

CUSTOMER INFORMATION

BULLETIN



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A. ACCEPTANCE COUNTER FUNCTION

Clients are reminded that before lodging documents for registration at the Acceptance Counter the following checks should be completed:

1. Fee panel is completed.
2. Lodging party name, address and phone number shown
3. Assessment form showing lodging party, document and fees is completed and with document.
4. Evidence and titles with document are noted.
5. Where a title is produced by a third party and held by Office of Titles, the Progress Section on Lower Ground floor, must complete the production notation.

Clients are further reminded that lodgement fees must be paid on the day of lodging or, by arrangement, by at least 10.00am the next working day.

B. CUSTOMER SERVICE CENTRE

The Customer Service Centre as the focal point for general enquiries, receives many phone calls from Clients seeking advice. The

receptionist satisfies the enquiries or re-directs the call to the senior Advice Officer or to the appropriate section.

Due to the volume of calls received the Centre has recently installed a Voca Call Sequencer to help control the service. When the receptionist is busy with a call, the next call or calls received will be acknowledged by the call sequencer and placed on hold, to be dealt with in an orderly sequence.

As with all new systems a few teething problems were experienced during the installation period. These have now been overcome. Any inconvenience to callers to the Centre during that period is regretted.

Country callers please note:

The call sequencer has been programmed to recognise STD calls on a "second number" attached to the same phone. It will then visually display to the receptionist that a STD call is waiting for attention. The number for this service is 222 6803.

For attention ring the Customer Service Centre on 222 6807.

C. A4 DOCUMENT WORKING PARTY

A Working Party has been set up to re-design Transfer of Land Act schedule forms in a A4 format. The initial phase of this task has been completed and the forms produced by the Working Party are being circulated amongst the conveyancing fraternity for their comment and suggestion.

Features of the A4 Format are:

- ❖ Able to be used with Word Processing Technology.
- ❖ Designed to compliment future scanning procedures and to comply with the requirements of Register 2000.
- ❖ Each information panel has a prominent heading and is confined and separated from other information.

- ❖ Has fewer lines for quicker faxing and does not require reduction when copying.
- ❖ The land description panel is divided into four sections facilitating data input (for the client) and data extraction (for the Office).
- ❖ The left hand margin will be 1.5cm to accommodate binding if required.
- ❖ A standard margin left at the top right hand corner of the form to accommodate Stamp Duty.
- ❖ Designed to receive bar coded number labels.
- ❖ More extensive notes and instructions to assist the client when completing the form.

After approval of these forms, work will begin on the next stage of the process which is to design specifications for production of these forms using Word Processing Technology. Any further enquiries or comment can be directed to Mr Fred Calginari, Project Manager on 222 6888.

D. BAR CODING OF DOCUMENTS

The Register 2000 Project requires that all documents will be subject to bar coding. This will enable the image processing system to quickly identify and extract the required document for search purposes.

A test of a Bar Coding system is currently in progress in the Registration branch. Unlike the current system where documents are number stamped on both outside cover and the face sheet, the system being tested only produces a number on the cover sheet. This will be evident on duplicate documents or searches of the "tested" documents received by clients.

Future A4 documents will be designed with a specific bar code panel. At the present labels are being placed in the fees section of each document.

E. FACSIMILE SERVICES

In Bulletin No. 37 (25.2.91) an announcement was made regarding the purchase of six new facsimile machines to improve the time taken to return search requests. At that time it was noted that the aim of the Office was to process all requests within a two hour framework. Off peak requests were being processed in as fast as 50 minutes or less.

Two machines were made available for receiving requests. Clients were also requested to help by spreading their requests over the day where possible, to take advantage of the off peak periods.

It is pleasing to report that very satisfactory results are now being achieved due to three factors.

1. The co-operation of our clients in spreading their request period over the day.
2. The speed and efficiency of the facsimile machines.
3. The efficiency of the staff of the Client Services Branch.

With the exception of subject to dealing or title number unknown most searches are now being processed within 45 minutes. This is despite an increase of 35% in requests received and a higher increase of 40% in requests to return the searches by fax.

Clients are reminded that the facsimile machines are available to receive requests 24 hours a day. The number for this service is 325 2622.


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 LAND TITLES