



1

Participant's Guide

Customer Service Direct (Training)

Version 19 April 2017

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GETTING TO KNOW US

Induction and Common

Day One

Time	Topic	Facilitator
9:00 - 09:45	Welcome & Ice Breaker Aim: Get new inductees comfortable and relaxed in their new environment (includes walk around)	Facilitator with HR Representative
09:45 - 10:15	Meet the Managers Aim: Provide an opportunity for inductees to meet with senior management and gain a better understanding of the DTMR organisational structure.	Managers
10:15 - 10:30	Meet the Team Leaders	Team Leaders
10:30 - 10:45	Break	
10:45 - 11:45	Human Resources Induction and Evacuation Aim: Brief new staff on their role and responsibilities in the workplace.	Human Resource Personnel
11:45 - 12:00	Meet the Union Representatives. Aim: Give staff the opportunity to provide feedback, on key issues to be included in the EBA negotiations.	Union Representative
12:00 - 12:30	Overview of Role for consultants. Aim: Give staff an understanding of access to customers' records and DTMR expectations.	Facilitator-Power Point
12:30 - 1:15	Lunch	
1:15 - 1:30	Overview of Role for consultants and WFP. Aim: Give staff an understanding of expectations of DTMR.	Facilitator, WFP
1:30 - 3:00	System Set-up Aim: Get staff fully operational Set up: IBM Notes, Work Space, Corporate forms, Business Directory, Knowledge and Operational Support Site, Email Signature, DMS V8, TICA, TRAILS, Dispark Archive Inbox, Service Centre, Learn Zone, IA/IL Tracker, Business Directory, Sap, Stars, Printer, Online Reset Access, RUMIIS, CSD Portal. Aim: Familiarise staff with email system and databases. Complete mandatory courses on Learn zone. <ul style="list-style-type: none"> • ICT facilities & devices • Recordkeeping 101 • Which way would you go • CSB Staff responsibilities. • Tica Basics 	Facilitator
3:00 - 3:45	Break	
3:45 - 4:45	Buddy	Facilitator to arrange
4:45 - 5:00	Buddy Debrief. Aim: Allow staff the opportunity to vies and familiarise themselves with all the systems they will be using, in this module.	Facilitator

Human Resources Overview

What do these abbreviations stand for?

Public service classifications

AO = _____

PO = _____

TO = _____

OO = _____

What are the main duties of your role?

Dress standards



Circle which items of clothing would be acceptable



Code of Conduct

When and where does the Code of Conduct apply?

Who should you report potential breaches of the code to?

What is Workplace Discrimination?

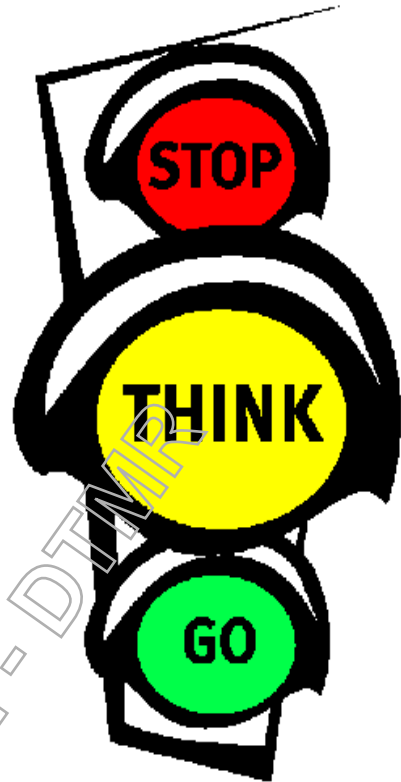
What is Workplace Harassment?



Workplace Health & Safety

What is **STOP** – **THINK** – **GO**?

What are the steps that I take if I am injured in the workplace?



Released under RTI - DT/11/2017



Overview of Role

CSD Shift times

Unplanned Leave

Contact Number if you are running late or are unable to attend work

Information that will be required:



Released under RTI - DTMR



Key Performance Indicators (KPI's)

Adherence _____

Call Quality _____

Not Ready count _____

KAOS Usage _____

Hold Time _____



Call Quality Evaluation Scorecard CQ

Consultant		CSD Team Number	
Call Monitoring Coach		Evaluation Type	
Date of Evaluation	5/4/2017	Evaluation Coaching Plan	Calculate
Evaluation Month		Total Score	
Call Recording #	Recording Date	Call Duration (MM:SS)	
Customer Name			
CRN / Rego / BRN			

Category	Criteria	Result
Welcome your Customer	Q01 Did you use an appropriate greeting, did you provide your name and answer the call in a timely manner?	
Identify your Customer	Q02 Was your customer identified appropriately for the information provided to them? (This includes using the EOI Checklist)	
Know your Customer	Q03 Did you confirm your customers question/query?	
	Q04 Did you use effective and appropriate questioning?	
Customer Experience	Q05 Did you actively listen to your customer?	
	Q06 Did you create a great customer experience for this customer?	
	Q07 Did you demonstrate appropriate behaviour on the call?	
	Q08 Did you use appropriate tone, language and behaviour?	
	Q09 Did you control the call effectively? (No long pauses, excessive hold, stopped the customer from providing excessive information?)	
Transfers & Hold	Q10 Did you transfer/seek assistance from a supervisor when appropriate?	
	Q11 Did you use the correct hold/transfer process?	
Accuracy of Information	Q12 Accurate Information	
	Q13 Complete Information	
	Q14 Appropriate use of systems - including Docbase, TICA, KAOS, EOI Checksheet.	
	Q15 Accurate data entry - TICA, SBS & other databases/emails	
Call Close	Q16 Confirm with the customer that you have answered their question and resolved the call.	
	Q17 Was there an appropriate call end salutation and the customer offered further assistance?	

Call Summary	Feedback
---------------------	-----------------



Rosters & Timesheets

Your Roster is located in Knowledge and Operational Support Site, which has the acronym of KAOS.

Click on this link: <http://share.qdot.qld.gov.au/sites/csdkaos/default.aspx>

Hover your cursor over Business Services → All reports → CSD Empower → Schedule Editor. Click on the Right Arrow to view your roster in advance.

Check your Daily Breaks on commencing your shift. If there are changes, there will be an updated version of daily breaks in the above link, besides an email from the Real Time Analyst.

If you are late for your breaks, or finish your shift after your scheduled time, you add or modify your schedule through the same link.

Completing your Timesheet

		29/09 Sat	30/09 Sun	01/10 Mon	02/10 Tue	03/10 Wed	04/10 Thu	05/10 Fri
Before Lunch	Start				07:55	08:35	07:55	07:55
	Finish				12:00	12:00	12:00	12:00
	Start							
	Finish							
Hours Worked					04:05	03:25	04:05	04:05
After Lunch	Start				12:45	12:45	12:45	12:45
	Finish				16:55	16:55	16:55	16:55
	Start							
	Finish							
Hours Worked					04:10	04:10	04:10	04:10
Total Core Hours					08:15	07:35	08:15	08:15
Leave/Public Holiday				07:15				
Standard Hours				07:15	07:15	07:15	07:15	07:15
Accrued Hours		09:20	09:20	09:20	10:20	10:40	11:40	12:40
ADO/RDO/HD		---	---	---	---	---	---	---
Outside hours Worked								
Total Hours					08:15	07:35	08:15	08:15

Week 2 Activities

Total Hours			07:15	08:15	07:35	08:15	08:15



Allocation of time for activities

	27/09 Sat	28/09 Sun	29/09 Mon	30/09 Tue	01/10 Wed	02/10 Thu	03/10 Fri
Total Hours			07:15	07:15	07:15	07:15	07:15
Week 2 Activities <input type="button" value="Select"/>							
	Sat	Sun	Mon	Tue	Wed	Thu	Fri
1000.002 BUSINESS ADMINISTRATION (550401)			00:30	00:30	00:30	00:30	00:30
1000.008 HR RELATED ACTIVITIES (550401)							
1001.045 GENERAL CUSTOMER ENQUIRIES (550401)			04:15	04:15	04:15	04:15	04:15
1001.069 ON-LINE/OFF-LINE PROCESSING (550401)			02:00	02:00	02:00	02:00	02:00
1001.099 SSQ ACTIVITIES (550401)			00:30	00:30	00:30	00:30	00:30
8000.002 TRAINING - RECEIVED (550401)							
9000.001 LEAVE OTHER (550401)							
9000.002 PUBLIC HOLIDAY (550401)							
9000.003 RECREATION LEAVE (550401)							
9000.004 SICK LEAVE (550401)							
Total Hours			07:15	07:15	07:15	07:15	07:15
Difference							

Step 4
Coaching sessions with TL

Step 1
Morning & afternoon tea breaks.
Fun Committee
Team Meeting

Step 5
Information provided to customers on policies & services

Step 3
All processing work on ITCA

Step 2
Inquiries diverted by Smart Services Qld.

If you work 5 hours per day, the following will be the allocation of time:

- Business Administration - 10/15 minutes.
- SSQ activities – 00.30 minutes.
- On-Line/off-line activities- 00.30 minutes.
- General customer Enquiries-the remaining of the 5 hours



Buddying

How did the consultant open the call?

How did the consultant close the call?

What types of calls did you hear?

What was something new that you learnt?

Released under RTI - DTMR





Module Two - Common Skills Timetable

Day Two

Time	Topic	Facilitator
8:00 - 8:30	Welcome & Ice Breaker Aim: Get new inductees comfortable and relaxed in their new environment (includes walk around)	Facilitator
8:30 - 09:30	Standard EOI and Types of Customers Aim: To provide insight into the quality requirements when providing information to customers, covers EOI, Types of Customers, Acceptable variations and Change of Customer Details	Facilitator
09:30 - 09:45	Break	
09:45 - 10:15	Standard EOI and Types of Customers Continues Aim: Covering EOI, Types of Customers, Acceptable variations and Change of Customer Details	Facilitator
10:15 - 11:30	Introduction to TICA Aim: To introduce TICA and provide an overview and understanding of the Individual Hub, Organisational Hub	Facilitator
11:30 - 12:15	Lunch	
12:15 - 2:30	Maintaining TICA (Change of Details), Aim: To provide an understanding of the how to perform maintenance in TICA pertaining to amending a postal address, checking for correspondence and confirming a disability parking address.	Facilitator
2:30 - 2:45	Break	
2:45 - 3:00	Maintaining TICA (Registration) Aim: To demonstrate how to identify the current registration details & replace needed paperwork, to replace a label or certificate	Facilitator
3:00 -3:10	Review Aim: Review and refresh key learning	Facilitator
3:10 -3:50	Buddying Aim: Provide staff with context to the role	Facilitator to arrange
3:50 - 4:00	Buddying Debrief Aim: Get staff talking about calls they heard. Encourage dialogue and answer questions that may arise. Help develop understanding.	Facilitator

Evidence of Identity in Licensing and Registration

Types of Customers

A customer is any individual/organisation, which does business with the Department of Transport and Main Roads and has a Customer Reference Number (CRN). Customers are created in TRAILS or TICA, separate to any products. Products such as registration and licences are then linked to the customer.

What application form must be lodged by a **new** customer, to register a vehicle? (Include Form Number)

Name the two reasons, when a new customer must complete a New Customer Application form?

Evidence of Identity

What does EOI prove?

Individuals

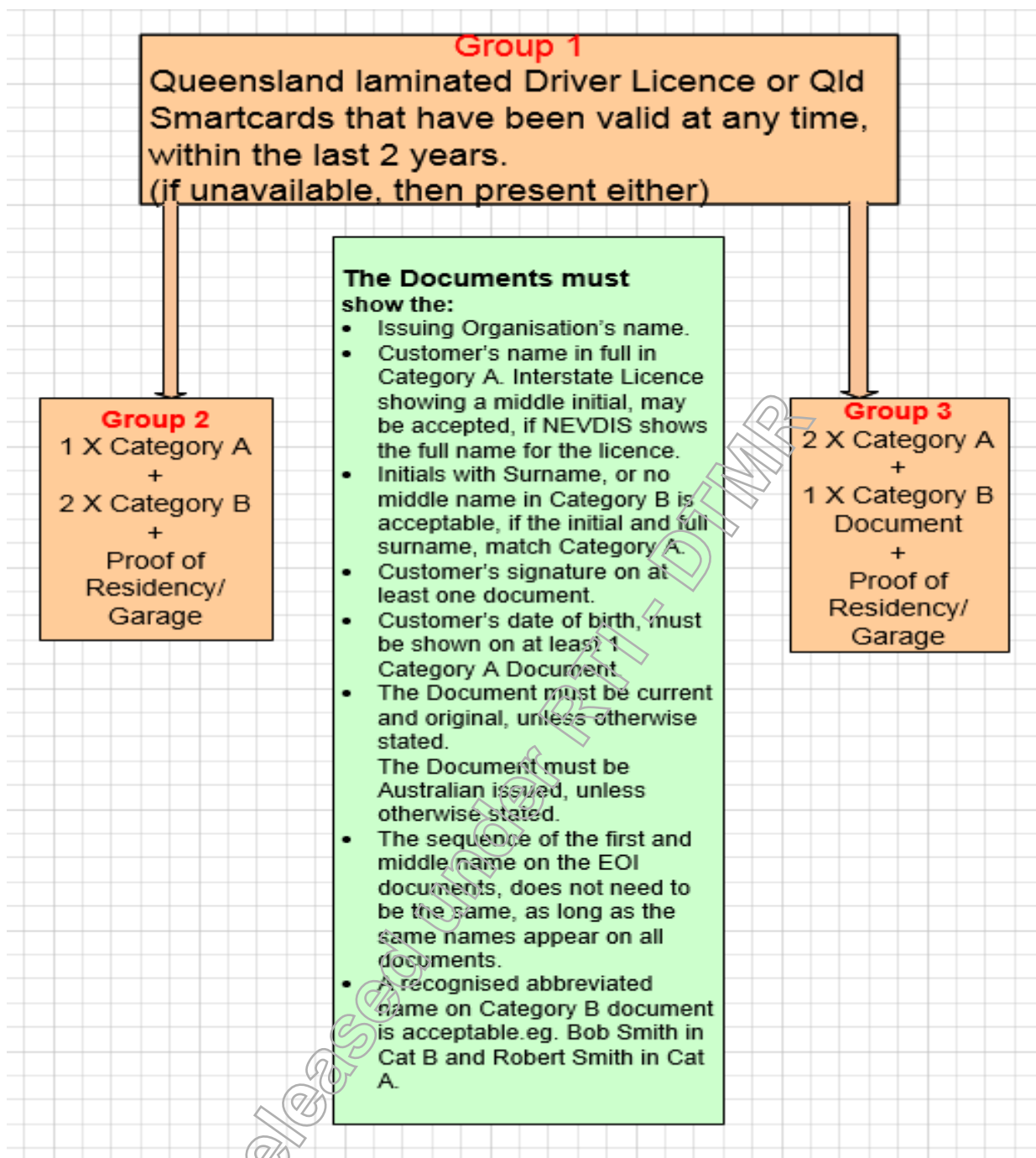
- 1.
- 2.
- 3.

Organisations

- 1.



Groups of Standard Evidence of Identity for Individuals.





What are the consequences for not adhering to phone EOI processes?

Provide three examples of Category A Documents?

Provide three examples of Category B Documents?

What questions do you need to ask an individual and an organisation over the phone?

What process do you need to follow, if they cannot complete the identification check?

Acceptable Variations to Evidence of Identity Documents

What do you do, if a customer cannot meet standard Phone EOI?

1. 2.

What are the 6 compulsory 1st level responses, which you must obtain from a Qld Licensee, for the phone EOI Check sheet?

--

When can certified copies of documents be presented?

