Guide to transacting with Duties Online

Frequently Asked Questions (Version 2.0)

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. Property Exchange Australia (PEXA) is currently the only approved operating ELNO.

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 PEXA systems.

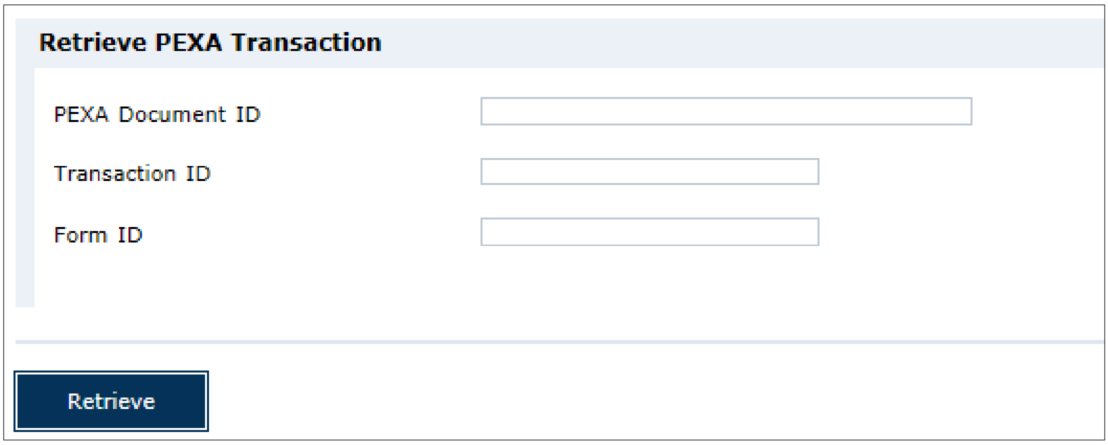
This document will be updated as necessary.

Contents

1 PEXA transactions within Duties Online

1.1 Important reference numbers

When you retrieve and claim a PEXA transaction within Duties Online, three identification numbers are required:



1. The PEXA Document ID is also known as a Transfer Number and is found in your PEXA workspace under the ‘Stamp Duty’ tab.
2. The Transaction ID is the State Revenue Office Transaction ID, which is also found in your PEXA workspace under the ‘Stamp Duty’ tab.
3. The Form ID is the number on your client specific Digital Duties form, which is located in your Duties Online account under ‘All Forms’ or on the settlement statement.

You need to complete all three fields to proceed with your transaction.

1.2 DOL Duty Determination vs SRO Duty Determination

There are two options to choose from. To claim as:

1. a ‘PEXA Land Transfer Transaction’ under DOL Duty Determination, or

2. An ‘SRO Land Transfer Lodgement’ under SRO Duty Determination.

A DOL Duty Determination Transaction is one that is completed end-to-end by the DOL user without the need to lodge any documents with the State Revenue Office (SRO).

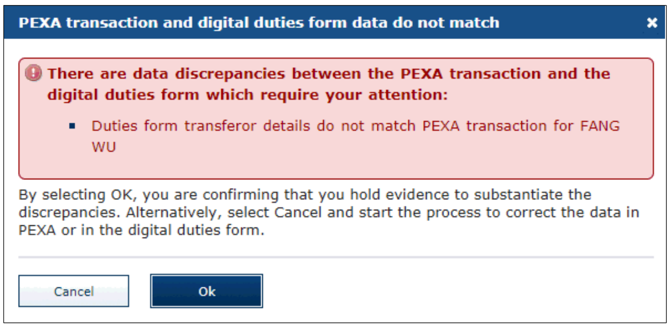
An SRO Duty Determination Lodgment is a complex transaction that must be assessed by the SRO before it can be finalised and lodged with Land Use Victoria.

If you need assistance determining which option is relevant to your transfer, please refer to the Duties Online transaction types available on our website.

1.3 Data discrepancies

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

The error message prompts you to confirm or correct the information provided in PEXA and the digital form. An error message will appear even if there are minor differences, such as in punctuation or additional spaces.



If you are confident that the information in both PEXA and the digital form is correct, or you hold evidence to substantiate the discrepancy, you can select ‘OK’ and continue with the transaction.

