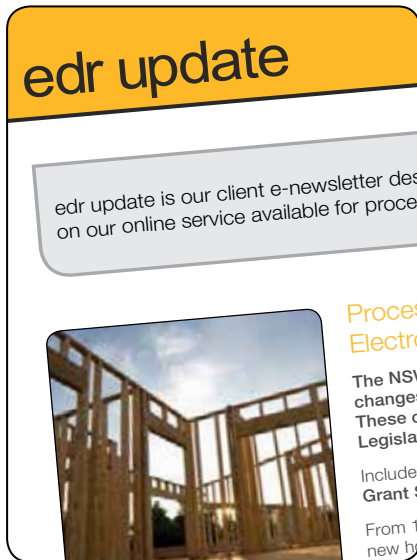


edr update is our client e-newsletter designed to give EDR clients the latest information on our online service available for processing duties transactions.



## Further Changes to your Electronic Duties Return Service

Recently OSR published an **Electronic Duties Return (EDR) Update that outlined a number of changes to our Electronic Duties Service (Changes to your Electronic Duties Return Service Update June 2013).**

To accommodate these changes, a number of documents were created/updated:

- Duties Notice of Assessment and Duties Statement
- Duties Notice of Assessment Reissue
- Return Period Invoice
- EDR Settlement Policy
- EDR Suspension/Cancellation Policy

These changes commenced on Monday, 24 June 2013.

To improve the EDR weekly return payment process, we added a remittance slip to the Return Period Invoice (Invoice) and the Duties Notice of Assessment (Notice) used for settlement matters.

The remittance slip allows you to make your payment by:

- BPAY
- Electronic Funds Transfer (EFT)
- Mail or
- In person.

Since the introduction of the new remittance slips, OSR has been monitoring each payment option. All electronic payments (BPAY and EFT) received have been processed and finalised.

However, the majority of payments received by mail at our cheque processing centre (i.e. Reply Paid 530 or GPO Box 530) cannot be processed. The reason for this is that the formatting of the remittance slip produced by EDR clients is not suitable for processing at the cheque processing centre (e.g. printer settings, paper used, clarity of image etc).

Therefore, as OSR cannot control how these remittance slips are produced by EDR clients, to ensure that all payments received are processed in a timely fashion we are making the following changes:



## Return Period Invoice

EDR clients that choose to make this payment by mail must continue to use the remittance slips in the book of weekly remittance slips provided by OSR.

Continue to send these payments using the prepaid envelopes we supply to:

Office of State Revenue  
Reply Paid 530 (or GPO Box 530)  
Sydney NSW 2001

If you have disposed of the latest book of weekly remittance slips as a result of our EDR June 2013 Update, please contact us and we will reissue you with a new one.

**Note:** When making this payment by mail, please lodge the remittance slip from your booklet with your payment. Do not lodge the Invoice or the associated schedules. These documents must be retained for your records.

## EDR Settlement Policy

OSR has enhanced our EDR system to allow you to nominate how your settlement transactions will be paid. If you choose to pay these transactions individually you will receive a Notice with a remittance slip attached.

The remittance slip provided with the Notice will only display electronic payment options. While it is preferred you make these payments electronically (BPAY or EFT), if you or your settlement agent are unable to make an electronic payment, you can mail your payment to:

Office of State Revenue  
GPO Box 4042  
Sydney NSW 2001

**Do not send these payments in the prepaid envelopes to Reply Paid 530 or GPO Box 530.**

**Note:** When making this payment by mail, only lodge the Notice remittance slip with your payment. Do not lodge the Notice or Duties Statement. These documents must be retained for your records.

## Updated EDR information

The following documents are also being updated to reflect the changes outlined in this update:

- Changes to your Electronic Duties Return Service Update
- Electronic Duties Return Settlement Policy.

These documents will be reissued shortly through our 'Online Subscription Service'. Download them for future reference and dispose of any earlier saved or printed versions.

## MORE INFORMATION



[www.osr.nsw.gov.au](http://www.osr.nsw.gov.au)



1300 308 863  
1800 086 642 (Interstate clients)  
8.30 am – 5.00 pm, Mon. to Fri.



(02) 9689 6305



[edr@osr.nsw.gov.au](mailto:edr@osr.nsw.gov.au)



GPO Box 4042  
Sydney NSW 2001  
DX 456 Sydney

Help in community languages is available.

Office of State Revenue: ISO 9001–Quality Certified  
**Department of Finance & Services**

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## Feedback from EDR clients

Since the introduction of the changes to our EDR service, we have also been monitoring frequently asked questions from our EDR clients.

### Where is the Transaction Number on my Notice of Assessment and Duties Statement?

The EDR transaction number is now displayed as the OSR Reference Number.

### The OSR Reference Number on my Notice of Assessment and Duties Statement has a three digit suffix attached ( – 001). Should I include the suffix on the hand stamp?

No, just write the seven digit number on your stamp without the suffix.

### I have requested OSR to cancel an EDR transaction. How do I know when this request has been completed?

When your transaction has been cancelled, it will be listed in schedule 3 (assessments finalised) of the Invoice and 'Cancelled' will be displayed in the Paid Indicator column.

### The new schedules attached to the Return Period Invoice contain a 'Retain Records Indicator'. Does this mean I only need to retain records when the indicator is 'Y'?

No, EDR clients must continue to retain records for every transaction processed. This indicator only applies to those EDR agents who have been approved to provide records in accordance with the 'Special Arrangements' provisions contained in the Directions for Using EDR.

OSR thank you for your continued support and apologise for any inconvenience these changes may have caused.