DELIVERED BY LINZ

LANDONLINE REQUESTS USER GUIDE

Landonline

Table of Contents

1 ABOUT THIS USER GUIDE

1.1 Purpose

The purpose of this guide is to explain how to use Landonline to create and send specific requests related to matters for:

- Titles
- Survey
- Search
- TA e-certification work.

This User Guide is part of a series of help and support tools that are available for you. The other support tool for Requests is:

- Online Help, where you can press F1 while in a Landonline screen to get help for the topic you are working on.

1.2 Intended readership

This user guide is intended for Conveyancing, Survey, Search and TA (Territorial Authority) users of Landonline.

1.3 How to use this guide

1.3.1 User guide structure

This guide is a reference guide. It is structured to enable readers to look up the parts of the text they require to perform specific tasks.

It has four chapters:

- Chapter one, this chapter, outlines the purpose of this guide, who it is intended for and how to use it.
- Chapter two, Introduction to Landonline, provides a brief introduction to Landonline and also will help you to get started using Landonline on your computer.
- Chapter three and four, present step by step instructions for creating and sending Titles requests and Survey and TA requests.

1.3.2 Layout

There are several layout conventions used in this guide to present information and aid comprehension.

1.3.2.1 Chapter overviews

Each chapter begins with an overview. The overview introduces the topics in the chapter and presents important concepts and terms.

1.3.2.2 Steps and tasks

Tasks are displayed at a high level in a boxed paragraph. Where tasks are sequential they are listed as steps.

For example, here are the steps you perform to create and send a titles request.

Steps:

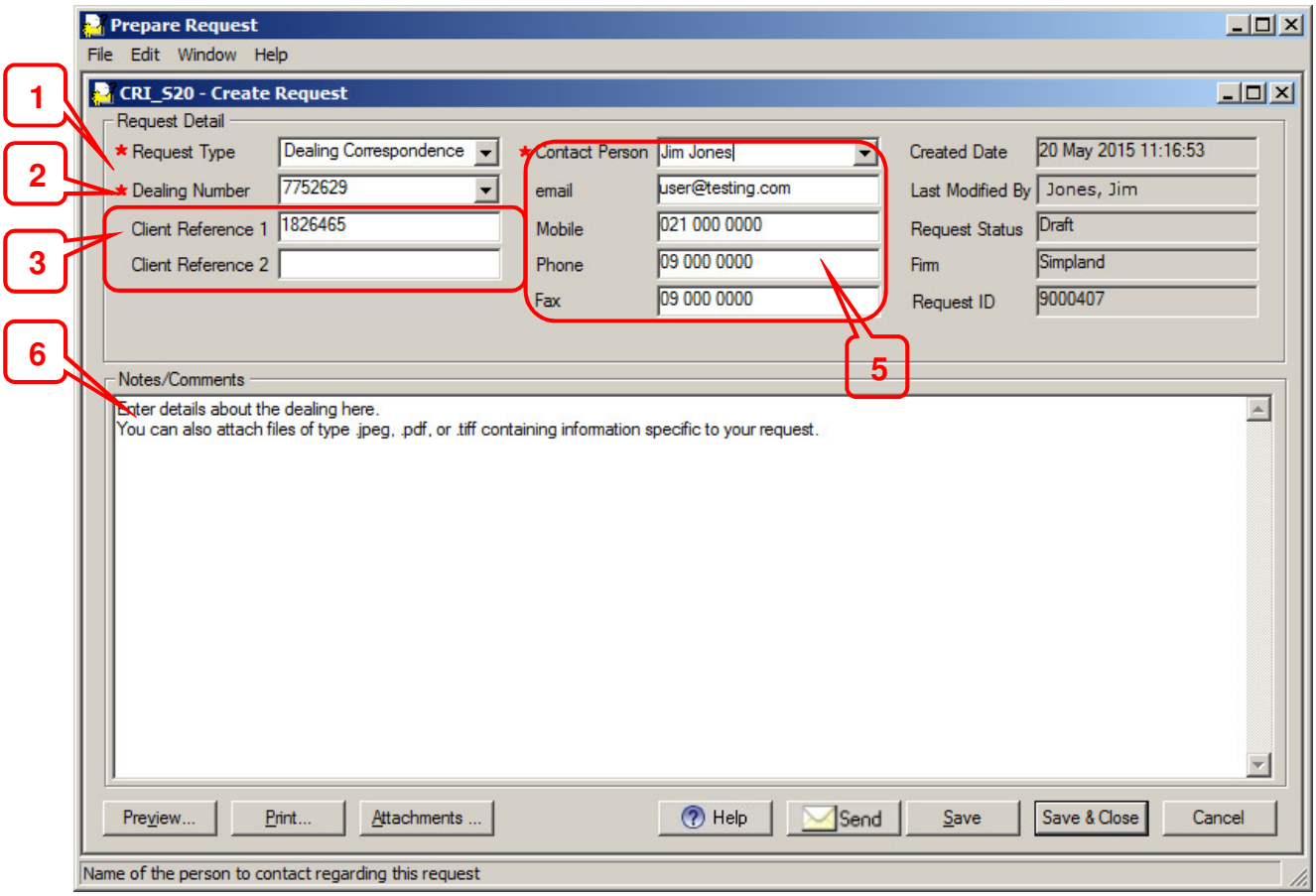
The high level steps required to create and send a titles request are:

1. Display the Create Request screen.
2. Record details of a request.
3. Perform other actions for a titles request (if required).
4. Send the request.

The detail for each step or task is further explained in headings following the step list.

1.3.2.3 Screen shots

Where appropriate, screen shots are used. The purpose of each screen is explained the first time it is displayed. In addition, portions of screen shots and full screen shots are used to provide detailed instructions for tasks and steps.



For example, this screen shows the steps required to record details of a titles request.

Detailed steps for each task are presented immediately following the screen.

1.3.2.4 Toolkit resources

The Landonline Toolkit provides a set of resources to assist you to use Landonline. Toolkit resources include:

- User Guides: *e-search* User Guide, *e-dealing* User Guide, *e-survey* User Guide, TA *e-certification* User Guide and Notices User Guide
- Wizards in Landonline
- *e-dealing* Practice Tool
- Quick Reference Cards
- Landonline Help.

1.3.2.5 References

The text uses cross references to refer to other parts of the guide.
For example: See **1.3.2.5 References**.

In some instances other user guides are referenced. For example: For more information about searches, refer to the ***e-search* User Guide**.

1.3.2.6 Bolded text

The following items are **bolded** in the text:

- references to other topics and User Guides
- references to figures and tables
- Notes and Cautions
- Menu selections.

1.3.2.7 Notes and cautions

Note: This format is used to emphasise points, remind readers of something, or to indicate information they need to be aware of.

Caution: This format is used to warn readers about certain actions that can have a serious impact on their work in Landonline.

2 INTRODUCTION TO LANDONLINE

2.1 Overview

Landonline is an electronic system which holds and manages land information in a national database. The database is the official, authoritative, and in the case of titles, the state guaranteed record.

Landonline allows for remote digital lodgement for surveyors of *e-surveys*, electronic registration of *e-dealings* for conveyancers and remote TA *e-certifications* for survey plans for Territorial Authorities (TA).

Landonline allows comprehensive searching of the database as well as searching and viewing notices sent to you and your firm.

The rest of this chapter explains how to get started in Landonline.

2.2 Getting started in Landonline

You connect to Landonline via the Landonline website. Once you have logged on to the Internet, you pass through security to gain access to a Citrix server.

You are connected to Landonline without requiring the Landonline software to be installed on your computer. Landonline appears as if it runs on your PC when, in reality, it runs on a LINZ server. The main benefit of this is to reduce the quantity of data sent between your PC and the Landonline server via the Internet.

To maintain your security and that of your clients, you must have a Landonline digital certificate. Your digital certificate is an electronic identifier, unique to you, created and stored on your computer. Your digital certificate permits you to log on to Landonline. For further information about digital certificates refer to the Landonline website, www.landonline.govt.nz.

During Logon you may be prompted to select:

- your firm, if you perform work for more than one firm; and
- a licence, if the firm you are working for has more than one type of Landonline licence.

Licences are issued to firms by Land Information New Zealand (LINZ). These enable users in a firm to perform pre-determined tasks in Landonline. Your firm's System Manager can set a default licence for you. Once set, this default licence will display every time you log on. You have the option to select a different licence if another one is available to you.

Once you select a licence, that licence cannot be used by another user in the firm until you log off Landonline.

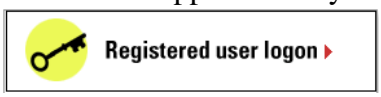
> Tasks:
>
> The tasks required to get started in Landonline are:
>
> - Log on to Landonline
> - Select your firm and licence.

The following headings correspond with these tasks and describe them in more detail.

2.2.1 Log on to Landonline

Caution: Keep your passwords secure and log off Landonline when you leave your computer. If you need to use another computer, you must transfer your digital certificate and make sure it is deleted from your previous computer. For more information about transferring your digital certificate, refer to the Landonline website, www.landonline.govt.nz.

1. Open the internet browser on your computer and display the Landonline Welcome page, www.landonline.govt.nz.
2. The 

(Registered User Logon access point) displays with a coloured band to advise the status of Landonline.
   - **Green** – Landonline is available and you can logon.
   - **Blue** – Landonline is available, but there are issues affecting some customers. A message displays to advise more details.
   - **Red** – Landonline is not available. A message displays to advise why it is not available and approximately when it will be available again.
3. Click 

to display a Client Authentication screen. The appearance of this screen can differ depending on the browser you use (eg Internet Explorer, Netscape).
   - Select your digital signature.
   - Click OK to display the Logon to Landonline screen.
4. Type your User Id and Password.
5. Click Log On
   - If you log on successfully and you are a member of only one firm with only one licence, Landonline Workspace displays. Refer to the **Workspace** chapter in the ***e-dealing* User Guide**, ***e-survey* User Guide, TA *e-certification* User Guide** or ***e-search* User Guide**.
   - Otherwise, Landonline displays the Choose a Firm and Licence screen to select the licence to use. For more information, see **2.2.2 Select your firm and licence**.

Forgotten passwords: For details on how to reset a forgotten password, please refer to User Guide, "Reset Forgotten Landonline Password".

2.2.2 Select your firm and licence

If you work for more than one firm or a firm you work for has more than one licence, the **Choose a Firm and Licence** screen displays when you click Log On from the Landonline website. You may need to select:

- the firm you currently want to perform work for, and
- the licence you want to use.

To select your firm and licence, in the Choose a Firm and Licence screen:

1. Select the correct Firm ID from the drop down list.
2. Select the correct licence from the drop down list.
3. Click OK to confirm your selections and open Workspace.

