

## SSP Customer Account Application Instructions

The Department of Lands (Lands) customer information system records details of customers with business relationships with Lands.

Customers wishing to access Lands Survey Services Portal products and services are required to complete a SSP Customer Account Application (SSP-CA) in order to obtain a login (user name and password) and if applicable, a Customer Account (CA). These will then be your identification with Lands, and will be the key reference for correspondence with you.

### Completing the SSP Customer Account application

The SSP-CA application comprises three (3) sheets for completion (2. as applicable), and separate Instructions:

Sheet name	Required to complete
Instructions	No, to be used as a reference when completing the form
1. Customer Account Appl	Yes
2. Authorisn lodge on behalf	Only for ePlan users who wish to bill to another organisations
3. Privacy Act Notice	Yes

Please refer to these Instructions when completing the SSP-CA application. These Instructions provide guidance for each sheet within the SSP-CA application. Note that fields accompanied by an asterisk (\*) are mandatory for completion.

### SSP Customer Account (SSP CA) Appl sheet (1)

#### 1. Customer details:

These details are those of the individual seeking access to SSP.

Legal Entity Name is the same as shown on the ABN (if applicable)

#### 2. Applicant User Group:

Place a tick (✓) next to the box (one only) indicating which SSP User Group you are applying for. Each user group has access to different products and services. Choose the user group which is appropriate.

For detailed information on the products and services available to each SSP User Group, refer below to 'Survey Services Portal User groups' and the 'Survey Services Portal User groups- Product and Service List'.

#### *Survey Services Portal User groups*

User group 1 –. User group 1 is available to NSW Registered Surveyors and authorised ePlan lodgers only. This is consistent with existing access arrangements. Access to all SSP products and services, including ePlan and SCIMS.

User group 2 – This level of access is available to NSW Registered Surveyors and/or SCIMS Online users. Access to all SSP products and services, except ePlan.

User group 3 – This level of access is available to survey searchers and information brokers who are not SCIMS users. Access to all SSP products and services except ePlan and SCIMS. There are no chargeable SSP products or services associated with User Group 3. This group does not require a credit account with Lands.

Survey Services Portal User groups- Product and Service List

<b>User group 1 – Registered surveyors/authorised ePlan lodgers</b>	<b>User group 2 – Primarily SCIMS Online users</b>	<b>User group 3 – Other demonstrated need users</b>
ePlan Lodgment of Survey Reports Plan Advice Fee Estimator Survey Control Information Management System Lodgment of SCIMS sketches SCIMS Locality Sketch Plan Download About Sketches Cadastral Records Enquiry Digital Cadastral Database for NSW Charting and Reference Maps Plan Inquiry and Document Inquiry Reference Resources/Links Cross Reference Lists – Parish and Town Maps Metric Conversion Tool Integrated Titling System Index Searches	Survey Control Information Management System Lodgment of SCIMS sketches SCIMS Locality Sketch Plan Download About Sketches Cadastral Records Enquiry Digital Cadastral Database for NSW Charting and Reference Maps Plan Inquiry and Document Inquiry Reference Resources/Links Cross Reference Lists – Parish and Town Maps Metric Conversion Tool Integrated Titling System Index Searches	Lodgment of SCIMS sketches SCIMS Locality Sketch Plan Download About Sketches Cadastral Records Enquiry Digital Cadastral Database for NSW Charting and Reference Maps Plan Inquiry and Document Inquiry Reference Resources/Links Cross Reference Lists – Parish and Town Maps Metric Conversion Tool Integrated Titling System Index Searches

3. Customer account details:

Indicate if you have an existing account or wish to open a credit account with Lands.

If you already have a credit account with Lands, also provide your account number. Lands will follow up with you regarding potential consolidation of credit accounts.

A credit account is not required if you are applying to access only products and services that have no charge. User group 3 does not require a credit account, and these applicants should:

- Go directly to '6 Customer Coding' on this sheet.

Existing account holders

- User Group 1: ePlan users  
 All SSP ePlan users are assigned an individual credit account.  
 If you are an ePlan user wishing to also transact on behalf of another party (e.g. a company with an existing company account), contact the ePlan Coordinator for details of how to have this option added to your ePlan access.  
 ePlan Coordinator- phone: 02 9228 6907 or email: [ePlan@lands.nsw.gov.au](mailto:ePlan@lands.nsw.gov.au)

- User group 2: SCIMS Online users  
If you are an existing SCIMS user indicate that you already have any existing SCIMS account and supply your SCIMS account number, if known.  
If you wish to become a SCIMS online user, applicants should contact the SCIMS Coordinator on: 02 8258 7516 or [scims@lands.nsw.com.au](mailto:scims@lands.nsw.com.au)
- User group 3: Credit accounts are not applicable as User group 3 does not access any chargeable products or services.

