

Lands' Survey Services Portal - Changes to lodgment services for ePlan users

What is happening?

From July 2006 the Department of Lands (Lands) is making available a Survey Services Portal (SSP), which consolidates the access arrangements for NSW registered surveyors and survey searchers to Lands online products and services.

ePlan and a number of other products and services will be accessible through the SSP, and during 2006/07 Lands intends to introduce access to SCIMS and various new or enhanced products and services into the SSP environment. For more information, please refer to the *New services portal for survey sector clients*.

An enhanced feature for ePlan customers in the SSP environment will be the introduction of customer account based invoicing and payment arrangements for plan lodgment, examination and related fees. For ePlan customers, this means that customer accounts in the financial system will be used to record lodgment fee invoices, payments and credit notes. These changes will enable significant service improvements for ePlan customers, including:

- registration with Lands as a listed lodging party
- assignment of a customer financial account
- regular account statements for lodgment accounts
- electronic issue of financial correspondence
- credit notes for cancelled invoices
- option of direct debit payment facilities for lodgment invoices.

What are the major changes?

ePlan to be accessed through the Survey Services Portal

From July 2006, the online ePlan service will be made available through the Survey Services Portal. Notification letters to registered ePlan users provide advice on the use of existing ePlan user IDs and passwords to access the SSP and the URL link to the SSP gateway. On accessing the Survey Services Portal, ePlan users will have access to the complete SSP menu of products and services, including ePlan. For the July 2006 implementation, ePlan is the only financial service included in the SSP.

Customer financial accounts for ePlan customers

With the implementation of the SSP, Lands is improving the invoicing and payment facilities for ePlan users and issuing a customer financial account to each lodging party identity associated with an existing ePlan user ID. Where used on plan lodgment forms, the financial account number is known as a 'listed lodging party number'. For ePlan users, this means that plan lodgment and related fees, and associated payments, will be posted to a specific customer financial account, which is assigned to the lodging party for whom the ePlan user makes plan lodgments.

Customer account-based invoicing and payments were introduced for dealing lodgments customers in 2004 and offer benefits to lodgment customers including the facility to make payments to account, regular account statements, and electronic delivery of financial correspondence. The changes have been very positively received.

How does ePlan link with customer financial accounts?

In the ePlan context typical ePlan users are surveyors who lodge as individuals and have had plan fee invoices issued to them as individuals. Some ePlan users are also setup as 'group lodgers' and have the option to lodge a plan on behalf of the survey firm as the lodging party, or

as an individual, with the surveyor as the lodging party. In either case, with the implementation of customer financial accounts, ePlan invoices and payments will be posted to the relevant account for the lodging party identified by the ePlan user when lodging the plan.

Customer financial accounts and over-the-counter plan lodgments

Frequent plan lodgment customers may also request and be assigned listed lodging party numbers for use on paper lodgment forms to indicate the lodging party and financial account to be used for the lodgment.

From July 2006 ePlan lodging parties who also lodge hardcopy plans and associated documents over-the-counter, will be able to use their listed lodging party number for over-the-counter lodgments, to confirm the lodging party and financial account to be used for the lodgment.

Completion of plan lodgment forms

One of the advantages of the ePlan system is that lodging party references for each ePlan customer are coded into the lodgment system and the relevant lodging party and financial account information are assigned automatically.

For over-the-counter plan lodgments, the lodging party number or customer financial account number should be added to the relevant panel on the lodgment form, providing confirmation to LPI of the financial account to be used in connection with the plan or dealing.

Example - completion of plan lodgment form with listed lodging party number.

The listed lodging party number and may be entered on plan lodgment forms in the manner illustrated below.

What are the benefits of these changes?

The Survey Services Portal consolidates the access arrangements for NSW surveyors and survey searchers to Lands online products and services and provides easy access to a comprehensive range of property information and survey services.

The implementation of account-based invoicing and payments for ePlan users delivers immediate benefits, including the facility to make payments to account, regular account statements, posting of credit notes to customer accounts and electronic delivery of financial correspondence.

What is Lands doing to help customers with the changes?

For existing ePlan customers the only enforced change from July 2006 is to the URL and the gateway through which ePlan is accessed. With the implementation of customer accounts, regular statements and an account inquiry service will help customers keep track of financial activity with LPI. For the range of additional products and services included in the Survey Services Portal, support contacts and guideline information is available online.

Further information

Electronic copies of the Survey Services Portal terms and conditions, terms and conditions for lodgment services, and information sheets addressing the range of changes under implementation are available from the Lands website at www.lands.nsw.gov.au.

For more information regarding ePlan and transition to the SSP, contact us on:
 E eplan@lands.nsw.gov.au
 T 02 9228 6907



Department of Lands

DEPOSITED PLAN LODGMENT

NOTICE: ADDITIONAL FEES MAY APPLY
 When investigation exceeds 4 hours additional fees will be calculated on a quarter-hour basis.

TO BE COMPLETED BY LODGING PARTY

LODGED BY:	L J MORRIS	DATE 20.10.2004	
LLPN:	123456X	PRE-EXAMINED?	NO
POSTAL ADDRESS or DX No. or LPI Doc. Collection Box No.	PO BOX 223 PARRAMATTA NSW 2124	DP No.:	
Your Reference:	MJS - 123		
Contact Name:	M SMITH	Surveyor's Name:	
Telephone No.:	8258 745 Fax No.: —	M J SMITH	
Email Address:	msmith@hotmail.com		
PLAN LODGMENT FEES: Effective from 1 July 2004, subject to annual review		Rate	Fee
Plan Purpose:		\$800.00	\$800.00

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