# Table of Contents

1  **Getting Started** ........................................................................................................................................... 4  
   1.1  Enabling access ........................................................................................................................................ 5  
   1.2  Create your User Profile ID – 3 tier logins only ....................................................................................... 6  
   1.3  Set-up Certificate Packages ..................................................................................................................... 7  

2  **Conveyancing Package** ............................................................................................................................... 9  
   2.1  Order Certificates – All Councils and Authorities ................................................................................... 9  
   2.2  View my Results (intelli-Doc) ................................................................................................................. 14  
   2.3  Track Order ............................................................................................................................................. 15  

3  **Individual Certificates (QLD Conveyancing)** ............................................................................................ 16  

4  **Additional services** ................................................................................................................................... 18  
   4.1  National Manual Services ....................................................................................................................... 18  
   4.2  National Settlement Services ................................................................................................................... 18  
   4.3  NSW Electronic Contract of Sale (eCOS) ................................................................................................. 19
# 1 Getting Started

Our NSW and QLD Conveyancing services include a full range of property certificates for local government authorities and utility providers across New South Wales and Queensland.

NSW and QLD Conveyancing are both available on the CITEC Confirm main menu under **Property Conveyancing and Settlements**. The Conveyancing Package options under both menus enable you to order all the certificates you need to prepare a contract of sale or to undertake due diligence on a property.

Our QLD Conveyancing menu also has the option to order a range of certificates one by one; including Transport and Main Roads property search, Land Tax Clearance certificates and Contaminated Land searches. These searches are also all available through the Conveyancing Package, under **Order Certificates – all councils and authorities**.

## View Menu By Product

### Land Searches
- ACT Land Searches
- NSW Land Searches
- NSW Land Tax and Valuation Certificates
- NT Land Searches
- QLD Contaminated Land Search
- QLD Land Searches
- QLD Land Tax Certificates
- QLD Valuation and Sales
- SA Land Searches
- TAS Land Searches
- Telco Cable Search
- VIC Land Searches
- WA Land Searches

### Property Conveyancing and Settlements
- National Settlement Services
- NSW Conveyancing
- QLD Conveyancing
- QLD Transport & Main Roads Property Search
- VIC Conveyancing
- VIC Property Sales History Report

### Manual Services
- National Manual Services

### Corporate and Individual Searches
- ASIC and Business Name Searches
- Commercial Ensures
- Bankruptcy Register
- PPSR - Personal Property Securities Register
- QLD Bills of Sale Search

### Vehicle Searches and Lodgements
- QLD Motor Vehicle Register
- REVS - Register of Encumbered Vehicles

### Court eFiling
- QCAT - QLD Civil and Administrative Tribunal eFiling
- QLD Magistrates Court eFiling
- VIC County Court eFiling
- VIC Magistrates Court eFiling
- VIC Supreme Court eFiling
- Court Filing - Manual Services
- QCAT - Neighbourhood Disputes Registry Search (Title and Foreclosure)

### Police Searches
- VIC Crime Reports

From both the **NSW Conveyancing** and **QLD Conveyancing** menus you can order Property Certificates, view your results from intelli-Doc, track your orders and download search results, as well as access several related services.

## NSW Conveyancing Menu

**Conveyancing Package**
- Order Certificates – All Councils and Authorities
- View My Results (intelli-Doc)
- Track Order
- National Manual Services
- National Settlement Services

**Electronic Contract of Sale**
- Create eCOS
- View My Results (intelli-Doc)
1.1 Enabling access

Access to these services must be enabled for your CITEC Confirm account. You can request access by either completing the Request for Access form that is displayed when you click on any link on the NSW or QLD Conveyancing menu, or by completing the PDF form.

Once access has been enabled you will have access to Conveyancing, Settlement and Manual services, including property certificates, PEXA, settlement bookings and tracking, verification of identity (VOI) services, as well as stamping and lodgement of documents.

Request For Access

[Form]

Note: An Invoiced account with CITEC Confirm is a requirement to be granted access to these services.

If you are unsure whether your CITEC Confirm account is Invoiced or Pre-Pay, or you would like to set up an invoiced account, please contact the Confirm Service Centre on 1800 773 773 or confirm@citec.com.au
1.2 Create your User Profile ID – 3 tier logins only

Note: This section only applies to users with 3-tier CITEC Confirm logins.

If you log in to the Confirm website with an Account Code, UserID and Password then you will need to create a User Profile.

The Create User Profile Screen will display the first time you select any of the menu items under the NSW and QLD Conveyancing Menus.