Note: There are several licence options for Landonline. For more information about licence types refer to the Landonline website, www.landonline.govt.nz.

2.3 Using Landonline Help

This section explains how to use Help and some of its features.

Use Help to:

- Understand how to use Landonline to carry out tasks. Help is context sensitive.
- Find out the purpose and function of the current screen.

2.3.1 Displaying Help

You can display the Help file in three ways:

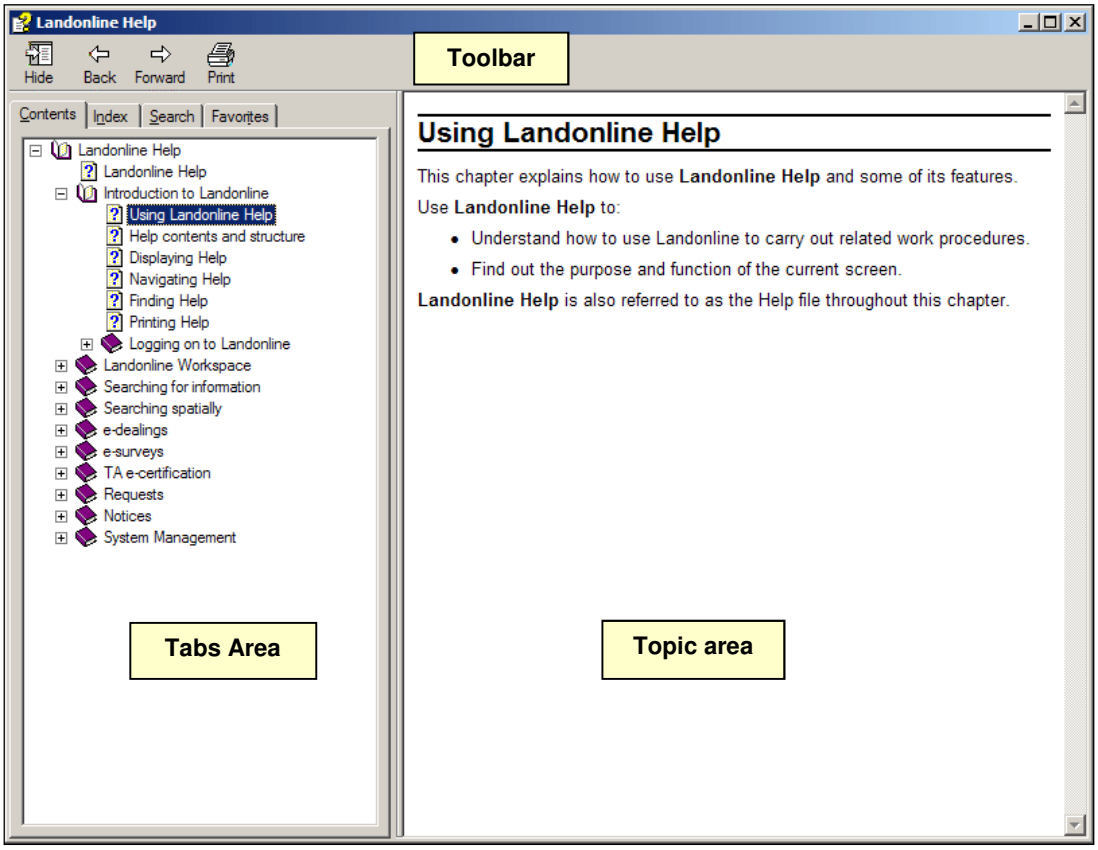
- Press F1 to display Help for the current screen.
- Click (Help) in Landonline Workspace.
- Select **Help | Landonline Help Topics**.

When activated, Help displays on top of all other screens.

2.3.2 Help contents and structure

There are three areas of Help. These are the:

- Toolbar
- Tabs area where you find a Help topic to view:
    - Contents - contains all Help topics in chapter order
    - Index - lists all Help topics in alphabetical order
    - Search - to search for a keyword in Help topics
    - Favourites - to save a Help topic as your favourite
- Topic area where the contents of the selected Help topic displays.



2.3.3 Navigating Help

There are several ways to move through Help to display the topic you require:

- Click the buttons preceding each topic in the Tree. These buttons display as , and next to each topic in the contents area of your screen. As you select a topic in the Tree it displays in the Topic area.
- Click the Back or Forward to view topics you have seen before.
- Click the underlined text (hypertext link) in the Topic area to go directly to the topic. The new topic will be selected in the Tree.

2.3.4 Finding Information in Help

You can find Help in several ways. In the Tree area:

- Use the Contents tab to select a topic and expand it to view a list of related topics.
- Use the Index tab to find a topic from the alphabetical list.
- Use the Search tab to find a topic based on a keyword.
- Use the Favourites tab to find a previously saved Help topic.

2.3.5 Printing Help

You can print the information in a topic. To print:

- Select a topic in the Tree and click Print. In the **Print Topics** screen, you can choose to print only the selected topic or the selected topic and all sub topics.
- Right click in the Topic area and select **Print…** from the menu. This only prints the selected topic.

3 TITLES REQUESTS

3.1 Overview

The Requests sub-system allows you to create specific title related requests in Landonline and send them to LINZ to process.

This chapter explains about requests and how to create and send a titles request. Specifically it describes how to:

- create different types of titles requests
- perform other actions for a request (eg attach an image, preview, print, edit and delete)
- send a request.

For a list of the titles request types available, see **Appendix A: Request Types**.

3.1.1 About titles requests

A Conveyancing user can create a request in Landonline from Workspace and when in the Create Dealing screen. When created from the Create Dealing screen, the dealing number will default to the *e-dealing* you are currently in. You can change this if required.

You normally create a request for an *e-dealing* from the firm you are currently logged on with. Some request types (eg Titles - Application to Sustain Caveat (S145/A145) allow you to reference a dealing from another firm. Landonline displays a warning message to advise you. When the referenced dealing is from another firm, only users in your firm can view the request (ie users from the firm of the referenced dealing cannot view it). A withdrawal type of request must always reference a dealing from your firm.

All uncompleted requests display in the Requests folder in Workspace. If a request is linked to an *e-dealing* it will also display in the Workspace tree under the *e-dealing* at instrument level (until the *e-dealing* has been registered).

If you link an *e-dealing* to a request, the client references entered for the linked *e-dealing* (if any) are automatically transferred to the client reference field(s) in the request. Any changes you make to these client references will not transfer back to the Create Dealing screen.

When you save a request the details that display alongside the request in the Workspace tree depend on the information entered in the Create Request screen. This can be the:

- Dealing Number referenced (eg RQST 50001592)
- Client Reference 1 entered (eg RQST HAL7982)
- User Id of currently logged in user (eg RQST mdobson001) if neither of the above are entered.

You can attach the image of a letter (in a .tif, .jpg or .pdf file format) to all types of requests except a request to withdraw an *e-dealing* or instrument. Once attached, you can preview the image in the Image Viewer within the Preview Instrument/Request screen.

To send a request to withdraw an *e-dealing* or instrument you must have been assigned the Withdraw Dealing privilege and be from the submitting firm. You cannot withdraw an instrument from an *e-dealing* if it is the last remaining instrument (or the only instrument) in the dealing. In this instance you must withdrawn the dealing.

When there is more than one party to an *e-dealing* with a linked request, you can only view requests created by your firm.

You can edit or delete a request from Workspace at any time before you send the request to LINZ.

When you send the request to LINZ they action it and respond by communicating any changes to you by email. You can also receive an online message when the result of the linked request finalises an *e-dealing*. In some instances Landonline will action the request automatically without intervention from a LINZ staff member. The confirmation you receive for a Withdrawal type of request depends on whether it is automatic or manual:

- For an automatically withdrawn *e-dealing* you receive a message immediately to advise the request is completed. You also receive a Withdrawal from Registration Confirmation notice by your preferred method of delivery.
- For an automatically withdrawn instrument you receive an email with a copy of the instrument attached. You also receive a Withdraw Instrument notice by your preferred method of delivery.
- For a manual withdrawal or any type of manual request, you receive an email from a LINZ staff member and a notice (eg Withdrawal of Dealing notice) if appropriate.

3.1.1.1 Uncompleted titles requests

All uncompleted titles requests display in the Requests folder in Workspace until completed. Any request linked to an *e-dealing* will also display in the Workspace tree under the *e-dealing* at instrument level.

When an uncompleted request is linked to a finalised *e-dealing*, the request will remain in the Requests folder in Workspace until completed.

3.1.1.2 Completed titles requests

Landonline automatically removes a completed titles request from the Requests folder in Workspace.

A completed request that is linked to an *e-dealing* will remain in the Workspace tree under the (linked) dealing folder until the *e-dealing* has a final status (eg Registered).

Request to Withdraw a Dealing:

- If the *e-dealing* to be withdrawn is an AUTO REG *e-dealing* which has been submitted and queued, Landonline removes the dealing from the queue and automatically withdraws it.
- If the *e-dealing* to be withdrawn is a LODGE *e-dealing* that has yet to be assigned to a LINZ staff member, Landonline automatically withdraws the *e-dealing*. If already assigned, the request will be processed by a LINZ staff member.
- If the dealing to be withdrawn is a Manual dealing that has yet to be assigned to a LINZ staff member, Landonline automatically withdraws the dealing. If already assigned, the request will be processed by a LINZ staff member.

Request to Withdraw an Instrument:

- If the instrument to be withdrawn is linked to an AUTO REG *e-dealing* which has been submitted and queued, Landonline automatically withdraws (ie removes) the instrument from the *e-dealing*.
  Note: If the following instrument(s) in the *e-dealing* are dependent on the withdrawn instrument(s), this can cause the *e-dealing* to be subsequently rejected.

- If the instrument to be withdrawn is linked to a LODGE *e-dealing* that has yet to be assigned to an LINZ staff member, Landonline automatically withdraws the instrument. If already assigned, the request will be processed by a LINZ staff member.
- If the instrument to be withdrawn is linked to a Manual dealing, the request will always be processed by a LINZ staff member.

Fees for a withdrawn instrument or dealing:

- AUTO REG *e-dealing* (submitted and queued) - fee charges will be automatically credited to you for each withdrawn instrument and charges will be automatically cancelled for a withdrawn *e-dealing*.
- LODGE *e-dealing* - if the request arrives before the linked *e-dealing* has been assigned to a LINZ staff member; fee charges will be automatically credited or cancelled (ie the same as for a submitted and queued AUTO REG *e-dealing*). Once assigned to a LINZ staff member, fee charges will be the same as for a Manual dealing.
- Manual dealing:
  - Fees for a **Withdraw Dealing** request – whether the dealing is automatically withdrawn or a LINZ staff member withdraws it, the fees will automatically update to Cancel.
  - Fees for a **Withdraw Instrument** request - the fees are not automatically credited. The LINZ staff member will manually credit the fees for the instrument to be withdrawn.

