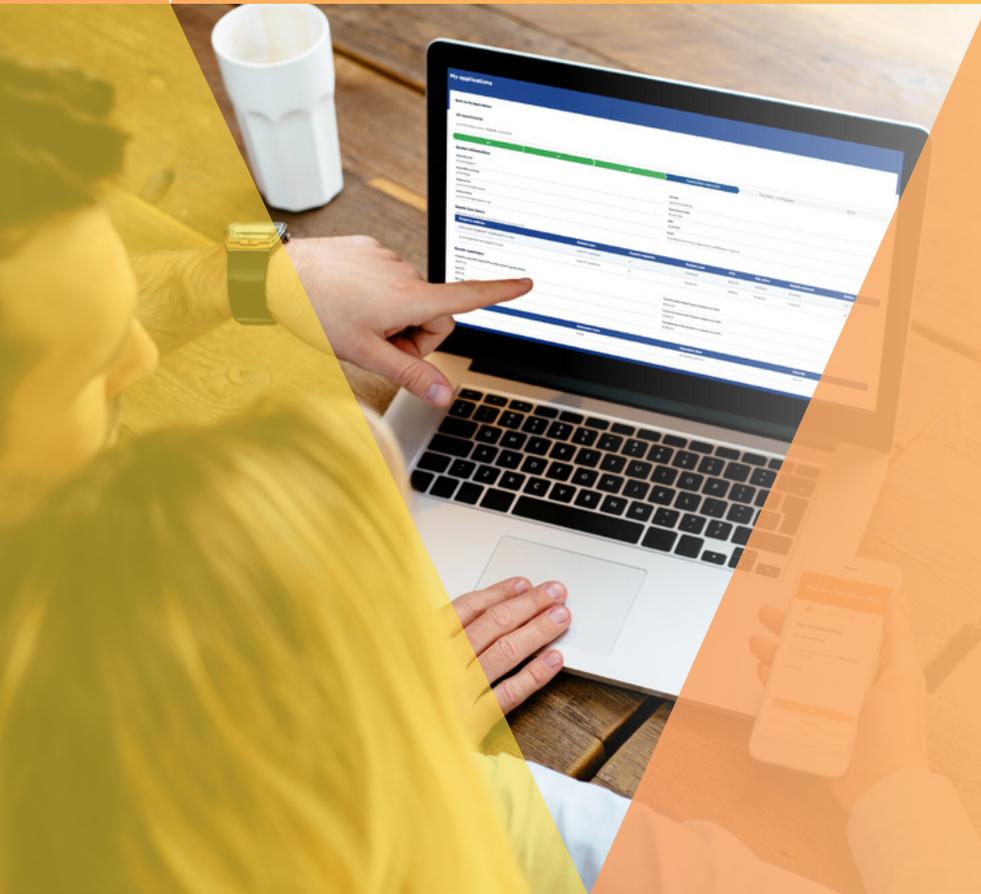


Solar Victoria Retailer Portal

# Retailer user guide for Solar for Apartments



Current as at September 2025



Solar  
Victoria



The purpose of this guide is to show authorised solar retailers of the Solar for Apartments Program how to:

- » upload quotes
- » receive notifications when a quote has been accepted, cancelled or expired
- » receive email alerts when an application has been submitted or approved
- » receive emails to about installations timeframes
- » provide installation schedule details
- » request payment

1.

