

Parking Infringement Liability Transfer Submission Guide

Queenstown Lakes District Council (QLDC) has a new online system for rental car companies to transfer liability for parking infringements.

This guide explains what information you'll need, how to create a Community Portal account, and how to submit a *liability transfer request*.

Before you get started, check the **pre-submission checklist** to make sure you have all the required information and documents ready.



PRE-SUBMISSION CHECKLIST

Before you begin, make sure you have everything you need by checking the pre-submission checklist below.

✓ Account created

You'll need a **Community Portal account** before you can submit a *Parking Infringement Liability Transfer Request*. Creating an account only takes a few minutes and only needs to be done once. You can then use this account for all future submissions. If you don't have an account yet, follow the steps under **1**.

✓ Infringement number

✓ Vehicle registration

✓ Offender full name

✓ Offender date of birth

✓ Offender postal address

✓ Completed statutory declaration

If you already have an account and everything from the checklist above, follow the steps under **2**.

1 HOW TO CREATE A COMMUNITY PORTAL ACCOUNT

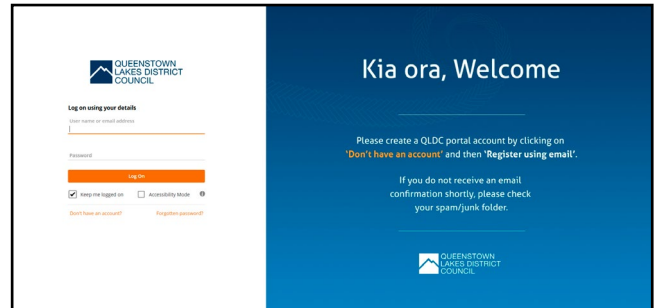
Before you can submit a parking infringement liability transfer request, you'll need to create a **Community Portal account**.

Once your account is set up, you'll be able to:

- Submit liability transfer requests online.
- Upload statutory declarations.
- Track the status of submitted requests.
- View your previous submissions and responses.

Please follow the next steps to create your login.

Step 1 Access the Community Portal

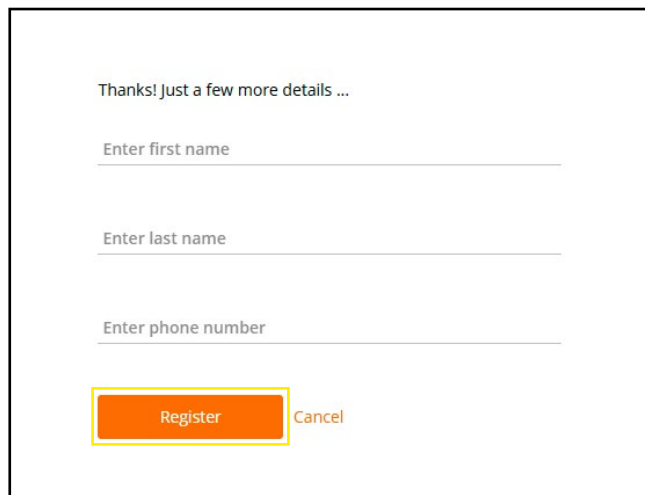


Step 2 Register using email

Click **Don't have an Account?** then click **Register using Email**.

Fill in the required details and click **Next**.

Fill in the required details and click **Register**.

A registration form with the heading "Thanks! Just a few more details ...". It contains three input fields: "Enter first name", "Enter last name", and "Enter phone number". At the bottom, there are two buttons: "Register" (highlighted with a yellow border) and "Cancel".

IMPORTANT INFORMATION FOR SHARED COMPANY EMAIL ACCOUNTS

If your company uses a shared account to manage parking infringement transfers, only one Community Portal account can be linked to that email address.