3.2 Create and send a titles request

You can create a request for specific title related matters using the Create Request screen and send for processing.

You can save and/or edit the request at any time before sending. Any user in your firm can view details of a request created by you.

Steps:

The high level steps required to create and send a titles request are:

1. Display the Create Request screen.
2. Record details of a titles request.
3. Perform other actions for a titles request (if required).
4. Send a titles request.

The following headings correspond with these steps and explain them in more detail.

3.2.1 Display the Create Request screen

You create a titles request using the Create Request screen.

When the Create Request screen displays, the Dealing Number field contains a list of all current dealings created by your firm (ie manual dealings, draft *e-dealings* in Workspace and lodged and requisitioned *e-dealings*) that have yet to be finalised (eg registered). Any Client Reference entered for each *e-dealing* displays next to the dealing number in the drop down list.

For a Titles - Requisition_Rejection Clarification request and a Titles - Requisition_Rejection Review request, you either select the dealing number for a

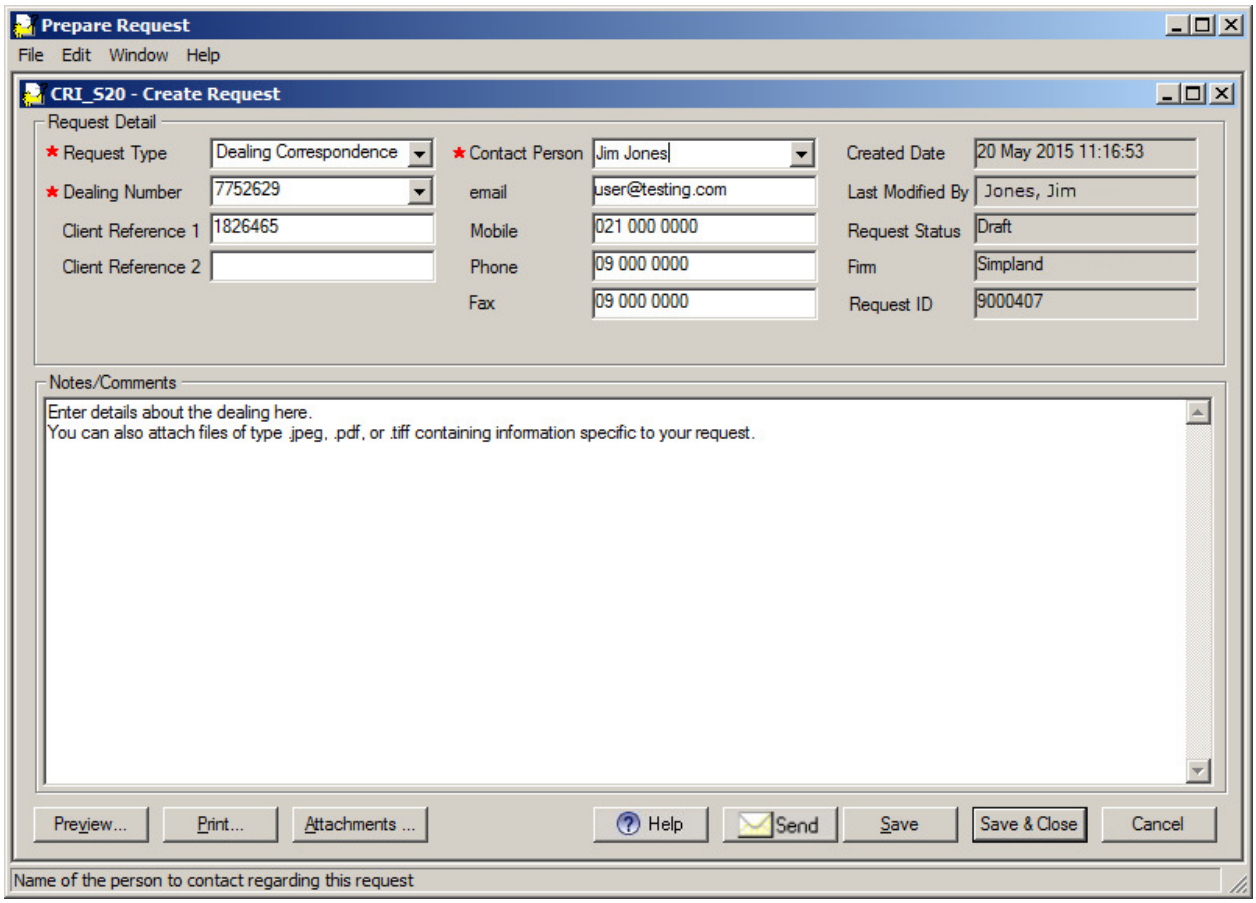
requisitioned dealing or manually enter the Rejected Dealing Number. This number must be linked to your firm.

Mandatory fields in the Create Request screen are marked with a **red** asterisk (*) and must be completed before sending.

> Tasks:
>
> You can:
>
> - Display the Create Request screen from Workspace.
> - Display the Create Request screen from the Create Dealing screen.

The following headings correspond with these tasks and explain them in more detail.

3.2.1.1 Display the Create Request screen from Workspace



To create a request in Workspace:

1. Click  (Create Request) to display the Create Request screen.

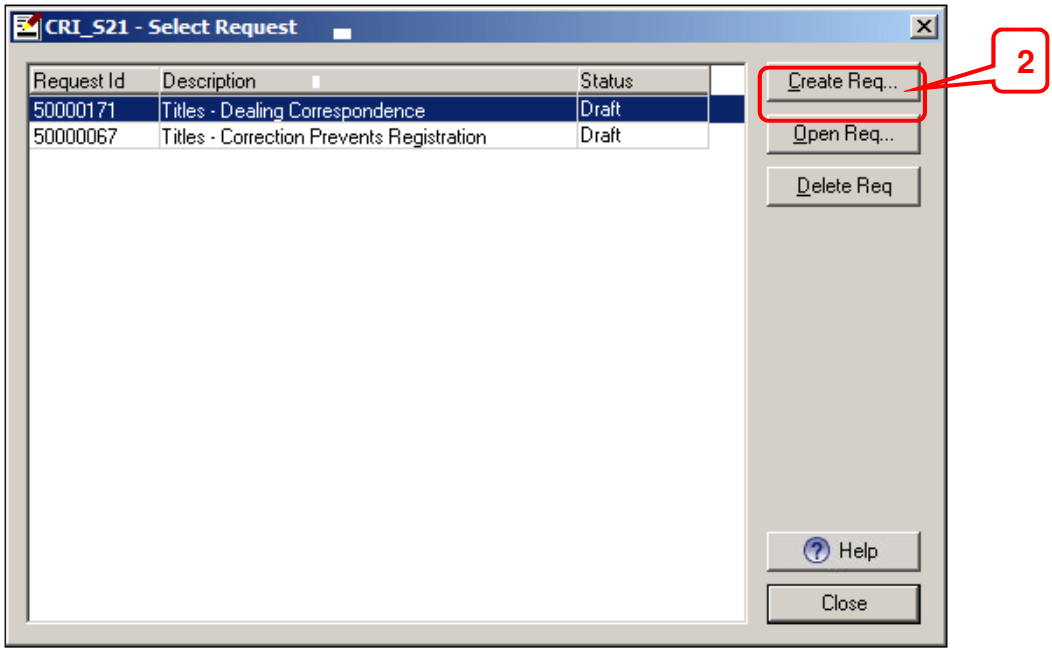
3.2.1.2 Display the Create Request screen from the Create Dealing screen

When you create a request while in the Create Dealing screen, the Select Request screen displays to allow you to continue to create the request.

The Select Request screen lists all requests linked to the current *e-dealing*. You use the Select Request screen to:

- Create a new request.
- Open an existing request linked to the current *e-dealing*.
- Delete an existing request linked to the current *e-dealing*.

Note: You can only edit or delete a request before it has been sent for processing.



To create a request in the Create Dealing screen:

1. Select Dealing | Requests... to display the Select Request screen.
2. Click Create Req... to display the Create Request screen.

Note: The Dealing Number defaults to the current *e-dealing*. If this is a new request which is not linked to the current *e-dealing*, enter a different dealing number or select the dealing number from the drop down list.

3.2.2 Record details of a titles request

The details you complete for a request depend on the type of request you select.

Tasks:

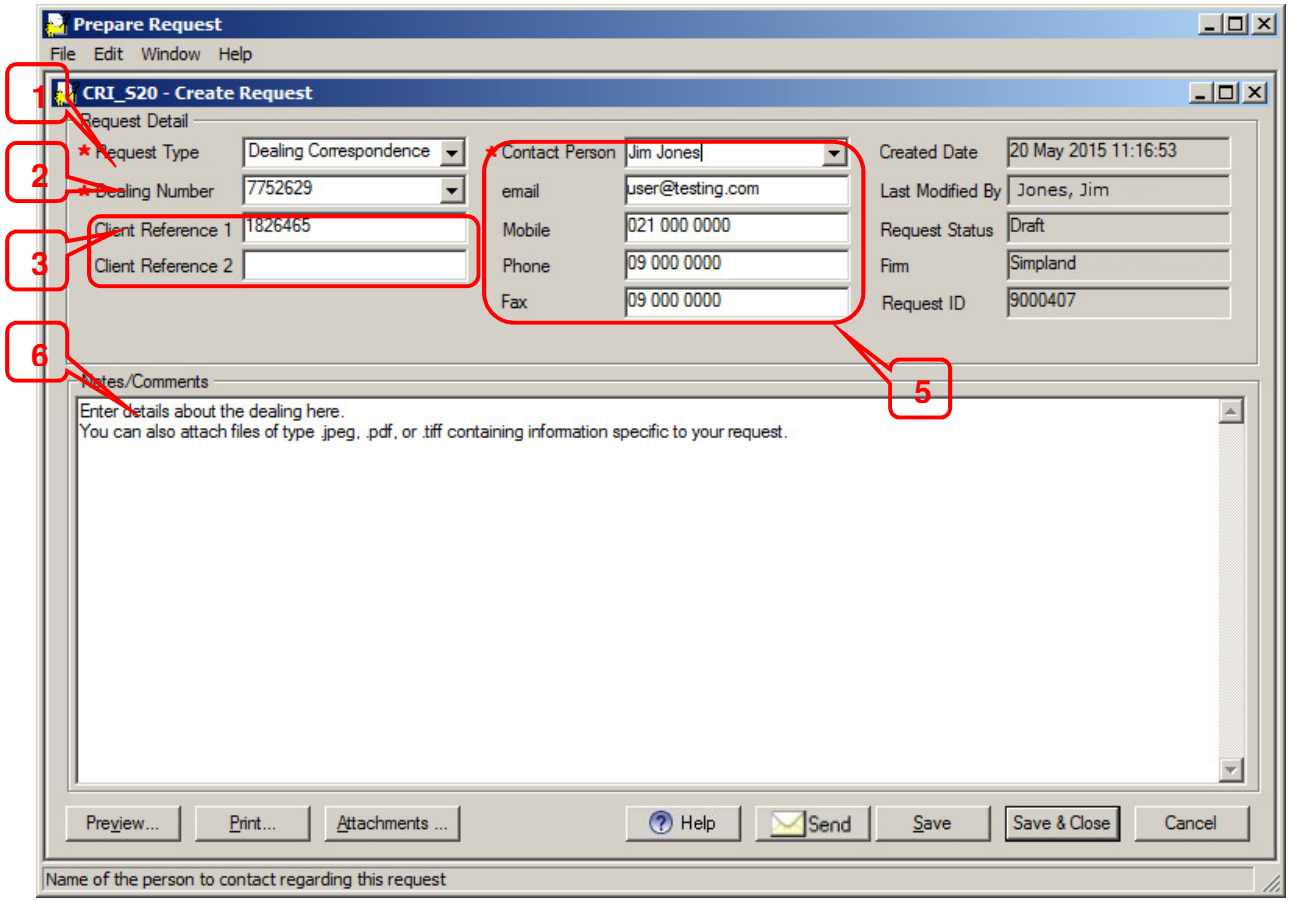
The tasks you can perform to record a titles request are:

- Record and save the titles request details.
- elect titles affected by the request (if required).
- Record a title correction request.
- Record a withdrawal request.

