



## Background

A request to withdraw a Certificate of Occupancy is notified by an email and delivered to the organisation email address.

Withdrawal request submitted for Certificate of Occupancy 668 Applicant: Test Automation Address: 162 THE PARADE NORWOOD SA 5067



A Withdrawal request has been submitted for Certificate of Occupancy 668 for Development Application 23001101.

Use the link below to view the request and action the withdrawal

View the Certificate of Occupancy Application.

## **Included instructions**

- Process Certificate of Occupancy Withdrawal Request
  - o Cancel Withdrawal
  - o Confirm withdrawal
  - o Refund Fee
- Endorse the Fee Refund
  - o Endorsing the fee refund
  - o Endorser refuses fee refund
  - Acknowledge Refund Endorsement
- Initiate another fee refund

## **Related instructions**

Available from the Certificate of Occupancy | PlanSA guides and instructions:

• How to - Request withdrawal of a Certificate of Occupancy application

Version 1.1



**Process Certificate of Occupancy Withdrawal Request** 

- ASSESSMENTS LD CERTIFICATES CERTIFICATE OF OCCUPAN.. YOUR ORGANISATION 🗰 💿 🚽 PlanSA YOUR APPLICATIONS Development application processing Q 🚯 | Help Search FOR YOUR ACTION (12) WAITING (0) UNDER APPEAL (0) REVOKED (1) COMPLETED (9) For your action Application ID Certificate ID 1 Location Building Work(s) Initiated Status Days
- 1. Click on **Certificate of Occupancy** within the Assessment dashboard.

- 2. In For Your Action the application shows with a status of 'Pending Withdrawal'.
- 3. Click on **ID** number to view the application.

FOR YOUR ACTION (12)	WAITING (0)	UNDER APPEAL (0)	REVOKED (1)	COMPLETED (9)			
1 results for: "2300	1538"						
Application ID	tificate ID	Location		Building Work(s)	Initiated	Status	Days
23001538 808	المعمد	43 JAMES ST CAMPB 5074	ELLTOWN SA	test	8 Dec 2023	Pending Withdrawal	<b>(</b> ) -

4. The **Certificate of Occupancy Details** shows with a 'Pending Withdrawal' status.

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5. Click PROCESS WITHDRAWAL OF CERTIFICATE.

Certificate CAMPBELL	of Occupancy for te TOWN SA 50	est at 43 JAMES	ST	PROCESS WITHDRAWAL OF CERTI
Summary Docum	ents Checklist Fees Clocks D	ecision Inspection Related	Actions	
< Development appli	cation 23001538			Help for this section
Certificate ID 808	Building Address 43 JAMES ST CAMPBELLTOWN SA 507	Building/Building 74 Work building work	Building Class 3	Submitted By User One Email: dptitesting99+user1@gmail.com Phone: 0928282828
Certificate of	Occupancy Details			

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**Government of South Australia** 

Plan

Version 1.1

Department for Housing and Urban Development



- 6. The **Process Certificate of Occupancy Withdrawal Request** page shows with the applicant comments.
- 7. Select your **Decision** to either confirm the withdrawal or cancel the withdrawal.

Use the Action Later option to exit the request, without making a decision.

Certificate ID 808	Building Address 43 JAMES ST CAMPBELLTOWN SA 5074	Building/Building Work building work	Building Class 3	Submitted By User One Email: dptitesting99+user1@gmail.com Phone: 0928282828
plicant Comments ovide a note to the re	elevant authority advising the reason for reques	ting the withdrawal of yo	ur application.	
pplicant Comments rovide a note to the re you are satisfied that lease contact the Appl ccupancy has been wi	elevant authority advising the reason for reques the Applicant intended to withdraw this applica icant and confirm their intent. If this request we thdrawn it cannot be reinstated. If there is a pa	ting the withdrawal of yo tion, please click 'Confirm as made in error, please c id invoice for this applica	ur application. n Withdrawal'. If there lick 'Cancel Withdrawa tion the applicant may	s any doubt about the legitimacy of this reque l'. Once an Application for issuing a Certificate be entitled to a refund.
pplicant Comments rovide a note to the re you are satisfied that lease contact the Appi occupancy has been wi pecision *	elevant authority advising the reason for reques the Applicant intended to withdraw this applica icant and confirm their intent. If this request we thdrawn it cannot be reinstated. If there is a pa	ting the withdrawal of yo tion, please click 'Confirn as made in error, please c id invoice for this applica	ur application. n Withdrawal'. If there click 'Cancel Withdrawa tion the applicant may	s any doubt about the legitimacy of this re I'. Once an Application for issuing a Certific be entitled to a refund.

