

e-Conveyancing – Error Resolution Guide



What is Property Exchange Australia?

Property Exchange Australia (PEXA) is a national platform that supports the exchange of property through the ability to perform lodgements and property settlements online.

A PEXA property transaction begins when a PEXA subscriber opens an online workspace. This is where the Land and Property Information (LPI) Registrable Documents (document) and the Financial Settlement schedule are created and information is shared with all parties to the transaction.

Where the LPI document is liable to duty, the Office of State Revenue (OSR) will be verifying the information on the document (i.e. transferee details, land details and consideration) against the information contained in your OSR Duties assessment (Duties assessment).

To perform this verification service, you will be required to enter the OSR Reference Number (number) in the space provided on the relevant document in PEXA. When the number is entered, a real time web verification request will be sent to us.

To enable a successful verification, the following steps are recommended:

- Open the PEXA workspace.
- Create your document.
- Ensure that all participants to the transaction (e.g. representatives for vendor, mortgagee and mortgagor) have reviewed the transfer and confirm that the information is correct.
- Create your Duties assessment using our Electronic Duties Return (EDR) service.

Note: If you are not a registered EDR client, you can still lodge your documents with an EDR client or us for assessment.

- Prior to submitting your assessment in EDR, check that the following data entered in the PEXA workspace is included as part of your Duties assessment data:
 - ▶ the land details (i.e. property description/title reference)
 - ▶ the transferee details (i.e. party names)
 - ▶ the consideration (dutable amount). The consideration in PEXA should not be greater than the amount entered in the Duties assessment.
- When required, enter the number into the PEXA workspace. The number is displayed on the Duties Notice of Assessment/Duties Statement or on the stamped agreement for sale (where applicable). The whole number including the suffix (e.g. 1234567-001) must be entered.
- When the number is entered, a verification service will be conducted with us. This verification service will confirm that the number is correct and the data entered in the PEXA workspace is correctly included in the Duties assessment.

If the verification service is successful, we will return the amount of duty payable (if any) and the required payment information to PEXA. The duty payable and payment information will be displayed in the PEXA Financial Settlement Schedule.

If the verification is unsuccessful, we will return an error message. The PEXA process cannot progress until the error is resolved and a successful verification is received. To resolve an unsuccessful verification, you will need to review the data entered in the PEXA workspace with the data on your Duties Notice of Assessment/Duties Statement to identify where the error has occurred.

MORE INFORMATION



www.osr.nsw.gov.au



1300 208 528*



8:30 am – 5:00 pm
Monday to Friday



econveyancing@osr.nsw.gov.au



GPO Box 4042
Sydney NSW 2001

Interstate clients call (02) 9689 6200.
Help is available in community languages.

Office of State Revenue: ISO 9001 – Quality Certified

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Where the error relates to the data entered in the PEXA workspace, simply correct the data and resubmit the matter in PEXA for a further verification.

Where the error relates to the data entered when creating the Duties assessment, the error must be corrected by us before you can proceed with the matter in PEXA. Complete the e-Conveyancing – Error Resolution Form (ODA 073) and email it, together with the required documents specified, to econveyancing@osr.nsw.gov.au

If you are not an EDR client and have lodged your documents with us, contact our PEXA support number – 1300 208 528. We will require information about the PEXA document to update our assessment. A copy of the PEXA document and the e-Conveyancing – Error Resolution Form (ODA 073) will be requested.

Our staff are available between 8.30 am till 5.00 pm Monday to Friday (not including public holidays).

In addition to error messages, we will return information messages. These messages are designed to assist in enabling you to correctly attend to and finalise certain matters.

A table of all verification error and information messages and what they mean is below:

Error Messages – OSR Reference Number		
Message number	Verification message	What does this mean?
E100	The Revenue Office has no record of the OSR Reference Number provided. Please check that the OSR Reference Number is correct.	The number entered in the PEXA workspace is incorrect. Check the number on your Duties Notice of Assessment/ Duties Statement or stamped agreement. Ensure the number and format are correct (e.g. 1234567–001). Enter the correct number in PEXA and send a further verification service. If you are unable to rectify this issue, contact us on 1300 208 528.
E101	The OSR Reference Number provided matches an invalid document type. Please check that the OSR Reference Number is correct or contact the Revenue Office.	The number entered in the PEXA workspace relates to a document type which is not acceptable for processing in PEXA. Check the number on your Duties Notice of Assessment/ Duties Statement or stamped agreement. Ensure the number and format are correct (e.g. 1234567–001). Enter the correct number in PEXA and send a further verification service. If you are unable to rectify this issue, contact us on 1300 208 528.
E103	The OSR Reference Number provided is related to a cancelled transaction. Please check that the OSR Reference Number is correct or contact the Revenue Office.	The number entered in the PEXA workspace has been cancelled by us. Check the number on your Duties Notice of Assessment/ Duties Statement or stamped agreement. Ensure the number and format are correct (e.g. 1234567–001). Enter the correct number in PEXA and send a further verification service. If you are unable to rectify this issue, contact us on 1300 208 528.