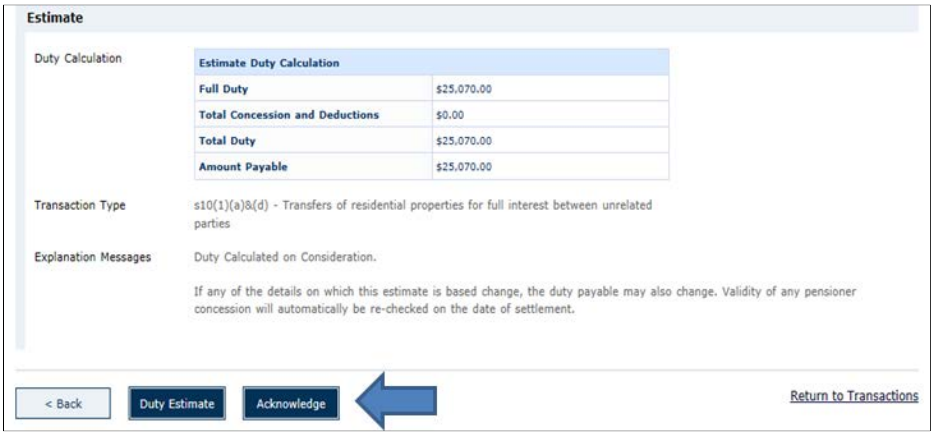
If you identify that there has been an error, you need to select ‘Cancel’ and amend the relevant data, either in your PEXA workspace or within your Digital Duties Form.

1.4 Certifying a PEXA transaction in Duties Online

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

Once you have retrieved and claimed your PEXA transaction, continue through the steps until you arrive at the 'Duty Estimate' page.

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



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 will appear.

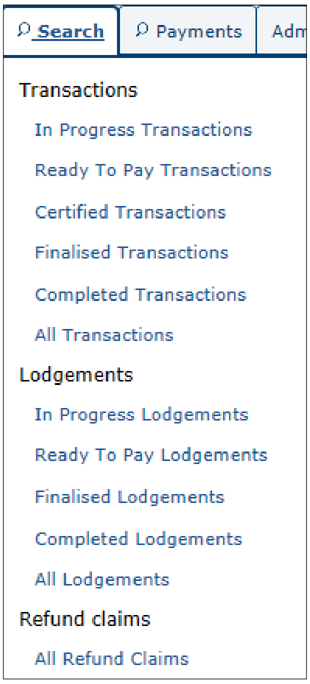
Once you have completed this process, refer to your PEXA workspace to 'Verify'.

If you certify your transaction within Duties Online and then amend information within your PEXA workspace, you need to re-certify in Duties Online before verification in PEXA can occur.

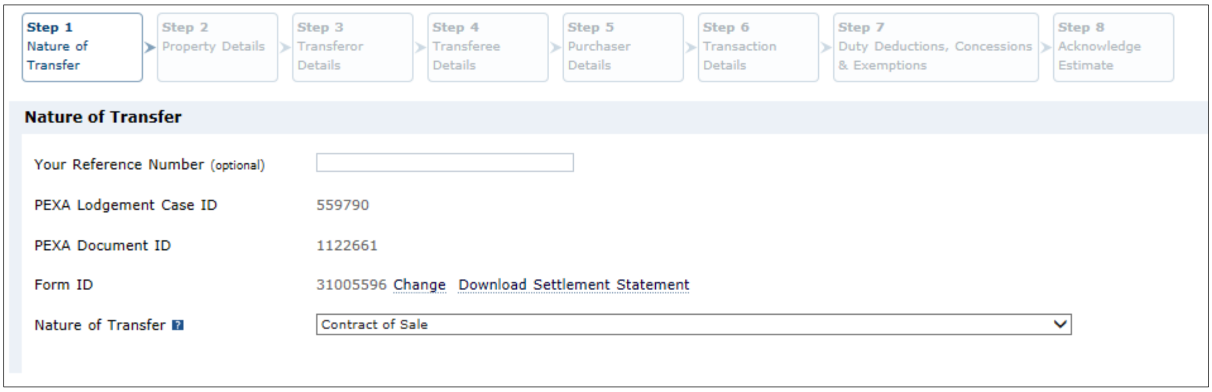
1.5 Linking and unlinking a Digital Duties Form for a PEXA transaction

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:

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



2. Select the Transaction ID requiring attention, select the ‘Edit’ button in the pop up Transaction Summary and you will be taken into the transaction itself.
3. Go to ‘Step 1 – Nature of Transfer’ where you will see a summary overview of your transfer.



4. Next to your Form ID, select the hyperlink ‘Change’ and a separate message box appears containing your form number.
5. Manually delete the Form ID out of the field and select ‘OK’ and then save the transaction to reflect the update which will allow you to amend the Digital Duties Form.