--

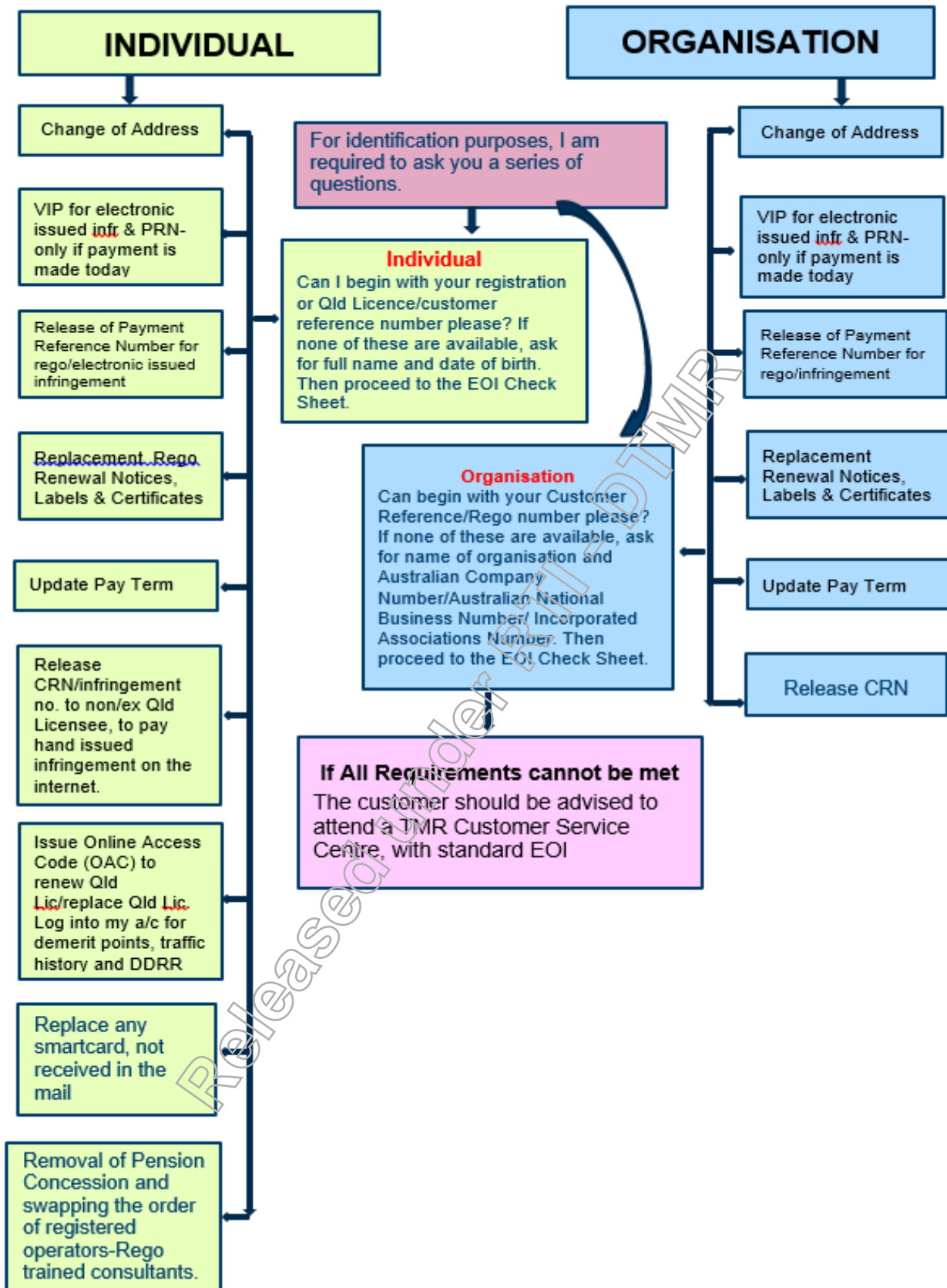
What are the 6 compulsory 1st level responses, which you must obtain from an organisation, for the phone EOI Check Sheet?

--

Released under RTI - DTMR



Identification Requirements for Phone Transactions



Change of Customer Details

Under certain circumstances, some of the customer's personal details can be changed in TRAILS and TICA. Investigate below, what details can be changed and what proof is required to perform these changes.

Can the following details be changed for a customer?	Yes or No	What Proof is required?
Date of Birth		
Sex & Name		
Name		
Driver Licence number		
Address		
Place of Birth		
Deceased		

It is really important that you correctly identify your customers. In fact, it is deemed a critical error if you fail to do this and you will score a zero in Call Quality!



Evidence of Identity & Change Customer Detail Quiz

1. My Registration Renewal Notice was redirected to me. I would like to change my address for the registration. What other questions must you ask, if the customer could only provide you with her Queensland Licence number, before you could change her address.

2. I have just turned 18 and want to get an Adult Proof of Age Card. The only ID I have in my name, is an expired high school ID, and my EFTPOS card. What ID do I need to get the Card?

3. A customer has called the Call Centre and wants to discuss his registration details. He is unable to be authenticated on Level 1 of the Check Sheet and therefore has failed the ID check. What can we do to assist this customer? (List all options).

4. I have just moved to Queensland and will be registering my car in Queensland. I only have a photocopy of my birth certificate. Is it OK to use this?

5. A customer is going in to set up a CRN for the company. What documentation and form number, are required for the customer to do this?

6. List three Category A Documents

1.
2.
3.

7. List three Category B Documents

1.
2.
3.

Change Customer Detail Quiz

1. What options does a customer have, to change their address with DTMR?

--

2. How soon, should a customer advise TMR of any changes to the address?

--

3 Who can have a Queensland Licence, but can request for a change of address to an interstate residential address?

--

4 I lost my purse with my Qld. licence in it. I am worried that someone will use my licence to open bank accounts. Can I get a new customer number, when I come in to get my licence replaced?

--

5 I have just got married overseas. What do I need to bring in, to change my name from my maiden name to my married name?

6 My company has changed its name, but my ACN is remaining the same. What do I need to do to get the name changed?

7 I have recently divorced my husband and am reverting to my maiden name. As I have previously had a Qld licence in my maiden name, can I come into DTMR and have this changed without providing the divorce papers?

8 How would you change the address of a large company, which has a fleet of vehicles? Only two vehicles have to be moved to another Garage Address.

9 Would changing the address of the proprietor for a business, automatically change the address for a vehicle?



Transport Integrated Customer Access (TICA)

TICA is a system which allows DTMR to view, retrieve and maintain customer records.

From the Homepage you can click on any of the links, which will connect you to that hub.

Queensland Government
Transport and Main Roads

Transport Integrated customer access

Session Customer Licensing Registration Vehicle Finance Security About

Home

15/07/2013
PTKOH Z1

Clear
Exit

Scheduled outages: This service will be unavailable each Monday from 10:00 pm until Tuesday 1:00 am EST (GMT +10).

Customers
[Individual customer hub](#)
[Organisation customer hub](#)
[Add or change an address](#)
[Add an individual customer](#)

Licensing
[Driver licence hub](#)
[Industry authority hub](#)
[Marine licence hub](#)
[Bookings](#)

Finance
[Make a payment](#)
[Banking hub](#)
[Payment items hub](#)
[Customer account hub](#)

Registration
[Vehicle registration hub](#)
[Trailer registration hub](#)
[Recreational ship registration hub](#)

Vehicles
[Vehicle hub](#)
[Trailer hub](#)
[Recreational ship hub](#)

Inspections
[Inspection hub](#)
[Search for approved inspection station](#)

Plates
[Plate number and plate hub](#)

Offenders
[Infraction hub](#)

Products
[Miscellaneous product hub](#)

Vehicle registration hub
 Driver licence hub
 Payment

Hub Categories:

- Customer
- Licensing
- Finance
- Registration
- Vehicles
- Inspections
- Plates
- Offenders
- Products

TICA Tip: It is the best practice to open the customer's record from either the organisation hub or individual hub and identify them before moving to other hubs.



Once in a Hub, you can return to the Home page by:

- Clicking on **Home**, which is located in the top right of the title bar of every page; or
- Clicking on the **Exit** button (located on the left side of every page) until you reach the home page.

You can also navigate between the different Hubs from any page, by selecting the drop down box for links (located across the top in the menu bar), and then the appropriate hub you require.

Searching for individuals and organisations, should be done before any of the change processes. You cannot change anything until you've identified your customer with the Check Sheet.

Search for an Individual

After displaying an individual in TICA, the EOI check can be completed on this page.

The customer can be displayed from all different hubs.

The most common hubs you will search for a customer, include the Individual Customer Hub, Organisation Hub, Drivers Licence Hub, Infringement Hub and the Registration Hub.

Queensland Government
Transport and Main Roads
Transport integrated customer access

Display Individual Products Additional Requirements Links About

Individual Customer Hub

TCA0001111: DISPLAY SUCCESSFUL

Customer: 108613821 SMITH MATTHEW JAMES Ind Org Birth Date: 30/03/1995 Display

Address: PO BOX 139 EDMONTON QLD 4869 AUS
Postal:

15/07/2013 PTKOH Z1
Clear
Exit

Vehicle registration hub
Driver licence hub
Payment

Customer Details
Height (Cm): 180
Gender: MALE
Eye Colour: BLUE
Hair Colour: BROWN
Complexion: FAIR
Birth Town/City: DARWIN
Birth State: NORTHERN TERRITORY
Birth Country: AUSTRALIA
Deceased Date:
Notified Date:

Contact Details
Phone: 33539372

Qualifications

Type	Reference	Effective

Add new individual Update address
Update individual details

Choose Individual
Add DOB for an individual

If you have the customer's **last name with first name**, you can search with "phonetic search," by unticking "extend date of birth search."

Enter search details

<NONE> Name: KOH, PO TAK Birth Date:

Gender: <NONE> Suburb/Town:

Approx Age: 0

Phonetic search
 Extend date of birth search

Search



Search for an Organisation

To perform an EOI check for an organisation, you will need to go to the Organisation Customer Hub.

The Organisation Customer Hub can be accessed from the home page, or any page by selecting the drop down box from links (located across the top in the menu bar)

In the Organisation Customer Hub, you will be able to see the organisation's full name, address and ACN or BN. **To update the phone number for an organisation, you must select "ORGANISATION → UPDATE ORGANISATION DETAILS," and update the phone number on this hub.**

Once the EOI has been conducted with the Check Sheet, use the links function to navigate to the Hub that best suites the customer's enquiry.

Organisation Name

Choose Organisation

ACN or BN

Click Display

Details Displayed Below

Contact Details

Address

Change Customer Address

In TICA you can update, add or remove a Residential, Postal or Garage Address for both Individual and Organisational Customers.

To update a Residential Address or Telephone number

- Type over the previous address details

OR

Press CLEAR Address and type in the new details

Note: Pressing CLEAR deletes both the address and the phone number.

Once the new details are entered, click on UPDATE to finalise the address change

Queensland Government
Transport and Main Roads
Transport integrated customer access
Individual

Update Customer Addresses

Customer: 108613821 SMITH, MATTHEW, JAMES Birth Date: 30/03/1995
Address: PO BOX 139 EDMONTON QLD 4869 AUS
Postal

Residential Address and Contact

Building Name: [] NON COMPLIANT (INIT)
Floor: [] Unit Flat: [] Effective: 31/05/2010
Street Number: PO Street Name: BOX 139 Change Reason: []
Suburb/Town: EDMONTON
State: QLD Postcode: 4869
Country: AUS AUSTRALIA
Contact Phone: 33539372

Update Clear Address

Other Addresses
Postal... Registered...

To update a Postal Address

Click on Postal... link, which will take you through to a new page

Edit Address -- Webpage Dialog

TCA0001111: DISPLAY SUCCESSFUL

Postal Address same as Residential Address

Building Name Effective 15/07/2013

Floor Unit Flat Change Reason

Street Number Street Name - GPO BOX 2451

Suburb/Town - BRISBANE

State - QLD Postcode 4001

Country - AUS AUSTRALIA

OK Clear Address Cancel

https://www.training.qdot.qld.gov.au/tica-war/pd2c.jsp?DYNAMIC=GETPAGE&TIMEID=1373852515803&WINDOWID=7876211 Trusted site

If the Postal address is the same as the residential address, select the box, **Postal Address same as Residential Address**

For a separate PO Box address, add details

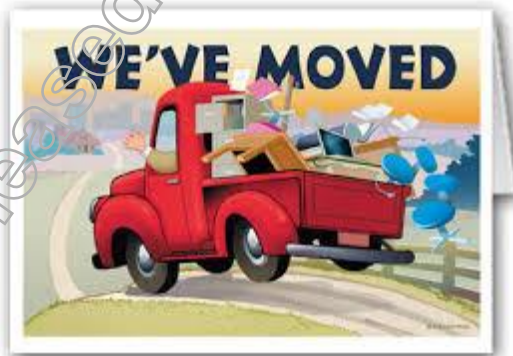
Press **OK**

Unsuccessful Updates

If your update was unsuccessful, begin by problem solving with client. Commence by reconfirming the client's postcode, suburb, street and building number. Try to think outside the square to ascertain the issue. Could it be an issue that, the actual residential address is different from the Australia post address file (PAF)? Could the wrong street name being picked? Could this be a new house on that street?

Note: The address **must** have at least a street name. **Suburbs cannot** be overridden.

If TICA highlights that the update cannot be processed and an 'override' is required, you must ensure that, all options have been explored, before you click on "Override."



To update an Organisation Address or Telephone number

Press **Update Address**, type in the new details and click **Update**. To update the phone number for an organisation, you must select **“ORGANISATION→UPDATE ORGANISATION DETAILS,”** and update the phone number on this hub.

Queensland Government
Transport and Main Roads
Transport integrated customer access

Organisation
Customer Hub

15/07/2013
PTKOH 21

Clear
Exit

Vehicle registration hub
Driver licence hub
Payment

Customer: 106096785 BLUEBIRD AND GILLESPIE PTY LTD.
Address: 32 EVAN STREET EAST MACKAY QLD 4740 AUS
Postal: []
Ind [] Org [x] ACTIVE
Display

Details
ACN: 555550822
BN: []
Date Closed: []
Date Notified: []

Contact Details
Name: MICHAEL GILLESPIE
Phone: []

Qualifications
Type Reference Effective

Add new organisation
Update address

TCA0001111: DISPLAY SUCCESSFUL

Released under RTI - DTMR



Checking for recently sent Correspondence

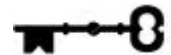
In TRAILS, on the command line type CORI followed by the CRN

```

Name I/O I DOB
Address Type ?
Property Id
Unit/Flat ?
Street Nm ?
State? QLD
Country . ? AUS Contact Phone
Lines 1 to 2
RES Property Id
Unit/Flat ? Rsn: N/Comp
Street No? 532 Street Nm ? BEAMS ROAD
Town ? CARSELDINE State?
code 4034 Country . ? AUS Eff 12/03/2015 Exp.
POS Property Id
Unit/Flat ? Rsn: N/Comp
Street No? GPO BOX 2451
Town ? BRISBANE State? QLD
code 4001 Country . ? AUS Eff 12/03/2017 Exp.
: Add SUCCESSFUL.
==> cori
    
```

TRAILS SCREENS

- Enter
- D for Display
- Q for Qualifications
- H for History
- R for Restrictions
- O for Correspondence



```

CP01  _  Display Update Reprint Payment_request Storage_d
sanc cOri addrEss
1114      Maintain Correspondence Item
Ref? C Name I/O/P
Addr
Specific Ref Num. ?
Cori Class Type . ? Ref Date: From
Interaction Reason? Interaction Date More:
Interact Description Ref Date Status
Sel Cori Date Customer/IP Name Reference Mail Type UserID
ORIGINAL REG RNW VEH/TRL 3OR6 MNTH (GST) 24/06/2016 ACT
16/07/2015 BTCHRG60
    
```

If correspondence has been sent it will appear here

Replace if necessary

Checking Correspondence in TICA

From any HUB in TICA, click HOME

Hover over customer (top left) and select correspondence

Queensland Government
Transport and Main Roads
Transport integrated customer access
Session Customer Licensing Registration Vehicle Finance Security About
Home
Correspondence Hub
Customer Security Hub
26/07/2016 PTKOH Z1
Clear
Exit
Customers
Licensing
Finance
individual customer hub
Driver licence hub
Make a payment
Organisation customer hub
Industry authority hub
Banking hub
Add or change an address
Marine licence hub
Payment items hub
Add an individual customer
Bookings
Customer account hub
This service will be unavailable each Monday from 10:00 pm until Tuesday 1:00 am EST (GMT +10).

Disability Parking and Change of Address

If the customer confirms they have a Disability Parking Permit

Hover over **Disabled Customer**

A Pop Up box will appear

Press send email to notify the Disability parking Permits section of a change of address.

Determine if the caller has a laminated licence & if one exists, a change of address label must be issued

Queensland Government
Transport and Main Roads
Transport integrated customer access
Display Update Clear Address Other Addresses Address History Correspondence Disabled Customer... Links About
TCAG001111: DISPLAY SUCCESSFUL
Update Customer Addresses
Customer Address Postal Ind Birth Date
15/07/2013 PTKOH Z1
Residential Address and Contact
Building Name
Floor
Street Number
Suburb/Town EDMONT
State QLD
Country AUS
Contact Phone 3353937
Other Addresses
Postal
Disability Parking - Webpage Dialog
Press Send Email to notify the Disability Parking Permit section of a change to this customer's residential address.
Send Email Cancel
NON COMPLIANT (INIT)



Checking for a List of Registrations

When a customer has multiple registrations, you can view a list of the registrations in a customer's name from the Registration Hub.