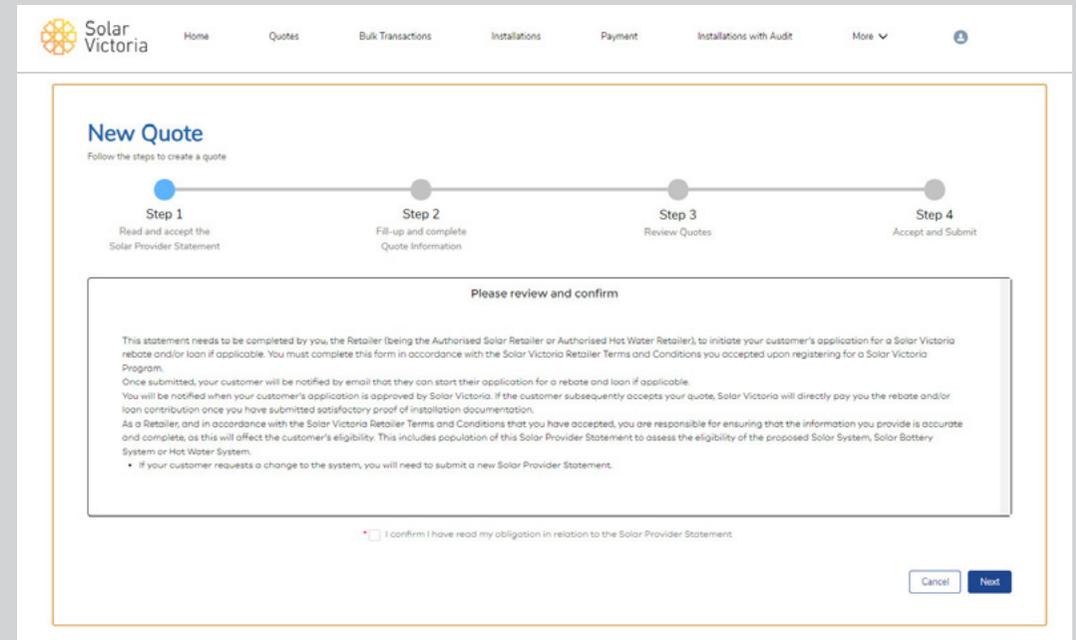
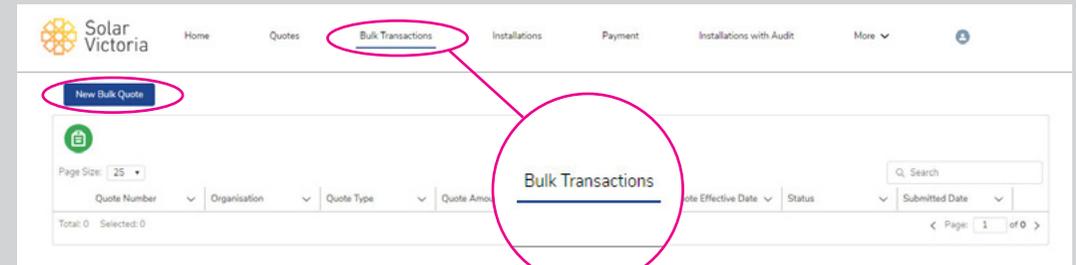
## Bulk quotes.

When you log in to the retailer portal, click on **'bulk transactions'** at the top to provide a quote.

2.

Click on **'New Bulk quote'** to start.

You must accept the Retailer Terms and Conditions before you can upload a quote.



### 3.

Enter the details on the screen and click **'next'**.

### 4.

Add further details and click the **'configure rebate'** button to add more information.

You can also save and exit and return to the application before the quote expires. Once you submit the quote, rebate funding is held for 70 calendar days.

**Please allow sufficient time for the OC to approve the quote when you set the quote expiry date.**

**Solar Victoria** Home Quotes Bulk Transactions Installations Payment Installations with Audit More

### New Quote

Follow the steps to create a quote:

- Step 1: Read and accept the Solar Provider Statement
- Step 2: Fill-up and complete Quote Information
- Step 3: Review Quotes
- Step 4: Accept and Submit

**Quote Information**

Quote Number: QT-000000228 Retailer: SFA Retailer

Organisation: Search Organisation ADN:

Save and Exit **Next**

**Solar Victoria** Home Quotes Bulk Transactions Installations Payment Installations with Audit More

### New Quote

Follow the steps to create a quote:

- Step 1: Read and accept the Solar Provider Statement
- Step 2: Fill-up and complete Quote Information
- Step 3: Review Quotes
- Step 4: Accept and Submit

**Quote Information**

Quote Number: QT-000000228 Retailer: SFA Retailer

Organisation: Primary Applicant Name: Primary Applicant Email:

Secondary Applicant Name: Secondary Applicant Email:

Apartment Address: No. of Units:

Quote Effective Date: 14/08/2024 Quote Expiry Date: 23/10/2024

**Related Property Units**

- VIC 3810

**Quote summary**

**Configure Rebate**

Total Price (incl GST) before ETC or Solar Home Program rebates	\$6.00	Total Estimated Solar Program Rebate (incl GST)	\$6.00
Less ETC	\$6.00	Total Price before Solar Program rebates (incl GST)	\$6.00
NET @ 10	\$6.00	Total Estimated Net payable by customer (incl GST)	\$6.00

**Quote upload**

Quote: **Configure Rebate** Upload Files Or drop files

Total Price (incl GST) before or Solar Home Program

Save and Exit **Next**

## 5.

Select the **rebate type** and click save.

## 6.

Add **solar technology type** (direct connect vs solar sharing), solar products and provide costing to your quote and click save. You must enter all the information requested.

### Configure Rebates

\* Rebate Type  
Solar PV (Owner Occupier)

\* Nominate the Solar PV technology type  
Select an Option

**Select Products for Installation**  
Please enter all major equipment items (e.g. panels, inverters).

Add Product +

PRODUCT	QUANTITY	ACTION
<input type="text" value="Q Search Product"/>	<input type="text" value="1"/>	

**Quote Details**

\* Total price (incl GST) before STC or Solar Program rebates

\* Less STC

GST @ 10%  
\$0.00

Price before Solar Program rebates (incl GST)  
\$0.00

Estimated Solar Program Rebate (incl GST) ⓘ  
\$0.00

Estimated Net payable by customer (incl GST) ⓘ  
\$0.00

\* Installed or Planned System Capacity - PV Panels (kilowatts)

**System performance estimate**

\* What is the estimated playback period (years) of the system?

