

Fuel Seller Register

Portal User Guide

Fuel Seller Register - Portal user guide - Department of Energy and Public Works (EPW)

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1. your use of the Register is at your own risk and the State does not warrant or guarantee that the Register will be accessible, available, compatible with your computer system or software, free from interruption, malware, viruses or other malicious transmissions;
2. you will take reasonable steps to safeguard your computer systems from malicious or damaging content or attack and you will appropriately manage and secure access and use of your login and password details;
3. the State accepts no liability for any loss or damage caused or contributed to by your use of the Register or unauthorised access or misuse to your Register information due to your failure to secure your details; and
4. you will notify us immediately if you become aware of any breach of security or confidentiality in relation to your use of the Register.

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Welcome to the Queensland Fuel Sellers' Portal

Fuel businesses retailing and wholesaling petrol or diesel in Queensland must use the portal to complete their registration and reporting obligations under the Liquid Fuel Supply Act 1984.

The purpose of this guide is to provide fuel sellers with instructions on how to administer and manage their registration and associated functions in the portal, to comply with the biofuels mandate.

Accessing the portal

The Queensland Fuel Sellers' Portal can be accessed from the following link:

<https://fuelsellers.epw.qld.gov.au/>

If you have previously reported fuel sales volumes or registered your business with the former Department of Energy and Water Supply, or the former Department of Natural Resources, Mines and Energy, you should receive an invitation to access and confirm your business information for the Queensland Fuel Sellers' Portal. More information on redeeming your invitation is in the next section of this user guide.

If you have not received an invitation to complete access to the Queensland Fuel Sellers' Portal or if you are a new fuel seller, please email your full name, fuel seller business name, ABN and contact details to the Department of Energy and Public Works at biofuels@epw.qld.gov.au.

The sign in tab can be used to:

- redeem or accept an invitation to the portal; and
- sign-in to a previously registered account.

Redeem or accept an invitation to the portal

If you previously reported fuel sales volumes or registered your business with the department, you may have received an invitation to complete to access the Queensland Fuel Sellers' Portal.

To begin your registration, click the link in the email you have received.

From: Resources Fuel Seller <ResourcesFuelSeller@resources.qld.gov.au>

Sent: Thursday, 20 May 2021 9:41 AM

To: John Citizen

Subject: Invitation to Queensland Fuel Sellers Register

Dear Portal User

You have been invited to complete your registration for the Queensland Fuel Sellers' Portal.

Please click on the unique link below to take you to the portal. If that is unsuccessful, please copy and paste the below link into your browser.

<https://dews-biof-tst.microsoftcrmpoals.com/register/?returnurl=%2flanding-page&invitation=FZ2-zQn1nRzhVnpEz0rpm18elQWlrbAb4xcSzwER4kGNX-C0ywaCB4JFd6kGNO8RE1ypDx2aGjcfMC68ZA78aiyNeHld0BmNpZFnZiPW5epuzvLwwAN9dLnGY1e1up2lImagk-DpC0tnhl6lvHMuJfQM5yNlcCtmjsFkRQUqT3Q->

When you have completed your registration on the Queensland Fuel Sellers' Portal please save the website to your favourites or as a bookmark. Please remember for future logins that your username will be the email address you have registered in the portal.

Should you have any questions about this matter, please do not hesitate to contact the Department of Energy and Public Works on 13 43 87 or email biofuels@dnrme.qld.gov.au.

Kind regards
Biofuels team

Once you have read and agreed to the disclaimer, privacy and obligation information, click the blue "Register" button.

[Sign in](#) [Redeem invitation](#)

Please enter your invitation code below. This code would have been sent to your email if you have previously registered with the department.

DISCLAIMER

For general information relating to your use of the department's website, please click here: [Disclaimer](#).

By registering and using the Queensland Fuel Sellers' Portal you agree and acknowledge that:

1. your use of the Portal is at your own risk and the State does not warrant or guarantee that the Portal will be accessible, available, compatible with your computer system or software, free from interruption, malware, viruses or other malicious transmissions;
2. you will take reasonable steps to safeguard your computer systems from malicious or damaging content or attack and you will appropriately manage and secure access and use of your login and password details;
3. the State accepts no liability for any loss or damage caused or contributed to by your use of the Portal or unauthorised access or misuse to your Portal information due to your failure to secure your details; and
4. you will notify us immediately if you become aware of any breach of security or confidentiality in relation to your use of the Portal.

PRIVACY

The information you have provided, including your personal information, will be shared with the Department of Energy and Public Works, the Department of Environment and Science and the Department of Transport and Main Roads for the purpose of managing the Portal, monitoring compliance with, and taking action to enforce, the *Liquid Fuel Supply Act 1984* and the *Rinfuels Mandate*. The State will not use or disclose the information for any other purpose unless authorised or required by law or without your prior consent. [Further privacy information](#)

Sign up with your invitation code

Invitation Code

I have an existing account

[Register](#)

On the registration page, enter and confirm a new password. Your password must meet the following minimum requirements:

- eight (8) characters; including
- one capital letter;
- one numerical digit (number); and

[Sign in](#) [Redeem invitation](#)

Please enter your invitation code below. This code would have been sent to your email if you have previously registered with the department.

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1. your use of the Portal is at your own risk and the State does not warrant or guarantee that the Portal will be accessible, available, compatible with your computer system or software, free from interruption, malware, viruses or other malicious transmissions;
2. you will take reasonable steps to safeguard your computer systems from malicious or damaging content or attack and you will appropriately manage and secure access and use of your login and password details;
3. the State accepts no liability for any loss or damage caused or contributed to by your use of the Portal or unauthorised access or misuse to your Portal information due to your failure to secure your details; and
4. you will notify us immediately if you become aware of any breach of security or confidentiality in relation to your use of the Portal.

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Register a new account

- Passwords must be at least 8 characters.
- Passwords must have at least one non letter and non digit character.
- Passwords must have at least one lowercase ('a-z').
- Passwords must have at least one uppercase ('A-Z').

Email

Password

Confirm password

[Register](#)

Click the blue "Register" button.

Once you click the blue "Register" button, the "Profile" screen will display. You must confirm your email before you can use the fuel sellers' portal. In the blue highlighted text box, click the "Confirm Email" button.

Profile

Welcome to your profile!
To complete your profile, you must complete the fields where marked with an asterisk.

Please click 'Confirm Email' to send a verification link to the email address you used to create the account. You must confirm your email address to continue using the Fuel Sellers' Portal. **Confirm Email**

You must complete your profile before using the features of this website.

Your Information

Salutation	ID
<input type="text"/>	<input type="text" value="Coooooo6og"/>
First name *	Last name *
<input type="text" value="Portal"/>	<input type="text" value="User"/>

A confirmation email will be sent to your registered email address. Click the confirmation link, which will return you to the "Profile" area with a message stating "Your email has been confirmed successfully".

From: Biofuels
Sent: Monday, 3 June 2019 10:53 AM
To: CITIZEN John
Subject: Queensland Fuel Sellers Portal - confirm email address

Dear John

Thank you for registering your details in the Queensland Fuel Seller Portal.

Please click on the below link to verify your account. Or you can copy the following URL and paste it into your web browser.

<https://fuelsellers.dnrme.qld.gov.au/en-US/Account/Manager/ConfirmEmail?userId=2ccee5e0-36de-e711-81132-e88k3ekk%wijwid8999-BBCB8122&33mkikkoki0783-ow82l7x7u8988uiekwFN3KeUldp>

Should you have any questions about this matter, please do not hesitate to contact the Department.

Kind regards,

Biofuels team

Profile

Welcome to your profile!
To complete your profile, you must complete the fields where marked with an asterisk.

Your information

Salutation	ID
<input type="text"/>	<input type="text" value="Coooooo6og"/>
First name *	Last name *
<input type="text" value="Portal"/>	<input type="text" value="User"/>

Complete your profile information and then click the blue "Update" button.

A confirmation will be displayed on the screen that your email and profile details have been successfully updated.

Profile

Welcome to your profile!

To complete your profile, you must complete the fields where marked with an asterisk.

✔ Your email has been confirmed successfully. ✕

Your profile has been updated successfully. ✕

Your information

Salutation

ID

Sign in

To sign into a previously registered account, click the "Sign in" tab.

In the email field, enter the email address you have previously registered with the fuel sellers' portal.

Enter the password you created during registration. Click the "Sign in" button.

Queensland Government

Queensland Fuel Sellers' Portal

Contact us Sign in

Sign in Redeem invitation

DISCLAIMER

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By registering and using the Queensland Fuel Sellers' Portal you agree and acknowledge that:

1. your use of the Portal is at your own risk and the State does not warrant or guarantee that the Portal will be accessible, available, compatible with your computer system or software, free from interruption, malware, viruses or other malicious transmissions;
2. you will take reasonable steps to safeguard your computer systems from malicious or damaging content or attack and you will appropriately manage and secure access and use of your login and password details;
3. the State accepts no liability for any loss or damage caused or contributed to by your use of the Portal or unauthorised access or misuse to your Portal information due to your failure to secure your details; and
4. you will notify us immediately if you become aware of any breach of security or confidentiality in relation to your use of the Portal

PRIVACY

The information you have provided, including your personal information, will be shared with the Department of Natural Resources, Mines and Energy, the Department of Environment and Science and the Department of Transport and Main Roads for the purpose of managing the Portal, monitoring compliance with, and taking action to enforce, the *Liquid Fuel Supply Act 1984* and the Biofuels Mandate. The State will not use or disclose the information for any other purpose unless authorised or required by law or without your prior consent. Further privacy information can be found on our Internet site by clicking here: [Privacy](#).

Sign in with your account

* Email

* Password

Sign in Forgot your password?

If you have forgotten your password, enter your email and then click the "Forgot Your Password?" button.

This will take you to the "Forgot your password" page. Enter your email and click "Send" to request a password reset.

Queensland Government

Queensland Fuel Sellers' Portal

Contact us Sign in

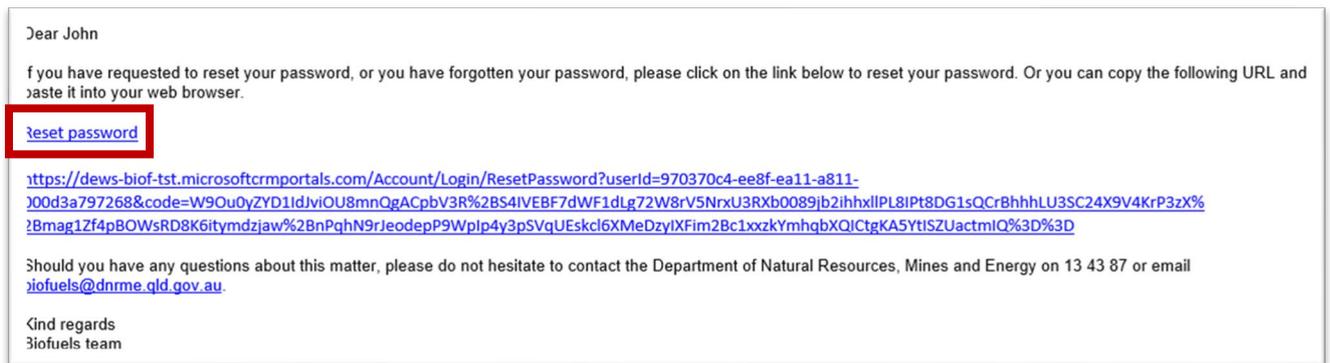
Forgot your password?

* Email

Enter your email address to request a password reset.

