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**Version number:** 1.0.1  
**Version Date:** 2 November 2018  
**Document Type:** ABCO User Guide  
**Owner of this document:** Airport Infrastructure Regulation Section
Purpose
The purpose of this User Information Guide (the ‘Guide’) is to provide interim guidance for applicants on the functions of ABCO until the final ABCO Help Modules have been completed.

ABCO Help Modules will be available on the Department’s webpage when finalised.

There are several user roles defined in ABCO. This Guide provides information for the ‘Applicant’ user role only. See the back of this Guide for the User Rights for this role.

ABCO assistance
For all ABCO assistance, please contact your Airport Building Control office in the first instance – see ABC Contact list.

For all other inquiries, please contact the ABCO Helpdesk on 02 6274 7977 or via email at ABCMailbox@infrastructure.gov.au.

Administrative functions
Registration and account information
ABCO is a web application developed by the Department. ABCO is accessible from the Department’s external website at https://abco.infrastructure.gov.au

All users must register in ABCO before being able to use the system.

All initial ABCO registrations default to the ‘Applicant’ role. Once you have registered, advise the relevant Airport Building Control office so that they can assign any relevant applications to your registered user.
The user account administrative functions are accessible from the top right hand corner of the screen. This drop down will allow you to update account details, change login information, or logout to complete the session.

To update account details select 'Update Account' from the drop down menu. A new page will appear with three separate tabs for details (see below).

Personal details can be amended to reflect name and phone number changes. Any changes made are not saved until 'Update' is selected on the final screen.

**NOTE:** The ABCO system is email-centric. Applicants are unable to modify their email address, as this is the key criteria identifying the user. If a new email address is necessary, a new registration is required.

Organisation details can be updated in this screen.
At the final screen, select update to save any changes made in the 'Update Account' screen.

**NOTE.** You do not need to tick the consent field to allow the update to occur.

Password updates

The password needs to be changed every 90 days. The system will send automatic emails warning all users prior to the password expiring (5 days before). Log in to ABCO to change your password.

The password must meet certain criteria, as per the below 'Help' information (available by clicking the question mark adjacent to the 'new password' field)

**NOTE.** You can only update the password once in a 24-hour period.
Once the applicant has logged in to the Home page, select ‘New Application’.

Different application types require different information be provided at submission. Click on the blue circle question mark for more information on ‘Application Type’.

The application can be previewed before submission.

A New Application can be drafted and saved before being submitted later.

Building Activity Number (BAN) information

New Application

There are four application types:

1. Building and/or works Permit
   a. ABC decides what the approval type is: building permit, works permit or a combination of both building and works permits
   b. Fee payable

2. Demolition Authorisation
   a. Fee payable

3. Exemption application and notification
   a. Used for notification of exempt activities under Airports (Building Control) Regulations 1996 Regulation 2.24(1)(a) to (e) inclusive, and
   b. Used for an application for a determination of minor works by the ABC under Regulation 2.24(1)(f)
   c. No fee payable

4. Other
   a. Used for transition data – existing building activities underway but not yet complete at time of ABCO release
   b. Also used for applications to vary a Certificate of Compliance with no corresponding building approval
   c. May be a fee payable

Note: different application types display different form fields. If you change the application type over the course of the application, be aware that some fields may become unavailable.
Once an application has been successfully submitted, the Applicant will receive an automatic notification email with details on the next steps required for the process.

New ABCD Application Submitted - BAN-18-CBR-0098

Hello JC Applicant,

A new application for 'Building and/or Works Permit' was successfully submitted for Building Activity Number - BAN-18-CBR-0098. Click the link below to view the application.

View Application

Your next steps

1. Pay the application fee before assessment of your application can commence. A separate email has been sent to you with payment details.
2. Upload all supporting documentation before assessment of your application can be completed. Select 'View Application' then upload documents by selecting the 'Documents' menu.
3. Send General Correspondence to the Airport Building Controller confirming all documentation for the application has been uploaded. Select 'View Application' then initiate a message by selecting the 'Correspondence' menu.

Click here for more information on the building activity approval process.

Please note that you must be logged into ABC Online to view the application.

If you received this email by mistake, please disregard the email.