\* What solar self consumption rate was used to estimate the system playback period?

Did you use the customers actual energy usage (i.e. meter data) to prepare the financial performance estimate for the solar PV system?  
Select an Option

I confirm that it is not replacing any existing system that is less than 10 years old.

Cancel Save

## 7.

When you click save, the 'new quote' screen will re-appear. Now you can upload documents by either clicking 'upload files' or 'drop files'.

Remember that rebate funding is held for 70 calendar days. **Please be mindful of the quote expiry period.**

**Solar Victoria** Home Quotes Bulk Transactions Installations Payment Installations with Audit More

### New Quote

Follow the steps to create a quote

**Step 1** Read and accept the Solar Provider Statement

**Step 2** Fill-up and complete Quote Information

**Step 3** Review Quotes

**Step 4** Accept and Submit

**Quote information**

Quote Number: QT-000000228 Retailer: SFA Retailer

\* Organisation: [Organization Name] ABN: [ABN]

Primary Applicant Name: [Name] Primary Applicant Email: [Email]

Secondary Applicant Name: [Name] Secondary Applicant Email: [Email]

Apartment Address: [Address] No of Units: 5

\* Quote Effective Date: 14/08/2024 \* Quote Expiry Date: 23/10/2024

**Related Property Units**

- VIC 3810

**Quote summary**

[Configure Rebate](#)

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Estimated Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Price before Solar Program rebates (incl GST)	\$809.09
GGT @10	\$90.91	Total Estimated Net payable by customer (incl GST)	\$0.00

**Quote upload**

Quote: [File Input] [Upload Files](#) [Or drop files](#)

[Save and Exit](#) [Next](#)

## 8.

When you have uploaded your documents, click **'next'**. If your documents have been uploaded successfully, they will appear in the area circled below.

Review your quote details and click **'next'**.

**Solar Victoria** Home Quotes Bulk Transactions Installations Payment Installations with Audit More

### New Quote

Follow the steps to create a quote

**Step 1** Read and accept the Solar Provider Statement

**Step 2** Fill-up and complete Quote Information

**Step 3** Review Quotes

**Step 4** Accept and Submit

**Quote information**

Quote Number	QT-000000228	Retailer	SFA Retailer
Organisation		ABN	
Primary Applicant Name		Primary Applicant Email	
Secondary Applicant Name		Secondary Applicant Email	
Apartment Address	VIC 3810	No of Units	5
Quote Effective Date		Quote Expiry Date	

**Related Property Units**

VIC 3810

**Quote summary**

[Configure Rebate](#)

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Estimated Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Price before Solar Program rebates (incl GST)	\$900.00
OST @10	\$90.91	Total Estimated Net payable by customer (incl GST)	\$0.00

**Files Uploaded**

DOCUMENT NAME	DOCUMENT TYPE	UPLOADED DATE
Test Document (pdf).pdf	Quote	14/08/2024, 12:38 pm

[Back](#) [Next](#)

## 9.

Accept the terms and conditions and submit your quote. You will receive a reference number.

The screenshot shows the 'New Quote' page in the Solar Victoria retailer portal. At the top, there is a navigation bar with the Solar Victoria logo and links for Home, Quotes, Bulk Transactions, Installations, Payment, Installations with Audit, and More. Below the navigation bar, a progress indicator shows four steps: Step 1 (Read and accept the Solar Provider Statement), Step 2 (Fill-up and complete Quote Information), Step 3 (Review Quotes), and Step 4 (Accept and Submit). The main content area is titled 'Please review and confirm' and contains several sections of text and a checklist:

- Safety:** States that safety, compliance, and the integrity of the Solar Homes program is the highest priority. It mentions regular auditing of compliance requirements and installations to ensure the integrity of the program and safety of installers and householders is achieved. It asks the retailer to agree that the installation detailed above will:
  - Where it is a Solar System or Solar Battery System installation:
    - Be conducted by a Clean Energy Council (CEC) accredited installer.
    - Be conducted by an installer that holds a current unrestricted Class A Electrical Licence registered with Energy Safe Victoria, or an equivalent Australian interstate licence with mutual recognition by Energy Safe Victoria.
  - Where it is a Hot Water System installation:
    - Be conducted by a plumber that holds the appropriate plumbing accreditation issued by the Victorian Building Authority and an electrician that holds an A Grade Electrical licence registered with Energy Safe Victoria, or an equivalent Australian interstate licence with mutual recognition by Energy Safe Victoria.
    - Be installed according to Plumbing Regulations (2018), the National Construction Code (Volume 3) and relevant standards.
- Proof of Installation:** Upon completion of the installation, you agree to provide the following documentation as proof of installation. You understand that Solar Victoria will not release payment of a rebate and/or loan unless these are provided:
  - Confirmation of the products installed.
  - Certificate of Electrical Safety.
  - Plumbing Compliance Certificate (where it's a hot water installation).
  - Tax invoices including total cost of system installation, any discounts, rebates or loans applied (e.g. Small-scale Technology Certificates), and the amount paid by the customer.
  - Pre-approval from the relevant local distribution network's service provider for the connection of a Solar System or Solar Battery System to the electricity distribution network.
  - A written statement that the relevant Eligible System is complete, functional and installed as per the system design requirements and instructions, and the Customer Quotation.
- Declaration:** I declare as the Retailer that:
  - The information I have given is correct.
  - Giving false or misleading information will render the applicant ineligible for the rebate and/or loan or liable to reimburse Solar Victoria for the rebate and/or loan paid.
  - I must inform Solar Victoria of any changes to the information provided in this statement as soon as the change occurs.