Note: After listing registration and if payment of registration is required, proceed with the following steps, **if the vehicle is a non inspectable vehicle.**

Hover your mouse over the Registration in the top title bar. Once the down menu has displayed, click on List Registration.

The screenshot shows the Queensland Government Transport and Main Roads website. The top navigation bar includes 'Home' and 'Help'. The main content area is titled 'Transport Integrated customer access'. A dropdown menu is open, showing 'List Registrations' highlighted. Below this, there are fields for 'Address' and 'Postal', and a 'Display' button. A search section includes 'From Date', 'Plate Number', and 'Registration Category' (set to '<NONE>'). There are also radio buttons for 'Selection' (Registrations, Plates, Both) and 'Status' (Current, Cancelled, Both). A table of registrations is displayed below, with columns for Plate, Category, Description, Status, Concession, and Role. The first row shows '106RVK' for a 'PCAR' category, described as '2011 HONDA CR-V WAGON LUXURY 4CYL PETROL 5SEAT RHD', with a status of 'CURR' and a role of 'PRIM'. A 'Details...' button is located at the bottom of the table.

Type in CRN

Click Display

Select the registration by double clicking on it

Identifying Registration Details

Start by displaying the Registration Hub.

Home - Microsoft Internet Explorer provided by Queensland Government

Queensland Government Home Help
Transport and Main Roads

Transport integrated customer access

Display Registration New Business Change Ownership Update Details Correspondence Links About

TCA0001111: DISPLAY SUCCESSFUL

Vehicle Registration Hub

15/07/2013 PTKOH Z1

Clear Exit

Vehicle registration hub
Driver licence hub
Payment

Customer
Address
Postal
VIN
Description 2011 HONDA CR-V WAGON LUXURY 4CYL PETROL SIL 5SEAT RHD ACTIVE Display

Registration
CURRENT Current Future
Plate
Category PASSENGER CAR
NRTC Charge
Pay Mode STANDARD
Pay Term (months) 12
Relief Type
Purpose of Use COMMERCIAL
Common Due Date
Inspection Expiry
Maximum Axles Maximum Trailers

Update renewal details Transfer registration
New business Cancel registration

Period of Registration
Current Future
Effective 18/08/2012 19/08/2013
Expiry 18/08/2013 18/08/2014
Status CURRENT PENDING
Concession
Industry

CTP Insurance
Insurer ALLIANZ
Class CLASS 1
Policy 43210162294
Entitled to ITC YES

Customer Details, VIN, Engine, Vehicle Description

Current Registration Details

Period of Registration

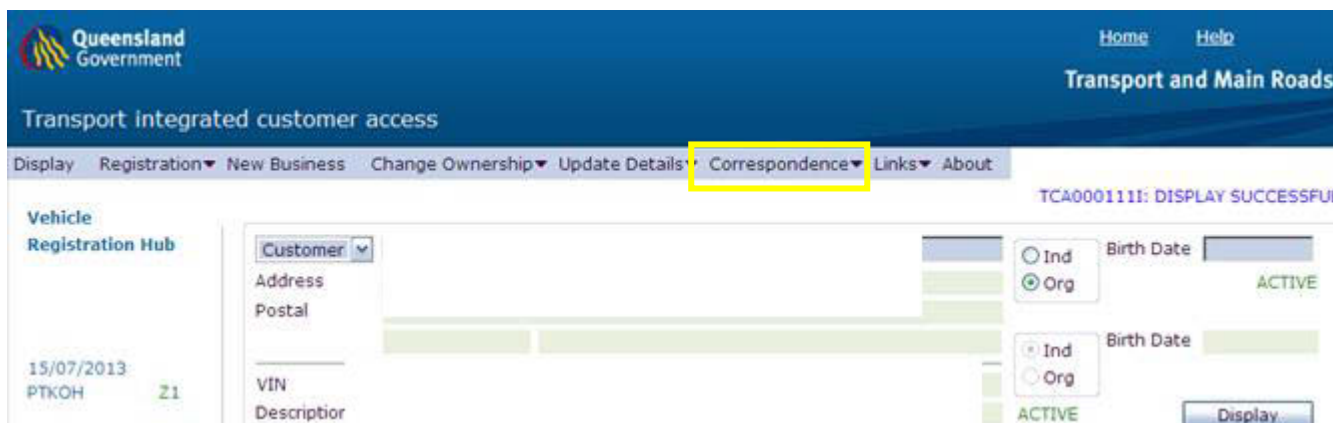
CTP and ITCE information

Links to update renewal details

Links to access further information

Replace a Label, Certificate for labelled vehicle, Label for Vessel and Renewal Notice for Vehicle or Vessel Registrations

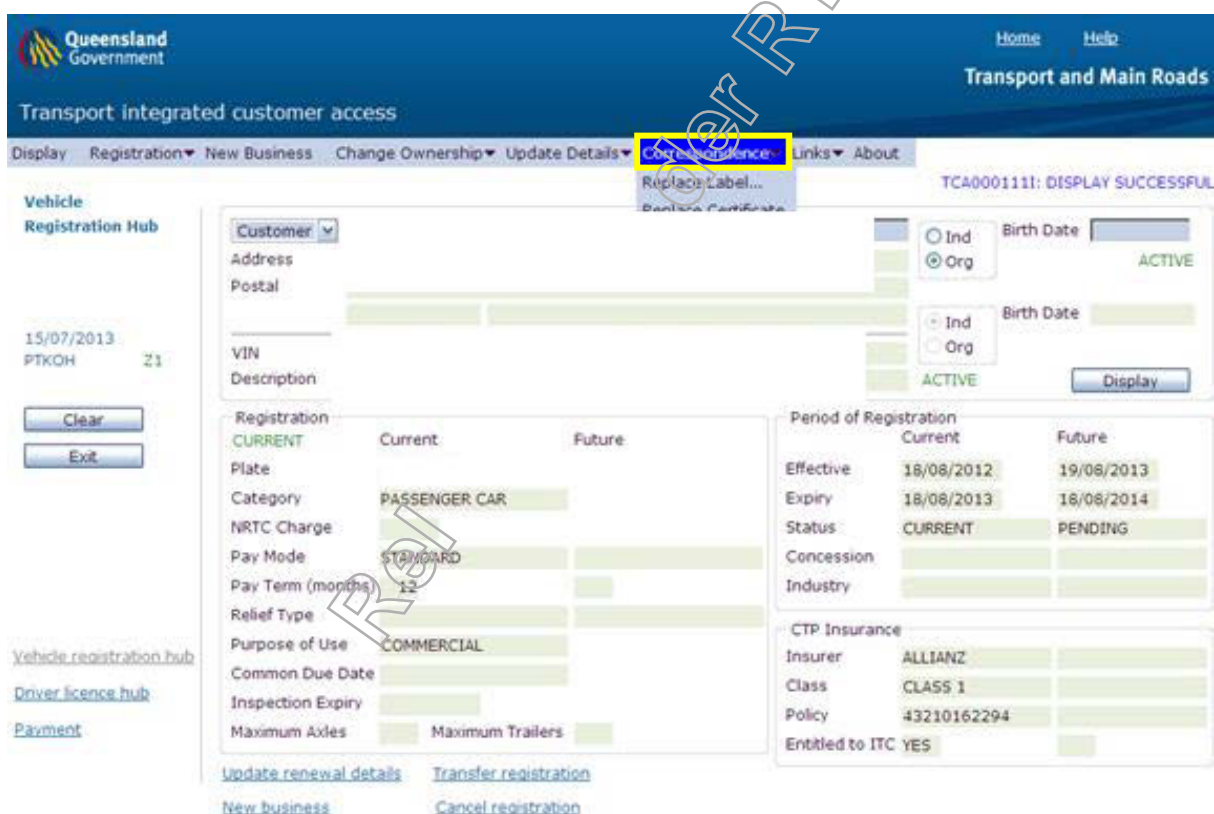
From the Vehicle Registration hub



Hover over **Correspondence**

Choose the appropriate function

**Replace Label
Replace Certificate
Replace Renewal**



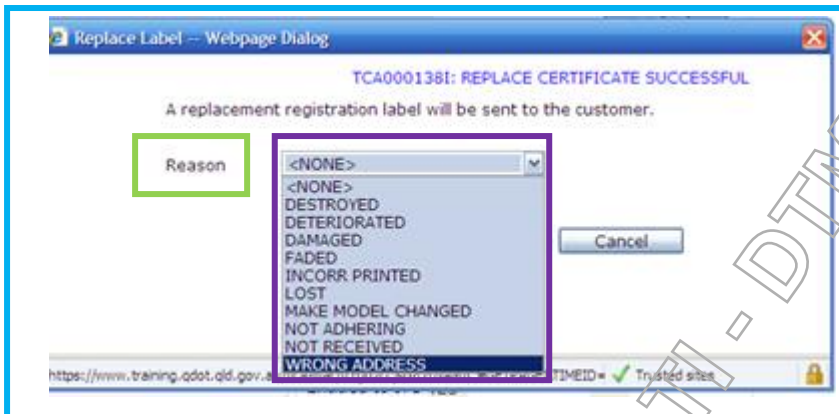
Replacing a Label

Choose Replace Label when a customer requires their registration label to be replaced.

If you choose the **Replace Label** option, a new Pop-Up window will appear

You will be required to provide a reason for resending the label

Choose the most appropriate answer from the dropdown menu



Click on **OK**

Can a third party request a replacement label?

Registered Operator/s or their representatives can order replacements.

If a representative is requesting the replacement to be posted to the registered operator's address, no EOI is required.

Buddying

What was something new that you learnt?

Your notes...

Released under RTI - DTMR



Module Five - Common Skills Timetable

Day Three

Time	Topic	Facilitator
8:00 -8:30	Welcome & Ice Breaker Aim: Get new inductees comfortable and relaxed in their new environment (includes walk around)	Facilitator
8:30 - 9:30	CTP, ITCE and RRRF Aim: To demonstrate how to change Pay Term to CTP Insurer or apply RRRF as well as providing a PRN	Facilitator
9:30 - 9:45	Break	
9:45 - 10:15	Infringements Aim: To provide practice at searching for an infringement as well as applying VIP and providing PRN for Traffic Camera infringements	Facilitator
10:15 - 11:30	Other TICA transactions Aim: To demonstrate removing a pensioner concession and swapping registered operators	Facilitator
11:30 - 12:15	Lunch	
12:15 - 1:30	Other TICA transactions continue Aim: To demonstrate removing a pensioner concession and swapping registered operators	Facilitator
1:30 -1:45	Break	
1:45 - 2:20	Adult Proof of Age Card Aim: Gives an understanding of adult proof of age card	Facilitator
2:20 -3:00	Disability Parking Permit Aim: Gives an understanding of disabled parking permit	Facilitator
3:00 - 3:20	Using DMS Aim: To demonstrate how to set and use the Document Management System to view written correspondence from customers.	
3:20- 3:30	Review Aim: Review and refresh key learning	Facilitator
3:30 - 4:00	Revision Aim: Revise procedures.	Facilitator to arrange

To change Pay Term or CTP Insurer or apply RRRF

Changes:
 CTP=Compulsory Third Party
 ITC=Input Tax Credit Entitlement (GST)
 RRRF=Registration Renewal Reinstatement Fee (the fee is charged, after the expiry date)

CTP Insurer can be changed:

- On or before registration expiry date and before payment is made.
- During current registration period. Change will take effect from beginning of next period.

To change Pay Term or CTP Insurer or apply RRRF:

Select Registration Hub

Click Update Renewal Details

Make the necessary changes from drop down boxes.

Click **Update**

Update Apply Reinstatement Fee Registration About

Update Vehicle
Registration Renewal

09/01/2013
PTKOH Z1

Clear
Exit

Vehicle registration hub
Driver licence hub
Payment

Customer
Address
Postal
VIN
Description

Ind Birth Date
Org ACTIVE

Ind Birth Date
Org ACTIVE

Display

CTP Insurer ALLIANZ
CTP Class CLASS 1
CTP Policy Number 43210162294
 CTP Prepaid
Entitled to ITC YES
Pay Mode STANDARD
Pay Term (months) 12
Relief Type NONE

Update

Payment Reference 10157117287736
Biller Code 48272 UNPAID

Category	Amount
ADMINISTRATION FEE (TRANSPORT)	7.70
HOSPITAL & EMERGENCY SERVICES LEVY	16.90
INSURERS PREMIUM	305.90
NOMINAL DEFENDANT LEVY	12.35
REGISTRATION FEE	283.70
STAMP DUTY (INSURER'S PREMIUM)	0.10
STATUTORY INSURANCE SCHEME LEVY	1.85
Total	678.00

TCA0001111: DISPLAY SUCCESSFUL

Complete a Report for File, if CTP was changed

Locate most recent copy of Report for File in KAOS



If the registration has been cancelled, you can verbally release the following information, if requested, as long as the customer has provided either a Rego or Vehicle Identification number.

- No EOI is required.
- Registration status is, “not registered.”
- Purpose of use.
- Auto Cancellation date.
- Learner Approved Motorcycle (LAM) status if applicable.
- VIN number or plate number, whichever was not provided.
- Vehicle make, model, year and body shape.

The screenshot shows the 'Registration Hub' interface. The 'Registration' section has 'CANCEL' selected under the 'Current' column. The 'Period of Registration' section shows 'Effective' as 11/10/2014 and 'Expiry' as 09/04/2015. The 'Status' is 'CANCEL'. The 'CTP Insurance' section shows 'Insurer' as SUNCORP and 'Class' as CLASS 1. The 'Entitled to ITC' is 'NO'. There are buttons for 'Clear', 'Exit', 'Update renewal details', 'Transfer registration', 'New business', and 'Cancel registration'.

The automatic cancelled date is indicated by the description=AUTO

The screenshot shows the 'Registration Hub' interface with a list of registration actions. The first row is highlighted with a red border and contains the following data:

Action	System Date	Action Date	Description
CANC	01/03/2011	01/03/2011	AUTO,EFF:01/03/2011,USER:BTCHRG72
ADD	20/10/2010	20/10/2010	VEH/TRL/SHP RESTRICTION TYPE TIST
RENEW	19/10/2010	19/10/2010	19/10/2010,TOTL 851.80DR MVEH 428.05DR TRFF 47.15DR SM6 339.50DR CTPL 37.10DR
PAY	11/11/2009	11/11/2009	TOTL 853.00DR MVEH 415.60DR TRFF 45.80DR SM6 351.50DR CTPL 40.10DR
RENEW	19/10/2009	19/10/2009	19/10/2009,TOTL 853.00DR MVEH 415.60DR TRFF 45.80DR SM6 351.50DR CTPL 40.10DR
LAB	24/08/2009	24/08/2009	NREC,REPLACE LABEL,24/08/2009
LAB	20/08/2009	20/08/2009	LOST,REPLACE LABEL,20/08/2009
PAY	18/11/2008	18/11/2008	TOTL 720.35DR MVEH 335.90DR TRFF 44.45DR SM6 300.90DR CTPL 39.10DR
RENEW	19/10/2008	19/10/2008	19/10/2008,TOTL 720.35DR MVEH 335.90DR TRFF 44.45DR SM6 300.90DR CTPL 39.10DR
PAY	01/12/2007	30/11/2007	TOTL 685.75DR MVEH 320.50DR TRFF 42.45DR SM6 284.70DR CTPL 38.10DR

Buttons for 'Details...' and 'Invalidate...' are visible below the table.

Providing a Payment Reference Number (PRN) for a non inspectable vehicle, or a vehicle with current inspection recorded. This cannot be done for a vehicle which has been enrolled in Direct Debit.

If the customer is paying the registration for a vehicle, which is in any of the above status, make changes if applicable.

Click the **Update Renewal Details** Link and then click on **Update** to apply the change, as well as to incorporate the Registration Renewal Reinstatement Fee.