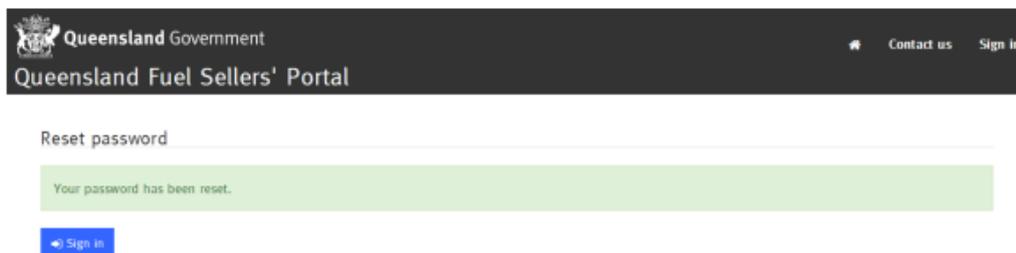
Send

Open the email and click "Reset Password".



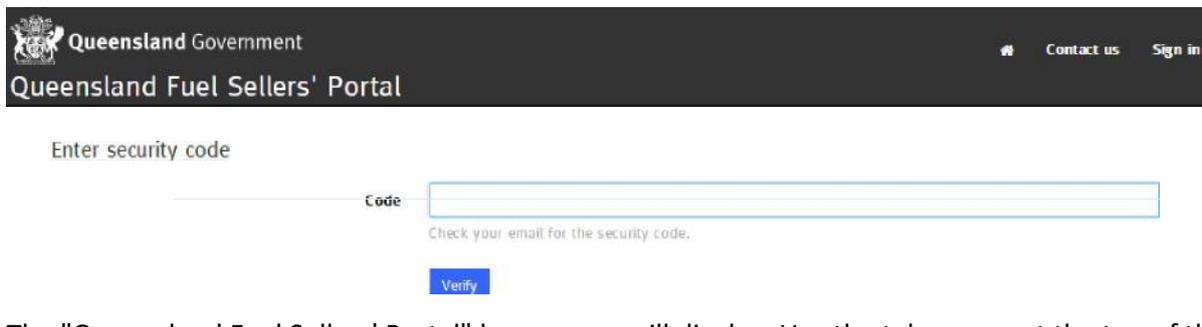
Enter a new password and confirm your new password, then click the blue "Reset" button.

A message will display confirming "Your password has been reset". Click the blue "Sign in" button.



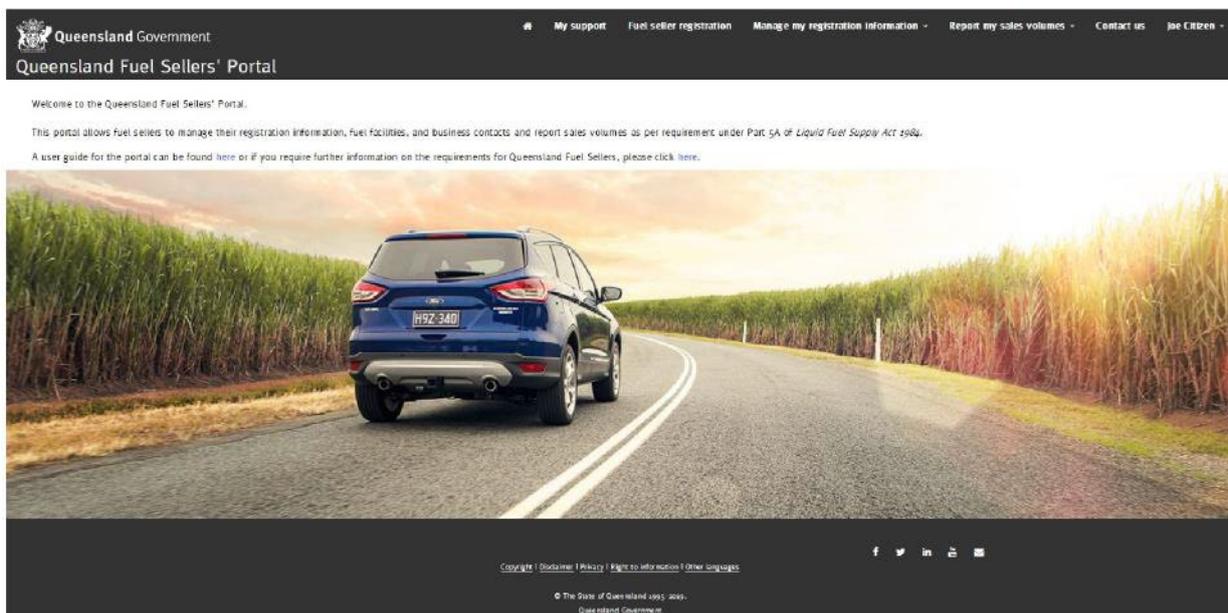
Complete the sign in process, entering your email address and the password created in the reset password step, and then click the blue "Sign in"

The security code screen will then appear. A security code will be automatically sent to your registered email address. Copy this code and enter it into the code field, then click the blue "Verify" button.



The screenshot shows the top navigation bar of the Queensland Fuel Sellers' Portal with the Queensland Government logo and the text "Queensland Fuel Sellers' Portal". On the right side, there are links for "Contact us" and "Sign in". Below the navigation bar, the heading "Enter security code" is displayed. A form field labeled "Code" is present, with a placeholder text "Check your email for the security code." and a blue "Verify" button below it.

The "Queensland Fuel Sellers' Portal" home page will display. Use the tab menus at the top of the page, to access the portal functions.



Navigating the portal

If this is the first time you have logged in to the Fuel Sellers' Portal, you must register/review your business details. If you redeemed an invitation to access the portal use the "Manage my registration Information" tab to review and confirm or update the business details already recorded in the Fuel Sellers' Portal. The information within the portal is based on the information you have previously provided in relation to your fuel business and facilities.

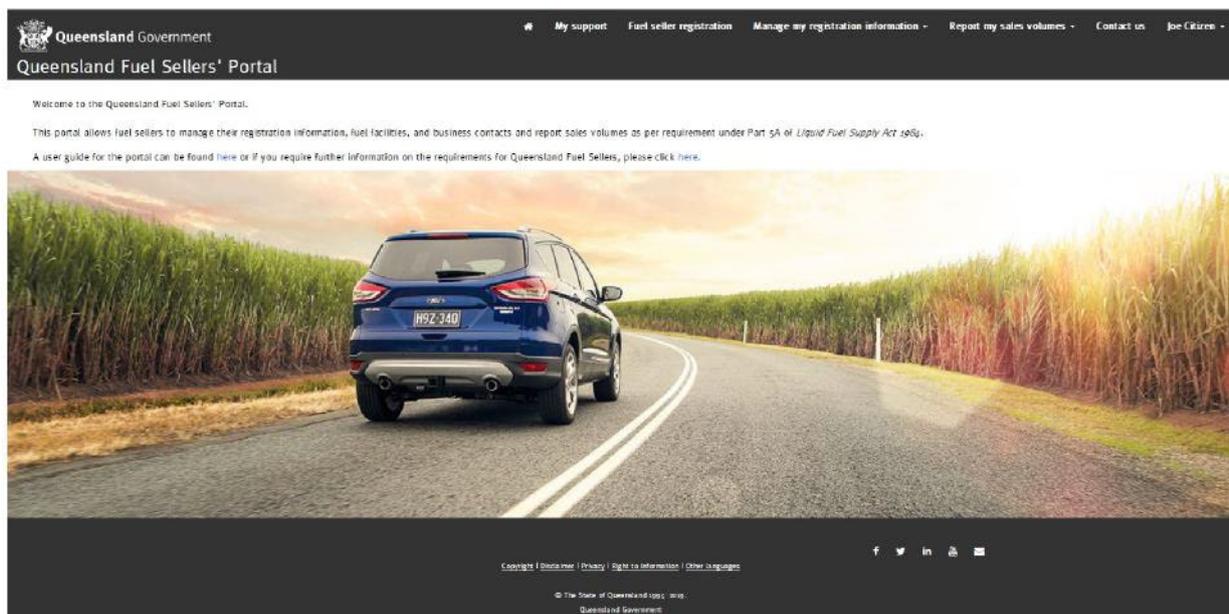
If your fuel seller business information is not already registered, use the "Fuel seller registration" tab to register your business details. More information regarding managing your fuel seller information or fuel seller registration is provided in page 9 of this guide.

Once you are logged into the portal, use the tabs across the top of the page to access:

- "My support" — where you can obtain information on how to contact the Department of Energy and Public Works for support in using the Fuel Sellers' Portal.
- "Fuel seller registration" — where you can register a business as a new fuel seller.
- "Manage my registration information" — where you can undertake a range of activities including:
 - managing your fuel seller information;
 - managing your fuel facilities;
 - managing your business contacts; and
 - viewing a record of any requests to expire or remove a fuel seller, fuel facility or business contact.
- "Report my sales volumes" — where you can:
 - report sales volumes per facility;
 - report sales volumes for multiple retail facilities;
 - report sales volumes for multiple wholesale facilities; and
 - submit and view the status of data uploads.

The "Contact us" tab contains information on how to contact the Department of Energy and Public Works by mail or telephone and provides links to other feedback options.

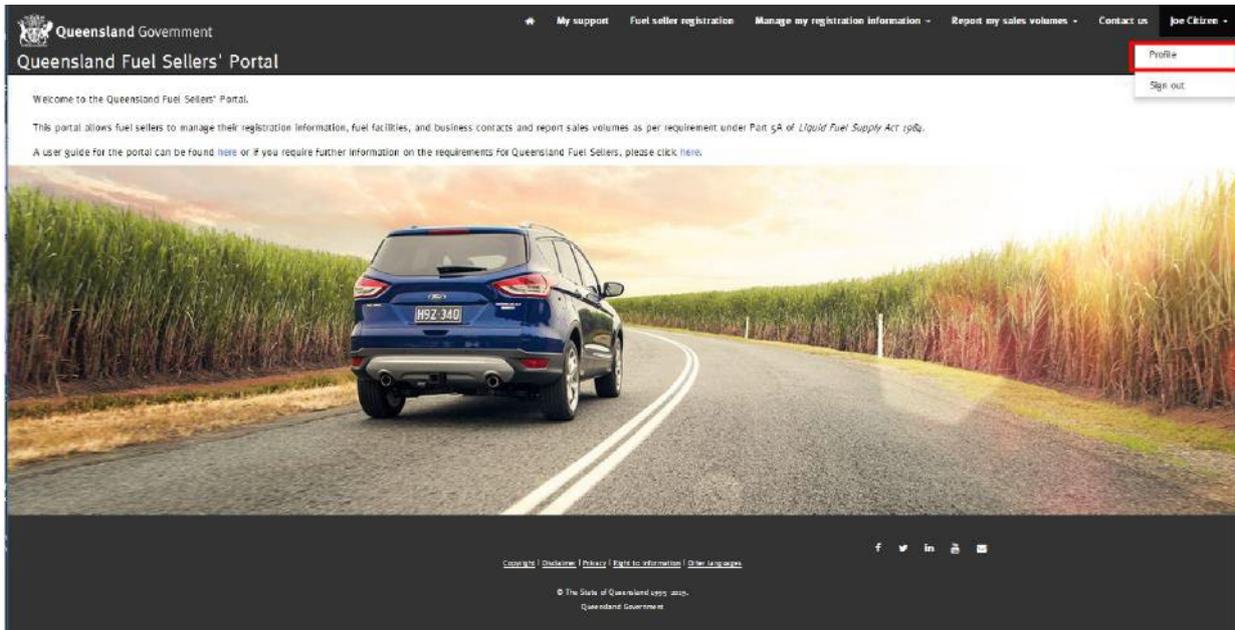
The last tab, displayed as your registered name, contains links to access your account profile and sign out of the portal.