At the bottom of the form, there is a checkbox labeled 'I agree to this statement on behalf of SFA Retailer' which is checked. There are 'Back' and 'Submit' buttons at the bottom right.

The screenshot shows the 'Submitted' confirmation screen in the Solar Victoria retailer portal. The navigation bar and progress indicator are the same as in the previous screenshot. The main content area is titled 'Submitted' and contains the following text:

Thanks for submitting your quote. An email containing quote information and instructions for application submission has been sent to your customer.

**Your customer quote reference number**

QT-000000228

You can monitor and view the status of your quotes on this [link](#)

# Important information about quote expiry

### **Please note:**

After you enter the quote information, we will email the applicant the quote details. The applicant's owners corporation will need to approve the quote or ask for any changes.

When the quote is uploaded, we will allocate funding towards the installation. The applicant then has 70 days to approve the quote by completing an **OC Quote Approval Form** (mandatory) which we email to them.

The **quote expiry date** in the portal is prepopulated and aligned with the rebate expiry timeline. Retailers can change the date the quote expires but rebate expiry date cannot be changed.

**If the quote is not approved within this timeframe the rebate/funding allocation will be cancelled.**

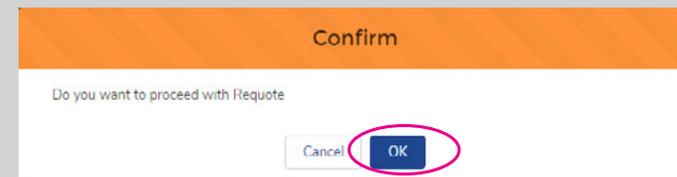
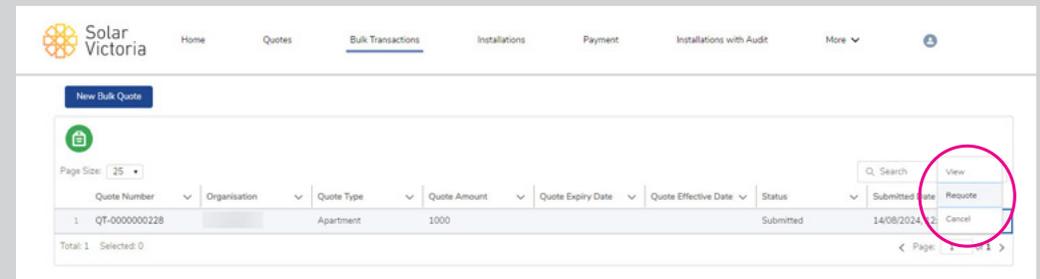
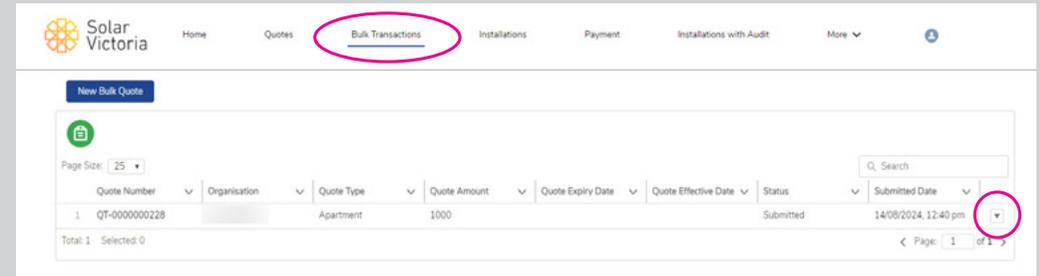
If the quote expiry date is set earlier than the 70-day rebate expiry date, the retailer must update/cancel the quote. The applicant will then be prompted to approve the new quote.

