

# Customer Information Bulletin

Bulletin No. 126

December 2002

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## 1. ELECTRONIC ADVICE OF SALE 2 UPDATE

Electronic Advice of Sale 2 (EAS2) is a joint initiative of the Office of State Revenue (OSR), the Water Corporation of Western Australia (WC) and the Department of Land Administration (DOLA). EAS2 will provide Conveyancers with an Internet application allowing them to submit a single online request to obtain information for a settlement of land. EAS2 involves a positive redevelopment of the existing electronic advice of sale system introduced in 1997, which allowed Conveyancers to lodge advice of sale enquiries on behalf of land purchasers electronically via a dial in connection.

Currently, the EAS Service only directs enquiries to WC and OSR but with the implementation of EAS2 it will be extended to include the 144 Local Governments and three non-Water Corporation service providers. EAS2 will be implemented in two Releases beginning in early 2003. The second release planned for late 2003 will provide conveyancers with significant improvements in functionality including the ability to receive online rates and tax information.

### EAS2 Logo and Branding



An Electronic Advice of Sale logo has been developed to brand all official publications and communications that relate to Electronic Advice of Sale. The reason for branding EAS was to create an easily recognisable symbol that Conveyancers and Industry Stakeholders would associate with the service.

The logo was developed to depict the EAS concept, and is intended to represent the following:

The large circle in the middle of the symbol represents Conveyancers, stakeholders such as Local Government and the overall EAS System. Each smaller circle on the periphery of the large circle represents one of the three Agencies being; Office of State Revenue, Water Corporation and the Department of Land Administration.

The concept of the circles is that with their connection, data and resource sharing could occur, allowing the EAS service to be developed.

Please look out for this symbol in future Bulletin editions, and other Agency publications for information and updates relating to EAS.

### **EAS2 Goes Online**

In early November a new promotional website was launched for the Electronic Advice of Sale project by the Office of State Revenue (OSR), the Water Corporation of Western Australia (WC) and the Department of Land Administration (DOLA).

The EAS2 website is designed to maintain a dialogue between the three governing Agencies, the Conveyancing Industry and Local Governments. Conveyancers and Local Governments are encouraged to provide a current e-mail address within the "Register Interest" section of the website in order to stay up to date with EAS2 developments, implementation dates and events.

Please take the time to browse the website and consider participating in this exciting development. Customers receiving this bulletin electronically can click on the link below <http://www.dola.wa.gov.au/home.nsf/faac4bf0812ce412482566e1002b3071/9a25f68871f5c9aa48256c68000276ff?OpenDocument>

Alternatively the new website can be accessed through DOLA's Corporate Website by following these directions to find the EAS2 Content:

From the DOLA home page ([www.dola.wa.gov.au](http://www.dola.wa.gov.au)), select *Products and Services*

In the left-hand column, select *Title Search and Registration*

From the same expanded column, select *Conveyancing*

From the blue list displayed select *Electronic Advice of Sale 2*

You should now be at the opening page of Electronic Advice of Sale 2

### **Introduction of an EAS Service Charge**

A recent review of DOLA's fees and charges has resulted in the introduction of an EAS service charge that will commence from Monday 3rd February 2003. A \$5.00 plus GST service charge will be applicable to each EAS transaction from this date, and will apply to both the existing Electronic Advice of Sale System, and the new EAS2 Internet Application. (ie, the cost will be the same no matter which system you use). DOLA has tried to minimise the impact of this price increase by providing Conveyancers with as much notice as possible.

OSR, WC and DOLA are endeavouring to provide the Conveyancing Industry with a superior online rates and tax information service, which will improve the efficiencies and speed of Advice of Sale transactions. Many of the manual tasks associated with an Advice of Sale transaction will be eliminated with the implementation of EAS2 Release 2. The Conveyancing Industry is encouraged to embrace the new system, and utilise the technologies that are available to improve their day to day business operations.

For further information regarding the benefits of the EAS2 system please visit the EAS2 website as mentioned previously. If you have any concerns or queries regarding the new service charge, please feel free to contact a DOLA Representative at the following e-mail address, [eas@dola.wa.gov.au](mailto:eas@dola.wa.gov.au), or phone David Parry the Industry Liaison Officer on 9273 7274.

## 2. ELECTRONIC AND PHOTOCOPY REPRODUCTION OF DOCUMENTS

All documents lodged for registration must be capable of being reproduced electronically or by photocopy process. Conveyancers should take particular notice of the following requirements:

- Handwritten documents must be clear and legible and preferably completed with the use of black ink
- Seals and all the information contained on a seal must be clear and legible, the use of a black ink pad is recommend
- Signatures of all parties and witness details are preferred to be completed using black ink to ensure the signature and witness details are capable of being reproduced clearly electronically and/or by photocopy without altering the darkness of the copy
- Details of stamp duty must be clearly shown on electronic and photocopies copies especially where documents are stamped in house

Failure to comply with these requirements could lead to the raising of a requisition, payment of a requisition fee and ultimately the rejection of the document.

## 3. CERTIFICATE OF TITLE ERROR CORRECTION – (THE LEGFIX PROCESS)

Certificates of Title occasionally contain an anomaly or an error that may be identified by a customer external to DOLA. The process to investigate and if required amend the error is the responsibility of the Legfix section of the Registration of Interests and International Section (ROIIS) of the Registration Services Branch.