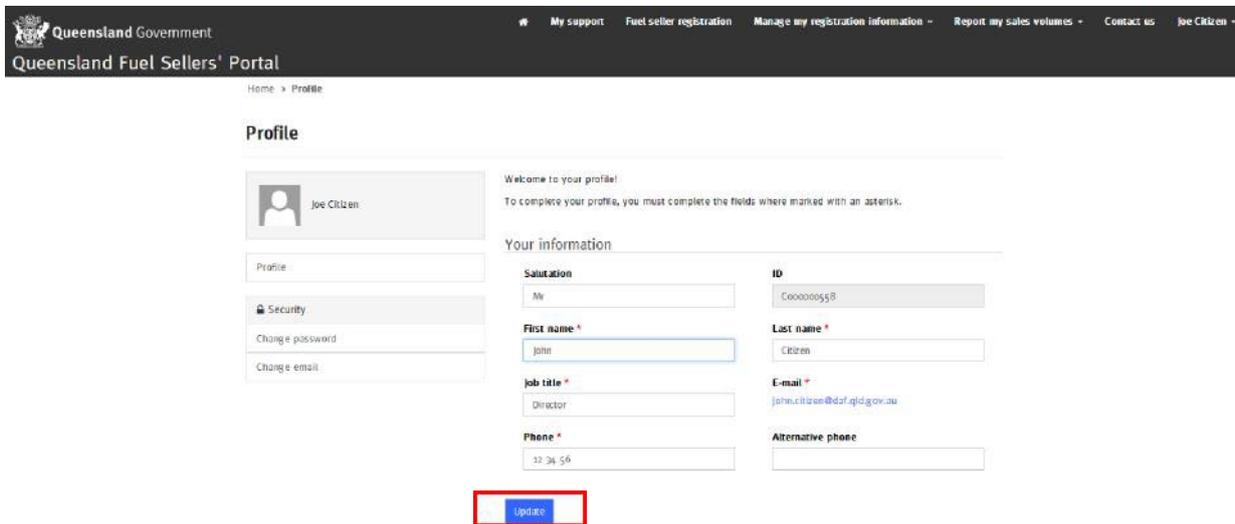
Profile management

The profile page contains additional information about you, including your name, job title, email and phone number.

When you are logged into the portal, click your profile name in the top right-hand corner of the page, and select "Profile" from the drop down menu. The fields marked with an asterisk, must be completed.



Once you have made your updates, click the blue "Update" button.



You will receive a confirmation email following any changes made to your profile details. Please note that if you change your registered email address the system will also advise any other portal users from your business that your email address has been updated.

From: Resources Fuel Seller <ResourcesFuelSeller@resources.qld.gov.au>
Sent: Thursday, 20 May 2021 1:32 PM
To: CITIZEN John
Subject: Business contact details updated

Please be advised that John Citizen's details have been updated by John Citizen.

Should you have any questions about this matter, please do not hesitate to contact the Department of Energy and Public Works on 13 43 87 or email biofuels@dnrme.qld.gov.au.

Kind regards
Biofuels team

Fuel Seller Registration – setting up a new fuel seller

It is a requirement under the Liquid Fuel Supply Act 1984 (the Act) for all fuel sellers to register their business information with the Department of Energy and Public Works, within one month of becoming a fuel seller. This part of the Fuel Sellers' Portal is the approved form for providing registration information under section 35M of the Act.

If you have logged into the Fuel Sellers' Portal as a user, but not yet registered your business, you will need to complete the fuel seller registration process.

If you previously registered your business with the former Department of Energy and Water Supply or the former Department of Natural Resources, Mines and Energy and redeemed an invitation to the Fuel Sellers' Portal, your business details will already be recorded. Due to legislative requirements to notify any changes to your business registration information under section 35N of the Act, it is recommended that you review any pre-recorded business information and make any necessary updates. Refer to the section "Manage my fuel seller information" of this user guide for more information.

To register a fuel seller business, click the "Fuel seller registration" tab at the top of the page. Click the "Create new" button.

The screenshot shows the Queensland Government Fuel Sellers' Portal. The navigation bar includes "My support", "Fuel seller registration", "Manage my registration information", "Report my sales volumes", "Contact us", and "Ryan Smith". The main heading is "Approved form No. 3- Giving registration information under section 35M of the Liquid Fuel Supply Act 1984". Below this, there is a "Create new" button highlighted with a red box. A table with columns for ID, Fuel seller, ABN, Address line 1, Address line 2, Suburb, State, Postcode, and Country is shown, with a note stating "There are no records to display."

Follow the steps within the "New fuel seller application" to complete your registration and click the "Next" button.

The screenshot shows the 'New fuel seller application' page on the Queensland Fuel Sellers' Portal. The page header includes the Queensland Government logo and navigation links: 'My support', 'Fuel seller registration', 'Manage my registration information', 'Report my sales volumes', and 'Contact us'. The breadcrumb trail is 'Home > Approved form No. 3 > New fuel seller application'. The main heading is 'New fuel seller application'. Below this, a message states: 'You must provide the following information to complete your application and the declaration page must be checked.' A progress bar shows four steps: '1 Fuel seller details' (active), '2 Fuel facilities', '3 Additional business contacts', and '4 Declaration'. A note says: 'To continue your application, please input your details below. Fields marked with an asterisk must be completed.' The 'Fuel seller details' section contains the following fields:

- ID**: Text input field.
- Name ***: Text input field.
- ABN ***: Text input field.
- Phone Number ***: Text input field.
- Physical address**: Includes a 'Enter a location' field with a 'Unable To Locate' checkbox, and fields for **Line 1 ***, **Line 2**, **Suburb ***, **State *** (dropdown menu showing 'QLD'), **Postcode ***, and **Country *** (dropdown menu showing 'Australia').
- Postal same as physical**: A checkbox.
- Postal address**: Includes a 'Enter a location' field with a 'Unable To Locate' checkbox, and fields for **Line 1 ***, **Line 2**, **Suburb ***, **State *** (dropdown menu showing 'QLD'), **Postcode ***, and **Country *** (dropdown menu showing 'Australia').

A blue 'Next' button is located at the bottom left of the form area.

For some fuel sellers, the business location may be a head office rather than a fuel facility location. Fuel facility and business details must be recorded separately.

Once complete, click the "Next" button. You will see that your information has been successfully completed and saved.

New fuel seller application

You must provide the following information to complete your application and the declaration page must be checked.

- 1 Fuel seller details ✓
- 2 Fuel facilities
- 3 Additional business contacts
- 4 Declaration

To continue your application, please input the details of your fuel facilities below. Fields marked with an asterisk must be completed.

Fuel facilities

ID	Facility name ↑	Business nature	Address line 1	Address line 2	Suburb	State	Postcode	Country
There are no records to display.								

[Create](#)

[Previous](#) [Next](#)

Enter the details for your fuel facility, using the magnifying glass button to select the "Business nature" (retail or wholesale). Ensure you select all the fuel types offered at the facility, then click "Submit".



To create a new fuel facility, please enter the information below. Fields marked with an asterisk must be completed.

Fuel facility means a place from which a fuel seller supplies petrol or diesel sold by the fuel seller.

- Example for a fuel retailer— A service station
- Examples for a fuel wholesaler— A depot, refinery or terminal

Facility details

ID

Facility name *

Effective date *

Business nature *
 [x](#) [Q](#)

Physical address

Unable To Locate

Line 1 *

Line 2

Suburb * **State *** **Postcode ***

Country *

Petrol types supplied

- RULP 91
 - PULP 95
 - PULP 98
 - LAF
- (Low Aromatic Fuel, a specialised petrol available in certain areas to combat petrol sniffing. Further information is available [here](#))

Biobased petrol supplied (incl. ethanol)

- E10
- Premium E10
- Other premium E10
- E85
- Other biobased petrol blends

Diesel and biobased diesel supplied

- Diesel
- Premium diesel
- B20
- B5
- Other biobased diesel blends

Other biobased petrol blends details

Other biobased diesel blends details

[Submit](#)

If a facility has both retail and wholesale activities occurring at the same site, the Fuel Sellers' Portal requires you to register this as two separate fuel facilities — one as a wholesale facility and one as a retail facility.

To enter additional fuel facilities, click the "Create" button again and repeat the process. When all fuel facilities have been entered, click the "Next" button.

The screenshot shows the 'New fuel seller application' page at step 2, 'Fuel facilities'. The breadcrumb trail is 'Home > Approved form No. 3 > New fuel seller application'. The page title is 'New fuel seller application'. A progress bar shows four steps: 1. Fuel seller details (checked), 2. Fuel facilities (active), 3. Additional business contacts, and 4. Declaration. Below the progress bar, a message states: 'You must provide the following information to complete your application and the declaration page must be checked.' and 'To continue your application, please input the details of your fuel facilities below. Fields marked with an asterisk must be completed.' The 'Fuel facilities' section contains a table with columns: ID, Facility name, Business nature, Address line 1, Address line 2, Suburb, State, Postcode, and Country. A 'Create' button is located to the right of the table. Below the table are 'Previous' and 'Next' buttons.

ID	Facility name	Business nature	Address line 1	Address line 2	Suburb	State	Postcode	Country
PR00001354	Citizen Brisbane	Retail	1 William Street		Brisbane City	QLD	4000	Australia

Add any additional business contacts by clicking the "Create" button, complete the details and click submit.

The screenshot shows the 'New fuel seller application' page at step 3, 'Additional business contacts'. The breadcrumb trail is 'Home > Approved form No. 3 > New fuel seller application'. The page title is 'New fuel seller application'. The progress bar shows four steps: 1. Fuel seller details (checked), 2. Fuel facilities (checked), 3. Additional business contacts (active), and 4. Declaration. Below the progress bar, a message states: 'Please enter the details of your business contacts below. You must specify the level of access you would like each contact to have.' The 'Additional business contacts' section contains a table with columns for ID, Name, Access level, and a 'Create' button. Below the table, a yellow message box says 'There are no records to display.' Below the message box are 'Previous' and 'Next' buttons.

ID	Name	Access level
----	------	--------------

Access Level — at a minimum, a fuel seller must have one primary contact nominated at all times.

A "Primary" access level allows the user to add additional business contacts. An "Additional" user cannot add new business contacts. "No access" is only used to temporarily disable user access, for example, during periods of leave or when an employee is undertaking alternate duties.

Create

Please input the details of your business contacts below. Fields marked with an asterisk must be completed.

Salutation

ID

First name *

Last name *

Job title *

Email *

Phone *

Alternative phone

Access level *

No Access
Additional
Primary

Submit

Where a business contact is no longer associated with the business, a user with "Primary" access can use the "Manage my business contacts" function to expire or remove the business contact.

Once complete, click the "Next" button. You will see that your information has been successfully completed and saved.

To enter more business contacts, click the "Create" button again and repeat the process. When all business contacts are entered, click the "Next" button.

Ensure you have read the terms and conditions and checked the declaration box.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Approved form No. 3 > ... > New fuel seller application

New fuel seller application

You must provide the following information to complete your application and the declaration page must be checked.

1 Fuel seller details ✓ 2 Fuel facilities ✓ 3 Additional business contacts ✓ 4 Declaration

To submit your application, you must agree to the declaration below.

Declaration

By submitting this form you are declaring that the information provided is not false or misleading except to the extent explained. If the information is found to be false and misleading, except to the extent explained, legal action may be taken against you and serious penalties may apply.

Section 35Q of the Liquid Fuel Supply Act 1984 deals with the provision of false or misleading information and states: (1) A person must not give the chief executive information under this part the person knows is false or misleading in a material particular. Maximum penalty 300 penalty units. (2) Subsection (1) does not apply to information in a document if the person, when giving the information (a) tells the chief executive, to the best of the person's ability, how the document is false or misleading; and (b) if the person has, or can reasonably obtain, the correct information gives the correct information to the chief executive.

