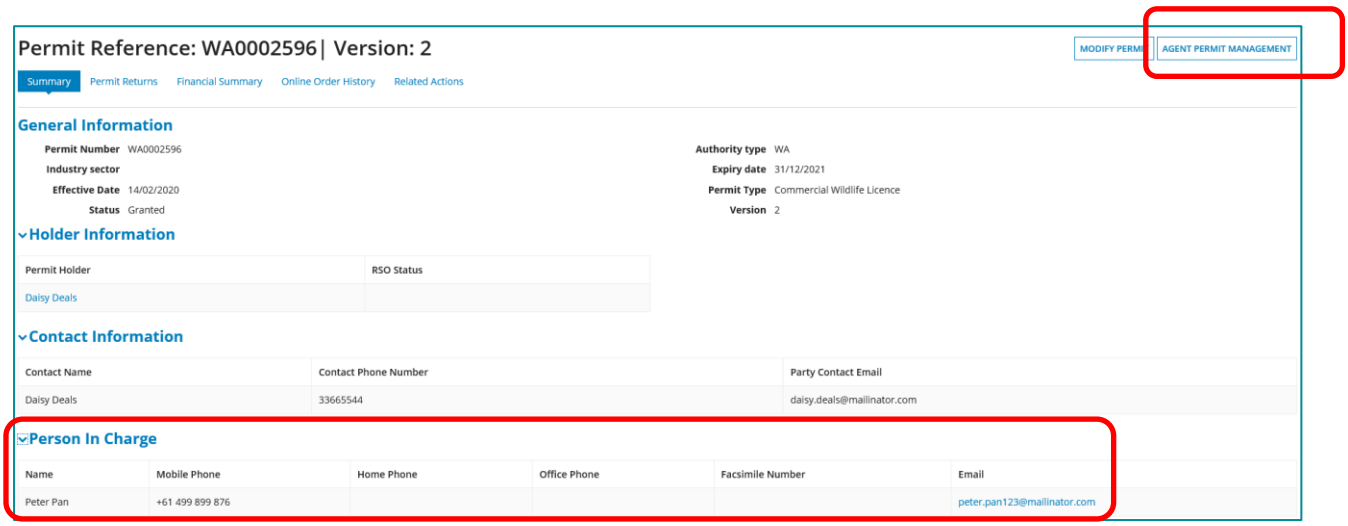
If the person in charge is nominated using their CRN at the time of lodging the dealer application, the holder of the dealer licence must grant the person in charge access to the initial granted version – version 1 - of that licence.

If the person in charge is nominated using their CRN by modifying an existing dealer licence as shown at the end of section 3 above, a new granted version of the licence is created when the Person in Charge is changed. That version is displayed in My Records > Permits with a **green tick granted status** icon. The previous version becomes **superseded (red status icon)**.

The dealer must grant access to the newer **granted** version of the licence not the **superseded** version.

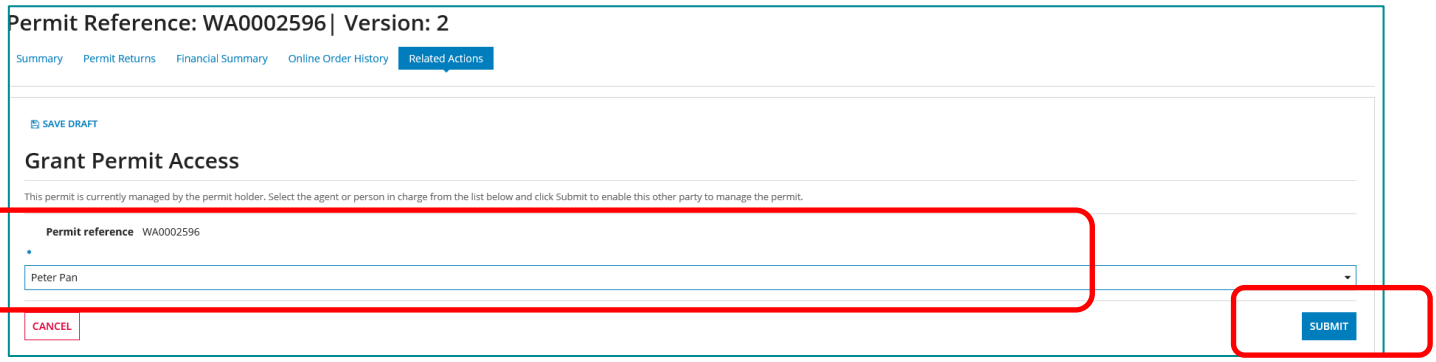


Navigate to **My Records > Permits**
Select the granted dealer licence version you want to grant the person in charge access to.



