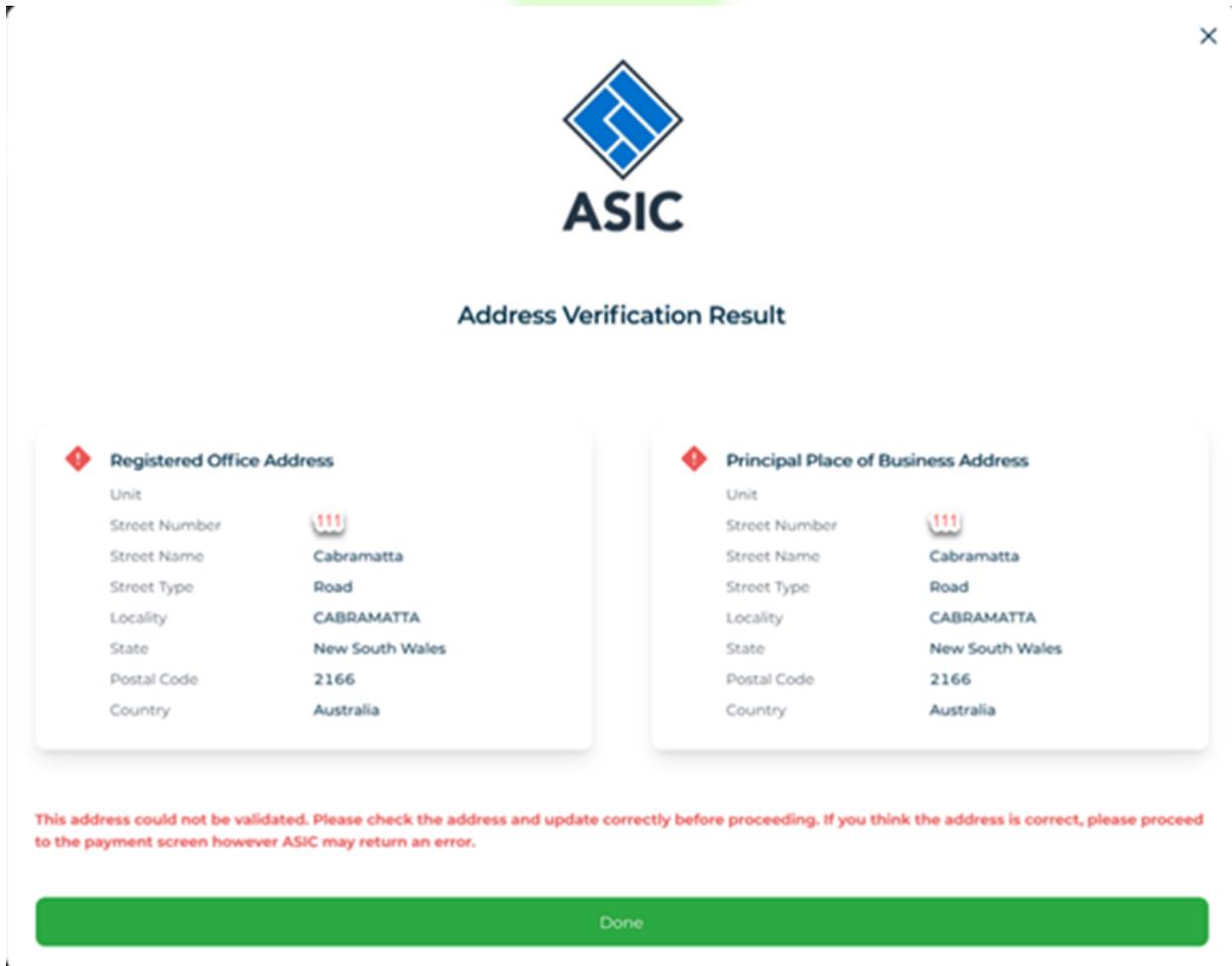


Most Common Scenarios and Solutions for Company registration

Error – Address could not be validated



The screenshot shows the ASIC logo at the top, followed by the title "Address Verification Result". Below this, there are two panels, each with a red error icon and a title. The left panel is titled "Registered Office Address" and the right panel is titled "Principal Place of Business Address". Both panels list address details: Unit, Street Number, Street Name, Street Type, Locality, State, Postal Code, and Country. In both panels, the Street Number field contains a red error icon with three exclamation marks. Below the panels, there is a red error message: "This address could not be validated. Please check the address and update correctly before proceeding. If you think the address is correct, please proceed to the payment screen however ASIC may return an error." At the bottom of the screen, there is a green button labeled "Done".