Declaration accepted

Previous Next

Once complete, click the "Next" button. You will then receive a confirmation screen that your application has been successfully completed and saved.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Approved form No. 3 > ... > Application saved

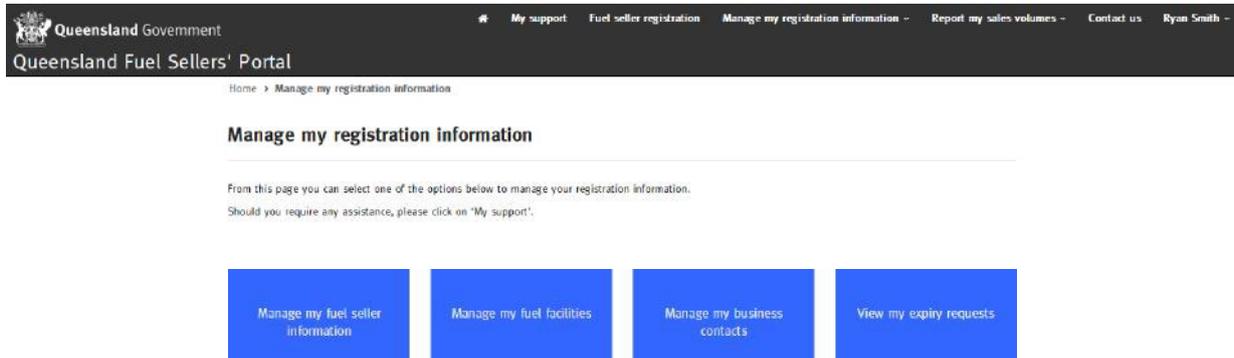
Application saved

Your application has been successfully submitted

Manage my registration information

You can make changes to your registration information, including fuel seller details, fuel facility details and business contacts by clicking the "Manage my registration information" tab and selecting the appropriate option from the drop down menu.

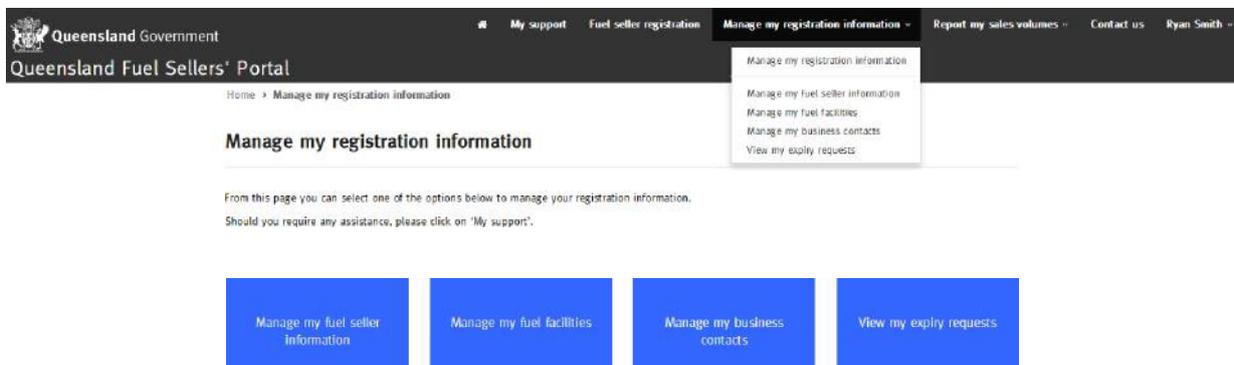
The last option from this drop down menu "View my expiry requests", allows you to view all requests previously submitted to remove, delete or expire a fuel seller, fuel facility or business contact.



Manage my fuel seller information

Section 35N of the Liquid Fuel Supply Act 1984 requires a fuel seller to notify any change to the fuel seller's registration information within one month of the change. Fuel sellers should use this section of the Portal to comply with this obligation.

Click the "Manage my registration information" tab and select the "Manage my fuel seller information" option from the drop down menu.



This page allows you to view or update your registration information, or notify the Department of Energy and Public Works that you are no longer a fuel seller.

Using the blue arrow button beside your fuel seller record, you can access three update options:

- view and update your details, including telephone, facsimile, physical or postal address;
- request an entity (fuel seller) name or ABN change; and
- request an expiry or removal of a fuel seller.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Manage my registration... > Manage my fuel seller information

Manage my fuel seller information

This page allows you to view or update your registration information, or notify the department that you are no longer a fuel seller. Please choose one of the options below.

All fuel sellers*

Search

ID	Entity name	ABN	Address	Status
F50000483	Citizen Fuels Pty Ltd	86969775973	1 William Street Brisbane City QLD 4000 Australia	Active

View and update details
Request entity (fuel seller) name/ABN change
Request expiry

Select the option required, for example "Request (entity) fuel seller name/ABN change".

Queensland Government
Queensland Fuel Sellers' Portal

Home > Manage my registration... > Manage my fuel seller... > Request fuel seller name/ABN change

Request fuel seller name/ABN change

To change your entity name or ABN, please enter new details below. Fields marked with an asterisk must be completed.

New fuel seller information

Current Entity Name*

New Entity Name*

New ABN*

Reason for change

Complete the change details, noting the fields with an asterisk must be completed, and click the blue "Submit" button.

Note: A name or ABN change will not display in the portal until it has been verified by the department. Once the change has been verified, you will receive an email confirming the change.

The department will refer to details held in the Australian Business Register as part of confirming the change. If the updated details do not match the Australian Business Register the change will not be confirmed.

To notify the department that you will no longer be a fuel seller, select the "Request expiry" option from the blue drop down arrow beside your fuel seller record.

Complete the expiry request fields, then click "Submit".

Queensland Government
Queensland Fuel Sellers' Portal

Home > Manage my registration... > Manage my fuel seller... > Request fuel seller expiry

Request fuel seller expiry

To notify the department that you will no longer be a fuel seller, please complete the below information. All sales volumes for this fuel seller must be submitted prior to the expiry date. Please remember to review and submit all your outstanding reports before you expire a fuel seller.
You can view expired fuel sellers on the Manage my registration information page by selecting Expired fuel sellers.
Note - the request to expire a fuel seller will not deactivate your account. Should you wish to deactivate your account, go to the Manage my business contacts page and select Request expiry.

Fuel seller *
Citizen Fuels Pty Ltd

Expiry date *

Expiry reason

Submit Cancel

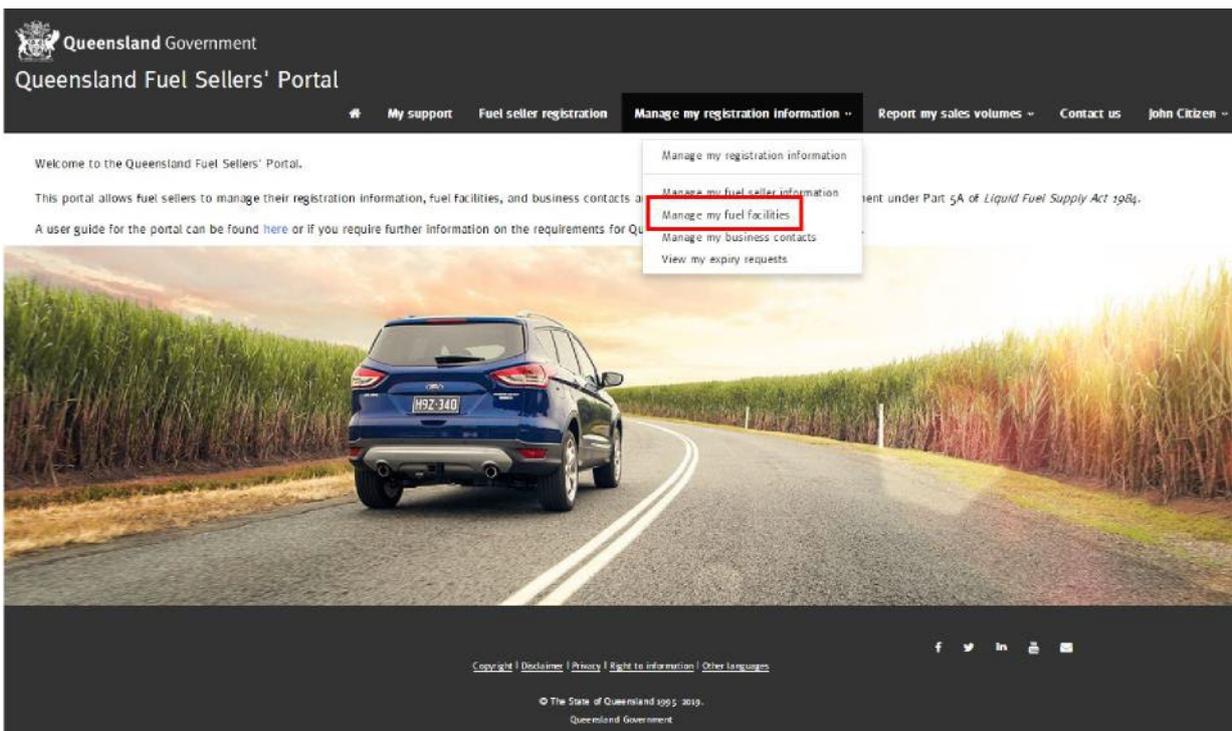
Once submitted, your expiry request can be viewed by clicking the "Manage my registration information" tab and selecting the "View my expiry requests" option from the drop down menu.

Manage my fuel facilities

If you acquire or sell a fuel facility, or change the fuel types supplied, it is a requirement under section 35N of the Liquid Fuel Supply Act 1984, to update these details within one month of the change.

To manage or remove a fuel facility, click the "Manage my registration information" tab at the top of the page.

From the drop down menu select the "Manage my fuel facilities" option.



Create a new fuel facility

If you are adding a new fuel facility, click the blue "Create New" button.

If a facility has both retail and wholesale activities occurring at the same site, the Fuel Sellers' Portal requires you to register this as two separate fuel facilities; one as a wholesale facility and one as a retail facility.

The screenshot shows the 'Manage my fuel facilities' page. At the top, there is a navigation bar with the Queensland Government logo and the text 'Queensland Fuel Sellers' Portal'. Below this, there are several menu items: 'My support', 'Fuel seller registration', 'Manage my registration information', 'Report my sales volumes', 'Contact us', and 'John Citizen'. The main heading is 'Manage my fuel facilities'. Below the heading, there is a section titled 'Nature of business' with two radio buttons: 'Retail' and 'Wholesale'. An 'Apply filter' button is located to the right. Below this, there is a search bar and a 'Create New' button. A table lists active fuel facilities with columns for ID, Fuel facility, Fuel seller, Business nature, and Status. The table contains one entry: ID SFF0002673, Fuel facility Citizen Baranda, Fuel seller Citizen Fuel, Business nature Retail, and Status Active.

Complete the details highlighted with an asterisk, also selecting the fuel types sold at the facility. To complete the fuel seller and business nature fields, click the magnifying glass, choose the correct response, and click the "Select" button.

Once the required details have been entered, click the blue "Submit" button.

The screenshot shows the 'Create new fuel facility' page. At the top, there is a navigation bar with the Queensland Government logo and the text 'Queensland Fuel Sellers' Portal'. Below this, there are several menu items: 'My support', 'Fuel seller registration', 'Manage my registration information', 'Report my sales volumes', 'Contact us', and 'John Citizen'. The main heading is 'Create new fuel facility'. Below the heading, there is a section titled 'Facility details' with fields for ID, Fuel seller*, Effective date*, Business nature*, and Facility name*. To the right, there is a section titled 'Physical address' with fields for Line 1*, Line 2, Suburb*, State* (dropdown menu), Postcode*, and Country* (dropdown menu). Below these sections, there are three sections for fuel types supplied: 'Petrol types supplied' (with checkboxes for RULP 91, RULP 95, RULP 98, and LAF), 'Biobased petrol supplied (including ethanol)' (with checkboxes for E10, Premium E10, Other premium E10, and EB5), and 'Diesel and biobased diesel supplied' (with checkboxes for Diesel, Premium diesel, B20, B5, and Other biobased diesel blends). There are also two sections for 'Other biobased petrol blends details' and 'Other biobased diesel blends details'. At the bottom, there are 'Submit' and 'Cancel' buttons.

Updating fuel facility details, fuel grades and expiring a facility

By clicking the blue arrow beside the fuel facility record, you can:

- view and update fuel facility details including name and fuel types supplied;
- update and request an address change;
- or request to expire a fuel facility (that is perhaps no longer in operation or is no longer owned by your business).