When creating a shared account, please enter:

First Name: Infringements-

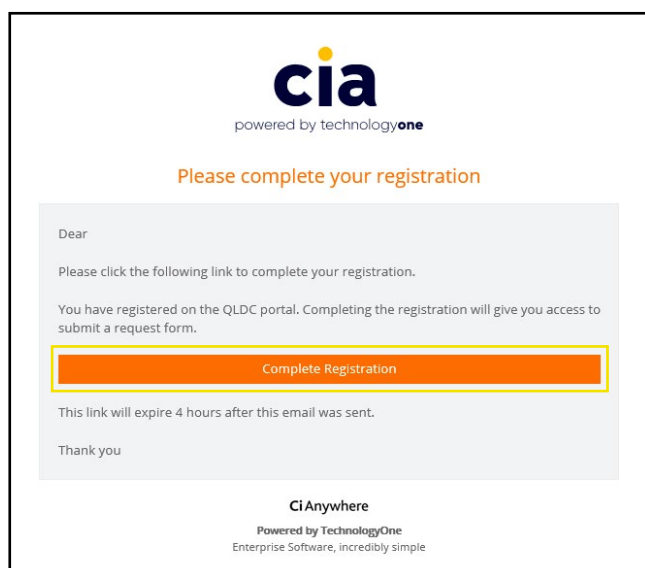
Last Name: Company name

When completing a parking infringement liability transfer request, make sure you replace the pre-filled contact details with the name of the person submitting the request.

Step 3 Verify your email address

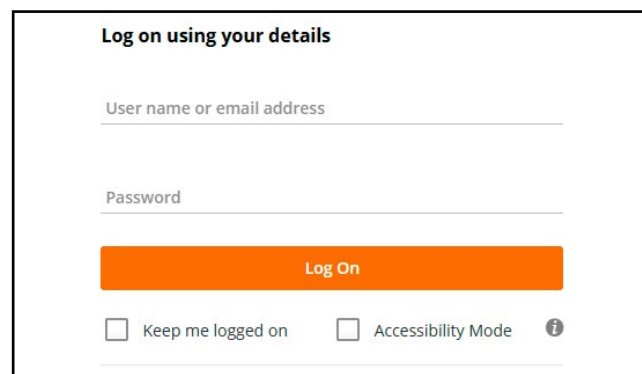
A verification email will be sent to the email address you used to register.

Open the email and follow the instructions to activate your account. Your account must be verified before it can be used.

A screenshot of a verification email from "cia" (powered by technologyone). The email says "Please complete your registration" and "Dear [Name]". It includes a link to complete registration and a button labeled "Complete Registration" (highlighted with a yellow border). It also states "This link will expire 4 hours after this email was sent." and "Thank you". At the bottom, it says "CI Anywhere Powered by TechnologyOne Enterprise Software, incredibly simple".

Step 4 Log in

Once you've verified your email address, log in using your registered email address and password. you are now ready to submit a parking infringement liability transfer request.

A login form with the heading "Log on using your details". It contains two input fields: "User name or email address" and "Password". Below these is a large orange "Log On" button. At the bottom, there are two checkboxes: "Keep me logged on" and "Accessibility Mode" (with an information icon).

HAVEN'T RECEIVED THE VERIFICATION EMAIL?

- Check your junk, spam, or clutter folder.
- Confirm that the email address entered during registration is correct.
- Wait a few minutes and check again, as email delivery may be delayed.

NEED FURTHER ASSISTANCE?

If you have any issues creating your account or accessing the Community Portal, please contact the QLDC Services Team at services@qldc.govt.nz and include the following information:

- Your company name.
- The email address used for registration.
- A brief description of the issue.
- A screenshot of any error message (where possible).

This will help us look into the issue and resolve it as quickly as possible.

