



Due to various factors, there may be occasions when a certificate is not available for a valid assessment number or title reference. This is evident by **No** appearing in the **Cert Avail** field and an **Error** is also displayed. You can continue to request the certificate and clicking in the **Cert Required** field and clicking on the **Provide Certificate/s** button.

Purchase Certificate

ESL*: Land Tax*:
 Assessment Number: 1111111111 Title Reference: CT 1234 567

ESL Property Retrieved

Assessment Number	Owner Name	Property Description	Cert Avail	Cert Required	Error
1111111111	J CITIZEN	1 MAIN ROAD ADELAIDE SA 5000	YES	<input type="checkbox"/>	

Account to be debited for ESL Certificate Request Fee: CELT1 ESL Fee Charge per Request: \$15.80

Land Tax Property Retrieved

Assessment Number	Owner Name	Property Description	Cert Avail	Cert Required	Error
1111111111	J CITIZEN	1 MAIN ROAD ADELAIDE SA 5000	NO	<input type="checkbox"/>	Property liability not available

Account to be debited for Land Tax Certificate Request Fee: CELT1 LT Fee Charge per Request: \$33.25

As the certificate is unavailable, a certificate request fee transaction is not created at this stage and a message similar to the one below is displayed. Unsuccessful certificate requests are transferred to the **Unsuccessful Certificate Requests** page.

Some certificate requests were not successfully processed

Purchase Certificate Results

The following Certificate Requests have not been processed :-

LT Certificate Request for assessment 1111111111 and property 1 MAIN ROAD ADELAIDE SA 5000 failed with an error of Property liability not available.

Go to the Unsuccessful Requests page to resubmit

1. Select **Unsuccessful Requests** from the **Certificates ESL and Land Tax** menu. The **Unsuccessful Certificate Requests** screen lists all the current outstanding certificate requests processed by your organisation. From this screen you can:
 - Delete the request if it is no longer required.
 - Forward your request to RevenueSA for manual intervention.

Unsuccessful Certificate Request

ESL Certificate Request Summary

Search Date	Assessment Number	Title Reference	Failure Reason code text	Owner Name	Property Description	Select
No records found.						

Account to be debited for ESL Certificate Request Fee: **CELT1** (info icon) | ESL Fee Charge per Request: \$15.80

Land Tax Certificate Request Summary

Search Date	Assessment Number	Title Reference	Failure Reason code text	Owner Name	Property Description	Select
24/09/2018	1111111111	CT 1234/567	Property liability not available	J CITIZEN	1 MAIN ROAD ADELAIDE SA 5000	<input type="checkbox"/>

Account to be debited for Land Tax Certificate Request Fee: **CELT1** (info icon) | LT Fee Charge per Request: \$33.25

Buttons: **Delete** | **Forward RevSA**

2. If you would like to forward the unsuccessful request to RevenueSA, click in the **Select** field so a tick appears. Ensure the correct **bank account** is selected for the certificate request fee and then click on the **Forward RevSA** button.

The certificate request is then sent to RevenueSA and is removed from the Unsuccessful Certificate Requests page. A certificate request fee transaction is created at this point.

3. To check to see if the certificate is available, conduct a certificate enquiry.