Transport integrated customer access

Display Registration New Business Change Ownership Update Details Correspondence Links About

TCA0001111: DISPLAY SUCCESSFUL

Vehicle Registration Hub

22/07/2016
PTKOH Z1

Clear
Exit

hide registration hub
river licence hub
ayment

Customer [dropdown]
Address [input]
Postal [input]
VIN [input]
Description [input]

Ind Birth Date [input] ACTIVE
 Org

Ind Birth Date [input] ACTIVE
 Org

Display

Registration

Registration	Current	Future
EXPIRED		
Plate		
Category	PASSENGER CAR	
NRTC Charge		
Pay Mode	STANDARD	
Pay Term (months)	6	
Relief Type		
Purpose of Use	PRIVATE	
Common Due Date		
Inspection Expiry		
Maximum Axles		Maximum Trailers

Update renewal details Transfer registration New business Cancel registration

Period of Registration

	Current	Future
Effective	25/05/2016	
Expiry	23/11/2016	
Status	PENDING	
Concession		
Industry		

CTP Insurance

Insurer	RACQ	
Class	CLASS 1	
Policy		
Entitled to ITC	NO	

Queensland Government Home Help

Transport and Main Roads

Transport integrated customer access

Update Apply Reinstatement Fee Registration About

TCA0001111: DISPLAY SUCCESSFUL

Update Vehicle Registration Renewal

15/07/2013
PTKOH Z1

Clear
Exit

Vehicle registration hub
Driver licence hub
Payment

Customer [dropdown]
Address [input]
Postal [input]
VIN [input]
Description [input]

Ind Birth Date [input] ACTIVE
 Org

Ind Birth Date [input] ACTIVE
 Org

Display

CTP Insurer: ALLIANZ
CTP Class: <NONE>
CTP Policy Number: [input]

Entitled to ITC: YES

Pay Mode: STANDARD
Pay Term (months): 12
Relief Type: <NONE>

Update

Payment Reference: 10157117287736
Billor Code: 48272 UNPAID

Category	Amount
ADMINISTRATION FEE (TRANSPORT)	7.70
HOSPITAL & EMERGENCY SERVICES LEVY	16.90
INSURERS PREMIUM	305.90
NOMINAL DEFENDANT LEVY	12.35
REGISTRATION FEE	283.70
STAMP DUTY (INSURER'S PREMIUM)	0.10
STATUTORY INSURANCE SCHEME LEVY	1.85
Total	678.00

ITCE

To change ITCE choose **YES** or **NO** from the dropdown box.

When ITCE, YES is chosen, the customer will be charged a higher fee for the *Input Tax Credit Entitlement*

$B_{pay} = \text{Biller code} + \text{Payment reference number}$

Visa/Master card = payment reference number

Inspectable vehicle which requires a Certificate of Inspection, does not have any payment reference number. Transfer customer to VI consultant on extension **45875**

Transport integrated customer access

Update Apply Reinstatement Fee Registration About

TCA105093W: INSPECTABLE VEHICLE. INSPECTION REQUIRED WITH REGISTRATION RENEWAL

Update Trailer Registration Renewal

22/07/2016 PTKOH P1

Clear Exit

Vehicle registration hub Driver licence hub Payment

Customer [redacted] Birth Date [redacted] Ind Org ACTIVE

Address [redacted]

Postal [redacted]

Registered 6 [redacted] [redacted] INDON,ION Birth Date [redacted] Ind Org ACTIVE

VIN [redacted] Description [redacted] ACTIVE Display

CTP Insurer <NONE>

CTP Class CLASS 25

CTP Policy Number [redacted]

CTP Prepaid

Entitled to ITC NO

Pay Mode STANDARD

Pay Term (months) 6

Relief Type <NONE>

Payment Reference [redacted]

Billor Code [redacted] PENDING

Category	Amount
FINANCE SURCHARGE (REG < 12 MONTHS)	29.20
HV REGISTRATION REGULATORY FEE	28.00
HV REGISTRATION ROAD USE FEE	622.00
QT COMPONENT SURCHARGE (REG < 12 MONTHS)	6.00
Total 685.20	

Inspection is current, as shown within the red rectangle.

Transport integrated customer access

Display Registration New Business Change Ownership Update Details Correspondence Links About

TCA000111I: DISPLAY SUCCESSFUL

Vehicle Registration Hub

26/07/2016 PTKOH Z1

Clear Exit

Vehicle registration hub Driver licence hub Payment

Postal [redacted]

VIN [redacted] Description [redacted] Ind Org ACTIVE

Registration

	Current	Future
CURRENT	Current	Future
Plate	[redacted]	[redacted]
Category	TRUCK (INCL VAN/CAB)	[redacted]
NRTC Charge	2R2	[redacted]
Pay Mode	STANDARD	[redacted]
Pay Term (months)	6	[redacted]
Relief Type	[redacted]	[redacted]
Purpose of Use	COMMERCIAL	[redacted]
Common Due Date	[redacted]	[redacted]
Inspection Expiry	28/01/2017	[redacted]
Maximum Axles	[redacted]	Maximum Trailers [redacted]

Period of Registration

	Current	Future
Effective	07/02/2016	06/08/2016
Expiry	05/08/2016	05/02/2017
Status	CURRENT	PENDING
Concession	[redacted]	[redacted]
Industry	[redacted]	[redacted]

CTP Insurance

Insurer	SUNCORP	[redacted]
Class	CLASS 7	[redacted]
Policy	S1662688X	[redacted]
Entitled to ITC	YES	[redacted]

Update renewal details Transfer registration New business Cancel registration

Click on Update renewal details, and there is payment reference number, with Biller Code, as shown within the red rectangle.

Update Apply Reinstatement Fee Registration About

TCA0001111: DISPLAY SUCCESSFUL

Update Vehicle Registration Renewal

26/07/2016 PTKOH Z1

Clear Exit

[Vehicle registration hub](#)
[Driver licence hub](#)
[Payment](#)

Customer [Redacted] Ind Birth Date [Redacted] ACTIVE
 Address [Redacted] Org
 Postal [Redacted]
 VIN [Redacted] Ind Birth Date [Redacted]
 Description [Redacted] Org ACTIVE Display

CTP Insurer: SUNCORP
 CTP Class: CLASS 7
 CTP Policy Number: S1662688X
 CTP Prepaid
 Entitled to ITC: YES
 Pay Mode: STANDARD
 Pay Term (months): 6
 Relief Type: <NONE>

Update

Payment Reference 10211935989518
Biller Code 48272 UNPAID

Category	Amount
ADMINISTRATION FEE	33.15
ADMINISTRATION FEE (TRANSPORT)	3.75
FINANCE SURCHARGE (REG < 12 MONTHS)	28.20
HOSPITAL & EMERGENCY SERVICES LEVY	19.15
INSURERS PREMIUM	641.40
INSURERS PREMIUM - SURCHARGE	4.00
NOMINAL DEFENDANT LEVY	11.05
Total	1,196.35

Example of vehicle registration enrolled in Direct Debit.

Transport and Main Roads

Transport Integrated customer access

Display Registration New Business Change Ownership Update Details Correspondence Links About

TCA0001111: DISPLAY SUCCESSFUL

Vehicle Registration Hub

18/01/2016 PTKOH

Clear Exit

[Vehicle registration hub](#)
[Driver licence hub](#)
[Payment](#)

Customer [Redacted] SAF Ind Birth Date [Redacted] ACTIVE
 Address [Redacted] \$161 AUS Org
 Postal [Redacted]
 VIN [Redacted] Ind Birth Date [Redacted]
 Description [Redacted] Org ACTIVE Display

Registration
 DIRECT DEBIT
 CURRENT Current Future

Plate [Redacted]
 Category: PASSENGER CAR
 NRTC Charge [Redacted]
 Pay Mode: STANDARD STANDARD
 Pay Term (months): 6 3
 Relief Type [Redacted]
 Purpose of Use: PRIVATE
 Common Due Date [Redacted]
 Inspection Expiry [Redacted]
 Maximum Axles [Redacted] Maximum Trailers [Redacted]

Period of Registration
 Current Future
 Effective: 11/08/2015 11/02/2016
 Expiry: 10/02/2016 10/05/2016
 Status: CURRENT PENDING
 Concession [Redacted]
 Industry [Redacted]

CTP Insurance
 Insurer: RACQ
 Class: CLASS 1
 Policy [Redacted]
 Entitled to ITC: NO

Update renewal details Transfer registration New business Cancel registration

During Change of Address - Searching for outstanding Infringements

Start in the Infringement hub, after the customer has been displayed. If customer has not been displayed, then:

Search using the infringement number, customer's licence number, CRN or by performing a name search.

To conduct a search using an infringement number, select ticket from the drop down menu.

Infringement Hub

Choose **Ticket** from drop down menu

In the first search box type the ticket number

Then press **Display**.

Note: If the infringement or ticket has a prefix, there is no need to enter a space between the prefix and the infringement number.

When an infringement has a suffix, there is no need to enter this number when performing a search. E.g. A 4587593 X, you would type A4587593 (no space or suffix).

Go to KAOS to see examples of Infringement Notices



Apply VIP and Provide Payment Reference Number for electronic issued Infringement Notices. This can only be done, if the customer is paying for the VIP application on 132390, or on TMR website, on the same day, the customer calls.

For Fines =>\$200

- Go to TICA homepage
- Click on Individual Customer Hub, Input the CRN for identification
- Then click Home again to get to the TICA homepage
- Select Infringement Hub

Queensland Government Transport and Main Roads

Transport Integrated customer access

Display Details... Infringement Voluntary Instalment Plan Links About

TCA0001111: DISPLAY SUCCESSFUL

Infringement Hub

Customer: [Redacted] Birth Date: 03/07/1969 ACTIVE Display

15/07/2013 PTKOH Z1 Clear Exit

Driver Licence Summary: Status: **SUSPENDED** Class: MR Type: R

Infringement	Offence Date	Status	Penalty Amount	Demerit Points	Offence
15542242	22/07/2012	NOTICE ISSUED	333.00		EXCEED SPEED LIMIT IN SPEED ZONE BY MORE THAN 20KM/H NOT MORE 30KM/H
741633020	07/04/2012	EXTERNAL PROSEC	0.00		DRIVE ETC-M/V-UNDER INFLUENCE OF L

Vehicle registration hub Driver licence hub Payment Record skeleton Record VIP skeleton **Apply voluntary instalment plan** Details... Previous Next

Click on **Apply voluntary instalment plan**

Customer: [Redacted] Birth Date: [Redacted] ACTIVE Display

Infringement: 1 Type: TICKET NOTICE ISSUED

Issued Date: 07/08/2012

Offence Code: 2558 EXCEED SPEED LIMIT IN SPEED ZONE BY MORE THAN 20KM/H NOT MORE 30KM/H

Offence Date: 22/07/2012 Penalty Amount: 333.00

SPER Voluntary Instalment Plan

Location: TRANSPORT

Suburb/Town: [Redacted]

Description: WARREGO HWY, DALBY

Offence Time: 06:43

VIP Amount = 60.00 Service Method: [Redacted]

Apply

Type the minimum amount of \$60.00 in the **VIP Amount** field

Then click on **Apply**

This flows to the Payment screen

Queensland Government
Transport and Main Roads
Transport integrated customer access

Home Help

Display Details... Pay Manual Receipt... Reprint Receipt... Vary Invoices Links About

TCA0001111: DISPLAY SUCCESSFUL

Make Payment

Customer [] Ind Birth Date
Address [] Org
Postal [] ACTIVE Display

15/07/2013
PTKOH Z1

Clear
Exit

Vehicle registration hub
Driver licence hub
Payment

Due Date	Amount	Description
06/06/2013	60.00 DR	015542242 PART PAY EXCEED SPEED LIMIT IN SPEED

Total Selected 60.00
Net to Pay 60.00 DR

Account
Balance 0.00
Pay To []
Pay From []

Payments	Amount	Reference Number	Drawer	Bank/Branch	Expiry Date
CASH	[]	[]	[]	[]	MM/YY
<NONE>	[]	[]	[]	[]	[]
<NONE>	[]	[]	[]	[]	[]
Total	0.00				

Print receipt

Pay Tendered 0.00 Give Change 0.00 Receipt Number Date

Click on details to get the Payment Reference Number

Queensland Government
Transport and Main Roads
Transport integrated customer access

Home Help

Display **Details...** Pay Manual Receipt... Reprint Receipt... Vary Invoices Links About

Make Payment

Customer [] Ind Birth Date
Address [] Org
Postal [] ACTIVE Display

15/07/2013
PTKOH Z1

Clear
Exit

Vehicle registration hub
Driver licence hub
Payment

Due Date	Amount	Description
06/06/2013	60.00 DR	015542242 PART PAY EXCEED SPEED LIMIT IN SPEED

Total Selected 60.00
Net to Pay 60.00 DR

Account
Balance 0.00
Pay To []
Pay From []

Payments	Amount	Reference Number	Drawer	Bank/Branch	Expiry Date
CASH	[]	[]	[]	[]	MM/YY
<NONE>	[]	[]	[]	[]	[]
<NONE>	[]	[]	[]	[]	[]
Total	0.00				

Print receipt

Pay Tendered 0.00 Give Change 0.00 Receipt Number Date

Payment Details -- Webpage Dialog

Reference UNPAID Status Date 15/07/2013

Description 015542242 PART PAY EXCEED SPEED LIMIT IN SPEED ZON

Biller Code 48421

Fee Category	Amount	GST	Total
SPEED CAMERA OFFENCE	60.00	0.00	60.00 DR

Payment reference number

Total Payment 60.00 DR

Close

https://www.training.qdot.qld.gov.au/bca-war/tcap02ci.jsp?DYNAMIC=GETPAGE&TIMEID=1373854783786&WINDOWID=73797627 Trusted sites

Released under RTI - DTMR



Remove Pension Concession

- Go to **Registration Hub**
- Navigate to top of page, hover mouse over **Update Details**
- Select **Registration** from drop down menu

Queensland Government
Transport and Main Roads
Transport integrated customer access

Primary Secondary Update AIS Inspection... Links About

TCA0001111: DISPLAY SUCCESSFUL

Update Vehicle Registration

15/07/2013 PTKOH 21

Clear Exit

Vehicle registration hub
Driver licence hub
Payment

Registration Period

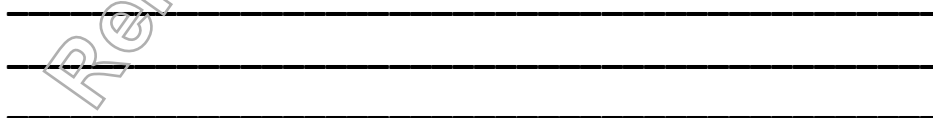
Concession <NONE>
Industry <NONE>

Update

Navigate to **Concession** drop down. Select **None**.

Press **Update**

Complete Report for File, which is in Sharepoint.



Adult Proof of Age Card (APA Card)

The Adult Proof of Age Card replaced the 18+ card

- provides proof of age for Queenslanders aged 18 years or older
- is ideal for people who don't hold a driver licence or passport
- applicant has an option (to have/not to have,) the address displayed on the card

To apply for an Adult Proof of Age Card, you must:

- be at least 17 years and 11 months of age
- complete the Adult Proof of Age Card Application/Replacement **F4772** and provide Standard Evidence of Identity
- Pay the fee.

If you are **younger than 18 years** of age when you apply for the card:

- your application will be processed and your card will be sent to the licence issuing centre, where you applied for your card
- You will be contacted when your card is available, but you will not be able to collect your card until you turn 18 years of age.

If you are **18 years or over** when you lodge your application, your card will be sent to your mailing address within 14 days.



1. I do not have a photographic Licence or Passport, but would like to have a Photo Identification. How do I obtain one?

2. What are the details, which will be printed on the card?

3. This applicant is unable to sign, due to physical disability, but a Power of Attorney exists. What does he have to do, to apply for an APA Card?

4. What EOI documents do I need, to apply for one?

5. What is the cost of the APA Card? Can I be given a free card?

6. I will be turning 18 years old in one month's time. Can I apply for this card now?

7. I live in a remote area and the nearest DTMR customer service centre is about 4 hours' drive away. How do I apply for an APA Card?

Released under RTI - DTMR



Disability Parking Permit Scheme

A Disability Parking Permit provides parking concessions in designated areas, to eligible persons who have a severe restriction, to their functional ability to walk.

- Australian Disability Parking Permit (ADPP).Application for individual F4814, organisation F4881

Type	Period of Issue
Individual A1	
Individual A5	
Organisation AC	



1. How do I apply for an Australian Disability Parking Permit?

a. What do I need?

b. Where do I submit my application?

2. I have an old 5 year Red Disability Parking Permit? Can I renew this when it expires? Can I use an expired parking permit?

3. If a customer phones and has a question about Disability Parking, where can you find information?

4. If a customer phones enquiring about their application, which was submitted by post 7 days ago, where can you find information to assist you, in advising the customer?

5. I live on a remote area Island and require 2 permits – one for my car on the Island and one for my car on the mainland. How do I apply for a second permit?

