



Ordering a Document

Land Enquiry Services Quick Guide

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Version: 1

Ordering a Document

A copy of a document can be ordered through Land Enquiry Services located on the Landgate corporate website. Add the document to the shopping cart, pay with your credit card or MyLandgate account, and receive a PDF copy via email within 30 minutes of successful submission.

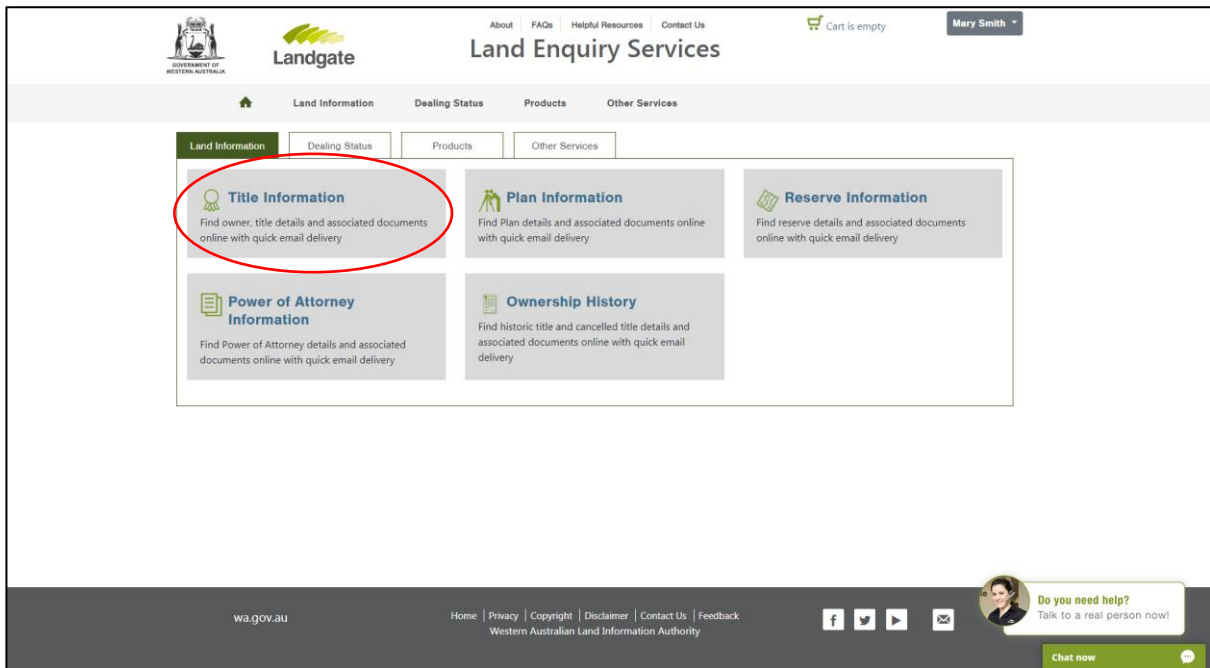
Searching in Land Enquiry Services

There are two ways to order a document depending on whether you have the document number.

1.1 I do not have the document number

If you do not have a document number, you can search 'Title Information' to locate the property and then order an associated document.

To start this search, open Land Enquiry Services and select 'Title Information'.



Select the desired enquiry option to search the criteria you have available and then select 'search'.

A screenshot of the 'Title Information' search form. The form has a title 'Title Information' and a section for 'Enquiry Options' with buttons for 'Address', 'Name', 'Lot on Plan', 'Certificate of Title', and 'Crown Allotment'. Below this, there are buttons for 'Type Ahead' and 'Structured'. A text input field is labeled 'Enter a property address *' and contains the example text 'e.g. 1 MIDLAND Square, MIDLAND 6056'. There are two buttons at the bottom: 'Advanced Search Options' and 'Search'.

Click on a result to launch the Details page.

Title Information

Enquiry Options

Address
 Name
 Lot on Plan
 Certificate of Title
 Crown Allotment

Type Ahead
 Structured

Enter a property address *

Add Certificate of Title to Cart

Title to Cart	Certificate of Title	Parcel Identifier	Address
<input type="checkbox"/>	LR3096/809	Lot 11681 On Diagram 80203	1 Midland Square, MIDLAND 6056

Once on the Title Details screen, scroll down to the products at the bottom of the page. The documents associated with this property will appear as products to add to cart.

Document

Mortgage E878675

[View more details](#)

\$25.70

LR3096/809
1 Midland Square, MIDLAND 6056

Title Details
 Plan Details

General Details
 Other Interests
 Associated Documents
 Ownership History

Affecting This Title

Add Document to Cart	Document Number	Document Type	Lodgement Date	Date of Execution	Stat
<input type="checkbox"/>	K721339	Sundry- Miscellaneous (not affecting nix & does not cancel the title)	22/09/2008	N/A	REG
<input type="checkbox"/>	M252178	Extension of Lease	24/04/2013	N/A	REG
<input type="checkbox"/>	M252177	Variation of Lease	24/04/2013	N/A	REG

