



# NSW LRS Online Customer Account application instructions

NSW Land Registry Services' (NSW LRS) customer information system records details of customers with business relationships with NSW LRS.

Customers wishing to access the NSW LRS Online Portal products and services are required to complete a **Customer Account Application (CA)** in order to obtain a login (user name and password) and if applicable, a Customer Account (CA). These will then be your identification with NSW LRS, and will be the key reference for correspondence with you.

## Completing the Customer Account application

The CA comprises three (3) sheets for completion (2 as applicable) and separate instructions:

Sheet name	Required to complete
Instructions	<b>No</b> to be used as a reference when completing the form
1. Customer Account application	<b>Yes</b>
2. Authorisation to lodge on behalf	Only for ePlan users who wish to bill to another organisation
3. Privacy Act Notice	<b>Yes</b>

Please refer to these instructions when completing the CA application. These instructions provide guidance for each sheet within the CA application. Note that fields accompanied by an asterisk(\*) are mandatory for completion.

## Customer Account (CA) application sheet (1)

### 1. Customer details

These details are those of the **individual** seeking access to the NSW LRS Online Portal. Legal Entity Name is the same as shown on the ABN (if applicable).

### 2. Applicant

For information on the products and services available to each Applicant, refer to the **Product and Service list** - next page.

This portal is available to NSW Registered Surveyors and authorised ePlan lodgers only. This is consistent with existing access arrangements. Access to all products and services, including ePlan.

## NSW LRS Online portal products and services for registered surveyors / authorised ePlan lodgers

- *ePlan*
- *Lodgment of Survey Reports Plan Advice*
- *Fee Estimator*
- *SCIMS Locality Sketch Plan download Cadastral Records Enquiry*
- *Charting and Reference Maps*
- *Plan Inquiry and Document Inquiry Reference Resources/Links*
- *Cross Reference Lists – Parish and Town Maps Metric Conversion Tool*
- *Integrated Titling System Index Searches*

### 3. Customer account details

Indicate if you have an existing account or wish to open a credit account with NSW LRS.

If you already have a credit account with NSW LRS, also provide your account number. NSW LRS will follow up with you regarding potential consolidation of credit accounts.

#### Existing account holders

All ePlan users are assigned an individual credit account. Only registered surveyors are assigned individual credit accounts. All company lodgers will be linked to company account. If you wish to also transact on behalf of another party (e.g. a company with an existing company account) contact the **ePlan Administrator** for details of how to have this option added to your ePlan access 02 8364 0191 or [ePlan@nswlrs.com.au](mailto:ePlan@nswlrs.com.au).

### 4. Electronic invoicing, statements and reminders

Email is the default method of communicating financial correspondence.

If applying to open a credit account with NSW LRS advise the frequency of account statements required.

**Note:** an email address must be given in **4. Electronic invoicing, statements and reminders** if financial statements are required. An email address should also be included in **1: Customer details**, for login posting.

### 5. Customer coding

Provide a brief description of the main customer business activities. Indicate if there is a head office and/or other Group company/ies that are NSW LRS customers.

### 6. Customer Agreement

All CA applications require the completion of the signature box, as indicated, by the person named in 'Applicant's name' in section **1. Customer details**.

## Authorisation to lodge on behalf (2)

For ePlan customers only.

These details are those of the **individual** NSW LRS Online portal user(s) authorised to lodge on behalf of the 'Bill to company'.

Provision is made for authorising up to four user names and emails. If further user authorisation is required please complete a second form.

### 1. Bill to company – details

These details are those of the company authorising NSW LRS to invoice all fees and charges incurred by the user(s) to the financial account of the 'Bill to company'.

### 2. Bill to company - authorisation

This is the authorisation of the 'Bill to company' that the user(s) can lodge on behalf of the 'Bill to company' and that the 'Bill to company' is liable for all invoices and fees incurred by the user(s).

### 3. NSW LRS Online portal user acknowledgment

Acknowledgement by the NSW LRS Online portal user(s) that the details are correct.

## Privacy Act Notice sheet (3)

All NSW LRS Online portal applicants must read and complete the Privacy Act Notice sheet. The information on the form enables invoices to be issued to you on a cyclical basis. The information you provide in this form is given voluntarily to support your application for this facility. The information will not be disclosed to any other party without your consent unless provided for by law. Information provided by you will be held by NSW LRS and you have the right to access and correct this information on an as needs basis.

### Sending in your Customer Account Application

Your NSW LRS Online portal CA application should include the completed sheets **Customer Account Application** and **Privacy Act Notice**, and **Authorisation to lodge on behalf (if applicable)**. Post the original copies to:

ePlan Administrator  
NSW Land Registry Services  
GPO Box 15  
Sydney NSW 2001



Application to the NSW LRS Online Portal is on an **individual** basis only. This application must be completed and all agreements signed by the **individual** applying for access. **Mandatory data required \***

**1. Customer details**

Applicant's name: ..... \* ABN .....