6. My husband has passed away and I no longer need his permit. What should I do?

7. How much is it to apply for a Permit and how do I pay this?

Released under RTI - DTMR



Document Management System (DMS)

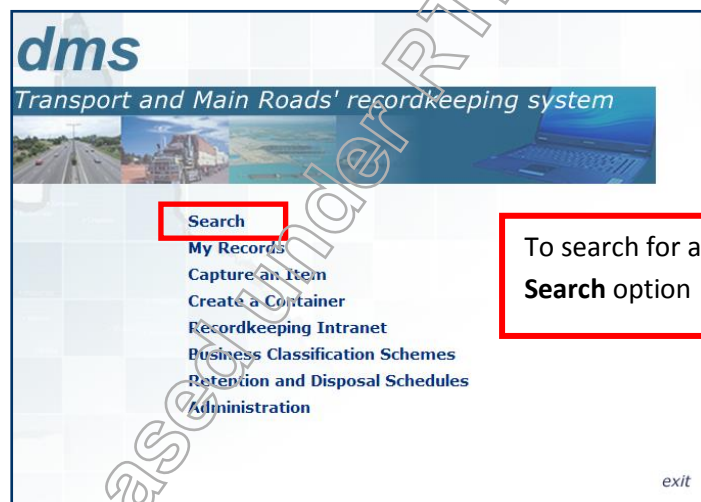
Setting up DMS

The Document Management System (DMS) is Transport and Main Roads' (TMR) official recordkeeping system. DMS is used to manage records in electronic, paper and object (such as videos, photos, etc) form. DMS allows you to view written correspondence sent in by customers, to Central Operations Support. It also allows us to look at the responses sent in reply, back to the customers. This system can be especially helpful if a customer rings regarding correspondence, as it provides you direct access to the customer's letter.

You will receive an email containing the configuration button for the New DMS database - Transport Services CBD. **Click** on the button and it will take you to the Home Page of the New DMS Database

[Click here to add and configure Transport Services - CBD DMS to your system](#)

Once you have clicked the button to configure DMS, clicking on the icon will open up DMS, Transport and Main Roads' recordkeeping system.



To search for a document, click on the **Search** option



Next, click on the **Search for Item** option

Tracking Correspondence with Document Management System (DMS)

In the **Search for** field, type either the customer's name, Item ID, CRN or Drivers Licence Number

Press **Search** to bring up results that match your search

All Item IDs will start with either a P or E

P documents: Are created as a reference to another document (usually incoming from a customer) and generally will have the customers' application documents.

E documents: Are created in electronic form and will have an attachment to view. These are often created in response to a customer's enquiry for example, a letter sent to the customer from Customer Operations Support (COS).

TS - CBD
Po Tak Z Koh
1,295 results found in 'All Items' matched your search.
Indexed

Search for brown Search Clear Results More

Container ID	Item ID	Created	Subject
540/00036 [2]	E3376 - TS	08/12/2010	
110/00140 [37]	E266746 - TS	30/04/2013	
110/00140 [32]	E261567 - TS	21/06/2013	
415/00085 [12]	P266226 - TS	10/07/2013	
415/00085 [7]	P248052 - TS	28/04/2013	
415/00088 [3]	P246845 - TS	17/04/2013	
465/00079 [18]	E257148 - TS	30/05/2013	
110/00140 [24]	E253358 - TS	14/05/2013	
110/00140 [23]	E251040 - TS	06/05/2013	
540/01600 [1]	E251014 - TS	03/05/2013	
415/00085 [8]	E249627 - TS	30/04/2013	
415/00085 [4]	P234234 - TS	26/02/2013	
415/00016 [4]	P80754 - TS	05/10/2011	
415/00017 [4]	E24495 - TS	28/04/2011	
415/00013 [3]	P30972 - TS	23/05/2011	
415/00013 [2]	E24130 - TS	27/04/2011	
415/00012 [8]	P99824 - TS	06/12/2011	
415/00013 [4]	P50198 - TS	19/07/2011	
415/00053 [1]	P110921 - TS	11/01/2012	
465/00054 [10]	P121415 - TS	06/02/2012	
415/00053 [4]	E143031 - TS	05/04/2012	
415/00053 [4]	P141727 - TS	04/04/2012	
415/00054 [8]	P187485 - TS	16/08/2012	
415/00053 [13]	P187444 - TS	16/08/2012	
540/01683 [3]	E132128 - TS	12/03/2012	
415/00053 [7]	E154680 - TS	04/05/2012	

To view the documents attached Click in the Item ID

Irregular Schedule: Infringement payment records: KAOS→Quick Reference Guide→I→Irregular Schedule.

- This System is used to retrieve information relating to payment of Infringement Notices, sent by mail to Central Operations Support.

Select the search Parameters accordingly, and type the required detail for the parameter selected on the “search” filed.

Search by:

By Created:

✓ Edit

▶ Created : 4/04/2017 (4)

▶ Created : 3/04/2017 (4)

▶ Created : 31/03/2017 (2)

▶ Created : 29/03/2017 (6)

▶ Created : 28/03/2017 (3)

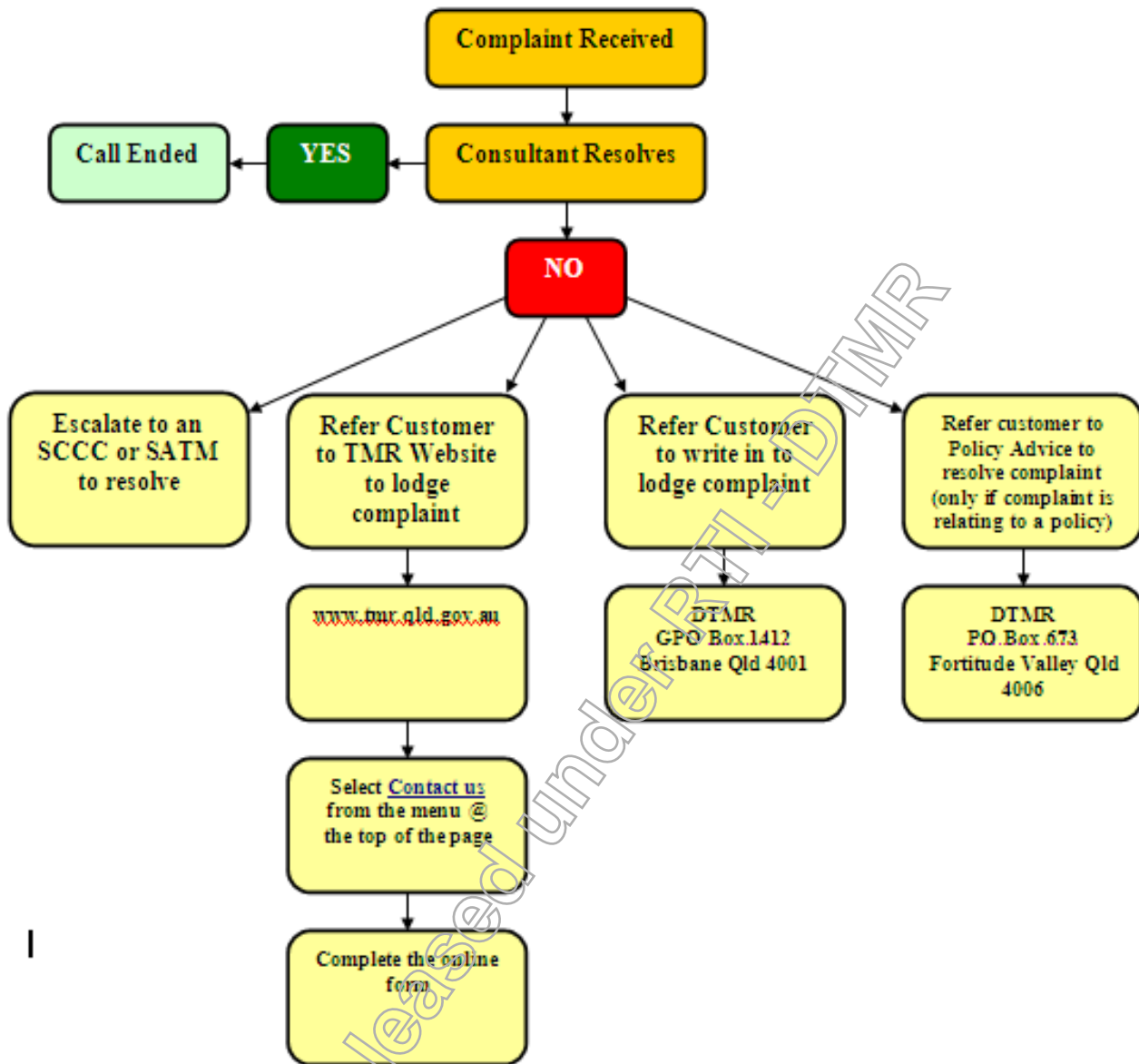
▶ Created : 27/03/2017 (7)

▶ Created : 24/03/2017 (5)

1 - 30

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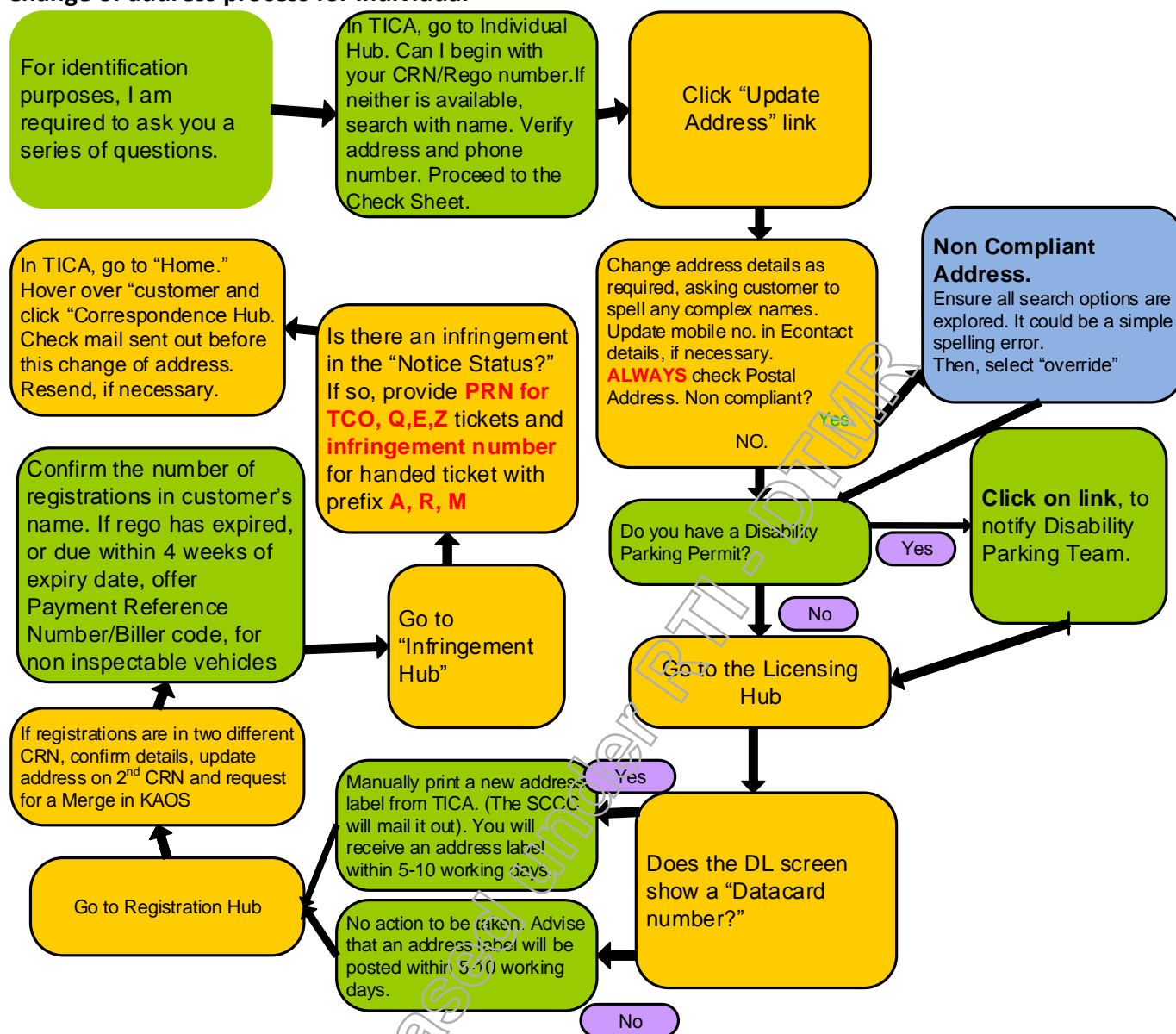
Client Relations Consultants Complaint Management Process



Bomb Threat, Customer threats/aggression, self-harm threats- refer to Sharepoint→Quick Reference Guide→B

Appendix One

Change of address process for individual

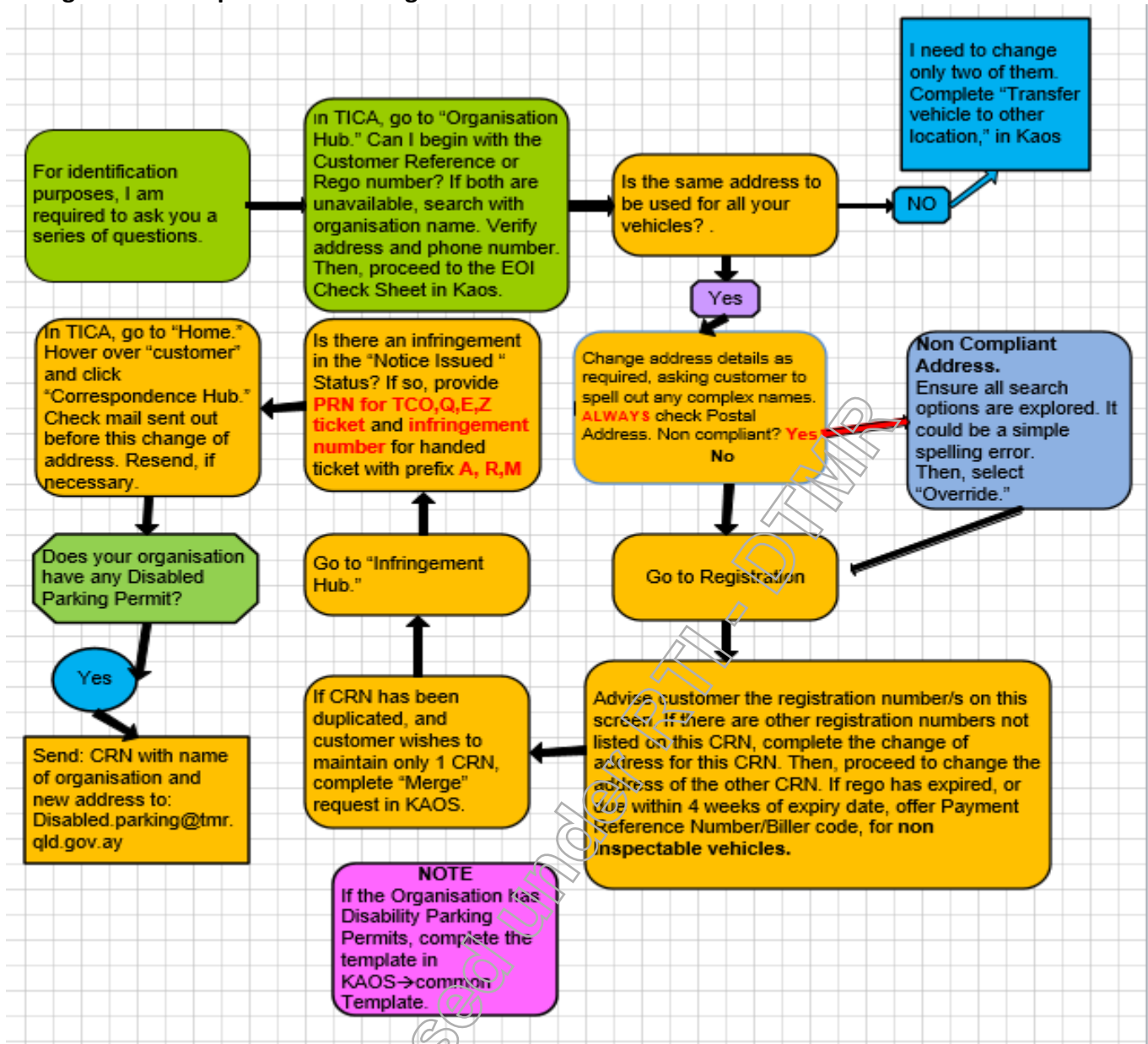


Note: Advise your customer that, changing the address for the individual, does not change the address of any vehicles in the Business/Trust name.