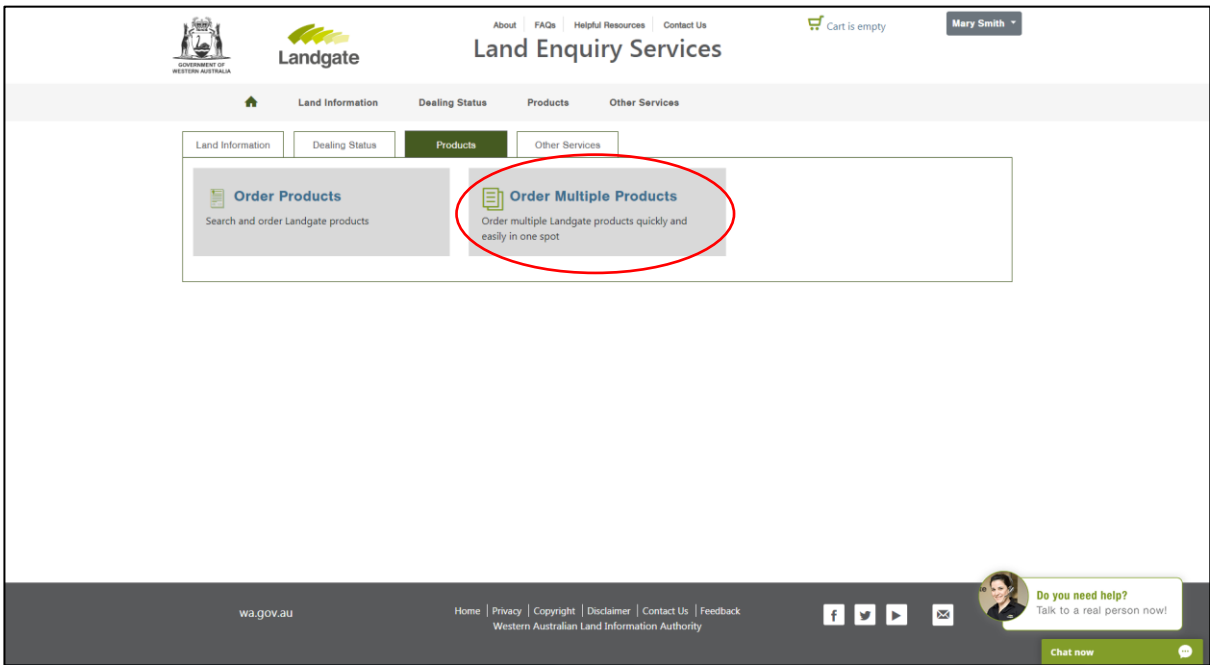
DID YOU KNOW?

The Associated Documents tab will show you a list of all the documents associated with the property you have searched. Add them to the cart from this screen by ticking the boxes.

1.2 I do have the document number

If you have a document number, you can use the Multiple Ordering function of Land Enquiry Services to type the document number in and place your order.

To start this search open Land Enquiry Services, choose the 'Products' tab and select 'Order Multiple Products'.



Select the correct product for your search criteria:

- **Document** – this product is for documents that have an alpha-numeric registration number which consists of a letter from the alphabet followed by up to six numbers (e.g. L123458)
- **Power of Attorney Document** – this product is for alphanumeric documents specifically for Power of Attorney or Enduring Power of Attorney only
- **Year Document** – this product is for documents that are in the older format where they contained dates and a document type (e.g. Transfer 2456/1912).

Order Multiple Products

	Enter Document Numbers	Customer Reference	
Certificate of Title			
Plan or Strata Plan	e.g. N123456		🗑️
Property Interest Report			🗑️
Check Search			🗑️
Document			🗑️
Power of Attorney Document			🗑️
Year Document			🗑️
Field Record			🗑️
Memorial Book			🗑️
Title Watch			🗑️
Enter Products to Add to Cart			🗑️
View Cart			🗑️

Enter the number in the first column and continue down the list ensuring each line is a new number. The product heading will note how many entries you have made, allowing you to keep track of entries added if you switch between products.

Order Multiple Products

	Enter Document Numbers	Customer Reference
Certificate of Title		
Plan or Strata Plan	L123456	
Property Interest Report		
Check Search		
Document		
Power of Attorney Document		
Year Document		
Field Record		
Memorial Book		
Title Watch		

Add 1 Products to Cart

View Cart

The screenshot shows an Excel spreadsheet with a list of document numbers in column A. An inset window shows the 'Order Multiple Products' form with the same list of numbers pasted into the 'Enter Document Numbers' field. The 'Document' product type is selected in the left-hand menu.

DID YOU KNOW?

If you have a list of document numbers separated by commas, you can copy and paste them into the Order Multiple Products screen.

Land Enquiry Services automatically separates each product into a new line saving you time and increasing accuracy.

Once you have entered all the document numbers you want, you can click the 'Add X Products to Cart' button at the bottom of the product list.

Order Multiple Products

	Enter Document Numbers	Customer Reference
Certificate of Title		
Plan or Strata Plan	L123456	
Property Interest Report		
Check Search		
Document		
Power of Attorney Document		
Year Document		
Field Record		
Memorial Book		
Title Watch		

Add 1 Products to Cart

View Cart

Land Enquiry Services will check all numbers and confirm they exist before accepting the order. If the number cannot be found in Landgate's records, it will return as an error.

Completing Your Order

Click onto the cart icon at the top of the page to view the items you have added to your order.

Product Name	Reference	Delivery	Unit Price inc GST	Price inc GST
Document Mortgage L123456		Email	\$25.70	\$25.70
* Delivery costs will apply if compressed file size is greater than 600MB			Total *	\$25.70

Select Next, enter your payment details and ensure they are correct before proceeding to the confirmation screen.

Read the confirmation screen carefully to ensure your cart contains all the correct items, then confirm and submit your order.

Once Landgate has successfully received payment, you will be provided with the request number and confirmation of the email address the product will be sent to.

ORDER SUCCESSFUL

Landgate Request Number 85107466 [Print Page](#)

If your order has not been received within 30 minutes, please don't re-order. Contact Customer Service who can assist you; this will avoid you being charged twice for the same product.