



South Australian Integrated  
Land Information System

# LAND SERVICES SA ACCOUNT Frequently Asked Questions

Below are some Frequently Asked Questions about establishing and maintaining a Land Services SA Account in SAILIS:

## What does LSSA and LSG stand for?

'LSG' is an acronym for Land Services Group which is run by the South Australian Government (the State).

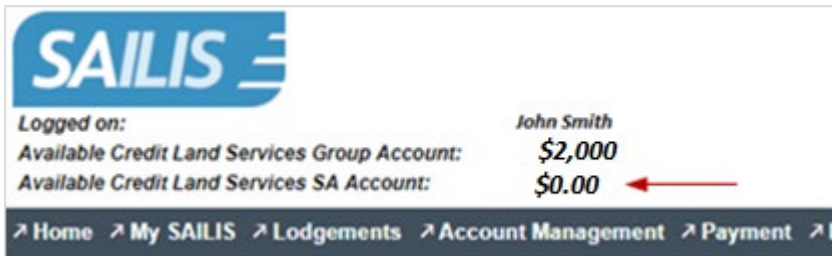
'LSSA' is the acronym for Land Services SA – see our [website](#) for more information about us.

## What is an LSSA Account?

A Land Services SA or 'LSSA' account allows customers to purchase LSSA products on account and perform standard financial and product transaction searches through SAILIS.

## Why do I now have two credit limits?

From June 3<sup>rd</sup>, 2019 all SAILIS users (including exempt State Government Agencies) will see their standard LSG Account balance and a new Land Services SA (LSSA) Account balance. If you have not set up an LSSA Account, your Credit Limit will be set at \$0.00 and you will not be able to purchase LSSA products in SAILIS.



## Why is a separate LSSA Account required?

A separate LSSA account is required as;

- Land Services SA (LSSA) is a separate legal entity from the State's Land Services Group (LSG)
- Payment of LSSA products / services are made directly to LSSA and not to the State. As a result, alternate payment details are required
- LSSA products attract GST where the State's LSG products and searches are exempt from GST.

## Do I Need a LSSA Account?

No. SAILIS users do not need a LSSA account, however an LSSA account is required should you wish to purchase any of LSSA's new products or services.

## How do I set up an LSSA Account?

To set up an LSSA Account you will need to complete a [Credit and Account Application Form](#) and forward to [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au). Please call (0) 8423 5000 for any enquiries.

The default credit limit for LSSA accounts is \$2,000 (\$10,000 for Premium Managed Services), however you can request a credit limit increase. To do this, please submit your request in writing to [debtors@landservices.com.au](mailto:debtors@landservices.com.au). We may require additional information from you to approve a higher credit limit.

## Government Organisations

Government organisations who may have a fee exempt LSG account will need to establish a chargeable LSSA Account should they wish to take advantage of LSSA's new products and services.

## How do I check my LSSA Account balance?

Your current account balance will be displayed at the top left of the SAILIS screen when you are logged in.



## Are LSSA products deducted from my LSG credit balance?

No. LSSA product purchases will be deducted from your LSSA credit balance and LSG product purchases will be deducted from your LSG credit balance.

## How has the introduction of LSSA products impacted SAILIS invoicing?

If you do not have an LSSA Account, your invoicing remains unchanged.

If you have an LSSA Account, you will receive two monthly invoices:

1. LSSA products are invoiced on LSSA tax invoices
2. LSG products will continue to be invoiced on State tax invoices and issued by LSSA in its capacity as agent for the State.

## How are LSSA invoices received?

To align with the existing approach adopted for LSG invoices, LSSA invoices will be generated monthly or at any time during the month upon request through SAILIS.

Additional Notes:

- LSSA invoices will have an Invoice ID prefixed with a 'U' while LSG invoices will continue to retain a prefix of 'P'.
- Premium Managed Service transactions will also be invoiced through SAILIS.

## What are LSSA invoice payment options?

Currently, LSSA invoices can only be paid via EFT (Electronic Funds Transfer) and **NOT** through SAILIS. You will notice that the payment button is removed for LSSA invoice types. State LSG invoices can still be paid through SAILIS using a payment card.

**IMPORTANT:** LSSA EFT payment Bank details are different to LSG

Please send LSSA remittance advice to [debtors@landservices.com.au](mailto:debtors@landservices.com.au)

LSSA EFT Payment Details:

BSB: 082-001

Account Number: 36 504 9456

**Will I be able to pay LSSA invoices through SAILIS in the future?**

LSSA is working towards a solution that will enable you to pay LSSA invoices through SAILIS. Once this solution is ready for your use, we will communicate with you.

**How do I find a specific LSSA transactions?**

LSSA product transactions are found in the same location as LSG product transactions:

1. From the SAILIS home screen navigate to 'Payment'
2. Select 'Transaction Search'
3. You then have the ability to select from;
  - a. Lodgements
  - b. LSG Products
  - c. LSSA Products

Transaction Enquiry

\* Type [dropdown] ⓘ

Processed From [dropdown] ⓘ

Processed To [dropdown] ⓘ

User [text input]

Invoice ID [text input]

Receipt Number [text input]

Transaction ID [text input]

Customer Reference [text input] ⓘ

Dealing/Order ID [text input] ⓘ

Reference [text input] ⓘ

Product Code [text input]

Status [dropdown] ⓘ

Time [text input] ⓘ

Time [text input] ⓘ

Search

**Transaction Enquiry**

\* Type: LSSA Products

Processed From: [ ] Time: [ ]

Processed To: [ ] Time: [ ]

User: [ ]

Invoice ID: [ ]

Receipt Number: [ ]

Transaction ID: [ ]

