

Getting Started

What is the SAILIS Online Payment Gateway?

The SAILIS Online Payment Gateway is a secure, online facility that allows you to pay dealing registration fees quickly and conveniently. It accepts payment via Visa and Mastercard payments, including both credit and debit cards.

Why have I received an email about a dealing registration fee payment?

You have been sent this email because a dealing registration fee is owing in relation to one or more dealings being processed through SAILIS (the South Australian Integrated Land Information System). The email provides you with the information you need to pay this fee securely via Land Services SA Online Payment Gateway.

What do I need before I get started?

Before you begin, please ensure you have the following ready:

- The email you received from LSSA (which contains your unique Payment Identifier and direct payment link),
- A valid Visa or Mastercard (credit or debit), and
- Access to a web browser on a computer, tablet, or mobile device.

Do I need to create an account or log in to make a payment?

No. You do not need a SAILIS account to make a payment. If presented with the SAILIS login page, simply select the **Guest Access** option available on the SAILIS homepage, [click here](#).

Make Your Payment

How do I access the Online Payment Gateway?

You can access the Online Payment Gateway via the SAILIS website. The email you have received that is requesting payment will contain two options for accessing the payment gateway:

- **Option 1 – Direct Link:** Click the link provided in the email. This will take you directly to the Dealing Payment Confirmation page on the SAILIS website.
- **Option 2 – Payment Identifier:** Use the unique Payment Identifier included in your email to locate and access your payment manually through the SAILIS website by following these steps:
 1. Open your web browser and visit the SAILIS homepage, [click here](#).
 2. Click the **Guest Access** button on the SAILIS homepage.

3. Using the SAILIS menu, navigate to **General Search > Dealing Payment**.
4. Enter your **Payment Identifier** in the search field and click **Search**.
5. You will be taken to the **Dealing Payment Confirmation** page.

⚠ Important: Both the link and Payment Identifier expire 7 days from when the email was sent. Contact Land Services SA if you require a new link and Payment Identifier after this time.

Steps for making your payment

The following steps will assist you in accessing the Online Payment Gateway and making your payment:

1. Click the link provided in your email. This will open the SAILIS **Dealing Payment Confirmation** webpage in your default web browser.

Alternatively, you can use your unique **Payment Identifier** (also included in your email) to access the **Dealing Payment Confirmation** webpage (see steps under section ‘How do I access the Online Payment Gateway?’).

The **Dealing Payment Confirmation** page displays the following information:

- A list of each dealing to be paid
- The **fee type** associated with each dealing
- The **fee amount** for each dealing
- The **Order Total** (the total amount payable)
- The **Inclusive of GST** amount (showing the GST component included in the total)

2. Populate all mandatory fields. Before you can proceed to payment, you must complete the following:

Field	Required?	Description
Customer Reference	Optional	A free-text field for you to enter your own reference (e.g. a file number or matter reference)
Contact Name	Mandatory	The name of the person making the payment
Contact Phone	Mandatory	A contact phone number for the person making the payment
Terms and Conditions	Mandatory	You must read and acknowledge the SAILIS Terms and Conditions before proceeding

3. Click **Confirm Order** to proceed to the ANZ Online Payment Gateway.
4. Enter required billing information and payment details into the payment gateway, then click **Pay**. Do not navigation away from this website while the payment is being processed.

The system will process the payment against the card details you provide. If the payment has been successful, you will see the **Dealing Payment Result** page where you can download a copy of your receipt. If the payment has failed, you will be redirected back to the **Dealing Payment Confirmation** page.

What payment cards are accepted?

The ANZ Online Payment Gateway accepts the following card types:

- Visa (credit or debit)
- Mastercard (credit or debit)

What card details will I need to provide?

You will need to provide the details of your Visa or Mastercard (credit or debit), including your card number, expiry date, and card security code (CVV/CVC).

What if my payment is declined?

If your payment is declined, the fees will remain unpaid and you will be redirected back to the **Dealing Payment Confirmation** page.

You can retry making the payment again, by re-entering mandatory information into the **Dealing Payment Confirmation** page then proceeding to the ANZ Online Payment Gateway by clicking **Pay**. Please check that your card details have been entered correctly and that your card is authorised for online transactions. If the issue persists, try an alternative card or contact your financial institution. You may also contact Land Services SA customer support team for assistance (see Section 6).

What if the link and payment identifier do not work?

Contact Land Services SA customer support team if you are unable to access the **Dealing Payment Confirmation** in SAILIS via the link and Payment Identifier provided. Both the link and Payment Identifier are configured to automatically expire 7 days from when you received the email.

Security

Is my payment information secure?

Yes. Payments are processed through the ANZ Online Payment Gateway, which is a secure, industry-standard payment platform. Your card details are entered directly into the ANZ gateway and are not stored by Land Services SA.

Can I share my Payment Identifier or link with someone else to make the payment on my behalf?

Yes. If you would like another person (such as a colleague, conveyancer or customer) to make the payment, you may share the link or Payment Identifier with them. The Online Payment Gateway can be accessed without a SAILIS login.

⚠ Important: The Contact Name and Contact Phone fields on the **Dealing Payment Confirmation** page are mandatory, so the person making the payment must provide their contact details.

Receipts and Proof of Payment

Where can I find my receipt?

Upon successful payment, you will be redirected to the **Dealing Payment Result** screen, which will confirm that your payment has been received. A **Download Receipt** link will be displayed on this page.

⚠ Important: You must download your receipt before leaving this page.

Click the **Download Receipt** link to download a PDF copy of your receipt directly to your web browser. If you navigate away from this page before downloading your receipt, **you will not be able to retrieve it again from the website.**

If you are a registered Agent within SAILIS, an email containing a link to the receipt will be automatically sent to the email address nominated against your Agent details.

I have lost my receipt – how do I get another copy?

If you have navigated away from the **Dealing Payment Result** page without downloading your receipt, or you have downloaded it but have subsequently lost it, you will not be able to retrieve it again through the website.

You can however request a copy of your receipt by contacting **Land Services SA customer support team**. A copy will be provided to you upon request. Please refer to Section 6 for contact information.

If you are a registered Agent within SAILIS, you will have received an email containing a link to the receipt. Locate the email and click the link. Note that the link expires after 90 days.

Further Information

For further information about the Online Payment Gateway, assistance with making an online payment, or queries regarding your receipt, please contact the Registration team at Land Services SA:

Land Services SA

Visit: Level 9, 101 Grenfell Street Adelaide SA 5000

Compliance team email: customersupport@landservices.com.au

General enquiries: (08) 8423 5000

The information contained in this publication is a guide only.



Land Services SA ACN 618 229 815

PHONE 1800 648 176 or 8423 5000 FAX 8423 5090 EMAIL customersupport@landservices.com.au

VISIT Level 9, 101 Grenfell Street, Adelaide SA 5000 POST GPO Box 543, Adelaide SA 5001

landservices.com.au