The following headings correspond with these tasks and explain them in more detail.

3.2.2.1 Record and save the titles request details

The type of request you select determines the fields that display in the Create Request screen.



To record details of the request, in the Create Request screen:

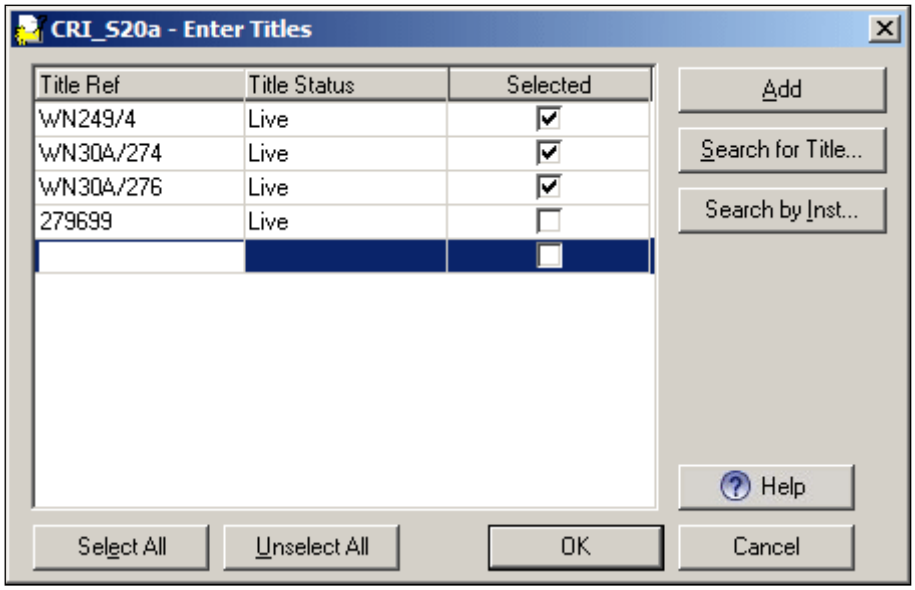
1. Select the type of request from the drop down list in the Request Type field. If you select:
   - a title correction request type, see **3.2.2.3 Record a title correction request**.
   - a withdrawal request type, see **3.2.2.4 Record a withdrawal request**.
2. Enter or select the dealing number from the drop down list in the Dealing Number field (if required). Any client reference entered for a dealing will also display in the drop down list next to the dealing number.
   - If you opened the screen from the Create Dealing screen, the dealing number defaults to the current *e-dealing*. You can change this if required.
   - For a Requisition_Rejection type of request, either select the Dealing Number from the drop down list for a Requisitioned dealing or enter the rejected dealing number in the Dealing Number field for a Rejected dealing. This must be linked to your firm.
3. Enter or change the client reference for the request in the Client Reference fields, if required.
4. Click in or tab to the Title Reference field to display the Enter Titles screen and select the affected titles (if required). See **3.2.2.2 Select titles affected by the request**.
   This field does not display for a Titles - Dealing Correspondence request.
5. Change the name of the Contact Person (if required) and check the email, Mobile Phone or Fax are correct. These fields default to details recorded in Landonline for the selected contact person and you can change them if required.
   - If the name of the Contact Person does not display in the drop down list, enter the person's name and complete the Email, Mobile Phone or Fax fields as appropriate.

6. Enter details for the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
7. Perform other actions for the request, as required. See **3.2.3 Perform other actions for a titles request**.
8. Save the request:
    - Click [Save] to save the request and remain in the screen.
    - Click [Save & Close] to save the request and return to the previous screen.

3.2.2.2 Select titles affected by the request

The Title Reference field displays in the Create Request screen for most request types. This allows you to add any title(s) affected by the request. You use the Enter Titles screen to select and add the affected title(s) to the Create Request screen.

It is mandatory to enter a title reference for a Titles – Correction request and Titles – Correction Prevents Registration request.



To select titles affected by the request:

1. In the Create Request screen, click the Title Reference field (or Tab to this field) to display the Enter Titles screen.
2. Select or enter the title(s) affected by the request:
    - If the request is linked to a dealing, check the Selected checkbox next to each title affected.
    - If the request is not linked to a dealing, enter the title reference in the Title Ref field and press Tab or click elsewhere in the screen. Landonline checks the Selected checkbox for the title reference.
    - To add another title reference, click [Add] and enter the Title Ref.
3. To search for the title reference (if necessary):
    - Click [Search for Title...] to display the Search Title screen and select the title to add to the Enter Titles screen, or
    - Click [Search by Inst...] to display the Search Title by Instrument screen to select an instrument number and add all titles associated to the instrument to the Enter Titles screen.
    - For more information about these searches, refer to the ***e-dealing*** **User Guide**.

4. Check the list of titles to ensure the correct titles are checked as being affected by the request. If required:
    - check or uncheck the Selected checkbox for each title, or
    - click [Unselect All] Unselect All to uncheck all affected titles then check the Selected checkbox for those titles affected, or
    - click [Select All] if all titles are affected.
5. Click [OK] to return to the Create Request screen.

Note:

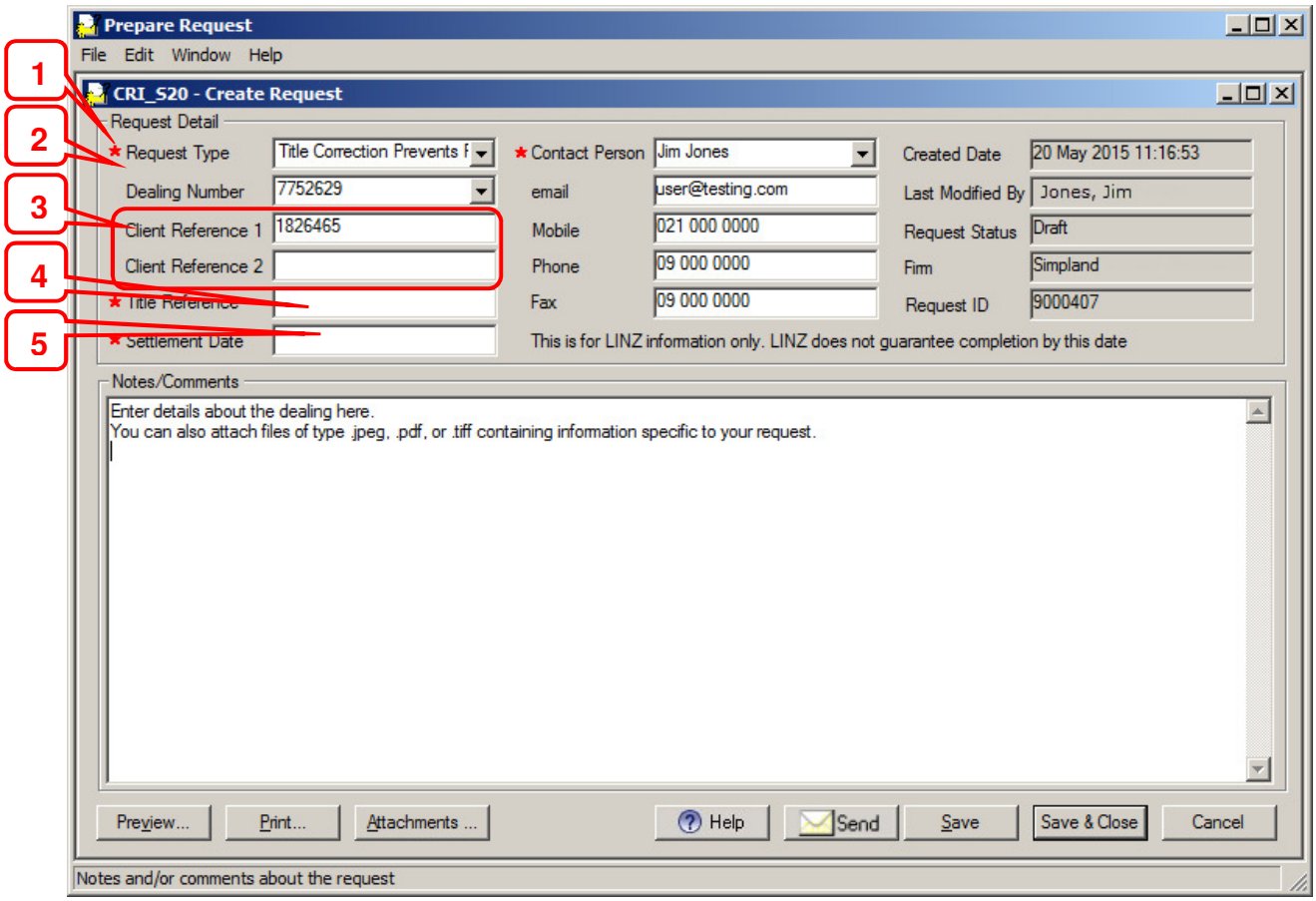
- If the request is linked to a Dealing Number Landonline displays all titles affected by that dealing.
- When more than one title is affected by the request, a plus sign (+) displays after the reference in the Title Reference field in the Create Request screen.