If the vehicle is in the name of a Business, Organisation or Trust as the Primary Registered Operator and you failed to identify it with the EOI Check Sheet, you can identify the Secondary Registered Operator.

Appendix Two

Change of address process for an organisation



If customer wishes to move a few of the vehicles from one CRN to either a new CRN or another CRN, do not change the address, but complete the template in KAOS → Common Templates → Transferring vehicles to another location (same Company name).

Appendix Three

Category A Document

- Full Australian Original Birth Certificate.
- Qld Births, Deaths and Marriage Birth Extract only, if person held Qld Driver Licence current, cancelled or expired <2 years (e.g. replace a misplaced Qld DL or reissue a Qld Cancelled Lic)
- Extract from Qld Adopted Children Register.
- Northern Territory Aboriginal Population Records.
- Bicentennial Birth Certificate issued for birth in 1988
- Australian Citizenship Certificate.
- Australian Declaratory Certificate of Citizenship Card.
- Australian Citizenship by descent or extract of Citizenship by Descent Certificate.
- Australian Naturalisation Certificate.
- Citizenship Certificate issued under the Australian Citizenship Act 1948 by the Australian High Commission, Port Moresby, Papua New Guinea.
- Australian/Foreign Passport (current or expired<2 years), may be used by any person listed on it.
- Australian Frequent Traveller Passport
- Australian Official Passport
- Diplomatic Passport
- Dept Immigration Travel Document – Valid up to 5 years-calculated from the date of grant of Visa.
- Dept of Immigration & Border protection Certificate of Status for NZ Residents in Australia.
- Dept of Immigration & Border protection **Permanent Resident Evidence (PRE)** ImmiCard issued to people who have been granted a protection visa (subclass 866)
- Dept of Immigration & Citizenship Travel Visa-valid up to 5 years from date of grant.
- Dept of Immigration & Border Protection – **Residence Determination ImmiCard (RDI)** issued to immigration detainees accommodated in the community who are not Australian citizens and do not hold a visa.
- Dept of Immigration & Border protection-Evidence of Immigration status-Bridging Visa
- Dept of Immigration & Border Protection Visa Evidence Card with Visa label attached.
- Dept of Immigration & Border Protection ImmiCard- Australian Migration Status
- Australian Photo – Driver Licence – current or expired < 2 years
- Queensland or Federal Police Officer Photo Identity Card
- Queensland 18+ issued after 1/1 1992
- DTMR laminated Driver Authorisation current or expired < 2 years
- DTMR laminated Accreditation/Industry Licence – current/expired < 2 years
- Photographic Qld High Risk Work Licence (current or expired <2 years).

Category B Documents

- Current Australian Medicare Card/digital copy (displaying applicant's name)-Green, Blue, Yellow. Green Medicare Smartcards issued to Tasmanian. (Including the digital wallet version)
- Plastic Financial Institution, Debit/Credit Card with signature & Name embossed/printed.
- Plastic Financial Institution, Debit/Credit Card without embossed/printed name/signature (with supporting letter from the Financial Institution-showing full name, address, account/card no.& signature.)
- Financial Passbook (with supporting letter from Financial Institution)
- Australian Defence Force Photo Identity card.
- Dept. of Veterans' Affairs/Human Services, including Healthcare Cards. (may be used by anyone listed on the card) – including digital wallet version.
- Australian issued Security Guard/Crowd Controller Licence with photo.
- Australia issued Firearm Licence with photo.
- Educational Institution Student Identity Document with photo/and or signature.
- Interstate Government issued or approve Proof of Age Card or “photo card (WA & NSW)”
- The Department of Human Services **Basics Card-may only be used by the person, whom the card is issued to.**

- Department of **Corrective Services** - Form 16 **Leave of Absence Order-must be presented on the date it is issued and the applicant be accompanied by a Corrective Services Officer, who can verify the authenticity of the form.**

Evidence of Queensland Garage Address-does not have to be original

- Current lease, rent book, Notice of Body Corporate Fees
- Category A/B document with address.
- Comprehensive Insurance papers, which indicate a vehicle's complete garaging address.
- Queensland Local Government Rates Notice – current
- Australian Tax Office Assessment – Last or Current financial year
- Electricity/Gas/Phone (including mobile phone) account including a Printed copy from the Internet
- Bank Statement – Less than 6 Months old and linking to the debit/credit card supplied.
- Mortgage/Certificate.
- Taxation Notice of Assessment

****If unable to provide the above documents for Garage Address, one of the following is acceptable****

Complete Proof of Queensland Garage Statement F4408-not the property owner.

- Verifying person must be at least 18 yrs. and have a Qld DL or provide a garage address document with either 1 Category A or B.

Exemption

- Persons who have relocated interstate to escape a Domestic and Family Violence (DFV) situation, may transfer the Queensland registered vehicle into their name only, in Queensland for the purpose of cancellation and re-registration in another state without a Queensland Garage address.

Evidence of Queensland Residency must be original, including printed from the internet

- Same documents as for Garage Address, plus
- Qld Land tax Valuation Notice
- Contract of purchase, mortgage/ land ownership certificate
- Australian Taxation Office Tax File Number Confirmation-last or current financial year.
- Qld Driver licence renewal/vehicle rego renewal.
- Qld Vehicle Rego Certificate
- Australian electoral document (an Acknowledgement of Electoral enrolment letter/Card.
- Official letter from Centrelink/ Dept Human Services-issued within 6 months.

****If unable to provide the above documents, one of the following is acceptable****

- Complete The Qld Residency Declaration Form QF4208
- Employer's Statement on organisations letterhead
- Education Institution Statement on Educational Institutes letterhead

Evidence Required – Change of Name (Complete QF4214)

- Change of Name Certificate issued by Births/Deaths & Marriages
- Marriage Certificate issued by Births/Deaths & Marriages-to change surname only
- Overseas Marriage Certificate with Registration Number & Official Crest + 1 Category A, or 2 Category B in the married name
- Amended Birth Certificate with notations issued by Births/Deaths & Marriages
- Divorce Paper/Decree Nisi or **Absolute** provided this shows the name being reverted to
- Overseas Divorce Paper + 1 Category A/B, in the name being reverted to
- Deed Poll issued prior to 1/February 2004
- Civil Partnership Certificate or Relationship Certificate issued by Births/Deaths & Marriages.
- **Children's birth Certificate** issued by the Registrar of the relevant Births, Deaths & Marriages. This can be used for a married/maiden name change of a mother where both names are displayed on the certificate.
- **Deed Poll** (issued prior to 01/02/2004).

Appendix Four

Fast paths on TRAILS

Customer

LCUS – Customer Individual Search

LORG – Customer Organisation Search

ADDR – Customer Address Maintenance

REST – Customer Restriction Maintenance

Involved Party

LINP – Involved Party Search

Correspondence

CORI – Maintain Correspondence Item

DCOR – Maintain Demerit Point Correspondence

SCOR – Search and list sanction correspondence

OFFENCE

INFR – Maintain Infringement

LINF – List Customer Infringements

LINO – List Infringement by other Criteria

CODE – List / Maintain Standard Series

Finance

STAT	Customer Account Statement-to check payment received, refunded. (Start Date ...01/01/2000)
LREQ	Search and maintain payment request-to investigate how payment was made and to reissue Tax Invoice.
PAYM	Search payment with receipt number

How to obtain a certified copy

Verification of Identity – Approved Witnesses

You will need to sign all documents in the presence of a witness, or local equivalent, who is either a:

- Doctor
- Police Officer
- Consular or Ambassadorial Officer
- Solicitor, Barrister or Judge
- Justice of the Peace or a Commissioner for Declarations
- Notary Public or a person authorised by law to witness & sign declarations

The witness must sign and print their full name, position title/designation and contact details (including office stamp).

Note: You may have to pay a fee to have the documents witnessed. All documents are to be witnessed in English or have an English translation

Appendix Six

Phonetics

A	Alpha	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliet	W	Whiskey
K	Kilo	X	X-Ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

Appendix Seven

To launch CSD Share Point: open Internet explorer and type the following in the address bar:

<http://share.qdot.qld.gov.au/sites/csdkaos/Pages/defaultnew.aspx>

The screenshot displays the TMR CSDirect website interface. At the top, there is a navigation bar with the 'inside TMR' logo and various utility links: SAP Portal (ESS), Business Directory, Team sites, Message centre, and SCO. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a secondary menu with categories like Home, Call Qual., Cust. Paperwork, Enforcement, Licensing, Processes, Quick Ref., SBS, SCCC, SSQ, TL, Vehicle, and WFP. The main content area is divided into several sections: 'Fast links' on the left, 'Today's Headlines' in the center featuring a large image of a city skyline and a bridge, and 'What's happening?' on the right. The 'Today's Headlines' section includes a large image of a city skyline and a bridge, with a watermark 'Released under RTI D TMR' overlaid. Below the image, there are several news items, including 'Closed offices:' and 'URGENT: Payment Issues Resolved - Online, Phone & SBS now functioning as normal.' The 'What's happening?' section includes links for 'CSB Activities', 'Need a message?', 'Health Tips', and 'Health & Wellbeing site'. The right sidebar shows the date 'Thurs 07/04/2016', a password '096', and a link to 'Dochase Daily & Urgent Messages'. The bottom of the page features a footer with the text 'Common Skill Set Participant Guide 65'.

Appendix Eight

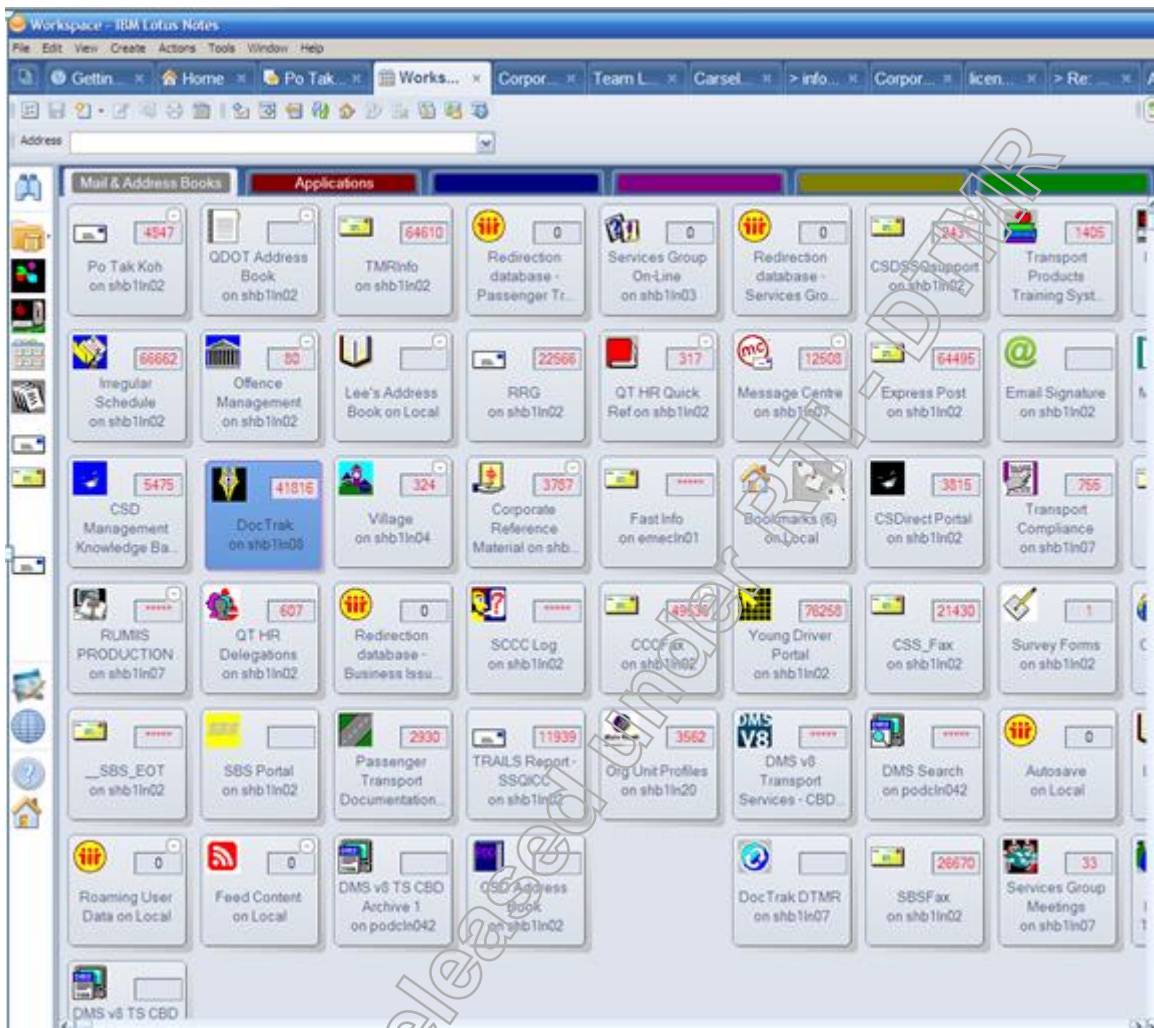
IBM Notes - Work Space

To set up Work Space

Click on Binoculars

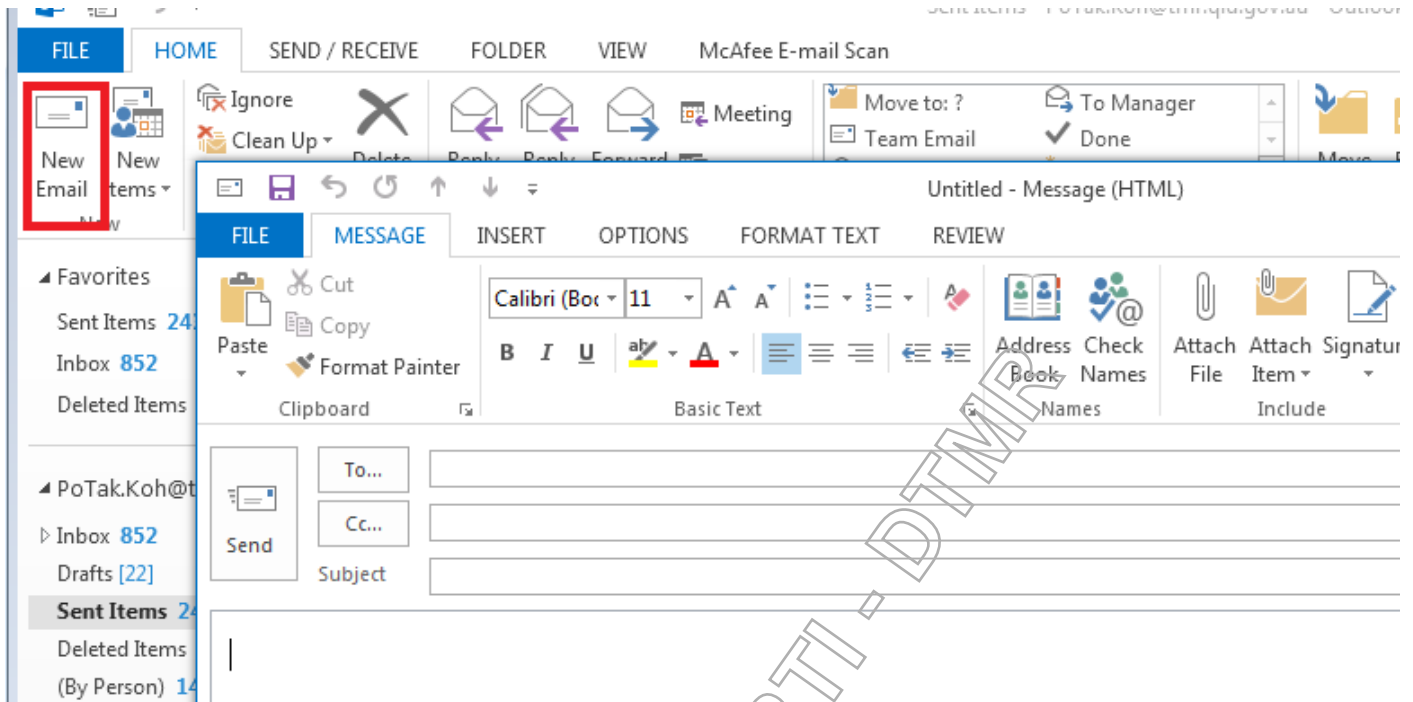
A find search will appear, Type in **Work Space**

