



Government of **Western Australia**
Department of **Commerce**



BondsOnline
eTransactions

BondsOnline eTransactions User Guide

For Licensed Real Estate Agents

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1. Introduction

The Department has developed eTransactions so that real estate agencies can electronically lodge, vary and dispose of bonds at any time in a **fast, easy and secure** environment.

1.1 BondsOnline Login

Go to the www.commerce.wa.gov.au/bondslogin and enter your username and password to log in. You will receive your login credentials in an email from Bonds Administration once your user account has been created.

Department of Commerce

Welcome to BondsOnline, the Western Australian Bond Administrator's online system.

BondsOnline

Username:

Password:

Login

[Forgot password](#)

BondsOnline allows users real time access to:

1. view records and access reports for security bonds held by the Bond Administrator relevant to the user;
2. create and print bond transaction forms; and
3. eTransactions, to lodge, vary and initiate disposals of security bonds online (real estate industry only).

Further information, including FAQs, about BondsOnline is available at www.commerce.wa.gov.au/bondslogin.

BondsOnline is only available to licensed real estate agents and organisations that manage significant property portfolios.

For technical assistance please call BondsOnline Support at the Department of Commerce on (08) 6251 2715 (during business hours) or email bondslogin@commerce.wa.gov.au

wa.gov.au

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If you have forgotten your password, click the 'Forgot password' button and you will be asked to enter your user ID and email address. You will then receive an email with a temporary password. You will be prompted to change your password to after you have logged in.

Department of Commerce

Reset Password

User Id

Email

Reset Password

If you forget both your user ID and password, the Employee Account Administrator for your agency will need to reset these for you.

2. System Navigation / Home Tab

The Home tab is the first page you will see after logging in. From this page, you can use the tabs below the 'Agency Details' section to search for a bond or eTransaction (online lodgement, variation or disposal), and access your draft applications.

2.1 Agency Details

The details of the agency name, address and REBA licence number are listed, along with the number of current bonds and the number of draft applications pending.

Commerce BMS Welcome eTill from THE AGENCY CO PTY LTD (Logout)

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694

Current Bonds: 323

Draft Applications: 5

Bonds Draft Applications eTransactions

Bond Details

Bond Reference Number Bond Status: Current Bond Amount

Family Name Given Name Other Names

Organisation Name

Tenancy Start Date (From) Tenancy Start Date (To)

Tenancy End Date (From) Tenancy End Date (To)

Bond address

Search Reset

Search returned 323 results. (Displaying page 1 of 33)

2.2 Searching Bonds

Searching under the Bonds tab will display all bonds managed by the agency. This will include both eTransaction bonds and bonds previously lodged manually on paper.

Please note: eTransactions will not appear under the Bonds tab unless all tenants have approved the lodgement information or if the 48 hour time period allocated to the tenants to approve the lodgement has lapsed. Please refer to 'Lodgement - Tenant Approval' for further information - page 26.

Commerce BMS Welcome eTill from THE AGENCY CO PTY LTD (Logout)

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694

Current Bonds: 331

Draft Applications: 4

Bonds Draft Applications eTransactions

Bond Details

Bond Reference Number Bond Status: Current Bond Amount

Family Name Given Name Other Names

Organisation Name

Tenancy Start Date (From) Tenancy Start Date (To)

Tenancy End Date (From) Tenancy End Date (To)

Bond address

Search Reset

Home Lodge New Bond Application Payment Approvals Reporting Maintain Authorised Signatories Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 69846

Current Bonds: 17

Draft Applications: 0

Bonds Draft Applications E-Transactions

Bond Details

Bond Reference Number Bond Status: Current Bond Amount

Family Name Given Name Other Names

Organisation Name

Tenancy Start Date (From) Tenancy Start Date (To)

Tenancy End Date (From) Tenancy End Date (To)

Bond address

Search Reset

Search returned 17 results. (Displaying page 1 of 2)

Bond Number	Property Address	Owner Name(s)	Tenant Name(s)	Tenancy Start Date	Tenancy End Date	Bond Amount	Status
6/15	10 William ST MIDLAND WA 6056	BROWN BOB	KEN SMITH	12/01/2015		\$400.00	Active
44334/08	UNIT 5 227 Scarborough Beach RD DOUBLEVIEW WA 6018	LIZ JONES	CHRISTIAN SLATER	16/09/2008		\$900.00	Active

Add other details here, to refine your search results


Click to access bond details

You are able to search for a specific bond using the bond details or the bond residential address.

To locate a bond using the bond reference number, enter the reference into the 'Bond Reference Number' field and click the 'Search' button. If you do not have the bond reference number, the bond can be located by using other filters such as party names, bond amount and address.

The Bond Status drop down menu can be used to filter the search results by the status of the bond.

Status	Meaning
Current	
Active	Processed and funds cleared
Bond Lodged	Processed, waiting on funds to clear
Pending Disposal	Form processed, funds pending approval
Pending Lodged	Received by department, yet to be processed
Variation Lodged	Received by department, waiting on funds to clear
Pending Variation	Received by department, yet to be processed
Historic	
Cancelled	Transaction cancelled
Consolidated	Funds transferred to the Department of Treasury
Disbursed	Disposal paid and funds received by payee/s.
Finalised	Bond is disbursed and finalised
Other	
Lodged to Unclaimed	Funds are unclaimed and correspondence sent to relevant parties.
Pending Consolidation	Funds pending transfer to the Department of Treasury
Pending Unclaimed	Action is being taken to contact parties regarding unclaimed funds.
Unclaimed	Bond recognised as having unclaimed funds.

Search icons : these indicate that the search criteria window is expanded or minimised, clicking on this area will allow for a more refined search to be conducted.

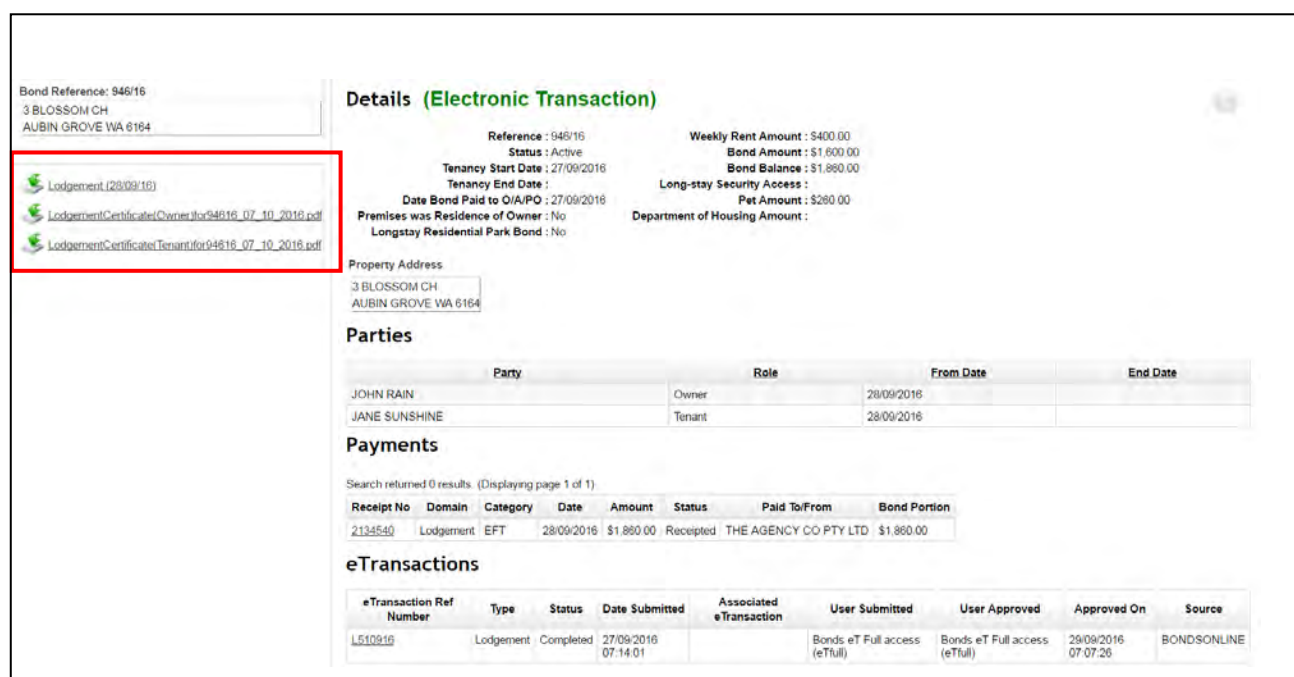
Search and Reset: these buttons activate the search function and clear criteria fields respectively.

Multiple pages: these page buttons move the user from page to page, fast forward through ten pages or jump to the last page. The amount of bonds displayed per page can also be adjusted.



If a user is in a search screen and selects a specific option under the 'Records per Page' drop-down, then the system will remember that as a preference for that screen and apply the same choice next time.

Once a bond has been located, full details of the bond can be accessed by clicking on either the bond number or the property address.



Bond Reference: 946/16
3 BLOSSOM CH
AUBIN GROVE WA 6164

Details (Electronic Transaction)

Reference : 946/16
Status : Active
Tenancy Start Date : 27/09/2016
Tenancy End Date :
Date Bond Paid to O/A/PO : 27/09/2016
Premises was Residence of Owner : No
Longstay Residential Park Bond : No

Weekly Rent Amount : \$400.00
Bond Amount : \$1,600.00
Bond Balance : \$1,860.00
Long-stay Security Access :
Pet Amount : \$280.00
Department of Housing Amount :

Property Address
3 BLOSSOM CH
AUBIN GROVE WA 6164

Parties

Party	Role	From Date	End Date
JOHN RAIN	Owner	28/09/2016	
JANE SUNSHINE	Tenant	28/09/2016	

Payments

Search returned 0 results. (Displaying page 1 of 1)

Receipt No	Domain	Category	Date	Amount	Status	Paid To/From	Bond Portion
2134540	Lodgement	EFT	28/09/2016	\$1,860.00	Received	THE AGENCY CO PTY LTD	\$1,860.00

eTransactions

eTransaction Ref Number	Type	Status	Date Submitted	Associated eTransaction	User Submitted	User Approved	Approved On	Source
L610916	Lodgement	Completed	27/09/2016 07:14:01		Bonds eT Full access (eTfull)	Bonds eT Full access (eTfull)	29/09/2016 07:07:26	BONDSONLINE

The bond details screen gives access to all information relating to a particular bond. The sidebar on the left contains copies of all available forms and certificates relating to the bond.

2.3 Draft Applications

eTransaction applications can be partially completed and then held in a draft state for completion at a later date. When you are ready to complete and submit the eTransaction, you can proceed by completing the mandatory sections and submitting as normal. This feature is useful to those who like to prepare documentation in advance, or prior to the funds being received into the trust account.

To save an application as a draft, first start the application process for a lodgement, variation or disposal. Complete as much of the form as desired, then click the 'Save Draft' button at the bottom of the page.

Bond Money

Weekly Rent Amount X 4 Weeks =

Pet Bond

Total Security Bond Calculate

Date paid to the lessor / park operator / agent

Department of Housing Amount

Select Bank Account

Form Validation

Save Draft Submit Cancel Reset Form

If you experience any problem filling in the online form, [download](#) a blank form to complete

5 Step 5: Indicate the Weekly Rent Amount, number of weeks and sum amount. Indicate the Pet Bond Amount and Long-stay Security Access Bond (in the case of this being a residential park long stay bond). Use the button to calculate the total security bond.

Also indicate the date the bond was paid to lessor / park operator / agent, and if there was a Department of Housing amount.

Please select the agencies bank account to be debited from the list registered for eTransactions.

Next Step: Once completed continue to Step 6 below.

6 Step 6: Click on the 'Submit' button

If any required information is missing, you will be prompted to provide it before continuing.

Once the form is submitted, you will receive an eTransaction reference number which should be referred to in all correspondence with Bonds Administration.

To locate a saved draft application, click the 'Draft Applications' Tab on the home screen.

Please note: Lodgement forms saved in draft format will not have a bond reference or eTransaction number and therefore cannot be searched.

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694

Current Bonds: 330

Draft Applications: 4

Bonds **Draft Applications** eTransactions

Search returned 4 results. (Displaying page 1 of 1)

Bond Ref	Property Address	Created/Modified On	Type	Tenancy Start Date	Total Bond	Edit	Delete
L 4 140 WILLIAM ST PERTH 6000		13/10/2016	Lodgement	13/10/2016	1200		
4 STANLEY ST BEACHLANDS 6530		11/10/2016	Lodgement	11/10/2016			
12 TREVALLY CT CORAL BAY 6701		13/05/2016	Lodgement		1200		
12 PERTH ST COTTESLOE 6011		13/05/2016	Lodgement	03/05/2016	260		

Refresh

To edit the application:

Click the 'Edit' icon to return to the pre-filled application screen. The information submitted previously will all be filled; any other information can be entered and then submitted as per normal eTransactions.

To delete the application:

Click the 'Delete' icon, then click yes on the pop up box

Searching under the eTransactions tab will only provide bond transactions that have been submitted online. eTransaction numbers are used to track applications until they are completed. This will include lodgements, variations and disposals, but only those performed online.

To view the details and status of a submitted eTransaction, enter the eTransaction reference number into the relevant field under the eTransaction tab and click Search.

To view all eTransactions relating to a particular bond, enter the bond reference number in the relevant field and click Search. This will show all eTransactions relating to the searched reference including those completed.

If you do not have the eTransaction or bond reference number, the application can be located by using other filters such as party names, transaction type and address.

To access the full details of an individual transaction, click on the eTransaction reference number in the search results.

Commerce **BMS**

Home | Lodge New Bond | Payment Approvals | Reporting | Maintain Authorised Signatories | Maintain eTransaction Users | Maintain Email Addresses | Upload Logo | Change Password | Help

eTransaction Ref: L231016

Transaction Details

Details

Address: 14 Teague ST
BURSWOOD WA 6100

System Reminder: System Reminder Status: ON

eTransaction Reference: L231016
Related Bond Ref Number: Status: Waiting Tenants approval
Bond Status: Submitted on: 25/10/2016 09:58:01
Transaction Type: Lodgement
Comments: Cancellation Comments:

Parties

Party	Role	Email	Mobile	Status	Last Reminder Sent Date	Resend Reminder	Edit Contact
GERRY FORD	Tenant	gerald@navigate.bus	+61465215658	Pending	25/10/2016	Resend	Edit
THE AGENCY CO PTY LTD	Agent	bondsoverride@commerce.wa.gov.au	64603454	Accepted by party / System			Edit
CLARE BOTCH	Lessor			Accepted by party / System			

[EXPIRE]

On the left hand side of this screen is a summary of the transaction that can be opened, saved or printed at any time.

2.5 Search Using Wildcards

The asterisk character (*) can be used as a wildcard in search fields as required by the user. Rather than typing all of the characters for the criteria that is being searched, the asterisk can be added at the beginning, middle or end of a search to access all valid records. More than one asterisk at a time can also be used.

A search for an individual could be entered in the following format and return valid results.

Bonds **Draft Applications** **eTransactions**

Bond Details

Bond Reference Number

Family Name

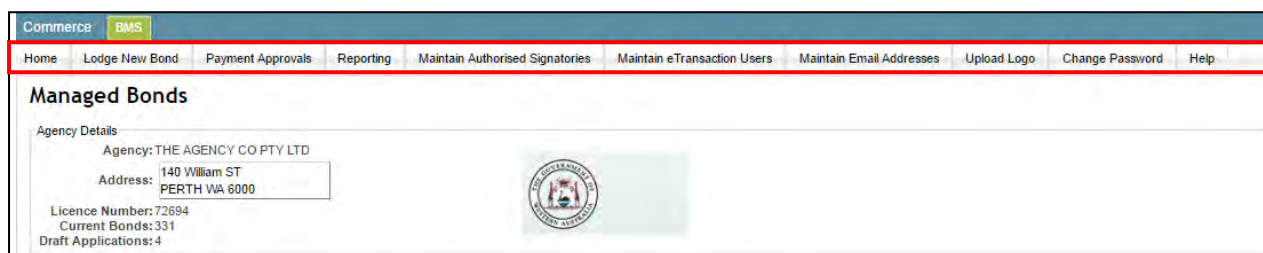
This search would bring up the following results:

- Smith
- Smyth
- Smithe
- Smythe etc

Using more than one wildcard can be useful when names are lengthy to type, spelling could be varied and abbreviations or punctuation may be used.

3. Tabs / Functions

Tabs across the top of the page provide access to the most commonly used functions in BondsOnline. These tabs are accessible from any page.



3.1 Lodge New Bond tab

Click this tab to start the process of lodging a new bond, either as an eTransaction or paper form.

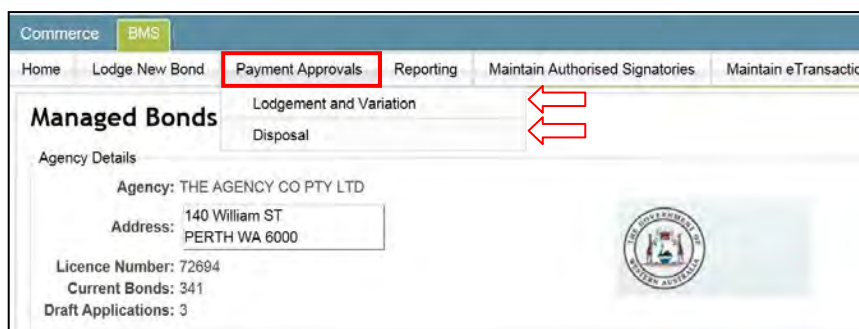
Please refer to 'Lodging New Bond' for further information - page 22.

3.2 Payment Approvals tab

Use this tab to approve the payments for your Lodgements, Variations and Disposals. *Please refer to 'Applications / processes' (Lodgements, Variations or Disposals) for payment approval process – pages 34, 41 & 51*

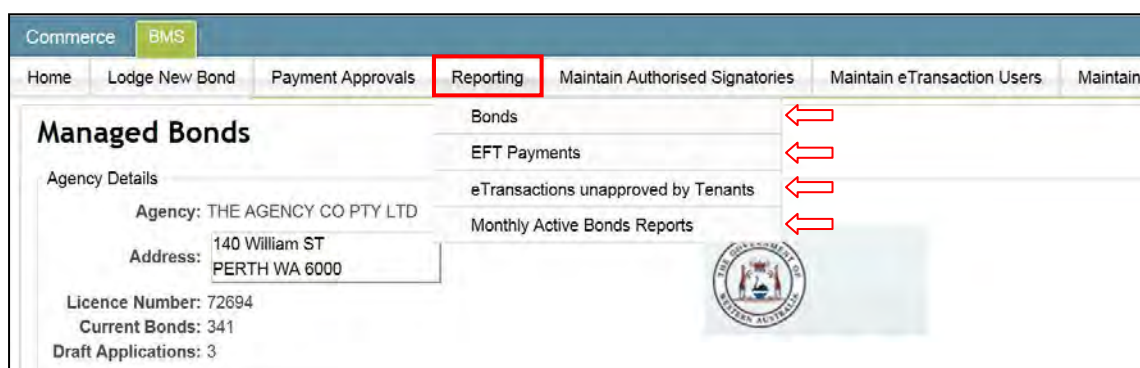
To view the payments you want to approve, place your cursor over the 'Payment Approvals' tab and select the relevant application type from the drop down menu.

This tab is only available to users that have the appropriate approval authority. *Please refer to 'Levels of Access' - page 15.*



3.3 Reporting tab

The reporting functionality allows users to create reports for several different sets of information. These reports can be exported from the system and saved, as a PDF or Excel Spreadsheet. To access the reporting function, place your cursor over the 'Reporting' tab and select the desired report type from the drop down menu.



3.3.1 Bonds Report

The Bonds Report will allow users to generate a list of all current bonds for the agency. Place your cursor over the 'Reporting' tab, select 'Bonds' and click 'Search'.

To limit the report to a particular Bond Status, select an option under the 'Report Criteria' section.

View Report : Bonds

Report Criteria

Bond Status : Active Disbursed Finalised

Search Reset Export PDF

TBMS0500R **Bond Management System** **Bonds** **Printed on : 26/10/2016**

Bond Number	Address	Owners	Tenants	Status	Bond Amount	Pet	Bond Balance
THE AGENCY CO PTY LTD							
969/16	8 GILLESPIE PWY BALDIVIS WA 6171	JEFF THOMAS	TOM GARSIDE	Bond Lodged	1600	260	1860
968/16	5 HASTINGS CT SUCCESS WA 6164	ALEX PARKS	TERRY PRINCE	Bond Lodged	1600	260	1860
967/16	4 HASTINGS CT SUCCESS WA 6164	TREVOR BRYANT	HARRY KERBY HAYLEY KIRBY	Bond Lodged	1600	260	1860
966/16	7 Hastings CT SUCCESS WA 6164	BRYAN PARKWAY	GREGORY FOSTER	Bond Lodged	1600	260	1860
965/16	6 HASTINGS CT SUCCESS WA 6164	LISA JOB	HARRY PORTER	Active	1600	260	1860

3.3.2 EFT Payments Report

The EFT Payment Report allows users to generate a list of all EFT payments made to and from the agency during a specified timeframe. To filter results by application type, select an option from the 'Domain' drop down menu.

The total number of transactions and total monetary amount for each transaction type will be shown at the bottom of the report.

This report is particularly helpful for reconciling agency trust accounts.

