

Solar Victoria Retailer Portal – User Guide

Claiming payment for a
hot water installation

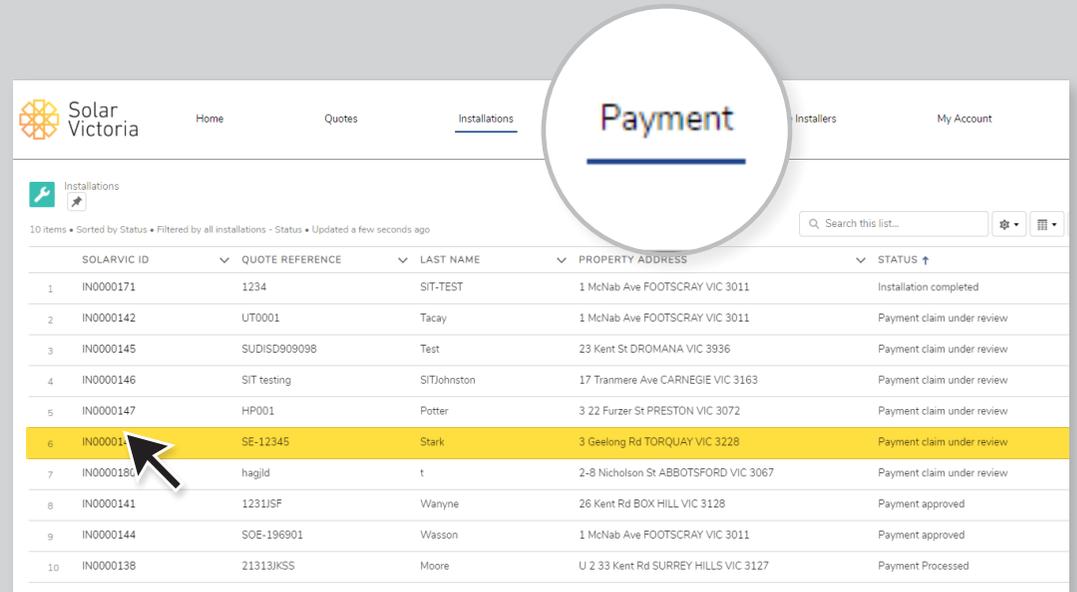
May 2025



Claiming payment for a hot water installation

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Go to the **'Payment'** tab on the portal and select an installation.

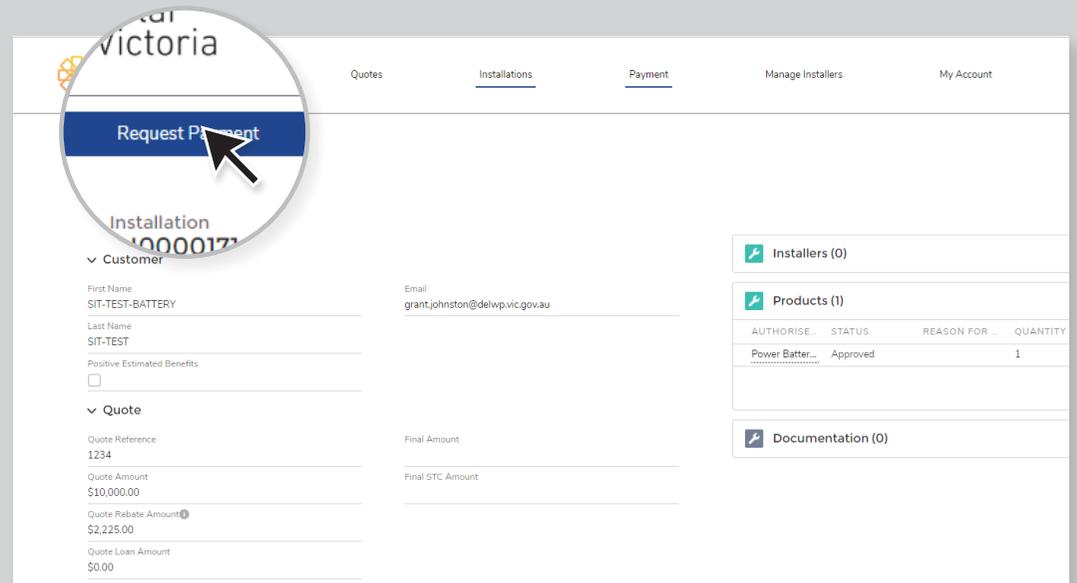


The screenshot shows the Solar Victoria portal interface. The 'Payment' tab is highlighted with a blue underline and a white circle. Below the navigation bar, there is a table of installations. The table has columns for SOLARVIC ID, QUOTE REFERENCE, LAST NAME, PROPERTY ADDRESS, and STATUS. The sixth row is highlighted in yellow, and a mouse cursor points to the SOLARVIC ID 'IN0000180'.