Queensland Government
Queensland Fuel Sellers' Portal

Home > Manage my registration... > Manage my fuel facilities

Manage my fuel facilities

To create an additional facility, or update or expire a fuel facility, please choose one of the options below.

Nature of business
 Retail
 Wholesale

Apply filter

Active fuel facilities -

Search [] Create New

ID	Fuel Facility	Fuel seller	Business nature	Status
SFF0002673	Citizen Buranda	Citizen Fuel	Retail	Active
SFF0002674	Citizen Buranda Wholesale	Citizen Fuel	Wholesale	Active
SFF0002675	Citizen Hawthorne	Citizen Fuel	Retail	Active
SFF0002676	Citizen Hawthorne Wholesale	Citizen Fuel	Wholesale	Active

View and update details
Request address change
Request expiry

For example, to expire (remove) a fuel facility (site), click "Request expiry" from the drop down menu.

In the Fuel Sellers' Portal you can remove or expire a fuel facility that you no longer own or is no longer operational. When submitting a request to expire a fuel facility you can only select today's date or a future date. If the facility was sold or not operational prior to the day you are submitting the expiry request, then please enter the actual expiry date in the Expiry reasons field and EPW will update your record correctly.

Before expiring a fuel facility, please ensure you have submitted all outstanding fuel sales reports for the facility. If the option to report those volumes is not available within the Fuel Sellers' Portal, please contact biofuels@epw.qld.gov.au for assistance.

Complete the details as required. All fields with an asterisk must be completed. Once you have completed the information, click the blue "Submit" button.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Manage my registration... > Manage my fuel facilities > Request fuel facility expiry

Request fuel facility expiry

Please remember to review and submit all your outstanding reports before you expire a fuel facility.

Seller fuel facility
Citizen Buranda

Expiry date *
11/04/2022

Expiry reason
site sold, ceased operation on 11/04/2022

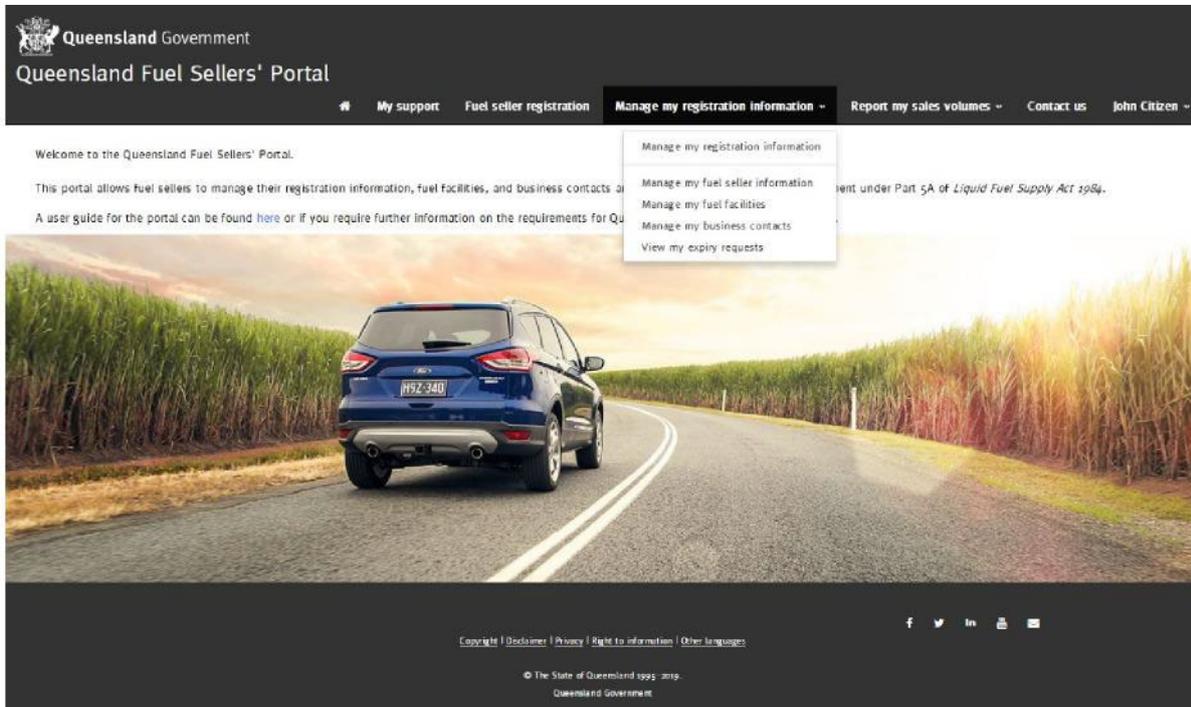
Submit Cancel

Please note that the status of the expired fuel facility will not be updated until it is verified by the Department of Energy and Public Works. Once the change has been verified, you will receive an email from the department to confirm the expiry.

Manage my business contacts

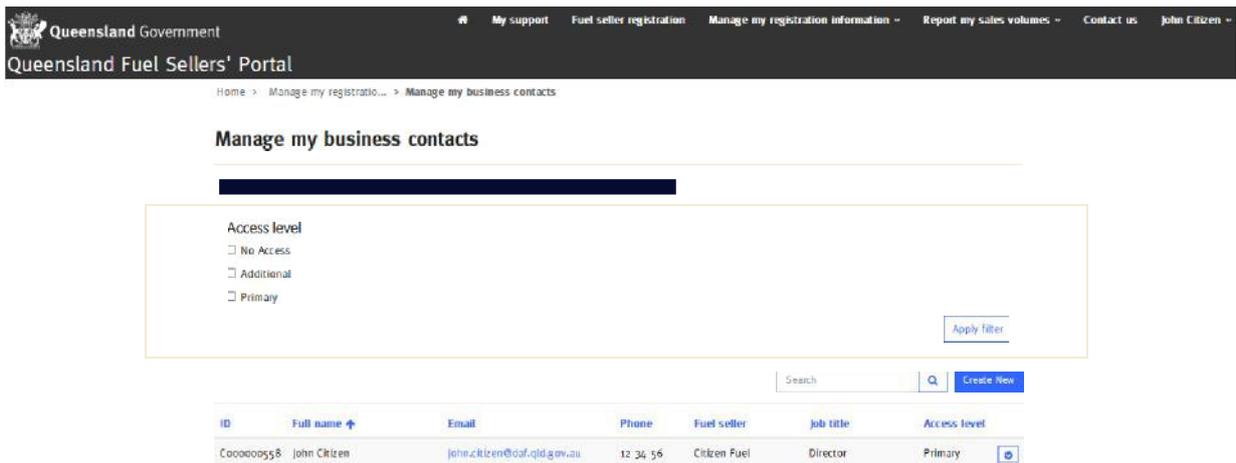
Section 35N of the Liquid Fuel Supply Act 1984 requires a fuel seller to notify any change to the fuel seller's registration information, including business contacts, within one month of the change.

To manage business contacts, click the "Manage my registration information" tab at the top of the page. From the drop down menu select "Manage my business contacts".



Create new business contact

To add a new business contact to your fuel seller details, click the blue "Create New" button.



Enter the information for your new business contact, noting that all fields with an asterisk must be completed.

Access level - at a minimum, a fuel seller must have one primary contact nominated at all times.

The "Primary" access level allows the user to add additional business contacts. An "Additional" user cannot add new business contacts.

The "No access" option should only be used to temporarily disable user access, for example, during periods of leave or when an employee is undertaking alternate duties. Where a business contact is no longer associated with the business, use the "Manage my business contacts" function to expire or remove the business contact (rather than changing their access level to "no access").

Once complete, click the blue "Submit" button.

Create fuel seller business contact

To create a new business contact, please enter the information below. Fields marked with an asterisk must be completed.

Salutation: [] ID: []

First name *: Cara Last name *: Citizen

Job title *: Accounts Manager Email *: Cara3345@citizen.com.au

Phone *: 123457 Alternative phone: []

Access level *: Additional Fuel seller *: Citizen Fuel

[Submit] [Cancel]

Click "Close" to exit.

Update or expire a business contact

Where a business contact is no longer associated with the business, use the "Manage my business contacts" function to expire or remove the business contact.

To update the details of a business contact, click "View and update details" and update the relevant fields. Once all updates are completed, click the blue "Submit" button.

Manage my business contacts

To create, update or remove your business contact(s), please choose one of the options below.

Access level

No Access

Additional

Primary

[Apply filter]

ID	Full name	Email	Phone	Fuel seller	Job title	Access level
C00000063	Cara Citizen	Cara3345@citizen.com.au	12 34 57	Citizen Fuel	Accounts Manager	Additional
C00000558	John Citizen	john.citizen@daf.qld.gov.au	12 34 56	Citizen Fuel	Director	Primary
C00000561	Oskar Donnelly	55645454465@dnme.qld.gov.au	12 34 56	Citizen Fuel	Manager	Primary

[Search] [Create New]

[View and update details] [Request expiry]

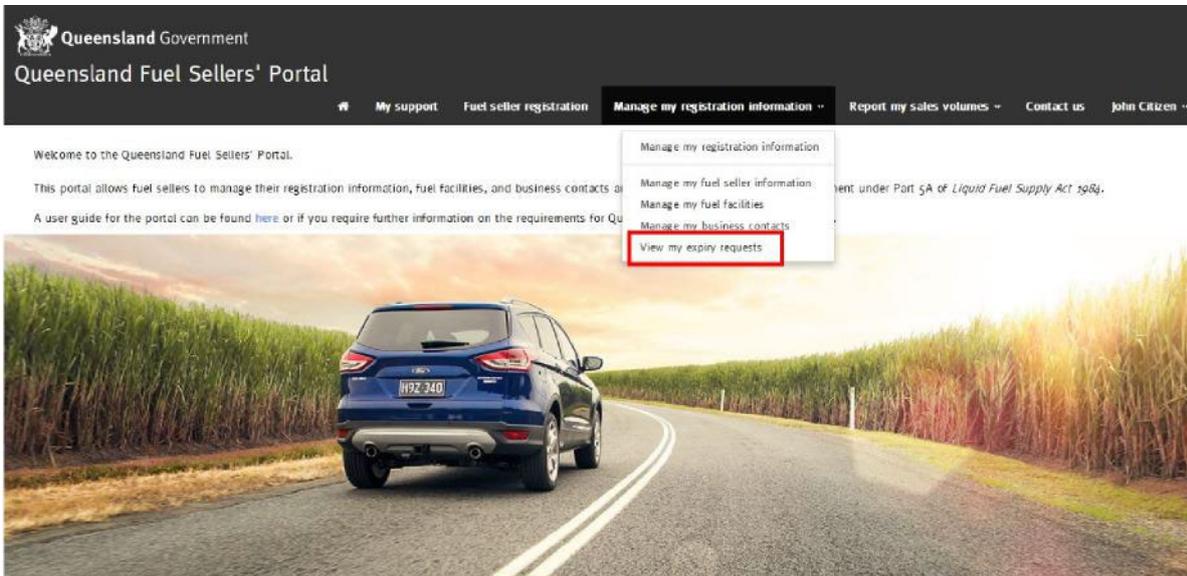
To remove a business contact, click "Request expiry" and complete the details. Once complete, click "Submit".

Note: There must always be a primary business contact listed for the fuel seller. A request to expire a primary contact will only occur if an alternate primary contact has already been provided.

