Troubleshooting Guide for WA Transfer Duty Verification Issues in PEXA

v 1.1

April 2019

Please note that prior to attempting to verify your transfer duty, the following must be in place:

- A contract or agreement is in place for the transfer of the property
- A transfer of land document in the Workspace
- A nominated settlement date and time in the Workspace
- All sellers and buyers are represented in the participants screen
- Buyers' and Sellers' date/s of birth must be entered and/or for non-individuals, the entity type must be selected, and the legal entity must have an identifier (such as ACN, ABN as applicable) entered (you will see a small blue italic "i", as shown here, if this has not been completed) 

You can also find additional information via the "Walk Me Thru" button within the Transfer Duty screen of your PEXA Workspace as shown below:

OSR Error Messages – Listed in Order of Frequency

E120, **E153**, **E160**, **E171**/E103, **E147**, **E148**/E172, **E142**, **E149**/E128, **E117**/E115, **E100**/E143, **E109**/E108/E123/W106, **E112**/E111, **E118**/ E151/E113, **E141**/E105, **E155**, **E160**, **E144**

E120	**The Legal Entity Name for one of the Involved Parties does not match the record of the Revenue Office. Please check the Involved Party details.**

Please check the following:

- All names within ROL and PEXA to ensure they match <u>exactly</u> across the two systems. A good way to do this is to copy and paste each name into a separate (Word) document and compare these side by side if it is not immediately obvious what the difference is
- Are there any extra spaces that have been inadvertently added checking ***between*** names also?
- Ensure ROL does not reflect a reference to ***formerly known as*** for the Seller. The PEXA workspace will reflect these details if a change of name has been justified for the Proprietor on Title, however, this information is not required for an electronic settlement.
- If applicable, ensure the trust name is entered in both ROL and PEXA
- If your client has only one name, please ensure the name is in the First name field in PEXA and Family name field in ROL. If the party is also applying for the FHOG, whilst you need to put something in the Family Name field in FHOG, it is not required to be entered in ROL – where you will receive this message, but can select "OK" to proceed on that basis:

E153	**The Birthdate for one of the Involved Parties does not match the record of the Revenue Office. Please check the Involved Party details.**

- DOB details for the Incoming Proprietor (Purchaser) and Proprietor on Title (Vendor) must be the same in both ROL & PEXA

E171	**The Certificate ID provided is not that of the Original Certificate. Please check the Certificate ID and try again**
E103	**The Certificate Number provided relates to a voided transaction. Please check the Certificate Number or contact the Revenue Office.**

- The certificate number entered in the PEXA transfer duty screen should be the current Certificate Number and not a Voided or No Double Duty (NDD) certificate number.

Current certificate example:

Certificate Number	1234567890	NDDs	1	Duplicates	0
Certificate Print Date	21/03/2019	NDD Certificate Number(s)	9876543210		

Voided certificate example:

Certificate Number	1234567890 (Voided)	NDDs	1	Duplicates	0
Certificate Print Date	21/03/2019	NDD Certificate Number(s)	9876543210 (Voided)		

E147	**The Trust Name for one of the Involved Parties does not match the record of the Revenue Office. Please check the Involved Party details.**

- Where there is a trust involved for the either the incoming or outgoing proprietor the trust name must be provided. Please check with the Seller's representative to ascertain if there should be trust details entered in the Proprietor on Title participants screen in PEXA. Note - This information is not required in ROL, however, if it is entered into the PEXA Workspace, it will need to be entered into ROL to ensure a successful match.

- Where there is a trust involved for the incoming proprietor please refer to information provided by Office of State Revenue to check eligibility for:

1) self-assessment https://www.finance.wa.gov.au/cms/State_Revenue/Duties/Transaction_Guidelines.aspx; and
2) eligible for settlement in PEXA https://www.finance.wa.gov.au/cms/State_Revenue/Duties/e-Conveyancing.aspx#econveyancing

E148	**The ACN for one of the Involved Parties does not match the record of the Revenue Office. Please check the Involved Party details.**
E172	**The ABN for one of the Involved Parties does not match the record of the Revenue Office. Please check the Involved Party details.**

- Please check you have the correct details entered in both systems and that they are the same.
- Ensure the numbers are entered correctly and that the correct number type has been selected, i.e. ABN or ACN.
- There may be an instance where you have an entity type such as Incorporated Association, where PEXA does not require an ABN, but ROL does, which will produce E172 message. In these scenarios, at this point in time you will need to enter the entity type as a "Government" entity in PEXA to allow for the addition of an ABN number. PEXA and OSR are working on a permanent fix for this currently.