# Checking the status of a quote and making changes

## 10.

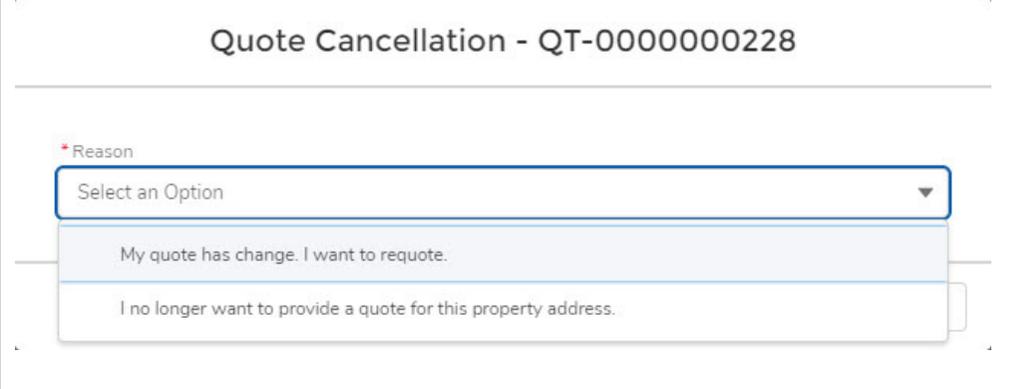
To view, cancel or re-quote, log in to the retailer portal. Click **'bulk transactions'** and find the right quote number.

Click on the arrow to view the options. Select the correct option and confirm your selection.



### 11.

Select the reason for the change to the existing quote.



The screenshot shows a web form titled "Quote Cancellation - QT-0000000228". Below the title is a dropdown menu labeled "Reason" with a red asterisk indicating it is a required field. The dropdown menu is currently open, showing two options: "My quote has change. I want to requote." and "I no longer want to provide a quote for this property address." The first option is highlighted in light blue.

## 12.

You can view the status of an application by the tabs at the top of the quote screen.

The screenshot displays the Solar Victoria retailer portal interface. At the top, there is a navigation menu with links for Home, Quotes, Bulk Transactions, Installations, Payment, Installations with Audit, and More. The main content area shows a quote for QT-0000000228. A progress bar at the top of the quote details indicates the status of the application, with the 'Application Approved' tab highlighted in blue and circled in pink. Below the progress bar, the 'Quote information' section provides details such as Quote Number, Organisation, Applicant Names, Address, and Dates. The 'Related Property Units' section lists five units with the address VIC 3810. The 'Quote summary' section includes a 'View Configure Rebate' button and a table of financial details. The 'Files uploaded' section shows a table with columns for Document name, Document type, Uploaded date, and View file.

Document name	Document type	Uploaded date	View file
Test Document (pdf).pdf	Quote	14/08/2024, 12:40 pm	View File

## 13.

You will be able to see all the quote numbers and the status of each application.

Click on the arrow and schedule an installation.

23	QT-0000000175	8726167723-2	Apartment	24000	31/10/2024	07/08/2024	Application Approved	07/08/2024, 02:40 pm	
24	QT-0000000174	H909177122-4	Apartment	34000	21/11/2024	08/08/2024	Submitted	07/08/2024	Installation Schedule
25	QT-0000000173	H9092811-4	Apartment	32000	09/09/2024	06/08/2024	Application Approved	06/08/2024	View

### Installation Schedule

Authorised Installer

\* Schedule Start Date

\* Schedule End Date

## 14.

Under the heading '**Bulk Transactions**' you can see all the statuses of your applications. Select the **Approved Application** you want to request payment for.

Quote Number	Organisation	Quote Type	Quote Amount	Quote Expiry Date	Quote Effective Date	Status	Submitted Date
1 QT-000000348						Draft	
2 QT-000000293						Draft	
3 QT-000000278	Demo OC #1	Apartment	20000	05/11/2024	27/08/2024	Payment Request - Un...	
4 QT-000000277	Demo OC #1	Apartment	20000	05/11/2024	27/08/2024	Cancelled	27/08/2024, 04:17 pm
5 QT-000000256	Demo OC #4	Apartment	1000	28/10/2024	18/08/2024	Submitted	26/08/2024, 12:00 pm
6 QT-000000249	Demo OC #3	Apartment	1000	27/10/2024	18/08/2024	Application Approved	19/08/2024, 07:09 am
7 QT-000000248	Demo OC #3	Apartment	1000	27/10/2024	18/08/2024	Cancelled	19/08/2024, 07:00 am
8 QT-000000240	Demo OC #2	Apartment	50000	24/10/2024	15/08/2024	Cancelled	15/08/2024, 04:54 pm
9 QT-000000228	Demo OC #1	Apartment	1000	31/08/2024	01/08/2024	Cancelled	14/08/2024, 12:40 pm

## 15.

Here you can view all the details of your application. If your scheduled installation is complete the **Request Payment** button will appear.