Providing your details ensures that our Property Certificates teams can contact you regarding your orders, and that results are sent to the correct email address. Your User Profile details will be stored against a Profile ID which will be a combination of the prefix ‘CNF’ and your CITEC Confirm UserID.

Create User Profile

Please register your contact details. These details will be used to contact you with enquiries regarding your orders. Please take care these details will be used every time you access Settlement Services. Your Profile ID is used to track orders and retrieve results. For assistance, contact the Confirm Service Centre on 1800 773 773.

* indicates mandatory fields.

Profile Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile Id</td>
<td>cnf</td>
</tr>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Contact Name</td>
<td>*</td>
</tr>
<tr>
<td>Email</td>
<td>*</td>
</tr>
<tr>
<td>Email Results</td>
<td>Yes</td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Fax</td>
<td></td>
</tr>
</tbody>
</table>

Address Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal Address</td>
<td>eg. 1 Smith St. PO BOX 1900</td>
</tr>
<tr>
<td>Suburb</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td>Select ... *</td>
</tr>
<tr>
<td>Postcode</td>
<td>*</td>
</tr>
<tr>
<td>DX</td>
<td></td>
</tr>
<tr>
<td>DX Suburb</td>
<td></td>
</tr>
</tbody>
</table>

a) To create a User Profile, complete the mandatory fields marked with an * asterisk as a minimum. The Email Results checkbox is selected by default. Any search results and documents uploaded to intelliDoc will be emailed to the email address provided in your User Profile.

b) Once you have entered your details click Submit; the Confirm Profile Details screen will display.
Confirm Details

Please confirm your details are correct before proceeding with your order.

<table>
<thead>
<tr>
<th>Profile Id</th>
<th>cnsmith1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>Confirm Test</td>
</tr>
<tr>
<td>Contact Name</td>
<td>John Smith</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:john.smith@email.com">john.smith@email.com</a></td>
</tr>
<tr>
<td>Email Results</td>
<td>Yes</td>
</tr>
<tr>
<td>Phone</td>
<td>07 1234 5678</td>
</tr>
<tr>
<td>Fax</td>
<td>none supplied</td>
</tr>
<tr>
<td>Postal Address</td>
<td>PO Box 123</td>
</tr>
<tr>
<td>Suburb</td>
<td>Brisbane</td>
</tr>
<tr>
<td>State</td>
<td>QLD</td>
</tr>
<tr>
<td>Postcode</td>
<td>4001</td>
</tr>
<tr>
<td>DX</td>
<td>none supplied</td>
</tr>
<tr>
<td>DX Suburb</td>
<td>none supplied</td>
</tr>
</tbody>
</table>

To go back and amend any details click **Edit**, otherwise click **Yes, these details are correct** to complete your User Profile.

d) Once your User Profile has been set-up you will progress to the NSW or QLD Conveyancing service that you selected.

Each time you log in to CITEC Confirm and select a service under the **NSW or QLD Conveyancing menus**, the Confirm Profile Details screen will display once for the session, so that you can check your details are still current. If the details are current and accurate, simply click **Yes, these details are correct** to proceed.

To update your User Profile details, contact our Service Centre on 1800 773 773, so the details can be updated immediately. Once the update has been made, close this window and go back to the NSW or QLD Conveyancing menu to ensure that your updated details are applied as you pass through to the selected service.

### 1.3 Set-up Certificate Packages

You also have the option to create your own packages for commonly ordered searches – these packages will be available for you to select each time you create a property certificate order.

a) You can set-up your property certificate packages from the Property Certificates input screen. Either click the **Property Certificates Admin** button, or under the Certificate Packages section of the screen, click on the **create one** link.
b) The Property Certificate Packages screen will display. You can create new packages and edit/update packages you have already created.

![Property Certificate Packages](image)

b) The Property Certificate Packages screen will display. You can create new packages and edit/update packages you have already created.

c) When you select **Create**, an input screen displays.

c) When you select **Create**, an input screen displays.

d) Once you have entered the required details, select the certificates for your package and **Save**.

d) Once you have entered the required details, select the certificates for your package and **Save**.

