

How to User Guide

How to link to existing customer record

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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1 Introduction to Macropods Online

The Department of Environment and Science 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?

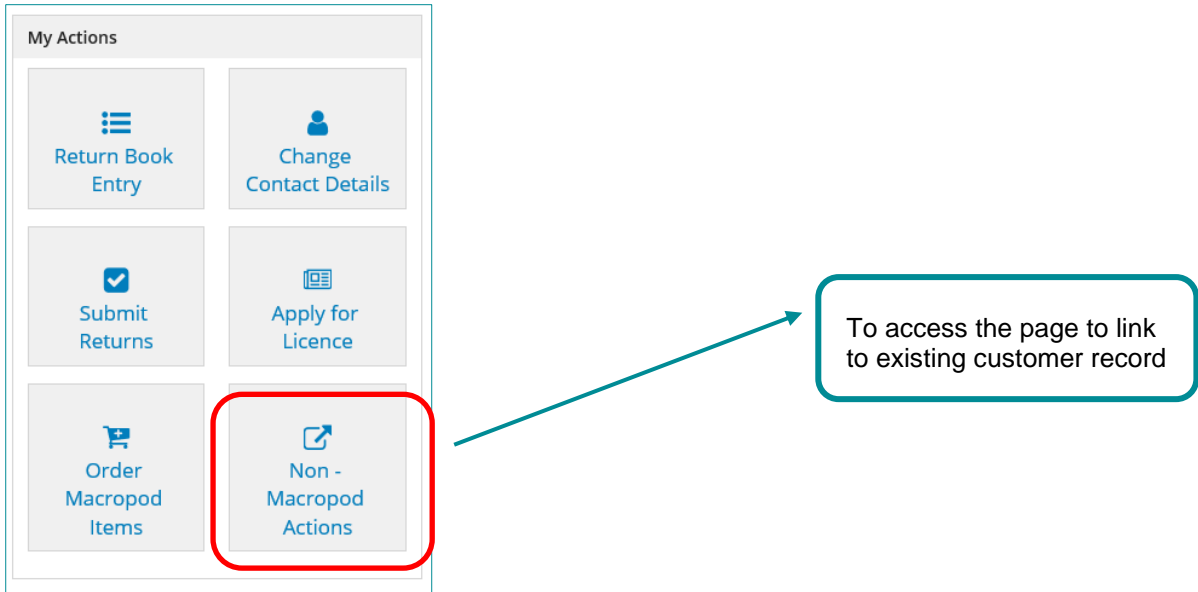
Macropod customers not currently registered with the Department of Environment and Science's Online Services will need to register to access Macropods Online. Click [here](#) to learn how to register for Online Services.

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](#).

