

Financial correspondence for lodgment customers

The Department of Lands (Lands) has introduced customer account based invoicing and payment arrangements for plan, deed and dealing lodgments.

Customer accounts can be used for the management of invoices and payments, availability of statements, options for electronic delivery of financial correspondence and options for direct debit payments. Access to invoices at Land and Property Information (LPI) cashiers, presentation of invoice advice slips and payments assignment by use of invoice remain in place.

Improved functions

Functions under the customer account based arrangements include:

- use of listed lodging party numbers for collation of lodgments into lodgment invoices
- transfer of customer reference numbers (increased to 30 characters)
- option for differentiation of 'invoice to' and 'deliver to' addresses on invoices
- availability of customer account statements to support customer financial management
- option for electronic delivery of invoices and statements.

Customer preferences for invoices and delivery

Since late 2004, LPI has been using customer accounts to issue invoices and assign payments for lodgment, examination and related fees.

Customer preferences for functions are managed in the financial system and include:

- customer name and ABN
- address and contact information
- preferred channel for invoice and statement delivery (email/fax/mail)
- settings for 'invoice to' and 'deliver to' fields on invoices.

Customers with enquiries may contact LPI's account enquiry facility by emailing account.inquiry@lands.nsw.gov.au or by phoning (02) 9228 6700.

Lodgment invoice features

Lodgment invoices include data elements to assist customers in tracking activity and directing invoices for payment or on-payment.

Features include:

- transfer of customer reference numbers (increased to 30 characters) from lodged documents through to invoices, to support reconciliation of lodgments, invoices and payments
- document number, document type and 'first title affected' references
- option for variant 'delivery to' and 'invoice to' addressees
- option for electronic delivery of original invoices
- continued availability of invoices and invoice copies at LPI cashiers.

Customer account statement features

Customer account statements are available for lodgment customers. Features include:

- customer name, address and account number
- listings of cleared items and open items over date range of query
- statement period advice
- listing of transactions, including invoices posted, payments made and adjustments
- balance/s outstanding for standard payment periods.

Delivery of financial correspondence

LPI offers a range of options for delivery of financial correspondence including:

- prompt electronic delivery by email or fax of invoices, statements and reminders
- continued option for manual collection of invoices and invoice copies at Queens Square
- the next phase will involve an option for direction of invoices to a 'delivery to' or 'invoice to' party (NB – 'invoice to' must be the lodging party).

Assignment of payments against invoices or to account

Lodgment customers making payments against specific invoices are requested to accurately pay the invoiced amount and to use the invoice number as the payment reference.

Where payments are made generally to a customer's account, customers should use the **account number** or **listed lodging party number**. These payments may be assigned against the oldest 'due' invoice in the financial account or maintained as a credit pending posting of further invoices.

The procedures by which payments are assigned against invoices through customer accounts are described in the *LPI lodgment terms and conditions* fact sheet which may be accessed through the Lands website at www.lands.nsw.gov.au/guidelines.

Direct-Debit is also available as a payment option for lodgment invoices. For further information on this service contact Team Leader - Plan Lodgments and Inquiries, Ph (02) 8228 6798 or email planinfo@lands.nsw.gov.au.

Lodgment customers

For lodgment customers including plan lodgments, bulk lodgments and over the counter lodgment customers, assignment of payments against invoices and access to lodgment invoices continues to be facilitated through the cashier service. Payments made using the invoice number are assigned against the relevant invoice.

Property Information Inquiry Service (PIIS) customers

PIIS customers receive hard copy invoices detailing the line items relevant to each property inquiry, issued by mail and attached to the deliverable documents arising from the property inquiry.

Under the new arrangements customer account statements may be made available to PIIS customers, and issued electronically. LPI will complete a round of customer notification and confirmation regarding delivery preferences for customer account statements.

Accessing further information

Electronic copies of *LPI lodgment terms and conditions* and associated fact sheets are available to all customers at our website www.lands.nsw.gov.au/guidelines.

Updates

Terms and conditions and fact sheets published by Lands will be updated periodically as required and made available on our website www.lands.nsw.gov.au/guidelines.

For further information regarding the terms and conditions, please contact the LPI Contact Centre by emailing lpi@lands.nsw.gov.au or phoning (02) 9228 6713.

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