View Report : EFT Payments

Report Criteria

Start Date : 01/01/2016 End Date : 31/01/2016 Domain : Lodgement

Search Reset Export PDF

User : cTfull **Bond Management System** **Printed on : 15/01/2016**

Date Range: 01/01/2016 To 31/01/2016 Domain: LOD

BMS0640 - EFT Payments By Party

Domain: Lodgement Party Name : THE AGENCY CO PTY LTD Account Details: 066000/2345678

Payment Date	Address	Payment Status	Bond Reference	Tenants	Amount
05/01/2016	26 Sharpe Av Pegs Creek Wa 6714	Received	86365/15	Housing Authority	\$2,800.00
05/01/2016	140 William St Perth Wa 6000	Received	86366/15	Joseph Kelly	\$1,860.00
05/01/2016	222 Hale Rd Forrestfield Wa 6058	Received	5/16	Henry Collier	\$1,200.00
05/01/2016	54 Manning Rd Como Wa 6152	Received	6/16	Ken Canning	\$600.00
13/01/2016	140 William St Perth Wa 6000	Pending Received	34/16	James Giles	\$1,860.00
13/01/2016	140 William St Perth Wa 6000	Pending Received	35/16	Kerry Wren	\$1,860.00
14/01/2016	140 William St Perth Wa 6000	Pending Received	41/16	Clara Wills	\$1,860.00
14/01/2016	140 William St Perth Wa 6000	Pending Received	43/16	Paula Dale	\$1,860.00

Domain: Lodgement **Number of Transactions: 8** **Amount: \$13,900.00**

The eTransactions unapproved by Tenants Report will allow users to generate a list of all eTransactions/bonds that are still waiting on tenant's approval.

3.3.4 Monthly Active Bond Reports

The Monthly Active Bonds Report will allow users to access and print the full list of current bonds for the agency.

Department of Commerce – Bonds eTransactions

3.4 Maintain Authorised Signatories tab

This tab displays the existing licensee and authorised signatories currently listed with the Department. The signatory information is used for processing manual applications.

Commerce BMS

Home Lodge New Bond Payment Approvals Reporting **Maintain Authorised Signatories** Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Maintain Authorised Signatories

This section is for adding or removing the names of employees within your agency who are permitted to sign variation and disposal forms.

To create an initial list of agency signatories use the Add Authorised Signatory button to list all the names of authorised signatories. You then continue adding until your list is complete.

Validate, print and sign the form and have it sent to Bond Administration for adding to Bonds Online.

Existing Licensee / Authorised Signatories

Family Name JONES Remove ? <input type="checkbox"/> (Licensee)	Given Name TOM
Family Name BROWN Remove ? <input type="checkbox"/>	Given Name BOB
Family Name JOHNSON Remove ? <input type="checkbox"/>	Given Name SUSAN
Family Name SMITH Remove ? <input type="checkbox"/>	Given Name BILL

Additional Authorised Signatories

Add Authorised Signatory

Validate Cancel

Please Note: These changes will not take effect until the Department of Commerce has received the printed and signed Authorised Signatory Request form. Until such time, these requested changes will not be reflected through this interface. If the applied changes requires the printing of more than one Authorised Signatory Request form, please ensure that the Licensee signs every form.

To Add Authorised Signatories: Click the 'Add Authorised Signatory' button. Complete the boxes that appear with all relevant information and click 'Validate'. This will generate a PDF that will need to be printed and signed by the incoming signatory, as well as the Licensee.

Additional Authorised Signatories

Family Name Given Name

Starts on Is Licensee ☐

Add Authorised Signatory

Validate Cancel

To Remove Authorised Signatories: Tick the Remove box beside the relevant signatory's name, and enter the 'Ends On' date. Once completed click 'Validate'. This will generate a PDF that will need to be printed and signed by the Licensee.

Additional Authorised Signatories

Family Name SMITH Given Name BILL

Ends on Remove ? ☒

Add Authorised Signatory

Validate Cancel

If the applied changes require the printing of more than one Authorised Signatory form, please ensure that the Licensee signs each form. The form can then be emailed to the Department directly for processing at bondsadmin@commerce.wa.gov.au

Please note: these changes will not take effect until the Department has received the printed and signed Authorised Signatory Request form. Only once the form is processed by Bonds Administration with the requested changes will be reflected in BondsOnline.

3.5 Maintain eTransaction Users tab

This tab allows the Employee Account Administrator to manage the individual user accounts linked to their agency.













The Employee Account Administrator is nominated by the Licensee on the User Agreement for BondsOnline. Only this member of staff will be granted access to the 'Maintain eTransaction Users' tab. The Licensee can nominate a new Employee Account Administrator by sending a written request to the Department.

The Employee Account Administrator is able to add new users, edit or delete existing users, as well as reset the password of any user.

Maintain eTransaction Users

This section is for adding or removing the names of authorised users.

Users:

Full Name	User Id	Email Address	Authorised Signatory (Leave blank if user's name does not appear in the dropdown)	Online Form Submission	Payment Approval	Edit / Delete	Reset Password
Kelly Smith	RA71022KSMITH	Kelly.Smith@agencyco.com.au	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	 	
Peter Thoms	RA71022PTHOMS	peter.thoms@agencyco.com.au	<input type="text"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	 	
Sally Chane	RA71022SCHANE	s.Chan@agencyco.com.au	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	 	
Simon Smith	RA71022SSMITH	Simon.smith@agencyco.com.au	<input type="text"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	 	

[Add User](#)

wa.gov.au

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To reset a password: Click the lock and key icon, under the 'Reset Password' column, and click 'Yes' to confirm. An email will then be sent to the user's email address with a temporary password. The user can then change their password to a new one of their choosing, during their next login.

To remove a user: Click the rubbish bin icon under the Edit/Delete column. Then click 'Yes' to delete the user.

To edit the access of a user: Click the edit icon under the Edit/Delete column. The tick boxes are then amendable, adjust the agent access accordingly. **See which access levels are available on page 15.**

To add a new user: Click on the add user button to enable a new set of details to be added. Complete the new user's full name and email address. If the user is listed as an Authorised Signatory for manual forms, please select the user's name from the drop down menu. If the user is not listed in the Authorised Signatories list, leave the drop down menu blank. Tick the relevant boxes in the Online Form Submission and Payment Approval columns to allocate access to the user. When the entire row is completed, click the save icon. A user ID will then be generated which will include the agencies RA number and the user's first initial and surname. The user name and password will then be automatically emailed to the user.

Levels of Access: There are four access levels; the allocation of access levels to staff is up to the agency to decide internally.

Level 1 (Read only) – This level only has access to view information of bonds and submit draft applications. To apply this level, leave the Online Form Submission & Payment approval boxes unticked.

Level 2 (Submitter) – This level has the ability to submit eTransactions only. To apply this level, tick the Online Form Submission box.

Level 3 (Approver) – This level has access to approve payments. To apply this level, tick the Payment Approval box only.

Level 4 (Submitter & Approver) – This level has full access and can submit forms and approve payments. To apply this level, tick both the Online Form Submission & Payment Approval box.

3.6 Maintain Email Addresses tab

This tab allows the user to update the agency contact email address for the Monthly Bonds Report, Record of Payment and General Correspondence.

Email Address	Type	Active	Delete
bondsadmin@commerce.wa.gov.au	Record Of Payment	<input checked="" type="checkbox"/>	
bondsadmin@commerce.wa.gov.au	Monthly Bonds Report	<input checked="" type="checkbox"/>	
bondsadmin@commerce.wa.gov.au	General Correspondence	<input checked="" type="checkbox"/>	

[Add Email Address](#)

[Save](#) [Cancel](#)

To change or remove an email address: First, make the email address that will no longer be in use inactive by removing the tick from the box. Then a new email address can be added to the system by the 'Add Email Address' button.

Please note: any email address added and made active to receive a Record of Payment will receive all certificates issued to your agency (it is not bond specific).


Record of Payment – 'Certificate' issued to agency on lodgement or variation of a bond

General Correspondence – Any other correspondence issued to the agency (letter)

Monthly Bonds Report – Your agency monthly report (emailed in PDF and Excel format)

3.7 Upload Logo tab

This tab allows the user to upload an agency logo to be displayed on the home page as well as displayed and printed on the PDF bond forms.



The logo must conform to the following:

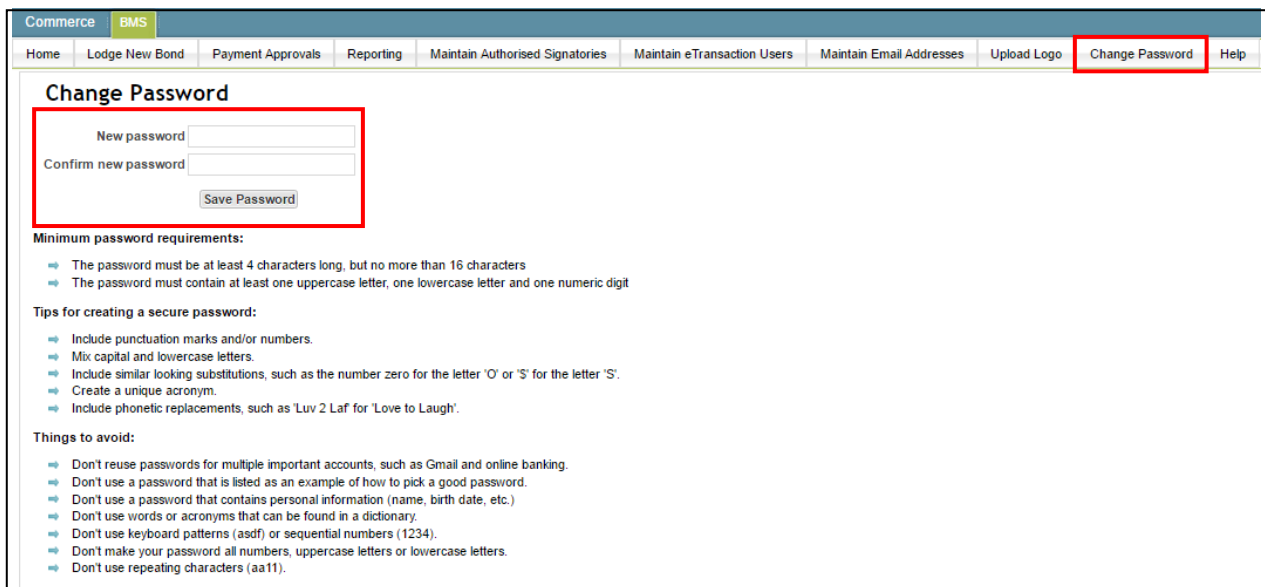
Height: 100 pixels
Width: 100 pixels
Size: 500kb

Please note that uploading a logo larger than the above specifications will result in errors when generating pdf forms.

The choose file and upload buttons, allow the user to perform this action.

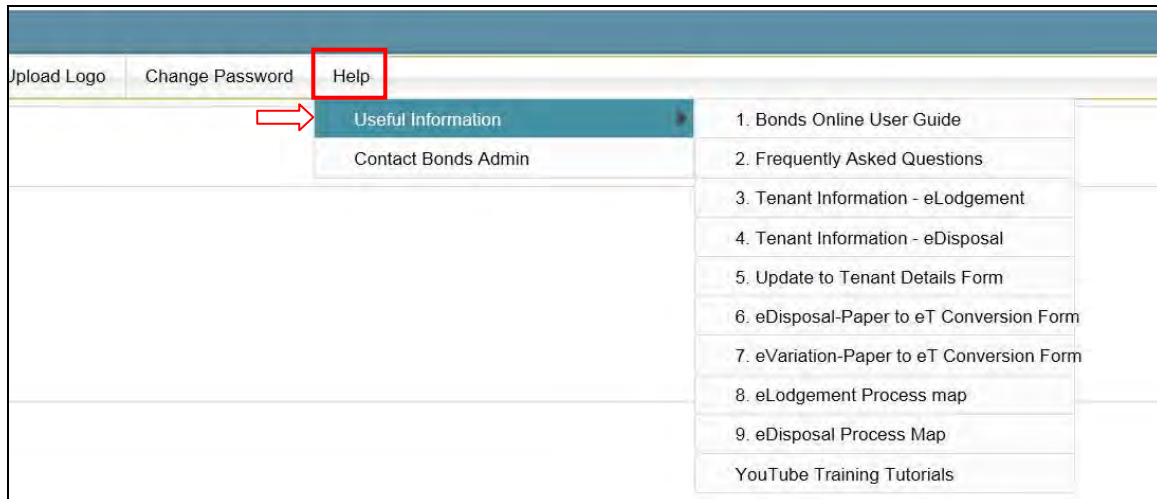
3.8 Change Password tab

This tab allows the user to change their password for access to the portal when required and provides information about password requirements and restrictions.



3.9 Help tab

The help tab in the top right hand corner of BondsOnline contains a range of useful information, forms and a link to contact Bonds Admin.

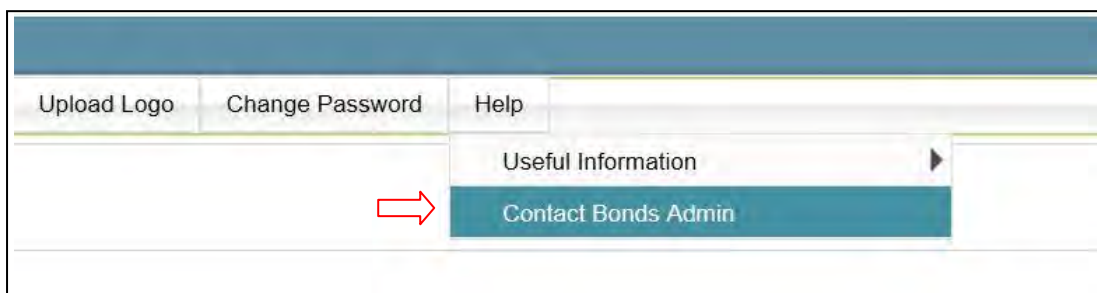


3.9.1 Useful Information

1. **BondsOnline User Guide:** Generates a download of the BondsOnline User Guide
2. **Frequently Asked Questions:** Generates a download of FAQ's for Licensed Agents
3. **Tenant Information – eLodgement:** Generates a download of a one page document that outlines the process of eLodgements for tenants. This is available for agents to provide to tenants if they choose to.
4. **Tenant Information – eDisposal:** Generates a download of a one page document that outlines the process of eDisposals for tenants. This is available for agents to provide to tenants if they choose to.
5. **Update to Tenant Details Form:** Generates a form that can be supplied to tenants if they would like to update their contact details at the Bonds Administration during their tenancy. This form can be sent directly from the tenant to bondsonline@commerce.wa.gov.au, where it will be processed and the details updated.
6. **eDisposal – Paper to eT Conversion Form:** Generates a download of an eDisposal Form. This form is used to add tenant contact details to a bond that was lodged using a paper form. This will enable eTransaction submissions for this bond.
7. **eVariation – Paper to eT Conversion Form:** Generates a download of an eVariation Form. This form is used to add tenant contact details to a bond that was lodged using a paper form. This will enable eTransaction submissions for this bond.
8. **eLodgement Process Map:** Generates a download of a simple process map of the BondsOnline eTransaction Lodgement process.
9. **eDisposal Process Map:** Generates a download of a simple process map of the BondsOnline eTransaction Disposal process.
10. **YouTube Training Tutorials:** Generates a download of a list of training tutorials available for BondsOnline. Clicking the title of the tutorial will direct you to the YouTube page where the video can be viewed.

3.9.2 Contact Bonds Admin

Click on this tab to generate an email that can be sent to BondsOnline with any questions or queries you may have and one of our team will respond to you as soon as possible.



4. Applications / Processes

4.1 Manual Applications (Paper Forms)

From 1 September 2016, it became mandatory for all real estate agents to use the BondsOnline eTransactions system to lodge, vary and dispose of bonds managed by their agency. This change follows regulatory amendments which were [gazetted](#) on 3 June 2016.

The Bond Administrator will only accept manual paper forms in **exceptional circumstances** and where the agent has advised the reason for the exceptional circumstance at the time of lodging the manual form. To do this, you can write the reason for the exceptional circumstance in your covering email when you email a scanned manual form to bondsadmin@commerce.wa.gov.au, or alternatively you can write the reason on the form.

Exceptional circumstances are limited to:

- if a tenant does not have a mobile telephone number or email address used exclusively by them;
- the tenant does not have internet access to check their email account;
- the tenant is not competent in the use of a mobile telephone or email;
- the tenant does not have a sound understanding of the English language;
- if the application relates to the disposal of a security bond to an overseas bank account;
- if the application relates to the transfer of a security bond from one property to another or from one property manager to another property manager;
- if the application is dealing with a bond that is subject to a court order; or
- if the Bond Administrator has provided prior written permission to lodge that particular transaction using a paper form.

A blanket exemption has also been granted by the Bond Administrator to allow any Bonds that were initially lodged using a manual paper form to be disposed of on a manual paper form (although you can convert a paper transaction to an eTransaction using an 'eDisposal - Paper to eT Conversion form' available from the help menu).

Lodgement, variation and disposal forms can be created for printing throughout the portal. Variation and disposal forms will use current bond data to pre-populate some of the form fields.

4.1.1 Generating a Manual Form for Lodgements, Variations and Disposals

(Example using a new Lodgement application)

Click on the 'Lodge New Bond' tab to start a new lodgement application and then un-tick the 'Online Submission' checkbox at the top-right of the form.

Next, complete the form ensuring all cream fields are completed, as these are mandatory fields.

Lodgement of Security Bond Money Online Submission

Bond Details [\(Hide Tips\)](#)

Rental Property Details

Is this a residential park (long stay) bond? ☒ Yes ☐ No

Address Line 1 Address Line 2

Address Line 3 Suburb

Postcode Tenancy Start Date [Verify Address](#)

Tenant(s)

Tenant 1

Is the tenant an organisation? ☐

Family Name Given Name

Other Names Contact Number (mobile preferred)

Email Address [Add Tenant](#)

Postal Address (If different from Rental Property Address)

Address Line 1 Address Line 2

Suburb State

Postcode

Lessor(s) / Park Operator

Is the owner a park operator? ☒ Yes ☐ No

Lessor 1

Is the lessor(s) / park operator an organisation? ☐

Family Name Given Name

Other Names Address Line 1

Address Line 2 Address Line 3

Suburb State

Postcode Contact Number (mobile preferred)

Fax Number Email Address

Step 1: Please provide the address of the residential property and confirm if the bond relates to a residential parks (long stay) tenancy agreement. The tenancy start date must also be entered.
Next Step: Once completed continue to Step 2 below...

Step 2: Indicate whether the tenant is an organisation.
Provide full legal name, mobile telephone number and email address for every tenant on the bond. You can add more tenants by clicking on the 'Add Tenant' button.
Should the tenants require correspondence to be sent to a different mailing address please specify. It should be noted that only one mailing address can be requested in relation to the bond being lodged.
Next Step: Once completed continue to Step 3 below...

Step 3: Indicate whether the lessor / park operator is an organisation and whether the owner is a park operator.
Please provide each owners/lessors full legal name and specify their addresses and telephone contact information. Bonds Administration will not contact owners directly where a property is managed by an agent.
Next Step: Once completed continue to Step 4 below...

Next the agency details. You will need to select the name of the Authorised Signatory who will be signing the paper form.

Next complete the Bond Money section. Input the bond money details for that specific bond.

You will then have a choice of four options regarding payment method:

Direct Debit: Details of the agency's trust account will need to be provided for direct debit payments

Cheque: The original cheque will need to be submitted with the completed form for cheque payments.

Cash and Other: These payments can only be taken in person at a Department of Commerce office.

Once completed, the form can be saved as a draft, cancelled or reset.

Clicking the 'Validate' button will generate two pdf documents.

Agent

Is the property managed by a licensed agent / private agent? ☐ Yes ☒ No

Agency Name: THE AGENCY CO PTY LTD Licence Number: RA71022

Address: 140 WILLIAM ST, PERTH WA 6000

Telephone: 64603454 Fax Number:

Email Address: Authorised Signatory Name: Bob Down

Bond Money

Weekly Rent Amount: \$350.00 X 4 Weeks = \$1,400.00

Pet Bond:

Total Security Bond: \$1,400.00 Calculate

Date paid to the lessor / park operator / agent: 11/01/2016

Department of Housing Amount:

Payment Method: ☒ Direct Debit ☐ Cheque ☐ Cash ☐ Other

I/We: Bob Down

(Name of Customer(s) giving the DDR) authorise the Consumer Protection ACPA User 067469. To arrange for funds to be debited from my/our account at the financial institution identified below and as prescribed through the Bulk Electronic Clearing System (BECS). The authorisation is to remain in force in accordance with the terms described in the service agreement.

Name of Australian bank/building society/credit union: Bankwest

Name of Account Holder: Bob Down

BSB Number: 111111

Account Number: 111111

Form Validation

Save Draft Validate Cancel Reset Form

Step 4: Indicate whether the property is managed by a licensed agent / private agent.

These pre-populated fields are based on the agencies login details, if any of the information is incorrect written advice must be provided to the Licensing Branch. Please enter the name and email address of the authorised member of staff lodging the bond.

Next Step: Once completed continue to Step 5 below...

Step 5: Indicate the Weekly Rent Amount, number of weeks and sum amount. Indicate the Pet Bond Amount and Long-stay Security Access Bond (in the case of this being a residential park long stay bond). Use the button to calculate the total security bond.

Also indicate the date the bond was paid to lessor / park operator / agent, and if there was a Department of Housing amount.

Indicate the Payment Method by making a selection from the list of options. If Direct Debit is selected, you will be required to fully complete the direct debit agreement.

Note that cash and other payments can only be accepted in person at an office of the Department of Commerce.

Next Step: Once completed continue to Step 6 below...

Step 6: Click on the 'Validate' button.

If any required information is missing, you will be prompted to provide it before continuing.

Once the form is validated, a PDF document will be produced and made available to download and/or print out. Use this form to collect signatures from all parties named on the form and send it to the Department of Commerce, with the payment.


If you experience any problem filling in the online form, [download](#) a blank form to complete


Please note: one pdf is the actual bond lodgement form, whilst the other is a bond summary sheet.

Form Validation

Validate Cancel Reset Form

Validated and generated form successfully.

 [Download Lodgement Application Form](#) (Complete and submit)

 [Download Lodgement Summary](#) (Not for submission)

If changes are required, the form can be amended and validated again. This will generated a new PDF with the corrected information.

If satisfied, print lodgement form and have all relevant parties sign, then forward it to the Bond Administrator by email to bondsadmin@commerce.wa.gov.au

Please note: The above is an example of a manual Lodgement application. The same process can be used for Variation and Disposal applications. Un-ticking the ‘Online Submission’ checkbox on any application type will allow you to generate a paper form.