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 PEXA transaction, follow the first four steps above.

Instead of ‘Change’ there will be a hyperlink ‘Add’, which you need to select and then enter the Form ID into the field and select ‘OK’.

You will now be able to progress through your Duties Online transaction.

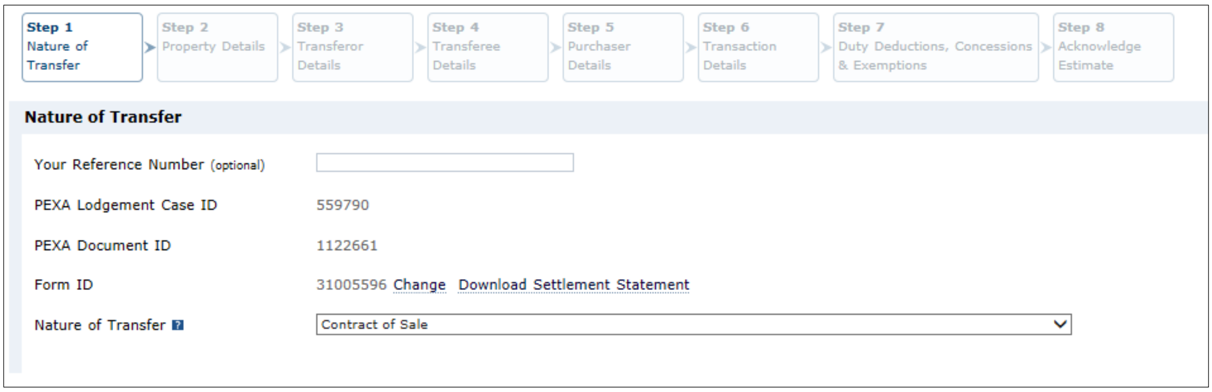
1.6 How to cancel a PEXA transaction

Because the PEXA transaction information is generated within your PEXA workspace there is currently no option for you to cancel an 'In Progress' PEXA transaction within Duties Online

While you can unlink the Digital Duties Form, the transaction will remain within the 'In Progress' transaction list.

To unlink the form from your transaction within Duties Online, follow these steps:

1. Hover over your 'Search' tab and select the option matching the status of your transaction, for example, 'In Progress Transactions' or 'Certified Transactions'.
2. Select the Transaction ID requiring attention, select the 'Edit' button in the pop-up Transaction Summary and you will be taken into the transaction itself.
3. Go to 'Step 1 – Nature of Transfer' where you will see a summary overview of your transfer.



4. Next to your Form ID, select the hyperlink 'Change' and a separate message box, containing your form number, will appear.
5. Manually delete the Form ID out of the field and select 'OK' and then save the transaction to reflect the update. This will allow you to amend the Digital Duties Form.

2 Duties Online

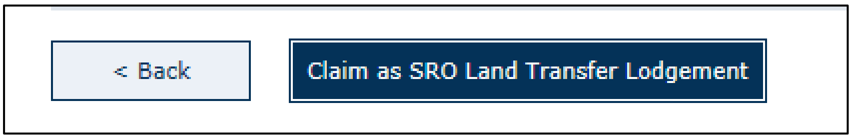
2.1 Claim as SRO Land Transfer Lodgement

You can only retrieve and claim a PEXA transaction or lodgement once the Digital Duties Form has been completed and signed by all relevant parties.

Once this has been completed, hover over the ‘Create’ tab within Duties Online and select ‘Retrieve & Claim Settlement Statement’.

There are two options to claim as a ‘PEXA Land Transfer Transaction’ or an ‘SRO Land Transfer Lodgement’.

Enter the applicable Form ID into the field and select ‘Retrieve’.



A DOL Land Transfer Transaction is one completed end-to-end by the DOL user, without the need to lodge any documents with the State Revenue Office (SRO).

An SRO Land Transfer Lodgement is a complex transaction that must be assessed by the SRO before it can be finalised and lodged with Land Use Victoria.

If you need assistance determining which option is relevant to your transfer, please refer to the Duties Online transaction types available on our website.

To assist you in completing the Digital Duties Form, you may want to watch our DOL tutorial videos.

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 transactions

To cancel a Duties Online Transaction you need to hover over your ‘Search’ tab and select ‘All Transactions’.

Select the relevant Transaction ID to view a Transaction Summary page.