Field	Registered Office Address	Principal Place of Business Address
Unit		
Street Number	!!!	!!!
Street Name	Cabramatta	Cabramatta
Street Type	Road	Road
Locality	CABRAMATTA	CABRAMATTA
State	New South Wales	New South Wales
Postal Code	2166	2166
Country	Australia	Australia

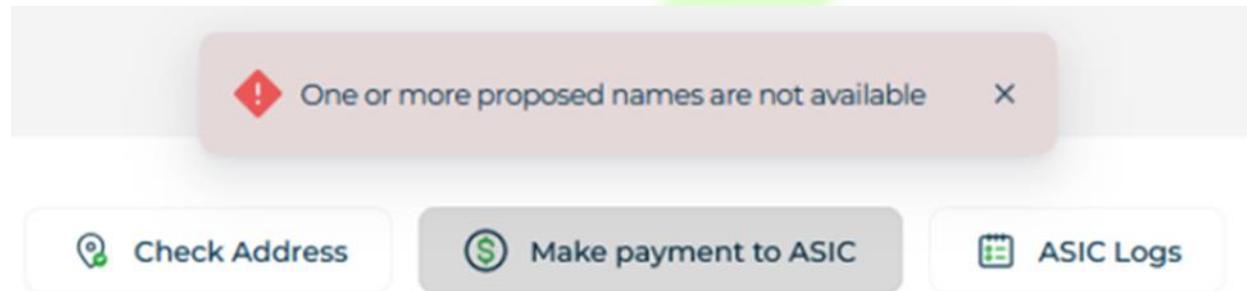
This address could not be validated. Please check the address and update correctly before proceeding. If you think the address is correct, please proceed to the payment screen however ASIC may return an error.

Done

This happens when the address could be a new address and not yet saved on the ASIC database.

Solution: If you are sure that that is the right address, Tick the manual review box under Registration and don't forget to put the Supporting Reason, "For Address Validation."

Error – One or more proposed names are not available



Scenario 1: If it's your first time to attempt payment to ASIC and you are seeing this error, it is possible that the company name you are trying to register has similarities with other company names.

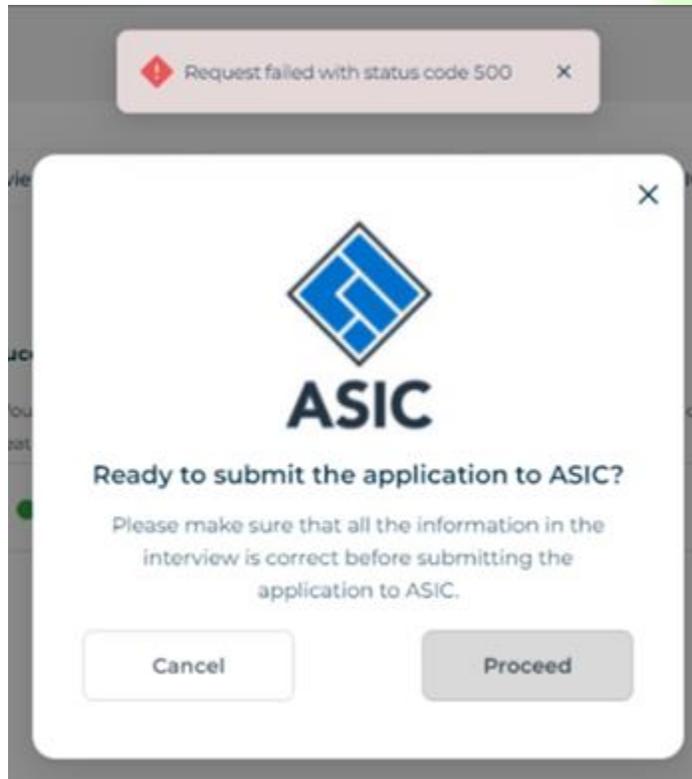
Solution: Please check in the ASIC [site](#) if there are other companies with similar names or have similarity in the company name you are proposing. If yes, and you are sure that it is not connected to any other companies or businesses, you have the option to keep the name or to change it. If you want to keep the name, please Tick the Manual Review box under Registration and don't forget to put the Supporting Reason, "Company name for verification". If you want to change the name, just simply change the proposed company name, and make payment to ASIC.