Printing Requirements

The forms will be produced as a four page document that can be printed on standard A4 paper or A3 paper in booklet style. All four pages are required by Bond Administration and should be printed. The forms do not contain any colour and should be printed in black and white.

You will see this icon when PDF/s are available to view. 

System Requirements

The forms require Javascript to be enabled in the user’s browser. This is a default option on most modern browsers, however, if the user is unable to validate the form or produce the PDF document, the forms can be accessed blank in PDF format.

Links for the blank PDF forms can be found at the bottom of each BondsOnline screen, under the Validate button.

Please Note: If you are having issues completing a manual application through BondsOnline (e.g. paper form) you can download a blank form at the very bottom of the screen when applying for any application.



Tenant(s)

Tenant 1

Is the tenant an organisation? ☐

Family Name: Black Given Name: Paul

Other Names: Mobile Number: Australia (+61) 43598861

Email Address: PaulB@hotmail.com

Add Tenant

Postal Address (If different from Rental Property Address)

Address Line 1: Address Line 2:

Suburb: State: Western Australia

Postcode:

2 Step 2: Indicate whether the tenant is an organisation.

Please provide the full legal name of each tenant. Each person must be entered separately (using the Add Tenant button) and must have different mobile numbers and email addresses for the eTransaction to be processed without manual intervention by Bonds Administration. If the same details are entered for more than one party delays may occur in the processing of future transactions, such as the time to release the bond at the end of the tenancy.

Should the tenants require correspondence to be sent to a different mailing address please specify. It should be noted that only one mailing address can be requested in relation to the bond being lodged.

Next Step: Once completed continue to Step 3 below...

Lessor(s)/Park Operator:

If the property is managed by an agent, only the lessor's first name and surname are required. All other information for the lessor is optional. Please do not enter the contact information of the agency in these fields. More lessors can be added using the add lessor button.

Lessor(s) / Park Operator

Is the owner a park operator? ☐ Yes ☒ No

Lessor 1

Is the lessor(s) / park operator an organisation? ☐

Family Name: Given Name:

Other Names: Address Line 1:

Address Line 2: Address Line 3:

Suburb: State: Western Australia

Postcode: Mobile Number: Australia (+61)

Fax Number: Email Address:

Add Lessor

3 Step 3: Indicate whether the lessor / park operator is an organisation and whether the owner is a park operator.

Please provide each owners/lessors full legal name and specify their addresses and telephone contact information. Bonds Administration will not contact owners directly where a property is managed by an agent.

Next Step: Once completed continue to Step 4 below...

Agent:

The agency section will be pre-filled with the information provided on the User Agreement. As your system access is linked to your agency, these details will be prefilled and non-changeable. The email address is amendable, and will default to the user logged in. Any email notifications relating to this transaction will be sent to the email address in this field.

Agent

Is the property managed by a licensed agent / private agent? ☐ Yes ☒ No

Agency Name: THE AGENCY CO PTY LTD Licence Number: RA72694

Address: 140 William ST PERTH WA 6000

Telephone: 64603454 Fax Number:

Email Address:

4 Step 4: Indicate whether the property is managed by a licensed agent / private agent.

Provide the email address and the name of the authorised signatory.

These pre-populated fields are based on the agencies login details. If any of the information is incorrect written advice must be provided to the Licensing Branch. Please enter the name and email address of the authorised member of staff lodging the bond.

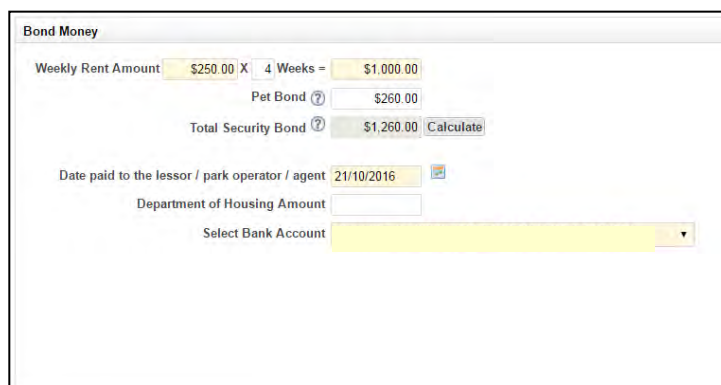
Next Step: Once completed continue to Step 5 below...

Bond Money:

Here you will enter the weekly amount and, if required, the pet bond. The normal restrictions on bond amounts apply and any inaccuracies will result in an error message. Enter the date the bond money was paid into the agency's trust account and click on the drop down menu to select your agency's trust account details. These are the details provided to the department when the user agreement is signed to access the system.

Lodging Full Bond

Below is an example of lodging a full bond with weekly rent as \$250 a week, full bond of \$1000 and a pet bond of \$260.

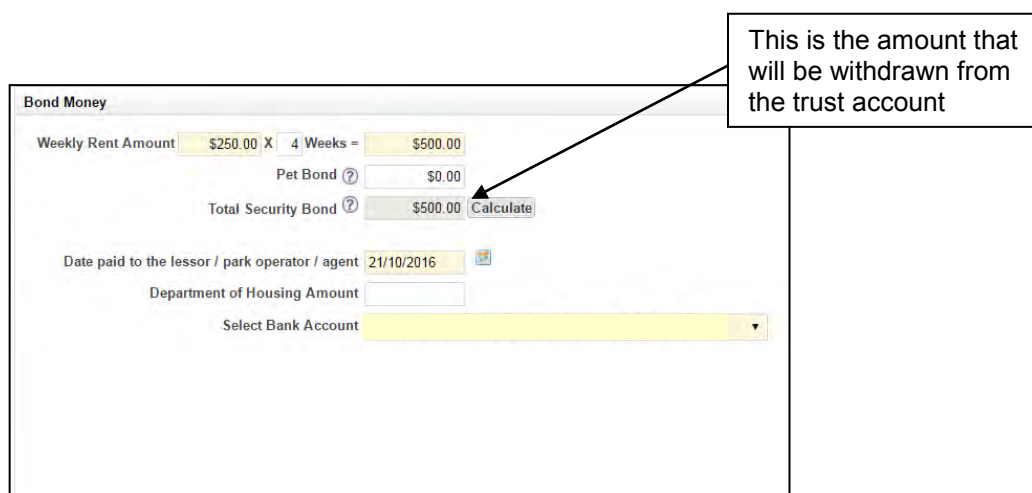


The screenshot shows the 'Bond Money' form with the following values: Weekly Rent Amount is \$250.00, multiplied by 4 Weeks, resulting in \$1,000.00. The Pet Bond is \$260.00. The Total Security Bond is \$1,260.00, with a 'Calculate' button next to it. The Date paid to the lessor / park operator / agent is 21/10/2016. The Department of Housing Amount is empty. The Select Bank Account dropdown menu is open, showing a list of bank accounts.

Lodging a Partial Bond

If a circumstance occurs where only a portion of the full bond is being lodged (e.g. Tenant receiving loan from department of housing or paying off bond in instalments) the first payment received in the trust account will need to be lodged within 14 days of receiving. The remainder of bond, once received, will then be added as a Variation Bond Top-Up. **See *Bond Money Increase / Bond Top-Up* on page. 39 for adding the remainder of the bond.**

Below is an example of a partial lodgement with weekly rent as \$250 a week and bond amount of \$500.



The screenshot shows the 'Bond Money' form with the following values: Weekly Rent Amount is \$250.00, multiplied by 4 Weeks, resulting in \$500.00. The Pet Bond is \$0.00. The Total Security Bond is \$500.00, with a 'Calculate' button next to it. The Date paid to the lessor / park operator / agent is 21/10/2016. The Department of Housing Amount is empty. The Select Bank Account dropdown menu is open, showing a list of bank accounts. An annotation box with an arrow pointing to the Total Security Bond field contains the text: 'This is the amount that will be withdrawn from the trust account'.

Please Note: If you are lodging a pet bond only, it will need to be completed on a manual application. BondsOnline will not allow a lodgement to be completed with only a payment of a pet bond.

To submit the form, click 'Submit' to start the online process.

Please Note: At this point, if the tenant has not yet paid the bond into your agency's trust account, do not proceed to submission. Instead, click 'Save Draft' allowing you to come back later to either make changes or complete the lodgement.

See Draft Applications on page 7 for further information.

The screenshot shows the 'Bond Money' form with the following fields: Weekly Rent Amount (X 4 Weeks =), Pet Bond (?), Total Security Bond (?), Date paid to the lessor / park operator / agent, Department of Housing Amount, and Select Bank Account (Select...). Below the form is a 'Form Validation' section with buttons: Save Draft, Submit, Cancel, and Reset Form. Two red arrows point to the 'Save Draft' and 'Submit' buttons. A text box with an arrow pointing to the 'download' link in the footer says: 'A blank form can be downloaded here, if required.' The footer text reads: 'If you experience any problem filling in the online form, [download](#) a blank form to complete.' On the right side, there are two instructional boxes. Box 5 (Step 5) says: 'Indicate the Weekly Rent Amount, number of weeks and sum amount. Indicate the Pet Bond Amount and Long-stay Security Access Bond (in the case of this being a residential park long stay bond). Use the button to calculate the total security bond. Also indicate the date the bond was paid to lessor / park operator / agent, and if there was a Department of Housing amount. Please select the agencies bank account to be debited from the list registered for eTransactions. Next Step: Once completed continue to Step 6 below.' Box 6 (Step 6) says: 'Click on the 'Submit' button. If any required information is missing, you will be prompted to provide it before continuing. Once the form is submitted, you will receive an eTransaction reference number which should be referred to in all correspondence with Bonds Administration.'

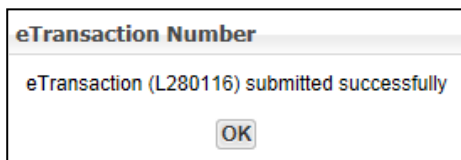
If you receive an error message at this stage it may be one of the following issues:

- A mandatory field has been left blank.
- The amounts do not comply with the restrictions (e.g. the bond is more than four weeks rent).
- An item from a drop down menu has not been selected.
- A date has been inputted incorrectly.

After the lodgement form has been submitted, a Lodgement Summary will appear. Review the details to confirm they are correct, and if so, click the check box to confirm and then click 'Submit'. If you notice an error in the details, click 'Cancel' to go back to the online application.

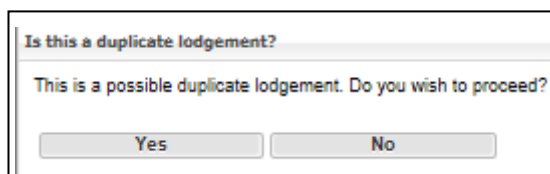
The screenshot shows the 'Lodgement Summary' form with the following details: Rental Property Details (Address: L 4, 140 WILLIAM ST, PERTH 6000; Tenancy Start Date: 13/10/2016; Is this a residential park (long stay) bond?: No), Tenants (June Jones, Email: jones@hotmail.com, Mobile: +61 412345784), Lessors (Sarah Crown, Email: Mobile:), Agent (Name: THE AGENCY CO PTY LTD, Telephone Number: 64603454, Email: bondsoverride@commerce.wa.gov.au). At the bottom, there is a checkbox labeled 'I confirm that the above details are correct' and two buttons: 'Submit' and 'Cancel'. A red arrow points to the checkbox, and a red box highlights the 'Submit' and 'Cancel' buttons.

An e-Transaction number will then be issued. This number is used to track your application until it becomes a bond. Making a note of the eTransaction number at this point will make it easier to locate the transaction record later. Click on the OK button to continue.



The dialog box has a title bar that says "eTransaction Number". Below the title bar, the text reads "eTransaction (L280116) submitted successfully". At the bottom center of the dialog box is an "OK" button.

In the case of a duplicate lodgement, the following notification will appear on the screen. Do not click yes unless you are certain that a lodgement has not already been submitted for this bond.



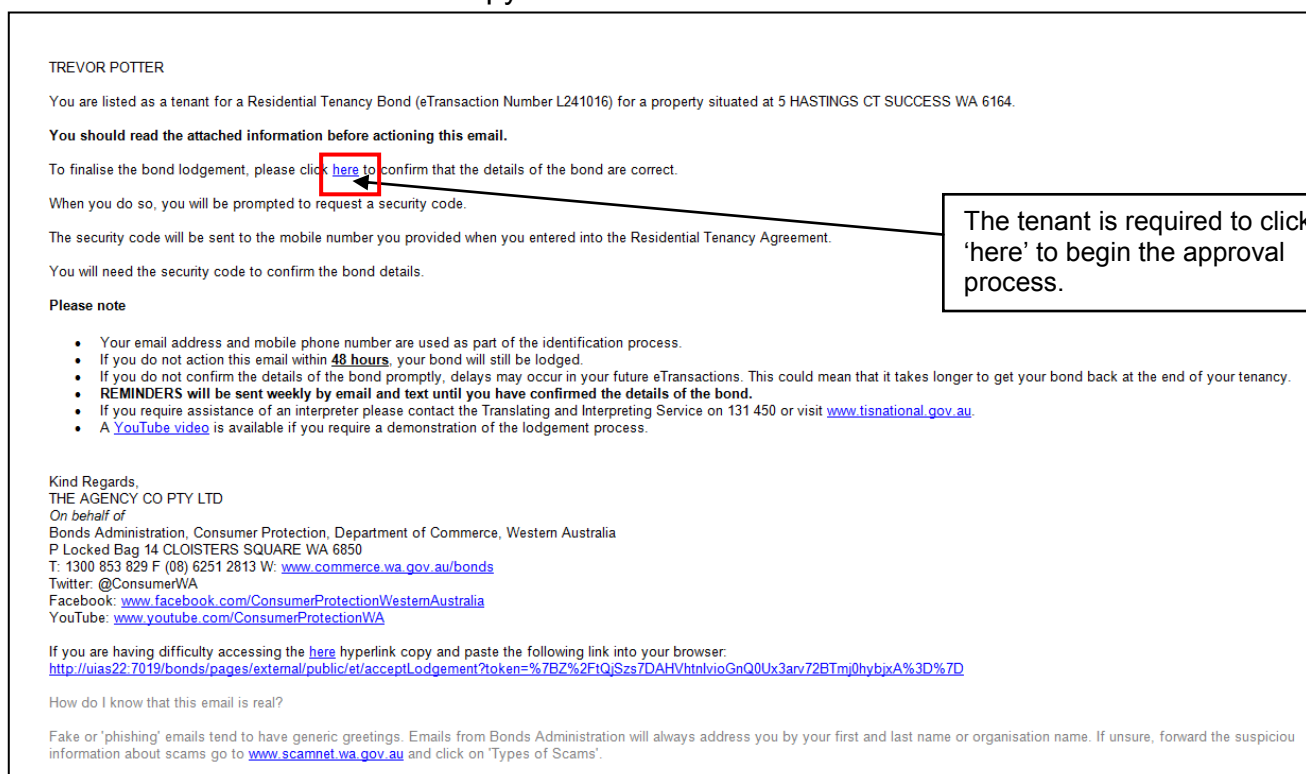
The dialog box has a title bar that says "Is this a duplicate lodgement?". Below the title bar, the text reads "This is a possible duplicate lodgement. Do you wish to proceed?". At the bottom of the dialog box are two buttons: "Yes" and "No".

4.2.2 Tenant Approval

Once a lodgement eTransaction has been submitted, an email is immediately generated to the tenant/s requesting their approval of the lodgement.

Please Note: The tenants are given an initial 48 hours to approve the details of the bond. If they do not approve within this time, the application will progress and the agent will be notified to proceed with approving the payment. The tenant can (and is required to) still approve the lodgement after the 48 hour period has lapsed, but they will not have the ability to 'Request Change'. If the tenant does not, at any stage, approve the details of the Lodgement there will be significant delays in disposal payment as identity checks will need to be carried out.

Below is a copy of the email the tenant/s will receive:



The email is from TREVOR POTTER at THE AGENCY CO PTY LTD. It informs the recipient that they are listed as a tenant for a Residential Tenancy Bond (eTransaction Number L241016) for a property at 5 HASTINGS CT SUCCESS WA 6164. The email instructs the tenant to read the attached information and click a link (highlighted with a red box and an arrow pointing to a callout) to confirm the details of the bond. It also mentions that a security code will be sent to the mobile number provided and that the tenant will need this code to confirm the bond details. A "Please note" section lists several important points: the email address and mobile number are used for identification; the bond will be lodged if not actioned within 48 hours; delays may occur if details are not confirmed promptly; reminders will be sent weekly by email and text until confirmed; assistance is available from the Translating and Interpreting Service; and a YouTube video is available for a demonstration of the process. The email concludes with contact information for The Agency Co Pty Ltd, including their address, phone, fax, website, and social media links. It also provides a long URL for those having difficulty accessing the bond details and a warning about phishing emails.

TREVOR POTTER

You are listed as a tenant for a Residential Tenancy Bond (eTransaction Number L241016) for a property situated at 5 HASTINGS CT SUCCESS WA 6164.

You should read the attached information before actioning this email.

To finalise the bond lodgement, please click [here](#) to confirm that the details of the bond are correct.

When you do so, you will be prompted to request a security code.

The security code will be sent to the mobile number you provided when you entered into the Residential Tenancy Agreement.

You will need the security code to confirm the bond details.

Please note

- Your email address and mobile phone number are used as part of the identification process.
- If you do not action this email within **48 hours**, your bond will still be lodged.
- If you do not confirm the details of the bond promptly, delays may occur in your future eTransactions. This could mean that it takes longer to get your bond back at the end of your tenancy.
- REMINDERS will be sent weekly by email and text until you have confirmed the details of the bond.
- If you require assistance of an interpreter please contact the Translating and Interpreting Service on 131 450 or visit www.tisnational.gov.au.
- A [YouTube video](#) is available if you require a demonstration of the lodgement process.

Kind Regards,
THE AGENCY CO PTY LTD
On behalf of
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

If you are having difficulty accessing the [here](#) hyperlink copy and paste the following link into your browser:
<http://uias22-7019/bonds/pages/external/public/et/acceptLodgement?token=%7BZ%2FtQjSzs7DAHVhtnlvioGnQ0Ux3arv72BTmj0hybjxA%3D%7D>

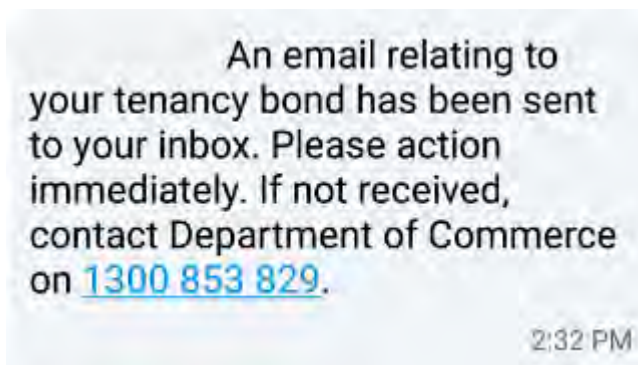
How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

The tenant is required to click 'here' to begin the approval process.

Tenants will receive a weekly reminder, by email and text message, until the lodgement details have been approved. If the lodgement is not approved after 8 weeks, a letter is sent to the tenant's address advising them that delays may occur during disposal, and encouraging them to approve the lodgement details.

The below text message is sent to the tenant as a reminder to approve the Lodgement eTransaction:



The below information is provided to the tenant as an attachment in the email sent:



Government of Western Australia
Department of Commerce
Consumer Protection

IMPORTANT INFORMATION FOR LODGEMENT OF SECURITY BOND MONEY AND RECORD OF PAYMENT

The tenant(s) and lessor(s)/property manager must provide individual email addresses and mobile telephone numbers at lodgement in place of signing a paper based form. All parties to the Lodgement of the security bond will be required to approve the details for the *Joint Application for Disposal of Security Bond* at the completion of the tenancy. This approval will be sought by Bonds Administration via email correspondence.

<p>RESIDENTIAL TENANCY BOND <i>Residential Tenancies Act 1987</i></p> <p>1. Amount of security bond required (section 29(1A), (1) and (2)) The security bond must not be more than 4 times the weekly rent unless the weekly rent is more than \$1200. A pet bond of \$200 can be taken if the tenant is permitted to keep a pet that can carry parasites that affect humans. The pet bond is for fumigation purposes and must not be taken for assistance dogs.</p> <p>2. Requirement to give receipt (section 29(4)(a)) A receipt must be issued immediately by the person receiving the security bond. The receipt must specify the date the bond was received, name of the person(s) paying the bond, amount paid and address of the premises for which the bond has been paid.</p> <p>3. Lodgement of the bond (section 29(4)(b) and Schedule 1, clause 5A) The lessor(s) or the lessor(s) property manager must lodge the security bond in an account with the Bond Administrator as soon as practicable and within 14 days of receiving the bond.</p> <p>4. Tenant and lessor/property manager to receive copy of record of payment The tenant will receive a <i>Record of Payment of Security Bond</i> (record of payment) from Consumer Protection when the bond is lodged with the Bond Administrator. The Bond Administrator will send a copy of the record of payment to the tenant and the lessor/agent by email.</p>	<p>RESIDENTIAL PARKS LONG STAY TENANCY BOND* <i>Residential Parks (Long-stay Tenants) Act 2006</i></p> <p>1. Amount of security bond required (section 21(2)) The security bond must not be more than 4 times the weekly rent. A long-stay security access bond of no more than \$100 may be required for keys, remote control entry devices or other security devices. A pet bond of no more than \$100 may be required if the tenant is permitted to keep a cat or dog on the premises.</p> <p>2. Requirement to give receipt (section 21(3)) A receipt must be issued immediately by the person receiving the security bond. The receipt must specify the date the bond was received, name of the person(s) paying the bond, amount paid, particulars of the agreed premises for which the bond has been paid and the amount of any pet bond taken.</p> <p>3. Lodgement of the bond (section 22(1) and (2)) Park operators The park operator must lodge the security bond in an account with the Bond Administrator or in a Tenancy Bond Trust Account with an authorised financial institution within 14 days of receiving the bond. An account opened with an authorised financial institution is to be in the name of the park operator and long-stay tenant(s), followed by the title 'Tenancy Bond Account'. Real estate agents An agent may lodge the security bond money either in an account in the name of the agent entitled 'REBA Tenancy Bond Trust Account' or with the Bond Administrator as soon as practicable after receiving the bond.</p> <p>4. Tenant and park operator to have copy of form / record of payment (section 23(2)) Long-stay tenant(s) must be given a copy of the <i>Record of Payment of Security Bond</i> showing the account details of the bond holder (if held by an authorised deposit taking institution or authorised financial institution) within three working days of the park operator receiving the bond. For bonds lodged with the Bond Administrator a <i>Record of Payment</i> will be sent to the tenant and park operator by email.</p>
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The record of payment will advise you of the bond reference number. If the Record of Payment is not received as outlined above, please contact Bonds Administration by email bondsadmin@commerce.wa.gov.au, by telephone 1300 853 829, or fax (08) 6521 2813 to make sure it has been lodged correctly.

