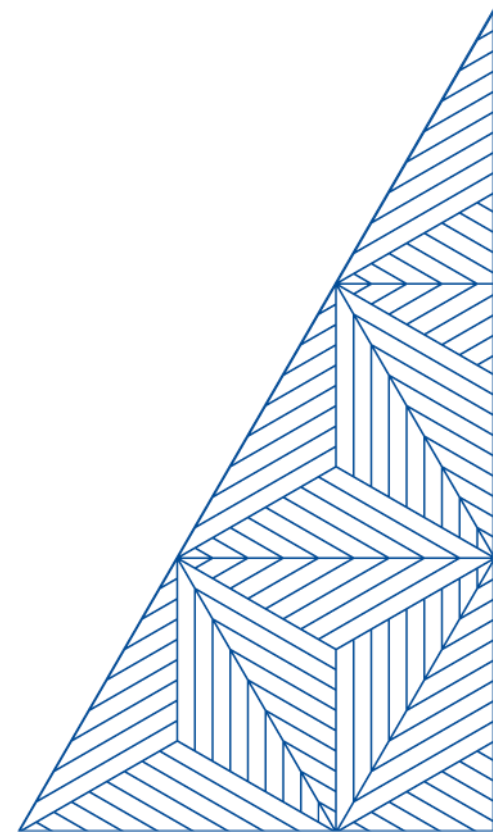


Guide to transacting with Duties Online

FREQUENTLY ASKED QUESTIONS (VERSION 4.0)



This document is to assist State Revenue Office (SRO) customers transact electronically using the SRO's Duties Online (DOL) system and an electronic lodgement network operator (ELNO). ELNOs provide the means for transacting parties or their representatives to collaborate electronically on preparing registry instruments, obtaining duty assessments, settling and disbursing funds and lodging instruments with the land registry to complete conveyancing transactions. This document includes the most common enquiries and provides explanations on how to resolve or avoid system related issues when interacting between the DOL and ELNO systems.

This document will be updated as necessary.

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1. Electronic settlements via an ELNO within Duties Online

1.1 Important reference numbers

When you retrieve and claim an ELNO lodgement within Duties Online, three identification numbers are required:

1. The 'ELNO Lodgement Case ID' is found in your ELNO workspace within the 'Stamp Duty' tab.
2. The 'SRO Case Reference/Transaction ID' is the State Revenue Office Transaction ID that can also be found in your ELNO workspace within the 'Stamp Duty' tab.
3. The 'Form ID' is the number on your client specific Digital Duties Form and is located in your Duties Online account under 'All Forms' or on the settlement statement.

You need to complete all three fields, pictured below, and select a **lodgement category and sub-category** to proceed with your transaction.

Retrieve ELNO lodgement

To use this page, you must obtain an ELNO Lodgement Case ID and SRO Case Reference / Transaction ID from your electronic lodgment network operator (ELNO) workspace.

ELNO Lodgement Case ID

SRO Case Reference / Transaction ID

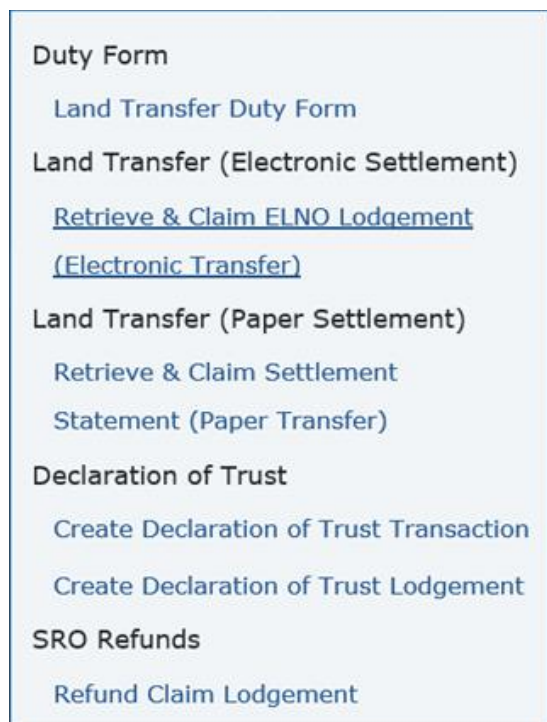
Retrieve

Form ID

Link Form

1.2 Land transfer (electronic settlement)

Hover over the 'Create' tab and select 'Retrieve & Claim ELNO Lodgement (Electronic Transfer)'.



