1 Overview

The **QLD Property Inquiry** system allows property conveyancing searches to be conveniently ordered and delivered. Searches provided by the system include certificates from all Queensland councils and authorities. Any number of certificates can be ordered at any one time.

1.1 Initial Setup

To access the **QLD Property Inquiry** system, cookies and pop-ups from our sites will need to be allowed. The following instructions will only need to be completed once.

**To Allow Cookies in Internet Explorer**

a) Select **Tools**.
b) Choose **Internet Options**.
c) Click **Privacy** tab.
d) Under the **Settings** heading, click the **Sites** button.
e) Within the **Per Site Privacy Actions** box.
f) Enter *.citec.com.au in **Address of Web site**.
g) Click **Allow**.
h) Enter *.legalink.com.au in **Address of Web site**.
i) Click **Allow**.
j) Click **OK**.
k) Click **Apply**.
l) Click **OK**.
1.2 To Allow Pop-ups in Internet Explorer

a) Select **Tools**.
b) Choose **Internet Options**.
c) Click **Privacy** tab.
d) In the **Pop-up Blocker Settings** box
e) Click **Settings**
f) Enter `*.citec.com.au` in **Address of Web site**.
g) Click **Add**
h) Enter `*.legalink.com.au` in **Address of Web site to allow**
i) Click **Add**
j) Click **Close**
k) Click **Apply**
l) Click **OK**
1.3 To Modify Time Out Duration

Increasing the time out duration for your CITEC Confirm account is also recommended. Note that the timeout of each QLD PI session is limited to 30 minutes.

a) Login into CITEC Confirm
b) From the side menu bar select Modify Account (only your account administrator has this menu option)
c) Click Change Inactivity Timeout Duration
d) Click 8 hrs.

![Change Inactivity Timeout Diagram]
2 Accessing the QLD Property Inquiry Service

Login into your CITEC Confirm account and follow the steps below:-

a) Select **QLD Conveyancing Package** from the Confirm Main Menu.

- **QLD Conveyancing Package** from the **Confirm Main Menu**.
- or from a customised interface.
After selecting **QLD Conveyancing**, screen (c) will be displayed.
b) From the standard menu interface, the **QLD Property Inquiry (Conveyancing)** main menu is displayed. Click on **QLD Property Inquiry (Conveyancing)** to start an order. You may require a plan for the Property Inquiry. To access an imaged plan, click **QLD Plan for Conveyancing**. Other related conveyancing searches include **QLD Title for Conveyancing** to access a title statement, **CTS Statement Search** to access Community Title information. For further information on these searches, refer to the QLD Land Titles Client Reference Guide. You can also carry out **QLD Valuation and Sales**, **QLD Environmental Management and Contaminated Lands Register** searches, **QLD Land Tax Clearances**, **National Bankruptcy** and **ASIC and Business Names** searches.

### QLD Conveyancing Menu

- **QLD Property Inquiry (Conveyancing)**
  - **QLD Title for Conveyancing**
  - **QLD Plan for Conveyancing**
  - **QLD Property Inquiry (Conveyancing)**
    - Important: QLD Property Inquiry redirects to a new window. To remain logged in do not close this window. Return to this menu if other searches are required.
    - Note: Title or Plan may be required for certain searches.
  - **CTS Statement Search**

### Related Online Searches

- **QLD Valuation and Sales**
- **QLD Environmental Mgt & Contaminated Lands Reg**
- **QLD Land Tax Clearances**
- **National Bankruptcy**
- **ASIC & Business Names Searches**
c) From the **Profile Selection Screen**, select your preferred **Delivery Method**, your **Delivery Profile** and click **Next**.
3 Property Inquiry – Add an Order

a) Enter Your Reference, Matter, Council (Typing part of a Council Name will result in the system displaying possible matches) and Lot Number. Choose the Plan Type from the drop down list and enter the Plan Number. Choose the Service Level (Premium or Standard). See the box below for an explanation of service levels. Answer Yes or No to Is this a urgent order? If Yes, enter the required date. Note that CITEC Confirm will attempt to fulfil requests by that date on a best effort basis. Select Yes to Allow a Duplicate Order to allow a new order with the same Title Reference as a previous order. Click Continue.

There are two Service Level options:

Premium (Fully Monitored) - CITEC Confirm will track and monitor the application. CITEC Confirm will chase up the relevant council or authority for any certificates that are not returned in their designated time.