*Please note under section 5(1) of the *Residential Parks (Long-stay Tenants) Act 2006* a tenant of a residential park is a long-stay tenant where a residential park agreement confers a right to occupy a site or other park premises for a fixed term of 3 months or longer (other than for a holiday or for employment by the park).

Seek advice immediately from Bonds Administration if you need more information. For Translating and Interpreting Services please telephone TIS on 13 14 50 and ask to speak to the Consumer Protection advice line (1300 30 40 54).

Residential tenants

Get the iRentWA app for help throughout your tenancy – it's free from the App Store and Google Play. Visit www.commerce.wa.gov.au/iRentWA or scan the QR code with your smartphone to find out more.

Long-stay park residents

For more information on your rights and responsibilities visit www.commerce.wa.gov.au/consumer-protection/living-residential-park.



Once the tenant has clicked on the 'here' link in their email, the below screen will open. The tenant will click on the 'Request code' button and a security code will be sent to the mobile telephone number the agency has provided on their behalf in the application.

The screenshot shows the 'Department of Commerce' header with the Government of Western Australia logo. The page title is 'Residential Tenancy Bond - Approve Lodgement (eTransaction Number L280116)'. On the left, under 'Request a security code', there is a blue 'Request code' button highlighted with a red rectangle. Below it, a yellow message states: 'Your security code will be sent to XXXX XXX 861'. On the right, under 'Why do I need a security code?', there is explanatory text about the code's validity and how it is sent to the mobile phone number provided. At the bottom, the footer includes 'wa.gov.au' and copyright information.

The tenant will then enter the security code (a randomly generated six digit number) from their mobile, then click 'Submit code'. The code is valid for fifteen minutes; if the code expires a new code can be requested. If the code is incorrectly entered three times the tenant will need to request a new code.

The screenshot shows the same 'Department of Commerce' header. The page title is 'Residential Tenancy Bond - Approve Lodgement (eTransaction Number L171016)'. On the left, under 'Enter security code', there is a text input field containing the code '780323'. A red arrow points to this field. Below the field, there are two buttons: a blue 'Submit code' button and a red 'Cancel' button, both highlighted with a red rectangle. Below the buttons, a green message states: 'Your security code has been sent to XXXX XXX 894 (Reference Number: 43216)'. On the right, under 'Why do I need a security code?', there is explanatory text about the code's validity and how it is sent to the mobile phone number provided. At the bottom, the footer includes 'wa.gov.au' and copyright information.

The tenant can now verify the details of the lodgement

Department of Commerce

Residential Tenancy Bond - Approve Lodgement (eTransaction Number L241016)

What do I do now?

You have successfully entered the security code and can now confirm the details of the Residential Tenancy Bond lodgement.

Please check all of the information below carefully. If the details are correct, you can consent to the lodgement of the bond. If any of the information is incorrect, you should request a change to the details (at which time a new eTransaction number will be issued) by contacting your landlord or property manager.

Reminder: If you do not confirm the details lodgement of the bond will proceed. It is recommended that you respond to this request in order to assist you when the bond is to be released at the end of your tenancy.

Rental property details

Address:
5 HASTINGS CT, SUCCESS WA 6164

Is this a residential park (long-stay) bond? Tenancy start date
NO 27/10/2016

Tenants

TREVOR POTTER

Lessor(s)/ Park operator

SCOTT BETTINSON

Agent details

THE AGENCY CO PTY LTD

Email address: bondsoverride@commerce.wa.gov.au Telephone number: 64603454

Bond money

Weekly rent	Bond amount	Pet bond
\$400.00	\$1,600.00	\$260.00
Total security bond	Tenant(s) paid to Owner/Agent	
\$1,860.00	27/10/2016	

Are these details correct?

If the information above is correct and you would like to proceed, please click on "Approve details" below.

If any of the information is incorrect, you can request a change. To do so, you must click on "Request change" below, enter the details of the change into the text box and click on "Submit". The request for change will be sent to the property manager or landlord who provided the information.

If you are not yet ready to approve the eTransaction click on "Come back later" to exit. You will be able to return to the approval at a later time.

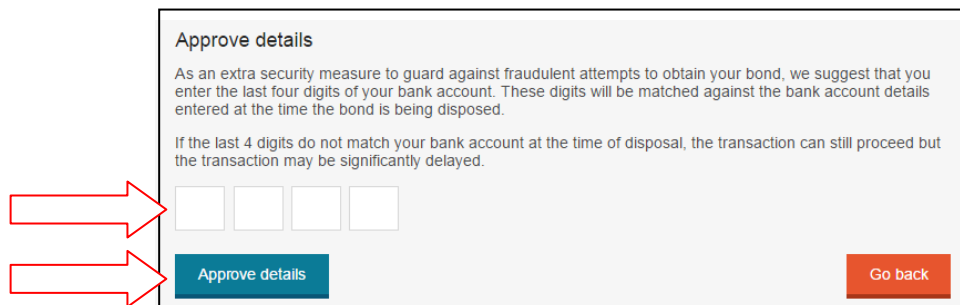
[Approve details](#) [Request change](#) [Come back later](#)

The tenant has three options:

- 1) Approve details
- 2) Come back later
- 3) Request change

Approve details:

If the tenant agrees with the details shown, they will click on Approve details. The tenant will then be asked to provide the last four digits of their bank account details.



Approve details

As an extra security measure to guard against fraudulent attempts to obtain your bond, we suggest that you enter the last four digits of your bank account. These digits will be matched against the bank account details entered at the time the bond is being disposed.

If the last 4 digits do not match your bank account at the time of disposal, the transaction can still proceed but the transaction may be significantly delayed.

[Approve details](#) [Go back](#)

Please note: This step is not mandatory and is an added security measure. We recommend that the tenant completes this information as it offers additional protection against fraudulent activity at disposal stage. If the tenant chooses not to provide the details they can click 'Approve details' to proceed.



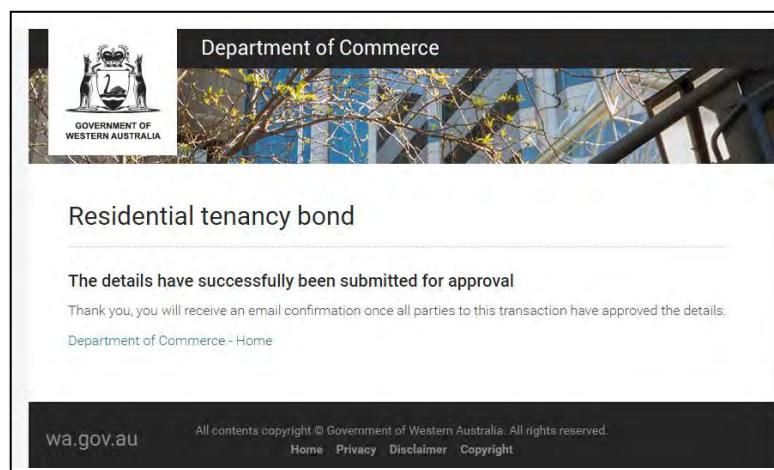
Confirm

Do you want to approve the eTransaction details?

[Yes](#) [No](#)

The tenant can click 'yes' to confirm and finalise the approval stage.

If the details are approved within 48 hours, an email will be sent to the agent to advise that the lodgement payment can now be approved.



Department of Commerce

Residential tenancy bond

The details have successfully been submitted for approval

Thank you, you will receive an email confirmation once all parties to this transaction have approved the details.

[Department of Commerce - Home](#)

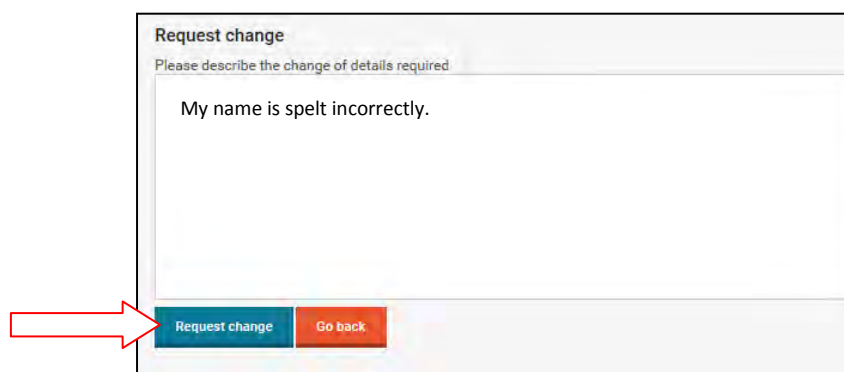
wa.gov.au All contents copyright © Government of Western Australia. All rights reserved.
[Home](#) [Privacy](#) [Disclaimer](#) [Copyright](#)

Come Back Later:

If the tenant chooses to 'Come back Later' the session will end and they can return at any time to finish approving the details.

Request Change:

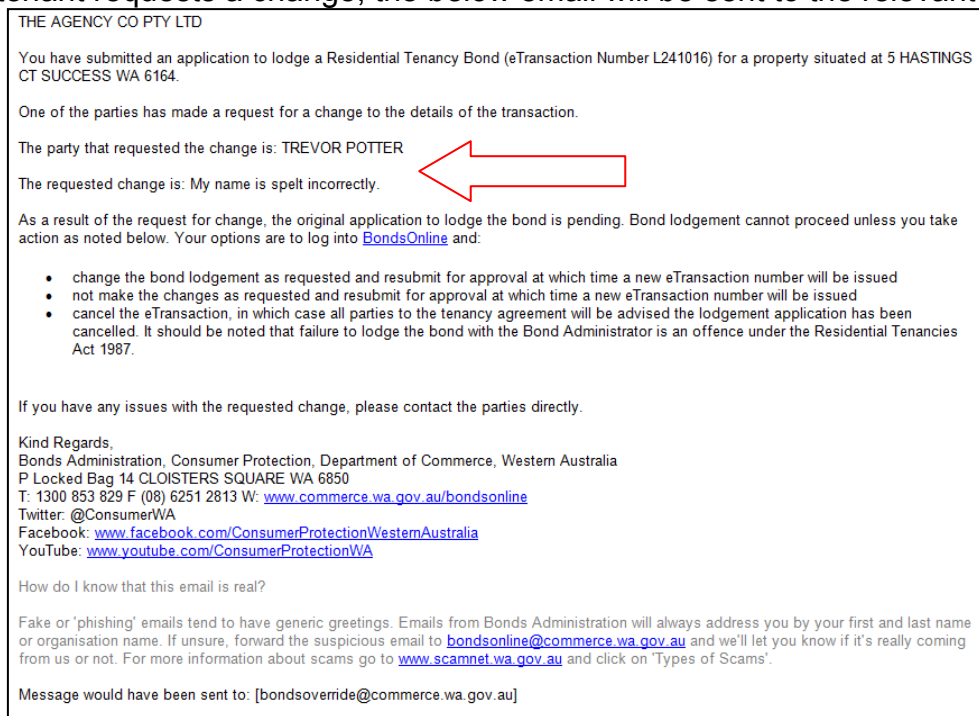
If the tenant notices an error, or disagrees with any of the lodgement details, they can click 'Request change'. A box will appear where they can outline the change then click 'Request change' again once completed.



This request will be sent as an email back to the agency, outlining the request and the details of the tenant who submitted it.

Please note: If a tenant requests a change, this will stop the eTransaction process and action by the agency will be required to complete the lodgement.

If the tenant requests a change, the below email will be sent to the relevant agent:



It will then be up to the agent to check the application and amend if necessary.

To make changes or cancel the transaction, search for the eTransaction and click into the eTransaction number to access the details screen. The reference number is quoted in the subject field of the email.

Commerce

BMS

[Home](#)
[Lodge New Bond](#)
[Payment Approvals](#)
[Reporting](#)
[Maintain Authorised Signatories](#)
[Maintain eTransaction Users](#)
[Maintain Email Addresses](#)
[Upload Logo](#)
[Change Password](#)
[Help](#)

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694

Current Bonds: 331

Draft Applications: 4

Bonds

Draft Applications

eTransactions

eTransaction Search

By Transaction

eTransaction Reference Number L241016

Bond Reference Number

Status

Transaction type

Date Received From

Date Received To

By Party

By Address

Search

Reset

Search returned 1 results. (Displaying page 1 of 1)

eTransaction Ref Number	Type	Status	Address	Bond Ref Number	Tenants	Lessors	Date Submitted	Associa
L241016	Lodgement	Change Requested	5 HASTINGS CT SUCCESS WA 6164		TREVOR POTTER (tpotter@test.com, +61458142552)	SCOTT BETTINSON	27/10/2016 12:43:01	

Records Per Page: 10

On this details screen you will have two transaction tabs:

- ‘Change and Resubmit Transaction’; and
- ‘Cancel Transaction’.

Commerce

BMS

[Home](#)
[Lodge New Bond](#)
[Payment Approvals](#)
[Reporting](#)
[Maintain Authorised Signatories](#)
[Maintain eTransaction Users](#)
[Maintain Email Addresses](#)
[Upload Logo](#)
[Change Password](#)
[Help](#)

eTransaction Ref: L241016

Transaction Details

Details

Address

5 HASTINGS CT
SUCCESS WA 6164

eTransaction Reference: L241016

Status: Change Requested

Submitted on: 27/10/2016 12:43:01

Related Bond Ref Number:

Bond Status:

Transaction Type: Lodgement

Comments:

Cancellation Comments:

Parties

Party	Role	Email	Mobile	Status	Last Reminder Sent Date
TREVOR POTTER	Tenant	tpotter@test.com	+61458142552	Change Requested	27/10/2016
THE AGENCY CO PTY LTD	Agent	bondsoverride@commerce.wa.gov.au	64603454	Accepted by party / System	27/10/2016
SCOTT BETTINSON	Lessor			Accepted by party / System	

[Home](#)
[Cancel Transaction](#)
[Change and Resubmit Transaction](#)

Cancel Transaction Button: Click this button to cancel the eTransaction completely (e.g. If the tenant is no longer moving into the property).

Change & Resubmit Transaction Button: Click this button to change details of the bond (e.g. spelling of the tenant’s name, bond amount) then resubmit the application and start the approval process again.

If no change is required: the ‘Change and Resubmit’ button will still need to be clicked, but the application submitted again without any details changed.

Emails will be re-sent to the tenants to request their approval of the amended lodgement transaction. If one of the tenants approved the original details, they will need to complete the approval process again as the details have changed.

Please see ‘Editing eTransactions’, for further information about editing an eTransaction, see pages 67 – 72

All parties will receive an email when the lodgement payment is ready for the agent to approve. This is either as soon as the tenant/s has approved the details or 48 hours after the lodgement was submitted, whichever comes first.

The email to the tenant advises that the bond money will be lodged with the Bonds Administrator. The email to the agent advises that the lodgement payment can now be approved. The email to the agent will also let the agent know whether or not the tenants have approved the lodgement details at this stage.

Email to tenant advising bond will now be lodged:

TREVOR POTTER

We would like to advise that lodgement of the Residential Tenancy Bond (eTransaction Number L251016) for a property situated at 5 HASTINGS CT SUCCESS WA 6164, has been approved by all parties.

The bond will now be lodged with the Bond Administrator which will include processing of the payment.

You will receive a record of payment by email once the payment has been processed and the lodgement of the bond completed. If you do not receive a record of payment within 14 days please contact your property manager or landlord.

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bondsonline
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

Email to agent advising tenant has approved their details and payment is now ready for approval:

THE AGENCY CO PTY LTD

We would like to advise that lodgement of the Residential Tenancy Bond (eTransaction Number L71016) for a property situated at 6 HASTINGS CT SUCCESS WA 6164, has been approved by all parties.

The final payment approval can now be done by accessing BondsOnline and going to Payment Approvals (this can only be done by a User with Payment Approval access). The bond will then be lodged with the Bond Administrator which will include processing of the payment.

You will receive a record of payment by email once the payment has been processed and the lodgement of the bond completed.

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bondsonline
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

Email to agent advising tenant has not approved their details but the payment is now ready for approval:

THE AGENCY CO PTY LTD

We would like to advise that lodgement of the Residential Tenancy Bond (eTransaction Number L81016) for a property situated at 6 HASTINGS CT SUCCESS WA 6164, has not been approved by all parties however the tenant approval period of 48 hours has lapsed.

The final payment approval can now be done by accessing BondsOnline and going to Payment Approvals (this can only be done by a User with Payment Approval access). The bond will then be lodged with the Bond Administrator which will include processing of the payment.

You will receive a record of payment by email once the payment has been processed and the lodgement of the bond completed.

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bondsonline
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

4.2.3 Agent Approval (Payment Approvals)

When a payment is ready for agent approval, the status of the eTransaction will change to 'Waiting Payment Approval' and the agent will receive an email alert. At this stage, a bond reference number is allocated to the lodgement.

Search returned 1 results. (Displaying page 1 of 1)

eTransaction Ref Number	Type	Status	Address	Bond Ref Number	Tenants	Lessors	Date S
L251016	Lodgement	Waiting Agent Approval	5 HASTINGS CT SUCCESS WA 6164	971/16	TREVOR POTTER (tpotter@test.com, +61458142552)	SCOTT BETTINSON	27/10/20

Payments that are awaiting approval by the agency will be displayed under the 'Payment Approvals' tab. Lodgement payments will be available for approval as soon as the tenant/s have approved the details or 48 hours after the lodgement was submitted, whichever comes first. To view the payments ready for approval, mouse over the 'Payment Approvals' tab and select 'Lodgement and Variation' from the drop down menu.

The payment can only be approved by those within the agency that have the appropriate approval authority.

Home Lodge New Bond **Payment Approvals** Reporting Maintain Authorised Signatories Maintain eTransact

Managed Bonds


Lodgement and Variation
Disposal

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694
Current Bonds: 329
Draft Applications: 6



Multiple payments can be approved in one session, however each payment will appear individually on any statements and invoices. The total value of the payments selected is displayed at the bottom of the list of payments.

To approve the payment/s tick the 'Approve' box and click on 'Confirm'.

Payments

Approval of Direct Debits for lodgements and variations submitted online.

The following Direct Debit payments are waiting for approval:

eTransaction Number	Bond Number	Bond Address	Due Date	Amount	Date paid by Tenant	Bank Account	Approve	Cancel
L221016	969/16	8 GILLESPIE PWY BALDIVIS WA 6171 Verify Address [?]	03/11/2016	\$1,860.00	20/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L231016	970/16	14 Teague ST BURSWOOD WA 6100 ✓ Verified Change Address	08/11/2016	\$1,600.00	25/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L251016	971/16	5 HASTINGS CT SUCCESS WA 6164 ✓ Verified Change Address	10/11/2016	\$1,860.00	27/10/2016	066000 2345678	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Total amount for Direct Debit set to be approved: \$1,860.00

Account Number	Amount
066000 2345678	\$1,860.00

Total amount for Direct Debit set to be cancelled: \$0.00

Confirm

Payments

Approval of Direct Debits for lodgements and variations submitted online.

The following Direct Debit payments are waiting for approval:

eTransaction Number	Bond Number	Bond Address	Due Date	Amount	Date paid by Tenant	Bank Account	Approve	Cancel
L221016	969/16	8 GILLESPIE PWY BALDIVIS WA 6171 Verify Address [?]	03/11/2016	\$1,860.00	20/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L231016	970/16	14 Teague ST BURSWOOD WA 6100 ✓ Verified Change Address	08/11/2016	\$1,600.00	25/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L251016	971/16	5 HASTINGS CT SUCCESS WA 6164 ✓ Verified Change Address	10/11/2016	\$1,860.00	27/10/2016	066000 2345678	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Total amount for Direct Debit set to be approved: \$1,860.00

Account Number	Amount
066000 2345678	\$1,860.00

Total amount for Direct Debit set to be cancelled: \$0.00

Confirm

Please note: Only cancel a payment from this screen if you have made arrangements with the Bonds Administrator for an alternate payment method. The 'Cancel' option shown here will cancel the payment only. You will then be unable to make changes to the transaction details and approval reminders will continue to be sent to tenants. Please see 'Cancelling eTransactions' for further information on page. 67

If the 'Verify Address' button appears below an address in the payment approval screen, this denotes that the bond address will need to be verified before the payment can be approved (this will be because the address entered is not recognised by QAS, the Department's internal address verification system, or the submission was made via REIforms).

Attempting to approve a payment for a bond with an unverified address will cause the below error message to appear at the top of the screen. To verify the address, click on the 'Verify Address' button.

Department of Commerce

Commerce **QAS**

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo

Payments

Approval of Direct Debits for lodgements and variations submitted online.

The following Direct Debit payments are waiting for approval:

eTransaction Number	Bond Number	Bond Address	Due Date	Amount	Date paid by Tenant	Bank Account	Approve	Cancel
LV31016	853/16	L 4 140 WILLIAM ST PERTH WA 6000	24/10/2016	\$40.00	10/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
LV41016	839/16	L 4 140 WILLIAM ST PERTH WA 6000	24/10/2016	\$40.00	10/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L141016	961/16	85 HASTINGS COURT SUCCESS WA 6164	26/10/2016	\$1,860.00	12/10/2016	066000 2345678	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Total amount for Direct Debit set to be approved: \$1,860.00

Account Number: 066000 2345678 Amount: \$1,860.00

You will then be presented with a list of search results for the relevant address. Select the tenancy address by clicking the corresponding blue arrow. If the address does not appear but you are sure the details are correct, click the 'Use Unverified Address' button.

