Guidance from Waka Kotahi NZ Transport Agency internal system:

Reversing MR13C errors - trader contacting Waka Kotahi (phone or email)

Scenario	Action
Deal has fallen through due to: Sale cancelled and we did not trade the vehicle **Motorweb code - 'Bad deal'** Bad Other - other (they must specify why they are requesting a reversal in this instance)	Reverse MR13C and add a GNOTE.
The new owner has already completed an MR13B/MR13C. **Motorweb code - 'Bad transfer'**	Delete company who completed MR13C from OHIST and add a GNOTE.
Wrong plate was entered when completing transaction **Motorweb code - 'Bad rego'**	Reverse MR13C and add a GNOTE. Ensure MR13C has been keyed to the correct plate number.

Reversing MR13C errors – previous registered person contacting Waka Kotahi (phone or email)

Scenario	Action
Seller letter received letter, but previous RP still has possession and has not sold vehicle.	Contact the trader who completed the MR13C transaction to determine if an error has occurred. The trader advises no knowledge - reverse MR13C and add a GNOTE. The trader advises deal fell through - reverse MR13C and add a GNOTE. The trader advises completed on wrong plate - Reverse, add a GNOTE and ensure keyed to correct plate. The trader advises they have possession. Request photos of plate and VIN with ref number to confirm.