ABC Online System

*** This is an automatically generated email, please do not reply to this message. ***
Every BAN has an application status assigned to it. Throughout the life of a building activity, the BAN status will change. This flow chart shows the statuses you are likely to see and what each one means. To view the status of your application, select ‘Application’ from the left side menu and ‘View BAN details’.
Only one person can be the contact for an application at any point in time. If the applicant contact needs to be changed, the applicant must update the information within the BAN. Where this is not possible, contact the ABC office with a formal request to change details.

Select 'Application', then 'View Application Details' to update the Applicant Contact. Edit the Contact Email – the new email address must already be registered in ABCO.
Payments

An application for building activity approval is **not valid until** the required fee has been paid.

Two payment methods are available:

1. Credit card – up to a value of $5000 or
2. EFT – for any value

Credit card payments are processed through a direct link in ABCO to an external website. ABCO will send a notification to the ABC and the Application Contact if a credit card payment is declined.

EFT payments are made as per normal arrangements via a payee’s financial institution.

You **must** do the following to provide evidence of EFT payment:

1. Quote the ‘Payment Request Number’ on all EFT payments
2. Upload the remittance advice for the BAN in the ‘Attach EFT receipt’ in the ‘Payment Details’ page

Once an application is successfully submitted, you will receive an auto notification with information regarding payment – see example below.

---

**New ABCO Payment Request Issued - BAN-18-SWZ-0013**

Hello DP Applicant,

A new payment request for the amount of $3,600 has been issued for Building Activity Number - BAN-18-SWZ-0013 for Sydney West airport. Click the link below to view the payment request.

Additionally, click the link below to make the full payment by credit card.

Please note, the assessment will not commence until the fee payment is made in full AND confirmation of an EFT payment is uploaded in ABC Online.

Please note that you must be logged into ABC Online to view the payment request.

If you received this email by mistake, please disregard the email.

ABC Online System

*** This is an automatically generated email, please do not reply to this message. ***

---

<table>
<thead>
<tr>
<th>BAN-18-CBR-0086</th>
<th>Application</th>
<th>Approvals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Certificates</td>
<td>Payments</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Payment List | Taxiway Juliet upgrade works**

<table>
<thead>
<tr>
<th>Payment Id</th>
<th>Amount ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-OOL-0004</td>
<td>2,400</td>
</tr>
</tbody>
</table>

A payment request is auto-generated and can be accessed by the hyperlink in the email message above.

Alternatively, the payment request can be viewed from within the BAN through the ‘Payments’ menu on the left.
Click on the paperclip icon to access the payment request PDF.

To attach supporting documentation to a payment, select the relevant payment ID under the ‘View Payments’ section.

Select the upload/download files icon (paperclip) at the top right hand side of the screen.

Once the pop-up screen opens, select the ‘Add files’ button at the bottom of the screen. This will allow you to select and attach payment information to the payment/refund.

**NOTE:** Once you have attached remittance advice, you **MUST** inform the ABC office by sending a General Correspondence to ensure they are aware of payment and to allow them to update the status accordingly. The system does not currently notify the ABC if a payment request is attached.
Once you have selected the appropriate files, select 'Start upload'.

**NOTE.** If you close the screen before uploading, the files will not be saved.

Once an upload is complete, documents will appear in the document list with upload date.

Once payment has been made and the payment status updated, the ABC assessment can commence.
The list of required documents is included in the application form.

Go to:
1. ‘Application’
2. ‘View Application Details’,
3. ‘Required Additional Information’

To commence a document upload, access the BAN and select ‘Documents’ from the left hand menu, then select ‘Upload’.

NOTE: All files uploaded to the BAN are stored in the ‘Documents’ section.
Select 'Add Files' and choose the documents to upload. Once all desired documents selected, click 'Start Upload'.

Once successfully uploaded, the red circle will change to green and the documents should appear on the documents list after a few moments.

The ABC will automatically receive a system notification that documents have been uploaded to the BAN.

NOTE: the user may select up to 20 files and/or files up to 499MB for a single upload. Zip files may also be uploaded for convenience. Certain file types are not acceptable (e.g., .EXE files). A system error message will be displayed where invalid file types are attempted to be uploaded.
The documents can be filtered by the displayed fields at the top of the page.