Scenario 2: If it's your 2nd or nth time to attempt payment to ASIC, ASIC Payment Gateway is sensitive so once you have clicked on Make payment to ASIC, there's no turning back. Canceling the payment, clicking on Stay on Page, multiple payment attempts and any interruption that will occur during the payment process will cause the payment gateway to be locked for 3 hours. At the same time, it will reserve the Proposed Company Name so no one can use it while the payment gateway is locked.

Solution 1: You have to wait for 3 hours from the last payment attempt to complete the payment.

Solution 2: If you aren't able to wait for 3 hours and it's okay with you to change the proposed company name, you can copy the document and submit it as a new document with a different proposed name.

Error – Request failed with status code 500



Scenario 1: If this error appeared after you clicked on 'Make Payment to ASIC', this error usually appears on Company applications that the proposed company name is identical to an existing business name. This occurs if the Business name is left blank as seen on the screenshot below.

Company Details

Please select from one of the options below:

- Use a new company name
- Use an existing business name for the new company
- Use a reserved company name
- Use Australian Company Number

Proposed Company Name *

SAMPLE COMPANY

Legal Element *

PTY LTD

Was the business name registered before 28 May 2012? *

- Yes - it has a 'Registered Business Number' from the old states and territories system for registering business names.
- No - it has an 'Australian Business Number' from the new national system for registering business names.

Business Name *

Business Details

Business Number *

XXXXXXXXXX

State of Registration *

Solution: Click on the Proposed Company Name (it will automatically copy the name) then click on Business name (it automatically pastes the name).

Scenario 2: If this error appeared after clicking on 'Submit to ASIC', this error usually appears on Company applications where there is an extra 'blank' share allocated to a Shareholder like the highlighted one on the screenshot below.

Click **"Add Shareholder"**. This step is vital if there are joint shareholders (i.e., they own the shares together and not individually). In this case, select each shareholder who is effectively "sharing" the shares. Only combine shareholders here if they are joint.

☰ Shareholder

Select the shareholder

+ [Add Shareholder ...](#)

Is the shareholder acting as trustee for a Trust or SMSF? (i.e ATF Trust Name)

Yes No ?

Name of Trust/SMSF: *

Trustee For *

this field is required.

Shares

Please click the **"Add Shares"** button below to add all shares to be owned by this shareholder (or joint shareholders). Multiple share types can be added.

☰ Shares

+ [Add Shares ...](#)

☰ [ORD](#) 🗑

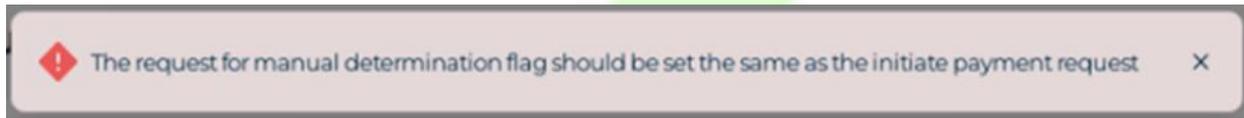
☰ [ORD 120](#) 🗑

Please press **"Confirm"** if you have added all shareholders and their shareholdings.

Please press **"Confirm and add next"** to add another shareholder.

Solution: Please check on the Shares Allocated per shareholder and remove the blank one. After checking all Shares of Shareholders and removing all the blanks, click on 'Submit to ASIC'. If there's no other errors, the ACN should be there right away.

Error – The request for manual determination flag should be set the same as the initiate payment request.



Reason: This appears when you've made changes to Manual Review under the Registration tab after making a payment.

Solution: You need to revert the change that was made on Manual Review back after the payment was done.

Error – Undefined index: Company_Ass_Type



Reason: This appears when something is wrong on your entry under the Company Associates or Share Allocation or both.

Solution: Check your entry on Company Associates and Share Allocation.

