

# Electronic Duties Return (EDR)

Your Guide to Online Registration



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## The registration process

To become an EDR client, the process will involve:

1. Engage an approved Client Service Provider (CSP).
2. Submit an online registration application, which is available on the Register for Electronic Duties Returns page.
3. Verify your email address after your application has been submitted.
4. Revenue NSW will contact you to discuss your EDR registration, training requirements and access to the eDuties portal.
5. Complete an online eLearning introductory course.
6. Once your application is approved, you will receive a Notice of Approval of Special Tax Return Arrangement with instructions on the next steps required to activate your account.

## The online application

The online registration application is a series of screens that guide you through entering information required to process the application. The process is a step-by-step and pages cannot be skipped. The pages you will be guided through are:



Before you start, you must have the following information:

- ABN
- Business address details
- Postal address (if different to the business address)
- Name and contact details for the approval holder, primary contact and EDR Payment Enquiries contact.
- The name of the Client Service Provider (CSP)
- Details of professional associations and memberships (e.g. Law Society or AIC, CPA)



Make sure you do not leave your online application or close it for any reason, it will time out and it will not save if you close the system before you submit.

## EDR Application for Registration

The online application allows prospective EDR clients to complete their registration application online.

Once registered, EDR clients can check and change their registration details using the online change of details form.

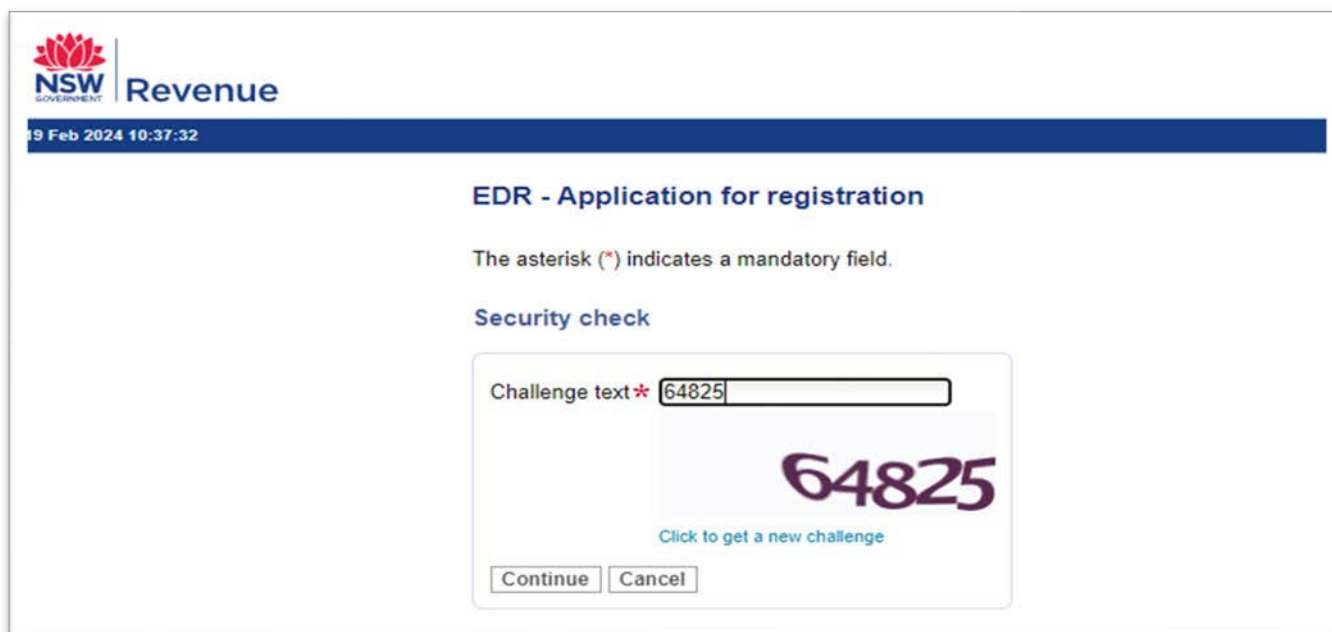
The following steps describe in more detail the EDR application for registration process.

### 1. Security Check

A security check screen will appear when you click on Register for EDR icon.

Enter the five characters provided in the coloured text box into the 'challenge text' form field and select 'continue'.

If you have trouble with the characters provided, select 'Click to get a new challenge' to receive a new set of characters which is shown in the image below.

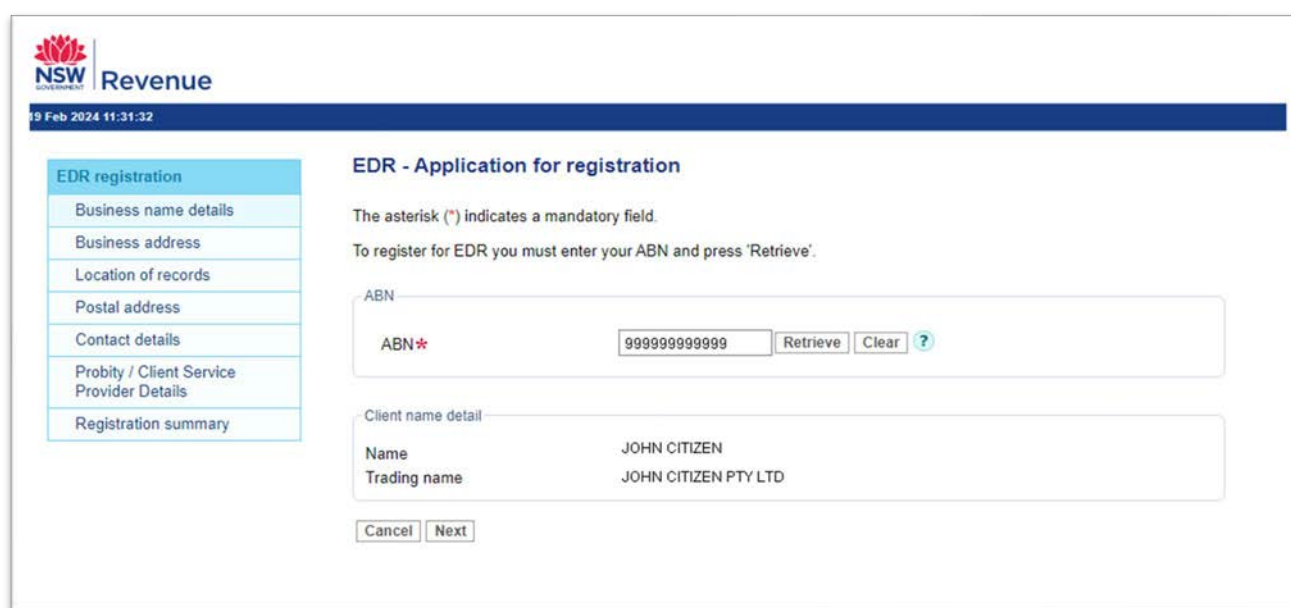
The screenshot shows the 'EDR - Application for registration' page. At the top left is the NSW Government logo and the word 'Revenue'. Below this is a blue header bar with the date and time '19 Feb 2024 10:37:32'. The main heading is 'EDR - Application for registration'. Below this is a note: 'The asterisk (\*) indicates a mandatory field.' The section is titled 'Security check'. It features a form with a label 'Challenge text\*' and a text input field containing '64825'. To the right of the input field is a large, stylized purple graphic of the number '64825'. Below the graphic is a link that says 'Click to get a new challenge'. At the bottom of the form are two buttons: 'Continue' and 'Cancel'.

## 2. Business Details

The business details section is where you provide details of your business name and trading name, based on entry and retrieval of ABN details.

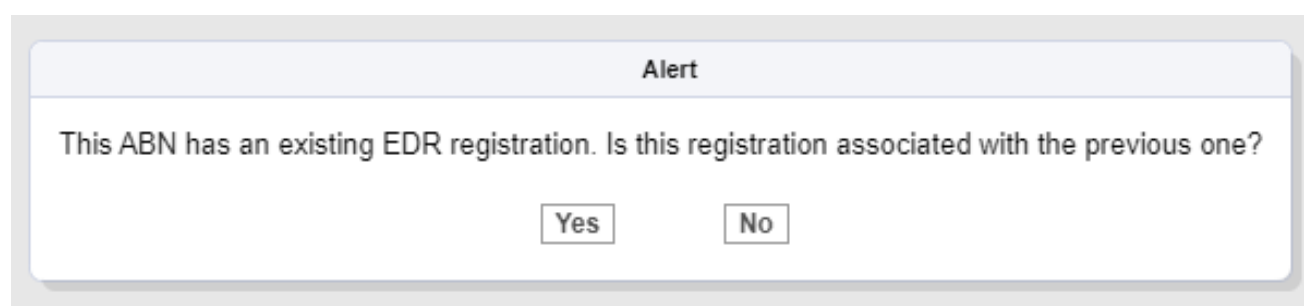
**2.1** Enter your ABN into the text field and select 'Retrieve'. The system will automatically display your business name and trading name from your Australian Business Register (ABR) records.

Below is an image of the business details screen.