### Certificates

#### Standard Certificates

<table>
<thead>
<tr>
<th>Name</th>
<th>Certificate Type</th>
<th>Delivery Type</th>
<th>Cost (ex. GST)</th>
<th>Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section 603 Rates &amp; Charges Certificate</td>
<td></td>
<td></td>
<td>A$80.76 per lot</td>
<td>10</td>
</tr>
<tr>
<td>Section 10.7 (2) Planning Certificate (was s149)</td>
<td></td>
<td></td>
<td>A$53.50 per lot</td>
<td>3</td>
</tr>
<tr>
<td>Section 10.7 (2) &amp; (5) Planning Certificate (was s149)</td>
<td></td>
<td></td>
<td>A$134.26 per lot</td>
<td>3</td>
</tr>
<tr>
<td>Section 735A &amp; 1212P Outstanding Notice Certificate</td>
<td>Standard, Urgent</td>
<td></td>
<td>A$151.43 per lot</td>
<td>10</td>
</tr>
<tr>
<td>Sydney Water</td>
<td></td>
<td></td>
<td>A$16.50 per lot</td>
<td>7</td>
</tr>
<tr>
<td>Special Meter Reading</td>
<td></td>
<td></td>
<td>A$39.90 per lot</td>
<td>Instant</td>
</tr>
</tbody>
</table>
e) Your available packages will be listed. From this screen you can edit, delete and create Property Certificate packages.

f) Click Return to Order to go back to the Property Certificates input screen, where you can proceed to order certificates.

2 Conveyancing Package

2.1 Order Certificates – All Councils and Authorities

To order Property Certificates, click Order Certificates – All Councils and Authorities from the NSW or QLD Conveyancing Menus.

QLD Conveyancing Menu

- Order Certificates – All Councils and Authorities
- View My Results (install Doc)
- Track Order
- National Manual Services
- National Settlement Services

The Property Certificates input screen will display.

Individual Certificates
- QLD Lands Titles, Plans and Dealing
- QLD Transport and Main Roads Property Search
- QLD Land Tax Certificates
- QLD Contaminated Land Search
- QCAT Tree and Fencing Search
- Energy Searches
- Telco Cable Search
b) Enter your Matter/File Reference (this will appear on your Confirm Usage Report for the associated transactions). Next, select the party you are acting for.

c) Under Property Search enter the title reference for the property then click Search to validate the property details.

d) The details returned for the property will be displayed. Use the Edit Details button, if you need to amend the details.

e) If you do edit the details, you will need to agree to the following declaration before the details will be updated.

I agree and understand that by using the manual process I am fully responsible for ensuring that data entered is valid and current. I take full responsibility if:
- Certificates are produced with either incorrect data as per my Input
- Rejected due to incorrect data
- Takes longer than the quoted time period

I agree with the paragraph above

Update
f) The certificates and searches available to order for this property will be displayed. The estimated turnaround time for each certificate is shown (either instant or the number of days). The information icons next to each certificate provide details of the information required for each certificate.

<table>
<thead>
<tr>
<th>Name</th>
<th>Certificate Type</th>
<th>Delivery Type</th>
<th>Cost (ex. GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td></td>
<td></td>
<td>$21.60 per lot</td>
</tr>
<tr>
<td>Plan</td>
<td></td>
<td></td>
<td>$23.00 per plan</td>
</tr>
<tr>
<td>Community Title Scheme Statement</td>
<td></td>
<td></td>
<td>$10.70 per order</td>
</tr>
</tbody>
</table>

- Brisbane City
  - Current Rates Balance
  - Inspection of Records
  - Queensland Urban Utilities
  - Special Water Meter Reading
- Energex
  - Energex Interest Search Incl Plan
- Department of Environment and Heritage Protection
  - Contaminated Land Search
- Department of Transport and Main Roads
  - Department of Transport and Main Roads Interest
- Office of State Revenue
- Land Tax Certificate

<table>
<thead>
<tr>
<th>Name</th>
<th>Certificate Type</th>
<th>Delivery Type</th>
<th>Cost (ex. GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Rates Balance</td>
<td></td>
<td></td>
<td>$0.00 per lot</td>
</tr>
<tr>
<td>Inspection of Records</td>
<td></td>
<td></td>
<td>$184.20 per lot</td>
</tr>
<tr>
<td>Urgent Inspection of Records</td>
<td></td>
<td></td>
<td>$307.40 per lot</td>
</tr>
</tbody>
</table>

g) A total for the number of items selected in each section is displayed in the section heading – if you hover over this total, a list of all items selected will display. This is a useful tool to check what you have selected before finalising your order.

h) Once you have selected all the certificates required, additional information required will be displayed, for example settlement date and property type – the required information will depend on the certificates and searches selected.
i) Some authorities require a plan to be provided to process the search. If you haven’t already included a plan in your order, you can supply a plan by either:
   - Ordering a plan
   - Using a previously purchased plan, with the same matter reference, that is currently in your intelli—Doc
   - Uploading a plan (use this option if you have already ordered a plan through CITEC Confirm).