You will then be prompted to enter the reference numbers and select a lodgement category and sub-category.

A self-assessing category and sub-category can be completed end-to-end by the Duties Online user without the need to lodge any documents with the State Revenue Office.

A complex category and sub-category must be assessed by the State Revenue Office before it can be finalised and lodged with Land Use Victoria.

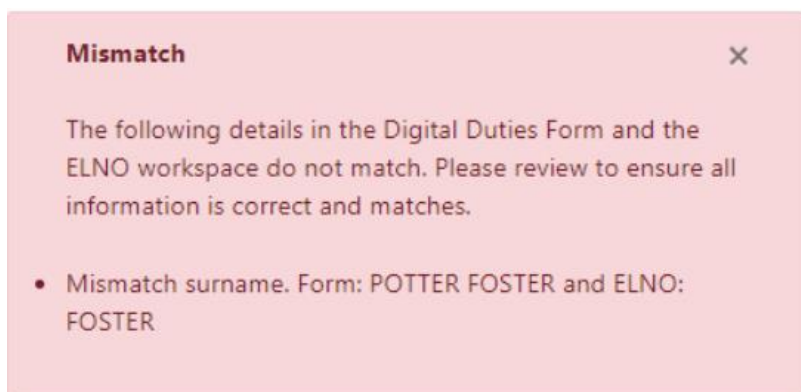
After linking the duties form you will be prompted to upload and submit supporting documents within Duties Online. Within your ELNO workspace, you will then need to confirm a settlement date at least 30 days in the future and then select 'Submit for Assessment'.

If you need assistance in determining which lodgement category and sub-category to select, refer our [Duties Online lodgement categories and checklist](#) on our website.

1.3 Data mismatch

If there are any data mismatches identified between the ELNO and the Digital Duties Form, you will get an onscreen error message.

The error message prompts you to correct the information provided within either the ELNO workspace or in the Digital Duties Form so they match.



You need to amend the relevant data before you can continue claiming the form.

1.4 Certifying an ELNO lodgement in Duties Online

An ELNO requires you to certify duty within Duties Online before you are able to 'Verify' in your ELNO workspace. Only Duties Online users with Payment Schedule Approver rights are able to certify ELNO lodgements.

For system assessed transactions, once you have retrieved and claimed your ELNO lodgement, continue through the steps until you arrive at the 'Duty Estimate' page.

If you agree with the duty estimate, select 'Acknowledge'.

Estimate

Duty Calculation

Estimate Duty Calculation	
Full Duty	\$25,070.00
Total Concession and Deductions	\$0.00
Total Duty	\$25,070.00
Amount Payable	\$25,070.00

Transaction Type: s10(1)(a)&(d) - Transfers of residential properties for full interest between unrelated parties

Explanation Messages: Duty Calculated on Consideration.
If any of the details on which this estimate is based change, the duty payable may also change. Validity of any pensioner concession will automatically be re-checked on the date of settlement.

< Back **Duty Estimate** **Acknowledge** [Return to Transactions](#)

Once you have selected 'Acknowledge', a 'Certify' option appears in its place. Select 'Certify'.

Confirm that you want to certify the transaction by selecting 'OK' in the message that appears.

For transactions involving complex assessments, you will need to allow 30 days for the manual duty calculation to be completed. When the assessment has been completed, go to your SRO notifications and select 'Lodgements that are ready to certify'. Click on 'Assessed lodgements', tick the checkbox next to your lodgement ID and select 'Certify Selected'.

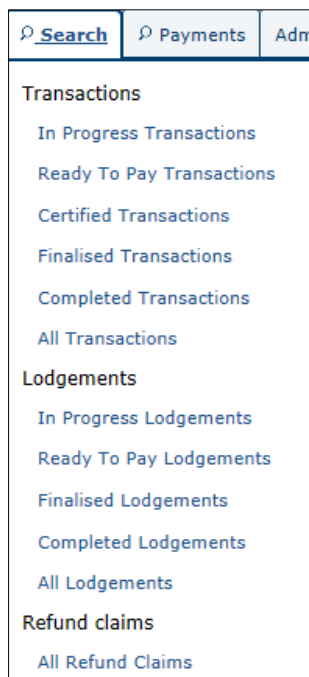
Once you have completed this process, refer to your ELNO workspace to 'Verify'.