View my expiry requests

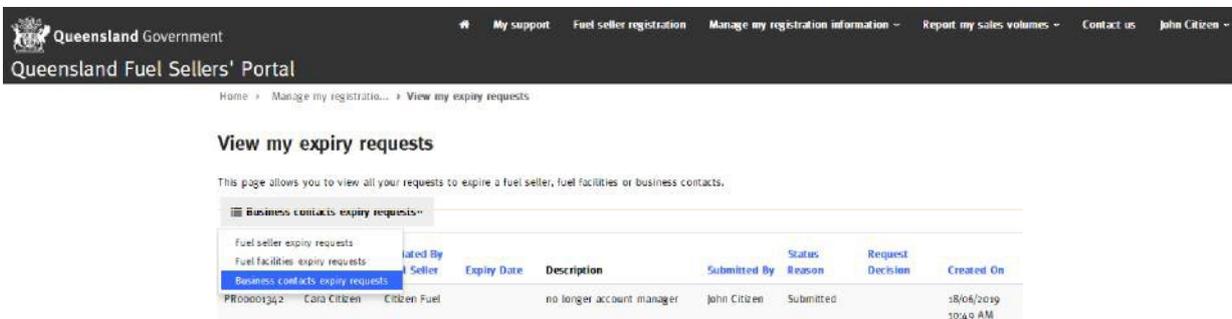
This page allows you to view all requests that have been made to remove, delete or expire a fuel seller, fuel facility or business contact.

To view your removal or expiry requests, click the "Manage my registration information" tab at the top of the page. From the drop down menu select "View my expiry requests".



Select the appropriate option from the drop down menu to view:

- fuel seller expiry requests;
- fuel facility expiry requests; or
- business contact expiry requests.



Report my sales volumes

This part of the Fuel Sellers' Portal is the approved form for the purpose of submitting quarterly reports under section 35E and annual reports under section 35P of the Liquid Fuel Supply Act 1984.

Fuel retailers and wholesalers that are required to meet the biofuel mandate need to report sales volumes on a quarterly basis, within one month of the end of each quarter.

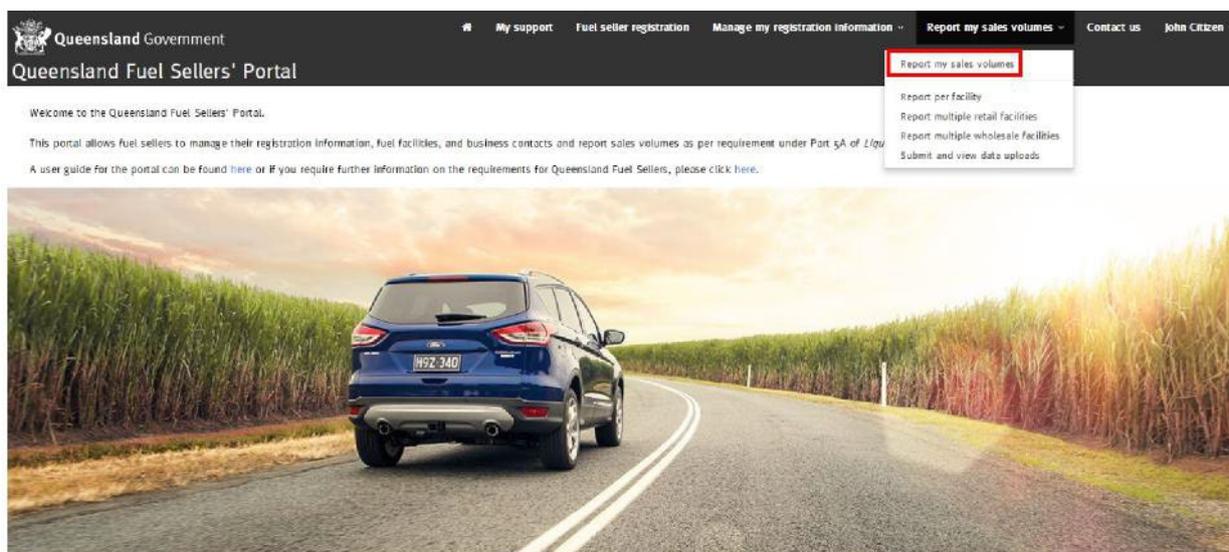
- All wholesalers must complete quarterly reports
- All retailers over the threshold must complete quarterly reports. This threshold applies if they own or operate 10 or more sites OR sell more than 500 000 litres of all grades of petrol at any site in a calendar quarter.

Fuel sellers who have applied for or have been granted an exemption from the biofuel mandate must still provide quarterly and annual reports.

All fuel retailers and fuel wholesalers in Queensland must submit an annual report at the end of each financial year, even if they are not required to meet the biofuel mandate and regardless of the threshold. If you have already submitted quarterly reports, you do not need to submit the same data again in the annual report.

The mandatory annual report details the total sales volumes of all fuels sold in each calendar quarter of the last financial year. This information is used to help determine whether fuel sellers are complying with the mandate.

To submit a report, click on the "Report my sales volumes" tab on the home page.



From this page you can select one of the options listed to submit your sales volumes:

- report per facility;
- report multiple retail facilities;
- report multiple wholesale facilities; and
- submit and view data uploads

Report per facility

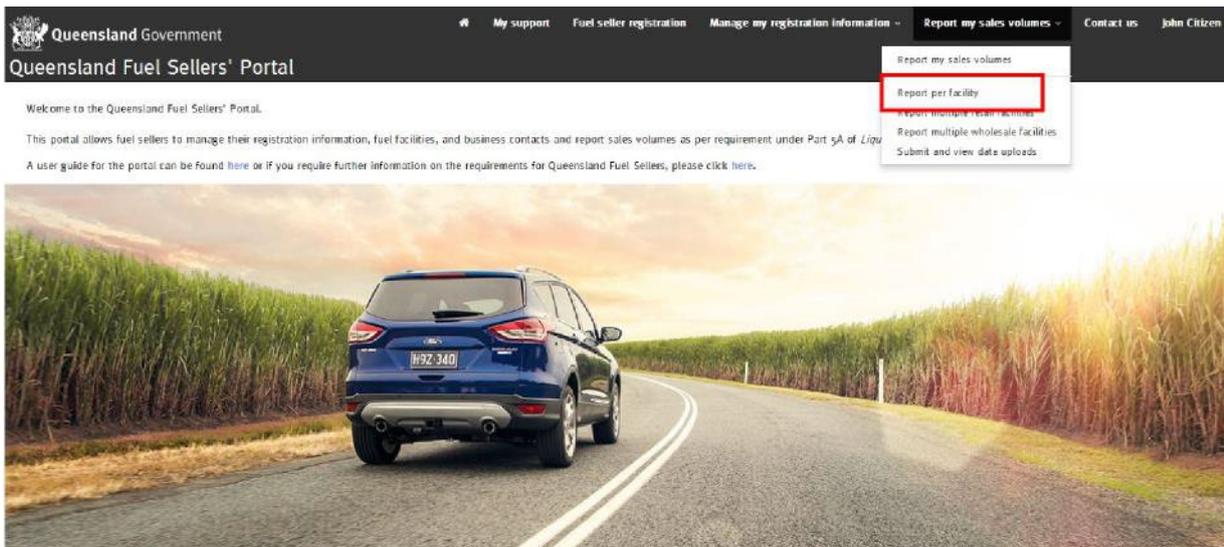
This option can be used to manually enter sales volumes per facility per calendar quarter.

If a facility has both retail and wholesale activities occurring at the same site, the Fuel Sellers' Portal requires you to register and report against this as two separate fuel facilities — one as a wholesale facility and one as a retail facility.

Under the retail facility, you must enter all petrol sales volumes for that facility. You also have the option to report your diesel sales volumes for this reporting period or in the annual return.

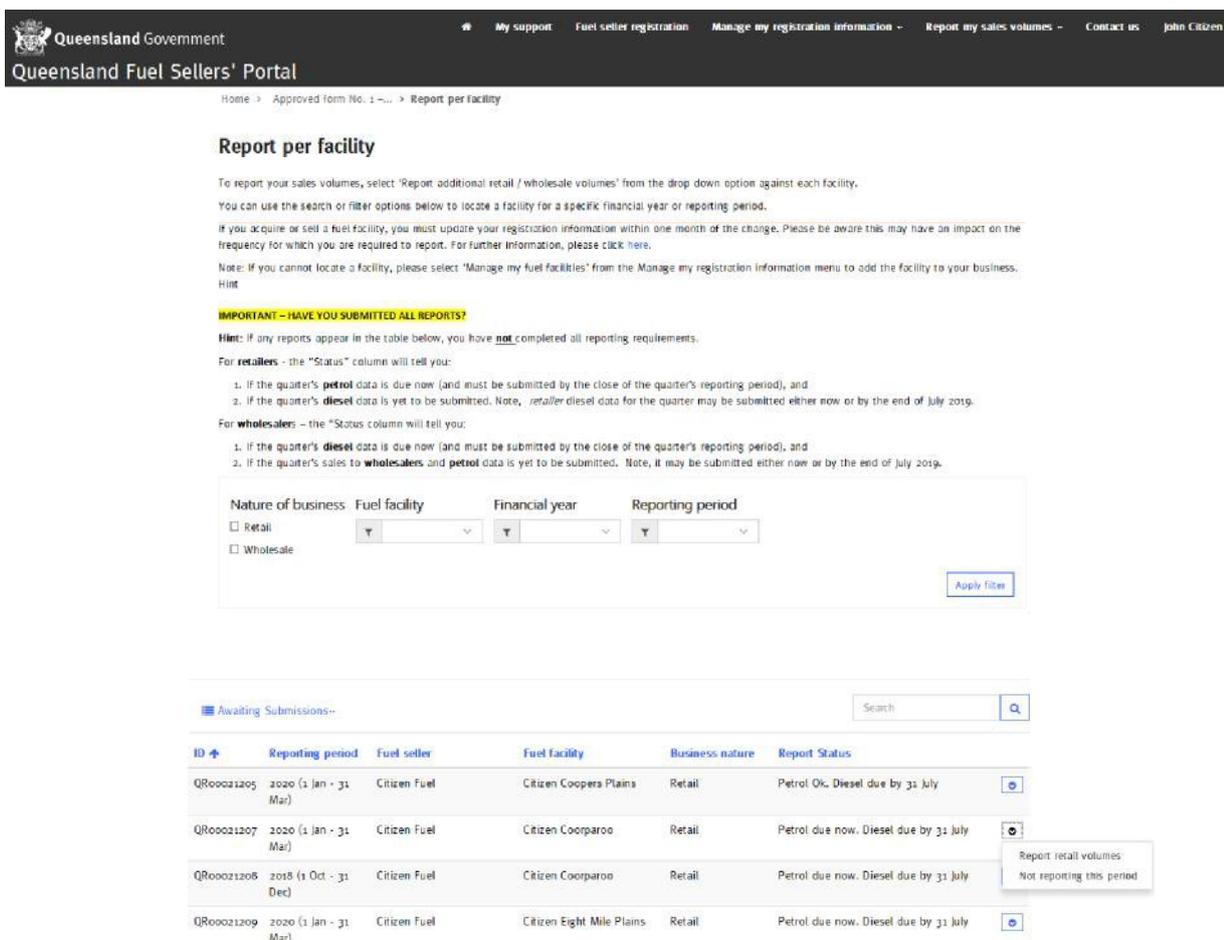
Under the wholesale facility, you must enter all sales volumes to a retailer or bulk user for that facility. You also have the option to report your sales volumes to other wholesalers for this reporting period or in the annual return.

If you have no sales of a particular fuel grade, you must enter a zero for that particular fuel grade. From the drop down menu select the "Report per facility" option.



Select the correct nature of business option — retail or wholesale, financial year and reporting period.

Select "Report retail volumes" from the drop down arrow option beside the retail facility you wish to report.



Enter all relevant fuel grade volumes sold for the reporting period.

If you have no sales of a particular fuel grade, you must enter a zero for that particular fuel grade. If you don't complete all mandatory fields, you will not be able to submit your report.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Approved form No. 1 > Report per facility > Data reporting retail volumes

Data reporting retail volumes

Please enter the volume of fuel sold in this reporting period.