E142	**The Contract for Sale Date provided does not match the record of the Revenue Office. Please ensure this date is correct in PEXA and with the Revenue Office.**

- Ensure the sale date is correct in both PEXA and ROL

E149	**The Share Fraction provided for the Transferor's does not match the record of the Revenue Office. Please check the Transferor details.**
E128	**The Share Fraction provided for the Transferee's does not match the record of the Revenue Office. Please check the Transferee details.**

- The share fraction details for the both the Incoming Proprietor and Proprietor on Title must be the same in both ROL & PEXA screens. Please ensure that these are exactly the same in both systems.
- Note the different errors for Seller and Buyer.

E117	**The Tenancy Type does not match the record of the Revenue Office for the Transferor. Please check the Transferor Tenancy details.**
E115	**The Tenancy Type does not match the record of the Revenue Office for the Transferee. Please check the Transferee Tenancy details.**

- Please ensure the Tenancy Type for both the Incoming Proprietor and Proprietor on Title are the same in PEXA and ROL
- Please note that ROL will default to Tenants in Common for the tenancy for the Proprietor
- Note the different errors for Seller and Buyer.

E100	**The Revenue Office has no record of the Certificate Number provided. Please check that the Certificate Number is correct.**
E143	**The Certificate Number provided does not belong to the Client ID held by the Revenue Office. Please check that the Certificate Number is correct.**

- Confirm the Certificate Number entered is correct and ensure that you are using a current Certificate Number and not a Voided or No Double Duty Certificate Number.
- Please note, OSR will verify transfer duty in PEXA when the duty has been self-assessed and the certificate printed in the Online Duties portal. Certificates printed from the OSR Duties Lodgement portal are not currently able to be verified in PEXA and therefore are not eligible for electronic lodgement.

E109	**The Land Description Details provided do not match the record of the Revenue Office. Please check the Land Description Details.**
E108	**The Land Details provided do not match the record of the Revenue Office. Please check the Land Details.**
E123	**The number of Land Details provided exceeds the record of the Revenue Office. Please check the Land Details.**
W106	**The Number of Land Items provided does not match the record of the Revenue Office. If there is more than one Transfer to be processed, you may disregard this warning.**

- Please check all land details entered into ROL. An example of this message appearing would be as follows:
    - The C/T shows SSP 76242 and ROL has 076242.
    - The difference is the “0” at the beginning.
    - Go into ROL and remove the “0”
- Note the W106 is a warning only.

E112	**The Consideration details provided do not match the record of the Revenue Office. Please check the Consideration Details.**
E111	**The duty request does not contain the correct Consideration Type. Please correct the details and re-verify.**

- Ensure the Dutiable Value is the same in both PEXA and ROL. The consideration type (i.e. monetary/non-monetary) must be reflected in both PEXA and ROL.

E118	**The duty request does not contain the correct involved parties. Please correct the details and re-verify.**
E151	**The number of Transferor's does not match the record of the Revenue Office. Please check the Transferor details.**
E113	**The number of Transferee's does not match the record of the Revenue Office. Please check the Transferee details.**

- There is an error with the party details provided. Ensure all parties have been entered correctly, with the correct party type, i.e. buyer/seller.
- Ensure the Transfer document has all required Participants named

E141	**The Revenue Office has no record of a client association to the PEXA Subscriber ID provided. Ensure that the PEXA Subscriber ID is associated to the Revenue Office client.**
E105	**The Revenue Office has multiple clients with the same PEXA Subscriber ID linked. Please contact the Revenue Office.**

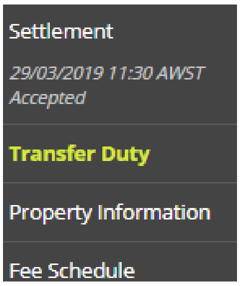
- Follow these steps to validate your PEXA Subscriber ID in Revenue Online (ROL)
  1. Login to your WA OSR Revenue Online (ROL) Profile and access the "Maintain PEXA ID" button on the Admin page. (please note that only an ROL Administrator can access this)
  2. Add your PEXA Subscriber ID (provided in your welcome email from PEXA or contact PEXA Support on 1300 084 515)
  3. Add your WA OSR Client ID into PEXA via the Administrator Tools > Subscriber Details (this must be completed by a PEXA Subscriber Manager
- If you have already completed these steps and are still encountering the above error message, please ensure that your PEXA Subscriber ID and OSR Client ID have been entered correctly in to the respective system.