Scenario 1: If you added a company as Company Associate, it could be that the structure for the ACN is incorrect or there is an incomplete answer. If nothing is wrong and the error still appears, you need to delete re-enter the company entry on Associates. Please make sure you follow the ACN format.

Scenario 2: If you changed the name in the company associates after you allocated shares, you also need to double check the name in the share allocation for it will not populate the changes automatically.

Error – OnEnterSet or OnExitSet functionality failed on data element 'Act_Trustee' with message 'Cannot read properties of undefined (reading 'replace')'. Please check the XPath statements of the conditions, target elements and target values.

OnEnterSet or OnExitSet functionality failed on data element 'Act_Trustee' with message 'Cannot read properties of undefined (reading 'replace')'. Please check the XPath statements of the conditions, target elements and target values.

Scenario 1: This appears if you ticked 'Yes' to the question "Is the shareholder acting as trustee for a Trust or SMSF? (i.e ATF Trust Name)" and did not fill out the Name or Trustee/Fund and/or Trustee For as on the screenshot below.

Select the shareholder

[Redacted Name]

+ Add Shareholder ...

Is the shareholder acting as trustee for a Trust or SMSF? (i.e ATF Trust Name)

Yes No

Name of Trust/SMSF: * ! Trustee For * !

This field is required.

Please click the "Add Shares" button below to add all shares to be owned by this shareholder (or joint share)

Solution 1: Go to the Share Allocation tab and fill it out. Make sure that the entry in Share Allocation, specially under 'Shares' is correct. Once done and error is still present, please click on Save Data. Close the interview and relaunch. The error should be gone upon relaunching. If the issue persists, please contact Support through Surge.

Scenario 2: This appears if you changed the answer to the question "Is the shareholder acting as trustee for a Trust or SMSF? (i.e ATF Trust Name)" from 'Yes' to 'No' or vice versa after adding specific shares.

If it's ticked 'Yes' the Beneficially held on the shares allocated must be 'No'.

If it's ticked 'No' the Beneficially held on the shares allocated must be 'Yes'

Solution 2: Remove the Shareholder/just the shares and re-enter.

Issue – Unable to relaunch the document



Reason: This happens when you click on Assemble prior to receiving the ACN. Once the document is assembled, it will be tagged as completed and for Company documents, that will close the interview and the relaunch button will no longer be available.

Scenario 1: If the status is the same as above image, you need to recreate it as a new document.

Step 1: Click on the Action Button

Step 2: Choose Copy Document. Make sure to change the Document name for the duplicate copy.

***Copy Document will only be available on the following statuses:

- ASIC Payment Status = Blank, ASIC Status = Blank.
- ASIC Payment Status = Paid, ASIC Status = Completed.

- ASIC Payment Status = Paid, ASIC Status = Canceled.
- ASIC Payment Status = Unpaid, ASIC status = Not Received
- Not available for PAYG

Step 3: Click the Action Button on the duplicate/copy

Step 4: Click on Start Document.

Step 5: Make Payment to ASIC

Step 6: Wait for ACN

Step 7: Relaunch the document

Step 8: Check if the ACN is automatically in the document

Step 9: Assemble the document

Scenario 2: If you accidentally pressed the Assemble button after you have already made payment to ASIC and the ASIC payment status is already paid but no ACN yet, the solution will depend on the ASIC Status.

ASIC Status: Completed with ACN available

What to do: contact support to get the final document

ASIC Status: In Progress waiting for ACN

What to do: Wait for the ACN to be available and contact support once ACN is available to get the final document

ASIC Status: Cancelled

What to do: Contact Support to see why it was cancelled or check the cancelled scenarios.

ASIC Status: Not Received

What to do: Since the Company name is already paid, it will be reserved for 3-5 days by ASIC.

If there were no changes made or resubmission done within 3 days or more, the ASIC system thinks that the application is not pushing through and cancels it. You will be refunded by ASIC within 28 days of the cancellation.

You must recreate the document as a new application. Click on the Action Button and choose Copy Document. Make sure to change the Document name for the duplicate copy.