If the ABN you have entered, and retrieved information for has previously been registered for EDR a pop-up alert will be displayed. This asks you to confirm if your registration is associated with a previous registration.

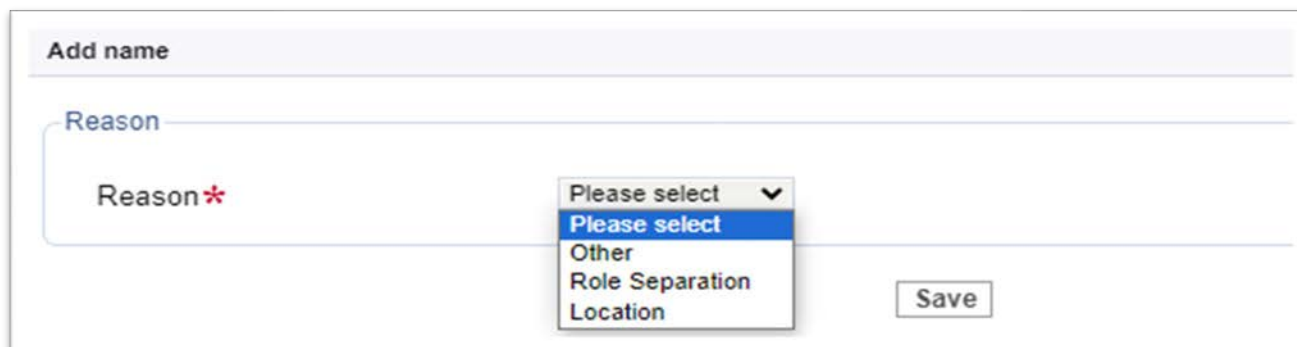
Below is an image of what the alert will look like.



**2.2** If this is a separate EDR client registration, associated with an existing EDR registration with the same ABN, select 'Yes'.

2.3 This will open an 'add name' pop up. You will need to select a reason for the new registration from a dropdown menu.

Below is an image of the add name options available in a dropdown menu.



Select a 'reason' and then select 'save'. If you select other as your reason, you will need to provide new 'name' and optional comments before you 'save'.

Note. If 'no' is selected in the pop-up alert, the online registration system will proceed.

2.4 An alert will appear once 'next' is selected, providing you with the opportunity to enter a different name you may want to have on your correspondence from Revenue NSW.

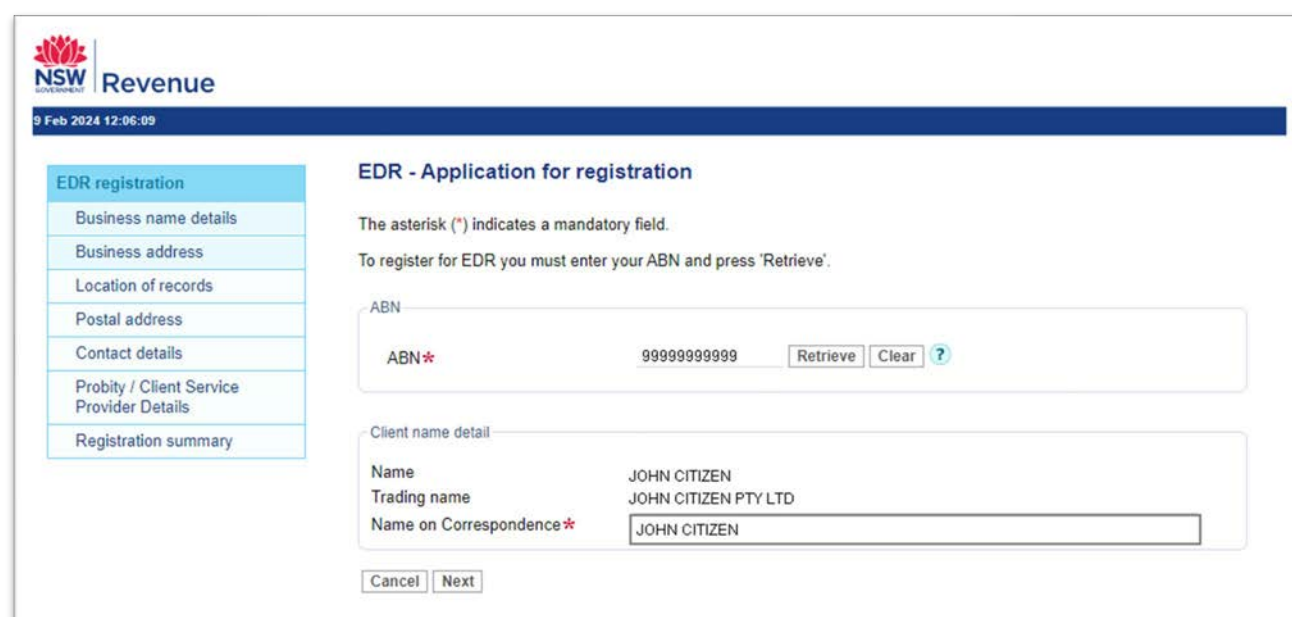
Select "no" in this alert if you would like to enter a unique correspondence name.

Below is an image of the alert that will pop up on the screen.



2.5 A new field will appear for you to enter your preferred 'name on correspondence'. Enter and then select 'next'.

The image below shows the name on correspondence field.

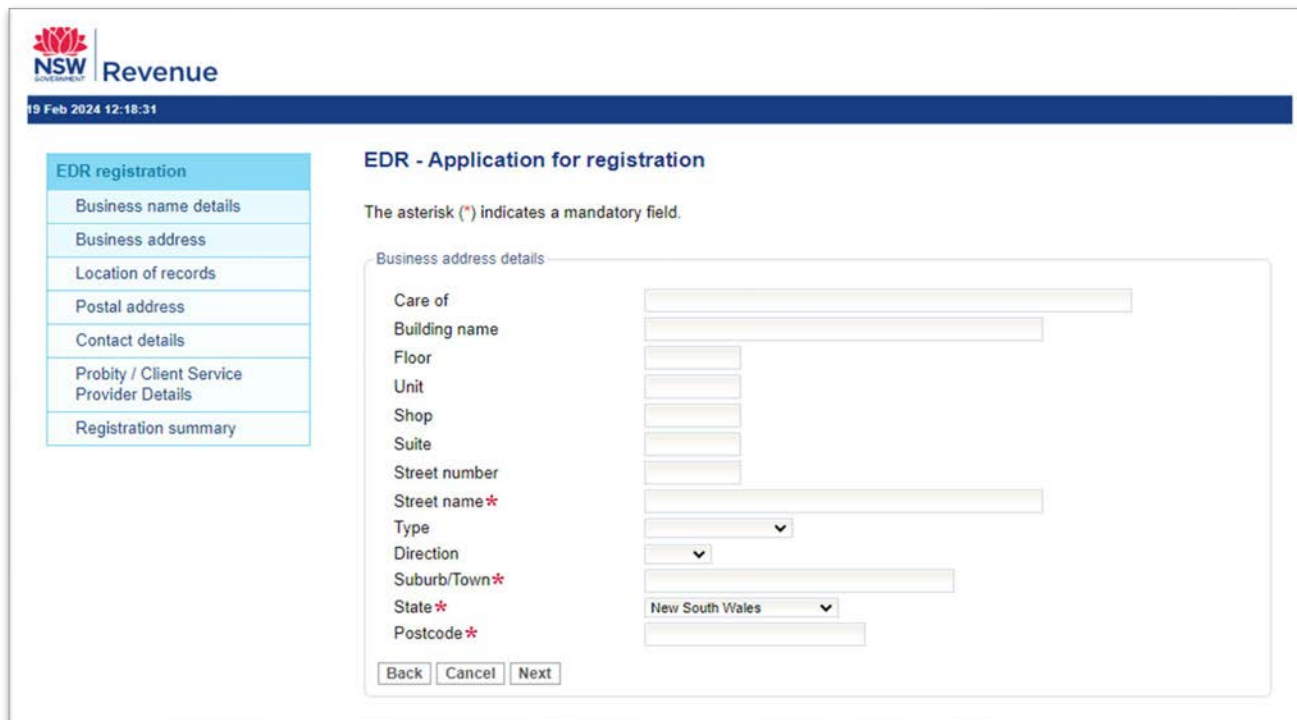


### 3. Business address details

The 'business address' details screen allows you to enter details of the place where your business is conducted. Data fields that are marked with asterisk are mandatory.

#### 3.1 Enter your 'Business address' details then select 'next'.

Note. The Suburb and Postcode must match or an error message will occur.



**NSW Revenue**  
19 Feb 2024 12:18:31

**EDR registration**

- Business name details
- Business address
- Location of records
- Postal address
- Contact details
- Probity / Client Service Provider Details
- Registration summary

**EDR - Application for registration**

The asterisk (\*) indicates a mandatory field.