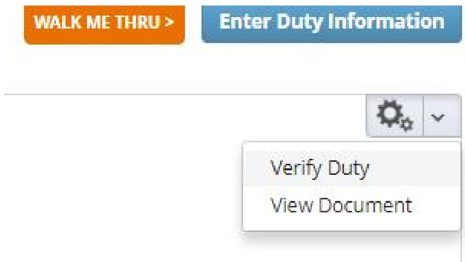
E155	**Processing error. Please contact the PEXA Support Centre if the problem persists.**

- Please attempt to verify the duty at a later time, however if the issue persists please contact PEXA Support on 1300 084 515 or via email support@pexa.com.au

E160	**Verification could not be completed due to a technical issue. Please manually re-verify.**

- Via the Transfer Duty tab in the workspace menu, you will see a cog to the RHS of the screen. Click here to see option to verify transfer duty manually.



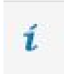


E144	**The transaction type is not an Agreement to Transfer Dutiable Property. This transaction cannot be processed via PEXA**

- This transaction cannot be processed via PEXA as the Dutiable Transaction is noted in ROL as a Transfer Of Dutiable Property.
- Only where the Dutiable Transaction is an “Agreement to Transfer Dutiable Property” (and entered into ROL as such) can PEXA be used to facilitate the transfer of land with Landgate.
- Please refer to the eligibility list on OSR’s website for further information (see Point 5. below)

Other tips and tricks that will not prompt an error message include but are not limited to:

1. Once all details have been checked in PEXA & ROL and there is no error message in the workspace, please check the participants screen and in particular the sellers' details. If there is a blue information "i" (as shown here) – please contact the sellers representative and ask that they edit their client's details to either:



    - add their sellers DOB in the participants screen, or
    - For non-individuals, edit their clients' details by choosing the legal entity type and adding their clients' legal entity identifier, e.g.: ACN for a company
    - Duty will automatically attempt another verification once this information has been entered and saved

2. Substitute purchasers that include First Home Buyers cannot be settled via the PEXA platform as you will not be able to successfully verify the transfer duty on these transactions

3. Legal Entity names that differ in the participants screen in PEXA from that noted on the Certificate of Title should be dealt with as per the following example:
    - When entering duty information in ROL for Stockland, please ensure that you enter STOCKLAND DEVELOPMENT PTY LIMITED to match what is in the participants screen in PEXA (not Stockland Development Pty Ltd as per the information on the title)
    - Other examples of this scenario may include, The State Housing Commission & Government Employee Housing Authority

4. Related party transfers can be settled electronically if they are subject to a written agreement or contract and are entered into ROL as such, that is: "AN AGREEMENT TO TRANSFER DUTIABLE PROPERTY". Further information can be found via the OSR links (below) detailing what is eligible/ineligible for PEXA dealings

5. Here are some useful links provided by OSR outlining transactions approved for self-assessment and transactions eligible for settlement in PEXA:

    - Transactions that can be self-assessed using Online Duties:
    http://www.finance.wa.gov.au/cms/State_Revenue/Duties/Transaction_Guidelines.aspx
    - Transactions self-assessed in Online Duties eligible and ineligible for settlement in PEXA:
    http://www.finance.wa.gov.au/cms/State_Revenue/Duties/e-Conveyancing.aspx#econveyancing

For issues that persist, please contact:

- Your PEXA Direct Specialist/Partner
- PEXA Support on 1300 084 515 or support@pexa.com.au
    - Please note the PEXA teams cannot see your entry into ROL and will need to be provided with a copy of your ROL Certificate and/or screen shots to help you determine the issue
- OSR Online Services Enquiries P: 9262 1113 or make an online enquiry: https://www.finance.wa.gov.au/cms/State_Revenue/Online_Services/Contact_Us.aspx