



South Australian Integrated  
Land Information System

# Frequently Asked Questions

Below are some Frequently Asked Questions regarding the South Australian Integrated Land Information System (SAILIS):

## General Enquiries

### What is SAILIS?

The South Australian Integrated Land Information System (SAILIS) provides access to a range of information products for account and public users.

### How do I login to SAILIS?

SAILIS offers Guest User and Account Holder access through [www.sailis.lssa.com.au](http://www.sailis.lssa.com.au)

Members of the public can enter SAILIS as a Guest User by clicking on the "Continue as Guest" link on the SAILIS Login Page.

Account Customers are typically:

- Conveyancers
- Financial Institutions
- Property Developers
- Real Estate Agents
- Solicitors
- Surveyors
- Valuers
- Local and State Government

Account Customers are assigned a UserID and Password that they can use to login to SAILIS. To apply for a SAILIS Account click [here](#).

### What are some of the features of SAILIS?

- Active hyperlinks
- Intuitive Address Searching
- Integrated with the South Australian Property and Planning Atlas (SAPPA) for spatial searching
- Information products delivered on screen & ability to download as a PDF

Account Customers will also benefit from the following features:

- Online payment of invoices and the option to request an invoice on demand
- Integrated with Electronic Plan Lodgement (EPL)
- 72 hour product reordering
- New and enhanced products such as the Register Search Plus and Priority Notices
- 3 hour inactivity time out
- Electronic delivery of invoices, lodgement receipts and other notices\*

\*NOTE: Monthly invoices are sent to the email address associated with the organisation. Lodgement notifications are sent to the email address linked to the agent code.

### **Do I need any special software to use SAILIS?**

Yes, as images will be delivered in PDF Format so you will need to have Adobe PDF Viewer installed.

SAILIS is recommended for the following browsers:

- Microsoft Edge
- Google Chrome
- Firefox
- Safari

### **Is the South Australian Property and Planning Atlas (SAPPA) integrated with SAILIS?**

Yes, the South Australian Property and Planning Atlas is integrated with SAILIS, allowing Account Customers and Guest User to search for property information spatially.

As an Account Customer, you will need to be logged into SAILIS prior to accessing SAPPA should you wish to access land information products.

## **Account Management - Accounts, Users, Administrators**

### **Are there any restrictions on the number of Users or Account Administrators that can be assigned to an Account?**

No, there are no limits on the number of Users or Account Administrators linked to an Account.

We encourage organisations to have multiple Account Administrators as a back-up in the situation of absences.

### **How does my organisation nominate an additional Account Administrator or remove an existing Account Administrator?**

Account Administrators are nominated at the time of creating a SAILIS Account.

Any requests to alter Account Administrators attached to an established Account must be submitted in writing to Land Services SA at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)

### **What do I do if my Account Administrator is away?**

Land Services SA encourages Account Customers to nominate more than one Account Administrator to avoid undue delays to your Account Users.

Should no Account Administrator be available, you nominate a new Administrator. You will need to submit your request in writing to Land Services SA at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au)

### **I have forgotten my Password**

Click the "Forgot Your Password?" hyperlink on the SAILIS login page. Users will be prompted with a Challenge Question and Answer and if answered successfully will receive a system email containing a temporary password, restoring access to SAILIS.

### **How often do I need to reset my password?**

SAILIS passwords expire every 80 days and cannot be reused.

Passwords must be between 12 and 30 characters and contain three of the following four characteristics:

- upper case character (A-Z)
- lower case character (a-z)
- numeric value (0-9)

### I have locked my SAILIS Account

A User's account will be locked after three failed attempts to log into SAILIS.

Account Administrators have additional privileges in SAILIS to unlock accounts and reset User passwords on behalf of the organisation.

### How do I become an Account Customer?

Account Customers are typically:

- Conveyancers
- Financial Institutions
- Property Developers
- Real Estate Agents
- Solicitors
- Surveyors
- Valuers
- Local and State Government

To become an Account Customer, complete the SAILIS Account Application Form and return this to Land Services SA.

### How do I increase my account credit limit?

Email [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) and provide the following information:

- Account Details
- Desired credit limit.