**Quote information**

Quote Number	QT-000000249	Retailer	SFA Retailer (DEMO)
Organisation	Demo OC #3	ABN	
Primary Applicant Name	Aaron 19081	Primary Applicant Email	rahhee.krishna@sfa-reminder12@deeca.vic.gov.au
Secondary Applicant Name		Secondary Applicant Email	
Apartment Address	30 Sir Thomas Dr Pakenham VIC 3810	No of Units	6
Quote Effective Date	18-08-2024	Quote Expiry Date	27-10-2024

**Related Property Units**

Unit Address	Document Required	NMI	Action
Unit 1 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form		
Unit 2 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form		
Unit 3 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form		
Unit 4 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form		
Unit 5 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form		
Unit 6 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form		

**Quote summary**

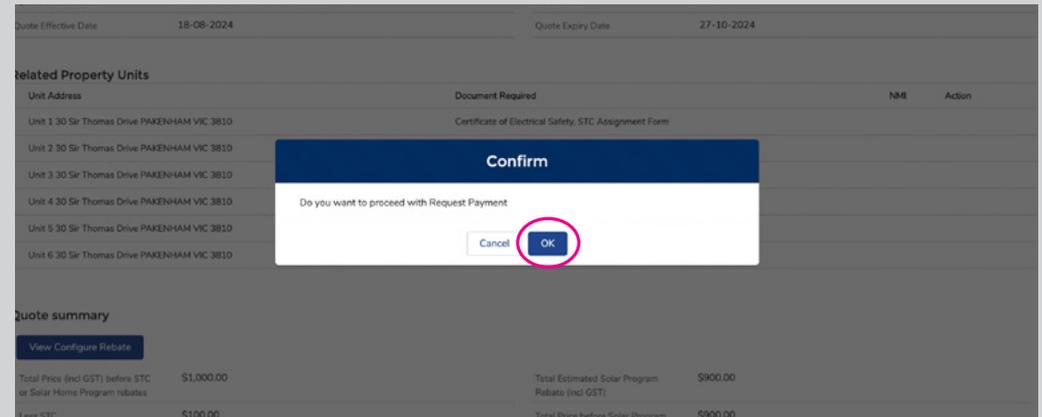
Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Estimated Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Price before Solar Program rebates (incl GST)	\$900.00
GST @10	\$90.91	Total Estimated Net payable by customer (incl GST)	\$0.00

**Files uploaded**

Document name	Document type	Uploaded date	View file
Test Document (txt).txt	Quote	19/08/2024, 07:09 am	View file

## 16.

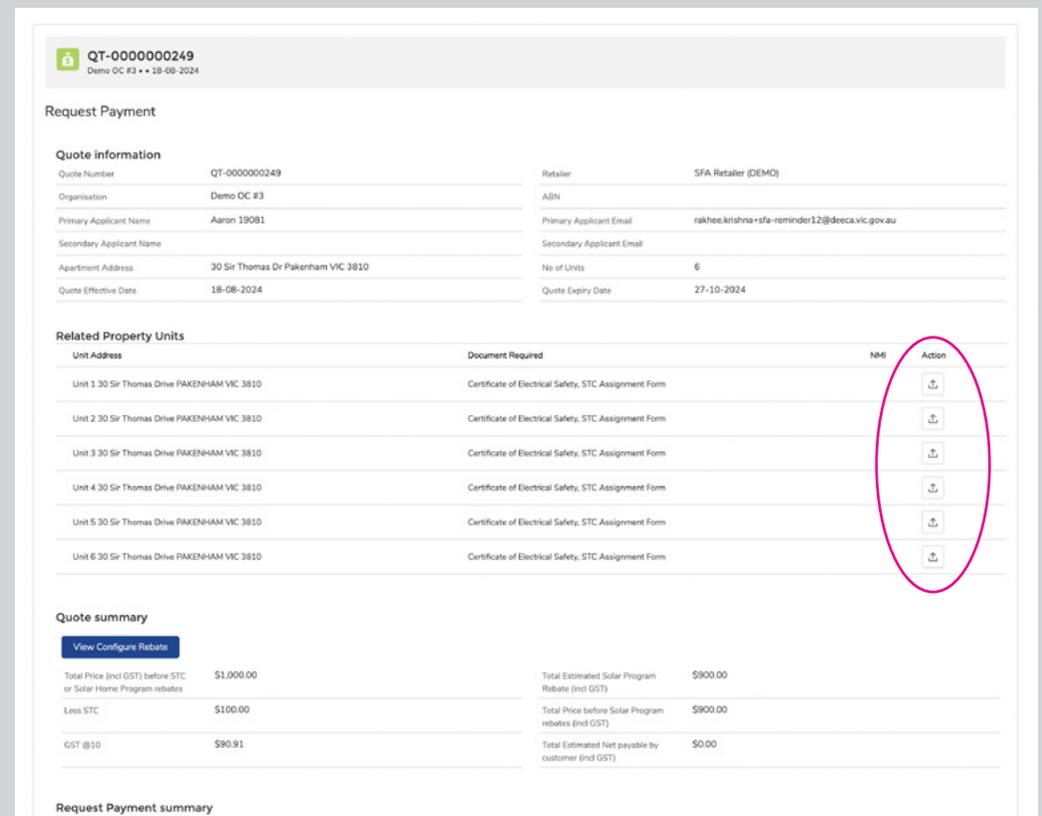
Once you request payment you will be asked to confirm.