***Copy Document will only be available on the following statuses:

- ASIC Payment Status = Blank, ASIC Status = Blank.
- ASIC Payment Status = Paid, ASIC Status = Completed.
- ASIC Payment Status = Paid, ASIC Status = Canceled.
- ASIC Payment Status = Unpaid, ASIC status = Not Received
- Not available for PAYG

Error - Lodgement request does not match to the lodgement type paid for through the initiate payment request



Scenario:

The error above will appear when there is an unnecessary alteration done on a paid and submitted company application to ASIC instead of just altering the original error on the initial submission. It can be an additional/lesser company associate or shares or others.

Solution: You need to remember what you changed on the original submission and revert it back. Else, you may contact Support in surge for assistance.

Error - Document Assembly Failed Unrecognised image type encountered during DOCX export

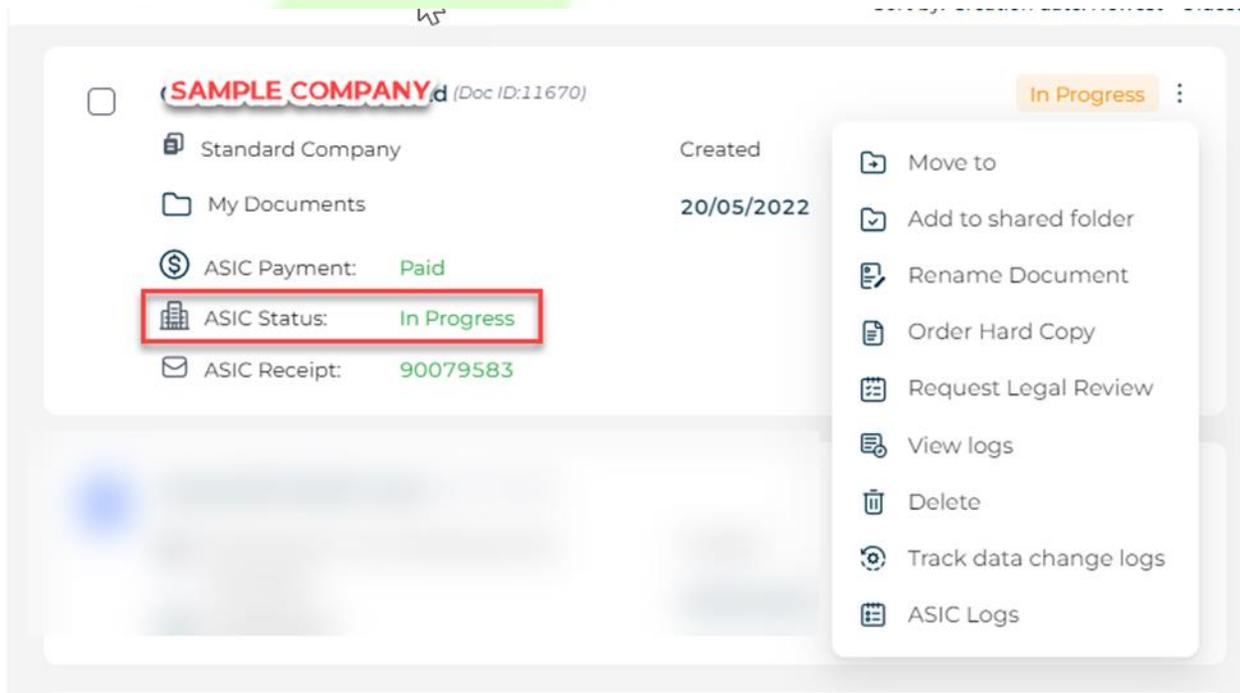
 **Document Assembly Failed** Unrecognized image type encountered during DOCX export.

Scenario:

This normally appears in Will documents due to the automated logo. If you do not have a logo in place or tried to remove the logo, there will be an error.

Solution: You can upload a blank/plain white logo, your logo, or the AM logo.

Scene - No option to relaunch and to create a copy



The screenshot displays a document management interface for a document titled "SAMPLE COMPANY.d" (Doc ID: 11670) with a status of "In Progress". The document is located in the "Standard Company" folder under "My Documents". It was created on 20/05/2022. The document details include:

- ASIC Payment: Paid
- ASIC Status: In Progress (highlighted with a red box)
- ASIC Receipt: 90079583

A context menu is open, showing various actions available for the document:

- Move to
- Add to shared folder
- Rename Document
- Order Hard Copy
- Request Legal Review
- View logs
- Delete
- Track data change logs
- ASIC Logs

Scenario: There is no option to relaunch the document or make a copy.

