

CUSTOMER INFORMATION

BULLETIN



DOLA

Department of LAND ADMINISTRATION

No. 66

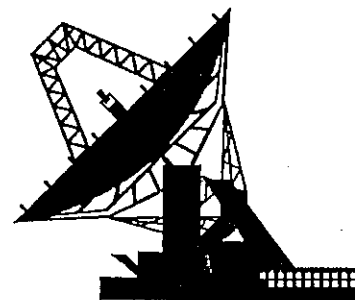
September 23, 1994

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A. CHANGES TO CUSTOMER REMOTE SEARCHING

From Tuesday September 13, 1994 Customer Remote Search (CRS) clients will be able to recover jobs which are terminated abnormally (eg due to inactivity time-outs, communications or program errors) without data loss simply by logging back on to CRS on the same day the job abends (terminates abnormally).



If a print request was created prior to the abend and items on the print request list were validated, the appropriate search review screen will be displayed when you log back on. You may then proceed as normal to add more items to the list, conduct other enquiries, or submit the job. Print charges will not be applied to your Customer Accounting System (CAS) account until a job is submitted successfully and the "Job Completed" message is displayed on your screen. If you do not log back onto CRS the same day the job abends, a nightly job clean-up program, will run at the close of business, which will delete any outstanding print requests. No prints will be processed and no charges for prints will be applied. The nightly job clean-up program will apply the following charges (where applicable) to your CAS account:

- Charges for searching of indexes eg Nominal Index, Lot on Survey etc... made during the session and prior to the job abending.
- Charges for results of check searches which are displayed on your screen during the session and prior to the job abending.



B. STOPPED DOCUMENTS

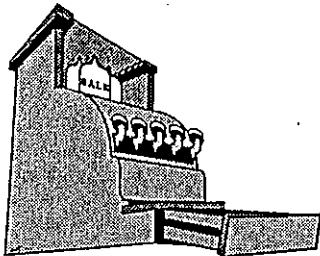
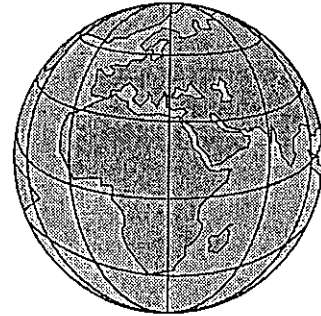
If documents are held in the Stopped Documents section and the requisition requires further documents to be lodged to rectify the situation, clients please note:

1. A Stopped document card must be attached to new documents lodged (cards are available at Midland and Perth acceptance counters)
2. Acceptance staff should be notified accordingly at the time of lodging the further documents.

These procedures were in place before DOLA's move to Midland. Failure to comply with these procedures may lead to unnecessary delays. The Listing and Fitting section use the stopped document card to identify the existence of the leader dealing and determine its whereabouts. With the card in place with all necessary information thereon the follower documents will be processed without further delay.

C. UPGRADING OF TITLE NUMBERS ON PLANS AND DIAGRAMMS

The practice of manually noting current Certificate of Title numbers on Plans and Diagrams ceased on May 25, 1994. Title number information manually shown on survey documents will therefore not be up to date for any changes that may have occurred after that date and should not be relied upon. Current title number information is provided with each copy of the Plan or Diagram delivered from the imaging system and is also available by searching the appropriate computer records. Clients should not be disadvantaged by this change in practice given that the title numbers are stored and maintained on DOLA's computer system. Staff resources utilised in maintaining what had become a largely redundant manual backup system have been re-assigned to more essential functions.



D. ADJUSTMENT TO ACCOUNTS

If customers searching requirements have not been met and it is deemed necessary for an adjustment to be made (ie a credit) the following matrix is supplied identifying the type of adjustment and the evidence required by DOLA to make the necessary adjustments.

TYPE OF ADJUSTMENT	EVIDENCE REQUIRED BEFORE ADJUSTMENT TO ACCOUNT IS TO BE MADE
1. Search Not Issued	Maybe either Survey, Document or Title. Invoice must be printed with "NOT ISSUED".
2. Received Twice (or more)	All invoices must be presented to confirm that it is a double entry. Check ticket numbers, date and time of entry. If any of these vary, adjustment may/may not be permitted. Must be faxed in request of counter requests with same ticket number. Note: if two facsimile orders are received of the same request both will be charged to your account.
3. System Deadlock	All invoices must be presented. Only adjustments on a job which has a status of "ABNORMAL" will be adjusted.
4. Additional Copies of Same Search	If remote job - no adjustment, if ordered via DOLA Staff - adjustment required.
5. Unknown Title Search Fee Charged	Invoice to be presented. Client to show evidence that Title number was known.
6. Subject to Examination	For Surveys - the invoice (banner) to be presented, confirmation that Survey status was Subject to Examination at time of search to be determined.
7. Title Marked to Microfilm	Invoice is held by Search Transmission for 2 days. If it is still unavailable adjustments will be made.
8. Titles Received in Lieu of Survey or Documents	If faxed - invoice and fax request to be shown. Incorrect copies will be replaced with correct search.

**E. ENDURING POWERS OF ATTORNEY AND
GENERAL POWERS OF ATTORNEY -
ASSESSMENT OF STAMP DUTY**



DOLA has recently been made aware of the policy of the State Taxation Department with respect to the stamping of enduring powers of attorney and general or limited powers of attorney.

The State Taxation Department have advised that enduring, general or limited powers of attorney which are prepared in the form of a Deed are stampable documents under the provision of Item 8 of the Second Schedule of the Stamp Act 1921. Under the provision of Section 28 of the Stamp Act 1921 DOLA has an obligation to ensure that all stampable documents lodged at this Department for registration have been duly stamped.

Effective from September 19, all enduring powers of attorney and all general or limited powers of attorney, that are lodged for the purpose of being noted on the power of attorney register, must either be stamped with duty or marked as exempt from duty.

A handwritten signature in black ink, appearing to read "Geoff Sach".

**GEOFF SACH
DIVISIONAL MANAGER
REGISTRAR OF TITLES**