

# TOWNSVILLE ONLINE LODGEMENT SYSTEM (TOLS)



## WHAT IS TOLS?

Registered TOLS users can lodge a range of applications electronically with Council such as:

- » privately certified building approvals (discounted lodgement fees apply for this application type when submitted via TOLS as per Planning Services Fees and Charges)
- » Request for Quotation – Water / Sewer
- » Water Meter Applications

## REGISTERING FOR TOLS

You must be a registered member to use TOLS. On registering, you will need to provide details of your company and the people who wish to use TOLS. Each person wishing to become a user of TOLS will need to specify a unique logon username, along with the associated business information. A generic password will be supplied once the account is created, with a suggestion to change this password on the initial login.

## HOW TO USE TOLS

From the main menu of TOLS, you will be able to submit applications of the types listed above, check the status of an existing lodgement, and submit additional information or amendments to an existing lodgement. Lodgements from all TOLS users from your company may be viewed.

Various electronic files can be uploaded, include PDF documents, Word documents, Excel documents and 'dwg' drawings. The maximum attachment size of individual documents is 100 MB.

## LODGEMENT CONFIRMATION

Once the application is submitted, a Council Officer will undertake a preliminary check of the application. If accepted, TOLS will send you an advisory email, acknowledging receipt of the application. Additionally, should you need to submit further documentation for a lodgement, you will also receive supplementary notifications that your documents have been received by Council.

## APPLICATION FEES

The relevant application fees must be paid before the application can be assessed. However, application fees cannot be made via TOLS. Once the application is submitted, you will need to contact a Council Officer on 13 48 10 to arrange payment of applicable fees. These fees can be paid by credit card over the phone, or, for regular users of TOLS, an account may also be convenient.

## MORE INFORMATION

Contact Council for more information.

Phone: 13 48 10

Email: [enquiries@townsville.qld.gov.au](mailto:enquiries@townsville.qld.gov.au)

Visit: 103 Walker Street, Townsville City