

# Communications: Duty TRANSACTION-SPECIFIC enquiries



It is essential that TRO Users adopt the process below for ALL duty transaction-specific communications. The SRO can then identify and assign your message directly to the relevant assessor.

No. 1 · 22 November 2017

## READ

transaction-specific mail from the SRO

1. Click 'Duty transactions' from the left-hand main menu to open the list of your duty transactions. Numeric alerts display any unread messages from the SRO.
2. Click 'Mail' to open the specific transaction screen, and click the hyperlinked message title to read the mail.

After messages are read, the word 'Mail' will remain highlighted in bold, signifying that those communications from the SRO are able to be re-read at any time.

Parties	Processor	Endorsement reference	Endorsed date
Transfer		2123028-664	06/10/2017

Status	Contact Date	Subject	Name
Current	06/10/2017 09:47	Assessment Notice SRO# 2123028	SDIAssessmentNotice SRO# 2123028

## REPLY

to transaction-specific mail from the SRO

1. In the specific transaction message screen, click 'Reply' to open an outbound-message box.

The subject field in the outbound-message box will be auto-populated with the transaction reference.

2. Type your reply in the message box, upload a file if needed, and click 'Send'. Based on the transaction reference, the SRO's systems will assign your reply directly to the relevant assessor for action.

Status	Contact Date	Subject	Name
Current	06/10/2017 09:47	Assessment Notice SRO# 2123028	SDIAssessmentNotice SRO# 2123028

Subject: SDIAssessmentNotice SRO#2123028

Message

File:  Browse...

Send

## INITIATE

transaction-specific mail to the SRO where there's been no prior communication about the transaction

1. Within the duty transactions screen, click the 'Mail' link for the specific transaction which will open the communications screen.

2. Click the 'Contact SRO' button to open an outbound-message box.

The subject field in the outbound-message box will be auto-populated with the transaction reference.

3. In the message box, type your enquiry, upload a file if needed, and click 'Send'. Based on the transaction reference, the SRO's systems will assign your mail directly to the relevant assessor for action.

SRO No.	Client reference	Dealing No.	Type	Parties	Processor	Endorsement reference	Endorsed date
2120000	Jones	M11111	Property - Property Trans	X.Janson to S.Watts	M.Roberts	2120000-259	27/09/2017

Communications for SRO #2120000

Status: Current

Contact Date:  Subject:  Name:

There are no communications for this duty transaction

Contact SRO

Subject: SRO #2120000

Message

File:  Browse...

Send

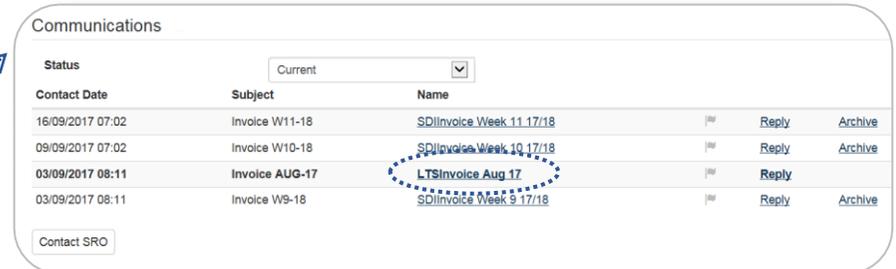
## Communications: Duty GENERAL enquiries

General enquiries typically include invoices, 'how-to' questions, and TRO registration. They do NOT relate directly to actual duty transactions or assessments.

### READ

general-enquiry mail from the SRO

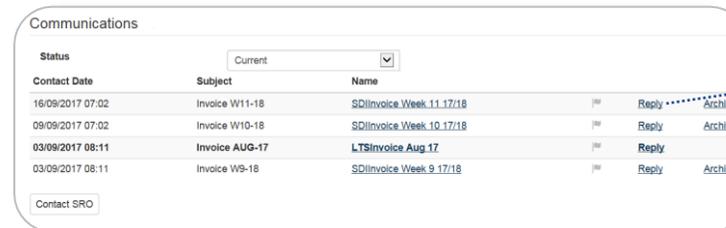
1. Click the 'Communications' function on the left-hand main menu to open the general communications screen. Numeric alerts display any unread messages from the SRO.
2. To read mail in the general communications screen, click on the item of interest within the 'Name' column.



### REPLY

to general-enquiry mail from the SRO

1. In the general communications screen, click 'Reply' (to the right of the item for your enquiry) to open an outbound-message box.
-  The subject field in the opened outbound-message box will be auto-populated with the topic reference.
2. In the outbound-message box, type your reply, attach a file if needed, and click 'Send'.



### INITIATE

general-enquiry mail to the SRO where there's been no prior communication about an issue

1. Click the 'Communications' function on the left-hand main menu to open the general communications screen.
2. Click the 'Contact SRO' button to open an outbound-message box.
3. Select a 'Subject' from the drop-down menu, type your enquiry, attach a file if needed, and click 'Send'.

