Ordering a Document

Land Enquiry Services Quick Guide

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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’.

Click on a result to launch the Details page.
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.

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’.

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.
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 alphanumerical 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).

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.
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.

**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.
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.

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.

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.