Standard (Return to Client) – CITEC Confirm will lodge certificate requests on the customer’s behalf. The customer will chase up the relevant council or authority for any certificates that are not returned in their designated time.
b) Select the certificate(s) you wish to order from each Council or Authority by ticking the order box. Then click **Continue**. Click **Back** to go to the previous screen.

### Step 2 - Order Property Inquiry

#### Estimated Authority Fee Total: **212.52**

<table>
<thead>
<tr>
<th>Council Search Items</th>
<th>Fee (inc GST)</th>
<th>GST</th>
<th>Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Records Search</td>
<td>83.62</td>
<td>7.52</td>
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<tr>
<td>Certificate of Classification</td>
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<td>✔</td>
</tr>
<tr>
<td>Planning &amp; Development Certificate - Full</td>
<td>590.00</td>
<td>50.00</td>
<td>✔</td>
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<tr>
<td>Planning &amp; Development Certificate - Limited</td>
<td>185.00</td>
<td>15.00</td>
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<tr>
<td>Planning &amp; Development Certificate - Standard</td>
<td>660.00</td>
<td>40.00</td>
<td>✔</td>
</tr>
<tr>
<td>Planning and Development - standard without Flood</td>
<td>50.00</td>
<td>0.00</td>
<td>✔</td>
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<tr>
<td>Rates Property Search</td>
<td>110.00</td>
<td>10.00</td>
<td>✔</td>
</tr>
<tr>
<td>Special Water Meter Reading</td>
<td>55.00</td>
<td>5.00</td>
<td>✔</td>
</tr>
</tbody>
</table>

#### Authority Search Items

<table>
<thead>
<tr>
<th>Item</th>
<th>Fee (inc GST)</th>
<th>GST</th>
<th>Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Corp Community Management Search</td>
<td>134.42</td>
<td>10.72</td>
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</tr>
<tr>
<td>Building Services Authority</td>
<td>24.12</td>
<td>2.12</td>
<td>✔</td>
</tr>
<tr>
<td>Dept of Education</td>
<td>110.00</td>
<td>10.00</td>
<td>✔</td>
</tr>
<tr>
<td>Dept of Main Roads Certificate (Standard)</td>
<td>21.20</td>
<td>1.89</td>
<td>✔</td>
</tr>
<tr>
<td>Dept of Main Roads Certificate (Urgent)</td>
<td>35.70</td>
<td>3.25</td>
<td>✔</td>
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<tr>
<td>EPA Coastal Approvals</td>
<td>105.60</td>
<td>9.10</td>
<td>✔</td>
</tr>
<tr>
<td>EPA Coastal Development</td>
<td>105.60</td>
<td>9.10</td>
<td>✔</td>
</tr>
<tr>
<td>EPA Cultural Heritage</td>
<td>32.23</td>
<td>2.80</td>
<td>✔</td>
</tr>
<tr>
<td>EPA - Contaminated Land Search</td>
<td>38.50</td>
<td>3.30</td>
<td>✔</td>
</tr>
<tr>
<td>Ergon Energy Property Search</td>
<td>27.45</td>
<td>2.30</td>
<td>✔</td>
</tr>
<tr>
<td>Fire and Rescue - Outstanding Notices</td>
<td>31.90</td>
<td>2.90</td>
<td>✔</td>
</tr>
<tr>
<td>Land Tax Clearance Search</td>
<td>31.74</td>
<td>2.89</td>
<td>✔</td>
</tr>
<tr>
<td>Liquor Licences- Premises Report</td>
<td>28.27</td>
<td>2.57</td>
<td>✔</td>
</tr>
<tr>
<td>Mines and Energy - Property Search</td>
<td>55.40</td>
<td>5.54</td>
<td>✔</td>
</tr>
<tr>
<td>Native Title Search</td>
<td>22.00</td>
<td>2.00</td>
<td>✔</td>
</tr>
<tr>
<td>Powerlink Property Search - Urgent</td>
<td>55.00</td>
<td>5.00</td>
<td>✔</td>
</tr>
<tr>
<td>Powerlink Property Search - Standard</td>
<td>27.50</td>
<td>2.50</td>
<td>✔</td>
</tr>
<tr>
<td>Queensland Rail Search</td>
<td>16.50</td>
<td>1.50</td>
<td>✔</td>
</tr>
<tr>
<td>Queensland Rail Search - fax back</td>
<td>27.50</td>
<td>2.50</td>
<td>✔</td>
</tr>
<tr>
<td>Retail Shop Leases Tribunal</td>
<td>30.00</td>
<td>3.00</td>
<td>✔</td>
</tr>
<tr>
<td>Telco Cable Search</td>
<td>60.00</td>
<td>5.50</td>
<td>✔</td>
</tr>
<tr>
<td>Telstra Locations Search</td>
<td>51.45</td>
<td>4.64</td>
<td>✔</td>
</tr>
<tr>
<td>Workplace and Plant Search</td>
<td>50.01</td>
<td>5.01</td>
<td>✔</td>
</tr>
<tr>
<td>Workplace Search</td>
<td>25.34</td>
<td>2.53</td>
<td>✔</td>
</tr>
</tbody>
</table>