### **Cancel Withdrawal**

- 8. Select **Cancel Withdrawal** decision and provide a **Reason for cancelling the** withdrawal to be shared with the applicant.
- 9. Click SUBMIT to complete the request cancellation.

000	43 JAMES ST CAMPBELLTOWN SA 5074	Building/Building Work building work	Building Class 3	Submitted By User One Email: dptitesting99+user1@gmail.com Phone: 0928282828
pplicant Comments				
rovide a note to the re	elevant authority advising the reason for reques	ting the withdrawal of yo	ur application.	
Occupancy has been w	ithdrawn it cannot be reinstated. If there is a pa	id invoice for this applicat	tion the applicant may	be entitled to a retund.
eason for cancelling	the withdrawal *			
cason for cancening	ancelling the request			
Provide a reason for c	ancenna ene request			
Provide a reason for c				



example 'validation in progress'.

Certificate of Occupancy for test at 43 JAMES ST CAMPBELLTOWN SA	RESUME VALIDATION
50	L

Contificate ID Building Addrose Building Building Building Class Submitted By
808 43 JAMES ST CAMPBELLTOWN SA 5074 Work 3 User One building work Email: dptitesting99+user1@gmail.com Phone: 0928282828

The applicant will receive an email notification or when 'post' is their preferred method of communication, ensure to send them notice of the cancellation which includes the reason for the cancellation.



The reason why it has been cancelled is detailed below: Provide a reason for cancelling the request

Please contact your Relevant Authority if you require further information or use the below link to view the Certificate of Occupancy Application.

View the Certificate of Occupancy Application.

Regards,





## **Confirm withdrawal**

- 11. Select Confirm Withdrawal decision.
- 12. Click **SUBMIT** to complete the withdrawal request.

Certificate ID	Building Address	Building/Building	Building Class	Submitted By
808	43 JAMES ST CAMPBELLTOWN SA 5074	Work		User One
		building work		Email: dptitesting99+user1@gmail.com Phone: 0928282828
losse costact the Are	ligned and confirm their intent. If this convertice	a manda in annan alanaa a	is a long and had the survey	Conce an Anniestian fee an include a Contificate of
lease contact the App	licant and confirm their intent. If this request wa	as made in error, please o	lick 'Cancel Withdrawa	'. Once an Application for issuing a Certificate of
ccupancy has been w	ithdrawn it cannot be reinstated. If there is a pa	id invoice for this applica	tion the applicant may	be entitled to a refund.
lease contact the App	licant and confirm their intent. If this request wa	as made in error, please o	lick 'Cancel Withdrawa	<sup>1</sup> . Once an Application for issuing a Certificate of
ccupancy has been w	ithdrawn it cannot be reinstated. If there is a pa	id invoice for this applica	tion the applicant may	be entitled to a refund.

13. Click **Yes** to confirm the withdrawal and acknowledge the application cannot be reinstated.







## PlanSA Version 1.1

### **Refund Fee**

The **Determine Fee Refunds for Invoice** page shows following the acknowledgement of the Certificate of Occupancy (CoO) withdrawal and only when validation of the CoO has been completed and the CoO fee paid by the applicant (only relevant to councils).

### **Refund Not Required**

De	termine Fee Re	efunds f	or Inv	/oice	e #809	90		Help for this
nvoic	e Fees							Sectio
lease	select and enter a dollar amount a	and reason for all r	equired item	is. Ensure	items which	are not appl	licable for refunds are deselected.	
	Description	Statutory Amount	Subtotal	GST	Refunds	Total Paid	Amount to Refund (GST Inclusive)	Refund Reason
	Certificate of occupancy	\$54.50	\$49.55	\$4.95	\$0.00	\$54.50	\$0.00	
Please	nominate a Financial Approv	ver from your or	ganisation	to endor	se this refu	ind *		
Туре	to select the user							
REFU	IND NOT REQUIRED							SUBMIT

- 1. Click **REFUND NOT REQUIRED**.
- 2. The No actions available message displays.
- 3. Click **Summary** tab to view the **Certificate of Occupancy Details** and shows the status updated to 'Withdrawn' and the withdrawal reason.

Certificate of Occupancy for Accomodation at 3 MONTACUTE RD CAMPBELLTOWN SA...