If the status of the transaction is ‘In Progress’ you can select the hyperlink that reads ‘Cancel Transaction’ and then select ‘OK’.

If the status of the transaction is ‘Ready to Pay’ you need to select the ‘Edit’ option and then search for the transaction again.

2.4 How to cancel lodgements

Similarly, to cancel a Duties Online Lodgement, you need to hover over your ‘Search’ tab and select ‘All Lodgements’.

Select the relevant Lodgement ID to view a ‘Lodgement Summary’ page.

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, providing the reasons you need to cancel the lodgement.

2.5 Cancelling a Duties Online Transaction to then claim as a PEXA transaction

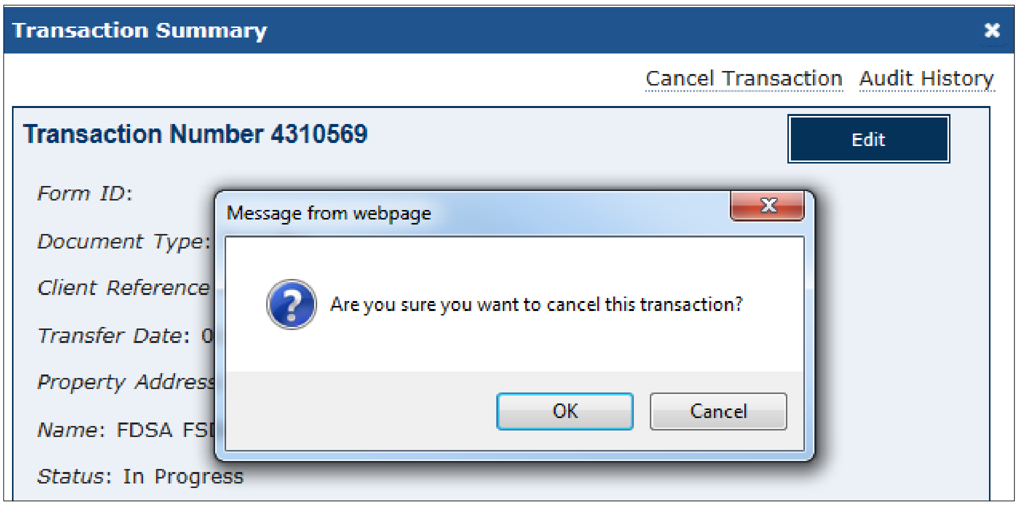
When a land transfer is being processed through PEXA, the lodging party must link the Duties Online transaction with the PEXA system.

If you have mistakenly created a DOL transaction without linking it to PEXA, you need to cancel the transaction.

Hover over your ‘Search’ tab and select ‘In Progress Transactions’.

From the list, select the transaction ID hyperlink that was mistakenly created.

In the ‘Transaction Summary’, you will see two options, ‘Cancel Transaction’ and ‘Audit History’.



Select the ‘Cancel Transaction’ and select ‘OK’. This permanently removes the transaction from your Duties Online account.

Hover over you ‘Create’ tab and select ‘Retrieve & Claim PEXA Transaction’.

Enter the relevant PEXA Document ID, Transaction ID, and Form ID and select ‘Retrieve’.

2.6 Cancelling a Duties Online lodgement to correctly claim as a PEXA transaction

If you have created a Duties Online lodgement in error, you need to cancel the lodgement before you can claim it as a DOL PEXA transaction.

To cancel a Duties Online lodgement, you need to hover over your Search Tab and select ‘In Progress Lodgements’.

Select the relevant ‘Lodgement ID’ to view a ‘Lodgement Summary’ page.

Select the hyperlink that reads ‘Cancel Lodgement’ and select ‘OK’.

You can now create a DOL PEXA transaction.

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, providing the reasons you need to cancel the lodgement.

2.7 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 Duty Statement or Certificate of Duty from the transaction.

This number can also be located within your PEXA 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 the details are released.

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

2.8 Amending Duties Online Registrations

Duties Online users with administration access can process amendments to the registration details of their organisation.

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 wish to amend.

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

- Registration of a new entity (PEXA 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. This may take up to 20 minutes and amendments include:

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

If you require escalation of a manual amendment you can email the application reference ID to dutiesonline@sro.vic.gov.au detailing why the amendment is urgent and our team will review your request.

2.9 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'. This must be a minimum of seven 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), using a mix of upper and lower case letters, and numerals.