You may proceed to approve the payment.

You are given the option to download a Lodgement Payment Approval Report after approving payments, which lists all the approved lodgement and variation payments in that session. These reports can be useful for audit purposes. If you do not want to download the report, click 'Cancel'.

To download the report, click 'Download'

Government of Western Australia
Department of Commerce

Lodgement Payment Approval Report

Payments

BANK ACCOUNT: 066000 2345678

eTransaction Number	Bond Number	Bond Address	Due Date	Date paid by Tenant	Amount
LV41016	839/16	L 4 140 WILLIAM ST PERTH WA 6000	24/10/2016	10/10/2016	\$40.00
L141016	961/16	85 HASTINGS COURT SUCCESS WA 6164	26/10/2016	12/10/2016	\$1,860.00
Sub Total					\$1,900.00
Total Amount					\$1,900.00

This report was generated on 12/10/2016 at 09:51 AM by eTfull

The bond will now be lodged with Bonds Administration. The payment will be withdrawn from the nominated account the same day, if approved before 2pm, or the following day if approved after 2pm. A record of payment will be emailed to the agency and tenant/s once the payment has been receipted and the bond becomes active.

4.3 eTransaction Variation Process

4.3.1 Request Variation

In order to request a variation on a bond, you will need to first locate the bond under the 'Bonds' Tab. You can locate the bond with the bond reference number or other details by using the available fields.

Department of Commerce
Commerce **BMS**

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo

Managed Bonds

Agency Details
Agency: THE AGENCY CO PTY LTD
Address: 140 William ST
PERTH WA 6000
Licence Number: 72894
Current Bonds: 323
Draft Applications: 5

Bonds Draft Applications eTransactions

Bond Details

Bond Reference Number Bond Status: Current Bond Amount

Family Name Given Name Other Names

Organisation Name

Tenancy Start Date (From) Tenancy Start Date (To)

Tenancy End Date (From) Tenancy End Date (To)

Bond address

Once you have located the bond, click on the bond reference number to access the 'Details' screen for that bond. This screen will provide all the information and paperwork in relation to that bond.

Scroll down to the bottom of the screen and click 'Request Variation'

Department of Commerce
Commerce **BMS** Welcome eTfull from THE AGENCY CO PTY LTD. [Logout]

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Bond Reference: 949/16
3 Astley ST
GOSNELLS WA 6110

Lodgement (29/09/16)
LodgementCertificate/Owner/for94916_08_10_2016.pdf
LodgementCertificate/Tenant/for94916_08_10_2016.pdf

Details (Electronic Transaction)

Reference : 949/16 Weekly Rent Amount : \$400.00
Status : Active Bond Amount : \$1,860.00
Tenancy Start Date : 29/09/2016 Bond Balance : \$1,860.00
Tenancy End Date : Long-stay Security Access :
Date Bond Paid to O/A/PO : 29/09/2016 Pet Amount : \$260.00
Premises was Residence of Owner : No Department of Housing Amount :
Longstay Residential Park Bond : No

Property Address
3 Astley ST
GOSNELLS WA 6110

Parties

Party	Role	From Date	End Date
JODIE BACK	Owner	29/09/2016	
KATIE FRONT	Tenant	29/09/2016	

Payments

Search returned 0 results. (Displaying page 1 of 1)

Receipt No	Domain	Category	Date	Amount	Status	Paid To/From	Bond Portion
2134549	Lodgement	EFT	29/09/2016	\$1,860.00	Received	THE AGENCY CO PTY LTD	\$1,860.00

eTransactions

eTransaction Ref Number	Type	Status	Date Submitted	Associated eTransaction	User Submitted	User Approved	Approved On	Source
L560916	Lodgement	Completed	29/09/2016 09:05:00		Bonds eT Full access (eTfull)	Bonds eT Full access (eTfull)	29/09/2016 09:19:22	BONDSONLINE

Payment : Associated Bonds

Domain: Category:
Date: Amount:
Status: Paid To/From:

Bond Ref	Bond Amount	Address	Status	Payment Amount
				\$0.00

Home

Request Disposal **Request Variation**

4.3.2 Bond Money Increase / Bond Top-Up

To submit an increase to bond or bond top up payment, ensure the 'Online Submission' and 'Bond Money Increase' boxes are both ticked.

The cream fields shown are mandatory and you will be unable to submit the form if any mandatory fields are left blank.

Department of Commerce
Commerce **BMS** Welcome eTfuf from THE AGENCY



Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Variation of Security Bond

☒ Online Submission


Bond Details (Hide Tips)

Rental Property Details

Bond Reference No. 949 / 16 Date of Change  

Address Line 1 3 Astley ST Address Line 2
Address Line 3 Suburb GOSNELLS
Postcode 6110



Apply


Tenant changes Lessor changes
☒ Bond Money Increase 

Bond increase cannot be combined with party changes and Agent changes are not available for eTransaction submissions.

Bond Increase

Increase to Weekly Rent Amount (?) X 4 Weeks =
Increase to Pet Bond (?)
Increase to Security Bond (?) Calculate

Date paid to Lessor / Park Operator / Agent  

Department of Housing Amount
Select Bank Account Select.. 

Step 1: Provide the Date of Change calendar icon).
Next Step: Complete this section before to next step...

Step 2: Indicate the increase to the pet bond amount, long-stay bond (in the case of this long stay bond) and use the change to the security.
Indicate the date the bond park operator / agent and Department of Housing amount.
Select your chosen Bank Account down list.
Next Step: Once completed continue to

Increasing Weekly Rent & Bond Amount:

If the variation increase relates to an increase in rent, ensure that weekly rent increase amount, the number of weeks and the total are completed.

(Please see example below - \$25 increase to weekly rent amount, \$100 increase to bond)

Bond Increase

Increase to Weekly Rent Amount (?) \$25.00 X 4 Weeks = \$100.00

Increase to Pet Bond (?)

Increase to Security Bond (?) \$100.00 Calculate

Increasing (or adding) Pet Bond:

If the variation increase relates to an increase with pet bond only, ensure that weekly rent increase amount and the 4 week total are left blank and enter the \$260 in the 'Increase to Pet Bond' field.

(Please see example below - \$260 increase with pet bond)

Bond Increase

Increase to Weekly Rent Amount (?) X 4 Weeks =

Increase to Pet Bond (?) \$260.00

Increase to Security Bond (?) \$260.00 Calculate

Increase to Bond Amount Only:

If the variation increase relates to a bond top-up (i.e. the tenant is paying off the bond in instalments) ensure that the weekly rent increase amount is \$0 x 4 weeks and that the total is completed.

(Please see example below - \$1000 bond top-up)

The screenshot shows a form titled "Bond Increase". It contains the following fields and values:

- Increase to Weekly Rent Amount**: \$0.00 X 4 Weeks = \$1,000.00
- Increase to Pet Bond**: (empty field)
- Increase to Security Bond**: \$1,000.00
- Calculate**: (button)

Adding Department of Housing Component:

If the variation increase relates to adding a Department of Housing component to a previously lodged bond (i.e. the tenant has paid a portion that has already been lodged and the department of housing component is received later) ensure that the weekly rent increase amount is \$0 x 4 weeks and that the total is completed as well as the Department of housing component.

(Please see example below - \$1000 bond top-up from Department of Housing)

The screenshot shows a form titled "Bond Increase". It contains the following fields and values:

- Increase to Weekly Rent Amount**: \$0.00 X 4 Weeks = \$1,000.00
- Increase to Pet Bond**: (empty field)
- Increase to Security Bond**: \$1,000.00
- Calculate**: (button)
- Date paid to Lessor / Park Operator / Agent**: 19/10/2016
- Department of Housing Amount**: \$1,000.00 (highlighted with a red arrow)
- Select Bank Account**: Select...

Once all relevant fields have been completed, click 'Submit' to submit the variation application.

Please Note: At this point, you have the option to click 'Save Draft' allowing you to come back later to either make changes or submit the Variation.

See Draft Applications on page 7 for further information.

A Variation Summary will appear. Review the details and if they are accurate, tick the confirmation box and click 'Submit'. If you notice an error in the details, click 'Cancel' to go back to the online application.

Variation Summary

Variation of Security Bond

Rental Property Details

Bond Reference Number: 949/16
Date of Change: 12/10/2016

Bond Money

Increase to Weekly Rent: \$25.00
Increase to Bond Amount: \$100.00
Increase to Total Bond Amount: \$100.00
Tenant Paid Date: 12/10/2016

EFT Details

Account Name: THE AGENCY CO PTY LTD
BSB Number: 066000
Account number: 2345678

☐ I confirm that the above details are correct

Submit **Cancel**

Once submitted, an eTransaction number will be issued. This eTransaction number will enable you to track your Variation Application until it has been completed. Click on the 'OK' button.

eTransaction Number

eTransaction (LV250116) submitted successfully

OK

Tenant approval is not required for a bond increase or bond top-up. The agency will receive an email advising that the eTransaction has been submitted and the payment approval can immediately be completed.

Email to Agent advising payment approval can now be completed:

THE AGENCY CO PTY LTD

We would like to advise that the variation of the Residential Tenancy Bond (Bond Reference Number 949/16) that has been submitted, for a property situated at 3 Astley ST GOSNELLS WA 6110, can now proceed with the approval of the payment.

The final payment approval can now be done by accessing [BondsOnline](#) and going to Payment Approvals (this can only be done by a User with Payment Approval access). The bond increase will then be lodged with the Bond Administrator which will include processing of the payment.

You will receive a record of payment by email once the payment has been processed and the variation of the bond completed.

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bondsonline
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

To view the payments available for approval, hover your mouse over the 'Payment Approvals' tab and select 'Lodgement and Variation' from the drop down menu.

The payment can only be approved by those within the agency that have the appropriate approval authority.

Multiple payments can be approved in one session, however each payment will appear individually on any statements and invoices. The total value of the payments selected is displayed at the bottom of the list of payments. To approve the payment/s tick the 'Approve' box and click on 'Confirm'.

eTransaction Number	Bond Number	Bond Address	Due Date	Amount	Date paid by Tenant	Bank Account	Approve	Cancel
L221016	969/16	8 GILLESPIE PWY BALDIMS WA 6171 Verify Address (2)	03/11/2016	\$1,860.00	20/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L231016	970/16	14 Teague ST BURSWOOD WA 6100 <input checked="" type="checkbox"/> Verified Change Address	08/11/2016	\$1,600.00	25/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
L251016	971/16	5 HASTINGS CT SUCCESS WA 6164 <input checked="" type="checkbox"/> Verified Change Address	10/11/2016	\$1,860.00	27/10/2016	066000 2345678	<input type="checkbox"/>	<input type="checkbox"/>
LV101016	834/16	L 4 140 WILLIAM ST PERTH WA 6000	10/11/2016	\$40.00	27/10/2016	066000 2345678	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Total amount for Direct Debit set to be approved: \$40.00

Account Number	Amount
066000 2345678	\$40.00

Total amount for Direct Debit set to be cancelled: \$0.00

[Confirm](#)

Please note: Only cancel a payment from this screen if you have made arrangements with the Bonds Administration for an alternate payment method. The cancel option available, however selecting cancel at this stage will only void the payment, not the whole eTransaction. Please see 'Cancelling eTransactions' for further information on page. 67

You are given the option to download a Lodgement Payment Approval Report after approving payments, which lists all the approved lodgement and variation payments in that session. These reports can be useful for audit purposes. If you do not want to download the report, click 'Cancel'.



Government of Western Australia
Department of Commerce

Lodgement Payment Approval Report

Payments

BANK ACCOUNT: 066000 2345678

eTransaction Number	Bond Number	Bond Address	Due Date	Date paid by Tenant	Amount
LV41016	839/16	L 4 140 WILLIAM ST PERTH WA 6000	24/10/2016	10/10/2016	\$40.00
L141016	961/16	85 HASTINGS COURT SUCCESS WA 6164	26/10/2016	12/10/2016	\$1,860.00
Sub Total					\$1,900.00
Total Amount					\$1,900.00

This report was generated on 12/10/2016 at 09:51 AM by eTfull

The variation will now be lodged with Bonds Administration. The payment will then be withdrawn from the nominated account the same day, if approved before 2pm, or the following day if approved after 2pm. A record of payment will be emailed to the agency and tenant/s once the payment has been received.

4.3.3 Tenant Changes

Tenant changes can only be submitted electronically if the bond was lodged electronically or if the mobile number and email address of each tenant was provided on the original lodgement form.


If those details were not provided:

You have two ways to complete your Variation:

1. You can complete a manual form. The Bond Administrator has granted a blanket exemption which allows bonds that were lodged on a paper form may be varied on a paper form. The manual application is still completed using the BondsOnline eTransactions system.

Click 'Request Variation', then un-tick the 'Online Submission' button and complete the fields accordingly. Once completed click 'Validate' to generate a printable form to be signed by the agent and tenant/s.

2. You can provide BondsOnline with a completed eVariation – Paper to eT Conversion Form which allows us to update the tenant's contact details on our system. With those contact details on the system, you can complete the variation electronically. This form can be located via the 'Help' tab under 'Useful Information'.



Government of Western Australia
Department of Commerce
Consumer Protection



eTransactions – fast, easy, secure
just like online banking

eVariation (change tenants) - Paper to eT Conversion Form

Your real estate agency now uses the Department of Commerce's **eTransactions** system, which makes it easier and faster to get your bond back. As your bond was initially lodged using a paper form, **all incoming and/or outgoing tenants will need to complete this form to enable them to use eTransactions**. Once complete, return this form to your property manager who will process the variation through eTransactions.

Bond details	
Property address	
Bond reference number	Date of change / / 20
Tenant details	
First name	Last name
Email address	
Mobile number	
Signature Select	
Tenant details	
First name	Last name
Email address	
Mobile number	
Signature Select	
Tenant details	
First name	Last name
Email address	
Mobile number	
Signature Select	
Tenant details	
First name	Last name
Email address	
Mobile number	
Signature Select	
Agent details (agent to complete)	
Name of property manager or authorised signatory	
Telephone	
Agent signature	

eTransactions will then send you an email about the variation. You will need to action the eTransaction email as soon as you receive it. If you don't action the email within a month, incoming tenants will be added to the bond but outgoing tenants will not be removed and this will cause delays when processing the disposal at the end of the tenancy.

Further information:
 Bonds Administration, Department of Commerce
 1300 853 829 bondsadmin@commerce.wa.gov.au
www.commerce.wa.gov.au/bondsonline

Send the completed and signed form to bondsadmin@commerce.wa.gov.au to be actioned. The team will inform you when you can proceed with the electronic application.

Tenant Changes:

To add or remove tenants, first un-tick 'Bond Money Increase' and then tick 'Tenant Changes'. The form will then update automatically with the appropriate fields.

Lessor Changes:

Lessor Changes is intended for use in situations where the owner of a property has changed, however the agency has retained management authority. This function can not be used if the management of the property has changed. **Please see '4.3.4 Agent Changes' on page 47 for further information on this process.**

To add or remove lessors, first un-tick 'Bond Money Increase' and then tick 'Lessor Changes'. The form will then update automatically with the appropriate fields

See below example of Tenant Change:

Variation of Security Bond Online Submission

Bond Details [\(Hide Tips\)](#)

Rental Property Details

Bond Reference No. 966 / 16 Date of Change

Address Line 1 7 Hastings CT Address Line 2

Address Line 3 Suburb SUCCESS

Postcode 6164

Apply

☒ Tenant changes ☐ Lessor changes ☐ Bond Money Increase

Bond increase cannot be combined with party changes and Agent changes are not available for eTransaction submissions.

Change of Tenant(s)

Vacating Tenant(s)

Tenant 1

Is the tenant an organisation? ☐

Family Name FOSTER Given Name GREGORY

Mobile Number Australia (+61) Email Address

Is tenant vacating? ☐

Tenant 2

Is the tenant an organisation? ☐

Family Name FOSTER Given Name HANNAH

Mobile Number Australia (+61) 475221136 Email Address hfooster@test.com

Is tenant vacating? ☒

New Tenant(s)

[Add a Tenant](#)

Step 1: Provide the calendar cannot be

Next Step: Complete to next step

Step 2: Indicate v

Provide n tenant the bond applicable

If the new an altern postal ad

Next Step: Once con

The cream fields on this page are mandatory, you will be unable to submit the form if any mandatory fields are left blank.

Once all relevant fields are completed, click 'Submit' to submit the variation application.

A Variation Summary will appear. Review the details and if they are accurate, tick the confirmation box and click submit. If you notice an error in the details, click 'Cancel' to go back to the online application.

Variation of Security Bond

Rental Property Details

Bond Reference Number: 966/16

Date of Change: 14/10/2016

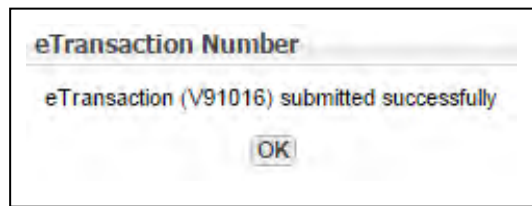
Vacating Tenant(s)

HANNAH FOSTER Email: hfooster@test.com Mobile: +61 475221136

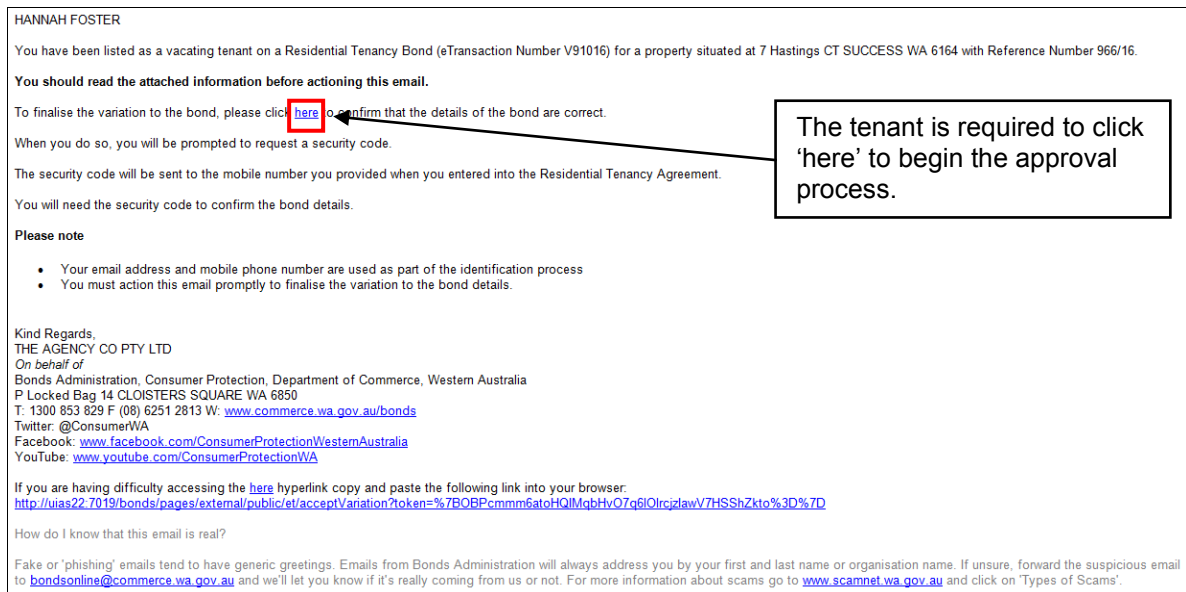
☐ I confirm that the above details are correct

[Submit](#) [Cancel](#)

An eTransaction number will be issued. This eTransaction number will enable you to track your Variation Application until it has been completed. Click on the OK button.

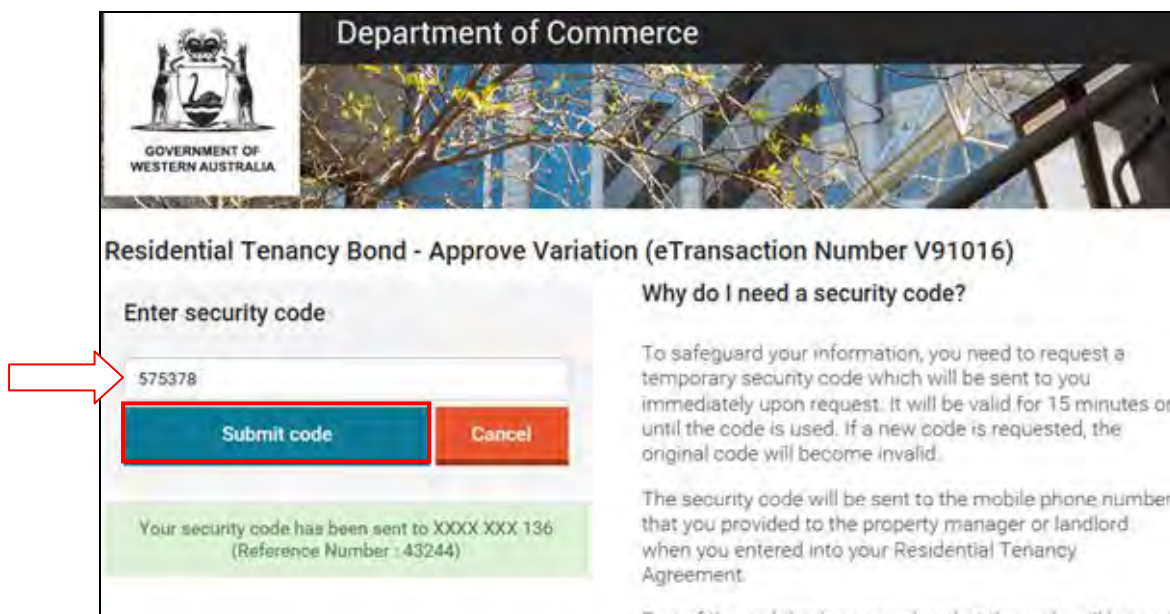



An email will then be sent to the tenant, requesting approval of the variation:



After clicking the 'here' link in the email, the tenant will click on the 'Request code' button and a security code will be sent to the mobile telephone number the agency has provided on their behalf.