Street address		Postal address	
Property details		PO Box	
Street name + No	*	City/suburb	
City/suburb	*	Postcode	
State	*	Country	*
Daytime phone		DX address	
Mobile		DX Box	
Applicant's email		DX Exchange	

**2. Applicant**

Available to Registered Surveyors and authorised ePlan lodgers only

**3. Customer account details**

If a **new account** is requested this will be an individual account for the applicant named on this form.

Do you have an existing credit account with NSW LRS?	*	<b>Yes</b>	<b>No</b>
If yes, please advise the credit account number	Account number		
Do you wish to open a credit account with NSW LRS?	*	<b>Yes</b>	<b>No</b>
Are you going to bill to another organisation?		<b>Yes</b>	<b>No</b>

(if **Yes** to above please complete **Authorisation to lodge on behalf (2) worksheet**)

**4. Electronic invoicing, statements and reminders**

Financial correspondence: Email		Phone	
Payables contact name:		Not required	Weekly Monthly
Account statement frequency required	*		

**5. Customer coding**

Short description of main customer business activities ..... \*

**6. Applicant Agreement - The following agreement must be signed by the NSW LRS Online portal applicant.**

- The NSW LRS Online portal applicant below certifies:
- \* the correctness of information in this application
  - \* that the customer will abide by all terms and conditions for NSW LRS customers, including NSW LRS Lodgment Terms and Conditions and Terms and Conditions for Access to the NSW LRS Online Portal and
  - \* that the customer authorises the establishment of a credit account (if indicated above)

\* Signature ..... \* Official capacity.....  
 \* Name ..... \* Date .....



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# ePlan Authorisation to lodge or transact on behalf of an existing NSW LRS customer Account Holder (2)

The following NSW LRS Online portal users are authorised to lodge on behalf of the company

User		Email	

## 1. 'Bill to company' details

Legal entity name				<b>Registered office</b>
Trading name		Address	*	
Customer Account Number		Town	*	
ABN		State	*	
Name of authorised officer		Postcode	*	
Official capacity of authorised officer		Country	*	

## 2. 'Bill to company' authorisation

The authorised officer of the 'Bill to Company' certifies that the SSP users(s) can lodge on behalf of the bill to company. The 'Bill to Company' agrees to be liable for all invoices and fees incurred by the SSP users(s) above.

Signature	
Name	
Official capacity	
Date	

## 3. NSW LRS Online portal user acknowledgement

The LI Online portal user(s) acknowledge that the information contained in this application is true and correct.

Signature	
Name	
Official Capacity	
Date	

Signature	
Name	
Official Capacity	
Date	

Signature	
Name	
Official Capacity	
Date	

Signature	
Name	
Official Capacity	
Date	

## Privacy Act Notice (3)

The information in this form is required by NSW Land Registry Services (hereafter called NSW LRS) to establish a Customer Account which will enable invoices to be issued to you on a cyclical basis (as required). The information you provide in this form is given voluntarily to support your application for this facility. If this facility is extended to you, NSW LRS may be providing credit to you by allowing payment after the service has been provided. As a consequence NSW LRS may seek to obtain a credit report from a credit reporting agency and information within this form may be provided to the credit reporting agency for this purpose. The information will not be disclosed to any other party without your consent unless provided for by law. Information provided by you will be held by NSW LRS and you have the right to request access to and correct this information.

## Customer Account Application and Privacy Act Agreement

I/We agree:

1. To comply strictly with NSW LRS's terms of trade, applicable Legislation, relevant Acts and Directives.
2. To obtain a bank guarantee if the purchase level requires the security. (NSW LRS commends that a person providing a bank guarantee in relation to this Application should obtain independent legal advice on the bank guarantee.)
3. Any change in the legal entity, structure or management control of the Applicant's company or partnership shall be notified to NSW LRS within seven (7) days of such change taking place.
4. All expenses incurred in obtaining or attempting to obtain payment of overdue amounts will be a charge against the Applicant.
5. NSW LRS may withdraw or limit credit facilities at its absolute discretion without notice.
6. Provision of credit by NSW LRS to the Applicant will be deemed acceptance of this Application by NSW LRS.
7. Conditions of Trading are incorporated in this Application.

I/We declare that I/we have read and understood the Customer Account Application ('Application') and the Privacy Act Notice and acknowledge agreement with the terms of the Application and the Privacy Act Notice.

I/We acknowledge that I/we have read and understood all relevant Terms and Conditions as provided and published by NSW LRS.

The information provided by me/us in this Application is true and correct and that it is upon the basis of the above statements that I/we submit this Application for acceptance by NSW LRS. If any change occurs to the information provided by me/us in this Application, I/we undertake to immediately notify NSW LRS.

I/We further declare that I/we have read and understood the Conditions of Trading, and if this Application is accepted I/we agree to be bound by the terms of this Application and the Conditions of Trading of NSW LRS.

### Customer agreement

Signature: .....

Name (please print): .....

Official capacity: .....

Date: .....

### Notification

Customer will be advised whether or not their application has been successful and if successful of their new Customer Account Application.