If you certify your transaction within Duties Online and then amend information within your ELNO workspace, you need to recertify in Duties Online before verification in the ELNO workspace can occur.

1.5 Linking and unlinking a Digital Duties Form for an ELNO lodgement

If your Digital Duties Form is to be amended for any reason, you need to unlink the form from your transaction within Duties Online by following these steps:

Hover over your 'Search' tab and select the option matching the status of your transaction, for example, 'In Progress Transactions' or 'Certified Transactions'.



Search Payments Admin

Transactions

- In Progress Transactions
- Ready To Pay Transactions
- Certified Transactions
- Finalised Transactions
- Completed Transactions
- All Transactions

Lodgements

- In Progress Lodgements
- Ready To Pay Lodgements
- Finalised Lodgements
- Completed Lodgements
- All Lodgements

Refund claims

- All Refund Claims

Select the relevant Transaction ID, select the 'Edit' button in the pop-up Transaction Summary and you will be taken into the transaction itself.

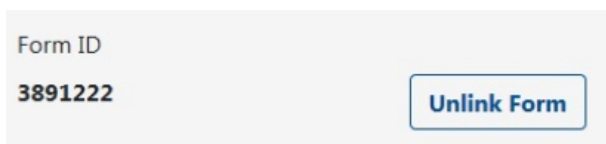
Select 'Return to Lodgement Summary' (located in the bottom right corner of the screen when you are in edit mode).



< Back Save Next >

[Return to Transactions](#) [Return to Lodgement Summary](#)

Next to the Form ID select 'Unlink Form' and then save the transaction to reflect the update.



Form ID

3891222

[Unlink Form](#)

You can then make the relevant amendments within your Digital Duties Form.

For complex transactions that are in a 'Submitted' status, the lodgement must be cancelled through the ELNO. Once cancelled, the Digital Duties Form will revert to the 'Signed' status. Click on 'Manage Signatories' and 'Unsign'.

You can then make the relevant amendments within your Digital Duties Form.

Once the form has been amended and you are ready to relink it to your ELNO lodgement, follow the four steps outlined above.

Instead of 'Unlink Form' you will need to re-enter the Form ID and select 'Link Form'. You can then progress through your Duties Online transaction.

1.6 How to unclaim a lodgement

To unclaim a lodgement, follow these steps:

1. In Duties Online search for the lodgement you want to unclaim.
2. Select the State Revenue Office Lodgement ID.
3. Select 'Unclaim Lodgement'.

If you also need to cancel the lodgement, this is done within your ELNO workspace. You will need to contact your ELNO to assist with cancelling the lodgement.

NOTE: A Digital Duties Form linked to an ELNO workspace that has not been cancelled cannot be used again for a new lodgement until it has been cancelled.

Lodgement Summary [Close]

[Unclaim Lodgement](#)

Lodgement Number 1878366 [Edit]

Client Reference:

SRO Case Reference: N101030

ELNO Lodgement Case ID: 1lvc07sojx1h5c9r

Status: In Progress

Earliest Settlement Date:

Scheduled Settlement Date:

Lodgement Category: Trust Exemptions and Concessions (Complex)

User ID: PASVER0001

Total Amount Payable: \$0.00

Last modified Date: 18 Jun 2019

If the 'Unclaim' lodgement button is not there, it means that the lodgement or transaction has been submitted (for complex lodgements) or duty has been finalised.

For complex lodgements that have been submitted, the only way to cancel the lodgement is to cancel the entire ELNO workspace. Once the ELNO workspace has been cancelled the Duties Online user has access to 'Unclaim' the lodgement in Duties Online.

Once the status of the lodgement or transaction is finalised or completed, the Duties Online user is unable to make any further changes to the lodgement or transaction.