Click on **Agent Permit Management** tab at the top right-hand side of the page.

On the **Grant Permit** *Access* screen, the name of the new Person in Charge – Peter Pan - is shown in the drop-down box for the permit reference number.



Select the name of the person in charge from the dropdown and click **Submit**.

A message box appears *'You are about to grant access to* <Name of the Person in Charge > *to manage this permit. Are you sure you wish to continue'?*

Select **YES**

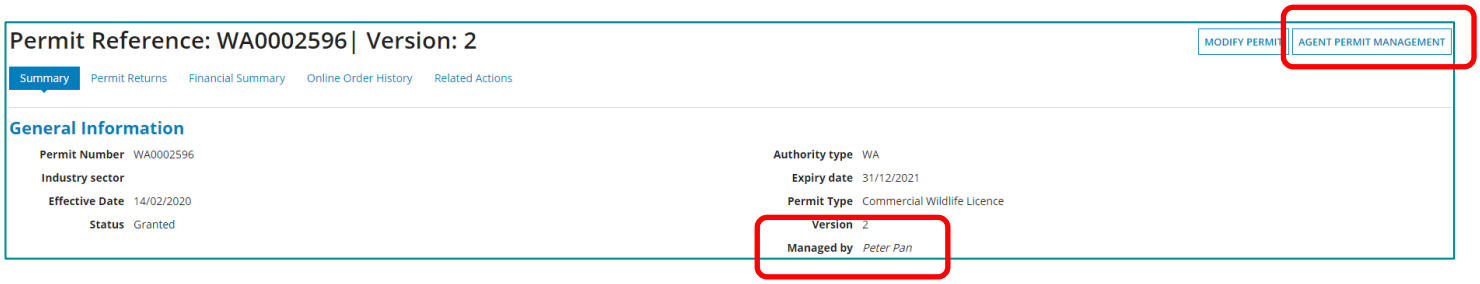
The name of the nominated person in charge is displayed next to the **Managed by** label on the summary view of the dealer licence

The nominated person in charge is now able to access this licence.

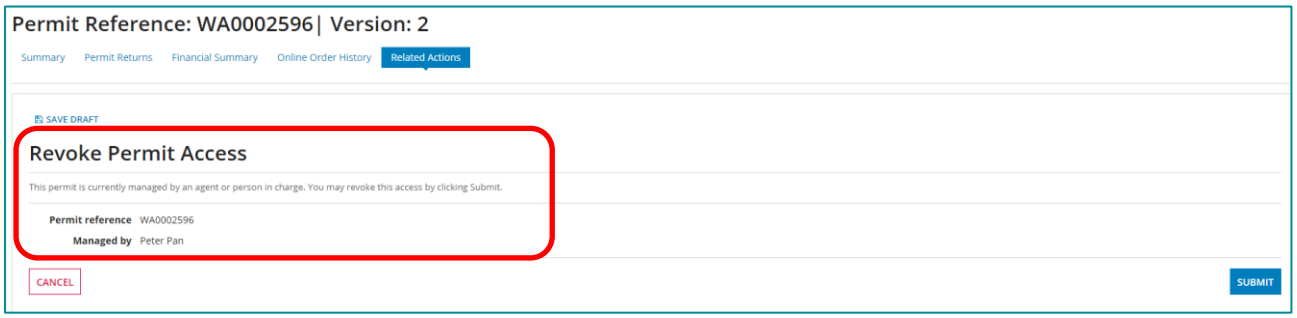
6 How to revoke the person in charge access to dealer licence

To discontinue a previously nominated person in charge access to a dealer licence, navigate to ***My Records > Permits*.**

Select the dealer licence and click on the **Agent Permit Management** button in the top right-hand side.



The **Revoke Permit Access** screen is displayed with the name of the person in charge appearing beside the ***Managed by*** label



Click the **Submit** button to revoke access.

From that point, the person in charge nominated can no longer view the dealer licence when they login to *Macropods Online* but they remain the nominated person in charge on the licence.

Note: Nominating a new Person in Charge using their CRN as shown in section 3 will automatically revoke the access of any previously nominated Person in Charge.

For more information on the Macropods Online please contact the Macropod Management Program:

Email: mmp@detsi.qld.gov.au