2.10 Duties Online lodgement status - explanatory notes

Once you have submitted your Lodgement for SRO Determination, 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 which stage the assessment is at:

- **Allocated** - the lodgement has been allocated to a specific 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 a State Revenue Office officer.
- **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 a State Revenue Office officer to be further reviewed.

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 Duties 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 from 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 in 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 sign the form electronically, 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 document.

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 will return to 'Ready to sign' status and enable you to edit the information required. Once you have edited it, you will need to get the form signed again.

3.5 GST Portion of the form

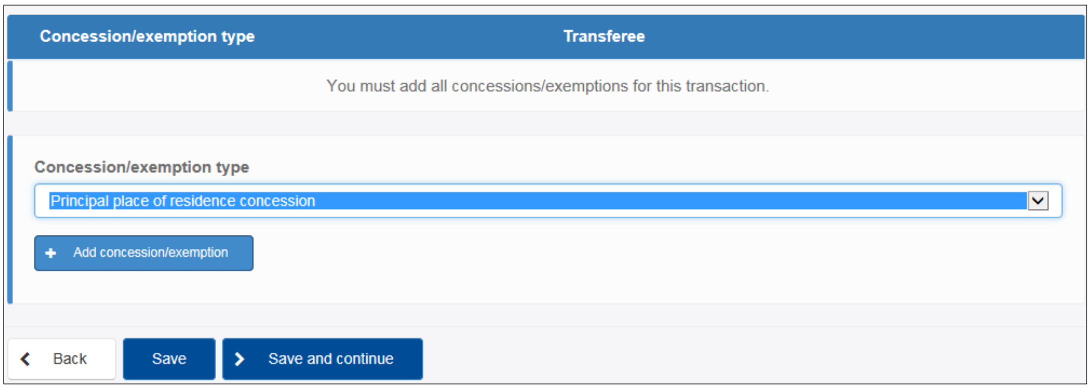
If the contract price does not include GST because no GST is payable on the transfer, the answer to the question 'Does the consideration amount stated in the contract include any amount for GST?' should be 'No'.

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 which concession or exemption you want to apply for from the drop down box.



Once you have selected the applicable concession or exemption, select the blue button reading: '+ 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.

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 are unable to make any amendments to the information within the form.

If the settlement date has changed and the bank requires an amended settlement statement, you need to unsign the form, amend the settlement date and have all relevant parties complete and resign the form.

An incorrect settlement date will not affect your DOL transaction, but you must comply with the requests of the relevant financial institution.

3.8 How to complete the form when trusts are involved

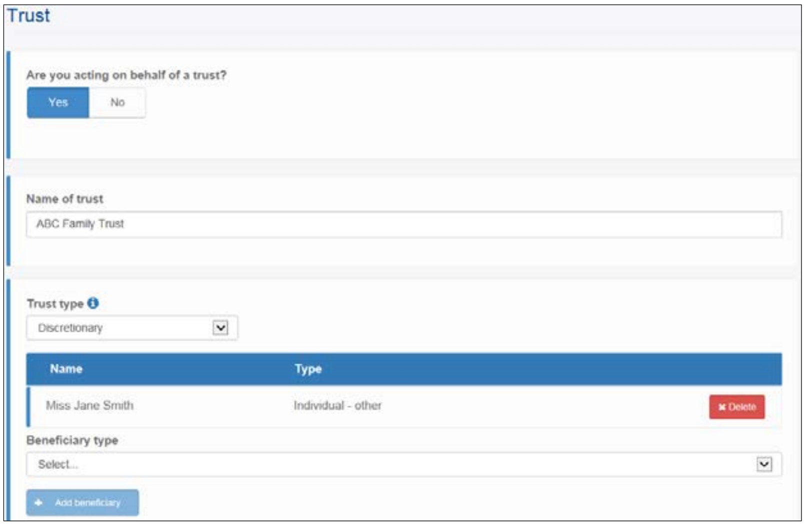
When land is to be held on trust, the trustee is the party who will be listed on the title and who will therefore be listed within the Digital Duties Form as either the transferor or transferee.

The trustee can be an individual, association or a company. Please refer to the Trust Deed for clarification as to 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.



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),
- Settlement date.

If the transfer occurred before November 2011, you need to contact Land Victoria to request the Registered Transfer of Land document.