Customers who identify an anomaly or error are asked to contact the Legfix group direct to discuss the anomaly or error.

Resolution of anomalies or errors can be expedited if customers are able to provide Legfix officer's with the details of the anomaly or error, the Certificate of Title and document reference.

Phone 9273 7322

Fax 9273 7364

E-mail [legfix@dola.wa.gov.au](mailto:legfix@dola.wa.gov.au)

## 4. SUPERSEDED CERTIFICATES OF TITLE (SKETCH PURPOSES ONLY)

Customers conducting searches of Certificates of Titles and requesting the sketch of the land are reminded that the **Superseded Title – Supplied For Sketch Purposes Only** is not a current copy of the Certificate of Title and should not be referred to for information other than land identification purposes only.

An increasing number of customers have been contacting DOLA commenting that the superseded copy is different from the current digital title, especially in relation to the removal of encumbrances such as discharge of mortgages or withdrawals of caveat.

Digital titles only show current information, therefore documents such as discharges of mortgages and withdrawals of caveats are never shown on a digital title.

Customers wishing to ascertain the transactions that have occurred since the digitalisation of a title need to obtain a history list, which is available from the Search Transmission Centre free of charge. A history list will show all the documents that have been lodged against a title from the date the title was digitised.

The Search Transmission Centre has compiled a digital title history request form to help customers to obtain history lists. An electronic or hardcopy of the digital title historical order form can be obtained upon request to the Search Transmission Centre.

The following are the contact details for the Search Transmission Centre:

Phone 9273 7294  
Fax 250 3187  
E-mail [tismail@dola.wa.gov.au](mailto:tismail@dola.wa.gov.au)

## 5. STOPPED DOCUMENTS - COMMON DOCUMENT ERROR REPORT

Customer Information Bulletin No.119 advised of the implementation of the stopped document database and common document error reports. The latest common document error report, containing the 20 most common errors reported within the last 30 days, is attached as the last page of this bulletin.

An analysis of the data indicates the majority of errors are fundamental and sometimes careless mistakes that could be overcome with basic checks by preparing and lodging parties.

To reduce lost productivity, expense and inconvenience involved to the Conveyancing Industry and DOLA, the 20 most common stopped document error types have been produced to provide a "Document Checklist" to assist in the productive registration of documents.

## 6. CHRISTMAS MESSAGE

This year has been a challenging one as the land industry continues to experience high levels of activity and as DOLA prepares to become a Statutory Authority. Management and staff are appreciative of the participation and patience shown by our customers during this year. We look forward to working together as DOLA moves toward becoming a Statutory Authority.

On behalf of myself, the management and staff of DOLA, I would like to take this opportunity to wish you all a Happy Christmas and a prosperous New Year.

**BRUCE ROBERTS**  
**A/MANAGER**  
**REGISTRATION SERVICES BRANCH**

## STOPPED DOCUMENT - COMMON ERROR CHECKLIST

ERROR TYPE	Number of Errors
Insufficient registration fees have been paid for this document. Additional Registration Fees of \$... are required.	96
Duplicate certificate of title, (Title Deed), Volume.... Folio.... must be produced with this document.	91
A request to amend the document is required as outlined in paragraph 1.13.12 of the Land Titles Registration Practice Manual.	71
The Registered Proprietor shown in this document differs to that shown on the Certificate of Title. A statutory declaration and the appropriate evidence is required for...(See paragraphs 3.5.4, 3.5.5, 3.5.7 and 3.5.9 of the Land Titles Registration Practice Manual	60
The land description in this document requires amendment as it differs to that shown in the certificate of title to the land. (See paragraph 1.9.2 of the Land Titles Registration Practice Manual).	57
Document requires dating.	52
The following LIMITATIONS, INTERESTS, ENCUMBRANCES and / or NOTIFICATIONS have not been shown in this document.....	39
This document has not been witnessed. (See paragraph 1.10.1 of the Land Titles Registration Practice Manual).	36
This document has not been stamped. It must be submitted to the State Revenue Department, Stamp Duties Division for assessment. (See paragraph 1.6.5 of the Land Titles Registration Practice Manual).	35
As the amendments required to be made to the Statutory Declaration are major a new Statutory Declaration must be prepared and executed. (See paragraph 3.2.7 of the Land Titles Registration Practice Manual).	34
The following evidence is required to be produced.....	33
The Attorney(s) must delete either sub-paragraph (i) or (ii) at Clause (a) of the "Acceptance of Enduring Power of Attorney" form.	32
The Power of Attorney document is dated more than three months before the date on which it was deposited at DOLA. A statutory declaration of non-revocation is required. (See paragraphs 5.1.2 and 5.1.7 of the Land Titles Registration Practice Manual for	32
Mortgage..... encumbers the land.	30
Address and occupation of the witness is required. (See paragraph 1.10.1 of the Land Titles Registration Practice Manual).	29
Absolute Caveat..... encumbers the land and must be withdrawn before this document can proceed.	27
A production fee of \$... is required.	23
Subject to Claim Caveat..... encumbers the land.	23
The Donor must delete either paragraphs (a) or (b) at Clause 4 of the Enduring Power of Attorney document.	23
Mortgage.....has been discharged previously, please withdraw this document from registration	22