

Instructions



Purchase a new Compliance Certificate

To **Purchase** a new **Compliance Certificate**:

1. Click the **New Compliance Certificate** button at the top of your **Compliance Certificate** home page. This button will only be active if you have a **Current Licence**.

Note: If you have certificates with a status of Purchased, we encourage you to use these certificates before you purchase additional ones

The screenshot shows the VBA360 website interface. At the top left is the VBA360 logo. To its right is a user greeting: 'Welcome Bertram Wooster' with a 'Log off' link. Further right are links for 'Help' and 'VBA Website'. Below this is a navigation menu with 'Home', 'Complaints', 'Building', 'Plumbing', and 'My Account'. The 'Plumbing' tab is selected. Below the navigation is a breadcrumb trail: 'Home > Plumbing > Compliance Certificates'. A red box with the number '1' highlights the 'New Compliance Certificate' button. Other buttons include 'Transfer Certificates' and 'Download Statement'. Below these are search filters: 'Certificate Number' (text input), 'Certificate Status' (dropdown menu set to 'All'), 'Purchased From Date' (calendar input), 'Purchased To Date' (calendar input), 'Site Address' (text input), and 'Chassis Number' (text input). At the bottom are 'Search' and 'Clear' buttons.

NEW COMPLIANCE CERTIFICATE

Below is an overview of the **New Compliance Certificate** screen and how to create and pay for the certificate.

PART A – Compliance Certificate Details

[Home](#) > [Plumbing](#) > [Compliance Certificates](#) > [New Compliance Certificate](#)

New Compliance Certificate

Compliance Certificate Details

Practitioner ID	9935287	A
Practitioner Name	Bertram Wooster	
Property Address *	<input type="text" value="Enter Address"/>	B <input type="button" value="Enter Address Manually"/>
Compliance Certificate	\$33.87	
GST	\$0.00	
Total	\$33.87	

Aspects:

- A. Practitioner details** – Ensure your Practitioner ID and name are correct
- B. Property Address** – Begin typing the property address into the text field and any matching addresses will appear in a list below the field so you can select the address you want

Property Address *

18 MORGAN RD, ALBANY CREEK QLD 4035
18 MORGAN RD, DENMARK WA 6333
18 MORGAN RD, INVERLEIGH VIC 3321

This address function is checking a list of all validated property addresses. If the address you want does not appear in the list, click and fill out your desired address and click **Save**

Address Details

Lot Number

Unit Number

Address Line 1*

Address Line 2

Suburb*

Post Code* State: *

After selecting or entering your address, the field will show the address you have identified

Property Address *

PART B – Payment Details

Payment Details

Use Existing Card

E

Use New Card

C

Name on Card

Card Number

Expiry Month

Expiry Year


CVC

Store Credit Card for Future use?

D

Pay

Aspects:

- C. **Use New Card: Card details** – Enter your Credit Card details, including the name on the card, the number, the expiry month and year, and the CCV
- D. **Store Credit Card** – Select this option if you wish to store the details of these cards to use again at another time in the VBA360. Any card details stored this way are securely stored by our payment processing partner bank - No details are kept by or visible to VBA
- E. **Use Existing Card** – If you have purchased something previously in VBA360 and selected to store the card details (E) you will have the option of simply selecting that stored card to use. This feature will not be active otherwise.
- F. Click onto the  button

PAYMENT RECEIPT

If your payment is processed **successfully**, you will be presented with confirmation:

[Home](#) > Transaction Status



The transaction was successful.

Details

Your invoice number is INV- [REDACTED]. Your receipt number is [REDACTED]. A payment of \$ [REDACTED] was received.

A copy of your receipt will be emailed to your email address. Thank you.

Compliance Certificates List

A

Download Receipt

B

Aspects:

- A. Compliance Certificates list** – To return to your Compliance Certificates page, click this button
- B. Download Receipt** – While a copy of the receipt will be emailed to you, click this button to immediately download a copy

If for some reason the payment is **unsuccessful**, the system will advise and provide an option to retry the payment:

[Home](#) > Transaction Failure



Invalid card number.

Compliance Certificates List

Retry Payment

C

Aspects:

- C. Retry payment** – Click to return to the new Compliance Certificate page. The system will remember the Property address you had entered. You should just re-enter your payment details and try again.

If you navigate away from these pages and return later to the New Compliance Certificate page, you will need to enter the property address.

When you return to the **Compliance Certificate** list, you will see that the status of the certificate is now set to **Allocated** because you have entered in an address.