

Customer Information Bulletin

BULLETIN No. 156

OCTOBER 2005

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1. PREPARING FOR LAND ENQUIRY

Land and property information searches in Western Australia will be conducted via the Internet when the Department of Land Information (DLI) disconnects its Customer Remote Search (CRS) system on 31 October 2005.

CRS will be replaced by DLI's new Land Enquiry service which comes with title searching and document ordering capability, and greatly enhanced functionality.

Land Enquiry has been trialled by a small group of property professionals and was released to Government users on 10 October 2005. Customers who have made the transition to Land Enquiry no longer have access to CRS.

If you've read our previous bulletins about the pending disconnection of CRS when the new service takes over, then you may be ready to use Land Enquiry.

2. PC TESTING TO HELP YOU PREPARE

If you are a remote search customer and haven't yet tested your PC for compatibility with Landgate's Land Enquiry service, then you are strongly advised to do so now.

You can visit our PC test page at <http://testpage.landgate.com.au>

The test will determine if your PC is able to access and use Land Enquiry when it replaces our existing CRS system.

The test results will highlight areas requiring attention and provide the links that will enable you to download any additional software needed, free of charge. For technical issues, the results will recommend that you contact your service provider.

If you have taken the test and followed the recommendations, it will facilitate your transition to Land Enquiry.

3. SYSTEM PERFORMANCE

If you are using a dial-up Internet service, then Land Enquiry will operate noticeably slower than it would on a broadband service. For optimum performance, we recommend that you move your Internet services to broadband or ISDN if these are available in your area.

4. LAND ENQUIRY TRAINING

Computer-based training on how to use Land Enquiry is now available on Landgate. Subscribers can access it on their default channel by clicking onto *Tools* shown on the menu bar and selecting the *Training* option.

There are 21 interactive training modules designed to enable you to train yourself at your own pace. You need work through only the modules that are relevant to your business. Pre and post evaluation provided in each module will enable you to test your knowledge.

5. MORE ABOUT LAND ENQUIRY

Using Land Enquiry you can conduct property information searches, order copies of land and property documentation online, and retrieve information on dealing progress, document issuing and duplicate title production.

Land Enquiry offers some improvements on CRS including ease of use and the ability to view your transactions online before receiving your month-end account. An order review screen will list all items on order with detailed item information. Enhanced referencing provides a greater ability to reconcile and manage requests; and online check searches can be delivered instantly in printable PDF format as well as by fax.

6. SALES INFORMATION

A difference between the CRS system and Land Enquiry service is that although Land Enquiry provides the date and consideration relating to the last sale of a subject property, it will not provide buyer and seller details or sales history.

For further sales evidence information contact DLI on 9273 7555 or email vs.sales@dlj.wa.gov.au

7. FOR PROBLEMS THAT KEEP POPPING UP

Landgate uses pop-up windows. Difficulties in accessing Land Enquiry may relate to a pop-up blocker in your antivirus software, in Internet Explorer, or in your Yahoo toolbar.

If your PC's operating system is Windows XP and you have installed Service Pack 2 through a Windows Update, you can disable the pop-up blocker by accessing *Tools*, then *Pop-up Blocker* in the menu.

If you have a different operating system and are still experiencing this problem, then we recommend that you contact your service provider for advice.

8. LANDGATE A SECURE SITE

Secure Socket Layer (SSL) technology has been applied to Landgate, bringing security in line with international Internet standards. SSL is an Internet protocol that safeguards information through encryption, rendering it unreadable until it reaches its destination site. The new security means that you can be confident that the information you generate on Landgate will not be intercepted.

9. ACCOUNTING MATTERS

Following the disconnection of our Customer Remote Search (CRS) system on 31 October, clients will no longer be issued with a Customer Account System (CAS) statement, except for a final statement in November detailing your final CRS transactions. This statement should not be paid as the balance will be carried forward to your new tax invoice and combined with other charges for transactions incurred using your unique customer number (to be allocated to you in October). Customers who already use Landgate to access services will be familiar with this tax invoice.

The combined charges will result in a greater than usual balance for payment which will impact on your DLI credit limit and therefore your ability to access Landgate's services.

10. YOUR CREDIT LIMIT CAN AFFECT YOUR ACCESS TO LAND ENQUIRY

Land Enquiry has an inbuilt credit check and if you exceed your DLI credit limit, or if payment for any DLI invoice is overdue, then you will not be able to access any of Landgate's services including Land Enquiry, EAS2 and easiforms.

Please ensure that your October account in particular, does not exceed your credit limit so that you are able to access Landgate's services from 31 October when Land Enquiry is launched.

If you are an EAS2 user, you are strongly advised to pay your October account early, on or before 27 October, to avoid exceeding your credit limit.

Should you require information about increasing your limit, please contact our accounting services on 9273 7335.

Your subsequent DLI accounts should be paid in full on, or before, the due date shown to avoid automated suspension of services.

11. FOR MORE INFORMATION

For a step-by-step guide on how to access Land Enquiry, visit DLI's homepage at www.dli.wa.gov.au and click on the *publications* link located at the bottom of the screen.

For further information about Land Enquiry, please contact the Land Enquiry Support Team on 9273 7321. Or for the cost of a local call, country callers may contact 1300 556 224.



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15 October 2005