

## A step-by-step guide to using Energy Makeovers' Online STC/VEEC processing service

### What you will need

In order to use this online service, you will require:

- A computer with internet connection
- Printer
- Scanner
- Tax invoice for the installation / product
- Any relevant safety certificates (electrical, plumbing etc.)

### Registering as a user

1. First, you will need to register as a user – go to [trading.energymakeovers.com.au](http://trading.energymakeovers.com.au) in your internet browser. You will see our login page (see below) – click on “Create Account”.
2. Fill in all of the fields in the form and press the button “Create Account”. If you are successful the screen will show you the login page again. Enter your email address and password, then press “Sign In”.

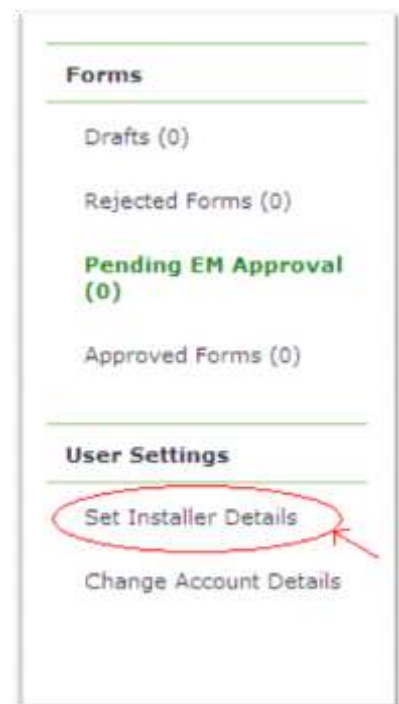
A screenshot of the Energy Makeovers login page. At the top right, a pink message box says "You need to sign in before continuing." On the left is the Energy Makeovers logo. The main form area is titled "Sign In" and contains two input fields: "Email" and "Password". Below these fields is a blue "Sign in" button. At the bottom left of the form area, there is a purple link that says "Create Account".

### If you are a Supplier or Installer

3. If you are an **individual** wishing to receive payment for your purchase of a VEEC/STC-eligible product, skip to step 5. If you are a **trade supplier or installer** of VEEC/STC-eligible products, follow the step below.
4. Scroll down the screen until you see “Set Installer Details” in the list of options on the left side of the screen (see image below), and click on the words. Here you will be able to fill in your details, which will automatically be inserted into any forms that you create, saving you time and hassle. You can still overwrite these details in each form if required. You do not need to fill in all of the information. Make sure you press “Update User” at the bottom of the screen to save your details.
5. If you wish, you can also change your password for signing into the system by pressing “Change Account Details” on the left side of the screen.

### Submit a form for your Certificates

6. To create STCs or VEECs for your installation and thereby receive payment, you will need to submit the relevant form to us with all the necessary information. Choose your installation type from the list of options on the left side of the screen, and click on the words.
7. Fill in the details in all of the fields of the form. In some cases, you will not need to fill all of the fields (e.g. you will not need an electrical safety certificate for some hot water installations).
8. Under the section “Benefit & Calculation” in the form, you will need to input the number of VEECs or STCs applicable to your installation. If you do not know this number, simply click on the link for the calculators, which will open the relevant website in a new tab or window. Enter your installation type and product brand/model as requested and press “Calculate” to show the number of eligible certificates. You can then input this number into the form and the \$ amount payable will be automatically displayed.



**Benefit & Calculation**

Calculators for VEET activities available at: [ESC VEET Calculators](#)

Value	No. of VEECs	VEEC Value (\$/certificate)	Amount Payable
	42	\$9.0	\$38.00

1. The eligible number of VEECs depends on the appliance and location.  
2. VEEC prices can fluctuate and are valid on the date this assignment form is received at Energy Malacross. Contact us for further information.  
3. VEECs can only be claimed within 6 months after the end of the year in which the system was installed.

Select:

**Form of Benefit** Price Reduction

9. Under “Benefit & Calculation”, if you are a supplier or installer providing the VEEC / STC amount as a price reduction or as a delayed cash rebate, please select the relevant option in “Form of Benefit” dropdown list. If you are an individual submitting the form to receive a cash rebate, please select “Delayed Cash” in the list.
10. Press “Print” at the bottom of the screen to print out a copy of the form. Ensure the consumer declaration section (and installer declaration, if applicable) is filled and signed, and scan the document. Under “File Uploads” in the online form, click on “Browse” to select and upload the necessary attachments.
11. If you wish to complete the form submission at another time, press “Save as Draft” located at the bottom of the form. If not, check that the details entered are correct and all necessary attachments have been uploaded, and press “Save and Submit to EM”. If there is any information missing, a message will show on the screen to inform you – just fill in the field and press “Save and Submit to EM” again.

[Processing payment for your installation](#)

12. You can view a list of your draft forms and submitted forms through the list of options on the left side of the screen (see image below). The forms that you submit will be subject to a verification process and either approved or rejected. We will email you if a form is rejected to explain what you need to do to re-submit the form.
13. If a form is approved, it will be sent to the relevant government authority to register the certificate. Once this has been completed, your nominated bank account will be credited the following Monday with the total worth of the certificates at the applicable certificate price.