ID Q00000624	Report Status ---
Fuel seller Citizen Fuel	Reporting period 2018 (1 Oct - 31 Dec)
Fuel facility Citizen Hawthorne	Business nature Retail

Petrol sold (litres)	Biobased petrol including ethanol (litres)
Regular unleaded []	E10 []
Premium unleaded* (e.g. 95, 98) []	Premium E10 (e.g. PULP 95 + added ethanol) []
Low aromatic fuel [] <small>(Low Aromatic Fuel, a specialised petrol available in certain areas to combat petrol sniffing. Further information is available here)</small>	EB5 []
	Other Petrol Not Already Captured* [] <small>Other petrol not captured* (LPG, Adblue, etc is not petrol as defined in the Liquid Fuel Supply Act 1984 *)</small>

If you are a fuel retailer, you may also choose to report your diesel sales for this period, or you can provide the diesel sales data at the end of the financial year. While retailers are not legislatively required to report diesel sales quarterly, the portal provides a fuel seller with the opportunity to provide that information if you wish to do so. If you do not want to voluntarily provide this information on a quarterly basis, you will be required to report quarterly diesel sales when submitting the annual reporting period in July.

Select "Report now" or "Report later" (annual report in July). If you chose to report now, complete the diesel volume for this reporting period. If you choose to provide this information now, you will not need to resubmit this information in your end of financial year (annual) fuel sellers' report.

Petrol sold (litres)

Regular unleaded 49586
Premium unleaded* (e.g. 95, 98) 0
Low aromatic fuel 0 <small>(Low Aromatic Fuel, a specialised petrol available in certain areas to combat petrol sniffing. Further information is available here)</small>

Biobased petrol including ethanol (litres)

E10 12000
Premium E10 (e.g. PULP 95 + added ethanol) 0
EB5 0
Other Petrol Not Already Captured* 0 <small>Other petrol not captured* (LPG, Adblue, etc is not petrol as defined in the Liquid Fuel Supply Act 1984 *)</small>

Diesel and biobased diesel sold (litres)

Total diesel []

Please select Report now or Report later (annual report in July) below to report your diesel sales. If you don't submit this quarter's diesel volumes now, you will have to submit this quarter's diesel volumes at the end of the financial year.

If you select "Report now", you will be prompted to report the volume of diesel fuel sold for this reporting period.

Report Now
 Report later (annual report in July)

Complete the “Sustainability compliance declaration” section. If you are unsure about the sustainability criteria, click on the blue "this" for further information.

Sustainability compliance declaration

You must specify whether the biobased fuel sold meets the sustainability criteria. For more information on the sustainability criteria, please visit [this](#) page on Business Queensland.

Note: Only those volumes of biobased fuel sold that meet the sustainability criteria will be included in determining whether a fuel seller has sold at least the minimum amount of sustainable biobased fuel in each calendar quarter.

Please answer:
Yes – if your bio based petrol is sustainable.
No – if your bio based petrol is not sustainable.
None sold – if no bio based petrol is sold.

Does all biobased petrol sold comply with the sustainability criteria? You must be able to provide evidence if required. *

Yes
 No
 None sold

If biobased petrol sold is not sustainable, please provide a reason (noting this is optional)

I have reviewed my reported fuel volumes and they are correct. *

I understand that it is an offence to knowingly give false or misleading information in this report. *

Check the two boxes indicating you have reviewed all reported volumes and that you understand it is an offence to knowingly give false or misleading information. Once all fields are complete click the blue "Submit" button.

Once submitted, the Report per facility page will display. If you click to change the view from "Awaiting Submissions" to view "All Submissions" from the drop down menu, your report status will display.

ID ↑	Reporting period	Fuel seller	Fuel facility	Business nature	Report Status
QR00020620	2018 (1 Oct - 31 Dec)	Citizen Fuel	Citizen Buranda Wholesale	Wholesale	Report Submitted 
QR00020624	2018 (1 Oct - 31 Dec)	Citizen Fuel	Citizen Hawthorne	Retail	Report Submitted 
QR00020630	2018 (1 Oct - 31 Dec)	Citizen Fuel	Citizen Hawthorne Wholesale	Wholesale	Diesel sales to retailers due now. Sales to wholesalers and petrol sales due by 31 July 
QR00020655	2018 (1 Oct - 31 Dec)	Citizen Fuel	Citizen Buranda	Retail	Report Submitted 
QR00021072	2020 (1 Jan - 31 Mar)	Citizen Fuel	Citizen Buranda	Retail	Report Submitted 
QR00021125	2020 (1 Jan - 31 Mar)	Citizen Fuel	Citizen Hawthorne	Retail	Report Submitted 
QR00021205	2020 (1 Jan - 31 Mar)	Citizen Fuel	Citizen Coopers Plains	Retail	Petrol Ok. Diesel due by 31 July 
QR00021206	2018 (1 Oct - 31 Dec)	Citizen Fuel	Citizen Coopers Plains	Retail	Report Submitted 
QR00021207	2020 (1 Jan - 31 Mar)	Citizen Fuel	Citizen Coorparoo	Retail	Petrol due now. Diesel due by 31 July 
QR00021208	2018 (1 Oct - 31 Dec)	Citizen Fuel	Citizen Coorparoo	Retail	Petrol due now. Diesel due by 31 July 

The “Report Status” column lets you know which sales volumes need to be submitted and when.

In a successful quarterly report for retailers, the "Report Status" will display "Petrol Ok. Diesel due by 31 July". Where a quarterly report is yet to be submitted the "Report Status" will display "Petrol due now. Diesel due by 31 July". Where a complete report has been submitted (both petrol and diesel volumes) the "Report Status" will display "Report Submitted".

When reporting per retail facility, if you do not enter total diesel volumes sold in the calendar quarter, you will need to submit this data by 31 July each year, on a quarterly basis for the preceding financial year.

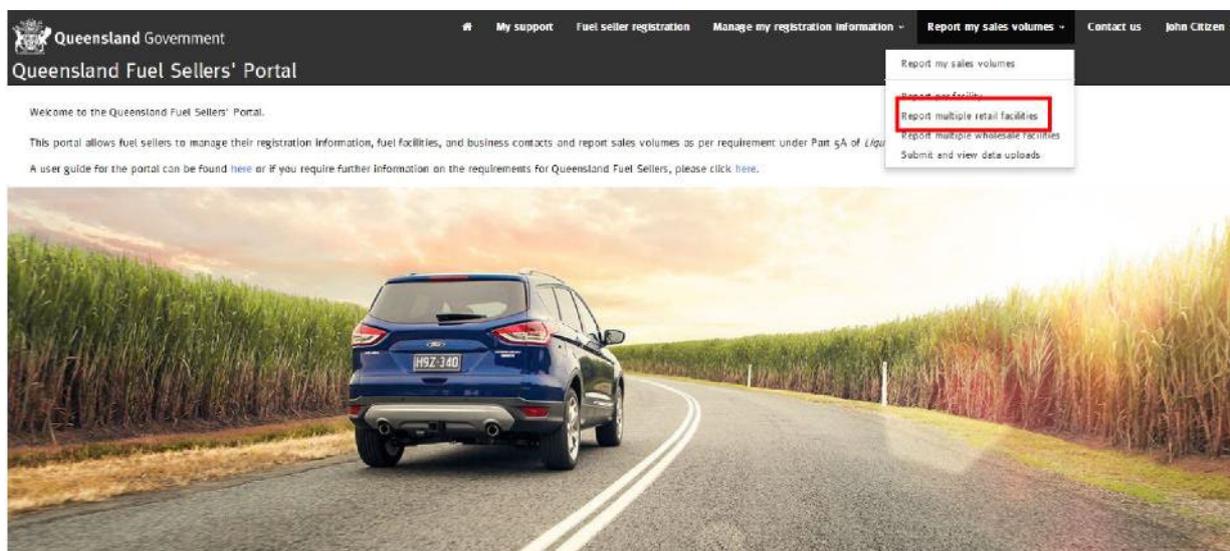
In a successful quarterly report for wholesalers, the "Report Status" will display "Diesel sales to retailers ok. Sales to wholesalers and petrol sales due by 31 July". Where a quarterly report is yet to be submitted the "Report Status" will display "Diesel sales to retailers due now. Sales to wholesalers and petrol sales due by 31 July". Where a complete report has been submitted (both petrol and diesel volumes) the "Report Status" will display "Report Submitted".

As a security measure, you are only able to see the report status. You are unable to view the volumes submitted. If you realise you have made an error after the status has changed, please contact biofuels@epw.qld.gov.au for assistance.

Report multiple retail facilities

To report sales volumes for multiple retail facilities using a bulk upload function, click the "Report my sales volumes" tab at the top of the page. If your business also has wholesale facilities, these will need to be reported separately.

From the drop down menu select "Report multiple retail facilities".



Click "Download retail template". This template will allow you to enter sales volumes for multiple facilities for the reporting period.

When prompted, select "open" in the download pop-up box. The MS Excel file will open.

Note: Do **NOT** edit the column headings, or pre-populated cells, or your submission **will not be** processed. *You may expand the column width so that you can easily read each heading.*

Enter your fuel sales against the grades sold for each fuel facility listed, using whole litres only (i.e. no decimal places). If your facility does not sell a particular fuel grade **enter zero (0)** in the cell for that fuel grade.

Note: if you are a retailer and utilising the spreadsheet to report, you will also be required to provide your diesel sales for the quarter. If you do not wish to provide your diesel sales for the quarter, you will need to use the 'per facility' option in the portal to provide your quarterly petrol sales volumes. You will then be required to provide the diesel sales volumes for each quarter during the annual reporting period.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Approved form No. 1 > Report multiple retail facilities

Report multiple retail facilities

To report your sales volumes for multiple retail facilities, please click the 'Download retail template'. This template will allow you to enter sales volumes against multiple retail facilities for pending reporting periods.

The template allows for the reporting of diesel volumes. Fuel retailers are required to report their diesel volumes annually, however you may wish to consider the option of reporting diesel volumes throughout the year in your quarterly submissions. This will reduce the time involved in submitting these volumes annually.

You can use the search or filter options below to locate a facility for a specific financial year or reporting period.

If you acquire or sell a fuel facility, you must update your registration information within one month of the change. Please be aware this may have an impact on the frequency for which you are required to report. For further information, please click [here](#).

Note: if you cannot locate a facility, please select 'Manage my fuel facilities' from the Manage my registration information menu to add the facility to your business.

In the Download retail template, please only enter 'Yes', 'No' or 'None sold' in column 'Does all biobased petrol sold comply with sustainability criteria?' You must be able to provide evidence if required.'

Fuel facility: [Dropdown] Financial year: [Dropdown] Reporting period: [Dropdown] [Apply filters]

[Search] [Download retail template] [Upload reporting data (.xlsx)]

ID	ID (Fuel Seller)	Fuel seller	ID (Seller Fuel Facility)	Fuel facility	Reporting period	Business nature	Regular Unloaded	Premium unloaded* (e.g. 95, 98)	Low Aromatic Unloaded Fuel	Exp
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Be sure to answer the sustainability question in column "O". You must answer as either "Yes", "No" or "None sold" and include an explanation in column "P" if you have entered "No".

Failure to use the required wording will result in a failed submission. Evidence of compliance in relation to your declaration that your biobased petrol meets the sustainability criteria may also be required by the department upon request.

Once the data has been entered save this document to your local hard drive.

Return to the Fuel Sellers' Portal, click the "Report my sales volumes" tab and select "Report multiple retail facilities" from the drop down menu.

Click the blue "Upload reporting data" button.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Approved form No. 1 > Report multiple retail facilities

Report multiple retail facilities

To report your sales volumes for multiple retail facilities, please click the 'Download retail template'. This template will allow you to enter sales volumes against multiple retail facilities for pending reporting periods.

The template allows for the reporting of diesel volumes. Fuel retailers are required to report their diesel volumes annually, however you may wish to consider the option of reporting diesel volumes throughout the year in your quarterly submissions. This will reduce the time involved in submitting these volumes annually. You can use the search or filter options below to locate a facility for a specific financial year or reporting period.