| Warning: Items marked with a # require Conform’s interaction with the relevant authority. The costs of these items are dependent on several factors some of which are only known once the relevant council / authority has been contacted by Conform. By selecting any of these items, you authorise Conform to order such item and hereby agree to pay the final determined authority fee. Any queries, contact Conform Service Centre on 1800 773 773. |

Any amount shown for these items can only be used as a guide.

If all of the required items have been selected, select **Continue >**

### Note:

- The fee total will dynamically change as each order box is ticked.
- Items marked with a #, have costs that may vary.
- Fees can be accessed from the Confirm Main Menu.
c) Enter the **Settlement Date** (click on the **Calendar** icon to choose a date). Choose **Acting For** from drop down list. Choose **Purpose** from drop down list. Check that the **Contact Name**, **Contact Number** and **Contact E-mail** are correct and alter if necessary. Enter the Property Details (**Title Reference**, **Unit No.**, **Property Name**, **Street No.**, **Street**, **Suburb**, **Postcode**, **Parish** and **County**). Select **Nature of Property** and optionally enter the **Size** of the property. Enter the **Proprietor**, **Vendor** and **Purchaser** details (You can tick the **Registered Proprietor is Vendor** option). Enter any **Multi Reference** details and **Special Instructions**. Optionally tick **Return Search Results by Email** to receive documents by email. In the **Plan Required** section, select **Yes** to whether you would like a plan ordered on your behalf or **No** meaning you will attach a plan yourself (). Whether a plan is required depends on what certificates have been ordered. Click **Continue**.

**Note:**
- Put NA in purchaser details if you are carrying out a due diligence search. However, some authorities require purchaser name and address details.
- If no plan is attached within 24 hours, Confirm will order one for you.
Step 3 - Order Property Inquiry

Enter in Property Inquiry Details

Order Details
- Settlement Date: 30/06/2009
- Acting For: Purchaser
- Purpose: Conveyance

Contact Details
- Contact Name: Mr. Andrew Whalan
- Contact Number: 07 32222701
- Contact Email: andrew.whalan@citet.com.au

Property Details
- Council: Bundaberg
- Property Desc.: Lot 1, Type: RP, Plan: 1111111
- Title Reference: 
- Unit No.: 
- Property Name: 
- Street No.: 1
- Street: Smith Road
- Suburb: Smithville
- Post Code: 4680
- Parish: Smith
- County: Smith
- Nature: Deeding
- Area: in m² or Ha

Registered Proprietor Details
- Name: Jack Smith
- Address: 1 Smith Road Smithville

Vendor Details
- Name: Jack Smith
- Address: 1 Smith Road Smithville

Purchaser Details
- Name: Bob Smith
- Address: 2 Smith Road Smithville

Multi Reference Details
(if this property contains more than one reference - complete below)

Special Instructions

Fully Monitored Options
Return Search Results by email (in addition to post): 

Plan Required
We have determined this order will require a plan. Would you like Confirm to order a plan for you:
- [ ] No, I'll attach a plan
- [ ] Yes, Confirm order a plan on my behalf

Continue → Back
d) Make sure the correct certificates have been selected and the correct information has been entered (Note: the Fees and Charges shown are estimates only). Click **Change Details** to change the order details. Click **Click Here To Print** link to print a copy of the summary. Click **Submit Order** at the bottom of the page to submit the order.
e) Once the order has been submitted to CITEC Confirm, an order number and estimated total will be displayed.