**Business address details**

Care of

Building name

Floor

Unit

Shop

Suite

Street number

Street name\*

Type

Direction

Suburb/Town\*

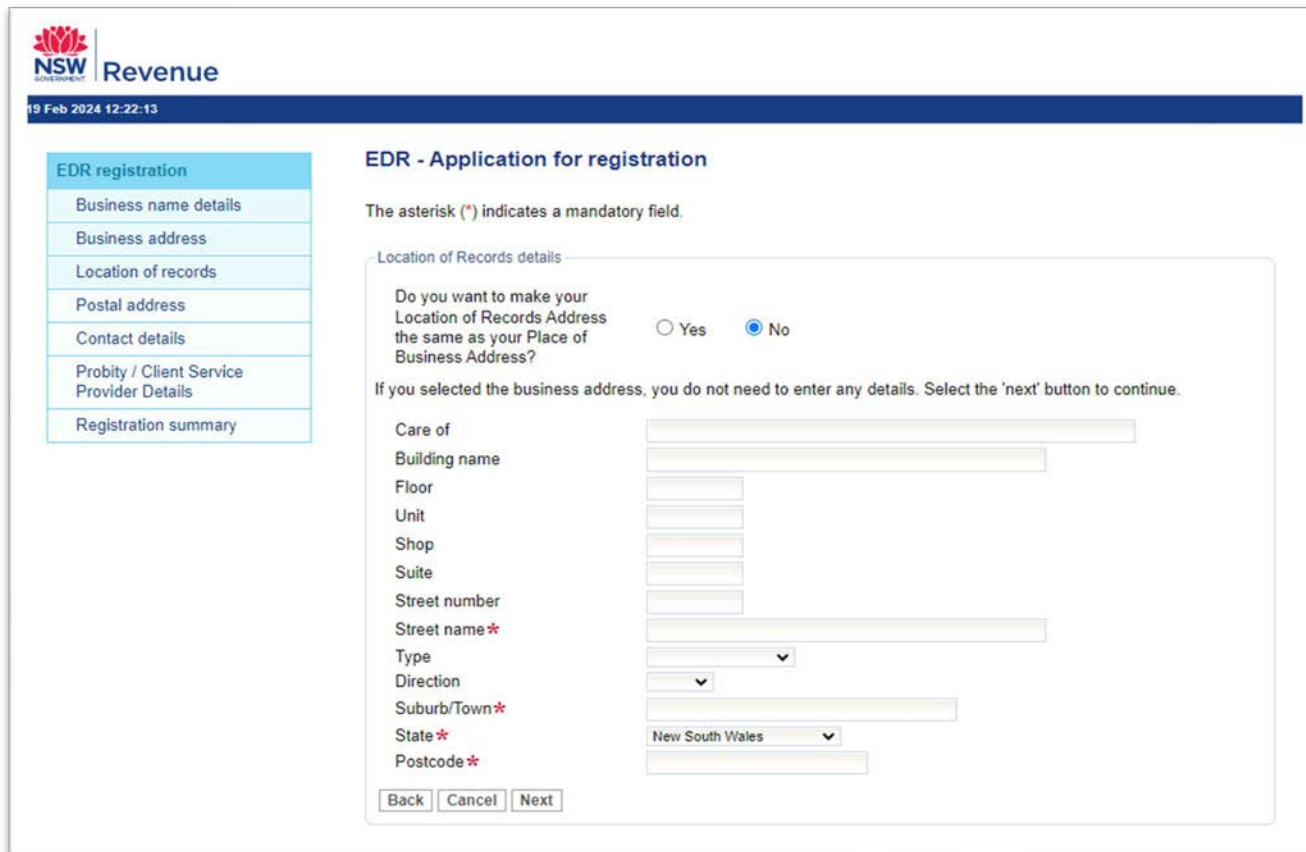
State\*

Postcode\*

## 4. Location of records details

The 'location of records' details screen allows you to enter the address details for where your business records are kept. Data fields that are marked with an asterisk are mandatory.

### 4.1 Enter your 'location of records' details and then select 'Next'.



**NSW Revenue**  
19 Feb 2024 12:22:13

**EDR registration**

- Business name details
- Business address
- Location of records
- Postal address
- Contact details
- Probity / Client Service Provider Details
- Registration summary

**EDR - Application for registration**

The asterisk (\*) indicates a mandatory field.

**Location of Records details**

Do you want to make your Location of Records Address the same as your Place of Business Address? ☐ Yes ☒ No

If you selected the business address, you do not need to enter any details. Select the 'next' button to continue.

Care of

Building name

Floor

Unit

Shop

Suite

Street number

Street name\*

Type

Direction

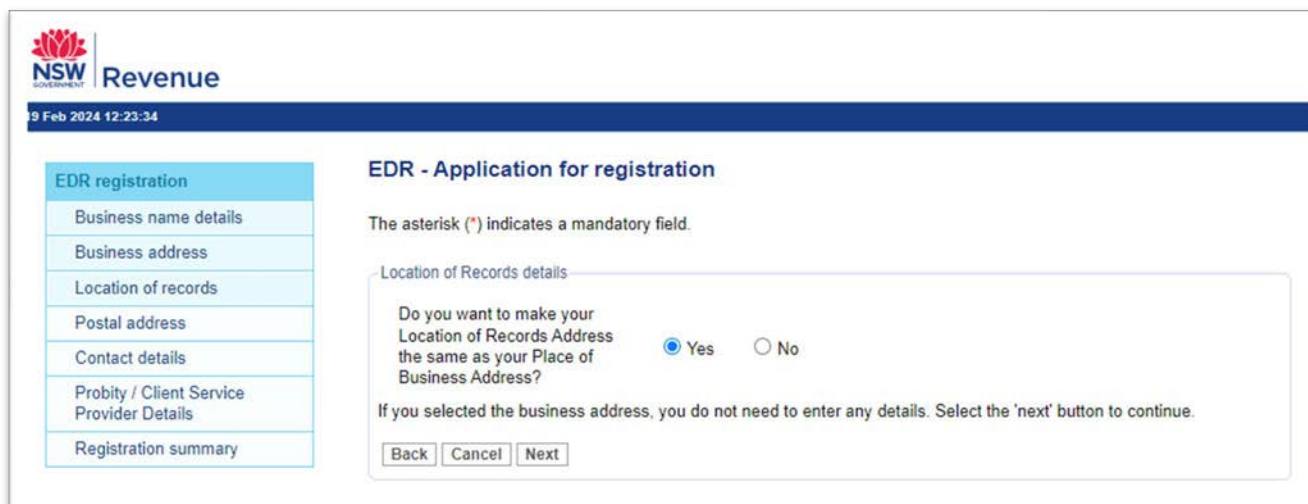
Suburb/Town\*

State\*

Postcode\*

If the radio button 'yes' is selected, indicating that the business records are kept at the same address as the place of business, the text fields for address entry will not appear.

Below is an image of the location of records screen.



**NSW Revenue**  
19 Feb 2024 12:23:34

**EDR registration**

- Business name details
- Business address
- Location of records
- Postal address
- Contact details
- Probity / Client Service Provider Details
- Registration summary

**EDR - Application for registration**

The asterisk (\*) indicates a mandatory field.

**Location of Records details**

Do you want to make your Location of Records Address the same as your Place of Business Address? ☒ Yes ☐ No

If you selected the business address, you do not need to enter any details. Select the 'next' button to continue.

Care of

Building name

Floor

Unit

Shop

Suite

Street number

Street name\*

Type

Direction

Suburb/Town\*

State\*

Postcode\*



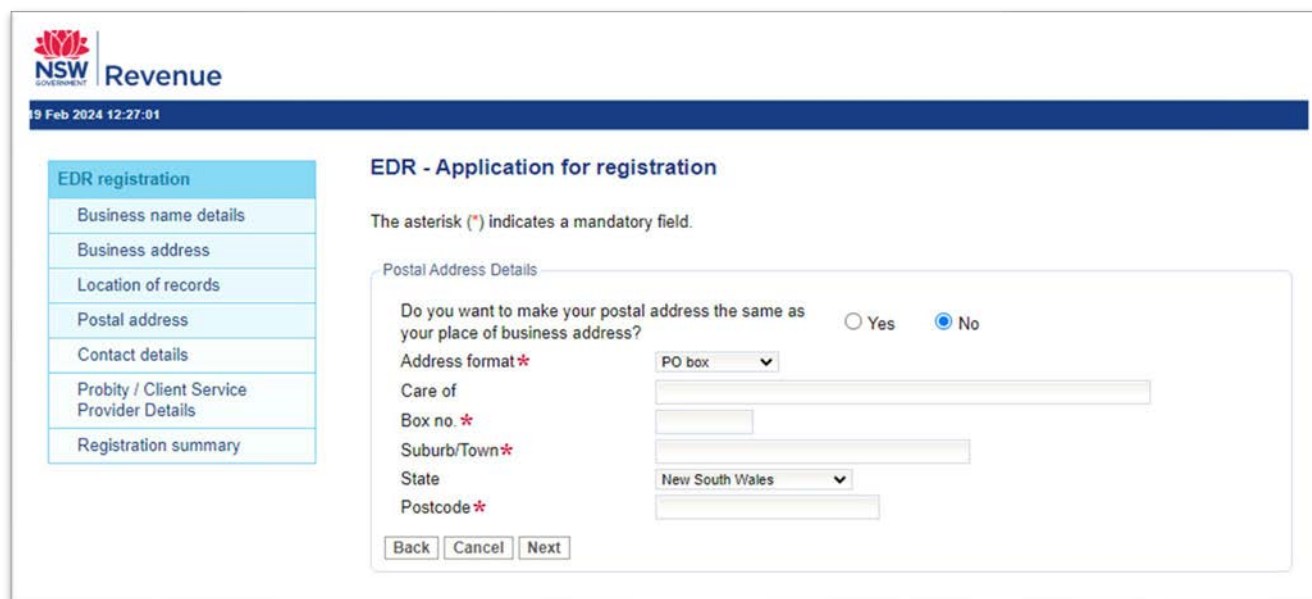
## 5. Postal address details

The postal address details screen allows you to enter the address where you would like correspondence for the business to be sent.