2 HOW TO SUBMIT A PARKING INFRINGEMENT LIABILITY TRANSFER REQUEST

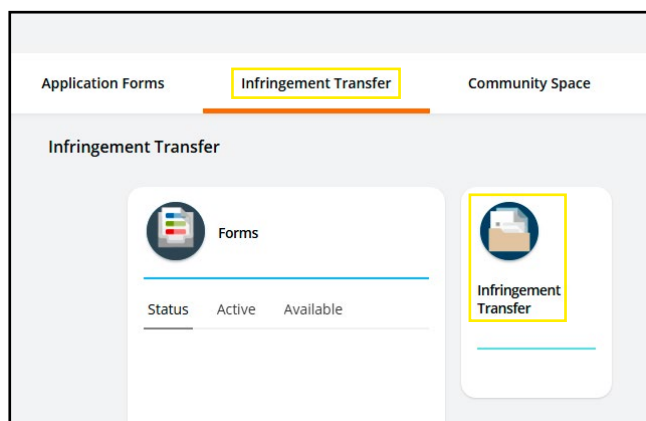
Before submitting a liability transfer request, make sure you have the following:

- ✓ The infringement number
- ✓ The vehicle registration number
- ✓ The full details of the person or company you are transferring liability to
- ✓ A completed statutory declaration that:
 - Relates to this specific infringement.
 - Has been signed by the declarant.
 - Has been witnessed by an authorised person.

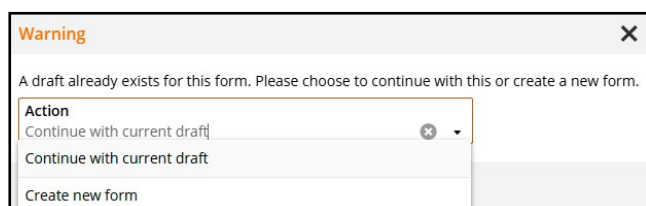
Only one statutory declaration can be uploaded with each request.

Step 1 Open the Infringement Transfer Form

Select the **Infringement Transfer** tab from the Community Portal menu. Then select the **Infringement Transfer form** to start a new request.



Tip: If you saved a request as a draft, you can continue from where you left off instead of creating a new submission.



Step 2 Confirm your contact details

The form will automatically display the contact details linked to your Community Portal account. Check that these details are correct before continuing.

First Name First Name
Last Name Last Name

Important: If you are using a shared company email account, update the pre-populated name details to the person completing the submission.

Step 3 Enter the infringement number

Enter the infringement number exactly as shown on the infringement notice. The system will automatically check whether the infringement is eligible for transfer.

^ Infringement Details
Infringement Number * XXXXXXX

Troubleshooting: The system won't let me continue.

- Double-check that the infringement number has been entered correctly.
- Ensure there are no missing or transposed characters.
- The infringement may not be eligible for liability transfer. If this occurs, the form will advise you and the request cannot proceed.

Step 4 Enter the vehicle registration number

Enter the vehicle registration number linked to the infringement. The system will check that it matches the infringement record. Once a match is confirmed, you'll be able to enter the details of the person or company taking responsibility for the infringement. If the details don't match, you won't be able to continue with the transfer request.

Registration Number * XXXXXX

Troubleshooting: My registration number is not being accepted.

- Check that the registration number matches the vehicle listed on the infringement.
- Ensure the registration is completed using upper case only and there are no typing errors.
- If the registration number does not match the infringement record, the request cannot proceed.

Step 5 Enter the new offender details

Select whether the liability is being transferred to a:

- Person, or
- Company

Complete all required fields for the new liable offender.

Step 6 Confirm the statutory declaration requirements

Before uploading your Statutory Declaration, confirm that:

- The declaration has been completed for this specific liability transfer request.
- The declaration has been signed by the declarant.
- The declaration has been witnessed by an authorised person in accordance with New Zealand Statutory Declaration requirements.

For information about Statutory Declaration requirements, visit:

www.govt.nz/browse/law-crime-and-justice/making-a-statutory-declaration

Common reason for rejection

Requests may be delayed or declined if the statutory declaration:

- ✗ Is incomplete.
- ✗ Has not been signed.
- ✗ Has not been properly witnessed.
- ✗ Relates to a different infringement number.

Step 7 Attach your completed statutory declaration

Either **drag and drop** your file on the specified area, or select **Add from local drive** and upload your file.

Important: Upload **one** statutory declaration only.

- Do not upload supporting documents or multiple files.
- The declaration must relate to the infringement being transferred.

Step 8 Submit your request

Once you've completed all required information, select **Submit for Review** to send your request.