**NOTE.** Select ‘view documents’ to upload new documents.
The ‘Correspondence’ tab allows you to draft and send, view or reply to all correspondence.

**NOTE.** Correspondence has a maximum text of 50,000 characters (4-6 pages).

The sender may also attach documents to a correspondence through the ‘Attach File’ paper clip when drafting.

Correspondence can be filtered using key words, or sorted according to category using the search fields at the top of the page.

Reply to correspondence or view any further attachments using the buttons within the message.

**NOTE:** ABCO correspondence is ABC centric. The diagram below represents how ABCO manages correspondence for the various user roles.

ABCs and ABC admin staff are able to correspond with all users; however, other users may only send correspondence directly to ABC staff in ABCO.

If you conduct any correspondence with other users outside of ABCO and deem it important to the file, you can upload this as a document.
Approvals

Once the ABC has issued an approval/authorisation/determination of minor works for an exemption, the applicant will receive system notification and can view the approval in ABCO.
Applicants request a CoC under ‘Certificates’ for the applicable BAN.

To view issued CofCs, select ‘Certificates’ on the left menu, then ‘View Certificates’ and select the Certificate ID.

As for Approvals, the CoC content can be viewed on the page after selecting the Certificate ID, and the PDF version can be viewed through the “View Approval” paper clip.
<table>
<thead>
<tr>
<th>Function/Rule</th>
<th>SUBMITTING AN APPLICATION</th>
<th>Permitted?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can lodge new application</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Can be an application contact</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Can preview an application</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Can save a draft application</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Can view draft application</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Can view submitted application</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>MAKE A PAYMENT (CC AND EFT)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Update a payment request manually on the ABCO external site</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>Make a payment from the ABCO system</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>MANAGE LOGIN DETAILS AND PROFILE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Log into ABCO external site</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Retrieve steps to reset password from the ABCO external site</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Reset password on the ABCO external site</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Update password on the ABCO external site</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Update account details on the ABCO external site</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>DOCUMENT UPLOAD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Document(s) upload</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>View Documents</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Search/Sort Documents Record</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Delete Documents (Prior to Submission)</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Make documents available for all other users to view</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>Export Search Results</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>APPROVALS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Issue Approval</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>Save a Draft Approval</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>View Approval</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>GENERAL CORRESPONDENCE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sending Correspondence</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Receives Correspondence</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>CERTIFICATES OF COMPLIANCE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Request for a Certificate</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Issue Certificate</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>Save a Draft Certificate</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>View Certificate</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>ABCO HOME SCREEN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search for all applications for airport(s) that the user is assigned to</td>
<td></td>
<td>N</td>
</tr>
<tr>
<td>View applications that are related to user</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>View applications that the user is the application contact</td>
<td></td>
<td>Y</td>
</tr>
<tr>
<td>Ability to search</td>
<td></td>
<td>Y</td>
</tr>
</tbody>
</table>
ABC Online V.1.0.1 Release Notes
2 November 2018

New functionality - sharing of documents in bulk
ABCs can now share documents in bulk by navigating to the ‘Documents’ tab, selecting documents to be shared and clicking the ‘Action’ button to ‘Share’ or ‘Unshare’.

View retention
User views such as a filtered Application list are now retained until the user logs out.

Notifications to ABC/ABC Admin when a remittance advice is attached
ABCO now sends email notifications to assigned ABC/ABC Admin users when the Applicant attaches an EFT receipt in the ‘Payment Details’ screen.

Declined credit card payments
ABCO will now send a notification to the ABC and the Application Contact when a credit card payment is declined.

File download from Chrome browsers
This release fixes the issue where users were unable to download documents with ‘illegal’ characters (such as “&”) using Google Chrome browser.

Uploaded files staying in ‘Draft’
This release fixes the issue where the status of uploaded files remained ‘Draft’ after application submission.

Other fixes and improvements
- Fixed issue with two ‘update’ buttons when updating a user account.
- Airport Infrastructure Regulation Section user types are now able to view assessment notes and payments.
- Improved text clarity in the ‘Required Additional Information’ tab in ‘Application Details’ screen.
- Fixed issue where some uploaded files stayed in ‘draft’ after application submission.