The address format dropdown menu lets you select the address format so the fields you require will be provided in the online form. Data fields that are marked with an asterisk are mandatory.

### 5.1 Enter your 'postal address' details and then select 'next'.

Below is an image of the postal address screen.



**NSW Revenue**  
19 Feb 2024 12:27:01

**EDR registration**

- Business name details
- Business address
- Location of records
- Postal address
- Contact details
- Probity / Client Service Provider Details
- Registration summary

**EDR - Application for registration**

The asterisk (\*) indicates a mandatory field.

**Postal Address Details**

Do you want to make your postal address the same as your place of business address? ☐ Yes ☒ No

Address format\*

Care of

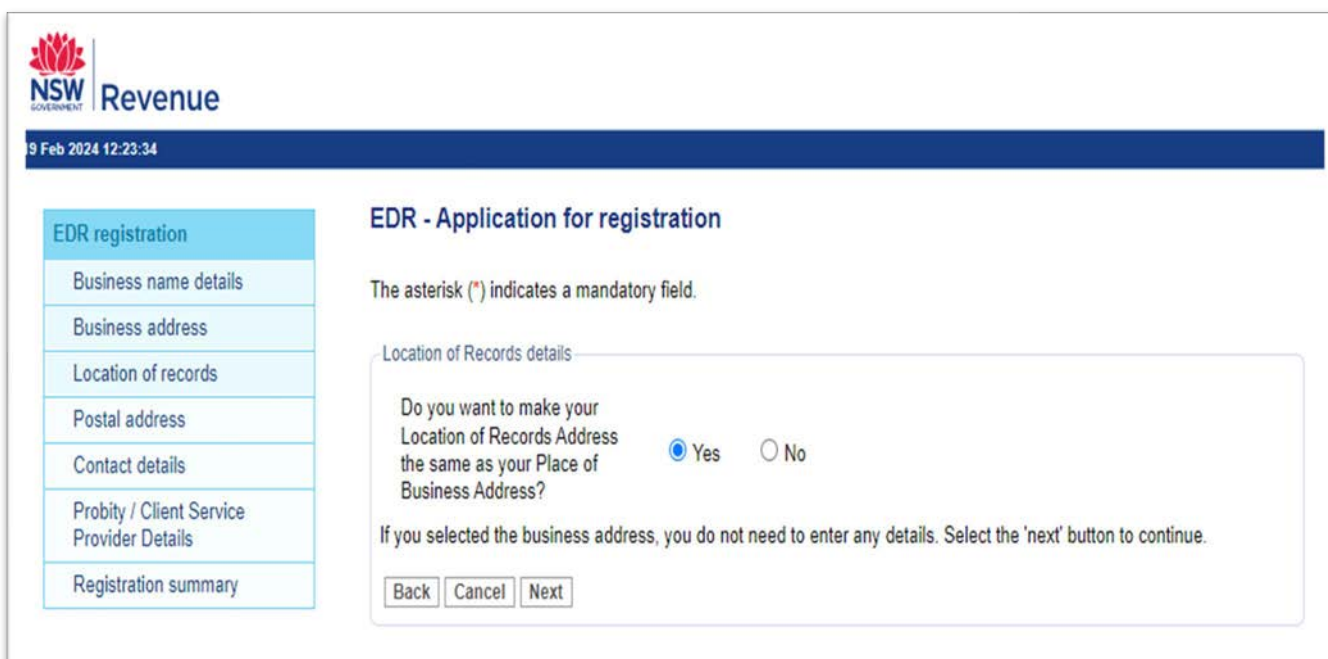
Box no.\*

Suburb/Town\*

State

Postcode\*

5.2 If the 'yes' radio button is selected, indicating that the postal address is the same as the 'place of business' or 'location of records', the text fields for address entry will not appear. Below is an image of the postal address screen.



**NSW Revenue**  
19 Feb 2024 12:23:34

**EDR registration**

- Business name details
- Business address
- Location of records
- Postal address
- Contact details
- Probity / Client Service Provider Details
- Registration summary

**EDR - Application for registration**

The asterisk (\*) indicates a mandatory field.

**Location of Records details**

Do you want to make your Location of Records Address the same as your Place of Business Address? ☒ Yes ☐ No

If you selected the business address, you do not need to enter any details. Select the 'next' button to continue.

## 6. Contact details

The 'contact details' screen provides you with the opportunity to enter the details of each key contact in your business who will use EDR.

There are four types of contact that can be added:

### EDR approval holder

Under the Taxation Administration Act 1996 (TAA) the 'Approval Holder' is a person to whom an approval is given for a special tax return arrangement.

For the purposes of EDR, the approval holder is the principal of the business or a director, partner, authorised signatory, or other office bearer who can legally sign on behalf of the company. Only the approval holder can complete the questionnaire and sign the declaration when registering to be an EDR Client.

### EDR authorised staff

An individual authorised by the EDR approval holder to access EDR under this approval.

### EDR primary contact

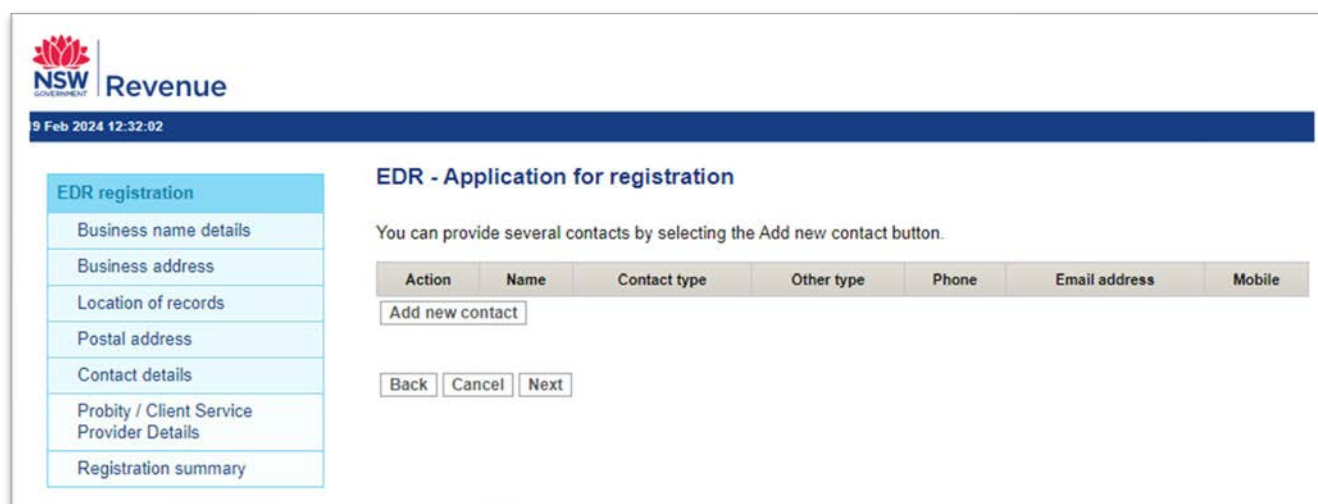
Refers to the main person or point of contact for enquiries within the organisation.


### EDR payment enquiries contact

Refers to the officer responsible for enquiries related to EDR payments i.e. Debt recovery, refunds.

**6.1** Select 'add new contact' to receive a pop up with a contact type dropdown menu and text fields for entering their details.

Data fields that are marked with an asterisk are mandatory. Below is an image of the contact details screen.