Summary Documents	Checklist	Fees	Clocks	Decision	Inspection	Related Actions		
Development application 2	24002499							
Certificate ID 1310		Buildir 3 MON	ng Address TACUTE RI	S CAMPBELL	FOWN SA 5074	Building/Building Work Accommodation	Building Class 2	Submitted By Applicant Email: testplansa2023@gmail.com Phone: 0123456789
ertificate of Occu	ipancy   tus	Detai	ls v	Vithdrawn				

#### Government of South Australia Department for Housing and Urban Development

## PlanSA Version 1.1

## Refund fee in full or part

- 1. Click checkbox against the fee being refunded.
- 2. The Amount to Refund and Refund Reason are enabled.
  - a. Leave the **Amount to Refund** as the full amount or update to a lesser amount.
  - b. Provide a **refund reason** (mandatory).
- 3. Nominate a **financial approver** to endorse the refund. Noting, only people in your organisation assigned the 'financial approver' role will return in the search results.

							Help for this section
pice Fees							
se select and enter a dollar amount and reas	on for all required items. En	sure items w	hich are r	not applicabl	e for refund	is are deselected.	
Description	Statutory Amount	Subtotal	GST	Refunds	Total Paid	Amount to Refund (GST Inclusive)	Refund Reason
Certificate of occupancy	\$56.00	\$50.91	\$5.09	\$0.00	\$56.00	\$56.00	Reason for audit purposes
					/	· · · · · · · · · · · · · · · · · · ·	<u></u>
ase nominate a Financial Approver from	n your organisation to e	ndorse this	refund *	ĸ			
N TestTen 🗙							

- 4. The No actions available message displays.
- 5. Click the **Summary** tab to return to the Certificate of Occupancy details, showing 'Withdrawn' status and the applicant receives an email notification 'confirmation of withdrawal request'.

Certificate of Occupancy for Accomodation at 3 MONTACUTE RD CAMPBELLTOWN SA...

Summary	Documents	Checklist	Fees	Clocks	Decision	Inspection	Related Actions		
Developm	ent application	24002499							
Certificat 1310	te ID		Buildir 3 MON	n <b>g Address</b> TACUTE RE	CAMPBELLI	FOWN SA 5074	Building/Building Work Accommodation	Building Class 2	Submitted By Applicant Email: testplansa2023@gmail.com Phone: 0123456789
ertifica	ate of Occ	upancy	Detai	ls					
ertificate of	f Occupancy Sta	atus		V	Vithdrawn		J		







6. Click on **Fees** to view the Refund – pending endorsement. The financial approver nominated to the endorse the refund receives an email 'A fee refund has been created for application'.

### Certificate of Occupancy for Accomodation at 3 MONTACUTE RD CAMPBELLTOWN SA...

Summary Documents Chec	cklist Fees clocks Decision Inspection Rela	ated Actions				
< Development application 24002	499					
Certificate ID 1310	Building Address 3 MONTACUTE RD CAMPBELLTOWN SA 5074	Building/Building Work Accommodation	Building Class 2	Submitted B Applicant Email: testpla Phone: 01234	<b>y</b> nsa2023@gr 156789	nail.com
All fees raised on this applic	ation application					
ees raised for this Certifica	te of Occupancy					
Certificate of Occupancy Fee Advi	ce - 29992 (Varied) - Paid on 26/08/2024					,
Invoice #29992 Refund - 23 Sept 2	1024 - PENDING-ENDORSEMENT					
Endorse Invoice Refund Refund Reference 562						
Number Total Refund \$56.00 Amount						
Assessment Officer EPN TestN	linteen					
Financial Approver EPN TestT	en Edit					
Refund Items						
Description		Refu	und Reason	ltem Subtotal	Item GST	ltem Total
Certificate of occupancy		not	yet ready to occupy	\$50.91	\$5.09	\$56.00





# Endorse the Fee Refund for Financial Approvers

**Important!** The **Certificate of Occupancy** fee refund and endorsement is performed from the Certificate of Occupancy application; accessible from the development application.



Invoice #29992 for Application #24002499 has had a fee refund raised and you have been nominated as the Financial Approver.

Please use the following link to review the refund and provide your endorsement decision

Fee Advices

- 1. Application shows in For Your Action with action 'Awaiting Refund Endorsement'.
- 2. Click on application ID to view.
- 3. The **Development Application Summary** page shows with action 'Respond to endorsement request for refund'.