1.7 How to change a lodgement category for an ELNO lodgement

Duties Online users can change the lodgement category for complex or self-assessing lodgements by following these steps:

1. Search 'All Lodgements'.
2. Select the State Revenue Office Lodgement ID.

3. Select 'Edit' to view the lodgement summary screen.
4. Click on the Category and Sub Category dropdown fields to select the new category and sub-category.

For complex lodgements that have already been submitted, the lodgement category cannot be changed.

Lodgement summary

SRO Lodgement ID

1878360

ELNO Lodgement Case ID

329467716366200647

SRO Case Reference

N101023

Your reference number (optional)

Category

Transfer to parties that are not related or associated



Sub Category

Transfer to parties that are not related or associated



2. Duties Online

2.1 Retrieve and claim settlement statement (paper transfer)

All transfers must be lodged via an ELNO with a few exceptions, which can still be lodged via a paper transfer.

For paper transfers, a Duties Online user must select 'Retrieve & Claim Settlement Statement (Paper Transfer)' from the 'Create' tab.



The screenshot shows a sidebar menu with the following items:

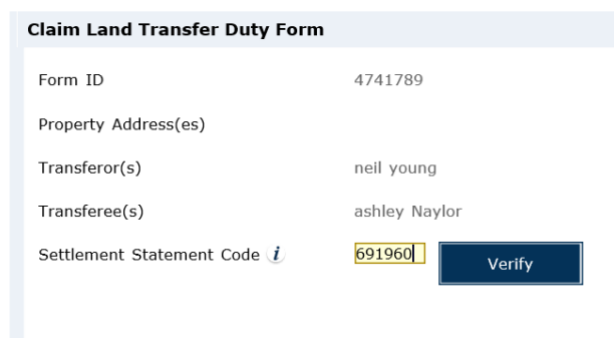
- Duty Form
 - Land Transfer Duty Form
- Land Transfer (Electronic Settlement)
 - Retrieve & Claim ELNO Lodgement (Electronic Transfer)
- Land Transfer (Paper Settlement)
 - Retrieve & Claim Settlement Statement (Paper Transfer)
- Declaration of Trust
 - Create Declaration of Trust Transaction
 - Create Declaration of Trust Lodgement
- SRO Refunds
 - Refund Claim Lodgement

The Duties Online user then needs to enter the Digital Duties Form ID and select 'Retrieve'.



The screenshot shows the 'Retrieve Land Transfer Duty Form' screen. It has a text input field for 'Form ID' with a help icon (i) and a clear button (x). The value '4741789' is entered in the field. Below the input field is a blue button labeled 'Retrieve'.

The user then needs to verify the settlement statement code located on the settlement statement and select 'Claim as SRO Land Transfer Lodgement'.



The screenshot shows the 'Claim Land Transfer Duty Form' screen. It displays the following information:

Form ID	4741789
Property Address(es)	
Transferor(s)	neil young
Transferee(s)	ashley Naylor
Settlement Statement Code	691960

There is a blue button labeled 'Verify' next to the Settlement Statement Code field.

The user needs to select the applicable lodgement category and then proceed to claiming the duty.

Only the lodgement categories below are able to settle via a paper transfer through Duties Online:

- Any transfer with > 20 volumes/folios.

- NICO transfers.
- Corporate reconstructions.
- Economic entitlements.
- Change in beneficial ownership.
- Transfer of land use entitlements.
- Conversion of land use entitlements.
- Consideration/market value of \$10billion or more.
- Shariah finance.
- Fractional interest – interest titles/folios.
- Fractional interest – assignment.
- Fractional interest – surrender.
- Fractional interest – life and remainder.
- Deceased estate transfers with > 1 consideration.

The following paper transfers are managed after settlement (emailed to electroniclodgement@sro.vic.gov.au):

- Equity release program.
- Vesting orders.
- Adverse possession.
- Caveats.
- Transactions where parties are unable to complete a Digital Duties Form.

All other transfers MUST be lodged and settled via an ELNO.

2.2 How to search for an 'In Progress' transaction

To search for an 'In Progress' transaction, follow these steps within Duties Online:

1. Hover over your 'Search' tab and select 'In Progress Transactions'.
2. Select the transaction ID number requiring your attention and select the 'Edit' button in the pop-up summary. You will then be taken into the transaction itself.