Before you submit

Review your request carefully to ensure:

- The infringement number is correct.
- The registration number is correct.
- The new liable party details are accurate.
- The correct statutory declaration has been attached.

Step 9 Submission confirmation

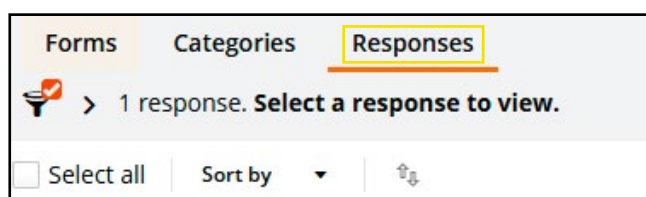
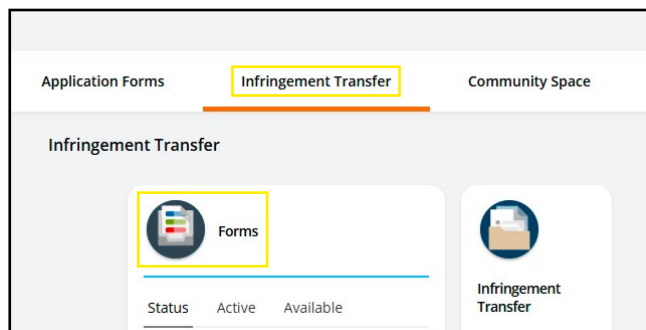
Once submitted, a confirmation message will be displayed. You can then:

- Download a copy of the submitted form, or
- Select **Done** to return to the Forms page.

You will also receive an email confirming receipt of your request.

VIEW SUBMITTED REQUESTS

You can view and track submitted requests through the **Responses** tab in the Community Portal. Click on **Forms**, then click on the **Responses** tab.



RESUBMIT A PREVIOUS REQUEST

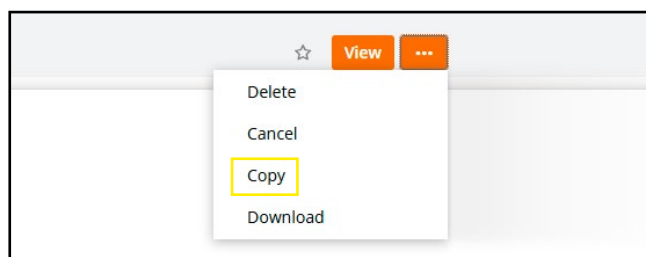
If your submission is rejected and you need to submit it again, log in to the Community Portal and choose one of the following options.

Option 1: Create a new form

- Complete a new form with the corrected information and submit the updated request for review.

Option 2: Copy your original form

- Open the **Responses** tab.
- Search for the rejected request using the **Form ID** provided in your rejection email.
- Select the three dots (**...**) next to the form, then select **Copy**.



- Update the required information.
- Review the statutory declaration and replace it if necessary. Only one statutory declaration can be attached to each request, so remove the existing attachment before uploading a replacement.
- Submit the updated request for review.

FREQUENTLY ASKED QUESTIONS (FAQ)

Can I still email requests?

With our new system, we will only be accepting infringement liability transfer requests submitted through our online form.

What happens if information is missing?

If your liability transfer request is rejected, you will receive an email explaining why and outlining any missing information. You will need to resubmit the statutory declaration with all the required information included.

How will I know my submission has been received?

You will receive an email confirming that your submission has been received.

Can I submit multiple statutory declarations?

Each infringement is treated as a separate offence, so statutory declarations must be submitted individually.

What happens if my submission is rejected?

If your liability transfer request is rejected, you will receive an email explaining the reason for the rejection. You will either need to correct the information on the statutory declaration and resubmit it through the online form, or contact the QLDC Services Team at services@qldc.govt.nz for assistance.

SUPPORT & ESCALATION

Need help?

Please contact services@qldc.govt.nz for further assistance. Operating hours are between 8.00am–5.00pm, Monday to Friday.

Before contacting us, please have available:

- Infringement number.
- Submission reference number.
- Company name.