Land Services SA will review the request taking into account previous payment history and activity levels.

## Invoicing

### What are the payment options for paying SAILIS invoices?

Organisations will receive a monthly SAILIS Account invoice that will be emailed to the Organisation's email address. Invoices must be paid in full through one of the following payment methods:

- **ONLINE** by Credit Card, reinstating your credit limit immediately.
- By **POST** to the above address, together with the remittance advice
- Via **ELECTRONIC FUNDS TRANSFER (EFT)** to the Land Services Receipting Account at BSB 065-266 Account Number 10020005. \*When finalising payment please include your LSG Account Number in the payment description and email confirmation of your payment to [SAILISfinance@sa.gov.au](mailto:SAILISfinance@sa.gov.au)
- **IN PERSON**, Level 9 at 101 Grenfell St, Adelaide SA, using a credit card, cheque or cash.

### Is there a Pay as you Go (PAYG) facility in SAILIS?

Monthly invoices will continue to be generated, however clients will also have the ability to request and pay an invoice on demand by clicking Invoice Search under the Payment menu option.

## Land Information Products and Extracts

### How do I purchase a copy of my Certificate of Title?

Click **Register Search** under the **Land Search** Menu Option.

### What is the new Register Search Plus product?

The Register Search Plus provides a packaged product including the Register Search and access to any plan and dealings hyperlinked on the Register Search for a single fee.

### How do I conduct Historical Searching?

Click **Historical Search** under the **Land Search** Menu Option.

### How will I receive my products?

All SAILIS products are delivered on screen to the User's desktop. Images will be in PDF format, with Bulk Order products being delivered in a ZIP File.

### I can't download my Land Services SA Report or Extract

Email [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) and provide the following information:

- Organisation Name
- Account Number
- UserID (of the user who requires access to the report/extract)
- Name of the Report/Extract required.

### How do I search my order history in SAILIS?

Click **Transaction Search** under the **Payments** menu to display your order history online, alternatively click **Product Transaction History Report** under the **Payments** menu to deliver your order history in an excel file.

### How do I access ULPI (Filed Plans) in SAILIS?

Click **Plan Image Search** under the **Image Search** menu option.

## Digital Plan Lodgement

### What is the SAILIS Plan Lodgement Module (DPL)?

The SAILIS Plan Lodgement module (DPL) enables users to prepare, certify, lodge, correct and re-lodge plans all on-line.

Land Services SA uses the system to requisition and process electronically lodged plans and related information to Deposit stage. It also enables community plan amendments to occur on plans lodged within the system.

### Who can use DPL?

An entity with an ABN number can become a lodging organisation and lodge plans.

A Licensed Surveyor in SA can become a DPL plan certifier and certify plans.  
Land Services SA staff process plans and administer the DPL system.  
Third parties can receive email notifications of plan statuses.

### **How is plan preparation different to manual plan lodgement?**

The Plan Preparation Guidelines still apply to the creation of survey plans in South Australia.

DPL has been designed to replicate the current manual plan preparation process and provide efficiencies available to integrated and online systems.

The textual sheet is created from information collected within DPL. The plan diagram must be uploaded in DWG format or if dispensation is obtained, TIFF Group4 Fax single sheet format in 300 x 300DPI. DPL will place sheet numbering and versioning details on these sheets.

### **Why should I use DPL?**

One of the main benefits of DPL is the online communication between lodging organisations, surveyors, clients, and plan examiners which enables the plan to be efficiently processed than the manual plan lodgement system.

The DPL Module interacts with other modules in SAILIS and electronic systems such as EDALA (Planning SA) to validate and pre-populate information as it is processed.

DPL replicates the manual plan lodgement system online. The textual sheet of the plan is generated within the system and an electronic version of the plan diagram is simply uploaded.

### **What does using DPL cost?**

There is no extra cost for using DPL. Standard plan lodgement fees still apply.

### **How are lodgement fees paid?**

Plan lodgement fees are paid via DPL using Direct Debit, MasterCard, or Visa. All fees must be paid prior to lodgement.

### **How do I gain access to DPL?**

If you wish to lodge plans electronically then you or your business need to hold an ABN and apply as a lodging Organisation via the SAILIS Account Application Form.