SOLARVIC ID	QUOTE REFERENCE	LAST NAME	PROPERTY ADDRESS	STATUS
1	1234	SIT-TEST	1 McNab Ave FOOTSCRAY VIC 3011	Installation completed
2	UT0001	Tacay	1 McNab Ave FOOTSCRAY VIC 3011	Payment claim under review
3	SUDISD908098	Test	23 Kent St DROMANA VIC 3936	Payment claim under review
4	SIT testing	SITJohnston	17 Tranmere Ave CARNEGIE VIC 3163	Payment claim under review
5	HP001	Potter	3 22 Furzer St PRESTON VIC 3072	Payment claim under review
6	SE-12345	Stark	3 Geelong Rd TORQUAY VIC 3228	Payment claim under review
7	hagjd	t	2-8 Nicholson St ABBOTSFORD VIC 3067	Payment claim under review
8	1231JF	Wanyne	26 Kent Rd BOX HILL VIC 3128	Payment approved
9	SOE-196901	Wasson	1 McNab Ave FOOTSCRAY VIC 3011	Payment approved
10	21313KSS	Moore	U 2 33 Kent Rd SURREY HILLS VIC 3127	Payment Processed

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Click **Request Payment**



The screenshot shows the Solar Victoria portal interface with the 'Request Payment' button highlighted by a blue circle and a mouse cursor. The button is located in the top navigation bar. Below the navigation bar, there is a form for requesting payment for an installation. The form includes sections for Customer, Quote, and Products. The 'Request Payment' button is highlighted with a blue circle and a mouse cursor.

Request Payment

Installation: IN0000171

Customer

First Name: SIT-TEST-BATTERY
Last Name: SIT-TEST
Email: grant.johnston@delwp.vic.gov.au

Quote

Quote Reference: 1234
Quote Amount: \$10,000.00
Quote Rebate Amount: \$2,225.00
Quote Loan Amount: \$0.00

Products (1)

AUTHORISE...	STATUS	REASON FOR ...	QUANTITY
Power Batter...	Approved		1

Documentation (0)

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Input the relevant details and confirm the installed product(s).

Request Payment

Review Installed Products | Upload Documents | Submit Installation

* Electrical installation worker licence no.

* Inspector/Certifier of the electrical installation work

* NMI

* Total installed system cost (inc GST) before Solar Homes Program loan

* Total cost to customer after ALL discounts (including STCs and any discounts offered by the retailer) are applied

I confirm the quote amount includes all price reductions including any sales, promotional or early payment discounts offered by my business. I am aware that failure to report all discounts is in breach of Solar Victoria's retailer terms and conditions and may result in suspension or cancellation from the Solar Homes Program

Select Products New Product

PRODUCT	QUANTITY	REASON FOR CHANGE
<input type="text" value="Maxeon Solar Technologies Ltd. RESERVE-BAT1-DC-10.1P-INT(v6) w/ Maxeon S"/>	<input type="text" value="1"/>	<input type="text"/>

Have any of the Installation Products changed?

GST @ 10%
\$1,090.91

Loan Amount

Loan Term (months)
48

Estimated monthly installments payable by customer

Net payable by Customer

* Revised Installed System Capacity (kW)

Next

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You can update any installed products if there is a change by moving the toggle on the screen.

The type of hot water system that will be installed and the type of hot water system that is being replaced can be selected in the drop down boxes.

Request Payment

Review Installed Products | Upload Documents | Submit Installation

\$1,200.00

Select Products

PRODUCT	QUANTITY	REASON FOR CHANGE
LG425N2W-L5	1	

*Hot Water System Type

Type of replaced existing hot water system

Electric storage (resistive element)

I confirm that the hot water system installed meets the mandatory warranty requirements outlined in Solar Victoria's Notice to Market, including a minimum 5-year warranty on all major components.

Have any of the Installation Products changed?

GST @ 10% \$109.09

STC Rebate Amount \$123.00

VEFC Rebate Amount \$0.00

Rebate Amount \$538.50

Net Payable by Customer \$538.50

Next

* Hot Water System Type

Heat pump

Heat pump

Electric-boosted solar hot water

Please select warranty check box

Type of replaced existing hot water system

Electric storage (resistive element)

Electric storage (resistive element)

Gas instantaneous/continuous

Gas storage

Heat pump

Gas-boosted solar hot water

Electric-boosted solar hot water

\$123.00

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Upload the relevant supporting documents.

Request Payment

✓ Upload Documents Submit Installation

Uploads are subject to size limit of 6 MB

VEEC Assignment Form	<input type="button" value="Upload Files"/> Or drop files	<input type="button" value="Delete"/>
Tax Invoice	<input type="button" value="Upload Files"/> Or drop files	<input type="button" value="Delete"/>
STC Assignment Form	<input type="button" value="Upload Files"/> Or drop files	<input type="button" value="Delete"/>
Plumbing Compliance Certificate	<input type="button" value="Upload Files"/> Or drop files	<input type="button" value="Delete"/>
*Plumbing Compliance Certificate no.	<input type="text"/>	
*VBA...	<input type="button" value="Upload Files"/> Or drop files	

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Confirm installation details.

