

Customer Information Bulletin

BULLETIN No. 168
24 AUGUST 2006

CONTENTS:

1. GET YOUR SEARCHES VIA EMAIL	1
2. PAY YOUR LANDGATE ACCOUNT ONLINE	2
3. RE-FIT TO MIDLAND CUSTOMER SERVICE HALL	3
4. FIELD BOOKS, CROWN SURVEYS AND KEY SHEETS TO BECOME MORE ACCESSIBLE	4

1. GET YOUR SEARCHES VIA EMAIL.

Landgate's Land Enquiry customers can soon opt to receive search information via email in pdf format at no extra cost. Search information includes copies of certificate of titles, documents, surveys, strata plans and check searches.

When it will start

The option to receive search information in pdf format via email will start **Thursday 31 August**.

What you need to do

Land Enquiry users need to update their email address in Landgate. From 31 August, *Email* will replace *Fax* as the *default* delivery option on Land Enquiry's *Order Review* screen. This default option will deliver search information to the email address currently shown on your Landgate contact details screen.

How to update your email address

From the Landgate channel menubar, select *My Details*, followed by *My Profile* and then *Modify User Details*.

- In the Contact Details area of the *Modify User Details* screen, enter your email address in the designated email field;
- Select the *Update* button to complete.

What will happen if you don't update your email address?

If your Landgate contact details do not include an email address, then you will need to enter an email address every time you use the new email option. You can still opt to receive information by fax, over the counter or post.

Why email is better

The benefits of receiving search information by email include:

- better image quality;
- more flexibility to enlarge, save, print and forward the information;
- improved delivery of large plans as one seamless image;
- saves time and frees up the office fax machine for other business.

What will it cost?

This complete desktop service is provided at no additional cost.

Contact

For further information about **Landgate** contact Online Support Services on **08 9273 7341**.

2. PAY YOUR LANDGATE ACCOUNT ONLINE.

From 4 September Landgate customers can view and pay their account online by credit card. The Secure Socket Layer technology utilised by Landgate is in line with international Internet standards and will ensure that your details are protected. To find out more about this new service look out for messages on Landgate. Information will also be included with your August accounts in early September.

When it will start

The option to pay your Landgate Account online will start **Monday 4 September 2006**.

What you need to do

Online payment is easy you only need to follow six simple steps:

Step 1: From your menubar, select *My Details, My Account & Pay My Account*;

Step 2: Verify your *Account Number* and *Organisation Name* are correct;

Step 3: Select your *credit card type* (i.e. Mastercard or Visa);

Step 4: Enter your *credit card number* and *expiry date* in the specified fields;

Step 5: Enter *the amount*, **without a \$ sign** and insert a **decimal point**. (i.e. if the amount you wish to pay is five hundred dollars then insert 500.00).

Step 6: Select *Pay Now* to proceed.

How you will benefit

The benefits of an online payment option include:

- Secure internet technology to protect your details;
- Flexibility to use MasterCard or Visa Card;
- Payments are processed immediately;
- Easy audit trail of account payments and history;
- An intuitive system will alert you to potential duplicate payments;
- Available twenty four hours, seven days a week;
- Saves time.

What we mean by 'easy audit trail'

All online payments are automatically given a DLI Request number. You can keep track by using Landgate's '*View Request*' functionality. Also, an online receipt is allocated for all 'approved' transactions and is a handy reference for you and your financial provider. Refer to [Managing My DLI Account Information Guide](#) for more information on how to use '*View Requests*'.

What we mean by 'intuitive system'?

If you request to pay an account online using the same amount more than once in a twelve hour period, then the system will check whether you wish to proceed. This feature will help prevent you from making a duplicate account payment online.

What does it cost?

Today this complete desktop service is provided at no additional cost.

Contact

For further information about **Landgate** contact Online Support Services on **08 9273 7341**. All **Account Enquiries** should be directed to our **Revenue Officers** on **08 9273 7600**.

3. RE-FIT TO MIDLAND CUSTOMER SERVICE HALL.

Re-fit to Midland Customer Service Hall to Create One-Stop-Shop

A major re-fit to our Midland customer service hall commencing on 8 September 2006, means that you will need attend just one service counter instead of several customised service points, to undertake all your land and property business.

Our customer service professionals are undergoing training to facilitate a seamless service and enable them to provide information on land titles, surveys, maps and aerial photography; receive lodged documents; register titles; and give advice on the titles process.

'There's a lot to learn on the front counter to cover our complete range of products and services,' confirms Peter Ormond, Manager Customer Centre.

'Within a month staff become qualified to provide simple title information. It takes around six months to become proficient at supplying aerial photography and mapping information, and at least five years before they learn enough to become an advice officer,' he says.

The revamped customer service hall, due for completion in December 2006, will have consulting work stations for customers with detailed requirements, a general consultation room, a conference room and new facilities for customers undertaking survey searches.

'It will look very different,' says Peter.

Disruptions at Midland's Customer Service Hall during Re-fit

Proposed works to our Midland customer service hall will require us to close-off some counter space and to help minimise inconvenience to visiting customers, details of proposed works and anticipated disruptions will be displayed near the information desk.

If you are a regular visitor to Midland, you may wish to ask our staff about alternative ways to conduct your business during the works period from September until early 2007.

For further information please contact Peter Ormond, Manager Customer Centre on 9273 7318.

Changes to Midland Issuing

One of the consequences of the customer service hall re-fit will be the removal of the Midland Issuing Boxes. For those customers with a Midland Issuing Box allocated the only change to issuing procedures will be that issued items now picked up from the issuing box will be picked up from the front counter at DLI's Midland Office from a Customer Service

Officer. This change does not apply to the Perth Issuing boxes which will remain with current processes unchanged.

4. FIELD BOOKS, CROWN SURVEYS AND KEY SHEETS TO BECOME MORE ACCESSIBLE.

Field books, Crown surveys and key sheets held on microfiche at Midland, are to become more accessible which must be good news to surveyors.

'The information, which includes approximately 1.3 million images, is being scanned into a digital format,' says Peter Ormond, Manager Customer Centre.

'Currently surveyors come to Midland to access the information in our filing cabinets; then they need to put it into a reader, copy and take it back to the office,' says Peter.

'Once the information has been digitised, they'll be able to do all that at their desk or in the field.'

The work is expected to take around 12 to 18 months. In the meantime DLI will consult with the industry to determine suitable storage and access methods for the information.

Please contact Dione Bilick on 9273 7346 or email dione.bilick@di.wa.gov.au to provide your feedback on this initiative.

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24 August 2006