The tenant will then enter the security code (a randomly generated six digit number) from their mobile, then click submit. The code is valid for fifteen minutes; if the code expires another code can be requested. If the code is incorrectly entered three times the tenant will need to request a new code and try again.





Department of Commerce

Residential Tenancy Bond - Approve Variation (eTransaction Number V91016)

What do I do now?

You have successfully entered the security code and can now confirm the details of the Residential Tenancy Bond variation.

Please check all of the information below carefully. If the details are correct, you can consent to the variation of the bond. If any of the information is incorrect, you should request a change to the details (at which time a new eTransaction number will be issued) by contacting your landlord or property manager.

Rental property details

Address
7 Haastings CT, SUCCESS WA 6164

Bond Reference Number	Date of Change
966/16	14/10/2016

Tenants

HANNAH FOSTER
Vacating tenant

Agent details

THE AGENCY CO PTY LTD

Email address
bondsoverride@commerce.wa.gov.au

Are these details correct?

If the information above is correct and you would like to proceed, please click on "Approve details" below.

If any of the information is incorrect, you can request a change. To do so, you must click on "Request change" below, enter the details of the change into the text box and click on "Submit". The request for change will be sent to the property manager or landlord who provided the information.

If you are not yet ready to approve the eTransaction click on "Come back later" to exit. You will be able to return to the approval at a later time.

Approve details

Request change

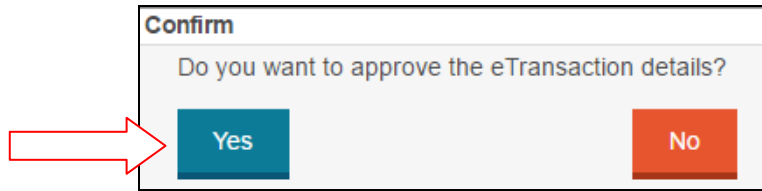
Come back later

The tenant can then view the details of the variation and is asked to select one of the following options:

- 1) Approve details
- 2) Come back later
- 3) Request change

Approve details:

If the tenant agrees with the details shown, they will click on 'Approve details' to continue.

A confirmation dialog box titled "Confirm" with the text "Do you want to approve the eTransaction details?". It contains two buttons: a blue "Yes" button and an orange "No" button. A red arrow points to the "Yes" button.

The tenant can click 'yes' to confirm and finalise the approval stage.

Request Change:

If the tenant has noticed an error in the information, and wishes to request a change, they can do so by clicking 'Request change'. This generates a box, where the tenant can write the change of details required. Click 'Request change' again to send that information in an email to the agent to review.

Please see 'Request Change' on page 31 for further information on this process.

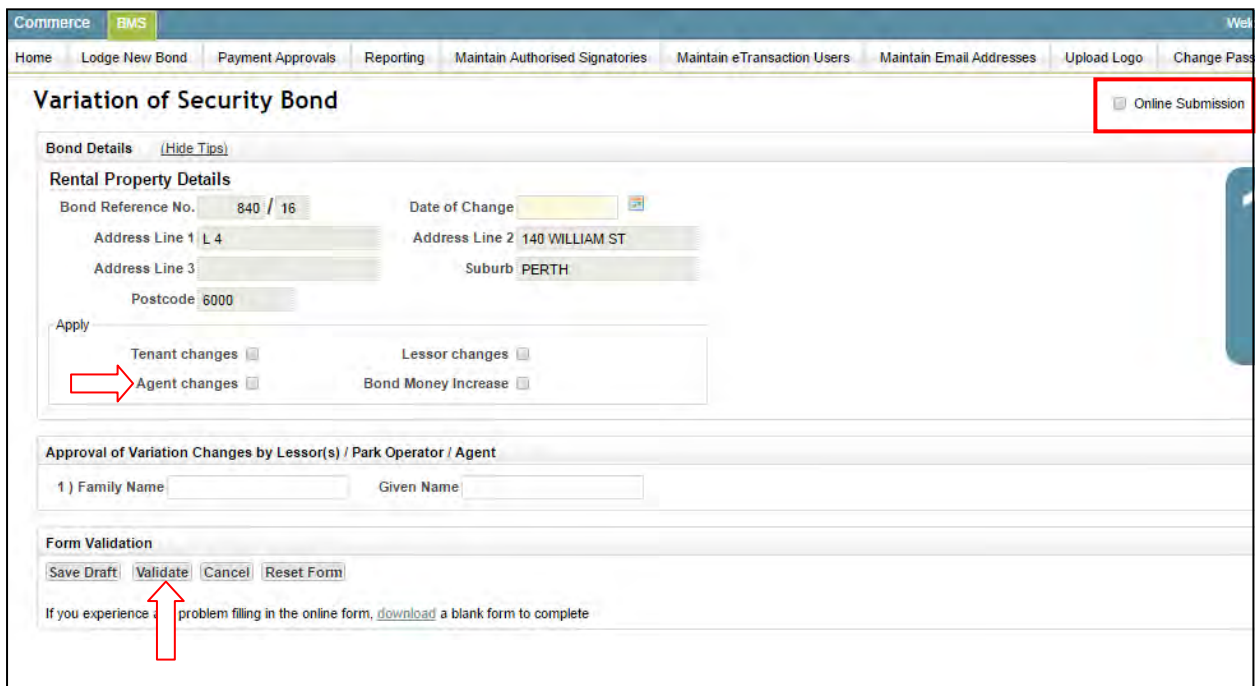
Come Back Later:

If the tenant decides they want to verify the details at a later stage, they can click 'Come back later'. This closes the screen, and allows them to revisit at a later time.

4.3.4 Agent Changes

To change the managing agent a signed paper form is required.

Un-tick the 'Online Submission' button to create a manual application on screen and complete the fields accordingly. Once completed click 'Validate' to print and sign the forms.

A screenshot of the "Variation of Security Bond" form in a web application. The form includes sections for "Bond Details", "Rental Property Details", "Apply", "Approval of Variation Changes by Lessor(s) / Park Operator / Agent", and "Form Validation". The "Online Submission" checkbox is checked and highlighted with a red box. The "Agent changes" checkbox is also highlighted with a red arrow. The "Form Validation" section contains buttons for "Save Draft", "Validate", "Cancel", and "Reset Form". A red arrow points to the "Validate" button. The "Form Validation" section also includes a link to download a blank form.

4.4 eTransaction Disposal Process

4.4.1 Request Disposal

In order to request a disposal on a bond, you will need to first locate the bond under the Bonds tab. You can locate the bond with the bond reference number or other details by using the available search fields.

Department of Commerce
Commerce BMS

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo

Managed Bonds

Agency Details
Agency: THE AGENCY CO PTY LTD
Address: 140 William ST
PERTH WA 6000
Licence Number: 72894
Current Bonds: 323
Draft Applications: 5

Bonds Draft Applications eTransactions

Bond Details

Bond Reference Number: [] Bond Status: Current Bond Amount: []
Family Name: [] Given Name: [] Other Names: []
Organisation Name: []
Tenancy Start Date (From): [] Tenancy Start Date (To): []
Tenancy End Date (From): [] Tenancy End Date (To): []

Bond address

Once the bond has been located, click on the bond reference number to access the 'Details' screen. This screen provides all the information and paperwork in relation to that bond.

Commerce BMS Welcome eTFull from THE AGENCY CO PTY LTD

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Bond Reference: 840/16
L 4
140 WILLIAM ST
PERTH WA 6000

Details (Electronic Transaction)

Reference : 840/16
Status : Active
Tenancy Start Date : 11/08/2016
Tenancy End Date :
Date Bond Paid to O/A/PO : 11/08/2016
Premises was Residence of Owner : No
Longstay Residential Park Bond : No

Weekly Rent Amount : \$400.00
Bond Amount : \$1,600.00
Bond Balance : \$1,600.00
Long-stay Security Access :
Pet Amount : \$260.00
Department of Housing Amount :

Property Address
L 4
140 WILLIAM ST
PERTH WA 6000

Parties

Party	Role	From Date	End Date
HAN FISHER	Owner	11/08/2016	
CARRIE SOLO	Tenant	11/08/2016	

Payments

Search returned 0 results. (Displaying page 1 of 1)

Receipt No	Domain	Category	Date	Amount	Status	Paid To/From	Bond Portion
2134101	Lodgement	EFT	11/08/2016	\$1,860.00	Receipted	THE AGENCY CO PTY LTD	\$1,860.00

eTransactions

eTransaction Ref Number	Type	Status	Date Submitted	Associated eTransaction	User Submitted	User Approved	Approved On	Source
L200816	Lodgement	Completed	11/08/2016 09:07:01		Bonds eT Full access (eTFULL)	Bonds eT Full access (eTFULL)	11/08/2016 09:18:04	BONDSONLINE

Payment : Associated Bonds

Domain: [] Category: []
Date: [] Amount: []
Status: [] Paid To/From: []

Bond Ref	Bond Amount	Address	Status	Payment Amount
				\$0.00

Home

Request Disposal Request Variation

Scroll down to the bottom of the screen and click 'Request Disposal'. This button is used to submit electronic disposal applications as well as generate paper disposal forms if required.

You will not be able to request an electronic disposal if:

- The bond was lodged on a paper form and a mobile phone number and email address were not supplied for all tenants; or
- An eTransaction for this bond is already in progress.

In these cases, the below warning message will appear on the bond details screen.

Payment : Associated Bonds

Domain: Category:
Date: Amount:
Status: Paid To/From:

Bond Ref	Bond Amount	Address	Status	Payment Amount
				\$0.00

Home

Electronic Disposal is not allowed on this Bond
An eTransaction (V60116) already exists on this bond

Request Disposal Request Variation

A Disposal application can only be submitted electronically if the bond was lodged electronically or if the mobile number and email address of each tenant was provided on the original lodgement form. This is because the Bonds Administrator needs to be able to verify the identity of the tenant/s by comparing the contact details used to approve the disposal against pre-existing contact details for that tenant in our system.

If those details were not provided:

You have two ways to complete your Disposal:

1. You can provide BondsOnline with a completed eDisposal – Paper to eT Conversion Form which allows us to update the tenant's contact details on our system. With those contact details on the system, you can complete the disposal electronically. The eDisposal form can be located via the 'Help' tab, under 'Useful Information'.

Government of Western Australia
Department of Commerce
Consumer Protection

eTransactions – fast, easy, secure
just like online banking

eDisposal - Paper to eT Conversion Form Partial Disposal? ☐

Your real estate agency now uses the Department of Commerce's eTransactions system, which makes it easier and faster to get your bond back. As your bond was initially lodged using a paper form, all tenants will need to complete this form to enable them to use eTransactions. Once complete, return this form to your property manager who will process your disposal through eTransactions.

Bond details
Property address
Bond reference number / Tenancy end date / / 20



Tenant details
First name Last name
Email address
Mobile number
Signature

Tenant details
First name Last name
Email address
Mobile number
Signature

Tenant details
First name Last name
Email address
Mobile number
Signature

Agent details
Name of property manager or authorised signatory
Telephone
Agent signature

eTransactions will then send you an email about your disposal. You need to action this email as soon as you receive it. If you don't action the email within a month, it will be assumed that you dispose the application and the eTransaction will lapse.

Further information:
Bonds Administration, Department of Commerce
1300 853 829 bondsadmin@commerce.wa.gov.au
www.commerce.wa.gov.au/bondsonline

2. You can complete a manual form. The Bond Administrator has granted a blanket exemption to allow any bond that was lodged on a paper form to be disbursed on a paper form. The manual application is still completed using the BondsOnline eTransactions system. Un-tick the 'Online Submission' and complete the fields accordingly. Once completed click 'Validate' to generate a printable form to be signed by the agent and tenant/s.

When completing the application, you will find most of the information has been prefilled on the screen from the bond details on file.

To submit the disposal as an eTransaction, you will be required to enter the tenant's contact details on the form, as these details form part of the online identity verification process. If you enter different contact details those that have been previously verified by the tenant, an email will be sent to the tenant asking them to confirm the correct contact details and the different contact details are brought to the attention of Department of Commerce at payment approval stage.

The cream fields on this page are mandatory, you will be unable to submit the form if any mandatory fields are left blank.

Please note: If a portion of the disposal is to be paid back to Department of Housing it can be entered in the 'Department of Housing Amount' field. This will pay the nominated amount directly back to Department of Housing.

The screenshot shows the 'Joint Application for Disposal of Security Bond' form. Red arrows point to the following fields:

- Tenancy End Date (in the Rental Property Details section)
- Given Name (in the Tenant(s) section)
- Email Address (in the Tenant(s) section)
- Amount to be Paid (in the Agency section)
- Department of Housing Amount (in the Bond Money section)
- Save Draft button (in the Form Validation section)

The form includes sections for Rental Property Details, Tenant(s), Lease(s) / Park Operator, Agency, and Bond Money. It also features a 6-step guide on the right side of the form.

Step 1: Prior to starting a disposal eTransaction you should complete the requirement to verify with the tenant/s about how the funds should be disbursed. Enter the tenancy end date.
Next Steps: Once completed continue to Step 2 below...

Step 2: Provide the current contact information for each tenant. Remember that there will be significant delays in processing applications where tenants have the same mobile number and/or email address. Provide the amount to be paid to each tenant. Tenants will be asked to provide their preferred payment method when they approve the eTransaction.
Next Steps: Once completed continue to Step 3 below...

Step 3: The tenant's details are displayed for information only. You cannot request for funds to be paid directly to the tenant/s. Any funds due to the tenant/s will need to be paid via the managing agent at step 4.
Next Steps: Once completed continue to Step 4 below...

Step 4: Create the email address of this agency is correct for this eTransaction and indicate the amount of the bond to be paid to the agency on behalf of the tenant. Once the bond portion amount has been entered, you will need to select which bank account you want the funds deposited from the drop down box.
Next Steps: Once completed continue to Step 5 below...

Step 5: Indicate if there is a disposal payment to be made directly to Department of Housing by entering the dollar amount. Note that the total bond amount calculation is based on the disposal amount allocated to the parties on the form. Verify that this amount corresponds to the total bond amount.
Next Steps: Once completed continue to Step 6 below...

Step 6: Click on the 'Submit' button. If any required information is missing, you will be

Once the application has been completed, click 'Submit' to start the online process.

A Disposal Summary will appear. Review the details to confirm they are correct. If they are correct, click the box and 'Submit'. If you notice an error in the details, click 'Cancel' to go back to the online application.

Disposal Summary

Disposal of Security Bond Money

Bond Details

Bond Reference Number: 842/16
Tenancy End Date: 13/10/2016

Tenants

SUKEY WEST
Email: sukey@test.com.au
Mobile: +61 475888666
Amount to be paid: \$100.00

Lessors

JO ALLISON
Amount to be paid: \$0.00

Agent

Name: THE AGENCY CO PTY LTD
Telephone Number: 64603454
Email: bondsoverride@commerce.wa.gov.au
Fax:
Address: 140 William ST
PERTH WA 6000
Amount to be paid: \$1840.00
Payment Method: DIRECT CREDIT
EFT Details: Name of Account Holder: THE AGENCY CO PTY LTD
BSB Number: 066000

☐ I confirm that the above details are correct

Submit **Cancel**

An eTransaction number will be issued. This eTransaction number will enable you to track your Disposal Application until it has been completed. Click on the 'OK' button.

eTransaction Number

eTransaction (D81016) submitted successfully

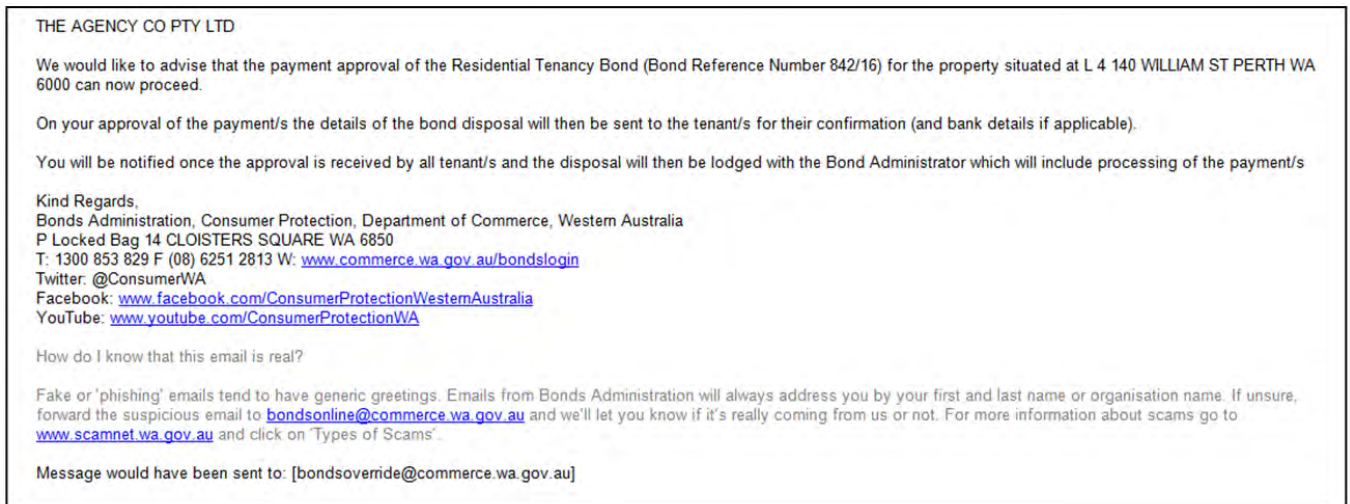
OK

After the Disposal application has been submitted, an email will be sent to the agent notifying them the Disposal Payment Approval can be completed.

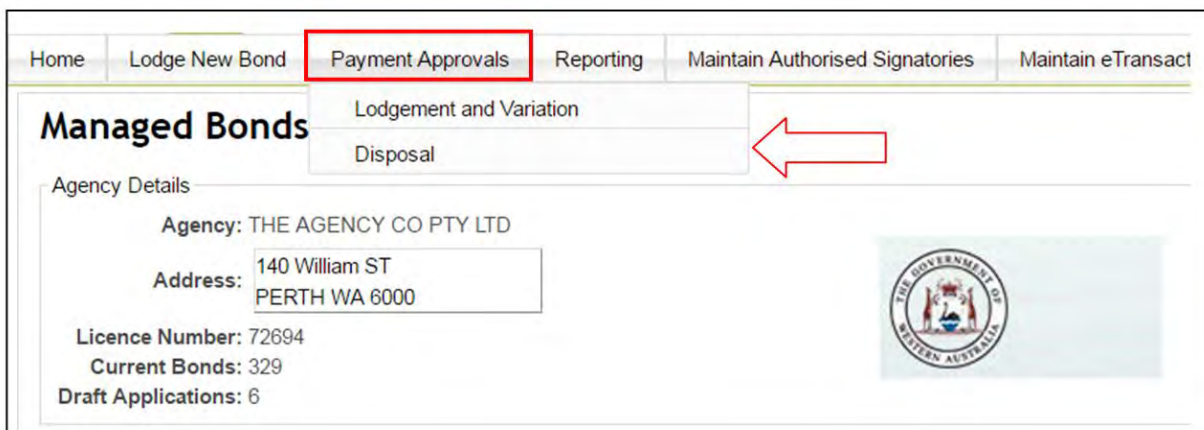
4.4.2 Agent Approval (Payment Approvals)

For Disposals we require the agent to approve the payment prior to the tenant being notified of the disposal. This is to ensure the disposal amounts are correct before the tenant can view and approve.

The below email is sent to the Agent advising to proceed with payment approval.



To view the disposal payments waiting for approval, mouse over the 'Payment Approvals' tab and select 'Disposal' from the drop down menu.



The payment can only be approved by those within the agency that have the appropriate approval authority.

You can approve multiple payments in one session. However, each payment will appear individually on any statements and invoices.

If the payment amount/s or other information is incorrect, click on the eTransaction reference number shown in the payment details. This will take you the 'Details' screen where you have the option to change and resubmit or cancel your application. **Please see 'Editing eTransactions' for further information on pages. 67 - 72**

To approve the payment/s tick the 'Approve' box and click on 'Confirm'.

Please note: The agent will not be able to cancel or make any changes to the disposal application after approving the payment, unless the tenant selects the 'Request Change' option after reviewing the disposal.

Department of Commerce

Commerce **BMS**

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses

Payments

Approval of payments for disposals submitted online.

The following disposal payments are waiting approval:

eTransaction Number	Bond Ref Number	Address	Parties / Amount	Approve
D81016	842/16	L 4 140 WILLIAM ST PERTH WA 6000	SUKEY WEST: \$100.00 THE AGENCY CO PTY LTD: \$1,840.00 JO ALLISON: \$0.00	<input type="checkbox"/>

To cancel or change and resubmit the transaction, go to the eTransaction number to return to the Details screen.

Confirm

You are given the option to download a Disposal Payment Approval Report after approving payments, which lists all the approved disposal payments in that session. These reports can be useful for audit purposes. If you do not want to download the report, click 'Cancel'.

To download the report, click 'Download'

Government of Western Australia
Department of Commerce

Disposal Payment Approval Report

Payments

eTransaction Number	Bond Number	Bond Address	Tenant/s	Agent / Lessor/s
D81016	842/16	L 4 140 WILLIAM ST PERTH WA 6000	SUKEY WEST: \$100.00	THE AGENCY CO PTY LTD: \$1,840.00 JO ALLISON: \$0.00

TOTAL \$1,840.00

This report was generated on 13/10/2016 at 02:20 PM by eTfull

4.4.3 Tenant Approval

As soon as the agent has approved the payment for the Disposal, an email is sent to the tenant asking them to verify the bond disposal.

SUKEY WEST

You are listed as a tenant for a Residential Tenancy Bond (eTransaction Number D81016) with Reference Number 842/16 for a property situated at L 4 140 WILLIAM ST PERTH WA 6000.

You should read the attached information before actioning this email.

To finalise the bond disposal, please click [here](#) to confirm that the details are correct.

When you do so, you will be prompted to request a security code.

The security code will be sent to the mobile number you provided your property manager or landlord.

You will need the security code to confirm the bond details.

