FAQs

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.

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WHAT IS MACROPODS ONLINE?

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.

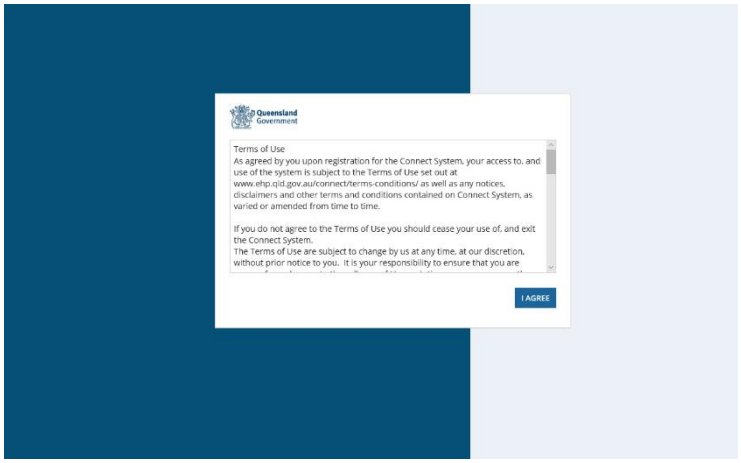
The digital return book feature on Macropods Online makes it easier for harvesters and dealers to comply with their record keeping obligations. And submitting returns is also faster and easier allowing users to view and complete their tasks online as simple transactions.

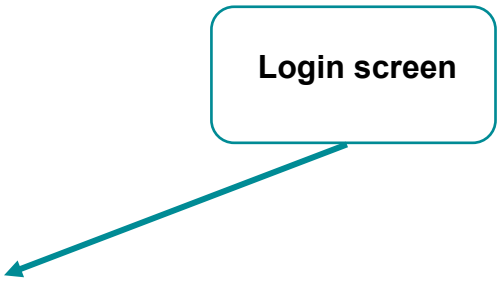
1 ACCESS TO MACROPODS ONLINE

How do I register 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 harvester or dealer licence in Online Services, you will automatically see the new Macropods Online when you login here.





I already have a login to Connect. Do I have to register again to use Macropods Online?

No. If you already have a login for Connect, you do not need to register again. If you have a macropod licence or an application for one, you will automatically be taken to Macropods Online next time you login to Online Services.

I have never used Online Services but I do have a Macropod Harvester / Dealer licence already. Do I have to register to use Macropods Online?

Contact the Macropod Management Unit team to find out what your DES Customer Reference Number (CRN) is first. Once you know your CRN, register to use Macropods Online and make sure you enter that CRN when you link to your Customer record in Connect. Once you have been approved to use that CRN, you will automatically access Macropods Online every time you login.

I manage a dealer site on behalf of a dealer company, but I do not have a macropod harvester / dealer licence of my own. Should I register to use Macropods Online?

If the dealer company wants to give you access to their dealer licence and do all the return entries and submit returns for the site you manage, you need to register to use Macropods Online. Once you have done so, you can provide your Customer Reference No to your dealer company and they will be able to grant you access to their licence for your site.

2 RETURNS

I have created my Return Book Entries for this week / month in Macropods Online, do I still need to submit a return online?

Yes, you do. By creating return book entries using the ***Return Book Entry*** action in Macropods Online, you have complied with your obligation to record the particulars of the macropods you have harvested / transacted within the legislated timeframe. You must submit a return online for each return period to comply with your obligation to report your operations accurately to the Department at the end of each return period.

I have sent, or will be sending, the Department a paper return for this month / week, do I need to create these entries and submit the return in Macropods Online as well?

No. If you have sent or will be sending a paper return to the Department for a return period, you do not need to create those return entries or submit that return in Macropods Online. The Macropod Management Unit will create these entries in the system for you and you will be able to review them in ***My Records > Return Book Entries > Paper Return Entries*** tab.

I made a mistake in my return book entry, but I have not submitted my return yet. Can I change it?

Yes. You can correct or delete any unsubmitted return book entry by clicking on the *Edit* icon in ***My Records > Return Book Entries***.

I have submitted a return, but I have just noticed one of the return line items is wrong. Can I change it?

You may be able to. You can request to amend a submitted return by clicking on the **Return Reference No** link – e.g. RET012345 - in ***My Records > Submitted Returns***. This will open the detailed view for that submitted return. You can request to amend the return by providing the **reason** for your request and clicking the ***Request Amendment*** button.

If the Macropod Management Unit approves your request, you will see an Amend Submitted Return task for that return appear in the ***My Incomplete Actions*** grid on your landing page. Click on that task to edit the return item you want to correct. You can also delete any line items that should not have been included in the return. Once you have made all your corrections, you need to submit the return again and the task will disappear from the ***My Incomplete Actions*** grid.

The original version of each modified or deleted return line item will appear in the ***Archived*** tab in the amended return. Each modified return item will also have a history icon you can click to display the original details.

I have requested to amend a submitted return. I have made the corrections I wanted to make to that return, but the Amend Submitted Return task is still showing on My Incomplete Actions grid. What did I do wrong?

You need to submit the return again and this will clear the task off the ***My Incomplete Actions*** grid.

3 PERSON IN CHARGE ACCESS TO DEALER LICENCE

I have nominated a person in charge in my dealer application when I applied for the licence but I did not know their Customer Reference Number (CRN) then. My dealer licence has since been granted. Do I have to nominate the person in charge using their CRN in the granted licence even though it is the same person I nominated in the application?

Yes. You can only grant the person in charge access if you have nominated him/her using their CRN.

Navigate to *My Records* > *Permits* and open the dealer licence you want to give your person in charge access to. Click **Modify Permit > Update Person in Charge / Site Contact**. On the *Nominate Person in Charge* screen, click **Alternate person in charge – Find existing using Customer Reference Number (CRN)**. Enter the *CRN* and either a *phone number* or an *email address* and click **Validate**. Click **Next** once the full details of the nominated person in charge are displayed.

A new version of your granted licence will be created. Access that latest granted version of the dealer licence. Click **Agent Permit Management**, select the nominated Person in Charge and click **Submit** to grant that person access to the dealer licence.

I have nominated a person in charge using his/her Customer Record Number (CRN) in my dealer application. The licence has since been approved but that person in charge still does not have access to my dealer licence. What do I need to do?

You need to grant the person in charge access to the dealer licence. Access and open the latest granted version of your dealer licence and click on **Agent Permit Management**. The name of the person in charge you nominated in the application will appear on the *Grant Permit Access* screen. Select that person and click Submit.

I do not want the person in charge I nominated to be able to access my dealer licence and do my returns for me. How do I stop them from seeing my licence?

Access and open the latest granted version of your dealer licence and click on **Agent Permit Management.** On the *Revoke Permit Access* screen, click on the **Submit** button and that person will no longer be able to access you licence or do your returns online for you.

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

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