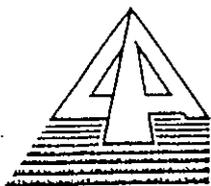


CUSTOMER INFORMATION**BULLETIN**

Department of
LAND ADMINISTRATION
OFFICE OF TITLES

No. 68
9th January 1995

In This Issue:

- A. New Document Issuing System**
- B. Powers of Attorney
Exemption from Stamp Duty**

A. New Document Issuing System**New Document Issuing System**

On the 18th of January 1995 a new system will be introduced for the collection of items (e.g. documents, etc.) issuing back to clients. This system will be known as the Document Issuing System (DIS) and has been designed to reduce the number of anomalies currently being experienced in relation to issued items. The main features of the new system will be:

- A Computer Record of all items issued back to clients from the 18th January 1995.
- The production of 'Issuing Lists' for signing by customers, detailing any items which have been collected.
- Free on-line enquiry facilities for Customer Remote Searchers will be made available within weeks of the new system going live.

Issuing Lists

The new 'Issuing List' (see attached example) will be uniquely numbered and produced in duplicate (Customer Copy and DOLA copy) on blue stationery in order to make it easily distinguishable. Each list will contain certain 'Header' information and 'Item' information. The Header information will consist of:

- Date and Time the List was produced
- Location at which the List was produced
- Issuing Box Number
- Name of Issuing Party

The Item information consists of:

- Duplicate Registers (Titles and Crown Leases)
- Duplicate and Triplicate Documents
- A description of any other unnumbered evidence such as Probates, Marriage Certificates, Deeds, etc., which may be issuing back.
- The number of the document from which the Item was issued (the Instructing Number). Items which do not have an Instructing Number will continue to be issued Miscellaneously.

Miscellaneous Issuing

The practice of producing 'Pink Issuing Receipts' for Items which are issuing miscellaneously will no longer be required as the Issuing List will effectively replace these.

Customer Procedures

Both copies of the Issuing List will be placed in the client's Issuing Box along with the actual Items which are to be collected.

Clients will be required to check all the Items noted on the Issuing List are accounted for then sign and date the DOLA copy and place it in the collection box located at the Issuing Counter. The Customer Copy can be retained and used for record keeping.

If there is any discrepancy between the Issuing List and the actual Items then both copies of the List along with the Items should be returned to the Issuing Clerk immediately for resolution.

All returned signed Issuing Lists will be flagged on the computer system as 'Verified' and will indicate that the client has signified that they have received the items issued.

On-line Enquiry Facilities

Within weeks of the introduction of the new DIS system, Customer Remote Searchers will be able to carry out Issuing enquiries on-line via the 'No Charge Enquiry' menu.

There will be two enquiry facilities available, namely 'Item Enquiry' which will allow a user to enquire as to the latest Issuing for a particular Register or Duplicate/Triplicate Document as well as 'Unverified Issuing Enquiry' which will allow a user to enquire as to whether there are any 'Unverified Lists' waiting to be collected for a particular Issuing Box.

Customers will be provided with further details regarding these facilities at the time of implementation.

The Document Issuing System has been introduced to protect DOLA's clients by providing accurate records of documents processed through the Registration system.

In order for the new System to be a success it is imperative that customers check that all the items listed are accounted for, sign and date the Issuing List, then place it in the collection box Prior to leaving DOLA.

**DOLA ISSUING SERVICE
DOLA COPY**

PAGE 1 LIST NO. 178

DATE: 04.01.1995 MIDLAND ISSUING
TIME: 16:10:23

ISSUING BOX NUMBER: 680
NAME: DIS ISSUING COMPANY PTY LTD

ISSUED ITEMS ISSUED FROM

DUPLICATE REGISTERS

1477/7 F820679
2020/88 F820679

TOTAL: 2

DUPLICATE/TRIPPLICATE DOCUMENTS

F820679 M (DUP) F820679
F820679 M (TRP) F820679

TOTAL: 2

OTHER EVIDENCE

DEED F820477
PROBATE F820477

TOTAL: 2

TOTAL NUMBER OF ITEMS ISSUED: 6

PLEASE SIGN AND RETURN THIS LIST TO THE ISSUING COUNTER BEFORE LEAVING

SIGNED:..... DATE
RECEIVED.....

ON BEHALF OF:
COMPANY NAME:.....

ISSUING ENQUIRIES PHONE 273 7314 OR 273 7315

**DOLA ISSUING SERVICE
CUSTOMER COPY**

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**B. Powers of Attorney
Exemption from Stamp Duty**

Further to Bulletin No 66

DOLA was made aware of the changed policy of the State Taxation Department with respect to the stamping of Powers of Attorney.

The State Taxation Department advised that Powers of Attorney were stampable documents under the Provisions of Item 8 of the second schedule of the Stamp Act 1921.

The Assistant Commissioner for Stamp Duties has advised that Powers of Attorney in the form of deeds have been exempted from stamp duty.

The exemption applies to instruments executed on or after 1 July 1992 (the date of the introduction of Enduring Powers of Attorney).

There will no longer be a necessity for Powers of Attorney to be lodged with the stamp office for stamping or endorsement.



Geoff Sach
Divisional Manager
Registrar of Titles