2.3 How to cancel paper transfer lodgements

To cancel a Duties Online paper lodgement, follow these steps:

1. Hover over your 'Search' tab and select 'All Lodgements'.
2. Select the relevant Lodgement ID to view a 'Lodgement Summary' page.
3. Select the hyperlink that reads 'Cancel Lodgement' and select 'OK'.

If you have already submitted your lodgement you cannot cancel the submission.

In this case, you need to email electroniclodgement@sro.vic.gov.au with a cancellation request and provide the reasons why you need to cancel the lodgement.

2.4 Stamp duty refund claims – transaction ID required

If your client(s) has overpaid land transfer duty on their purchase because the appropriate concessions were not applied, you can apply for a refund up to five years after the date the duty was paid.

Each refund is linked to a unique 'Transaction ID' which must be supplied when a refund claim is submitted.

This is the 'SRO Reference Number' that can be found on the transaction's Duty Statement or Certificate of Duty.

This number can also be located within your ELNO workspace.

If you were not the responsible party who lodged the original transaction, you may be able to contact the State Revenue Office to obtain the Transaction ID. However, you will need to provide security information before we can release the details.

Before you call us, please have the following information at hand:

- volume/folio (title particulars),
- transferee/s full name/s,
- transferee/s date of birth,
- settlement date.

2.5 Amending Duties Online registrations

Duties Online users with administration access can process amendments to the registration details of their organisation. All amendments must be in accordance with the Duties Online [additional terms of use](#).

Some common amendments include:

- Updating contact details.
- Creating new users.
- Changing access to current users.
- Removing existing users.
- Updating types of documents to process.

Select the 'Administration' tab and select the section you want to amend.

Amendments requiring manual processing may take up to 14 days to be completed. These amendments include:

- Registration of a new entity (ELNO access included).
- Adding a new DOL user to a registered organisation.
- Amending information within the organisation level.

If the amendment is processed manually, the user will receive an email once the amendment has been completed.

Amendments to an existing DOL registered organisation can be auto-approved, which may take up to 20 minutes, and include:

- Requesting access to Duties Online forms.
- Updating information of existing users.
- Deleting existing users.

To avoid unnecessary delays, do not combine auto-approved amendment requests and amendments requiring manual processing within the one application. Amendment requests that are capable of auto-approval should be processed under their own application to ensure the system can complete them.

If you need to escalate a manual amendment, email the application reference ID to dutiesonline@sro.vic.gov.au detailing why the amendment is urgent so that our team can review your request.

2.6 How to reset a Duties Online password

On the [Duties Online login page](#), select 'Reset your password' next to the 'Password' field.

Enter your username and corresponding email address and select 'OK'.

A pop-up box prompts you to create a temporary 'Activation Password', which must be a minimum of seven characters and a maximum of fifteen characters.

Make sure you record this temporary password as you will need it later to complete this process.

An email will be sent to the email address provided. When you receive the email, select the link within the email and enter the temporary activation password that you created.

Once you have successfully logged in, you must create a new permanent password (once again a minimum seven characters and maximum of fifteen characters), using a mix of upper and lower case letters, and numerals.

2.7 Duties Online lodgement status — explanatory notes

Once you have submitted your complex lodgement to be assessed manually by the State Revenue Office, you can check its progress at any time by going to the 'Search' tab and selecting 'All Lodgements'.

The status of the lodgement will change depending on the stage that it is at:

- **Allocated** — the lodgement has been allocated to a State Revenue Office assessor.
- **Cancelled** — the lodgement has been cancelled and you will receive an email confirming this.
- **Completed** — the duty has been received by the State Revenue Office and allocated to the lodgement.
- **Finalised** — the user has committed to pay the lodgement.
- **Impounded** — the lodgement has been impounded by the State Revenue Office and you will receive an email confirming this.
- **In Progress** — the lodgement has been created and may have been submitted.
- **Manually Assessed** — the lodgement has been assessed by the State Revenue Office.
- **Ready to Pay** — the lodgement is ready to pay and it now has to be certified or a payment method assigned.
- **Returned** — the lodgement has been returned to you so that you can submit further information.
- **Review** — the lodgement has been taken back by the State Revenue Office for further review.