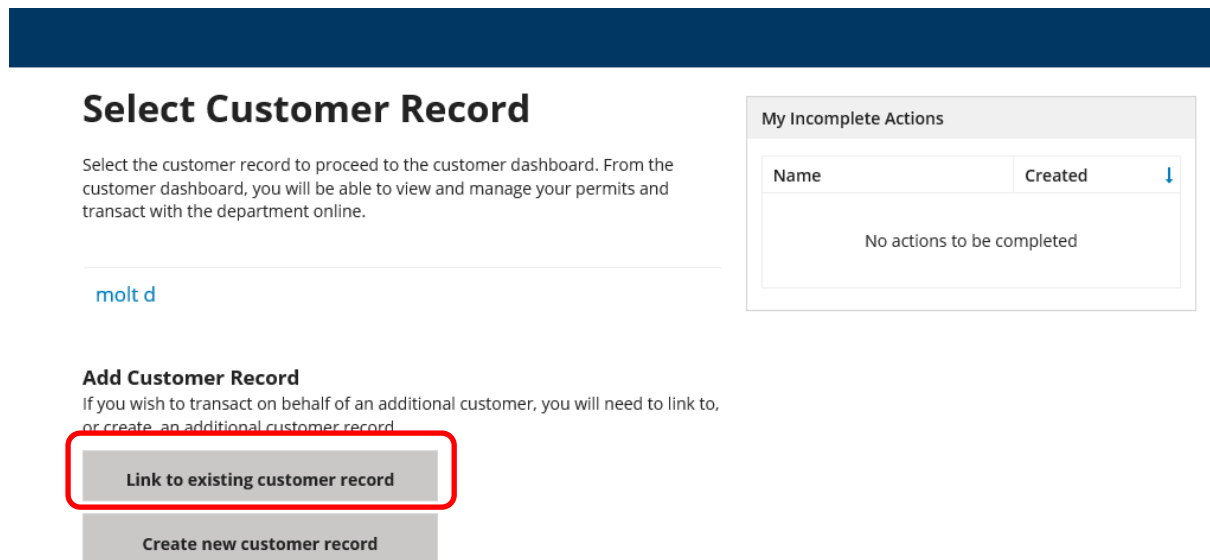


3 Macropods Online – linking to existing customer record

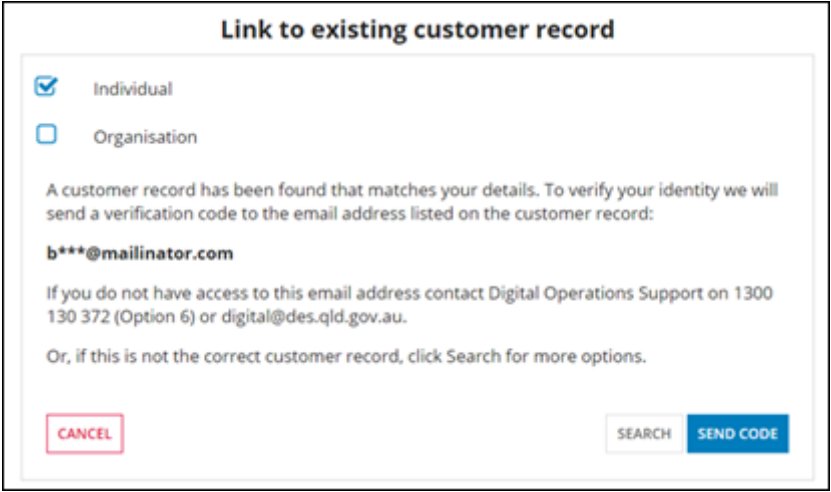
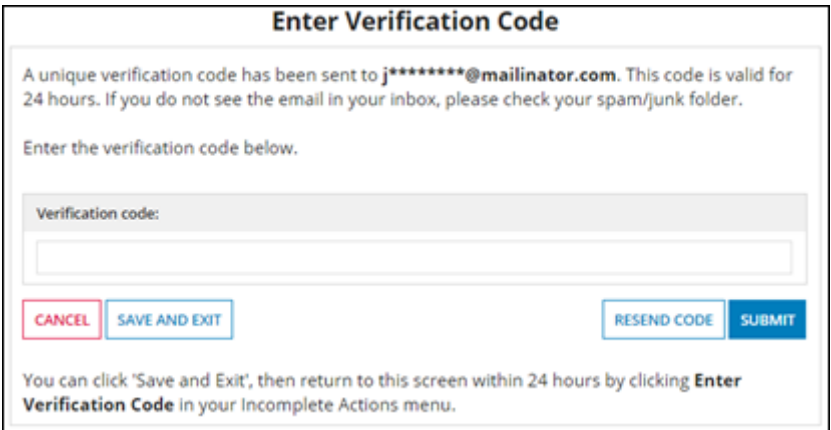
If you have not had a macropod harevster or dealer licence prior to 2017 you will see the second screenshot below.



Select **Link to existing customer record**.



Sample link to individual customer pages and system message	Scenario
<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Link to existing customer record</h3> <p><input checked="" type="checkbox"/> Individual <input type="checkbox"/> Organisation</p> <p>Please provide your Customer Reference Number or Permit Reference.</p> <p>If you cannot provide either the CRN or permit reference, contact Permits and Licensing on 1300 130 372 (Option 4) or palm@des.qld.gov.au.</p> <p>Customer Reference Number (CRN) * <input type="text"/></p> <p style="text-align: center;">OR</p> <p>Permit Reference * <input type="text"/></p> <p>Customer Details: Please provide your name as it appears on your permit.</p> <p>First Name * <input type="text"/></p> <p>Middle Name <input type="text"/></p> <p>Last Name * <input type="text"/></p> <p style="text-align: center;">CANCEL SUBMIT</p> </div>	<p>If the system does not find a unique customer record with an email address that matches the user profile’s first name, last name and date of birth, the customer is prompted to provide their CRN or Permit Reference and their first and last name.</p> <p>Note: this is the typical path.</p>
<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Link to existing customer record</h3> <p>No matching customer record found. Please check the details provided.</p> <p>If you are a current or previous customer of the department and you are unsure if you have an existing account, please contact Permits and Licensing on 1300 130 372 (option 4) during business hours.</p> <p style="text-align: center;">BACK</p> </div>	<p>There are no customer records that match the CRN or Permit reference and the First name and Last name that the user has provided.</p>
<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Link to existing customer record</h3> <p>You are already linked to this customer record.</p> <p>Click close and select the customer record to proceed.</p> <p style="text-align: center;">CLOSE</p> </div>	<p>The user is already linked to the customer record that matches the details that they have provided.</p>
<div style="border: 1px solid black; padding: 10px;"> <h3 style="text-align: center;">Link to existing customer record</h3> <p>A customer record that matches your details has been found, however, we need to confirm some details before we can approve your access.</p> <p>Please contact Digital Operations Support on 1300 130 372 (Option 6) during business hours.</p> <p style="text-align: center;">CLOSE</p> </div>	<p>A single matching customer record has been found without an email address.</p>

Sample link to individual customer pages and system message	Scenario
 <p>The screenshot shows a form titled "Link to existing customer record". It has two radio buttons: "Individual" (checked) and "Organisation". Below the buttons, a message states: "A customer record has been found that matches your details. To verify your identity we will send a verification code to the email address listed on the customer record: b***@mailinator.com". It also provides contact information for Digital Operations Support and a "SEARCH" button with a "SEND CODE" button.</p>	<p>A single matching record is found.</p> <p>If Send Code is clicked a verification code can be sent to the email address on the customer record.</p> <p>If Search is clicked the provide CRN or Permit reference and customer details form.</p>
 <p>The screenshot shows a form titled "Enter Verification Code". It contains a message: "A unique verification code has been sent to j*****@mailinator.com. This code is valid for 24 hours. If you do not see the email in your inbox, please check your spam/junk folder." Below this is a text input field for the verification code. At the bottom, there are buttons for "CANCEL", "SAVE AND EXIT", "RESEND CODE", and "SUBMIT". A note at the bottom says: "You can click 'Save and Exit', then return to this screen within 24 hours by clicking Enter Verification Code in your Incomplete Actions menu."</p>	<p>The verification code has been sent to the customer record email address.</p>

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

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