



NOTICE TO LODGING PARTIES

DELIVERY SYSTEM

Following the installation of the new security delivery box system on 26.11.1990, many clients have commented on the positive benefits of having individual locked security boxes.

However, a number of clients have also expressed a desire to be able to sign a receipt as evidence of delivery.

In accordance with the Department of Lands aim of continually reviewing its systems to provide improved client services in response to expressed needs, the following delivery option is to be provided.

Registered Signatory Option

A client who wishes to sign for items delivered to the client's box following registration may become a Registered Signatory.

Registered Signatories will receive with their delivery items TWO COPIES of the delivery slip.

Once satisfied that the items present agree with those listed on the delivery slip, the authorised signatory must sign one copy of the delivery slip, and leave it in the receptacle at the Delivery Counter. The Delivery Clerk will then record that the delivery has been effected.

Any discrepancy must be brought to the attention of the Delivery Clerk before signing the delivery slip, and an investigation will be undertaken. Otherwise, the signed delivery slip will be deemed to be evidence of effective delivery.

A follow-up procedure will be initiated so that any delivery slips which are not signed for (and hence delivery effected) within 1 week will be identified. The appropriate agent will be notified. Where a breach of the Registered Signatory procedure outlined above has occurred repeatedly, that agent will be denied the "Registered Signatory" option. In this case, the agent will be notified in writing.

NOTE: Clients not wishing to use the Registered Signatory option, will receive ONE COPY of the delivery slip. This slip must be checked immediately. Should a discrepancy occur, the Delivery Clerk must be notified, and the matter will be investigated.

Otherwise, all items listed on the delivery slip will be deemed delivered when they are placed in the box. The delivery slip should be retained as your record.

Other Actions to improve the System

- . The method of allocating AGENT CODES is being reviewed.
- . I would like to stress the importance of clients clearly indicating delivery instructions including AGENT CODE and Box No. on all documents presented for lodgement.
- . Should a client find any item which has been placed in the box in error, please hand it to the Delivery Clerk immediately. Your co-operation in assisting us to identify and correct such problems will help us to provide a more efficient service to all clients.

To become a Registered Signatory

- . Complete the attached form, including endorsement of specimen signatures, and return it to the address shown on the form.
- . Clients may apply at any time to become a registered signatory.
- . Should your authorised signatories change at a later date, please notify the Delivery Clerk and provide a revised list of specimen signatures.

The accuracy and efficiency of the Delivery System is dependant upon both Lands Titles Division staff, and clients fulfilling their respective obligations.

The new option will commence on Monday 17.6.1991. Registered Signatory forms must be returned by Friday 7th June, 1991. Where no form is received, the agent's delivery will be processed as a non-signatory option.

If you have any queries about the proposed option, please contact one of the following.

Leigh Floyd, Deputy Registrar-General, Customer Services, - Phone 226.3866
Michael Maddigan, Systems Manager, Customer Services - Phone 226.3882



L.B. KIDD
REGISTRAR-GENERAL

15 May, 1991

RD010308.2MG

DOCUMENT DELIVERY SYSTEM

REGISTERED SIGNATORY

Please complete the following details:

CLIENT NAME:

CLIENT ADDRESS:

CLIENT PHONE NO:

CLIENT AGENT CODE:

CLIENT BOX NO.:

I wish to register as a registered signatory

(please sign)

(print name)

Date

Specimen Signatures of persons authorised to collect from Delivery Box:

NAME	SPECIMEN
1.
2.
3.
4.
5.

Please return completed form to:

Deputy Registrar-General
Customer Services Branch
PO Box 1354
ADELAIDE 5001

1st Floor
25 Pirie Street
ADELAIDE 5000

FAX (08) 226 3939

THIS FORM MUST BE COMPLETED AND RETURNED BY 7.6.1991