3. Digital Duties Form

3.1 Unable to claim the form

If, when you are claiming your Digital Duties Form, an error appears stating that the relevant form cannot be claimed, it may mean that the form has already been claimed, either by yourself or another entity.

You can check this by hovering over your 'Search' tab and selecting 'All Forms'.

Locate your form ID and check the status.

If the status shows 'Claimed', you will need to confirm if the form has been claimed by your firm or another party, for example the bank's lodging agent.

3.2 Why is the form not 'Ready to Sign'?

The form status will only change to 'Ready to Sign' once all representatives for the transaction have correctly completed their section of the form.

An easy way to check if you have completed your specific section of the form is to select the drop down arrow of your 'Actions' tab within your list of forms.

If an image of a padlock is visible next to your form, this means you have completed and confirmed the relevant section.

If an image of a pencil is visible next to your form, this means that there are still tasks to be completed within the relevant section.

3.3 How to sign or request signatures

To sign the Digital Duties Form, go to the 'Actions' tab, select 'Manage Signatories' and then 'Request Signature'.

Enter your client's email address and select 'Request Signature'.

Before you invite your client to sign, make sure you have verified your client's identity and confirmed that the information within the form is correct.

Once you have sent the request for the form to be signed, the signature status will change to 'Pending Signature' and display details of when the invitation was sent.

If your client does not have access to a computer to electronically sign the form, you have the option to manually sign the form.

To do this, simply print the statement for your client by selecting 'Download Form' and ask your client to physically sign the printed document and return it to you for your records.

After viewing the manually signed document, you can select the option 'Sign Form'.

To proceed, you will be asked to declare that you hold a signed hard copy of the form.

3.4 Can I edit a signed form?

Once the Digital Duties Form has been signed by your client you will not be able to make any changes to the information within the form unless you 'unsign' the form.

To unsign, you need to hover over the 'Search' tab and select 'All Forms'.

From there, select the blue 'Actions' tab and select 'Manage Signatories'.

You will see an option allowing you to select 'Unsign'.

Once this has been selected, the form returns to 'Ready to sign' status enabling you to edit it. Once you have done this, you need to get the form signed again.

3.5 GST portion of the form

If the contract price does not include GST because no GST is payable on the transfer, the answer to the question 'Does the consideration amount stated in the contract include any amount for GST?' should be 'No'.

The particulars of sale in a contract will specify whether the price (or balance) includes GST (if any). Most contract prices are inclusive of GST.

3.6 How to add a concession and/or exemption

Each Digital Duties Form has a section allowing you to include any applicable concessions or exemptions.

Once you have entered the intended date of occupation, you need to select from the drop down box which concession or exemption you are applying for.

The screenshot shows a form titled 'Concession/exemption type' and 'Transferee'. Below the title bar, there is a message: 'You must add all concessions/exemptions for this transaction.' Below this, there is a dropdown menu labeled 'Concession/exemption type' with the selected option 'Principal place of residence concession'. Below the dropdown is a blue button with a plus sign and the text '+ Add concession/exemption'. At the bottom of the form, there are three buttons: '< Back', 'Save', and '> Save and continue'.

Once you have selected the applicable concession or exemption, select the blue button '+ Add concession/exemption'. Once this is done, the relevant concession or exemption will be listed under the blue banner with the relevant transferee's name listed.

The screenshot shows a table with two columns: 'Concession/exemption type' and 'Transferee'. The first row contains the text 'First home buyer duty concession or exemption' under the first column and 'Mr John Smith' under the second column. To the right of the text in the second column are two buttons: a blue 'Edit' button and a red 'Delete' button.

3.7 What to do when the settlement date has changed

If the form has been completed by all representatives and signed by all parties, you cannot make any amendments to the information within the form.

If the settlement date has changed you do not need to amend this in the Digital Duties Form as the form only requires an intended settlement date. You will, however, be required to amend this date within your ELNO workspace.

3.8 How to complete the form when trusts are involved

When land is to be held on trust, the trustee is the party who will be listed on the title and who will therefore be listed within the Digital Duties Form as either the transferor or transferee.

The trustee can be an individual, association or a company — refer to the trust deed to clarify the type of trustee.