Development application - 24002499: 3 Montacute Rd Campbelltown SA 5074

Summary	Documents	Event History	Sharing access	Building Notifications	Certificate of	Occupancy	Inspection	Operative Dates	Related Actions	
Click the prope	rty location imag	e above to open th	e South Australian P	roperty and		This applic	ation currently	requires 1 action		
Planning Atlas (	SAPPA) in a new	tab, and view zonir	ig and other layers to	or this location.		Respond to	endorsement	request for refund		<b>(</b> ) -

# How to... Process request to withdraw a Certificate of Occupancy



- Click on Certificate of Occupancy tab to show the Certificate of Occupancy application.
- 5. Click on Certificate ID with a 'withdrawn' status.

#### Development application - 24002499: 3 Montacute Rd Campbelltown SA 5074

Summary	Documents	Event History	Sharing access	Building Notifications	Certificate of Occupancy	Inspection	Operative Dates	Related Actions	
---------	-----------	---------------	----------------	------------------------	--------------------------	------------	-----------------	-----------------	--

Certificate	of Occu	pancy
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Certificate ID Location					
	Building Work(s)	Description	Initiated	Decision Date	Status
1310 3 MONTACUTE RD CAN SA 5074	MPBELLTOWN Accommodation		26 Aug 2024		Withdrawn

The Certificate of Occupancy Details page shows, includes the withdrawal reason.

6. Click on Fees tab to view the refunds pending endorsement.

Certificate of Occupancy for Accomodation at 3 MONTACUTE RD CAMPBELLTOWN SA...

Summary Documents (	Checklist F	ees Clocks	Decision	Inspection	Related Actions		
< Development application 24	002499						
Certificate ID 1310	<b>B</b> 3	uilding Addres: MONTACUTE RI	s D CAMPBELL	TOWN SA 5074	Building/Building Work Accommodation	Building Class 2	Submitted By Applicant Email: testplansa2023@gmail.com Phone: 0123456789
Certificate of Occup	bancy De	tails	2010/02/1				
Certificate of Occupancy Statu	s	١	Withdrawn				

- 7. Expand the **Refund Pending Endorsement** to view the amount being refunded and the refund reason.
- 8. Click Endorse Invoice Refund.

Fees raised for this Certificate of Occupancy

efunds					
Invoice #29992 Re <mark>f</mark> un	d - 23 Sept 2024 - PENDING-ENDORSEMENT				
Endorse Invoice Refun	d				
Refund Reference Number	562				
Total Refund Amount	\$56.00				
Assessment Officer	EPN TestNinteen				
Financial Approver	EPN TestTen Edit				
Refund Items					
Description		Refund Reason	ltem Subtotal	Item GST	ltem Total







### Endorsing the fee refund

On endorsement of the 'fee refund' an email 'Refund for Invoice' is received by the invoice contact with the *Refund Advice* attached as a PDF.



9. Click **Yes** and SUBMIT to complete endorsing the fee refund.

<b>Review</b> and	Endorse	Fee	Refunds	for	Invoice #	<b>#29992</b>
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Description	Fee Schedule	Subtotal	GST	Amount already Refunded or Pending	Total	Proposed Refund Amount (GST Inclusive)	Refund Reason
Certificate of occupancy	\$50.91	\$50.91	\$5.09	(\$0.00)	\$56.00	\$56.00	
o you wish to end	lorse this fee advi	ce refund?*					
Yes							

10. The Refunds record updates to 'ENDORSED' and the 'Refund Advice' generated and available from the document store.

#### Fees raised for this Certificate of Occupancy

Certificate of Occupancy Fee Advice	- 29992 (Varied) - Paid on 26/08/2024	>
Refunds		
Invoice #29992 Refund - 23 Sept 202	4 - ENDORSED	>







## Endorser refuses fee refund

On refusing the fee refund (not endorsing) an email 'A fee refund has been refused endorsement for Certificate of Occupancy' is received by the team member who initiated the Certificate of Occupancy fee refund.



The Financial Approver – EPN TestNinteen has refused the refund of invoice #26938 for Certificate of Occupancy ID 971.

Reason for refusal was: Provide a reason for not endorsing the refund.

The 'Refund Endorsement Refused' task requires your action to acknowledge the refusal and complete the process.