Error Messages – OSR Reference Number		
Message number	Verification message	What does this mean?
E104	The OSR Reference Number provided does not contain a related transfer. Please check that the OSR Reference Number is correct or contact the Revenue Office.	<p>The number entered in the PEXA workspace relates to an assessment which does not include a transfer. To process a matter in PEXA the Duties assessment must include a transfer.</p> <p>If the transfer was assessed on a different number to the agreement for sale, you must enter the number on which the transfer was assessed. Enter the correct number in PEXA and send a further verification service.</p> <p>If you are unable to rectify this issue, contact OSR on 1300 208 528.</p> <p>Note: From Monday, 9 June 2014 all agreements for sale of land processed by us include a transfer as part of the assessment.</p>
E140	The OSR Reference Number provided relates to a transaction that is yet to be processed. Please check that the OSR Reference Number is correct or contact the Revenue Office.	<p>The number entered in the PEXA workspace relates to a Duties assessment that has not yet been processed by us. Contact us on 1300 208 528 to rectify this issue.</p>

Error Messages – Land Details (Property Description)		
Message number	Verification message	What does this mean?
E108	The land details provided do not match the records within the Revenue Office system. Please check the Land Title Details.	<p>The land details, i.e. property ID(s), entered in the PEXA workspace do not match or are not contained in the Duties assessment.</p> <p>Check the land details on your PEXA document/s against those on your Duties Notice of Assessment/Duties Statement.</p> <p>To correct this error, complete the e-Conveyancing – Error Resolution Form (ODA 073) and email it, together with the required documents specified, to econveyancing@osr.nsw.gov.au</p> <p>Note: If the land details are different on the agreement and transfer (e.g. sub-division) the updated title on the transfer must be included in the Duties Assessment.</p>

Error Messages – Consideration (Dutiable Amount)		
Message number	Verification message	What does this mean?
E112	The Consideration value provided does not match the value specified within the Revenue Office system. Please check the consideration details	<p>The consideration, (i.e. Dutiable Amount) entered in the PEXA workspace is greater than the consideration contained in the Duties assessment.</p> <p>Check the consideration entered in PEXA (gross consideration) against the dutiable amount on your Duties Notice of Assessment/Duties Statement.</p> <p>To correct the error, complete the e-Conveyancing – Error Resolution Form (ODA 073) and email it, together with the required documents specified, to econveyancing@osr.nsw.gov.au</p>

Error Messages – Transferee Details (Party Names)		
Message number	Verification message	What does this mean?
E114	One or more transferees do not match the liable parties provided to the Revenue Office. Please check that the transferees details are correct or contact the Revenue Office.	<p>The Transferee/s details entered in the PEXA workspace do not match or are not contained in the Duties assessment. Check the Liable Party Name(s) on your Duties Notice of Assessment/Duties Statement.</p> <p>To correct the error, complete the e-Conveyancing – Error Resolution Form (ODA 073) and email it, together with the required documents specified, to econveyancing@osr.nsw.gov.au</p> <p>Note: Where the Liable Party/Transferee is a Company, check the ABN/ACN/ARBN is correctly entered.</p>

Information Messages		
Message number	Verification message	What does this mean?
I100	The stamp duty disbursement details have been linked to another transfer for the same Revenue Office Reference Number.	<p>The Duties assessment for this matter included two or more associated transfers and a separate workspace was created for each transfer in PEXA.</p> <p>The Duty payable for this assessment will be made through an electronic settlements fund transfer from an associated PEXA workspace.</p>
I101	The OSR Reference Number has been excluded from the return period. If payment is not received by the Revenue Office prior to settlement, this will be finalised as a disbursement.	<p>When creating the Duties assessment on EDR, you selected that this transaction would not be lodged via PEXA. We have now received a verification request from PEXA for this assessment.</p> <p>As the duty payable has not been received by us, this assessment has been automatically excluded from your weekly return and the amount payable sent to the PEXA disbursement schedule.</p> <p>If the duty payable is going to be made through an electronic PEXA settlements fund transfer, there is no further action required.</p> <p>If the duty has been sent to us or you are still in possession of the payment, contact us immediately on 1300 208 528.</p> <p>Note: Settlement cannot proceed until the duty has been paid or will be paid via a PEXA disbursement</p>
I102	There is a related OSR Reference Number that has not yet been paid. Please include the related transaction as a third party disbursement.	<p>The Duties assessment for this matter has been created on multiple numbers. The duty payable for both this number and the related number(s) should be included as part of your electronic disbursement.</p> <p>Create a third party disbursement for the associated number in PEXA or pay this amount to us directly, prior to settlement.</p>
I107	As there is more than one transaction on the Duties Notice of Assessment, the Duty must be paid directly to NSW Office of State Revenue.	<p>This is a transitional issue relating to Duties assessments created by us prior to the commencement of PEXA. Payment for this matter cannot be made by electronic disbursement and must be made directly to us.</p> <p>Contact us on 1300 208 528.</p>