Open to launch

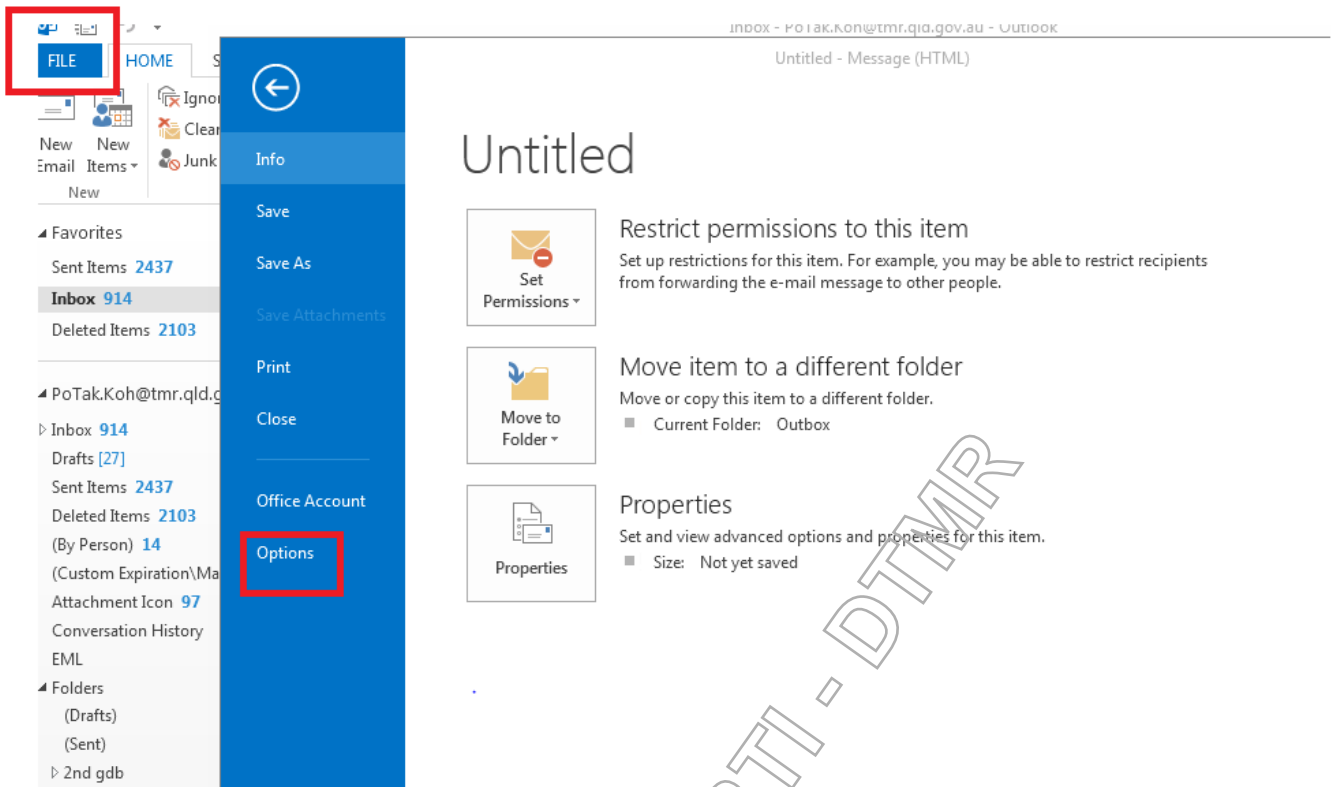


Appendix Nine

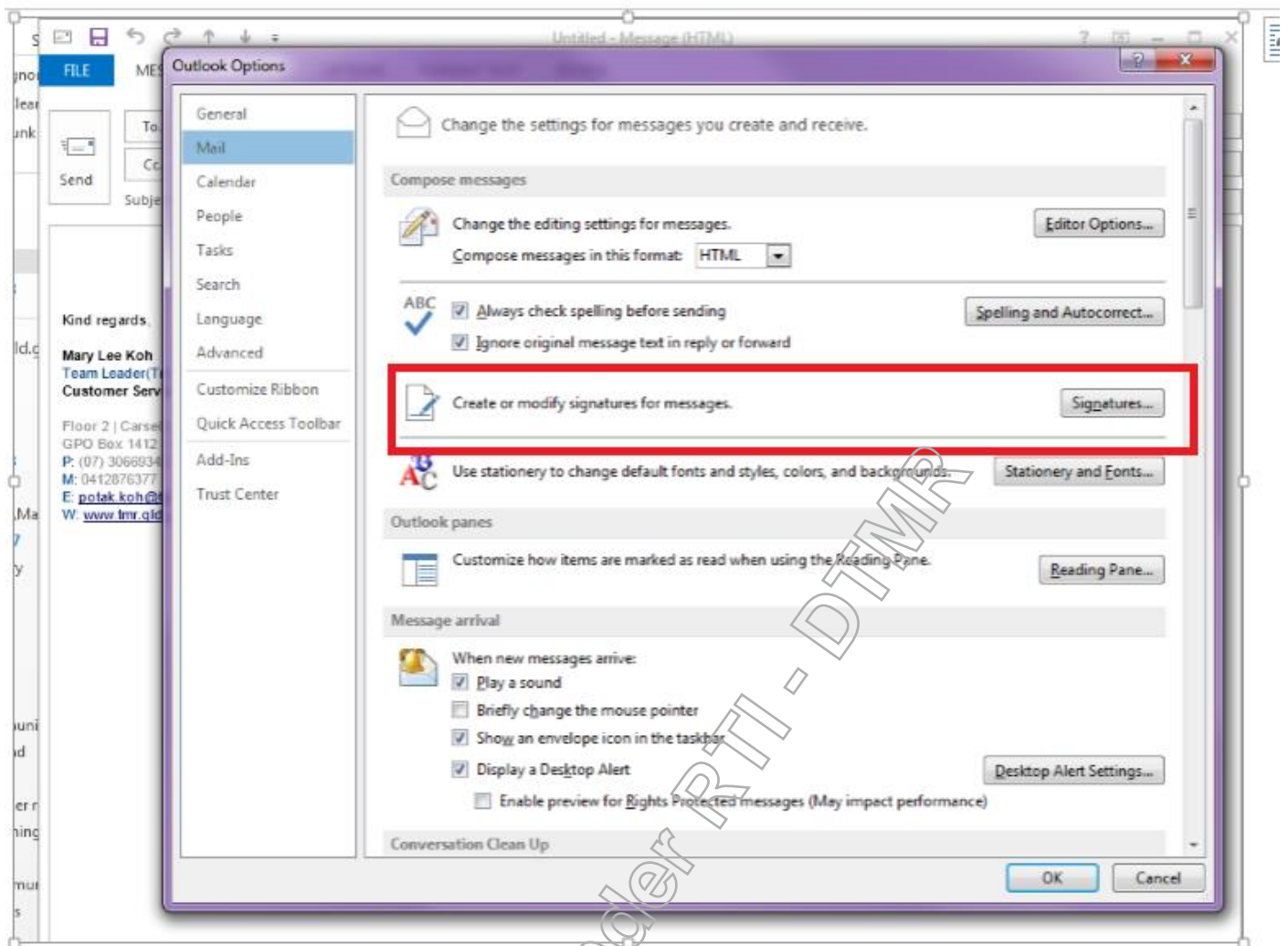
To create your email signature: Copy a signature block from one of the consultant's emails, from your Inbox. Click on the Start Button → click on Outlook → click on New Email



Click on FILE → Options.



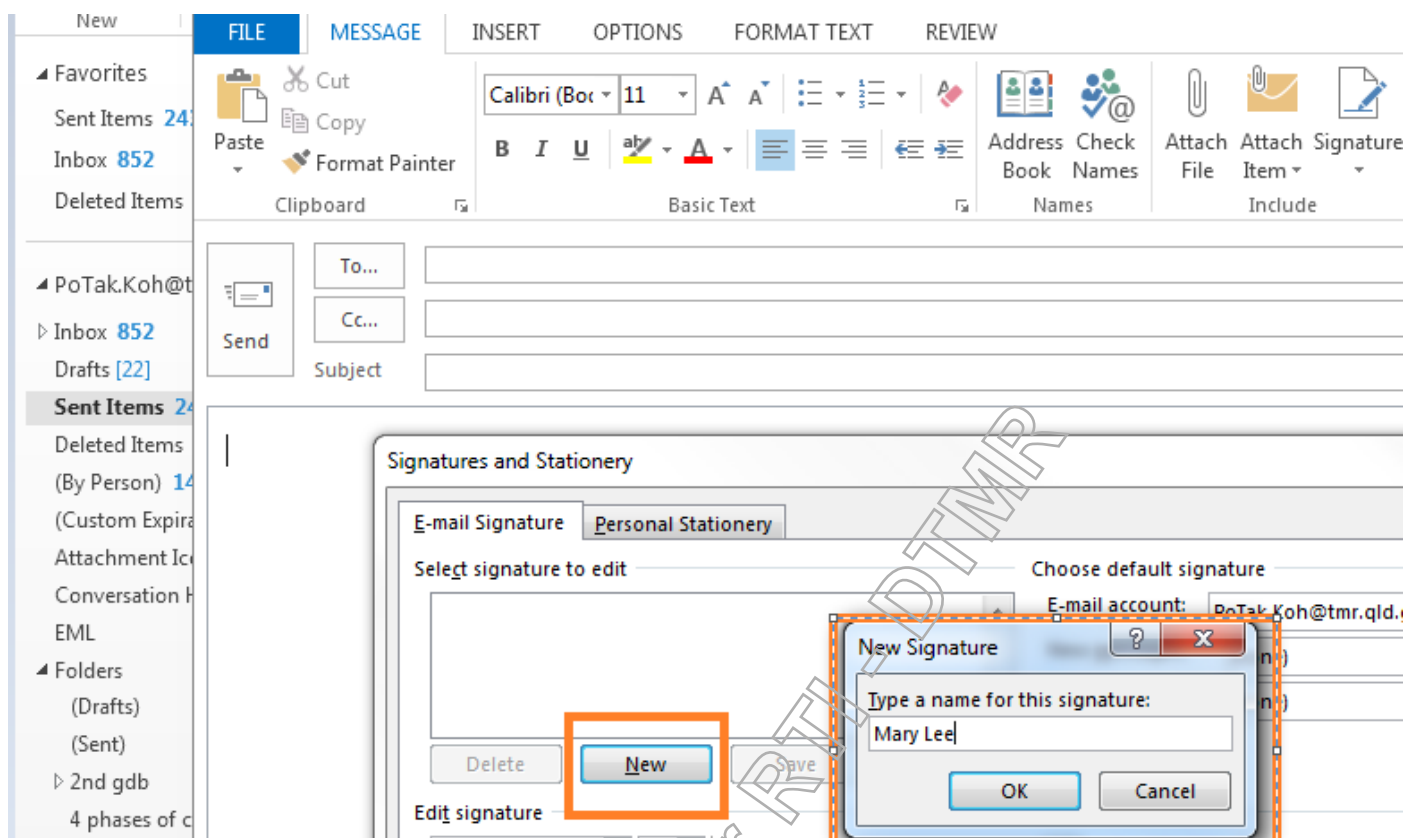
Click on "Signature."



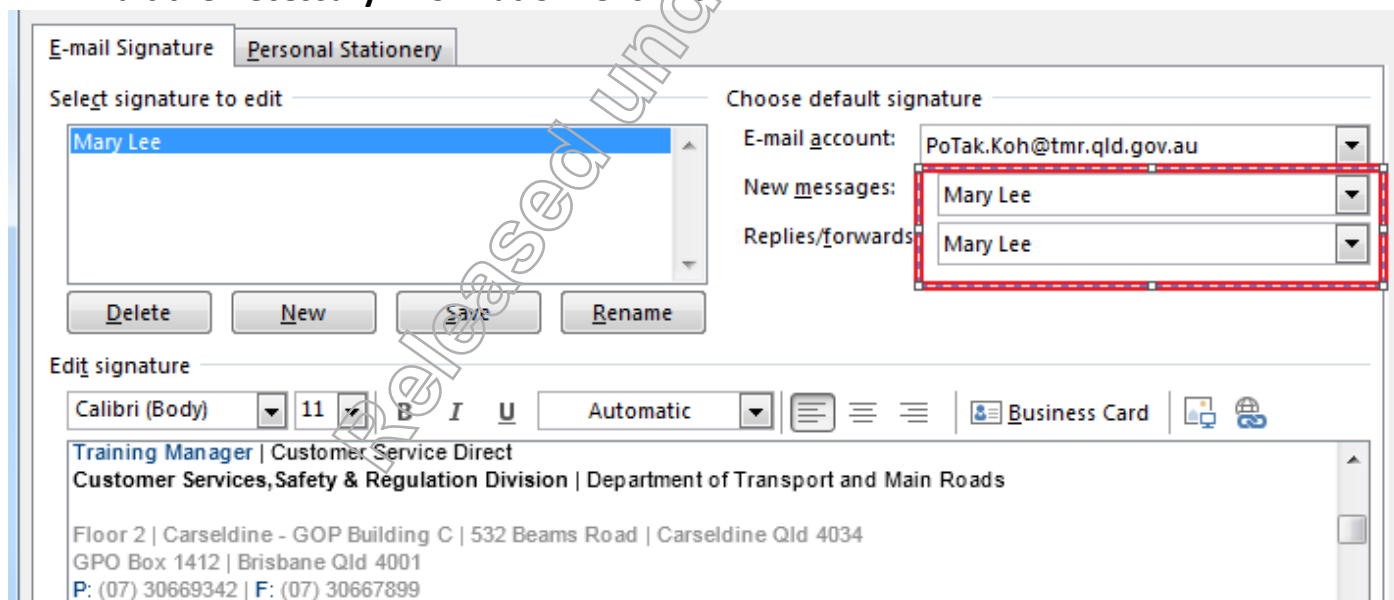
Released under RTI - DTMR

Click on “new”.

Type your name, as you want it to be on the signature. Click OK.



Paste the copied signature block in the space provided. Change it to “Calibri,” and font “11.” Edit the necessary information. Click “OK.”



Appendix Ten

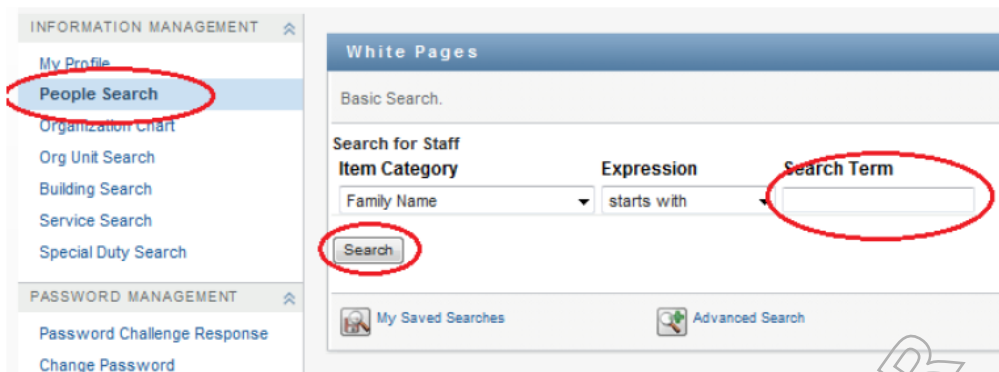
Business Directory – to locate contact numbers for various services and TMR employees.

The screenshot shows the 'insideTMR' website for the Department of Transport and Main Roads. The top navigation bar includes links for 'Service contacts', 'SAP Portal (ESS)', and 'Site map', along with a search bar. Below this is a secondary navigation bar with categories like 'Home', 'Our organisation', 'Planning and management', 'HR/safety and wellbeing', 'Policies and procedures', 'Information technology', 'Finance', and 'Tools and resources'. A large banner at the top features the slogan 'Work safe for the moments that matter' with a date of '01 October 2014'. On the left, a 'Services' menu is visible, with 'Business directory' circled in red. Other menu items include 'Corporate forms', 'Delegations', 'DocTrak', 'Employee assistance service', 'Library services', 'Publication series', and 'Recordkeeping'. The main content area has a search bar with the text 'Search for...' and a search button. Below the search bar is a 'What's new' section with two news items: 'ET Forum a recipe for success' and 'Unregistered vehicles at risk of expensive snap'. On the right side, there are sections for 'Internal websites' and 'External websites', each with a list of links. A large watermark 'Released under RTI - DTMR' is overlaid diagonally across the page.