#### 11. Click **No** and provide a **reason** for not endorsing the refund.

12. Click **SUBMIT** to complete.

### Review and Endorse Fee Refunds for Invoice #26938

Description	Schedule	Subtotal	GST	Amount already Refunded or Pending	Total	Proposed Refund Amount (GST Inclusive)	Refund Reason
Certificate of occupancy	\$49.55	<mark>\$</mark> 49.55	\$4.95	(\$0.00)	\$54.50	\$54.50	Provide reason for audi purposes
Do you wish to en	dorse this fee ad	vice refund?	*				
) Yes	uorse tins ree auv	nce refund.					
O No							
Please nominate a	an Assessment Of	ficer from yo	o <mark>ur org</mark> a	nisation *			
Please nominate a	an Assessment Of	ficer from yc	our orga	nisation *			
Please nominate a	an Assessment Of	ficer from yc	our orga	nisation *			
Please nominate a	an Assessment Of	ficer from yo	our orga	nisation *			
Please nominate a EPN TestTen × Please specify a re	an Assessment Of eason for not ende	ficer from yo orsing this re	our orga efund *	nisation *			
Please nominate a EPN TestTen × Please specify a re Provide a reason	an Assessment Of eason for not end for not endorsing t	ficer from yo orsing this re he refund.	our orga efund *	nisation *			
Please nominate a EPN TestTen × Please specify a re Provide a reason i	an Assessment Of Peason for not end for not endorsing t	ficer from yo orsing this re he refund.	our orga efund *	nisation *			
Please nominate a EPN TestTen X Please specify a re Provide a reason f	an Assessment Of Peason for not ender for not endorsing t	ficer from yo orsing this re	our orga efund *	nisation *		B	

# How to... Process request to withdraw a Certificate of Occupancy



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The Fees page shows and the Refunds record updates with 'Endorsement-Refused'.

#### Fees raised for this Certificate of Occupancy

Certificate of Occupancy Fee Advice - 26938 - Paid on 10/04/2023

#### Refunds

Acknowledge Refund Endorsement   Refund Reference 563   Number 54.50   Total Refund \$54.50   Amount EPN TestTen   Financial Approver EPN TestNinteen   Endorsement Refusal Reason Provide a reason for number of the refund.	Invoice #26938 Refun	d - 23 Sept 2024 - ENDORSEMENT-REFUSED
Refund Reference Number563Total Refund Amount\$54.50Assessment OfficerEPN TestTenFinancial ApproverEPN TestNinteenEndorsement Refusal KeasonEPN TestNinteenProvide a reason for returb terfund.EPN TestNinteen	Acknowledge Refund B	Endorsement
Total Refund Amount\$54.50Assessment OfficerEPN TestTenFinancial ApproverEPN TestNinteenEndorsement RefusalEvantProvide a reason for refund.Evant	Refund Reference Number	563
Assessment OfficerEPN TestTenFinancial ApproverEPN TestNinteenEndorsement Refusal ReasonProvide a reason for not endorsing the refund.	Total Refund Amount	\$54.50
Financial Approver EPN TestNinteen   Endorsement Refusal Reason   Provide a reason for not endorsing the refund.	Assessment Officer	EPN TestTen
Endorsement Refusal Reason Provide a reason for not endorsing the refund.	Financial Approver	EPN TestNinteen
Provide a reason for not endorsing the refund.	Endorsement Refusa	l Reason
	Provide a reason for n	ot endorsing the refund.

### Acknowledge Refund Endorsement

Upon receiving the email 'A fee refund has been refused endorsement for Certificate of Occupancy', the user who processed the Certificate of Occupancy withdrawal request is required to 'acknowledge the refund endorsement'.







- 1. Click Certificate of Occupancy from the dashboard.
- 2. Search for the Certificate of Occupancy ID number.
- 3. Click on ID number to open the Certificate of Occupancy application.
- 4. The Certificate of Occupancy Details page shows.
- 5. Click on Fees tab to view the refund.

Certificate of Occupancy for A building work at 98 ARTHUR ST MAGILL SA 5072

Development a	application 2	24000438				
Certificate ID 971		Building Ac 98 ARTHUR	<b>ldress</b> ST MAGILL SA 5072	Building/Building W A building work	York Building Class 1B	Submitted By City of Campbelltown Email: test.council.dpti+COUNCIL_CAMPBELLTOWN_CITY@gmail com Phone: 08 888 1111

All fees raised on this application

~ Show fees already raised on this application

- 6. Expand the Refund with 'Endorsement-Refused' to show option 'Acknowledge Refund Endorsement' and the refusal reason.
- 7. Click on Acknowledge Refund Endorsement to complete the refund refusal.

#### Refunds



The acknowledge action is completed.

#### Refunds

Invoice #26938 Refund - 23 Sept 2024 - ENDORSEMENT-REFUSED	
Refund Reference Number	563
Total Refund Amount	\$54.50

Version 1.1