**Revenue**

19 Feb 2024 12:32:02

EDR registration

Business name details

Business address

Location of records

Postal address

Contact details

Probity / Client Service Provider Details

Registration summary

### EDR - Application for registration

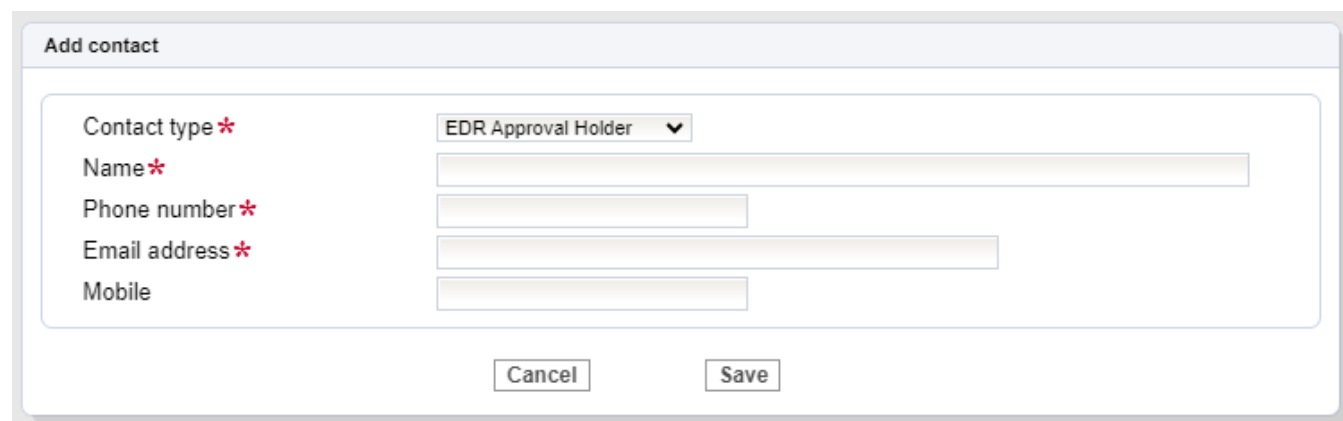
You can provide several contacts by selecting the Add new contact button.

Action	Name	Contact type	Other type	Phone	Email address	Mobile
Add new contact						

Back
Cancel
Next

6.2 The dropdown menu will provide the contact types, with the default section being 'EDR approval holder'. Fields for 'name', 'phone number' and 'email address' are mandatory, with an optional field for a 'mobile number'.

The image below shows the drop-down menu on the contact details screen.



**Add contact**

Contact type \* EDR Approval Holder ▼

Name \*

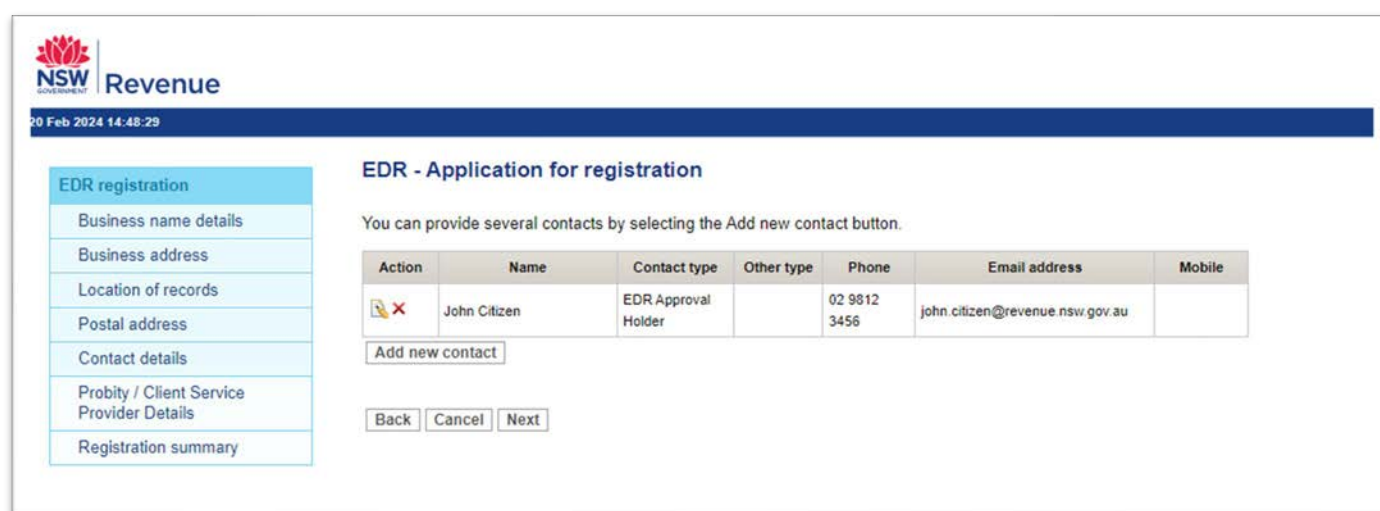
Phone number \*

Email address \*

Mobile

Select 'save' to return to the 'contact details' screen to add more contacts or continue to the next step, by selecting 'next'.

The below image shows a summary of the contact that has been added on the contact details screen.



**NSW Revenue**


29 Feb 2024 14:48:29

**EDR registration**

- Business name details
- Business address
- Location of records
- Postal address
- Contact details
- Probity / Client Service Provider Details
- Registration summary

**EDR - Application for registration**

You can provide several contacts by selecting the Add new contact button.

Action	Name	Contact type	Other type	Phone	Email address	Mobile
	John Citizen	EDR Approval Holder		02 9812 3456	john.citizen@revenue.nsw.gov.au	

## 7. Probity/client service provider details

The probity/client service provider details screen will provide a series of questions, fields and options to collect details of your:

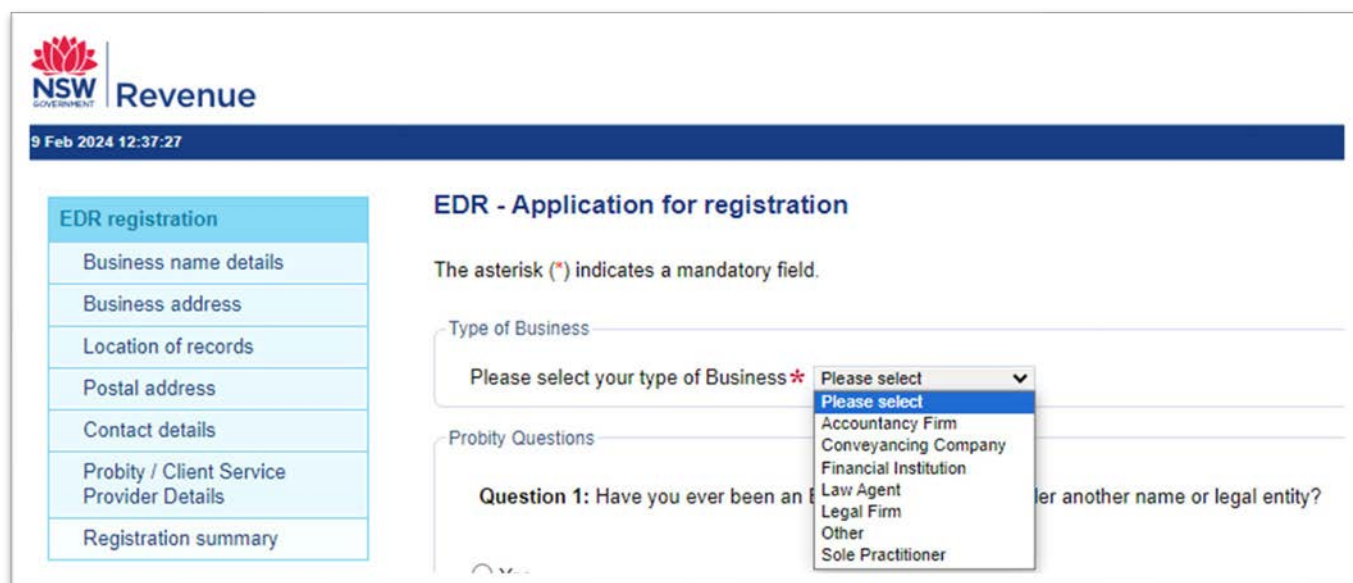
- Type of business
- Probity questions
- Client service provider
- Professional associations
- Online subscription service (OSS)
- Declaration

Data fields that are marked with an asterisk are mandatory.

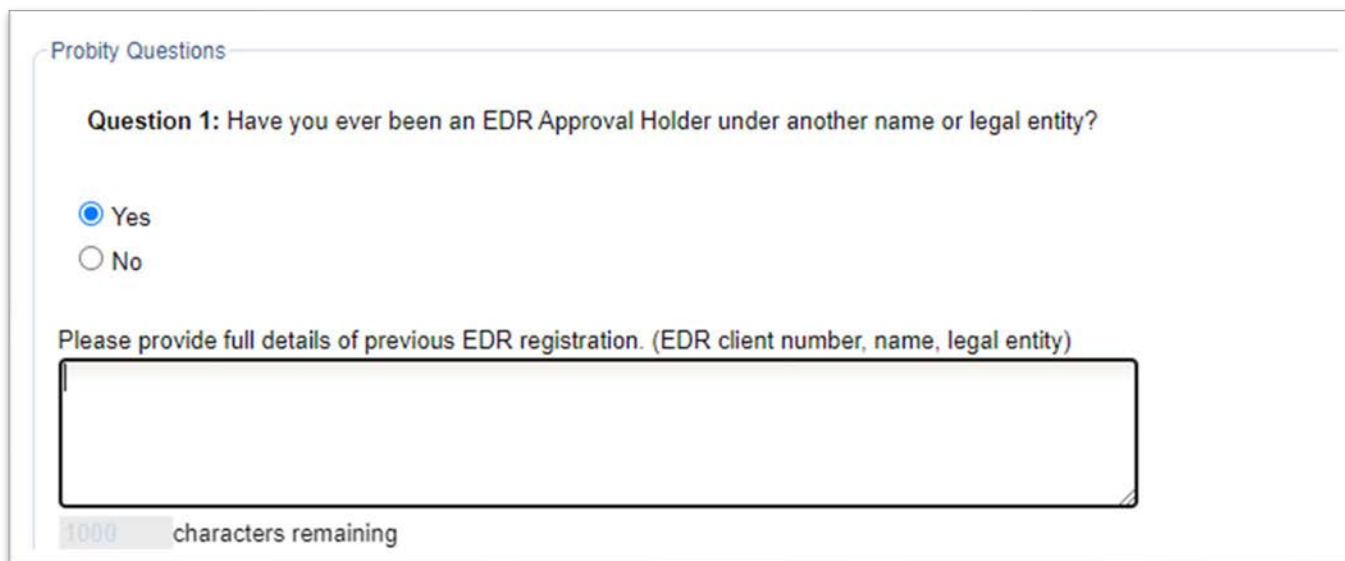
**7.1** 'Type of business' can be confirmed using the dropdown menu provided, selecting one of the options given, which include:

- Accountancy firm
- Conveyancing company
- Financial institution
- Law agent
- Legal firm
- Other
- Sole practitioner

The below image shows the type of business section located on the probity/client service provider details screen.



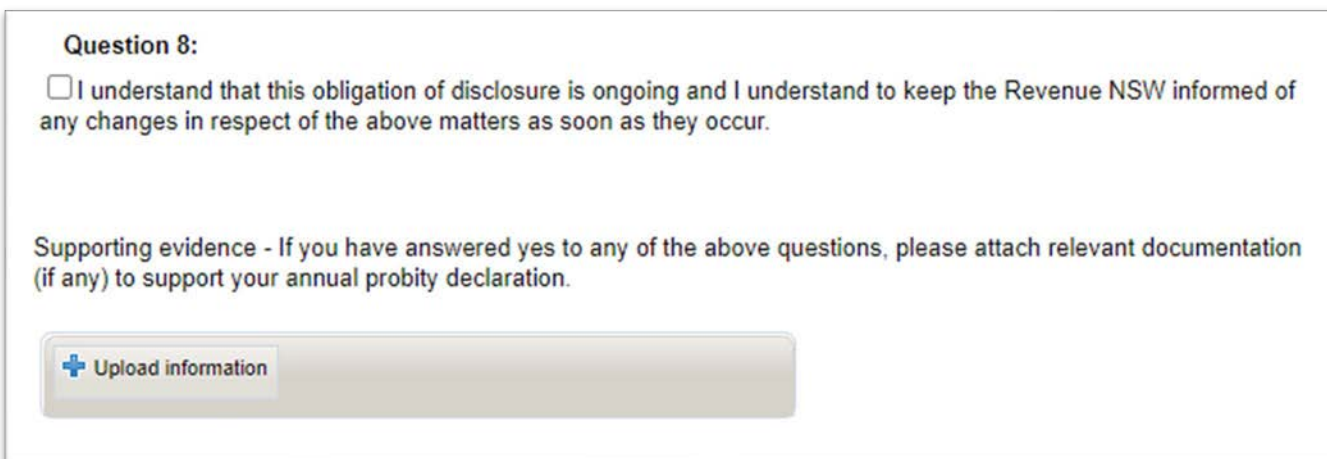
7.2 If the radio button 'Yes' is selected for probity questions 1-7, a text field will open to allow an explanation to be given. Below is an image of the probity question screen.



7.3 A checkbox for 'Question 8' captures your agreement to meet obligations of disclosure to Revenue NSW should your business details change in the future.

7.4 An upload information button is available to provide supporting documentation that you must provide if you answered Yes to any of the probity questions.

The image below shows the checkbox and upload button.

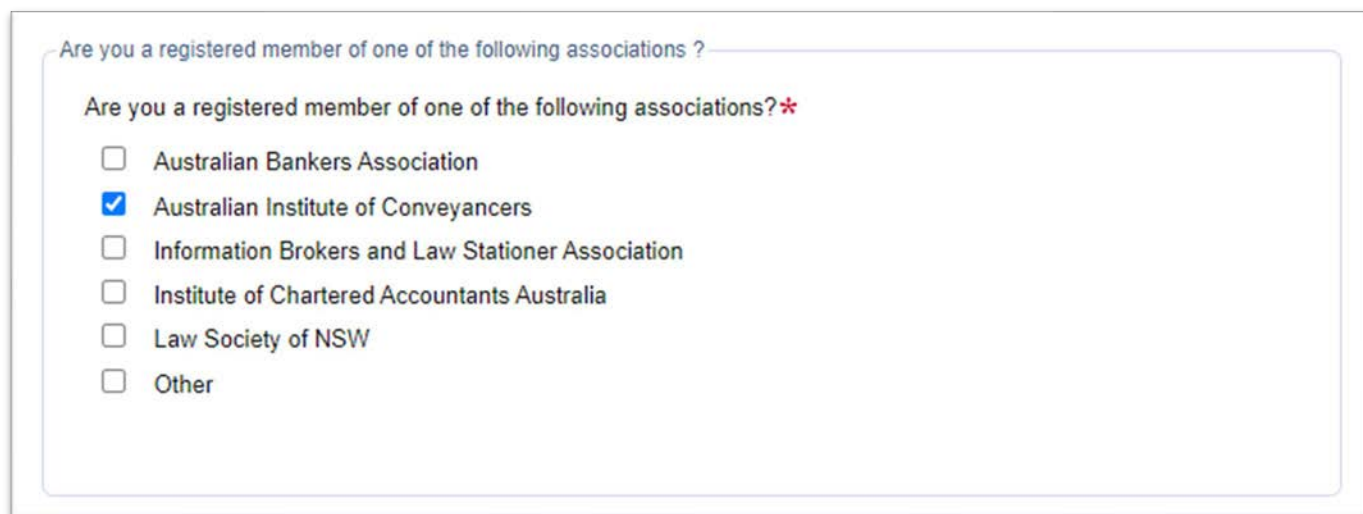


Note. Each document cannot be larger than 10Mb.

Note. To update your details please refer to the [guide to online change of details](#).

**7.5** Association membership captures those professional associations you are a registered member of. Selecting one of more checkboxes is mandatory, and you will be checked by an EDR officer as part of the registration process.

Below is an image of the association membership screen.



Are you a registered member of one of the following associations ?

Are you a registered member of one of the following associations?\*

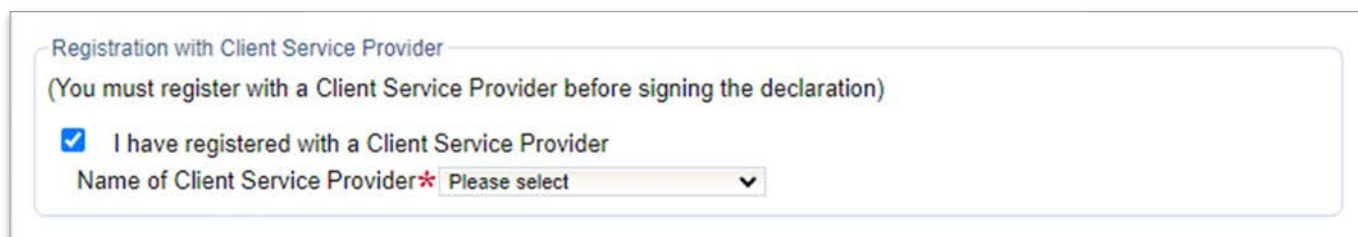
- ☐ Australian Bankers Association
- ☒ Australian Institute of Conveyancers
- ☐ Information Brokers and Law Stationer Association
- ☐ Institute of Chartered Accountants Australia
- ☐ Law Society of NSW
- ☐ Other

**7.6** Your registration with a Client Service Provider (CSP) can be identified using a checkbox and the dropdown menu, which lists the three approved CSP'S:

- Hazlett Information Services
- Infotrack
- Dye and Durham

Please identify which CSP you have engaged for your EDR document transactions.

Below is an image of the registration with a CSP screen.



Registration with Client Service Provider

(You must register with a Client Service Provider before signing the declaration)

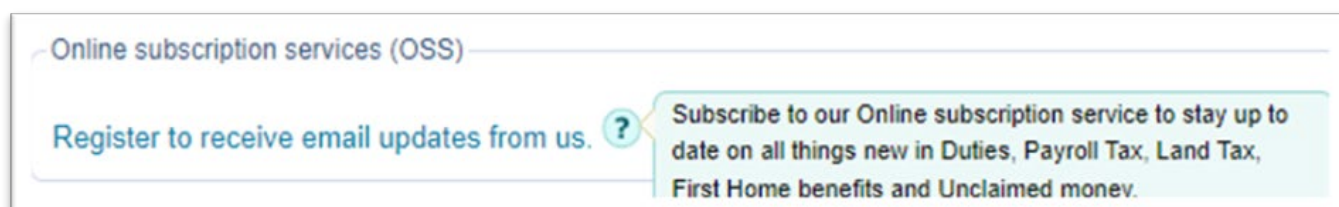
☒ I have registered with a Client Service Provider

Name of Client Service Provider\* Please select

## Online Subscription Service

**7.7** We want to ensure you receive regular updates on important information, therefore subscription to the "Online Subscription Service (OSS) is included within the online registration. The link provided will open a new window where you can enter your email address to confirm subscription.