Please note

- Your email address and mobile phone number are used as part of the identification process
- You must action this email promptly to finalise the disposal of your bond.
- If you require the assistance of an interpreter please contact the Translating and Interpreting Service on 131 450 or visit www.tisnational.gov.au.
- A [YouTube video](#) is available if you require a demonstration of the disposal process.

Kind Regards,
THE AGENCY CO PTY LTD
On behalf of
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

If you are having difficulty accessing the [here](#) hyperlink copy and paste the following link into your browser:
<http://uias22.7019/bonds/pages/external/public/et/acceptDisposal?token=%7BQXnd%2FZiXlMjHJd7m7ZwRm2Aj6%2BjgYtDV2SgDrymel8%3D%7D>

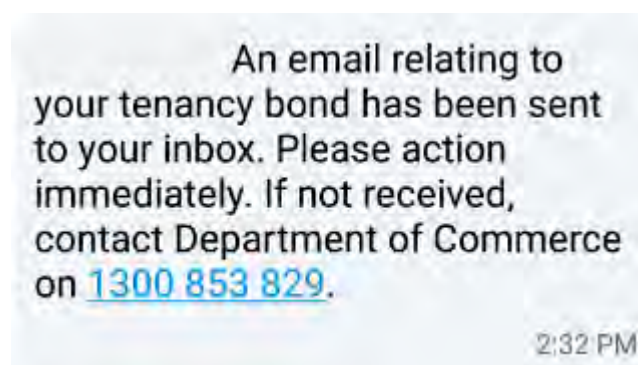
How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

The tenant is required to click 'here' to begin the approval process.

Tenants will receive a weekly reminder, by email and text message, until the disposal details have been approved. However, if the disposal is not approved after four weeks, the disposal will automatically lapse on our system. The agent and tenant will be notified via email then it will be up to the agent to liaise with the tenant and start the process again or lodge a Court Order.

The below text message is sent to the tenants as a reminder to approve the Disposal eTransaction.



The information below is provided to the tenant as an attachment in the email sent.



Government of Western Australia
Department of Commerce
Consumer Protection

IMPORTANT INFORMATION FOR DISPOSAL OF SECURITY BOND MONEY

APPROVING THE eTRANSACTION

Do not approve this eTransaction until the tenancy has ended or unless it relates to a reduction in your weekly rental amount or the return of a pet bond and you agree with the details (including the amounts payable) provided by the lessor/property manager. Penalties may apply to lessor(s)/agents who commence a Disposal eTransaction before the end of the tenancy unless it is a partial disposal with the funds being returned to the tenant/s. If this disposal relates to a bond decrease, the funds can only be returned to the tenant/s.

BOND DISPUTES

For information about the disputes resolution process visit www.commerce.wa.gov.au/consumer-protection/disputes-about-bonds.

For residential tenancies, if you cannot agree on the amounts payable, you may need to make an application to the Magistrates Court to determine how the security bond is to be disposed of. Visit www.magistratescourt.wa.gov.au for further information.

For long-stay park tenancies, if you cannot agree on the amounts payable, you may need to make an application to the State Administrative Tribunal for a determination on how the security bond is to be disposed of. Visit www.sat.justice.wa.gov.au for more information.

CHANGES TO THE eTRANSACTION

Any changes to the details provided in the Disposal eTransaction must be approved by every party. To seek to change the details click on "Request a Change" and provide full details to the property manager/lessor.

PAYMENT OF THE SECURITY BOND

Direct deposits will be paid in the amount/s in accordance with this eTransaction. You will be asked to provide your bank account details when you successfully login to the portal (click on the link in the email).

The address section for each tenant must be completed as a payment by cheque will be made to this address if the bank details are incorrect.

All parties to the residential tenancy agreement or long-stay agreement are required to approve this eTransaction, even if some of the parties are not receiving a payment.

CONTACT AND ADVICE

Contact information for Bonds Administration:
Telephone 1300 853 829, Fax (08) 6251 2813 or Email bondsadmin@commerce.wa.gov.au

Seek advice immediately from Bonds Administration if you need more information. If you require an interpreter please telephone the Department of Immigration and Border Protection's Translating and Interpreting Service on 13 14 50 and ask to speak to the Consumer Protection advice line (1300 30 40 54) or visit www.tisnational.gov.au.

Residential tenants

Get the iRentWA app for help throughout your tenancy – it's free from the App Store and Google Play. Visit www.commerce.wa.gov.au/iRentWA or scan the QR code with your smartphone to find out more.



Long-stay park residents

For more information on your rights and responsibilities visit www.commerce.wa.gov.au/consumer-protection/living-residential-park.

After clicking the 'here' link in their email, the tenant will click on the 'Request code' button and a security code will be sent to the mobile telephone number the agency has provided on their behalf.

Request a security code

Request code

Your security code will be sent to XXXXX XXX XXX

Why do I need a security code?

To safeguard your information, you need to request a temporary security code which will be sent to you immediately upon request. It will be valid for 15 minutes or until the code is used. If a new code is requested, the original code will become invalid.

The security code will be sent to the mobile phone number that you provided to the property manager or landlord when you entered into your Residential Tenancy Agreement.

Part of the mobile phone number that the code will be sent to is shown. Please check that it is accurate. If the number is not correct, do not proceed and contact your property manager or landlord immediately.

To proceed, click on Request Security Code button. If the part mobile phone number shown is correct, enter the security code and click on Next.

The tenant will then enter the security code (a randomly generated six digit number) from their mobile, and then click 'Submit'. The code is valid for fifteen minutes; if the code expires another code can be requested. If the code is incorrectly entered three times the tenant will need to request a new access code and try again.

Department of Commerce

Residential Tenancy Bond - Approve Disposal (eTransaction Number D81016)

Enter security code

991103

Submit code **Cancel**

Your security code has been sent to XXXX XXX 999
(Reference Number : 43225)

Why do I need a security code?

To safeguard your information, you need to request a temporary security code which will be sent to you immediately upon request. It will be valid for 15 minutes or until the code is used. If a new code is requested, the original code will become invalid.


The security code will be sent to the mobile phone number that you provided to the property manager or landlord when you entered into your Residential Tenancy Agreement.

Part of the mobile phone number that the code will be sent to is shown. Please check that it is accurate. If the number is not correct, do not proceed and contact your property manager or landlord immediately.

To proceed, click on Request Security Code button. If the part mobile phone number shown is correct, enter the security code and click on Next.

The tenant can then view the details of the disposal and is asked to select one of the following options:

- 1) Approve details
- 2) Come back later
- 3) Request change



Department of Commerce

Residential Tenancy Bond - Approve Disposal (eTransaction Number D81016)

What do I do now?

You have successfully entered the security code and can now confirm the details of the Residential Tenancy Bond disposal.

Please check all of the information below carefully. If the details are correct, you can consent to the disposal of the bond. If any of the information is incorrect, you should request a change to the details (at which time a new eTransaction number will be issued) by contacting your landlord or property manager.

Rental property details

Address
L 4, 140 WILLIAM ST, PERTH WA 6000

Bond Reference Number:
842/16

Tenancy End Date:
13/10/2016

Tenants

Name	Amount
SUKEY WEST	\$100.00

Lessor(s)/ Park operator

Name	Amount
JO ALLISON	\$0.00

Agent

Name	Amount
THE AGENCY CO PTY LTD	\$1,840.00

Bond money

Department of Housing amount \$0.00	Total Disposed Bond amount \$1,940.00
--	--

Are these details correct?

If the information above is correct and you would like to proceed, please click on "Approve details" below.

If any of the information is incorrect, you can request a change. To do so, you must click on "Request change" below, enter the details of the change into the text box and click on "Submit". The request for change will be sent to the property manager or landlord who provided the information.

If you are not yet ready to approve the eTransaction click on "Come back later" to exit. You will be able to return to the approval at a later time.

Approve details

Request change

Come back later

Request Change:

If the tenant does not agree with the amounts to be paid to each party, and wishes to request a change, they can do so by clicking 'Request change'. This generates a box, where the tenant can write the change of details required. Click 'Request change' again to send that information in an email to the agent to review.

Please see 'Request Change' on page.31 for further information on this process.

Come Back Later:

If the tenant decides they want to verify the details at a later stage, they can click 'Come back later'. This closes the screen, and allows them to revisit at a later time.

Approve details:

If the tenant agrees with the details shown, they will click on 'Approve details' to continue. If the tenant is receiving any of the bond money, they will also be required to provide a forwarding address and bank account details for direct credit.

If the Direct Credit payment fails (due to incorrect account details etc.) and we are unable to confirm the details with the tenant directly, a cheque will be sent to the forwarding address provided.

The screenshot shows a web form titled "Approve details". At the top, it says "New Postal Address: (Please note that this address will be used to send a cheque if direct credit fails)". Below this, a red rectangular box highlights the following fields: "Address Line 1", "Address Line 2", "Address Line 3", "Suburb", "Post code", "State" (a dropdown menu currently showing "Select..."), "Country" (a dropdown menu currently showing "Australia"), "Payment Method" (with radio buttons for "Direct Credit" (selected) and "Cheque"), "Australian BSB Number", "Australian Account Number", and "Name of Account Holder". At the bottom of the form, there are two buttons: a blue "Approve details" button on the left and a red "Go back" button on the right. A red arrow points from the "Go back" button towards the "Approve details" button.

If the tenant provided the last 4 digits of their bank account number when verifying the Lodgement (Please see 'Lodgement – Tenant Approval on page. 30), the details are matched to the account number provided for the disposal payment.

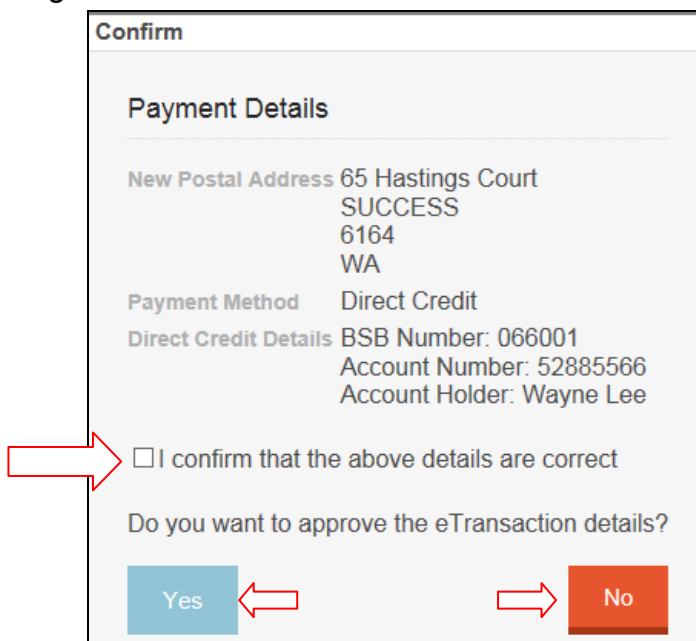
If the details match: they are used as extra verification for payment approval.

If the details don't match: the tenant can still 'Approve Details' to continue, however at payment approval stage, BondsOnline will investigate as to why they differ before any funds are released.

Please note: The tenant will not be notified immediately if the account details do not match, the agent may be contacted later for more information.

Once the details are completed, the tenant can click 'Approve details' to continue.

The tenant is then given the opportunity to check the account details they have supplied. If required, the tenant can click 'No' to go back to the previous step and amend their details. Otherwise, if the tenant is satisfied the details were entered correctly, they can finalise their approval by ticking the box to confirm and then clicking 'Yes'.



The screenshot shows a 'Confirm' dialog box with a light gray background. At the top, the title 'Confirm' is in bold. Below it, the section 'Payment Details' is highlighted. The details listed are: 'New Postal Address' (65 Hastings Court, SUCCESS, 6164, WA), 'Payment Method' (Direct Credit), and 'Direct Credit Details' (BSB Number: 066001, Account Number: 52885566, Account Holder: Wayne Lee). Below these details is a checkbox with the text 'I confirm that the above details are correct'. A red arrow points to this checkbox. At the bottom, the question 'Do you want to approve the eTransaction details?' is followed by two buttons: a blue 'Yes' button and a red 'No' button. Red arrows point to both buttons.

After all tenants have approved the disposal application, an email is sent to each party notifying them the approval process is complete.

Email tenant/s receives:

SUKEY WEST

We would like to advise that disposal of the Residential Tenancy Bond (eTransaction Number D81016) with Reference Number 842/16 for a property situated at L 4 140 WILLIAM ST PERTH WA 6000 has been approved by all parties.

Your application has now been sent to Bond Administration for processing.

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
A: Gordon Stephenson House 140 William Street, Perth P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

Email agent receives:

THE AGENCY CO PTY LTD

We would like to advise that disposal of the Residential Tenancy Bond (eTransaction Number D81016) with Reference Number 842/16 for a property situated at L 4 140 WILLIAM ST PERTH WA 6000 has been approved by all parties.

Your application has now been sent to Bond Administration for processing.

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
A: Gordon Stephenson House 140 William Street, Perth P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

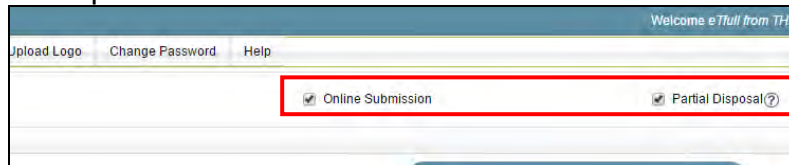
4.4.4 Partial Disposal / Bond Money Decrease

Reduction of a bond can also be actioned through BondsOnline. This is referred to as a Partial Disposal and is processed through the 'Request Disposal' function on the bond. The partial disposal can be performed when a reduction in rent has occurred, or the pet bond is to be returned.

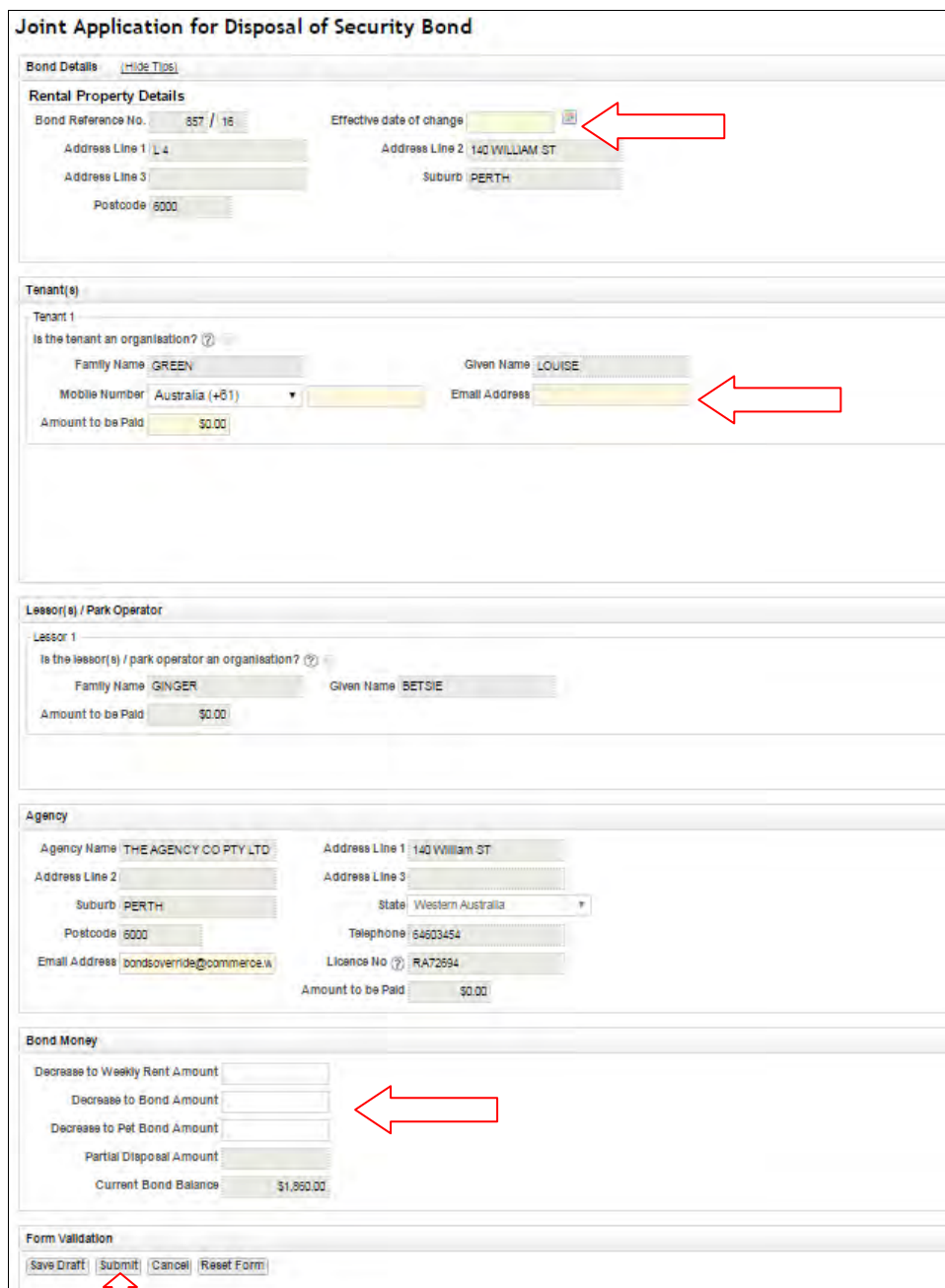
Once on the Joint Application of Disposal of Security Bond screen, ensure both the 'Online Submission' and 'Partial Disposal' boxes are ticked and enter the 'Effective date of change'.

Next, enter the amount to be paid to each tenant in the 'Tenant(s)' section of the form.

In the 'Bond Money' section of the form, you can then specify the amount by which the weekly rent, total bond and/or pet bond have decreased. The total of the amounts you have allocated the tenant/s should match the 'Partial Disposal' amount in this section.



Header section of the BondsOnline interface. It includes a 'Welcome eTfull from THE' message and navigation links: 'Upload Logo', 'Change Password', and 'Help'. Below these, there are two checkboxes: 'Online Submission' and 'Partial Disposal(?)', both of which are checked. A red rectangle highlights these two checkboxes.



The 'Joint Application for Disposal of Security Bond' form. It is divided into several sections: 'Bond Details', 'Rental Property Details', 'Tenant(s)', 'Lessor(s) / Park Operator', 'Agency', and 'Bond Money'. The 'Rental Property Details' section includes fields for 'Bond Reference No.', 'Effective date of change', 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Suburb', and 'Postcode'. The 'Tenant(s)' section includes fields for 'Is the tenant an organisation?', 'Family Name', 'Given Name', 'Mobile Number', 'Email Address', and 'Amount to be Paid'. The 'Lessor(s) / Park Operator' section includes fields for 'Is the lessor(s) / park operator an organisation?', 'Family Name', 'Given Name', and 'Amount to be Paid'. The 'Agency' section includes fields for 'Agency Name', 'Address Line 1', 'Address Line 2', 'Address Line 3', 'Suburb', 'State', 'Postcode', 'Telephone', 'Email Address', 'Licence No', and 'Amount to be Paid'. The 'Bond Money' section includes fields for 'Decrease to Weekly Rent Amount', 'Decrease to Bond Amount', 'Decrease to Pet Bond Amount', 'Partial Disposal Amount', and 'Current Bond Balance'. Red arrows point to the 'Effective date of change' field, the 'Email Address' field, and the 'Decrease to Bond Amount' field, indicating they are mandatory. The 'Form Validation' section at the bottom includes buttons for 'Save Draft', 'Submit', 'Cancel', and 'Reset Form'. A red arrow points to the 'Submit' button.

The cream fields on this page are mandatory. You will be unable to submit the form if any mandatory fields are left blank.

Once the application has been fully completed, click the 'Submit' button to begin the tenant approval process.

A Disposal Summary will appear. Review the details to confirm they are correct. If they are correct, tick the box to confirm and click 'Submit'. If you notice an error in the details, click 'Cancel' to go back to the online application.

Disposal Summary

Disposal of Security Bond Money

Bond Details

Bond Reference Number: 843/16

Effective Date of Change: 28/10/2016

Bond Money Details

Decrease to pet bond amount: \$260.00

Tenants

BARRY BONCE
Email: barryb@test.com.au
Mobile: +61 432158777
Amount to be paid: \$260.00

Lessors

TAYLOR QUICK
Amount to be paid: \$0.00

Agent

Name: THE AGENCY CO PTY LTD
Telephone Number: 64603454
Email: bondsoverride@commerce.wa.gov.au
Fax:

☐ I confirm that the above details are correct

Submit Cancel

An eTransaction number will be issued. This eTransaction number will enable you to track your Partial Disposal application until it has been completed. Click on the 'OK' button.

eTransaction Number

eTransaction (DV171016) submitted successfully

OK

After the Partial Disposal application has been submitted, an email will be sent to the agent notifying them the Partial Disposal Payment Approval can be completed.

The Below email is sent to the Agent advising to proceed with payment approval:

THE AGENCY CO PTY LTD

We would like to advise that the payment approval of the Residential Tenancy Bond (Bond Reference Number 843/16) for the property situated at L 4 140 WILLIAM ST PERTH WA 6000 can now proceed.

On your approval of the payment/s the details of the bond disposal will then be sent to the tenant/s for their confirmation (and bank details if applicable).

You will be notified once the approval is received by all tenant/s and the disposal will then be lodged with the Bond Administrator which will include processing of the payment/s

Kind Regards,
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bondlogin
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

To view the payments you want to approve, click into the 'Payment Approvals' tab and select 'Disposal'.

The payment can only be approved by those within the agency that have the appropriate approval authority.

Commerce BMS

Home Lodge New Bond **Payment Approvals** Reporting Maintain Authorised Signatories Maintain eTransaction Use

Payments

Approval of payments for disposals submitted online.

The following disposal payments are waiting approval:

eTransaction Number	Bond Ref Number	Address	Parties / Amount	Approve
DV91016	946/16	3 BLOSSOM CH AUBIN GROVE WA 6164	JANE SUNSHINE: \$260.00 THE AGENCY CO PTY LTD: \$0.00 JOHN RAIN: \$0.00	<input type="checkbox"/>
DV171016	843/16	L 4 140 WILLIAM ST PERTH WA 6000	BARRY BONCE: \$260.00 THE AGENCY CO PTY LTD: \$0.00 TAYLOR QUICK: \$0.00	<input checked="" type="checkbox"/>

To cancel or change and resubmit the transaction, go to the eTransaction number to return to the Details screen.