Click **Submit**

The screenshot shows a web form titled "Request Payment" with a progress bar at the top. The progress bar has three steps: a grey step with a checkmark, a blue step labeled "Upload Documents", and a grey step labeled "Submit Installation".

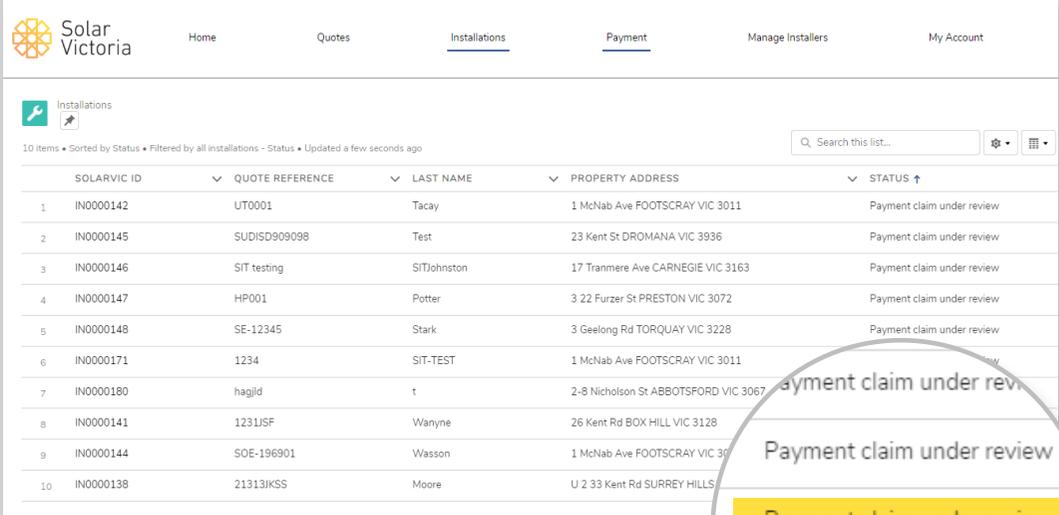
The form contains the following fields and elements:

- A field for "VBA Plumbing Licence no." with a text input box and an "Upload Files" button.
- A section titled "Certificate of Electrical Safety" containing:
 - A field for "Certificate of Electrical Safety Number" with a text input box and an information icon.
 - A field for "Responsible person REC reg./licence no." with a text input box, an information icon, an "Upload Files" button, and a trash icon.
- A "Select Documentation Type" dropdown menu currently showing "Certificate of Electrical Safety".
- A "+ Additional Pages" button.
- At the bottom right, "Previous" and "Next" navigation buttons.

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Your payment claim for the installation will now appear as 'under review' until payment is approved.



The screenshot shows the Solar Victoria Retailer Portal interface. The top navigation bar includes 'Home', 'Quotes', 'Installations', 'Payment', 'Manage Installers', and 'My Account'. The 'Installations' section is active, displaying a table of 10 items. The table columns are SOLARVIC ID, QUOTE REFERENCE, LAST NAME, PROPERTY ADDRESS, and STATUS. All items in the table have a status of 'Payment claim under review'. A circular callout on the right side of the table highlights the 'Payment claim under review' status for several rows, with one row highlighted in yellow.

SOLARVIC ID	QUOTE REFERENCE	LAST NAME	PROPERTY ADDRESS	STATUS	
1	IN0000142	UT0001	Tacay	1 McNab Ave FOOTSCRAY VIC 3011	Payment claim under review
2	IN0000145	SUDISD909098	Test	23 Kent St DROMANA VIC 3936	Payment claim under review
3	IN0000146	SIT testing	SIJohnston	17 Trannere Ave CARNEGIE VIC 3163	Payment claim under review
4	IN0000147	HP001	Potter	3 22 Furzer St PRESTON VIC 3072	Payment claim under review
5	IN0000148	SE-12345	Stark	3 Geelong Rd TORQUAY VIC 3228	Payment claim under review
6	IN0000171	1234	SIT-TEST	1 McNab Ave FOOTSCRAY VIC 3011	Payment claim under review
7	IN0000180	hagild	t	2-8 Nicholson St ABBOTSFORD VIC 3067	Payment claim under review
8	IN0000141	1231JSF	Wanyne	26 Kent Rd BOX HILL VIC 3128	Payment claim under review
9	IN0000144	SOE-196901	Wasson	1 McNab Ave FOOTSCRAY VIC 3011	Payment claim under review
10	IN0000138	21313KSS	Moore	U 2 33 Kent Rd SURREY HILLS	Payment approved