**7.8** The below image shows the message that will be contained in the link.



Online subscription services (OSS)

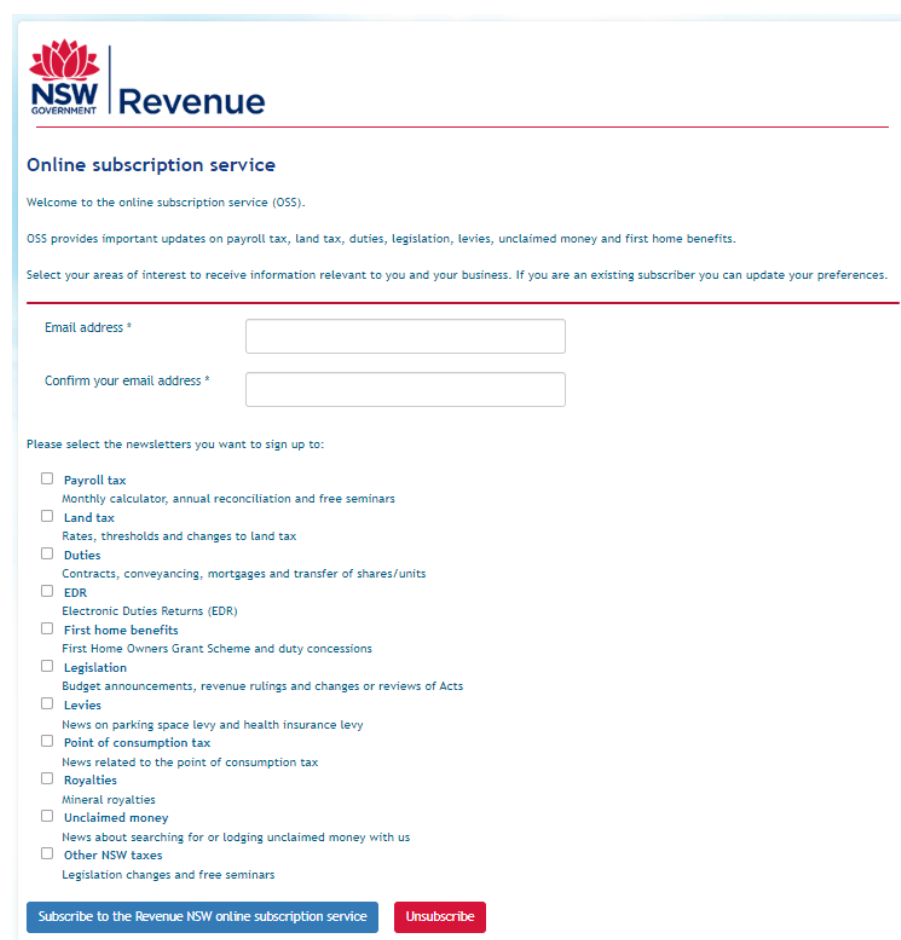
Register to receive email updates from us. ?

Subscribe to our Online subscription service to stay up to date on all things new in Duties, Payroll Tax, Land Tax, First Home benefits and Unclaimed money.



The preferred email format, text or HTML, can be selected using the radio buttons, and your preferred categories of interest may be selected using the checkboxes before submitting.

The below image shows the options available for selection when completing the subscription.



**NSW Revenue**

### Online subscription service

Welcome to the online subscription service (OSS).

OSS provides important updates on payroll tax, land tax, duties, legislation, levies, unclaimed money and first home benefits.

Select your areas of interest to receive information relevant to you and your business. If you are an existing subscriber you can update your preferences.

Email address \*

Confirm your email address \*

Please select the newsletters you want to sign up to:

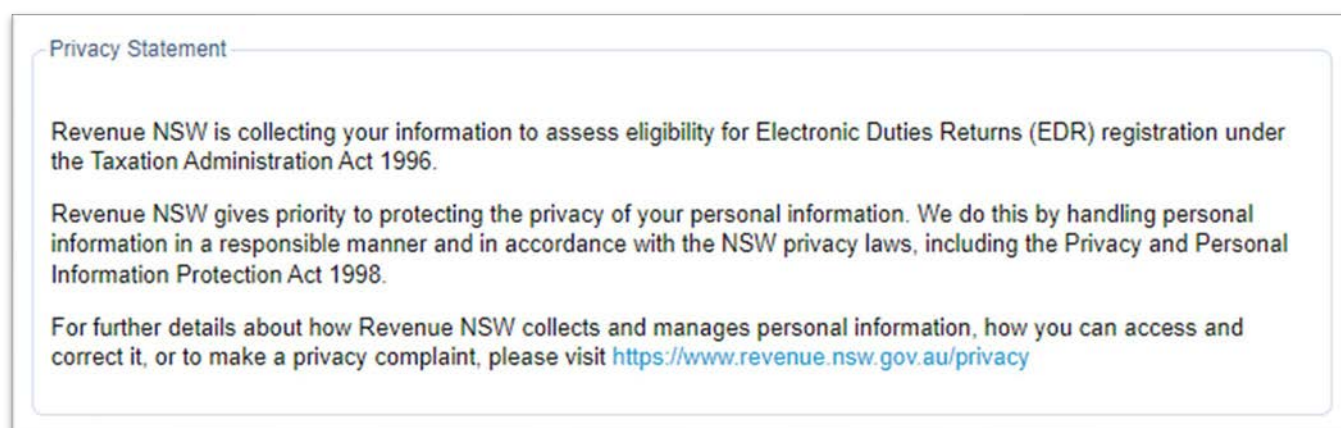
- ☐ **Payroll tax**  
Monthly calculator, annual reconciliation and free seminars
- ☐ **Land tax**  
Rates, thresholds and changes to land tax
- ☐ **Duties**  
Contracts, conveyancing, mortgages and transfer of shares/units
- ☐ **EDR**  
Electronic Duties Returns (EDR)
- ☐ **First home benefits**  
First Home Owners Grant Scheme and duty concessions
- ☐ **Legislation**  
Budget announcements, revenue rulings and changes or reviews of Acts
- ☐ **Levies**  
News on parking space levy and health insurance levy
- ☐ **Point of consumption tax**  
News related to the point of consumption tax
- ☐ **Royalties**  
Mineral royalties
- ☐ **Unclaimed money**  
News about searching for or lodging unclaimed money with us
- ☐ **Other NSW taxes**  
Legislation changes and free seminars

[Subscribe to the Revenue NSW online subscription service](#) [Unsubscribe](#)

## 8. Privacy Statement

The below privacy statement will appear and sets out how Revenue NSW collects, stores uses and discloses personal information.

Visit the website to read more about [Revenue NSW'S privacy policy](#).



### Privacy Statement

Revenue NSW is collecting your information to assess eligibility for Electronic Duties Returns (EDR) registration under the Taxation Administration Act 1996.

Revenue NSW gives priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the NSW privacy laws, including the Privacy and Personal Information Protection Act 1998.

For further details about how Revenue NSW collects and manages personal information, how you can access and correct it, or to make a privacy complaint, please visit <https://www.revenue.nsw.gov.au/privacy>

## 9. Declaration

The declaration must be completed by a partner (if a partnership) or authorised signatory (if a company).

**Note.** Accountants must provide a copy of their practicing certificate or evidence of membership of an appropriate professional body. This can be uploaded as supporting information when completing the declaration.

The image below shows the declaration which requires a tick box to be selected.

Declaration

Please review the Directions for Using Electronic Duties Return (EDR).

Any false or misleading information provided on this form may render you liable for prosecution action.

☒ I (the approval holder) declare that all the information provided is true and correct in every particular. I have read the Directions for Using Electronic Duties Return (the Directions) in its entirety, and our organisation agrees to use EDR in accordance with those terms and conditions in the Directions

Note: Tick box must be selected to Declare and agree to the terms and conditions set out in the Directions.

Supporting information - please attach any additional documentation to support your registration application.

Upload information

Back

Cancel


Next



## 10. Registration Summary

The 'registration summary' screen gives you a summary of all the details you have entered so you can review the information that you have entered in previous steps. You can go back to amend details should you find inaccuracies in the information entered.

The below image shows a portion of a summary page, displaying each page of the online form as a text box for review.


**Revenue**

19 Feb 2024 13:15:58

EDR registration

Business name details

Business address

Location of records

Postal address

Contact details

Probity / Client Service Provider Details

Registration summary

### EDR - Application for registration

#### Application for registration

Before you submit, please check the information you have entered. Select the 'Back' button if you want to change any details.

Select the 'Submit' button to complete your registration.