3.2.2.3 Record a title correction request

When you notice there is an error on one or more titles you can create a Title Correction request in the Create Request screen. There are two title correction request types:

- Titles – Correction
  Use this type of request when the correction is not urgent. It is optional to link this request to an *e-dealing*, but it must be linked to a title.
- Titles – Correction Prevents Registration
  Use this type of request when an error will prevent settlement or prevent registration of the *e-dealing*. It is optional to link this request to an *e-dealing*, but you must enter a title reference and settlement date.

Mandatory fields in the Create Request screen are marked with a **red** asterisk (*) and must be completed before sending.



To complete details of a title correction request type, in the Create Request screen:

1. Select the type of title correction in Request Type field drop down list (ie Titles – Correction Prevents Registration or Titles – Correction).
2. Enter the Dealing Number or select the dealing number from the drop down list (if appropriate).
3. Enter or change the client reference for the request in the Client Reference fields, if required. (Any client references previously entered for the selected *e-dealing* display here.)
4. Click in or tab to the Title Reference field to display the Enter Titles screen and select the affected titles (if required). See **3.2.2.2 Select titles affected by the request**.
5. Enter the date of settlement for the *e-dealing* in the Settlement Date field. This field only displays for a Titles – Correction Prevents Registration request type.
6. Enter details about the title correction in the Notes/Comments area.
7. Perform any other actions for the request, if required. See **3.2.3 Perform other actions for a titles request**.
8. Click Save or Save & Close to save the request.

Note: The Settlement Date is a guideline for LINZ only and does not guarantee that the request will be completed by this date. The date entered cannot be more than 60 days in the future.

3.2.2.4 Record a withdrawal request

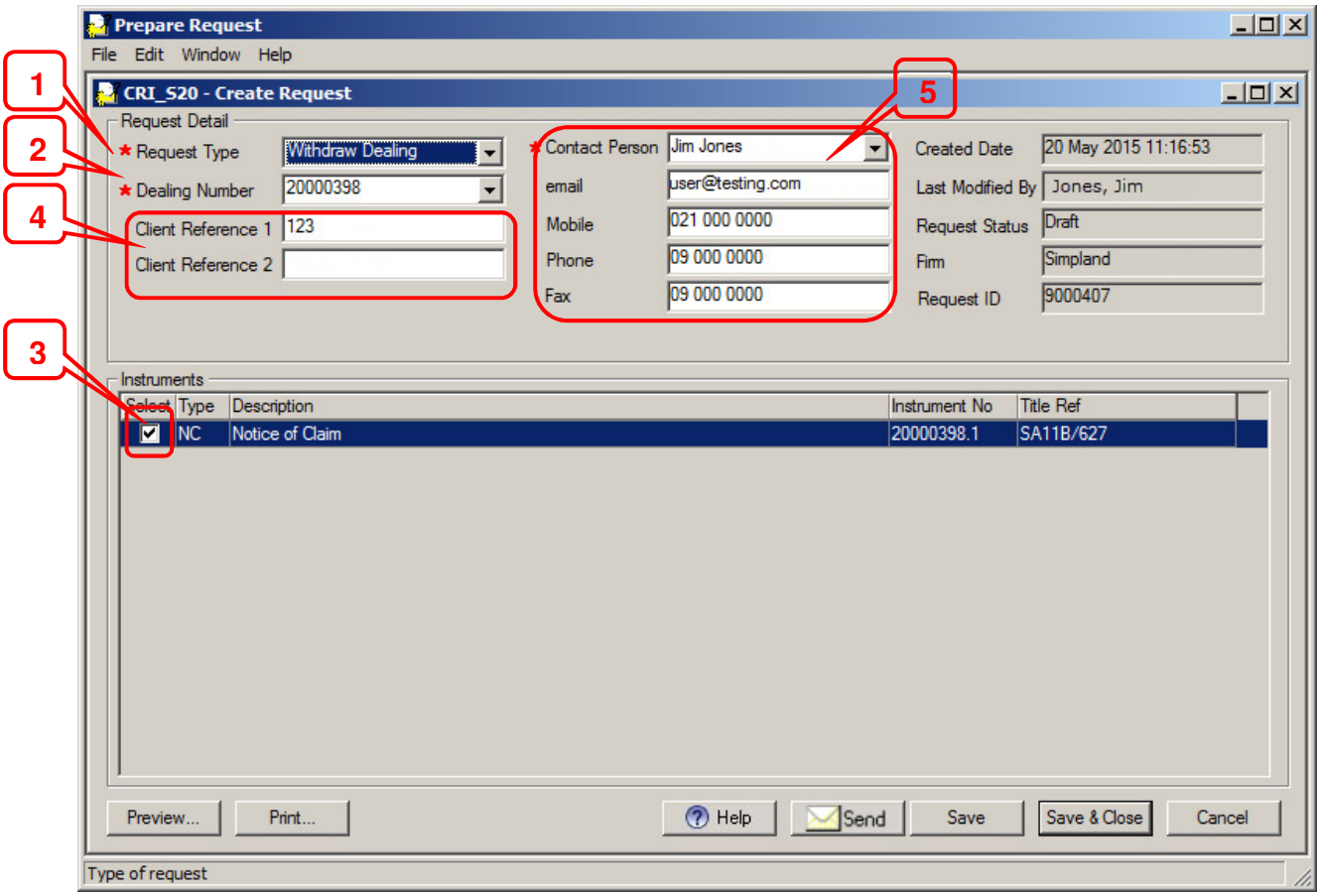
There are two types of withdrawal request you can create in the Create Request screen:

- Titles –Withdraw Instrument
- Titles –Withdraw Dealing

You must have the Withdraw Dealing privilege assigned to you to send these request types. Your System Manager can assign this to you if required.

You can only request to withdraw an *e-dealing* or instrument that is from your firm and only before the dealing reaches a final status (eg Registered, Rejected).

Mandatory fields in the Create Request screen are marked with a **red** asterisk (*) and must be completed before sending.



To complete details of a withdrawal request type, in the Create Request screen:

1. Select the type of withdraw in the Request Type field drop down list (ie Titles –Withdraw Instrument or Titles – Withdraw Dealing).
2. Enter the Dealing Number or select the dealing number from the drop down list (if appropriate). Landonline displays a list of all instruments for the selected dealing in the Instruments area.
3. Check the Select checkbox in the Instruments area for each instrument you want to withdraw from the *e-dealing* for a Titles – Withdraw Instrument request.
    - All instruments default to checked for a Titles – Withdraw Dealing request and cannot be unchecked.
4. Enter or change the reference for the request in the Client Reference fields (as required).
5. Change the name of the Contact Person (if required) and check the Email, Mobile Phone or Fax are correct. These fields default to details recorded in Landonline for the selected contact person and you can change them if required.
    - If the name of the Contact Person does not display in the drop down list, enter the person's name and complete the Email, Mobile Phone or Fax fields as appropriate.
6. Perform other actions for the request, if required. See **3.2.3 Perform other actions for a titles request**.
7. Click Save or Save & Close to save the request.

Note:

- You cannot add comments and notes or attach an image to a withdrawal request.
- For a Titles – Withdraw Instrument request, ensure that the remaining instruments in the *e-dealing* are not dependent on the instrument(s) selected to be withdrawn.

3.2.3 Perform other actions for a titles request

Tasks:

The tasks you can perform to record a titles request are:

- Attach an image to a titles request.
- Delete an image from a titles request.
- Replace an image on a titles request.
- View an image on a titles request.
- Preview a titles request.
- Preview a titles request with an image attached.
- Print a titles request.
- Edit titles request details.
- Delete a titles request.

The following headings correspond with these tasks and explain them in more detail.

3.2.3.1 Attaching an image to a titles request

When creating a request in the Create Request screen, you can attach up to 20 scanned images (in a .tif, .jpg or .pdf format). When you select a .pdf file to attach, Landonline converts it to .tif format before attaching it to the request.

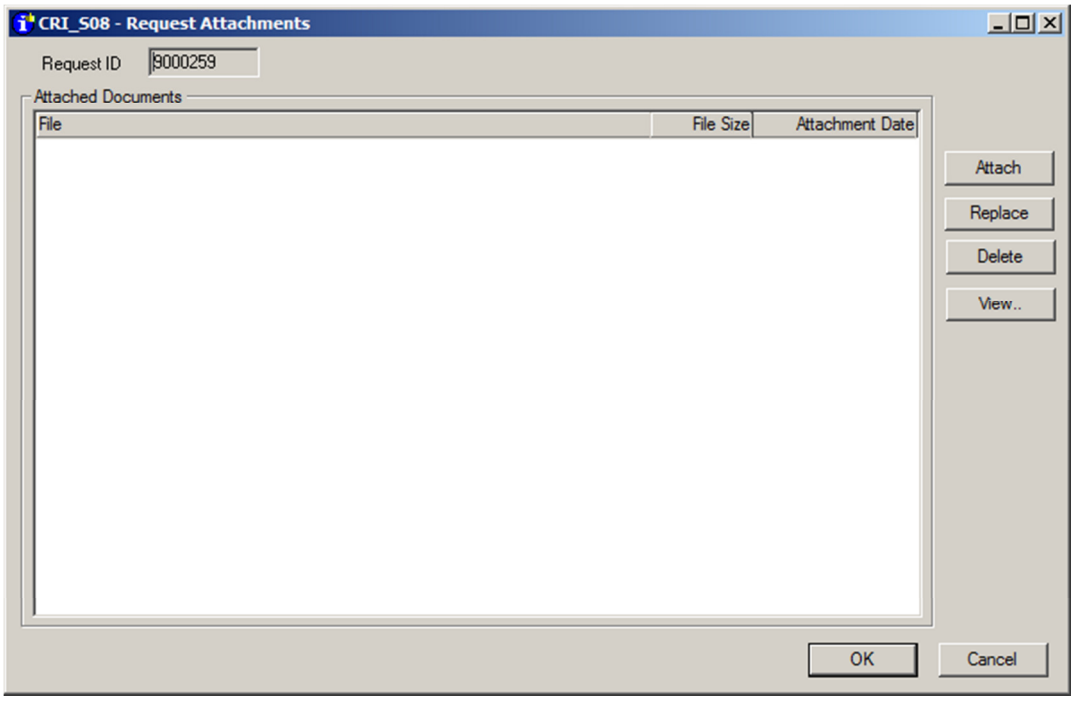
You can attach an image to all request types except for Titles – Withdraw Dealing and Titles – Withdraw Instrument requests.

To display the Request Attachments screen to attach an image:

1. Click Attachments ... to display the Request Attachments Screen.

Note: When you attach an image to a request a (paperclip) displays next to the button to indicate there is an image attached.

