



## SSP Customer Account Application Instructions

The Land & Property Information (LPI) customer information system records details of customers with business relationships with LPI.

Customers wishing to access LPI's Survey Services Portal products and services are required to complete a **SSP Customer Account Application** (SSP-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 LPI, and will be the key reference for correspondence with you.

### Completing the SSP Customer Account application

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

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

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

### SSP Customer Account (SSP CA) Application sheet (1)

#### 1. Customer details

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

#### 2. Applicant User Group

Place a tick (v) next to the box (one only) indicating which SSP User Group you are applying for. Each user group has access to different products and services. Choose the user group which is appropriate.

For detailed information on the products and services available to each SSP User Group, refer to **Survey Services Portal User groups** and the **Survey Services Portal User groups- Product and Service List**.

#### Survey Services Portal User groups

##### User group 1

User group 1 is available to NSW Registered Surveyors and authorised ePlan lodgers only. This is consistent with existing access arrangements. Access to all SSP products and services, including ePlan and SCIMS.

##### User group 2

This level of access is available to NSW Registered Surveyors and/or SCIMS Online users. Access to all SSP products and services, except ePlan.

## Survey Services Portal User groups- Product and Service List

User group 1 Registered surveyors/authorised ePlan lodgers	User group 2 Primarily SCIMS Online users
<i>ePlan</i>	<i>Survey Control Information Management System</i>
<i>Lodgment of Survey Reports</i>	<i>Lodgment of SCIMS sketches</i>
<i>Plan Advice</i>	<i>SCIMS Locality Sketch Plan Download</i>
<i>Fee Estimator</i>	<i>About Sketches</i>
<i>Survey Control Information Management System</i>	<i>Cadastral Records Enquiry</i>
<i>Lodgment of SCIMS sketches</i>	<i>Digital Cadastral Database for NSW</i>
<i>SCIMS Locality Sketch Plan Download</i>	<i>Charting and Reference Maps</i>
<i>About Sketches</i>	<i>Plan Inquiry and Document Inquiry</i>
<i>Cadastral Records Enquiry</i>	<i>Reference Resources/Links</i>
<i>Digital Cadastral Database for NSW</i>	<i>Cross Reference Lists – Parish and Town Maps</i>
<i>Charting and Reference Maps</i>	<i>Metric Conversion Tool</i>
<i>Plan Inquiry and Document Inquiry</i>	<i>Integrated Titling System Index Searches</i>
<i>Reference Resources/Links</i>	
<i>Cross Reference Lists – Parish and Town Maps</i>	
<i>Metric Conversion Tool</i>	
<i>Integrated Titling System Index Searches</i>	

### 3. Customer account details

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

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

### Existing account holders

#### User Group 1: ePlan users

All SSP ePlan users are assigned an individual credit account. If you are an ePlan user wishing 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 T: 02 9228 6907 or E: [ePlan@lpi.nsw.gov.au](mailto:ePlan@lpi.nsw.gov.au)

#### User group 2: SCIMS Online users

If you are an existing SCIMS user indicate that you already have any existing SCIMS account and supply your SCIMS account number, if known. If you wish to become a SCIMS online user, applicants should contact the **SCIMS Administrator** T: 02 8258 7516 or E: [scims@lpi.nsw.gov.au](mailto:scims@lpi.nsw.gov.au)

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

Email is the default method of communicating financial correspondence. If fax is preferred for correspondence, include the fax number only (not an email address).

If applying to open a credit account with LPI 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 LPI customers.

#### **6. Customer Agreement**

All SSP-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 and/or SCIMS customers only.

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

Provision is made for authorising up to 4 SSP user names and emails. If further SSP user authorisation is required please complete a second form.

#### **1. Bill to company – details**

These details are those of the company authorising LPI to invoice all fees and charges incurred by the SSP 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 SSP 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 SSP user(s).

#### **3. SSP user acknowledgment**

Acknowledgement by the SSP user(s) that the details are correct.

### **Privacy Act Notice sheet(3)**

All SSP 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 LPI and you have the right to access and correct this information on an as needs basis.

#### **Sending in your Customer Account Application**

Your SSP-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:

Manager Electronic Services  
Land and Property Information  
PO Box 15  
Sydney NSW 2001

**Please note:** Application to the Survey Services 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: .....\*

Street Address		Postal Address	
Property details		PO Box	
Street Name & No	*	City/suburb	
City/suburb	*	Postcode	
State	*	Country	*

  

DX Address	
Daytime phone	*
Mobile	*
Applicant's email	*

## 2. Applicant User Group

Select the User Group you are applying for. Select one user group only (tick box). Refer to Instructions for further details.

User Group 1 ☐ Available to Registered Surveyors & authorised ePlan lodgers only - ePlan, SCIMS, SSP products

User Group 2 ☐ Available to SCIMS users- SCIMS, SSP products

### 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 LPI?	*	Yes	No
If yes, please advise the credit account number	Account number		
Do you wish to open a credit account with LPI?	*	Yes	No
Are you going to bill to another organisation?		Yes	No

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

#### 4. Electronic invoicing, statements & reminders

Financial correspondence:	Email		Fax	
Payables Contact Name:			Telephone	
Account statement frequency required	*	Not required	Weekly	Monthly

## 5. Customer coding

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

**6. Applicant Agreement - The following agreement must be signed by the Survey Services Portal applicant.**

The SSP applicant below certifies:

- \* the correctness of information in this application
- \* that the customer will abide by all terms and conditions for LPI customers, including LPI Lodgment Terms and Conditions and Terms and Conditions for Access to the Survey Services Portal and also
- \* that the customer authorises the establishment of a credit account (if indicated above)

Signature: *	Official capacity: *
Name: *	Date: *

## ePlan and SCIMS authorisation to lodge or transact on behalf of an existing LPI customer account holder (2)

The following SSP users are authorised to lodge on behalf of the company

SSP user		Email	
SSP user		Email	
SSP user		Email	
SSP user		Email	

### 1. "Bill to company" details

Legal entity name			
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. SSP user acknowledgement

The SSP 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 Land and Property Information (hereafter called LPI) 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, LPI may be providing credit to you by allowing payment after the service has been provided. As a consequence LPI 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 LPI 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 LPI's terms of trade, applicable Legislation, relevant Acts and Directives.
2. To obtain a bank guarantee if the purchase level requires the security. (LPI 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 LPI 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. LPI may withdraw or limit credit facilities at its absolute discretion without notice.
6. Provision of credit by LPI to the Applicant will be deemed acceptance of this Application by LPI.
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 LPI.

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 LPI. If any change occurs to the information provided by me/us in this Application, I/we undertake to immediately notify LPI.

**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 LPI.

### 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.