Note: NSW and QLD Conveyancing cannot access plans that you have previously ordered through CITEC Confirm. If you have ordered a plan through CITEC Confirm, then download a copy of the plan from your Confirm Inbox and add it to your order via Upload Plan on the Property Certificates screen.
j) If you need to check any of the required details before proceeding, you have the option to save a draft of your order - simply click **Save Draft**.

All saved drafts will be available and listed by Matter Reference, in the Drafts section on the Property Certificates input screen. Click the link under Matter Reference to resume the order. Drafts can be removed at any time by clicking the X icon.

k) Once all the details have been entered, click **Purchase** to complete your order.

l) For QLD Conveyancing package orders, the Order Summary screen will now display.

### QLD Property Certificates

**Order Summary**

Please note that this is an order summary. A tax invoice will be issued on your next billing cycle.

<table>
<thead>
<tr>
<th>Matter Reference</th>
<th>Order Id</th>
<th>Expected Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>AF/Word PF Smith</td>
<td>OR-0MFPW9T/1U2Q9</td>
<td>Tue Sep 18 2018</td>
</tr>
</tbody>
</table>

**Property Details**

<table>
<thead>
<tr>
<th>Lot/Plan</th>
<th>Address</th>
<th>Parish</th>
<th>Council</th>
<th>Owner(s) Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/RP2076</td>
<td>14 SAMPLE RD RED HILL QLD 4059</td>
<td>ENOGGERA</td>
<td>BRISBANE CITY</td>
<td>JANE SMITH STEVEN SMITH</td>
</tr>
</tbody>
</table>

**Certificates**

<table>
<thead>
<tr>
<th>Name</th>
<th>Authority</th>
<th>Delivery</th>
<th>Quantity</th>
<th>Unit Cost</th>
<th>Sub Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Rates Balance</td>
<td>Brisbane City</td>
<td>1</td>
<td>1 per lot</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Inspection of Records</td>
<td>Brisbane City</td>
<td>12</td>
<td>1 per lot</td>
<td>$184.20</td>
<td>$184.20</td>
</tr>
<tr>
<td>Plan</td>
<td>Department of Natural Resources and Mines</td>
<td>Instant</td>
<td>1 per plan</td>
<td>$23.00</td>
<td>$23.00</td>
</tr>
<tr>
<td>Title</td>
<td>Department of Natural Resources and Mines</td>
<td>Instant</td>
<td>1 per lot</td>
<td>$21.60</td>
<td>$21.60</td>
</tr>
<tr>
<td>Contaminated Land Search</td>
<td>Department of Environment and Heritage Protection</td>
<td>1</td>
<td>1 per lot</td>
<td>Unknown</td>
<td>$0.00</td>
</tr>
<tr>
<td>Department of Transport and Main Roads Interest</td>
<td>Department of Transport and Main Roads</td>
<td>Instant</td>
<td>1 per lot</td>
<td>$33.90</td>
<td>$33.90</td>
</tr>
<tr>
<td>Energey Interest Search incl. Plan</td>
<td>Energey</td>
<td>10</td>
<td>1 per lot</td>
<td>$45.36</td>
<td>$45.36</td>
</tr>
<tr>
<td>Land Tax Certificate</td>
<td>Office of State Revenue</td>
<td>Instant</td>
<td>1 per order</td>
<td>$50.70</td>
<td>$50.70</td>
</tr>
<tr>
<td>Powerlink Easement Search</td>
<td>Powerlink</td>
<td>10</td>
<td>1 per plan</td>
<td>$33.27</td>
<td>$33.27</td>
</tr>
<tr>
<td>Special Water Meter Reading</td>
<td>Queensland Urban Utilities</td>
<td>Instant</td>
<td>1 per lot</td>
<td>$46.35</td>
<td>$46.35</td>
</tr>
</tbody>
</table>

**Order Notes:**

Total does not include certificates listed as **POA**.
Prices are subject to change until the order has been completed. The prices listed above should not be relied upon for billing or on-charging purposes, instead refer to your online billing.

![New Order | Print Summary | Track Order](#)

m) Print a copy of the Order Summary using the **Print Summary** button.

n) To see the progress of your order by certificate, click **Track Order**. You can also access this function at any time from the NSW and QLD Conveyancing menus.
For NSW Conveyancing orders, the Additional Documents screen will display. If you ordered a title search with your order, it will be available to view, and you can order any associated plans or dealings by selecting the checkboxes and then click **Purchase**.

From this screen you can also view your Order summary via the **View Summary** button.

### 2.2 View my Results (intelli-Doc)

You can retrieve search results associated with your property certificate orders from intelli-Doc, which is available from the NSW and QLD Conveyancing menus.