## 17.

You will need to upload the necessary documents for individual properties and update payments details.

Please note: different documentation is required for direct connected systems and systems using solar sharing technology. You can also save and exit at any time.



## 18.

Enter the details requested and upload the necessary documents:

- 1 STC Assignment form for the building/whole system where prompted
- 1 itemised Tax Invoice where prompted
- 1 CoES **per residential lot** where prompted

### Under additional documents:

- 1 CoES for the **main system**
- 1 CoES for **common property** connection (where applicable).

Quote Effective Date: 18-08-2024, Quote Expiry Date: 27-10-2024

Related Property Units

Unit Address	NMI	Action
Unit 1 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 2 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 3 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 4 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 5 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 6 30 Sir Thomas Drive PAKENHAM VIC 3810		📄

Quote summary

View Configure Rebate

Primary Applicant Name: Aaron 19081, Primary Applicant Email: rakhya.krishna+ifa-reminder12@deca.vic.gov.au

Secondary Applicant Name: , Secondary Applicant Email:

Apartment Address: 30 Sir Thomas Dr Pakenham VIC 3810, No of Units: 6

Quote Effective Date: 18-08-2024, Quote Expiry Date: 27-10-2024

Related Property Units

Unit Address	NMI	Action
Unit 1 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 2 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 3 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 4 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 5 30 Sir Thomas Drive PAKENHAM VIC 3810		📄
Unit 6 30 Sir Thomas Drive PAKENHAM VIC 3810		📄

Quote summary

View Configure Rebate	
Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00
Total Estimated Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00
Total Price before Solar Program rebates (incl GST)	\$900.00

## 19.

Enter the requested information such as the **electrical worker licence number** and **inspector certification**. Update any other payment details, if necessary.

**Quote information**

Quote Number: QT-000000249  
 Organisation: Demo OC #3  
 Primary Applicant Name: Aaron 19081  
 Secondary Applicant Name:  
 Apartment Address: 30 Sir Thomas Dr Pak  
 Quote Effective Date: 18-08-2024

**Related Property Units**

Unit Address  
 Unit 1 30 Sir Thomas Drive PAKENHAM VIC 3810  
 Unit 2 30 Sir Thomas Drive PAKENHAM VIC 3810  
 Unit 3 30 Sir Thomas Drive PAKENHAM VIC 3810  
 Unit 4 30 Sir Thomas Drive PAKENHAM VIC 3810  
 Unit 5 30 Sir Thomas Drive PAKENHAM VIC 3810  
 Unit 6 30 Sir Thomas Drive PAKENHAM VIC 3810

**Quote summary**

[View Configure Rebate](#)

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00
Less STC	\$100.00
GST @10	\$90.91

**Update For Payment**

Solar PV Technology Type : Direct Connected  
 No of Units : 6

\* Installation Start Date: 27/08/2024  
 \* Installation End Date: 28/08/2024

\* Accredited Installer: Crystal McCarthy  
 \* Electrical installer worker licence no.: A1234  
 \* Inspector/Certifier of the electrical installation work: Khushman UAT Accredited Installer  
 \* Total installed system cost (incl GST) before STC or Solar Homes Program rebates: \$1,000.00

PRODUCT	QUANTITY	REASON FOR CHANGE	#
Force 3S (AS4777-2 2020)	1		

Have any of the Installation Products changed?  No

[Cancel](#) [Save](#)

## 20.

You will then need to upload a copy of the **Tax Invoice** and **STC Assignment Form** (for direct connected system installations you can use the same STC Assignment Form for each lot).

You can also upload additional documents if required.

**Request Payment summary**

[Update for Payment](#)

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Estimated Net payable by customer (incl GST)	\$0.00
GST @10	\$90.91		

**Request Payment Upload**

Tax Invoice

Tax Invoice  
 Additional document

[Save and Exit](#) [Next](#)

## 21.

Review the information to make sure all completed installations have been recorded and the payment summary is correct then press **Submit**.