Customer Reference: [ ]

Dealing/Order ID: [ ]

Reference: [ ]

Product Code: [ ]

Status: [ ]

Search

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**Search Results 1 to 10 of 23**

Previous Next

Transaction ID	User ID	Details	Invoice ID/Receipt Number
2476437388	Nick Charles (ncharles)	a test Land Services SA - Property Research Report (Residential) 2118997001 - Order 20190510000003	U4
2476455660	Nick Charles (ncharles)	Land Services SA - Property Research Report (Residential) 2608364506 - Order 20190510000008	U4
2476455863	Nick Charles (ncharles)	Land Services SA - Property Research Report (Commercial and Industrial) 0204740051 - Order 20190510000009	U4
2476456275	Nick Charles (ncharles)	Land Services SA - Property Research Report (Residential) 1504504055 - Order 20190510000010	U4
2476460149	Anastasia Stavrou (ASTAVROU)	Land Services SA - Premium Managed Service (Dealing) - Order 20190510000012	U20
2476552569	Nick Charles (ncharles)	a test Land Services SA - Property Research Report (Commercial and Industrial) 0204740051 - Order 20190510000039	U4
2476553017	Nick Charles (ncharles)	Land Services SA - Property Research Report (Residential) 2160693001 - Order 20190510000040	U4
2476553274	Nick Charles (ncharles)	a test Land Services SA - Property Research Report (Residential) 2118997001 - Order 20190510000041	U4
2476553402	Nick Charles (ncharles)	Land Services SA - Property Research Report (Residential) 2118997001 - Order 20190510000042	U4
2476553575	Nick Charles (ncharles)	a test Land Services SA - Property Research Report (Residential) 2118997001 - Order 20190510000043	U4

The SAILIS **AM019** product transaction history report has also been enhanced to include LSSA Products. You will have the ability to search for “all products” which includes both LSG and LSSA products.

### Where do I find my LSSA invoice(s) in SAILIS?

LSSA invoices are found in the same location as standard LSG invoices.

1. From the SAILIS home screen navigate to ‘Payment’
2. Select ‘Invoice Search’
3. You then have the ability to select from;
  - a. ‘All products’ which include LSSA and LSG invoices
  - b. LSG Products
  - c. LSSA Products

Home My SAILIS Lodgements Account Management Payment Land Search Image Search Deal

**Invoice Enquiry**

\* Invoice Type: All Products

Invoice Date From: [ ] Invoice Date To: [ ]

Organisation: All Products, LSG Products, LSSA Products

Receipt No: [ ]

Invoice ID: [ ]

Reference: [ ]

Unpaid Only:

Invoice Status: [ ]

Search

### How will overdue LSSA invoices be managed?

As with LSG Accounts, a reminder letter will be generated for overdue accounts. Failure to make timely payment of an LSSA Account may result in your Account being locked. Please contact us at the earliest convenience if you feel you will be unable to pay your account by the due date.

Enquiries regarding overdue/locked LSSA accounts should be directed to [debtors@landservices.com.au](mailto:debtors@landservices.com.au)

Should you have an LSG and LSSA account and one is locked due to late/nonpayment, the other will also be locked regardless of balance until payment of overdue fees have been paid.

### What LSSA products are currently available?

Currently the following LSSA products are available

- Premium Managed Services (PMS)
- Property Research Report (PRR)
  - Residential ([sample report](#))
  - Commercial and Industrial ([sample report](#))

Watch this space, as LSSA will continue to release new contemporary products that will offer great value to the property industry.



Land Services SA ACN 618 229 815  
PHONE 1800 648 176 or 8423 5000 FAX 8423 5090  
EMAIL [communications@landservices.com.au](mailto:communications@landservices.com.au)  
VISIT Level 9, 101 Grenfell Street, Adelaide SA 5000  
POST GPO Box 543, Adelaide SA 5001  
[landservices.com.au](http://landservices.com.au)

ATTACHMENT 1 - Land Services SA Invoice EXAMPLE



**Land Services SA Operating Trust**

ABN 86 836 650 939

GPO Box 543

Adelaide SA 5001

Phone +61 (8) 8423 5000

debtors@landservices.com.au

**(COPY) Tax Invoice**

**Invoice To**

CONVEYANCING

GPO BOX 1000

ADELAIDE SA 5001

**Invoice Number: U20**

Invoice Date: 20/05/2019

Account Number: LSG 999999

Invoice Due Date: 21/05/2019

**CREDIT TERMS: 30 days from date of invoice**

<u>EFT PAYMENT DETAILS</u>			
<b>Bank Account Name</b>	Land Services SA	Total GST Exclusive:	\$506.00
<b>BSB Number</b>	082-001	Total GST:	\$50.60
<b>Account Number</b>	365049456	Total inc GST:	\$556.60
<b>Remittance Advice</b>	debtors@landservices.com.au	Less Credit Notes:	\$0.00
<b>Reference</b>	U20	Total Amount Payable incl GST:	\$556.60

Transaction details can be found on the following or succeeding pages.

Further details are available online at [www.SAILIS.sa.gov.au](http://www.SAILIS.sa.gov.au)

**TRANSACTION DETAILS**

DATE	PRODUCT	QUANTITY	UNIT PRICE	GST	TOTAL INCL GST
10/05/2019	Land Services SA - Premium Managed Service (Dealing) (PMSD)	1	\$500.00	\$50.00	\$550.00
13/05/2019	Land Services SA - Property Research Report (Residential) (PRRR)	1	\$3.00	\$0.30	\$3.30
20/05/2019	Land Services SA - Property Research Report (Residential) (PRRR)	1	\$3.00	\$0.30	\$3.30