#### Details you have entered:

Client name

ABN

Entity Name

Trading Name

Name on Correspondence

88000014675

JOHN CITIZEN PTY LTD

JOHN CITIZEN

John Citizen

Business address

Street number

Street name

Street type

Suburb

State

Postcode

10

Bridge

STREET

Parramatta

NSW

2150

Location of records

Street name

Street type

Suburb

State

Postcode

Marsden

STREET

Parramatta

NSW

2150

Postal address

Same as location of records address

Contacts

Name	Type	Other Type	Phone	Email address	Mobile	Fax
John Citizen	EDR Approval Holder		02 9812 3456	john.citizen@revenue.nsw.gov.au		

Client Service Provider Details

Type of business

Associations

I have registered with a Client Service Provider

Conveyancing Company

Australian Institute of Conveyancers

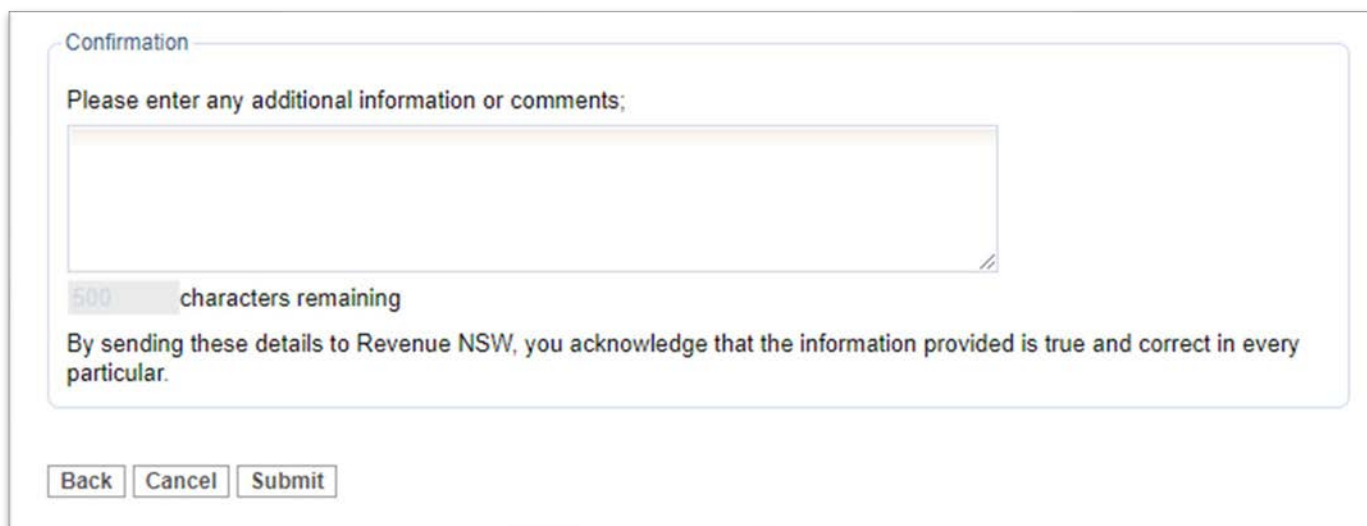
Yes

10.1 After reviewing the information, ensuring all the details have been entered correctly, enter any additional comments in the 'confirmation' text field, and select 'submit'

The 'Registration complete' page provides details of the timeframes involved in processing the application and receiving follow up contact. The 'Lodgement reference ID' is also provided in the green text box.

The ability to print and/or save the registration summary as a PDF is provided on this page if 'Print' is selected. A new window will open with the PDF summary to facilitate printing and saving.

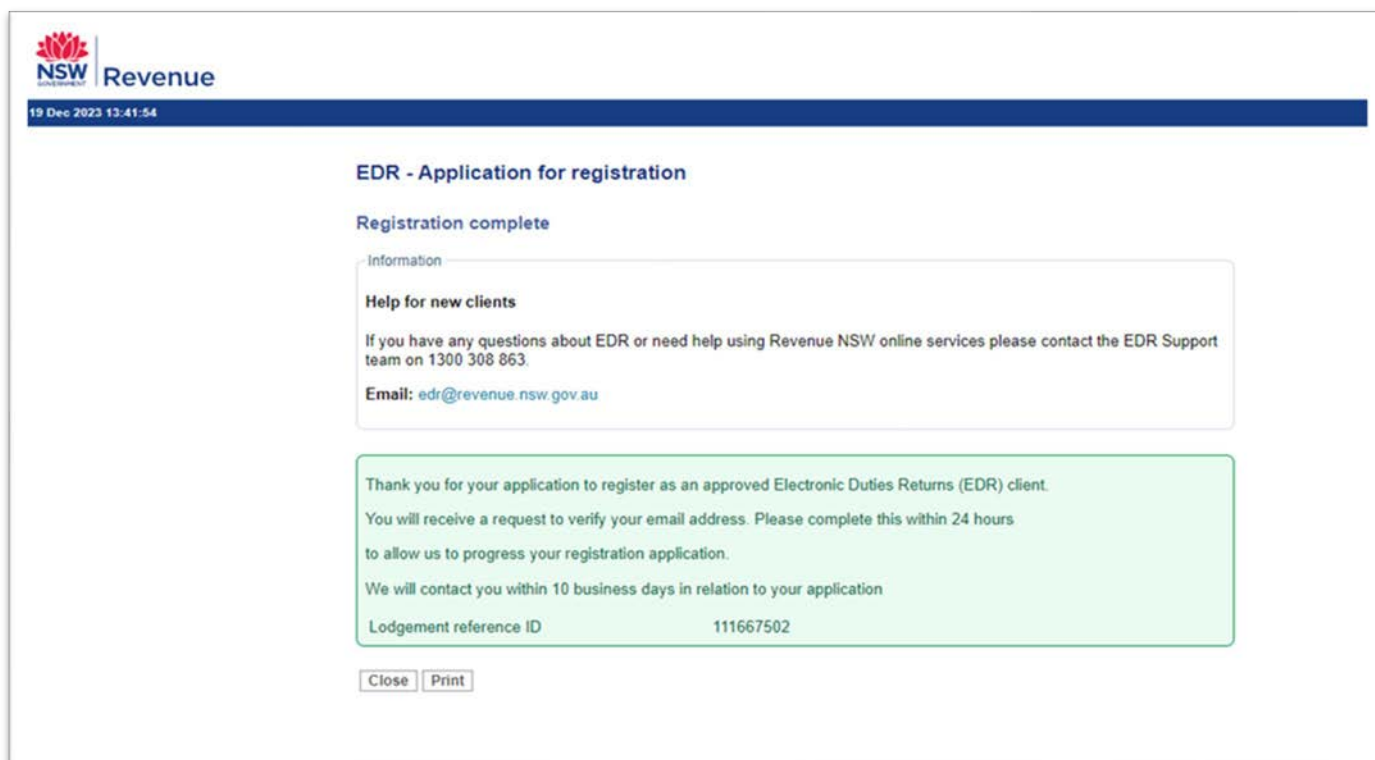
The below image shows the text box where you can add any additional information or comments.



The image shows a 'Confirmation' form. At the top, it says 'Confirmation'. Below that, it says 'Please enter any additional information or comments;'. There is a large text input field. Below the field, it says '500 characters remaining'. At the bottom of the form, it says 'By sending these details to Revenue NSW, you acknowledge that the information provided is true and correct in every particular.' At the very bottom, there are three buttons: 'Back', 'Cancel', and 'Submit'.

After printing and/or saving the Registration summary PDF, return to the online 'Registration Complete' page and select 'Close'.

The below image shows the confirmation message that appears once the registration is complete.



The image shows the 'Registration complete' page. At the top left, there is the NSW Government logo and the word 'Revenue'. Below that, it says '19 Dec 2023 12:41:54'. The main heading is 'EDR - Application for registration'. Below that, it says 'Registration complete'. There is a section titled 'Information' with the heading 'Help for new clients'. The text says 'If you have any questions about EDR or need help using Revenue NSW online services please contact the EDR Support team on 1300 308 863.' and 'Email: [edr@revenue.nsw.gov.au](mailto:edr@revenue.nsw.gov.au)'. Below this, there is a green box with the text 'Thank you for your application to register as an approved Electronic Duties Returns (EDR) client. You will receive a request to verify your email address. Please complete this within 24 hours to allow us to progress your registration application. We will contact you within 10 business days in relation to your application.' At the bottom of the green box, it says 'Lodgement reference ID 111667502'. At the very bottom, there are two buttons: 'Close' and 'Print'.

## Email verification

Once the registration application has been completed, the approval holder will receive a confirmation email.

The email will contain the following information:

Thank you for your application to become an Electronic Duties Returns (EDR) client with Revenue NSW.

You have applied to be an EDR Approval holder.

We will be in contact with you within 10 business days in relation to your application.

We now require you to verify your email address by clicking this [link](#).

If this was not you, please contact the Revenue NSW EDR Support team on 1300 308 863.

Your registration application can only be processed once your email address has been verified. To verify your address, click on the link provided in the email.

We recommend you complete this email verification within 24 hours to allow Revenue NSW to process your registration application.

Once the link within the email is selected, you will receive an 'EDR – Confirmation for Email Verification'.