Click on the topic required. For example: Person Search

Person Search:

To search for a person select **People Search** from the Information Management menu; click on **New Search**; enter the persons' last name in the **Search Term** field; and click **Search**.



You can also use the drop down menus in the **Item Category** and **Expression** fields to change your search parameters.

When the search results page displays you can find the person you are looking for by searching the list for their details. The list displays first names, position titles, phone numbers, email address, and login ID.

Identity	Organization	Location	Skills	
Family Name Shay	Initials H	Legal First Name Olwyn	Position Title Advisor Finance & Business Management	Telephone Number 30663492

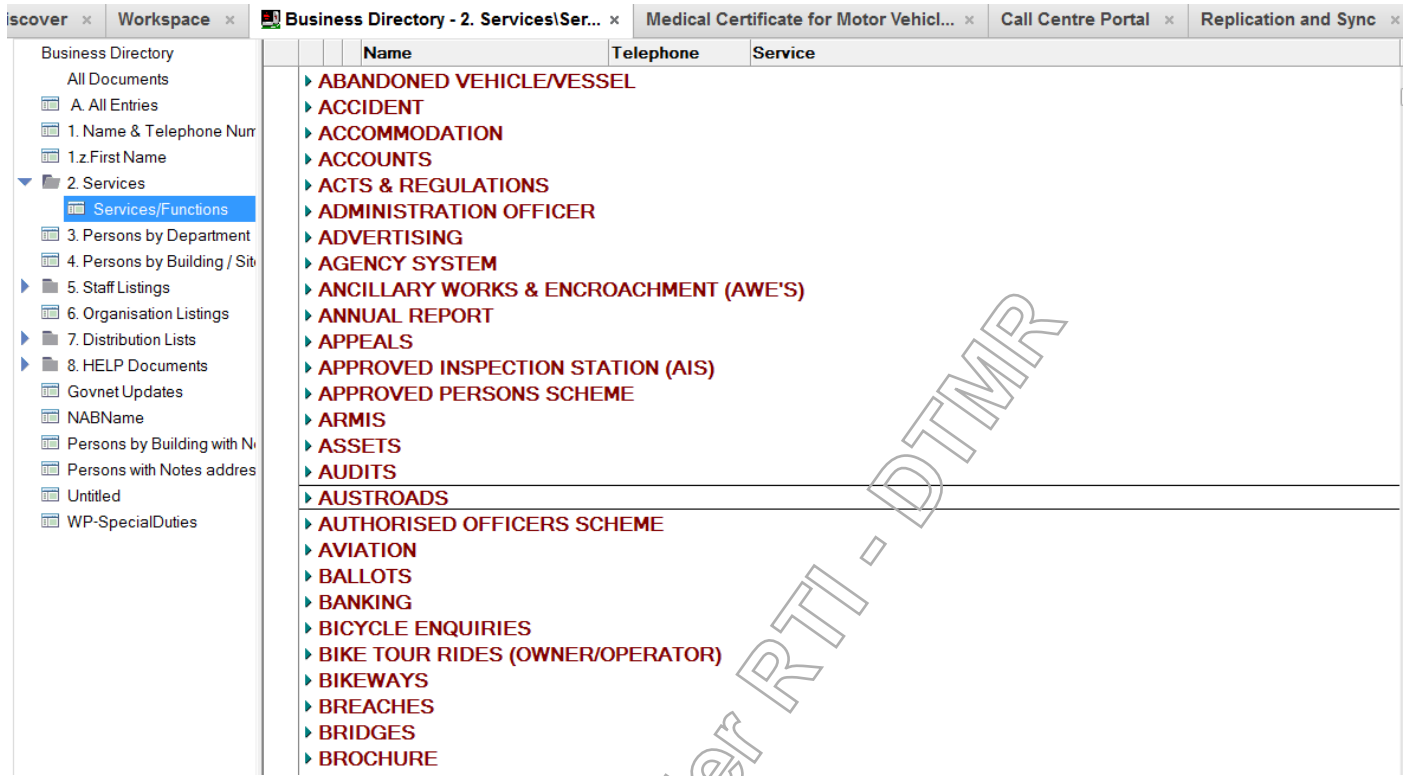
You can open the persons profile by clicking on their name.

Released under RTI - OTMR

Appendix Eleven

Service Search

Open Business Directory in Workspace.
Click on “Services/Functions.”



Name	Telephone	Service
▶ ABANDONED VEHICLE/VESSEL		
▶ ACCIDENT		
▶ ACCOMMODATION		
▶ ACCOUNTS		
▶ ACTS & REGULATIONS		
▶ ADMINISTRATION OFFICER		
▶ ADVERTISING		
▶ AGENCY SYSTEM		
▶ ANCILLARY WORKS & ENCROACHMENT (AWE'S)		
▶ ANNUAL REPORT		
▶ APPEALS		
▶ APPROVED INSPECTION STATION (AIS)		
▶ APPROVED PERSONS SCHEME		
▶ ARMIS		
▶ ASSETS		
▶ AUDITS		
▶ AUSTROADS		
▶ AUTHORISED OFFICERS SCHEME		
▶ AVIATION		
▶ BALLOTS		
▶ BANKING		
▶ BICYCLE ENQUIRIES		
▶ BIKE TOUR RIDES (OWNER/OPERATOR)		
▶ BIKEWAYS		
▶ BREACHES		
▶ BRIDGES		
▶ BROCHURE		

Other Services which are available on www.tmr.qld.gov.au:

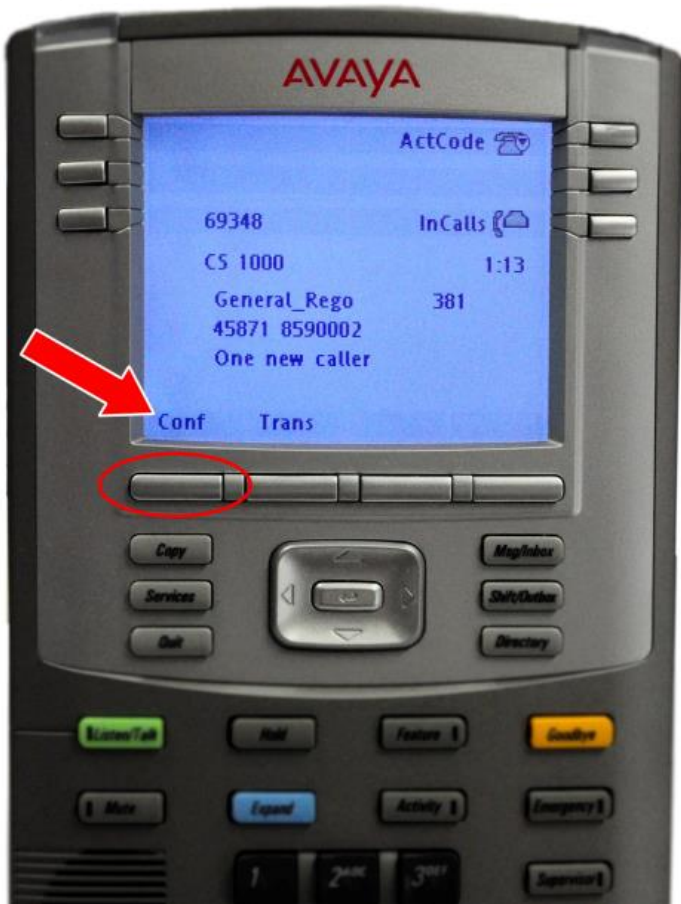
Transport and Main Roads Customer Service Centres-locations and available services.

Mobile Customer Service Centres.

Maritime Safety Queensland Offices.

Appendix Twelve

Using the phones



Answering a Call

Calls will automatically drop in the live environment

Placing a Customer on Hold

Place the customer on Hold by pressing the Hold button

Placing a Customer on Hold to speak to a Third Party

1. Select **“Conf”** button and enter the required extension number. (example: 45818=SCCC) By selecting **“Conf”**, this automatically places the customer on hold.
2. Once your call has been answered and if there is a need to bring the customer into the conversation, you select **“Conf”** button a second time. By following this process, it enables you to warm transfer the call. You can leave the conversation by hitting the **“Goodbye”** button and this will leave the customer in conversation with the third party. (example the SCCC or the Customer Service Centre Administration Officer)
3. If there is no requirement for the customer to speak with either SCCC or the Customer Service Centre Administration Officer, you can end the conversation between you and the third party, by hitting the **‘Goodbye’** button. This enables you to return to your customer by picking up the ‘flashing’ **“In-Calls”** button on the lower right of your handset.

Going between the customer and a Third Party without transferring the call

To place the Third Party on Hold and return to the customer,

Press **“In-Calls”** (Green Button)

To go back to the Third Party

Press the **“Conf”** button (Soft Key) again

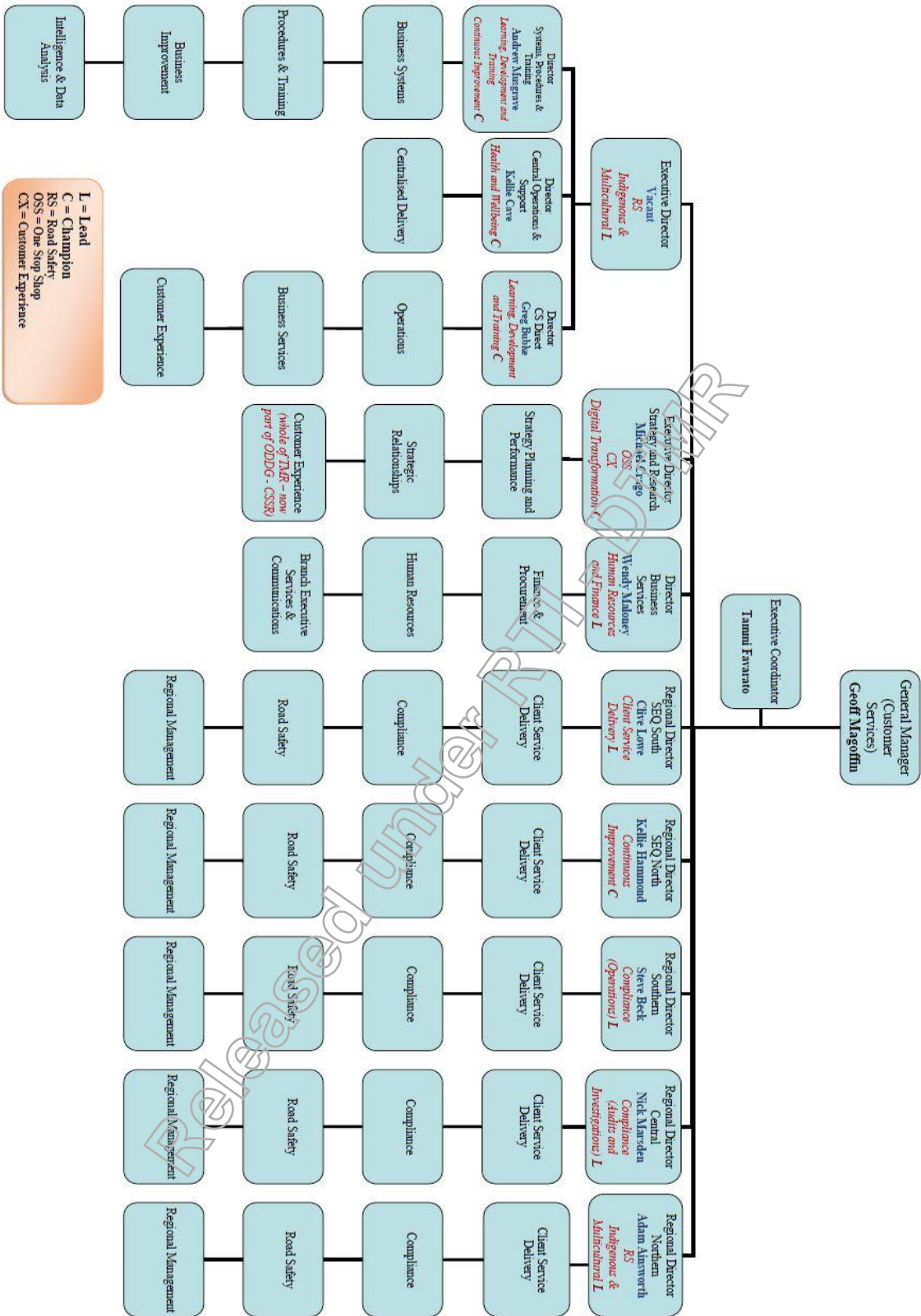
Cold Transferring a Call

Place the customer on Hold by pressing the **“TRANS”** button (Soft Key)

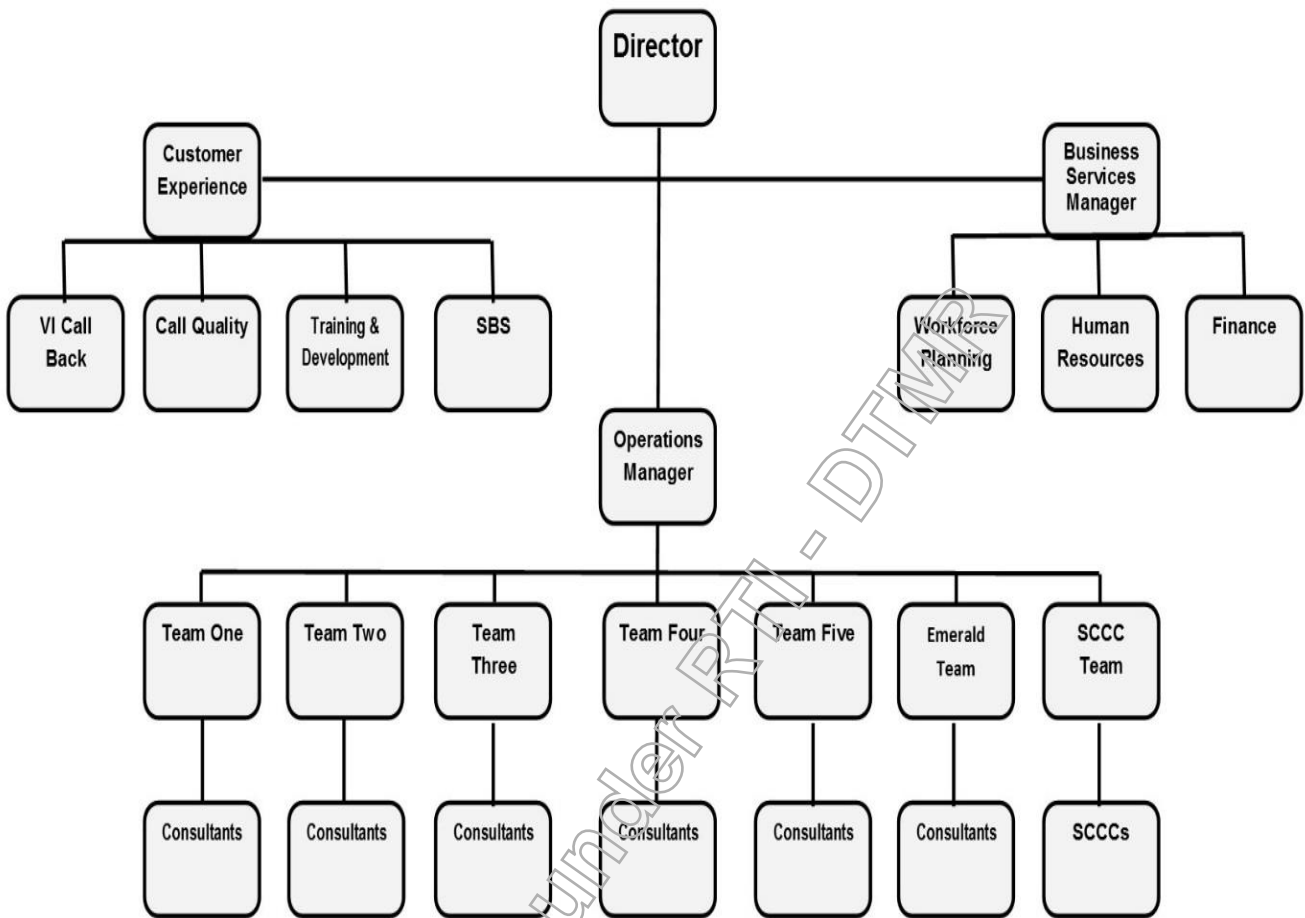
Dial an Extension number or if calling a full number, **dial a zero before it.**

Press the **“TRANS”** button (Soft Key)

Appendix Thirteen



Call Centre



Released under PII - DTMP

Released under RTI - DTMR

Buddying

What was something new that you learnt?

Your notes...

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