Solution: Please contact support for assistance.

Scene – ASIC Status: Not Received

The screenshot shows a document interface for 'COMPANY Pty Ltd' (Doc ID: 0000). The document type is 'Standard Company'. The status is 'In Progress'. The document was created on 17/02/2022 and last updated on 21/02/2022. The ASIC status is 'Not Received', which is highlighted with a red box. Other details include 'ASIC Payment: Paid' and 'ASIC Receipt: 58631505'.

Field	Value
Company Name	COMPANY Pty Ltd (Doc ID: 0000)
Company Type	Standard Company
Status	In Progress
Created	17/02/2022
Last Updated	21/02/2022
ASIC Status	Not Received
ASIC Payment	Paid
ASIC Receipt	58631505

Reason: This happens when there is something wrong in the interview. It could be that there is an extra space after a word, an incomplete or an incorrect answer.

Solution: Relaunch the document and review the interview. If all is correct or nothing is wrong, proceed on clicking the Submit to ASIC button found at the top of the interview.

Scene – ASIC Status: Canceled (With ASIC email)

The screenshot shows a document interface for 'SAMPLE COMPANY ONLY Pty Ltd' (Doc ID: 0000) with a 'Shared' status. The document type is 'Leading Member SMSF Special Purpose Trustee Company'. The status is 'In Progress'. The document was created on 16/02/2022 and last updated on 21/02/2022. The ASIC status is 'Cancelled', which is highlighted with a red box. Other details include 'ASIC Payment: Paid' and 'ASIC Receipt: 58633181'.

Field	Value
Company Name	SAMPLE COMPANY ONLY Pty Ltd (Doc ID: 0000) Shared
Company Type	Leading Member SMSF Special Purpose Trustee Company
Status	In Progress
Created	16/02/2022
Last Updated	21/02/2022
ASIC Status	Cancelled
ASIC Payment	Paid
ASIC Receipt	58633181

If you received an email from us advising you that your company application was rejected, please check the attachment why it was being rejected by ASIC.

Solution: This depends on the rejection reason:

- If it is asking for further documents, you need to forward the documents asked to ASIC

- If the name is not accepted, you need to use a different name. Please check this link from ASIC for the Company Name conditions - <https://asic.gov.au/for-business/registering-a-company/steps-to-register-a-company/company-name-availability/>.

Once documents are sent to ASIC or you already have a new name to use, you must recreate the document as a new application. Click on the Action Button and choose Copy Document. Make sure to change the Document name for the duplicate copy.

***Copy Document will only be available on the following statuses:

- ASIC Payment Status = Blank, ASIC Status = Blank.
- ASIC Payment Status = Paid, ASIC Status = Completed.
- ASIC Payment Status = Paid, ASIC Status = Canceled.
- ASIC Payment Status = Unpaid, ASIC status = Not Received
- Not available for PAYG

Scene – ASIC Status: Canceled (Without ASIC email)

Created	Last Updated
10/02/2022	22/02/2022

ASIC Payment: Paid
 ASIC Status: Cancelled
 ASIC Receipt: 57579138

If the status is canceled, check if we sent you a rejection letter from ASIC. If you didn't receive any rejection email, check the gap between the created date and the last updated date.

If there is a gap of 3 days or more, it is because the ASIC status came back as 'Not Received'. If there were no changes made or resubmission done within 3 days or more, the ASIC system thinks that the application is not pushing through and cancels it. You will be refunded by ASIC within 28 days of the cancellation.

Solution: You must recreate the document as a new application. Click on the Action Button and choose Copy Document. Make sure to change the Document name for the duplicate copy.

***Copy Document will only be available on the following statuses:

- ASIC Payment Status = Blank, ASIC Status = Blank.
- ASIC Payment Status = Paid, ASIC Status = Completed.
- ASIC Payment Status = Paid, ASIC Status = Canceled.
- ASIC Payment Status = Unpaid, ASIC status = Not Received
- Not available for PAYG

Scene - Missing Shares in the Final Document

Please contact support for assistance.