- If no plan is required, screen (f) will be shown.
- If you have requested CITEC Confirm to order a plan, screen (g) will be displayed.
- If you are required to attach a plan, screen (h) will be displayed.

If no plan is required, the following screen will be displayed. Select Confirmation Report to display the Web Order Confirmation in a PDF format (see screen (j)). Note that to enter more orders, you must restart the session from the beginning.
f) If you have requested CITEC Confirm to order the plan for you, the following screen will be displayed. Select **Confirmation Report** to display the **Web Order Confirmation** in a PDF format (see screen (j)). Note that to enter more orders, you must restart the session from the beginning.

![Property Inquiry Order Added!](image)

Your order has been added!

Below is a summary of your order:

- **Status**: Processing Plan
- **Our Order No.**: 1146969
- **Customer Reference**: test
- **Property Desc.**: 1 RP 111111
- **Council**: BUNDABERG
- **Service Level**: Premium Service (Fully Monitored)
- **Estimated total**: $371.26

Select **Confirmation Report** (will open in a new window).

**Plan to be Ordered**

You have requested Confirm to order a plan on your behalf.

While Confirm orders a plan, your **Order** will be marked as Processing Plan.

Once we have received the plan, the plan will be attached to this order and you will also receive the plan via email.
g) Click **Attach plan to order now** to browse for and attach a copy of the plan. Select **Confirmation Report** to display the **Web Order Confirmation** in a PDF format (see screen (j)).

![Property Inquiry Order Added!](image)

Your order has been added!

**Warning!** This order requires a plan. **Attach plan to order now.**

The order will **not** be processed until we have received a plan. If you cannot attach a plan now, you can attach one later by going to the details of this order and clicking on "Attach Plan".

Below is a summary of your order.

<table>
<thead>
<tr>
<th>Status</th>
<th>Plan Required [Attach Plan]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our Order No.</td>
<td>1146967</td>
</tr>
<tr>
<td>Customer Reference</td>
<td>test</td>
</tr>
<tr>
<td>Property Desc.</td>
<td>1 RP 1111111</td>
</tr>
<tr>
<td>Council</td>
<td>BUNDABERG</td>
</tr>
<tr>
<td>Service Level</td>
<td>Premium Service (Fully Monitored)</td>
</tr>
<tr>
<td>Estimated total</td>
<td>$357.78</td>
</tr>
</tbody>
</table>

[Confirmation Report](image) (will open in a new window)
h) Click on the **Browse** button, find the location of your plan and click **Attach Plan** to upload it. Alternatively, you can email or fax your plan. Note that to enter more orders, you must restart the session from the beginning.

**Attach Plan to Order**

Attach Plan to Order 1146843
A Plan is required for Order **1146843**.

Details of the required plan:

Council: **logan city**
Property: **Lot 1**  Type: **RP**  Plan: **116473**

There are three ways for you to attach a plan to this order:

1. **Upload Plan Online**

   The quickest and easiest way. The plan will be uploaded to CITEC Confirm and attached to the order.

   ![Attach Plan Online Image]

   **Warning:** If a plan is greater than 1MB (1 Megabyte) it may be best to send it via email.

2. **Email Plan**

   You can email your plan to [qld@legalink.com.au](mailto:qld@legalink.com.au).

   **Note:** We request plans in either PDF or TIFF format.

3. **Fax Plan**

   You can fax your plan to (07) 3229 9292. Please make sure you attach your Confirmation Report to the fax.

**Note:** Email or fax your plan if it is greater than 1 Mb.

Email your plan to with the heading “Plan for Order 999999 (Plan No. 99999)”. For example from the above, the heading would be Plan for Order 1146843 (Plan No. 116473).
i) The Web Order Confirmation report in PDF format.