For ePlan and/or SCIMS users only, indicate if you are going to bill to another organisation. If 'No', go to '4. *Electronic invoicing, statements and reminders*', if 'Yes' also go to '4. *Electronic invoicing, statements and reminders*', and complete the 'Authorisation lodge on behalf (2)' sheet. Refer to instructions below.

#### 4. Electronic invoicing, statements and reminders:

Email is the default method of communicating financial correspondence. If fax is preferred for correspondence, include the fax number only (not an email address.)

If applying to open a credit account with Lands advise the frequency of account statements required. Note that an email address must be given in '4. *Electronic invoicing, statements & reminders*' if financial statements are required. An email address should also still be included in Section 1: Customer details, for login posting.

#### 5. Customer coding:

Provide a brief description of the main customer business activities. Indicate if there is a Head Office and/or other Group company/ies that are Lands customers.

#### 6. Customer agreement:

All SSP-CA applications require the completion of the signature box, as indicated, by the person named in 'Applicant's name' in section '1. Customer details.'

### **Authorisation lodge on behalf (2)**

For ePlan and/or SCIMS customers only.

These details are those of the individual SSP user(s) authorised to lodge on behalf of the 'Bill to company'.

Provision is made for authorising up to four (4) SSP users. If further SSP user authorisation is required please complete a second form.

1. 'Bill to company' details: These details are those of the company authorising Lands to invoice all fees and charges incurred by the SSP user(s) to the financial account of the 'Bill to company'.

2. 'Bill to company' authorisation: This is the authorisation of the 'Bill to company' that the SSP user(s) can lodge on behalf of the 'Bill to Company' and that the 'Bill to company' is liable for all invoices and fees incurred by the SSP user(s).

3. SSP user acknowledgment: Acknowledgement by the SSP user(s) that the details are correct.

**Privacy Act Notice sheet (3)**

All SSP applicants must read and complete the Privacy Act Notice sheet. The information on the form enables invoices to be issued to you on a cyclical basis. The information you provide in this form is given voluntarily to support your application for this facility. The information will not be disclosed to any other party without your consent unless provided for by law. Information provided by you will be held by Lands and you have the right to access and correct this information on an as needs basis.

**Sending in your Customer Account application**

Your SSP-CA application should include the completed sheets 'Customer Account Appl' and 'Privacy Act Notice', and 'Authorisn lodge on behalf' (if applicable).

Post the original copies to:

Manager Electronic Services  
Land and Property Information  
PO Box 15  
Sydney NSW 2001

# SSP Customer Account (CA) Application (1)

Please note: Application to the Survey Services Portal is on an **individual** basis only.  
This application must be completed and all agreements signed by the **individual** applying for access.

Mandatory data required  \*

## 1. Customer details

<b>Applicant's Name</b>	<input type="text"/> *	ABN	<input type="text"/>
<b>Street Address</b>	<input type="text"/>		
Property details	<input type="text"/>		
Street Name & No.	<input type="text"/> *		
City/suburb	<input type="text"/> *	Postcode	<input type="text"/> *
State	<input type="text"/> *	Country	<input type="text"/> *
Daytime ph	<input type="text"/> *	DX Address	
Mobile	<input type="text"/> *	DX Box	<input type="text"/>
Applic email	<input type="text"/> *	DX Exchange	<input type="text"/>

## 2. Applicant User Group

Select the User Group you are applying for. Select one user group only (tick box). Refer to Instructions for further details.

User Group 1	<input type="checkbox"/>	Available to Registered Surveyors & authorised ePlan lodgers only- ePlan, SCIMS, SSP products
User Group 2	<input type="checkbox"/>	Available to SCIMS users- SCIMS, SSP products
User Group 3	<input type="checkbox"/>	Available to (non-SCIMS) LPI approved Survey Searchers & Information Brokers- SSP products

## 3. Customer account details

If you do not wish to open a credit account or do not have an existing account you will be considered for access to the Survey Services Portal User Group 3 only. User group 3 do not require a credit account. **Go to 5: Customer coding**  
If a new account is requested this will be an individual account for the applicant named on this form.