To attach an image to a request, in the Request Attachments screen:

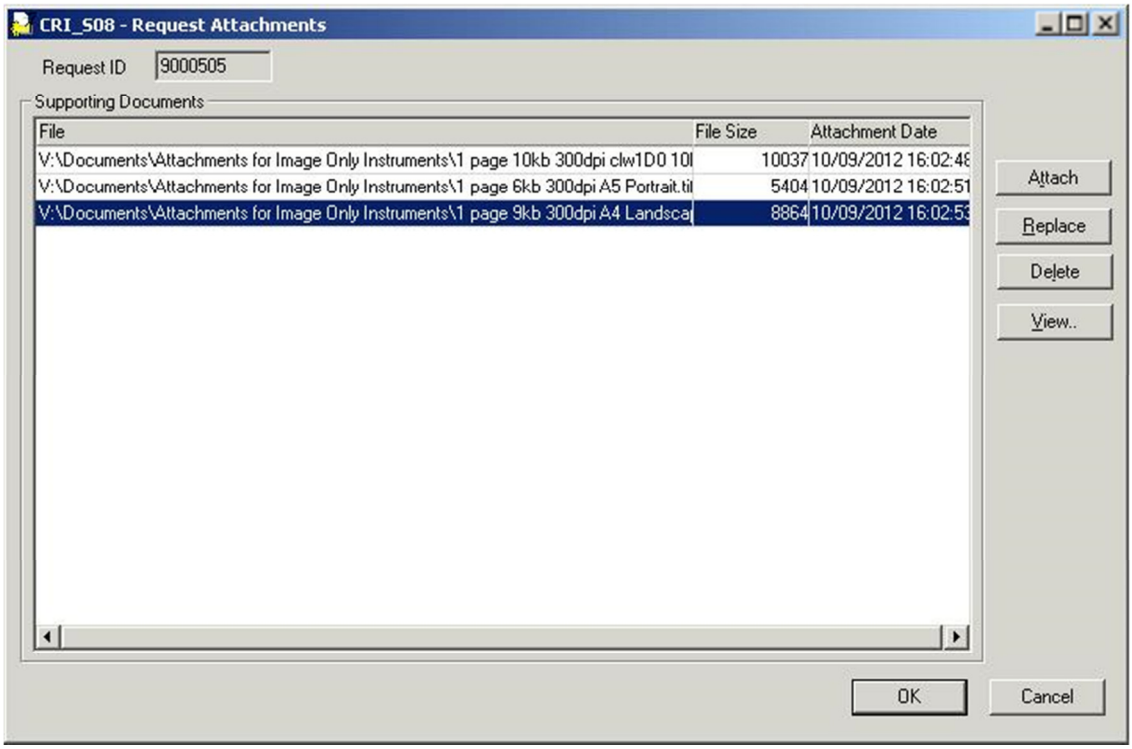


1. Click the Attach button to display the Select File Screen.
2. Select the image file/s to attach.
3. Click Open to attach and generate the image and return to the Request Attachments screen.

   Note: Up to 10 images may be selected and attached at one time.

3.2.3.2 Delete an image from a titles request

To delete an image attached to a titles request, in the Create Request screen:



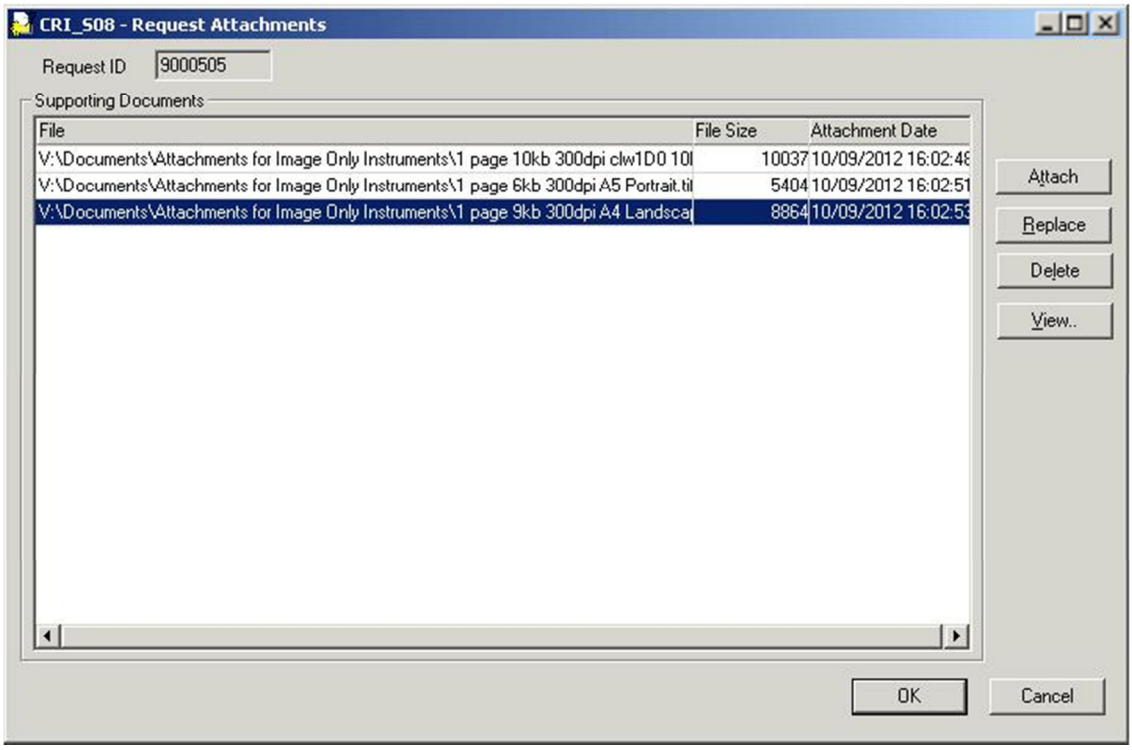
1. Click Attachments ... to display the Request Attachments Screen.
2. Select the row that you wish to delete.
3. Click Delete A message displays asking you to confirm.
4. Click No to cancel deletion, or click Yes to remove the attached image.

Note: Once you delete all attached image/s from a request, Landonline removes the 🔗 (paperclip) next to the Attachments ... button.

3.2.3.3 Replace an image on a titles request

To replace an image attached to a titles request, in the Create Request screen:

1. Click Attachments ... to display the Request Attachments Screen.

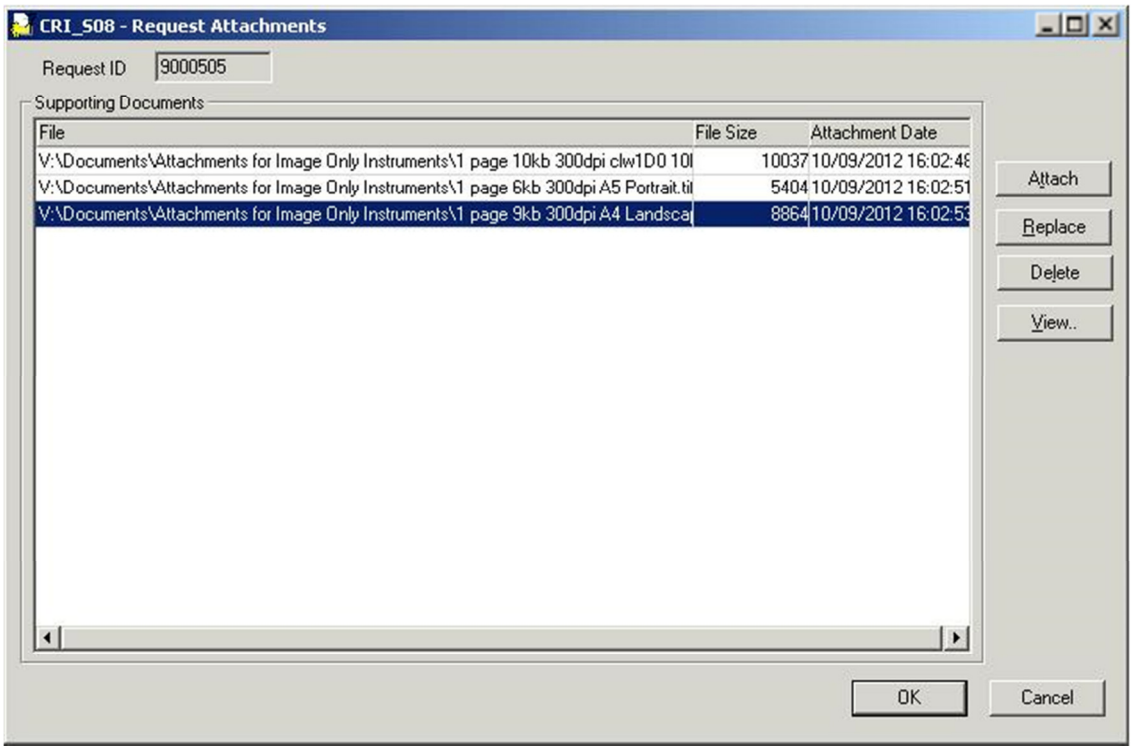


2. Select the image that you wish to replace.
3. Click Replace to display the Select File Screen.
4. Select the image file to attach. Only one file may be selected to replace an image.
5. A message displays asking you to confirm.
6. Click No to cancel replace, or click Yes to replace the attached image.

3.2.3.4 View an image on a titles request

To view an image attached to a titles request, in the Create Request screen:

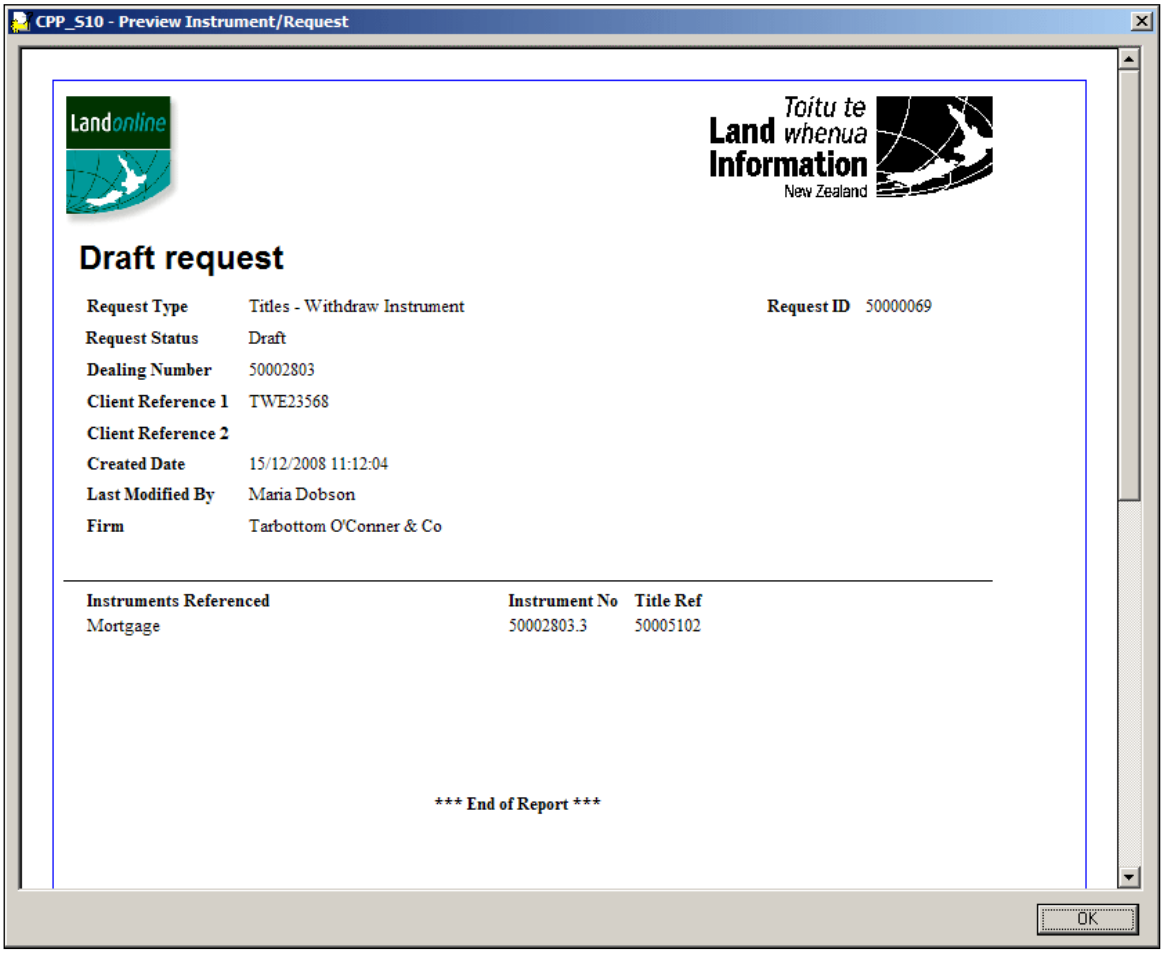
1. Click Attachments ... to display the Request Attachments Screen.



2. Select the image that you wish to view.
3. Click View..
4. The image will display in the image viewer.

3.2.3.5 Preview a titles request

You can preview a request while preparing the request in the Create Request screen using the Preview Instrument/Request screen. You can also preview a sent request as long as it displays in Workspace.



To preview a request, in the Create Request screen:

1. Click Preview... to display the Preview Instrument/Request screen.
2. Scroll to view all details, if required.
3. Click OK to return to the Create request screen.

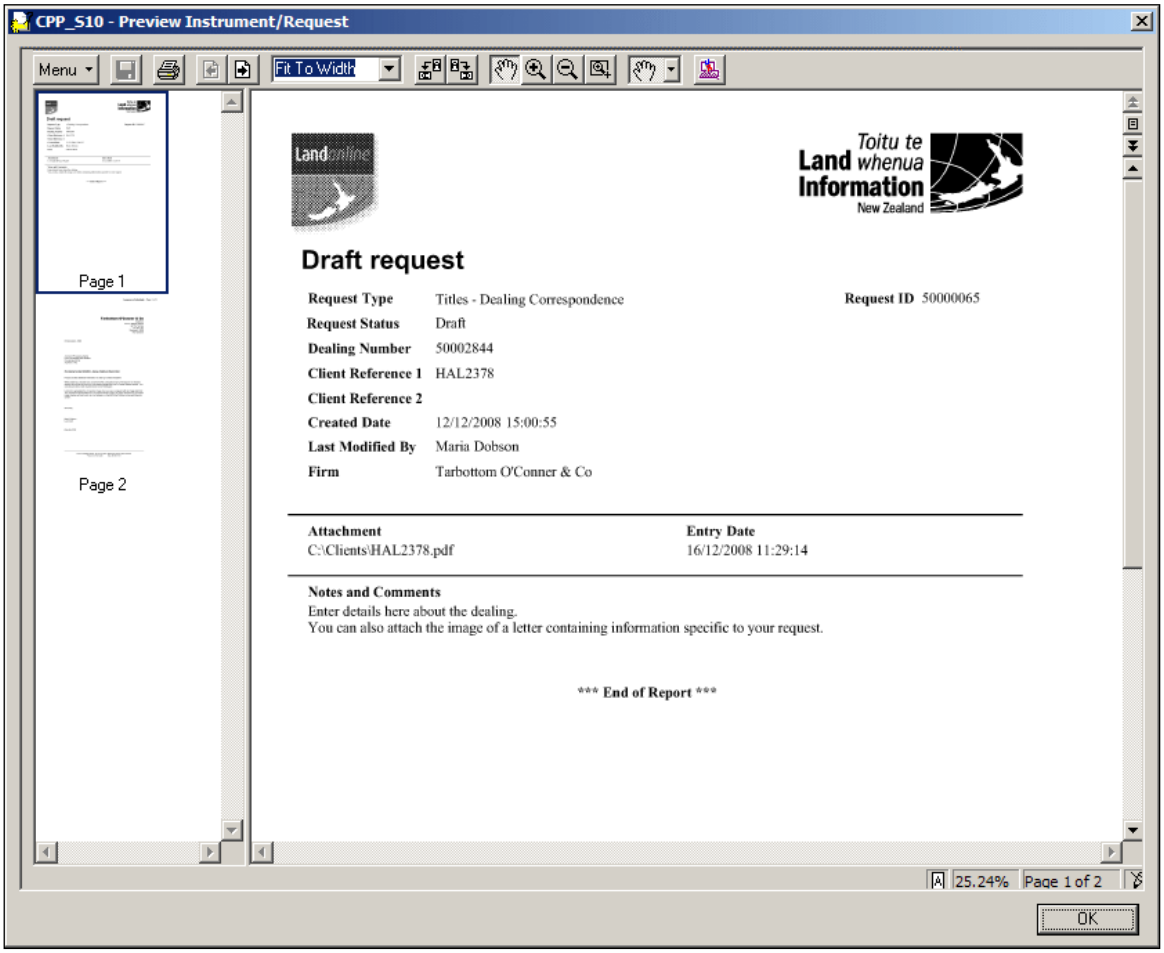
3.2.3.6 Preview a titles request with an image attached

While preparing a request you can preview the composite image of the request (ie request structured text view plus any attached image files) from the Create Request screen. The preview displays in the Image Viewer within the Preview Instrument/Request screen.

Landonline generates the composite image in the format of a .tif when you save a request with an image attached. The previewed request defaults to the request header page. All pages that form the composite image display as thumbnails (ie small images) on the left of the Preview Instrument/Request screen.

The composite image of the request will regenerate each time you preview the request. It is not saved in Landonline.

You can also preview a sent request with an image attached as long as it displays in Workspace.



To preview a request with an image attached, in the Create Request screen:

1. Click Preview... . Landonline generates the composite image and displays it in the Image Viewer within the Preview Instrument/Request screen.
2. To view another page, double click the page in the thumbnail panel to display it in the main panel.
   - Alternatively, click (Next page) and (Previous Page) to move between pages.
3. Click OK to return to the Create request screen.

Note:

- The total number of pages in a composite image displays in the bottom right of the Preview Instrument/Request screen.
- For more information about the functions available when viewing an image, refer to the ***e-search*** **User Guide**.

3.2.3.7 Print a titles request

You can print the structured text view of a request from the Create Request screen.

When you select a request with an image attached, Landonline generates and displays a preview of the composite image in the format of a .tif (ie request detailed structured text view plus the attached image file) in the Image Viewer within the Preview Instrument/Request screen. You then print the request (including the attached image) from this screen.

You can also print a request without opening the Create Request screen using the right mouse menu in the Workspace tree. For more information, see **Appendix B: Menu options**.

To print a request in the Create Request screen (no image attached):

1. Click [Print] to display the UniPrint Preview screen (if this option is selected in your UniPrint settings).
   - The UniPrint Preview screen displays with a preview of the highlighted Print Job (or page).
2. Click [Print] to display the Print screen (if this option is selected in your UniPrint settings).
3. Select your print options.
4. Click [Print].

To print a request with an image attached, in the Create Request screen:

1. Click [Print]. Landonline generates the composite image and displays it in the Image Viewer within the Preview Instrument/Request screen.
2. Click (Print) in the Image Viewer to display the Print screen.
3. Click [OK] to continue to the UniPrint Preview screen (if this option is selected in your UniPrint settings).
   - The UniPrint Preview screen displays with a preview of the highlighted Print Job (or page).
4. Click [Print] to display the Print screen (if this option is selected in your UniPrint settings).
5. Select your print options.
6. Click [Print].

Note: You can set your computer to preview items in UniPrint or Acrobat Reader. The steps above are for UniPrint. To print from Acrobat Reader, select File | Print… For more information, go to the e-search area of the Landonline website and select Printing, using the spatial window and viewing images FAQs and tips.

3.2.3.8 Edit titles request details

You can edit the details of a saved request at any time before you send it for processing. You can edit a request from:

- Workspace, or
- the Create Dealing screen.

To edit a titles request in Workspace:

1. Select the request in the Workspace tree (expand Requests sub-folder or a Dealing sub-folder, if required).
2. Select Request | Open... to display the Create Request screen.
3. Edit the request details as required. For more information, see **3.2.2 Record details of a titles** request.
4. Click [Save] to save the request or click [Send] to send the request.

To edit a request in the Create Dealing screen:

1. Select Dealing | Requests... to display the Select Request screen.

2. Select the request.
3. Click [Open Req...] to display the Create Request screen with details of the request.
4. Edit the request details as required. For more information, see **3.2.2 Record details of a titles** request.
5. Click [Save] to save the request or click [Send] to send the request.

Note: For more information about the Select Request screen, see **3.2.1.2 Display the Create Request screen from the Create Dealing screen**.

3.2.3.9 Delete a titles request

You can delete a request any time before it has been sent for processing.

When you delete a request that is linked to an *e-dealing*, Landonline removes it from the *e-dealing* folder and from the Requests folder.

To delete a titles request in Workspace:

1. Select the request in the Workspace tree (expand Requests sub-folder or a Dealing sub-folder, if required).
2. Select Request | Delete, or right click and select Delete. Landonline displays a message.
3. Click [Yes] to confirm deletion of the request, or [No] to cancel deletion.

To delete a request in the Create Dealing screen:

1. Select Dealing | Requests... to display the Select Request screen.
2. Select the request.
3. Click [Delete Req]. Landonline displays a message.
4. Click [Yes] to confirm deletion of the request, or [No] to cancel deletion.

Note: For more information about the Select Request screen, see **3.2.1.2 Display the Create Request screen from the Create Dealing screen**.