If you wish to certify plans, then you will need to be a licensed surveyor in South Australia and apply as a surveyor (plan certifier). A plan certifier also needs to apply as such to a lodging organisation.

If you wish to be notified by email of plan lodgement, approval and deposit times then contact the organisation that is processing your plan through DPL.

The SAILIS Account Application Form and Surveyor Application Form can be obtained from the Land Services SA webpage -[www.landservices.com.au](http://www.landservices.com.au).

### Who is a lodging organisation?

A lodging organisation is an identity with a registered business name that can prepare and lodge plans as per the Plan Presentation Guidelines.

Upon application approval Land Services SA will issue administrator rights to an individual within the organisation who will manage users for their organisation including plan certifiers.

Plan lodgement fees can be paid for by MasterCard or Visa credit cards and direct debit facilities can also be prearranged.

### What are the benefits of DPL to a lodging organisation?

- Continuous plan status notification
- Ability to draft an electronic plan over time prior to lodgement
- Control of users access within organisation including plan certifiers
- Requirements based on a chosen plan type and plan heading
- Pre-population of information
- Validation of DAC certificate of approval details
- Pre-population and validation of related Title details
- Ability to automatically send clients email notifications of plan status
- Automated Textual Sheet creation
- Survey Report, Search List and PM Locality Sheet lodgement
- Secure online survey plan certification and fee payment options

### Who is a plan certifier?

A plan certifier is a surveyor who is licensed in South Australia. They are responsible for certifying survey plans before they can be lodged or re-lodged.

A plan certifier must firstly apply with Land Services SA to gain a certification user id and password. This user id and password is used only to certify plans. They must then apply with a lodging organisation to gain user id and password access to the organisation's jobs created within DPL.

### What are the benefits of using DPL to a plan certifier?

- Electronic plan creation and processing
- Secure online survey plan certification
- Ability to work across different lodging organisations

### Who is a third party?

A third party is anyone with a vested interest in the lodgement of a plan and wishes to be notified by email of the plan lodgement, approval, and final deposit of the plan. Third parties could be property owners, property managers, conveyancers, solicitors, developers, the Crown, financial managers, etc.

A third party must request a lodging organisation to include them in e-mail notifications of a particular plan lodgement. The Crown will automatically be notified of any plans lodged on their behalf.

### How do I deal with existing Easements on a title?

For every subject title added to your job file which includes an easement, you are required to action the easement, i.e. extinguish, carry forward, vary to or ignore the easement.

### I need assistance dealing with an Amendment to CP or SP?

For assistance, please contact LSSA Plans Client Advice [clientadviceplanexaminer@landservices.com.au](mailto:clientadviceplanexaminer@landservices.com.au).

### How do I prepare DWG files for lodgement in DPL?

Please refer to the [LSSA Industry Education Hub](#) for the current tool palette and supporting materials.

## Lodgements

### How do I print a Lodgement Coversheet?

Click on **Prepare Lodgement Coversheet** under the **Lodgements** Menu Option.

### I am an Account Customer but can't lodge a Priority Notice – what do I do?

Email [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) and provide the following information:

- Organisation Name
- Account Number

### I want to change the email Address for my Agent Code, what do I do?

Email [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) and our Customer Service Team will update this information on your behalf.

## Additional Support

### What Support Information is available?

SAILIS offers a range of interactive system support:

**SAILIS Online Help** is accessible through the “?” icon in the top right corner of every screen. The Online Help opens as a separate window which can remain open as a reference as you navigate through SAILIS

**Field level Help** can be found throughout SAILIS to provide users with additional hints and tips specific to entering information in that field.

**SAILIS Online Video Tutorials** are online screen demonstrations of SAILIS, providing step-by-step instructions from the home screen through to ordering a product.

The **SAILIS Factsheets** provide similar help information to the Online help but are in PDF format.

Go to <https://www.landservices.com.au/products-and-services/sailis-factsheets-and-support> for more information.

### Who do I contact for help or further enquiries?

Write to us at [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au) or contact our Customer Service centre on 08 8423 5000 or 1800 648 176 for country callers.



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