Unit 5 30 Sir Thomas Drive PAKENHAM VIC 3810 Certificate of Electrical Safety, STC Assignment Form 11111111111

Unit 6 30 Sir Thomas Drive PAKENHAM VIC 3810 Certificate of Electrical Safety, STC Assignment Form 11111111111

### Quote summary

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Estimated Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Price before Solar Program rebates (incl GST)	\$900.00
GST @10	\$90.91	Total Estimated Net payable by customer (incl GST)	\$0.00

### Request Payment summary

[View Payment](#)

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Estimated Net payable by customer (incl GST)	\$0.00
GST @10	\$90.91		

### Request Payment Upload

#### Files Uploaded

DOCUMENT NAME	DOCUMENT TYPE	UPLOADED DATE
Tax Invoice.pdf	Tax Invoice	21/10/2024, 04:44 pm

[Back](#) [Submit](#)

## 22.

After the payment is submitted the status will change to **Payment in Progress** which means your request is under review. You can also review the details of your payment request on this page.

QT-0000000249  
Demo OC #3 • 18-08-2024

Payment - In Progress Done

### Quote information

Quote Number	QT-0000000249	Retailer	SFA Retailer (DEMO)
Organisation	Demo OC #3	ABN	
Primary Applicant Name	Aaron 19081	Primary Applicant Email	rakhee.krishna@sfa-reminder12@decca.vic.gov.au
Secondary Applicant Name		Secondary Applicant Email	
Apartment Address	30 Sir Thomas Dr Pakenham VIC 3810	No of Units	6
Quote Effective Date	18-08-2024	Quote Expiry Date	27-10-2024

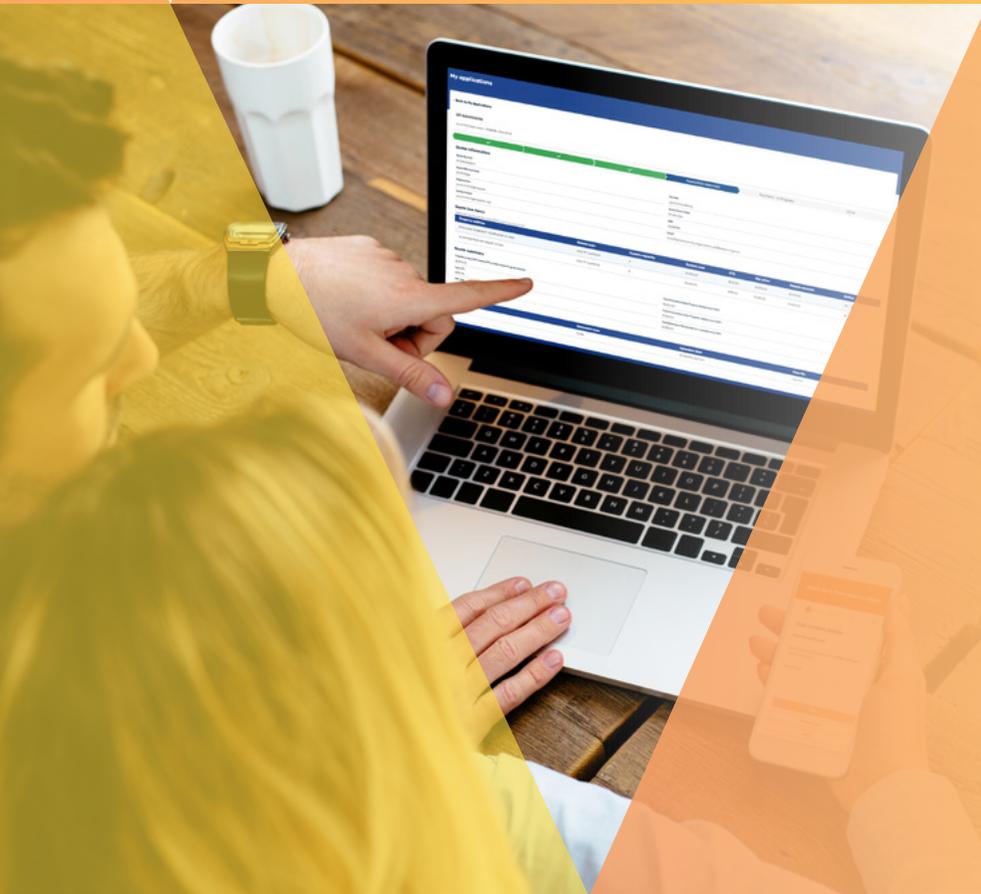
### Related Property Units

Unit Address	Document Required	NMI	Action
Unit 1 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form	11111111111	
Unit 2 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form	11111111111	
Unit 3 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form	11111111111	
Unit 4 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form	11111111111	
Unit 5 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form	11111111111	
Unit 6 30 Sir Thomas Drive PAKENHAM VIC 3810	Certificate of Electrical Safety, STC Assignment Form	11111111111	

### Quote summary

[View Configure Rebate](#)

Total Price (incl GST) before STC or Solar Home Program rebates	\$1,000.00	Total Estimated Solar Program Rebate (incl GST)	\$900.00
Less STC	\$100.00	Total Price before Solar Program rebates (incl GST)	\$900.00
GST @10	\$90.91	Total Estimated Net payable by customer (incl GST)	\$0.00



Solar  
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