<table>
<thead>
<tr>
<th>Order Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer: CITEC</td>
</tr>
<tr>
<td>Level 3</td>
</tr>
<tr>
<td>192 Ann Street</td>
</tr>
<tr>
<td>Brisbane QLD 4001</td>
</tr>
<tr>
<td>Cust Ref: test</td>
</tr>
<tr>
<td>Matter Name: test</td>
</tr>
<tr>
<td>Property Desc: 1 RP 111111</td>
</tr>
<tr>
<td>Plan Required: Yes</td>
</tr>
<tr>
<td>Confirm to Order Plan: Yes</td>
</tr>
<tr>
<td>Order No: 1148883</td>
</tr>
<tr>
<td>Order Date: 17 Jun 2008</td>
</tr>
<tr>
<td>Due Date:</td>
</tr>
<tr>
<td>Service: Premium Service</td>
</tr>
<tr>
<td>Acting For: Purchaser</td>
</tr>
<tr>
<td>Purpose: Conveyance</td>
</tr>
<tr>
<td>Contact Details: Mr Andrew Whalan</td>
</tr>
<tr>
<td>07 32222701</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Property Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property:</td>
</tr>
<tr>
<td>Council: LOGAN CITY</td>
</tr>
<tr>
<td>Unit #:</td>
</tr>
<tr>
<td>Prop. Type: Dwelling</td>
</tr>
</tbody>
</table>
3.1 Account Balance Check

Before submitting your order an account balance check is carried out to see if you have sufficient funds to pay for the order.

Before the order is processed by the conveyancer (at 8:30am and 1:30pm each day), another account balance check is carried out. If there are insufficient funds, the order will be cancelled and must be resubmitted. We will then telephone you to top up your account balance.

Please ensure that you have sufficient available funds under your credit account arrangement to cover the cost of the orders.
4 Using the Confirm Inbox to Search for Orders

The CITEC Confirm Inbox can be used to search for orders.

a) From the main menu bar, select Inbox.

Or from a customised menu, from the side menu bar, select Inbox.
b) The CITEC Confirm inbox search screen will be displayed.
c) From the System drop down box, select **QLD Land Conveyancing**. Select **Parent** transaction level. Enter the number of days you wish to search for and click **Search**.
d) From the **Inbox Results** table, click **Ordered** in the **Results** column that corresponds with the **Date/Time** or the **Your Reference** for your search.

There are 6 Inbox Statuses:

- **Running** - Order just added and details not yet confirmed
- **Ordered** - Details of order confirmed and ready to be processed
- **Insufficient Funds** - Search requests sent to authorities (Pending approval).
- **Completed** - All searches received back from authorities and sent to customer
- **Deleted for client** - Cancelled by client
- **Error** – Order failed.

**Note:** Your **QLD Property Inquiry** order information will be held in the Inbox for 60 days.

However, the **results** of your QLD Property Inquiry order will not be available through the Inbox as these orders are processed offline.

**Note:** QLD Property Inquiry creates two transactions in the Inbox. To access your order details, click on the second transaction.
e) The order details will then be displayed. The status of the order is shown. Click **Confirmation Report** to print a report of the order status. Click on the Items and Charges tab to display the status of each search.

There are 6 Order Statuses:

- **New** - Order just added and details not yet confirmed
- **Confirmed** - Details of order confirmed and ready to be processed
- **Processed** - Search requests sent to authorities (Pending approval).
- **Finalised** - All searches received back from authorities and sent to customer
- **Plan Required** - Order requires a plan before processing can continue.
- **Processing Plan** – Plan being processed but not yet attached to order.
f) The status of each individual Council or Authority and the final price will be displayed.

<table>
<thead>
<tr>
<th>Description</th>
<th>Status</th>
<th>Disb. (inc GST)</th>
<th>GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Body Corp Community Management Search</td>
<td>New</td>
<td>13.42</td>
<td>1.22</td>
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<tr>
<td>Brisbane City Council</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Building Records FastTrack</td>
<td>Confirmed</td>
<td>130.35</td>
<td>11.83</td>
</tr>
<tr>
<td>Certificate of Classification FastTrack</td>
<td>Confirmed</td>
<td>130.35</td>
<td>11.83</td>
</tr>
<tr>
<td>Inspection Record Applic FastTrack - Fax</td>
<td>Confirmed</td>
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<td>22.36</td>
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<td>Inspection Search Add/Alt FastTrack</td>
<td>Confirmed</td>
<td>130.35</td>
<td>11.83</td>
</tr>
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<td>Special Water Meter Reading</td>
<td>Confirmed</td>
<td>59.40</td>
<td>5.40</td>
</tr>
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<td>Energex Search Urgent</td>
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<td>3.53</td>
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<td>EPA-Cultural Heritage</td>
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<td>2.93</td>
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<td>Legallink QLD</td>
<td>Returned</td>
<td>13.48</td>
<td>1.23</td>
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