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

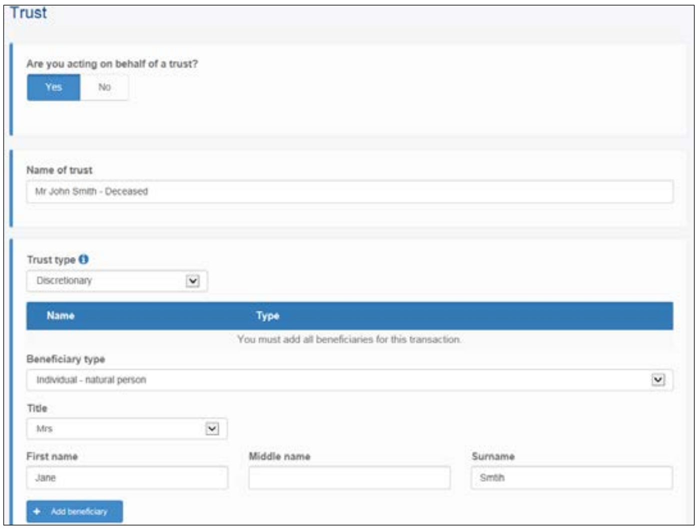
When a property transfer is being completed as a result of a deceased estate, the Digital Duties form needs to be completed in a specific way.

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 'Discretionary Trust' from the options under 'Trust Type' and add one of the beneficiaries listed within the Will. You can then complete the form as normal.

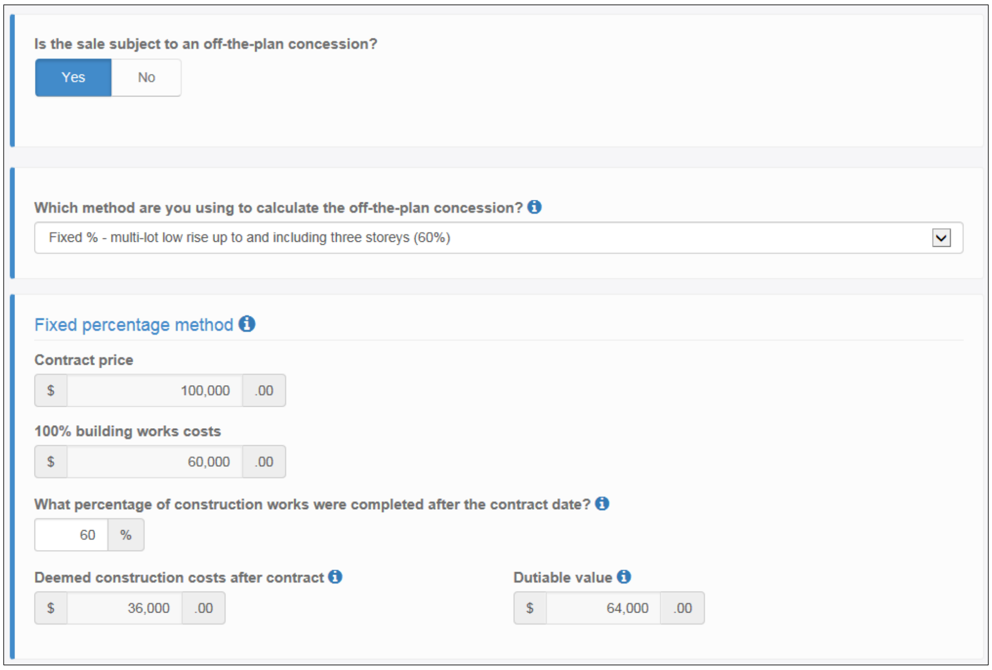


3.11 How to complete the off-the-plan concession

For the off-the-plan (OTP) 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?'



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.

The deemed percentage of construction works will be rounded up to the next 10 per cent increment. For example, if there is still 62 per cent of construction to be completed after the contract date, the field will adjust to 70 per cent.

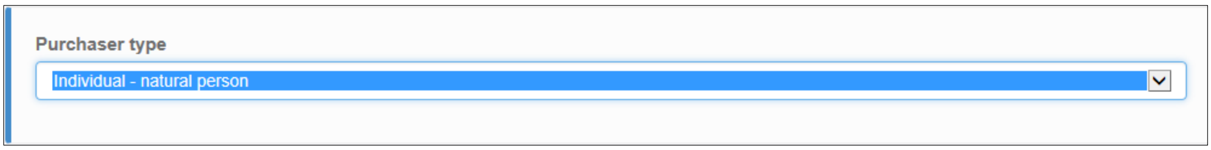
3.12 How to complete the 'Sub-Sales/Nomination & Options' section

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?'

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.



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’.