Confirm

Multiple payments can be approved in one session, however each payment will appear individually on any statements and invoices. The total value of the payments selected is displayed at the bottom of the list of payments.

If the payment amount/s or other information is incorrect, click on the eTransaction reference number shown in the payment details. This will take you the 'Details' screen where you have the option to change and resubmit or cancel your application. ***Please see 'Editing eTransactions' for further information on pages 67 - 72***

To approve the payment/s tick the 'Approve' box and click on 'Confirm'.

Please note: The agent will not be able to cancel or make any changes to the disposal application after approving the payment, unless the tenant selects the 'Request Change' option after reviewing the disposal.

You are given the option to download a Disposal Payment Approval Report after approving payments, which lists all the approved disposal payments in that session. These reports can be useful for audit purposes. If you do not want to download the report, click 'Cancel'.

To download the report, click 'Download'

Government of Western Australia
Department of Commerce

Disposal Payment Approval Report

Payments

eTransaction Number	Bond Number	Bond Address	Tenant/s	Agent / Lessor/s
DV171016	843/16	L 4 140 WILLIAM ST PERTH WA 6000	BARRY BONCE: \$260.00	THE AGENCY CO PTY LTD: \$0.00 TAYLOR QUICK: \$0.00
				TOTAL \$0.00

This report was generated on 28/10/2016 at 10:13 AM by eTfull

As soon as the agent has approved the payment for the Disposal, an email is sent to the tenant asking them to verify the bond disposal.

BARRY BONCE

You are listed as a tenant for a Residential Tenancy Bond (eTransaction Number DV171016) with Reference Number 843/16 for a property situated at L 4 140 WILLIAM ST PERTH WA 6000.

You should read the attached information before actioning this email.

To finalise the bond disposal, please click [here](#) to confirm that the details are correct.

When you do so, you will be prompted to request a security code.

The security code will be sent to the mobile number you provided your property manager or landlord.

You will need the security code to confirm the bond details.

Please note

- Your email address and mobile phone number are used as part of the identification process
- You must action this email promptly to finalise the disposal of your bond.
- If you require the assistance of an interpreter please contact the Translating and Interpreting Service on 131 450 or visit www.tisnational.gov.au.
- A [YouTube video](#) is available if you require a demonstration of the disposal process.
- This application relates to a recent reduction in your weekly rent or the return of a pet bond.

Kind Regards,
THE AGENCY CO PTY LTD
On behalf of
Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F: (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

If you are having difficulty accessing the [here](#) hyperlink copy and paste the following link into your browser:
<http://uias22-7019/bonds/pages/external/public/et/acceptDisposal?token=%7BDnME7O%2FdNHwH4cSlaOpJacDxeIT%2BHR09vdplyLsd%2B0%3D%7D>

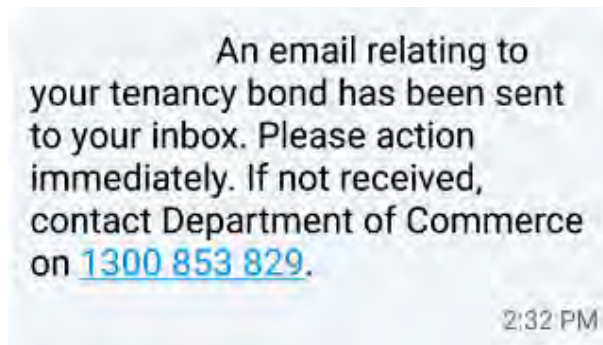
How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

The tenant is required to click 'here' to begin the approval process.

Tenants will receive a weekly reminder, by email and text, until the disposal details have been approved. However, if the disposal is not approved after 4 weeks, the disposal will automatically lapse on our system. The agent will be notified via email then it will be up to the agent to liaise with the tenant and start the process again or lodge a Court Order.

The below text message will be sent to the tenant/s as a reminder to approve the Disposal eTransaction.



After clicking the 'here' link in the email, the tenant will click on the 'Request code' button and a security code will immediately be sent to the mobile telephone number the agency has provided on their behalf.

Request a security code

[Request code](#)

Your security code will be sent to 00000 0000 0000

Why do I need a security code?

To safeguard your information, you need to request a temporary security code which will be sent to you immediately upon request. It will be valid for 15 minutes or until the code is used. If a new code is requested, the original code will become invalid.

The security code will be sent to the mobile phone number that you provided to the property manager or landlord when you entered into your Residential Tenancy Agreement.

Part of the mobile phone number that the code will be sent to is shown. Please check that it is accurate. If the number is not correct, do not proceed and contact your property manager or landlord immediately.

To proceed, click on Request Security Code button. If the part mobile phone number shown is correct, enter the security code and click on Next.

The tenant will then enter the security code (a randomly generated six digit number) from their mobile, then click submit. The code is valid for fifteen minutes; if the code expires another code can be requested. If the code is incorrectly entered three times the tenant will then need to request a new access code and try again.

Department of Commerce

GOVERNMENT OF WESTERN AUSTRALIA

Residential Tenancy Bond - Approve Partial Disposal (eTransaction Number DV171016)

Enter security code

771370

Submit code Cancel

Your security code has been sent to XXXX XXX 777 (Reference Number: 43315)

Why do I need a security code?

To safeguard your information, you need to request a temporary security code which will be sent to you immediately upon request. It will be valid for 15 minutes or until the code is used. If a new code is requested, the original code will become invalid.

The security code will be sent to the mobile phone number that you provided to the property manager or landlord when you entered into your Residential Tenancy Agreement.

Part of the mobile phone number that the code will be sent to is shown. Please check that it is accurate. If the number is not correct, do not proceed and contact your property manager or landlord immediately.

To proceed, click on Request Security Code button. If the part mobile phone number shown is correct, enter the security code and click on Next.

The tenant can then view the details of the disposal and is asked to select one of the following options:

- 1) Approve details
- 2) Come back later
- 3) Request change

Department of Commerce

GOVERNMENT OF WESTERN AUSTRALIA

Residential Tenancy Bond - Approve Partial Disposal (eTransaction Number DV171016)

What do I do now?

You have successfully entered the security code and can now confirm the details of the Residential Tenancy Bond partial disposal.

Please check all of the information below carefully. If the details are correct, you can consent to the partial disposal of the bond. If any of the information is incorrect, you should request a change to the details (at which time a new eTransaction number will be issued) by contacting your landlord or property manager.

This application relates to a recent reduction in your weekly rent or the return of a pet bond.

Rental property details

Address:
L 4, 140 WILLIAM ST, PERTH WA 6000

Bond/Reference Number: 642/16 Effective Date of Change: 28/10/2016

Tenants

Name	Amount
BARRY BONCE	\$260.00

Lessor(s)/ Park operator

Name	Amount
TAYLOR QUICK	\$0.00

Agent

Name	Amount
THE AGENCY CO PTY LTD	\$0.00

Bond money

Decrease in pet bond amount:	Total Disposed Bond amount:
\$260.00	\$260.00

Are these details correct?

If the information above is correct and you would like to proceed, please click on "Approve details" below.

If any of the information is incorrect, you can request a change. To do so, you must click on "Request change" below, enter the details of the change into the text box and click on "Submit". The request for change will be sent to the property manager or landlord who provided the information.

If you are not yet ready to approve the eTransaction click on "Come back later" to exit. You will be able to return to the approval at a later time.

Approve details Request change Come back later

Request Change:

If the tenant has noticed an error in the information, and wishes to request a change, they can do so by clicking 'Request change'. This generates a box, where the tenant can write the change of details required. Click 'Request change' again to send that information in an email to the agent to review.

Please see 'Request Change' on page 31 for further information on this process.

Come Back Later:

If the tenant decides they want to verify the details at a later stage, they can click 'Come back later'. This just closes the screen, and allows them to revisit at a later time.

Approve details:

If the tenant agrees with the details shown, they will click on 'Approve details' to continue. If the tenant is receiving any of the bond money, they will also need to provide account details for direct credit.

If the Direct Credit payment fails (due to incorrect account details etc.) and we are unable to confirm the details with the tenant directly, a cheque will be sent to the rental property address.

Approve details

Payment Method

☒ Direct Credit ☐ Cheque

Australian BSB Number

Australian Account Number

Name of Account Holder

Approve details

Go back

Once the details are completed, the tenant can click 'Approve details' to continue.

The tenant is then given the opportunity to check the account details they have supplied. If required, the tenant can click 'No' to go back to the previous step and amend their details. Otherwise, if the tenant is satisfied the details were entered correctly, they can finalise their approval by ticking the box to confirm and then clicking 'Yes'.

Confirm

Payment Details

New Postal Address

65 Hastings Court
SUCCESS
6164
WA

Payment Method

Direct Credit

Direct Credit Details

BSB Number: 066001
Account Number: 52885566
Account Holder: Wayne Lee

☐

I confirm that the above details are correct

Do you want to approve the eTransaction details?

Yes

No

After all tenants have verified the partial disposal, an email is sent to each party notifying them that the approval process is complete.

Email tenant/s receives:

BARRY BONCE

We would like to advise that disposal of the Residential Tenancy Bond (eTransaction Number DV171016) with Reference Number 843/16 for a property situated at L 4 140 WILLIAM ST PERTH WA 6000 has been approved by all parties.

Your application has now been sent to Bond Administration for processing.

Kind Regards,

Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

Email agent receives:

THE AGENCY CO PTY LTD

We would like to advise that disposal of the Residential Tenancy Bond (eTransaction Number DV171016) with Reference Number 843/16 for a property situated at L 4 140 WILLIAM ST PERTH WA 6000 has been approved by all parties.

Your application has now been sent to Bond Administration for processing.

Kind Regards,

Bonds Administration, Consumer Protection, Department of Commerce, Western Australia
P Locked Bag 14 CLOISTERS SQUARE WA 6850
T: 1300 853 829 F (08) 6251 2813 W: www.commerce.wa.gov.au/bonds
Twitter: @ConsumerWA
Facebook: www.facebook.com/ConsumerProtectionWesternAustralia
YouTube: www.youtube.com/ConsumerProtectionWA

How do I know that this email is real?

Fake or 'phishing' emails tend to have generic greetings. Emails from Bonds Administration will always address you by your first and last name or organisation name. If unsure, forward the suspicious email to bondsonline@commerce.wa.gov.au and we'll let you know if it's really coming from us or not. For more information about scams go to www.scamnet.wa.gov.au and click on 'Types of Scams'.

5. Editing eTransactions

5.1 Cancelling eTransactions

To cancel an eTransaction, go the home tab and enter the eTransaction reference number or the bond reference number into the relevant field under in the eTransaction section, then click 'Search'.

Commerce **BMS**

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details
Agency: THE AGENCY CO PTY LTD
Address: 140 William ST
PERTH WA 6000
Licence Number: 72694
Current Bonds: 331
Draft Applications: 4

Bonds Draft Applications **eTransactions**

eTransaction Search

By Transaction
eTransaction Reference Number: Bond Reference Number:
Status: Transaction type:
Date Received From: Date Received To:
By Party
By Address
Search Reset

If you do not have the eTransaction or bond reference number, the application can be located by using other filters such as party names, transaction type and address.

Commerce **BMS**

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password

Managed Bonds

Agency Details
Agency: THE AGENCY CO PTY LTD
Address: 140 William ST
PERTH WA 6000
Licence Number: 72694
Current Bonds: 332
Draft Applications: 4

Bonds Draft Applications **eTransactions**

eTransaction Search

By Transaction
eTransaction Reference Number: Bond Reference Number:
Status: Transaction type:
Date Received From: Date Received To:
By Party
By Address
Search Reset

Search returned 1 results. (Displaying page 1 of 1)

eTransaction Ref Number	Type	Status	Address	Bond Ref Number	Tenants	Lessors	Date Subm
L261016	Lodgement	Waiting Tenants approval	L 4 140 WILLIAM ST PERTH WA 6000		JUNE JONES (jones@hotmail.com, +61412345784)	SARAH CROWN	28/10/2016 01

Add other details here, to refine your search results

Click on the eTransaction reference number in the search results to access the details of the transaction.

To cancel the eTransaction, click the 'Cancel Transaction' button on the right hand side of the page.

Commerce BMS Welcome eThill from THE AGENCY CO PTY LTD (Logout)

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

eTransaction Ref: L261016

Transaction Details

Address: L 4, 140 WILLIAM ST, PERTH WA 6000

System Reminder: System Reminder Status: ON

Details: eTransaction Reference: L261016, Status: Waiting Tenants approval, Submitted on: 28/10/2016 09:47:01, Related Bond Ref Number: , Bond Status: , Transaction Type: Lodgement, Comments: , Cancellation Comments:

Parties

Party	Role	Email	Mobile	Status	Last Reminder Sent Date	Resend Reminder	Edit Contact
JUNE JONES	Tenant	jjones@hotmail.com	+61412345784	Pending	28/10/2016	Resend	Edit
THE AGENCY CO PTY LTD	Agent	bondsoverride@commerce.wa.gov.au	64603454	Accepted by party / System			Edit
SARAH CROWN	Lessor			Accepted by party / System			

Home Cancel Transaction Change and Resubmit Transaction

Click 'Yes' to confirm the cancellation.

Confirm

Do you want to cancel the current eTransaction?

Yes No

You then be required to briefly describe the reason for cancelling the eTransaction. Click 'Cancel' to go back to the eTransaction details screen, or enter a reason and click 'OK'.

Cancel eTransaction

Please describe briefly the reason to cancel

OK Cancel

The application will now be cancelled.

Please Note: The 'Cancel Transaction' tab is only available on the system until the agent approves the payments in order to finalise or continue with the application.

For Disposal applications - If the agent wishes to cancel the application after they have approved the payment, the tenant will have to 'Request Change' when verifying the information in order for the 'Cancel' button to reappear on the eTransaction Details screen.

5.2 Change & Resubmitting eTransactions

Agents are able to change and resubmit eTransactions using the BondsOnline eTransactions system.

Commerce BMS

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694

Current Bonds: 331

Draft Applications: 4

Bonds Draft Applications **eTransactions**

eTransaction Search

By Transaction

eTransaction Reference Number Bond Reference Number

Status Transaction type

Date Received From Date Received To

By Party

By Address

Search Reset

First, go the home tab and enter the eTransaction reference number or the bond reference number into the relevant field under in the eTransaction section, then click 'Search'.

If you do not have the eTransaction reference number or bond reference number, the application can be located by using other filters such as party names, transaction type and address.

Commerce BMS

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password

Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694

Current Bonds: 332

Draft Applications: 4

Bonds Draft Applications **eTransactions**

eTransaction Search

By Transaction

eTransaction Reference Number L261016 Bond Reference Number

Status Transaction type

Date Received From Date Received To

By Party

By Address

Search Reset

Search returned 1 results. (Displaying page 1 of 1)

eTransaction Ref Number	Type	Status	Address	Bond Ref Number	Tenants	Lessors	Date Subm
L261016	Lodgement	Waiting Tenants approval	L 4 140 WILLIAM ST PERTH WA 6000		JUNE JONES (jjones@hotmail.com, +61412345784)	SARAH CROWN	28/10/2016 01

Add other details here, to refine your search results

Click on the eTransaction reference number in the search results to access the details of the transaction

To make changes to the eTransaction, click the 'Change and Resubmit Transaction' button on the right hand side of the page.

Commerce BMS Welcome e Trans from THE AGENCY CO PTY LTD Logout

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

eTransaction Ref: L261016

Transaction Details

Details

Address
L 4
140 WILLIAM ST
PERTH WA 6000

System Reminder
System Reminder Status: ON

Details
eTransaction Reference: L261016 Status: Waiting Tenants approval Submitted on: 28/10/2016 09:47:01
Related Bond Ref Number: Bond Status: Transaction Type: Lodgement
Comments:
Cancellation Comments:

Parties

Party	Role	Email	Mobile	Status	Last Reminder Sent Date	Resend Reminder	Edit Contact
JUNE JONES	Tenant	jones@hotmail.com	+61412345784	Pending	28/10/2016	Resend	Edit
THE AGENCY CO PTY LTD	Agent	bondsoverride@commerce.wa.gov.au	64603454	Accepted by party / System			Edit
SARAH CROWN	Lessor			Accepted by party / System			

Home Cancel Transaction **Change and Resubmit Transaction**

After clicking 'Change and Resubmit Transaction', you will be asked if you wish to cancel the current eTransaction and resubmit the form. Click 'Yes' to proceed or 'No' to go back.

Confirm

Please note that this will cancel the current eTransaction and a new eTransaction number will be issued on resubmission. Do you want to proceed?

Yes No

You will then be re-directed to the original form. Amend the information on the form as necessary and click 'Submit' at the bottom of the page. A new eTransaction reference number will be issued and the approval process will start from the beginning.

Please Note: The 'Change and Resubmit Transaction' tab is only available on the system until the agent approves the payment.

For Disposal applications - If the agent wishes to change and resubmit the application after they have approved the payment, the tenant will have to 'Request Change' when verifying the information in order for the tab to re-appear on the system.

5.3 Editing Tenants Contact Details

Agents are able to edit the tenants contact details using the BondsOnline eTransactions system after the application has been submitted.

First, go the home tab and enter the eTransaction reference number or the bond reference number into the relevant field in the eTransaction section, then click 'Search'.

Commerce BMS

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

Managed Bonds

Agency Details
Agency: THE AGENCY CO PTY LTD
Address: 140 William ST
PERTH WA 6000
Licence Number: 72694
Current Bonds: 331
Draft Applications: 4

Bonds Draft Applications **eTransactions**

eTransaction Search

By Transaction

eTransaction Reference Number Bond Reference Number ?
Status Transaction type
Date Received From Date Received To

By Party
By Address

Search Reset

If you do not have the eTransaction or bond reference number, the application can be located by using other filters such as party names, transaction type and address.

[Commerce](#)
[BMS](#)

[Home](#)
[Lodge New Bond](#)
[Payment Approvals](#)
[Reporting](#)
[Maintain Authorised Signatories](#)
[Maintain eTransaction Users](#)
[Maintain Email Addresses](#)
[Upload Logo](#)
[Change Password](#)


Managed Bonds

Agency Details

Agency: THE AGENCY CO PTY LTD

Address: 140 William ST
PERTH WA 6000

Licence Number: 72694
Current Bonds: 332
Draft Applications: 4



Bonds

Draft Applications

eTransactions

eTransaction Search

By Transaction

eTransaction Reference Number

L261016

Bond Reference Number

Status

Transaction type

Date Received From

Date Received To

By Party

By Address

Search

Reset

Search returned 1 results. (Displaying page 1 of 1)

eTransaction Ref Number	Type	Status	Address	Bond Ref Number	Tenants	Lessors	Date Subm
L261016	Lodgement	Waiting Tenants approval	L 4 140 WILLIAM ST PERTH WA 6000		JUNE JONES (jjones@hotmail.com, +61412345784)	SARAH CROWN	28/10/2016 06


Click on the eTransaction reference number in the search results to access the details of the transaction. Then, click on the 'Edit' button for the tenant, as shown below.

[Commerce](#)
[BMS](#)

Welcome eTfurl from THE AGE

[Home](#)
[Lodge New Bond](#)
[Payment Approvals](#)
[Reporting](#)
[Maintain Authorised Signatories](#)
[Maintain eTransaction Users](#)
[Maintain Email Addresses](#)
[Upload Logo](#)
[Change Password](#)
[Help](#)

eTransaction Ref: L271016


[Transaction Details](#)

Details

Address
 4 HASTINGS CT
 SUCCESS WA 6164

System Reminder
 System Reminder Status: ON

Details

eTransaction Reference: L271016

Status: Waiting Tenants approval

Submitted on: 28/10/2016 12:07:00

Related Bond Ref Number:

Bond Status:

Transaction Type: Lodgement

Comments:
 Cancellation Comments:

Parties

Party	Role	Email	Mobile	Status	Last Reminder Sent Date	Resend Reminder	Edit Contact
HARRY HUNTER	Tenant	hhunter@test.com	+61432595444	Pending	28/10/2016	Resend	Edit
THE AGENCY CO PTY LTD	Agent	bondsoverride@commerce.wa.gov.au	64603454	Accepted by party / System			Edit
FORREST GUMP	Lessor			Accepted by party / System			

[Home](#)
[Cancel Transaction](#)
[Change](#)

You will then be able to amend the tenant's mobile phone number and/or email address.

Commerce **BMS** Welcome eTuit from THE A

Home Lodge New Bond Payment Approvals Reporting Maintain Authorised Signatories Maintain eTransaction Users Maintain Email Addresses Upload Logo Change Password Help

eTransaction Ref: L271016

Transaction Details

Details

Address: 4 HASTINGS CT
SUCCESS WA 6164

System Reminder: System Reminder Status: ON

Details: eTransaction Reference: L271016 Status: Waiting Tenants approval Submitted on: 28/10/2016 12:07:00
Related Bond Ref Number: Bond Status: Transaction Type: Lodgement
Comments:
Cancellation Comments:

Parties

Party	Role	Email	Mobile	Status	Last Reminder Sent Date	Resend Reminder	Edit Contact
HARRY HUNTER	Tenant	hhunter@test.com	Australia (+61) 432595444	Pending	28/10/2016	Resend	Save
THE AGENCY CO PTY LTD	Agent	bondsoverride@commerce.wa.gov.au	64603454	Accepted by party / System			Cancel
FORREST GUMP	Lessor			Accepted by party / System			Edit

Home Cancel Transaction Cha

Once the details have been amended, click on 'Save' and then click 'Resend' to generate a new email to the tenant.

Please Note: The agent will only be able to edit the tenants contact details on the system until the tenant approves the details of the application.

6. Bonds Contact Details

Bonds Administration:

Tel. Phone Number - 1300 304 054
Email Address - bondsadmin@commerce.wa.gov.au

BondsOnline Support:

Tel. Phone Number - 08 6251 2715
Email Address - bondsonline@commerce.wa.gov.au