**QLD Conveyancing Menu**

- **Conveyancing Package**
  - Order Certificates - All Councils and Authorities
  - **View My Results (intelli-Doc)**
  - Track Order
  - National Manual Services
  - National Settlement Services

- **Individual Certificates**
  - QLD Lands Titles, Plans and Dealings
  - QLD Transport and Main Roads Property Search
  - QLD Land Tax Certificates
  - QLD Contaminated Land Search
  - QCAT Tree and Fences Search
  - Energy Searches
  - Telco Cable Search
To access intelli-Doc select View My Results (intelli-Doc) from either the NSW or QLD Conveyancing Menu. The intelli-Doc screen will display.

You can search for documents using the date range, Keyword and File Reference search fields.

Documents in intelli-Doc can be emailed or saved to another location using the Email and Save buttons.

### 2.3 Track Order

You can track the status of each certificate in a conveyancing package order via Track Order on the NSW and QLD Conveyancing menus. From this screen you can see the progress of each item ordered and download copies of certificates and searches.
Recent Matters displays your recent orders by Matter Reference and Order Date. Click on the required order and the Order Details will display onscreen.

The Matter Details section provides key details for the order, including the settlement date and expected completion date.

There is also a Documents tab which provides access to all the results returned from each authority for the order.

**3 Individual Certificates (QLD Conveyancing)**

The QLD Conveyancing menu also has the option to order a range of Individual Certificates.

Each certificate has a customised search input screen, and search requests are either processed manually and returned via email once complete, or the certificates are returned immediately, online.

Access to these searches is not required to be enabled for your account, so you can utilise these services immediately.

**QLD Conveyancing Menu**

**Conveyancing Package**
- Order Certificates - All Councils and Authorities
- View My Results (intelliDoc)
- Track Order
- National/Manual Services
- National Settlement Services

**Individual Certificates**
- QLD Lands Titles, Plans and Dealings
- QLD Transport and Main Roads Property Search
- QLD Land Tax Certificates
- QLD Contaminated Land Search
- QCAT Tree and Pergo Search
- Energy Searches
- Telco Cable Search

a) To order any of the certificates click on the menu link for the particular search.
b) A search input screen will display. Enter the required details – mandatory fields will be marked with a red asterisk.

c) Click $$\textit{Search}$$ to complete your order.
4 Additional services

Additional related searches are provided on the NSW and Conveyancing menus.


4.1 National Manual Services

Manual Services enables you to order any service that requires manual processing, for example, requesting stamping and lodgement of documents, lodging documents at ASIC and manual court filing in a number of jurisdictions.

A link to National Manual Services is provided on both the NSW and QLD Conveyancing menus and is also available from the National Settlement Services menu.

National Manual Services Menu

Order a range of manual services including stamping, lodgement, court filing and searches.

<table>
<thead>
<tr>
<th>Manual Services Ordering and Tracking</th>
<th>Account Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Lookup Your Manual Service Orders</td>
<td></td>
</tr>
<tr>
<td>3. View My Results (intelli-Doc)</td>
<td></td>
</tr>
</tbody>
</table>

4.2 National Settlement Services

From the National Settlement Services Menu you can create settlement bookings, search and view your existing settlement bookings, lodge priority notices (QLD), retrieve any search results stored in intelli-Doc, and access the PEXA platform (you must be registered as a subscriber with PEXA).

A link to National Settlement Services is provided on both the NSW and QLD Conveyancing menus.

National Settlement Services Menu

Settlement Booking and Tracking

1. Create a Settlement Booking
2. Search Your Settlement Bookings
3. Bookings Calendar

Account Services

1. Request Access to Settlement Services

Other Settlement Services

1. View My Results (intelli-Doc)
2. QLD Settlement Notice Lodgement
3. NSW EDR Stamping and Confirmation
4. Create a Client VOI Booking
4.3 NSW Electronic Contract of Sale (eCOS)

The NSW Electronic Contract of Sale (eCOS) allows you to generate an editable PDF document online to prepare a Contract for Sale and Purchase of Land (2016 edition) for a property. The generated eCOS document is prefilled and watermarked with the address details of the property.

eCOS is available from the NSW Conveyancing Menu, the National Settlement Services Menu and the NSW Lands Menu.

NSW Conveyancing Menu

- **Conveyancing Package**
  - Order Certificates - All Councils and Authorities
  - View My Results [intell-Doc]
  - Track Order
  - National Manual Services
  - National Settlement Services

- **Electronic Contract of Sale**
  - Create eCOS
  - View My Results [intell-Doc]