If you acquire or sell a fuel facility, you must update your registration information within one month of the change. Please be aware this may have an impact on the frequency for which you are required to report. For further information, please click [here](#).

Note: If you cannot locate a facility, please select 'Manage my fuel facilities' from the Manage my registration information menu to add the facility to your business.

In the Download retail template, please only enter 'Yes', 'No' or 'None sold' in column 'Does all biobased petrol sold comply with sustainability criteria? You must be able to provide evidence if required.'

Fuel facility Financial year Reporting period

Apply filter

Search Download retail template Upload reporting data (xlsx)

ID	ID (Fuel Seller)	Fuel seller	ID (Seller Fuel Facility)	Fuel facility	Reporting period	Business nature	Regular Unleaded	Premium unleaded* (e.g. 95, 98)	Low Aromatic Unleaded Fuel	Exo
----	------------------	-------------	---------------------------	---------------	------------------	-----------------	------------------	---------------------------------	----------------------------	-----

The "Report data upload" screen will display. Enter a name for your file submission. Using the magnifying glass, select your business nature — retail or wholesale, click browse to locate your saved MS Excel file and click the blue submit button.

Queensland Government
Queensland Fuel Sellers' Portal

Home > Approved form No. 1 > Submit and view data > Report Data Upload

Report Data Upload

Name *

Business nature *

I have reviewed my reported fuel volumes and they are correct. *

I understand that it is an offence to knowingly give false or misleading information in this report. *

Upload file *

Browse...

Submit Cancel

Your submission is now lodged and the status will display as "New upload" on your "Submit and view data uploads" page.

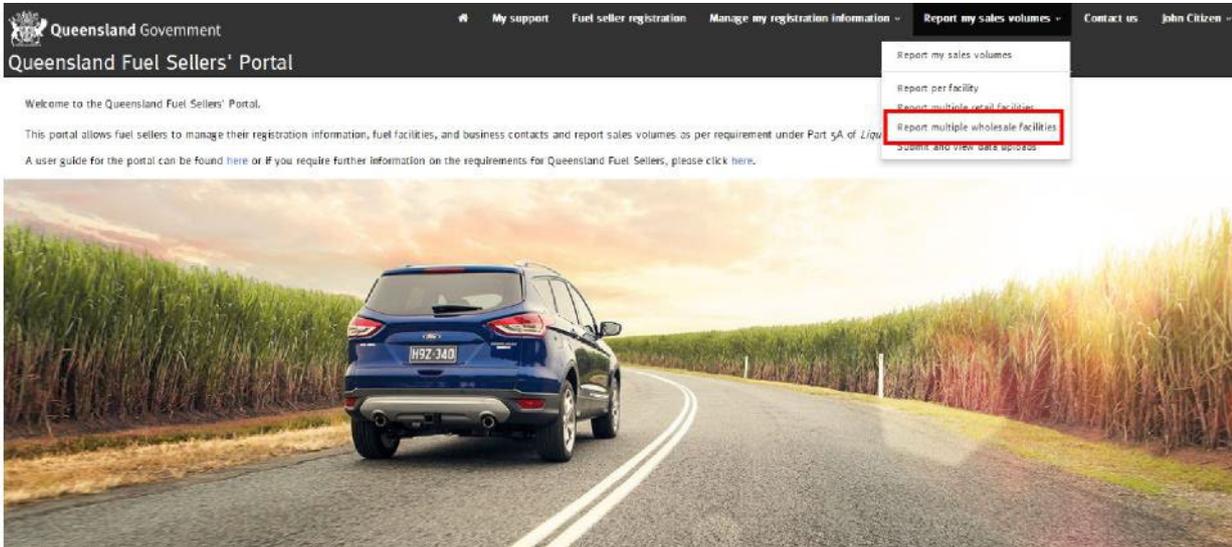
Click your browser's refresh button and check the status column has changed from "New upload" to "Processed successfully". If the status does not change or says "Processing", try again.

If you receive a status other than "Processed successfully" use the arrow drop down to select "View upload details", noting the processing errors identified. Access the excel file saved on your hard drive, rectify the error and upload the full spreadsheet to resubmit the entire report again. **You must resubmit the whole report, not just the fields in which there were errors, to prevent further problems with processing.**

Report multiple wholesale facilities

To report sales volumes for multiple wholesale facilities, click the "Report my sales volumes" tab at the top of the page.

If your business also has retail facilities, these will need to be reported separately. From the drop down menu select the "Report multiple wholesale facilities" option.



Click "Download wholesale template". This template will allow you to enter sales volumes for multiple wholesale facilities for the reporting period.

The screenshot shows the 'Report multiple wholesale facilities' page. It includes a search and filter section with dropdown menus for 'Fuel facility', 'Financial year', and 'Reporting period'. Below this is a search bar and a 'Download wholesale template' button highlighted with a red box. At the bottom, there is a table with columns for ID, Fuel Seller, Fuel, ID (Seller Fuel Facility), Fuel facility, Reporting period, Business nature, Regular Unleaded, Premium unleaded*, and Low Aromatic Unleaded Fuel.

ID	ID (Fuel Seller)	Fuel seller	ID (Seller Fuel Facility)	Fuel facility	Reporting period	Business nature	Regular Unleaded	Premium unleaded* (e.g. 95, 98)	Low Aromatic Unleaded Fuel
QR00020630	FS00000457	Citizen Fuel	SFF0002676	Citizen Hawthorne Wholesale	2018 (1 Oct - 31 Dec)	Wholesale			

When prompted, select "Open" in the download pop-up box. The excel file will open.

Note: Do NOT edit the column headings, or pre-populated cells, or your submission **will not be** processed. *You may expand the column width so that you can easily read each heading.*

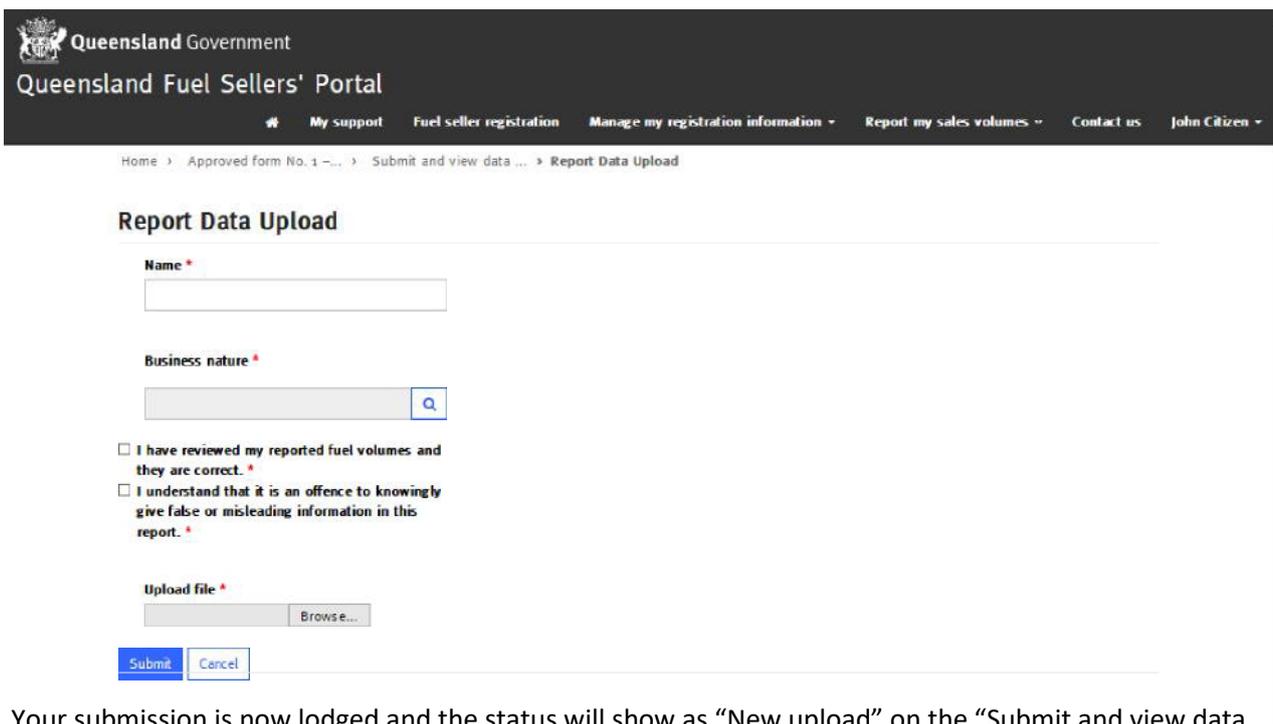
Enter your fuel sales against the grades sold for each fuel facility listed. **Please note, you must enter all sales volumes to retail/bulk users and then, in separate columns on the right-hand side of the spreadsheet, enter sales volumes to other wholesalers.** If your facility does not sell a particular fuel grade enter zero in the cell for that fuel grade.

The bio-based diesel element is the volume in litres of unblended biobased diesel that was blended into mineral diesel and sold.

Be sure to answer the sustainability questions in columns "0" and "AB". You must answer as either "Yes", "No" or "None sold" and include an explanation in column "P" if you have entered "No". Failure to use the required wording will result in a failed submission. Evidence of compliance in relation to your declaration that your biobased petrol meets the sustainability criteria may also be required by the department on request.

Once the data has been entered and all cells are complete, save this document to your local hard drive. Return to the Fuel Sellers' Portal and click the "Upload reporting data".

The "Report data upload" screen will open. Enter a name for your file submission. Using the magnifying glass select your business nature – retail or wholesale. Click browse and locate your saved excel file and then click the blue submit button.



The screenshot shows the 'Report Data Upload' page of the Queensland Fuel Sellers' Portal. The page header includes the Queensland Government logo and the text 'Queensland Fuel Sellers' Portal'. Below the header is a navigation menu with links for 'My support', 'Fuel seller registration', 'Manage my registration information', 'Report my sales volumes', 'Contact us', and 'John Citizen'. The main content area has a breadcrumb trail: 'Home > Approved form No. 1 ... > Submit and view data ... > Report Data Upload'. The form itself is titled 'Report Data Upload' and contains the following fields and elements:

- Name ***: A text input field.
- Business nature ***: A dropdown menu with a magnifying glass icon for search.
- I have reviewed my reported fuel volumes and they are correct. ***
- I understand that it is an offence to knowingly give false or misleading information in this report. ***
- Upload file ***: A file selection area with a 'Browse...' button.
- At the bottom of the form are two buttons: 'Submit' (in blue) and 'Cancel'.

Your submission is now lodged and the status will show as "New upload" on the "Submit and view data uploads" page.

Click your browser's refresh button and check the status column has changed from "New upload" to "Processed successfully". If the status does not change or says "Processing" try again.

If you receive a status other than "Processed successfully" use the arrow drop down and select "View upload details", noting the processing errors identified. Access the excel file saved on your hard drive, rectify the error and re-upload the total file again.

My support

For support with using the Queensland Fuel Sellers' Portal click the "My Support" tab. This tab allows you to log and manage requests with the Department of Energy and Public Works and provides departmental contact details for urgent enquiries.

To contact the Department of Energy and Public Works, click the blue "Open a new case" button.

Give your case a name or subject heading for example, "Trouble submitting report".

Your fuel seller and contact details are pre-populated from your fuel seller registration. Identify your case type from the drop down options – "Question, problem or other".

Provide a brief description of the problem, issue or enquiry.

Attach any supporting documents that may assist the department with your enquiry. Once completed, click the blue "Submit" button.

If the matter is urgent, contact the Department of Energy and Public Works by telephone or email as indicated on the "My support" page. Clicking on the email hyperlink on this page will open a new email pre-populated with the department's email address.

Complete and send your enquiry and a departmental representative will respond.

Contact us

Should you need to contact the Department of Energy and Public Works, click on the "Contact us" tab on the top right of the home page.

This takes you to the department's website, where you will find full contact details and other feedback options.