



Duties transactions

Duties transactions should be paid according to how the transaction is being processed, as shown below:

- a) **I am endorsing the transaction as a TRO Agent.**
The payment must be made using the Electronic Payment Authority.
- b) **The transaction was assessed by the SRO (and a Notice of Assessment has been issued).**
Use one of the payment options shown on the reverse of the Notice of Assessment.
The TRO Agent and their client(s) should agree which one of them will make the payment of the Notice of Assessment - this will avoid a duplicated payment.
- c) **The TRO Agent submits a transaction to the SRO and wants to make an interim payment.**
TRO Agents can make an interim payment through their Electronic Payment Authority using TRO.
- d) **The TRO Agent receives a Duty invoice.**
The payment must be made using the Electronic Payment Authority.

Land Tax Search

Payment options for a land tax search depend on who is undertaking the transaction:

- a) **TRO Agent.**
The payment must be made using the Electronic Payment Authority.
- b) **A person (acting for themselves) applying directly at Service Tasmania.**
Payment options are EFTPOS, cash or cheque.
- c) **A person (acting for themselves) applying directly to the SRO.**
Payment options are EFTPOS via the phone or cheque.

Additional information

- [How to add NEW bank account details in TRO.](#)
- [How to update EXISTING bank account details in TRO.](#)

Making payments

Notice of Assessment

Payment options are shown on the reverse of the Notice of Assessment.

Please use the unique reference number shown in the payment options section.

Using an alternative number may mean a different transaction is paid in error.

Payment options



Billers Code: 575514
Ref: 253 1234567 12345

Make this payment through the internet or phone banking with your financial institution.



Electronic Funds Transfer

BSB: 037-001
Acc No: 268825
Acc Name: Revenue FFT
Ref: 253 1234567 1234

Include the ref number in your payment description.



Phone 1300 729 859

Payments of up to \$5,000 may be made using MasterCard or Visa only. Operates 24 hours, every day.

Billpay Code: 0703
Ref: 253 1234567 1234



Internet - www.service.tas.gov.au

Payments of up to \$5,000 may be made using MasterCard or Visa only. Operates 24 hours, every day.

Billpay Code: 0703
Ref: 253 1234567 1234



Service Tasmania

Present this account at any Service Tasmania shop. See service.tas.gov.au for opening hours.



Mail

Return this detachable portion with your cheque or money order made payable to: The Commissioner of State Revenue GPO Box 1374, Hobart Tas 7001

Account number	1234567
Transaction number	7654321
Total amount due	\$200 000.00
Pay by	21 May 2020

TRO Agents paying Land Tax Search and Duty Invoices by EPA in TRO

TRO Agents must have agreed to the Electronic Payment Authority Services Agreement, and bank account details must be recorded in TRO. Contact your TRO [system administrator](#) if you do not have access to the following sections in TRO.

1. Outstanding invoices and assessments will appear on the *Summary* page when you log into your TRO duties account. They are also available on the *Financial Summary* page. Payments can be made from either of those screens.

Outstanding invoices

You have one or more outstanding invoices.

Invoice No.	Type	Status	Period	Balance	Due date	Options
110205453	Duty	Issued	Week 46 19/20	\$150,000.00	21/05/2020	PDF Pay
110265891	Land Tax Search	Issued	Apr 20	\$400.00	25/05/2020	PDF Pay

Outstanding assessments

You have one or more outstanding assessments.

SRO No.	Type	Status	Balance	Due date	Options
1324567	Landholder	Issued	\$50 000.00	10/10/2019	PDF Pay

2. Locate the invoice or assessment for payment and select the associated *Pay* button.

3. On the *Pay Now* screen, choose the appropriate account (if you have multiple accounts), and select *Submit*.

Important: Do not amend the Payment Amount.

4. Your payment will now be processed. Close the *Payment Scheduled* window. *Pending Payments* can be seen in the *Banking details* screen.

Pay Now

Reference Number	253 1234567 1234
Bank account	TRO Agent Duty Invoice (Trust) *
Payment Amount	\$ 150,000.00 *
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

I want to cancel a Pending Payment Authority

Go to the *Banking details* screen for the *Pending Payments* section, and select *Cancel* (to the left of the relevant transaction).

Pending Payments

There are outstanding scheduled payments for this account. Changing the banking details will affect the scheduled payments.

	Nickname	Status	Reference Number	Payment Date	Amount
<input type="button" value="Cancel"/>	TRO Agent Duty Invoice (Trust)	Pending	25312345671234	01/02/2023	\$150,000.00

Frequently Asked Questions

- Q. Can I make a payment using the *Pay balance* button on the financial summary page?**
- A. While this is possible, it is best not to use *Pay balance* because the payment may incorrectly match itself with a different transaction. The preferred method is to use the *Pay* button.
- Q. Can I make an interim payment pending lodgement of the transaction?**
- A. Yes, in some instances such as when all of the necessary information is not available. An interim payment reflects what you estimate the duty to be, based on the information available at that time. *By making an interim payment, the amount of any interest payable is reduced (should the transaction take longer than the legislated time to complete).*
- Q. How long will it take for the payment to be received?**
- A. Payments made by an Electronic Payment Authority may take up to three (3) business days to appear on your account. Should you be concerned about a payment that has **not** appeared after three business days, please contact the SRO.
- Q. What should I do if I inadvertently make a duplicate payment?**
- A. Request a refund using the [communication function](#) in TRO.
- Q. Can I use the *Office account* to pay a Land Tax Search invoice, and the *Trust account* to pay a Duty invoice?**
- A. Yes. After selecting the *Pay* button, on the *Pay Now* screen use the *Bank account* drop-down menu of all bank accounts linked to the Duties Account. Select the relevant account for the payment. Use the following links for information about [adding bank details](#) or [updating bank details](#).