To prompt information relating to the trust, you must answer 'Yes' to the question 'Are you acting on behalf of a trust?'

You will then be prompted to enter the name of the trust, the trust type and at least one beneficiary named within the trust deed.

The screenshot shows the 'Trust' section of a form. It includes a question 'Are you acting on behalf of a trust?' with 'Yes' and 'No' buttons. Below this is a text field for 'Name of trust' containing 'ABC Family Trust'. Then, a 'Trust type' dropdown menu is set to 'Discretionary'. A table lists a beneficiary: 'Miss Jane Smith' with the type 'Individual - other' and a 'Delete' button. At the bottom, there is a 'Beneficiary type' dropdown set to 'Select...' and an 'Add beneficiary' button.

Name	Type	
Miss Jane Smith	Individual - other	Delete

3.9 How to confirm if a pension concession has been used before

Eligible pensioners may be entitled to a once-only duty exemption or concession when they buy a home valued at no more than \$750,000.

Before you apply for the concession on behalf of your clients, you need to confirm that the concession has not been used on a previous transfer.

If settlement occurred on or after November 2011, the State Revenue Office may be able to confirm if the concession has been used if you provide us with:

- names of all purchasers,
- their dates of birth,
- property address,
- volume/folio (title particulars),
- transferee CRN number,
- settlement date.

If the transfer occurred before November 2011, you need to contact [Land Use Victoria](#) to request the registered transfer of land document.

3.10 How to complete the form where a deceased estate is involved

When a property transfer is being completed as a result of a deceased estate, the Digital Duties form needs to be completed in a specific way.

Under 'Transferor type', you need to select 'Individual – other'. Complete the fields as you would for a standard transfer.

You will then need to answer 'Yes' to the question 'Are you acting on behalf of a trust?'

Enter the name of the deceased in the 'Name of Trust'. Select 'Other' from the options under 'Trust Type' and list 'Deceased Estate' in the free text box and add one of the beneficiaries listed within the will. You can then complete the form as normal.

Trust

Are you acting on behalf of a trust?

Name of trust

Trust type ?

If other, please specify type of trust ?

3.11 How to complete the off-the-plan concession

For the off-the-plan concession to be correctly applied to a transaction, you must ensure that the Digital Duties Form has been completed with the correct information.

You must select 'Yes' to the question 'Is the sale subject to an off-the-plan concession?'

Is the sale subject to an off-the-plan concession?

Yes No

Which method are you using to calculate the off-the-plan concession? ⓘ

Fixed % - multi-lot low rise up to and including three storeys (60%) ▼

Fixed percentage method ⓘ

Contract price

\$ 100,000 .00

100% building works costs

\$ 60,000 .00

What percentage of construction works were completed after the contract date? ⓘ

60 %

Deemed construction costs after contract ⓘ

\$ 36,000 .00

Dutiable value ⓘ

\$ 64,000 .00

You then need to select which method the vendor has used to calculate the off-the-plan concession.

Once you enter the percentage of construction works completed, the deemed construction costs and dutiable value automatically calculate.

3.12 How to complete the 'Sub-Sales/Nomination & Options' section

If the transfer involves a nomination, the representative will need to complete the 'Sub-sales, Nomination & Options' section of the Digital Duties Form.

If the transfer involves a nomination, the representative will select 'No' to the question 'Is the transferee(s) the same party as the purchaser(s) named in the contract?'

Is the transferee(s) the same party as the purchaser(s) named in the contract or agreement?

Yes No

You will then be prompted to enter details of the purchaser type. The purchaser is the individual or entity who signed the contract of sale.

Purchaser type

Individual - natural person ▼

Title

Mr ▼

First name

John

Middle name

Surname

Smith

The transferee/s listed within the form will automatically appear in this section of the form.

You need to complete three other fields (see below) before you can 'Save and continue'.

Transferees

Name	Purchaser type
Miss Jane Smith	Individual - natural person
Did Miss Jane Smith obtain the transfer right to have any part of the property transferred to them by nomination, assignment, novation or otherwise? i <input checked="" type="button" value="Yes"/> No Date transfer right acquired 10/09/2018 	
Is Miss Jane Smith a relative of the purchaser or associated to the purchaser? i Yes <input checked="" type="button" value="No"/>	