Do you have an existing credit account with Lands? \*  Yes  No

If yes, please advise the credit account number Account number

Do you wish to open a credit account with Lands? \*  Yes  No

FOR ePLAN &/OR SCIMS USERS ONLY: Are you going to bill to another organisation?  Yes  No  
(if Yes to above please also complete 'Authorisation lodge on behalf (2)' worksheet)

## 4. Electronic invoicing, statements & reminders

Financial correspondence: Email  Fax

Payables Contact Name:  Telephone

Account statement frequency required \*  Not required  Weekly  Monthly

## 5. Customer coding

Short description of main customer business activities  \*

## 6. Applicant Agreement

The following agreement must be signed by the Survey Services Portal applicant

The SSP applicant below certifies:

- \* the correctness of information given in this application,
- \* that the customer will abide by all terms and conditions for Lands Customers, including LPI Lodgment Terms and Conditions and Terms and Conditions for Access to the Survey Services Portal and also
- \* that the customer authorises the establishment of a credit account (if indicated above)

Signature	*
Name	*

Official capacity	*
Date	*

## ePlan and SCIMS authorisation to lodge or transact on behalf of an existing Lands customer account holder (2)

The following SSP users are authorised to lodge on behalf of the company

SSP user		Email	
SSP user		Email	
SSP user		Email	
SSP user		Email	

### 1. "Bill to company" details

Legal entity name		<b>Registered Office</b>	
Trading name			
Customer Account Number		Address	*
ABN		Town	* Postcode *
Name of authorised officer		State	* Country *
Official capacity of authorised officer			

### 2. "Bill to company" authorisation

The authorised officer of the "Bill to Company" certifies that the SSP user(s) can lodge on behalf of the bill to company. The "Bill to Company" agrees to be liable for all invoices and fees incurred by the SSP user(s) above.

Signature
Name
Official capacity
Date

### 3. SSP user acknowledgment

The SSP user(s) acknowledge that the information contained in this application is true and correct.

Signature
Name
Official capacity
Date

Signature
Name
Official capacity
Date

Signature
Name
Official capacity
Date

Signature
Name
Official capacity
Date

## Privacy Act Notice (3)

### PRIVACY ACT NOTICE

The information in this form is required by the Department of Lands (hereafter called Lands) to establish a Customer Account which will enable invoices to be issued to you on a cyclical basis (as required). The information you provide in this form is given voluntarily to support your application for this facility. If this facility is extended to you, Lands may be providing credit to you by allowing payment after the service has been provided. As a consequence Lands may seek to obtain a credit report from a credit reporting agency and information within this form may be provided to the credit reporting agency for this purpose. The information will not be disclosed to any other party without your consent unless provided for by law. Information provided by you will be held by Lands and you have the right to request access to and correct this information.

### CUSTOMER ACCOUNT APPLICATION AND PRIVACY ACT AGREEMENT

I/WE AGREE:

1. To comply strictly with Lands terms of trade, applicable Legislation, relevant Acts and Directives.
2. To obtain a bank guarantee if the purchase level requires the security. (Lands recommends that a person providing a bank guarantee in relation to this Application should obtain independent legal advice on the bank guarantee.)
3. Any change in the legal entity, structure or management control of the Applicant company or partnership shall be notified to Lands within seven (7) days of such change taking place.
4. All expenses incurred in obtaining or attempting to obtain payment of overdue amounts will be a charge against the Applicant.
5. Lands may withdraw or limit credit facilities at its absolute discretion without notice.
6. Provision of credit by Lands to the Applicant will be deemed acceptance of this Application by Lands.
7. Conditions of Trading are incorporated in this Application.

I/WE DECLARE THAT I/we have read and understood the Customer Account Application ('Application') and the Privacy Act Notice and acknowledge agreement with the terms of the Application and the Privacy Act Notice.

I/WE ACKNOWLEDGE THAT I/we have read and understood all relevant Terms and Conditions as provided and published by Lands.

The information provided by me/us in this Application is true and correct and that it is upon the basis of the above statements that I/we submit this Application for acceptance by Lands. If any change occurs to the information provided by me/us in this Application, I/we undertake to immediately notify Lands.

I/WE FURTHER DECLARE THAT I/we have read and understood the Conditions of Trading, and if this Application is accepted I/we agree to be bound by the terms of this Application and the Conditions of Trading of Lands.

#### **Customer Agreement**

Signature:.....  
Name (please print):.....  
Official capacity:.....  
Date:.....

#### **Notification**

Customer will be advised whether or not their application has been successful and if successful of their new Customer Account Application.