3.2.4 Send a titles request

Once all details of your request have been entered and any image file attached (if appropriate) you can send it for processing.

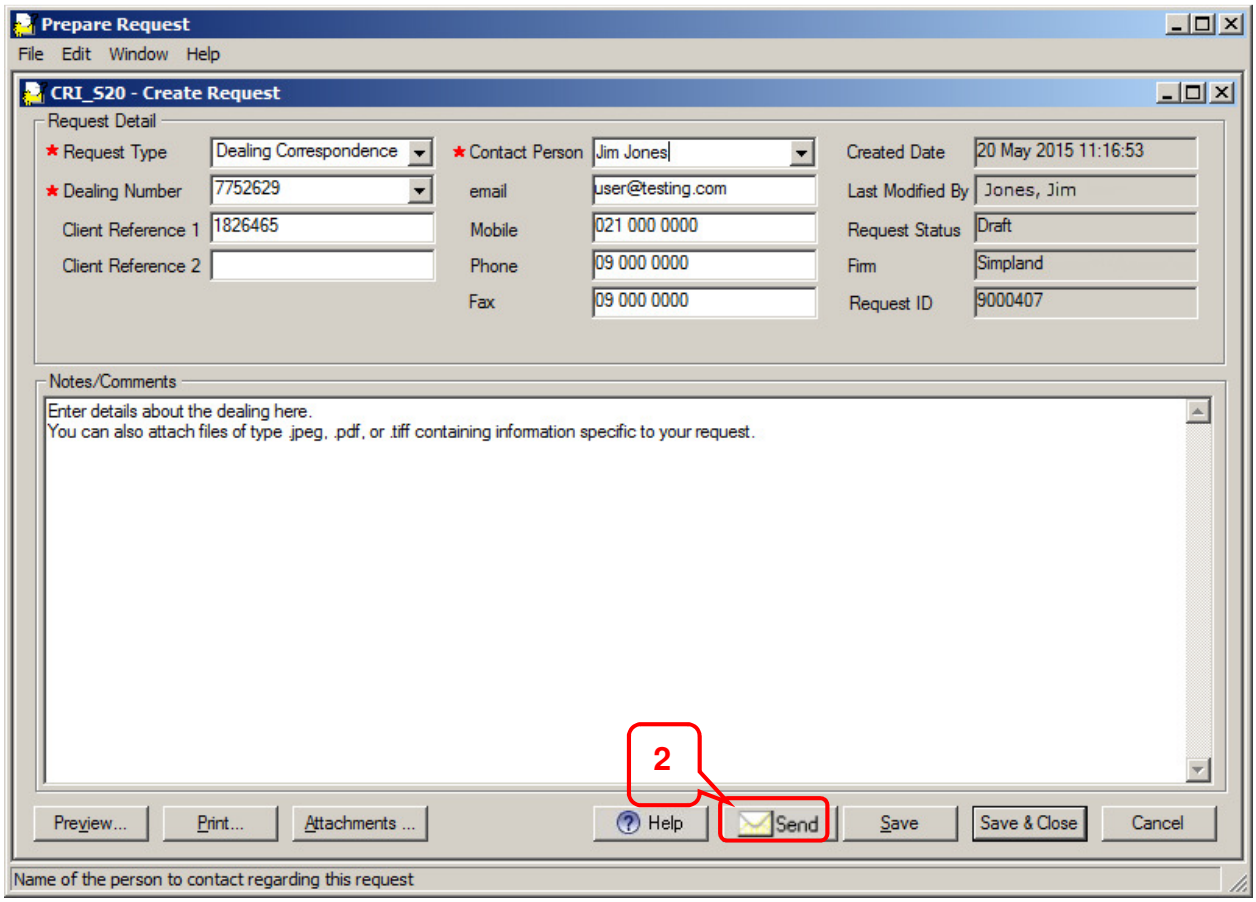
Whether your request will be processed by a LINZ Internal user or automatically by Landonline depends on the details of the request (eg type of request, status of the linked *e-dealing*, etc).

When Landonline automatically actions a request successfully (ie withdraw dealing or instrument) the status automatically changes to Complete. Landonline removes the request from all folders in Workspace unless it is linked to an *e-dealing* that has yet to be finalised. For more information, see **3.1.1 About titles requests**.

After sending a request to withdraw an instrument or dealing, the confirmation you receive depends on the type of withdrawal and whether it is automatic or manual:

- For an automatically withdrawn *e-dealing* you receive a message immediately to advise the request is completed. You also receive a Notice of Withdrawal in My Messages in Workspace.
- For an automatically withdrawn instrument you receive an email with a copy of the instrument attached.

- For a manual withdrawal or any type of manual request, you receive an email from a LINZ staff member and a notice (eg Withdrawal of Dealing notice) if appropriate.



To send a titles request, in the Create Request screen:

1. Check the details of the request are complete.
2. Click Send. A message displays asking for confirmation.
3. Click Yes to send.
   - If the request is to withdraw an instrument or *e-dealing* and the request can be actioned automatically by Landonline, a second message displays to advise (eg *Dealing 50000020 has been withdrawn*). Click OK to close the message.

Note: You can send a request from Workspace without opening the Create Request screen by selecting the request and using the Request | Send menu option, or by using the Send option in the right mouse menu.

3.2.5 Create and save request Toolkit

Table 3-1 lists other tools that assist with creating and sending titles requests.

Tool	Description
Quick Reference Cards	Section: *e-dealing* Workspace Topic: Create and send a request

Table 3-1 Create and send request Toolkit resources

4 SURVEY AND TA REQUESTS

4.1 Overview

The Requests sub-system allows you to create and send specific survey and TA related requests for *e-surveys* and TA *e-certification* work.

This chapter explains about requests and how to create and send a survey or TA request. Specifically it describes how to:

- create a survey or TA request
- perform other actions for a request (eg attach an image, preview, print, edit and delete)
- send a request.

For a list of survey and TA request types available, see **Appendix A: Request Types**.

4.2 About survey and TA requests

Survey and TA users can create a request in Landonline from Workspace. When in an *e-survey* or TA *e-certification* transaction:

- A surveyor can create a request while in the Manage Survey Transaction screen (for an *e-survey*).
- A TA user can create a request while in the TA Certification screen (for TA *e-certification*).

When you create a request from within a transaction, the survey number and any client reference entered for that transaction will display in the Create Request screen. Any changes you make to the client reference for the request (ie Surveyors Reference or TA Reference) will not transfer back to the Manage Survey Transaction screen or TA Certification screen.

Table 4-1 lists the mandatory fields for each type of survey request.

Mandatory Field	For Survey Request Type
Contact Person	All requests.
Survey Number	Approved CSD Correction/Amendment Plan not to Deposit Requisition Clarification Requisition Review Return Survey Dataset
Land District	Amend Cadastral Data Image Missing Unreadable or Incorrect

Table 4-1 Mandatory fields for survey requests

Table 4-2 lists the mandatory fields for the TA request.

Mandatory Field	For TA Request Type
Contact Person	Amalgamation Consultation
Land District	Amalgamation Consultation

Table 4-2 Mandatory fields for TA request

When you save a request the details that display in the Workspace tree depend on whether it is linked to a survey in Workspace. This can be the:

- Request Number only (eg RQST 50000210)
- Survey Number referenced (eg RQST 50000107 – LT 50001592)

You can attach the image of a document (in a .tif, .jpg or .pdf file format) to all types of requests. Once attached, you can preview the image in the Image Viewer within the Preview Request screen.

You can edit or delete a request from Workspace at any time before you send the request to LINZ. A sent request displays in Workspace in view only mode.

When you send the request to LINZ, a staff member will action it and respond by communicating with you by email. If Landonline can automatically action the request, a message displays to advise the result.

Survey Number rules

Table 4-3 outlines the rules to follow when you enter the Survey Number into a request.

Report	Rules for Survey Number field
Survey Requests	
Approved CSD Correction/Amendment	Mandatory. Must be an Approved survey plan.
Amend Cadastral Data	Not mandatory. If entered it must be an Approved survey plan.
Earthquake Request	Not Mandatory. If entered, the status of the survey plan must NOT be 'Not for Deposit', 'On Abeyance' or 'Withdrawn'.
Survey Dispensation	Not mandatory.
Image Missing Unreadable or Incorrect	Not mandatory. If entered it must be an Approved or Registered survey plan.
Plan not to Deposit	Mandatory. Must be an Approved survey plan or an LT survey plan that belongs to your firm.
Requisition Clarification	Mandatory. Must be a Submitted survey on requisition that belongs to your firm.
Requisition Review	Mandatory. Must be a Submitted survey on requisition that belongs to your firm.
Return Survey Dataset	Mandatory. Must be a Submitted survey that belongs to your firm which has yet to be approved.
Survey_Information Complex	Not mandatory.
Titles Correction	Not mandatory.
Titles Information	Not mandatory.
TA Request	
Amalgamation Consultation	Not Mandatory. If entered the survey plan can have any status.
Amend Cadastral Data	Not mandatory.
Survey Information	Not mandatory.
Titles Correction	Not mandatory.
Titles Information	Not mandatory.
Earthquake	Not mandatory.

Table 4-3 Survey Number rules for Survey and TA Requests

4.2.1.1 Uncompleted survey and TA requests

All uncompleted requests display in the All Requests folder and the creating user's Requests folder in Workspace until completed. Any requests linked to a transaction will also display in the Workspace tree in the creating user's Work sub-folder under the transaction (ie survey number).

When an uncompleted request is linked to a finalised transaction, the request will remain in the All Requests and Requests folders in Workspace until completed.

4.2.1.2 Completed survey and TA requests

Landonline automatically removes a completed request from the All Requests and Requests folders in Workspace.

A completed request that is linked to a transaction will remain in the Workspace tree under the (linked) transaction in the Work sub-folder until the *e-survey* is approved, or until the surveyor submits the *e-survey* (for a TA request).

Request to Return a Survey Dataset:

The way Landonline processes this type of request depends on whether the survey has been assigned to a LINZ staff member at the time it was sent.

- If yet to be assigned to a LINZ staff member, Landonline automatically actions the request and displays a message to advise you the survey has been successfully returned to Workspace. The survey status changes to Initiated.
- If already assigned to a LINZ staff member, they will send the survey on requisition and complete the request manually.

4.3 Create and send a survey or TA request

You create a request for specific survey or TA related matters using the Create Request screen.

You can save and/or edit the request at any time before sending. Any user in your firm can view details of a request created by you.

Steps:

The high level steps required to create and send a survey or TA request are:

1. Display the Create Request screen.
2. Record details of a survey or TA request.
3. Perform other actions for a survey or TA request (if required).
4. Send the survey or TA request.

The following headings correspond with these steps and explain them in more detail.

4.3.1 Display the Create Request screen

You create a survey or TA request using the Create Request screen.

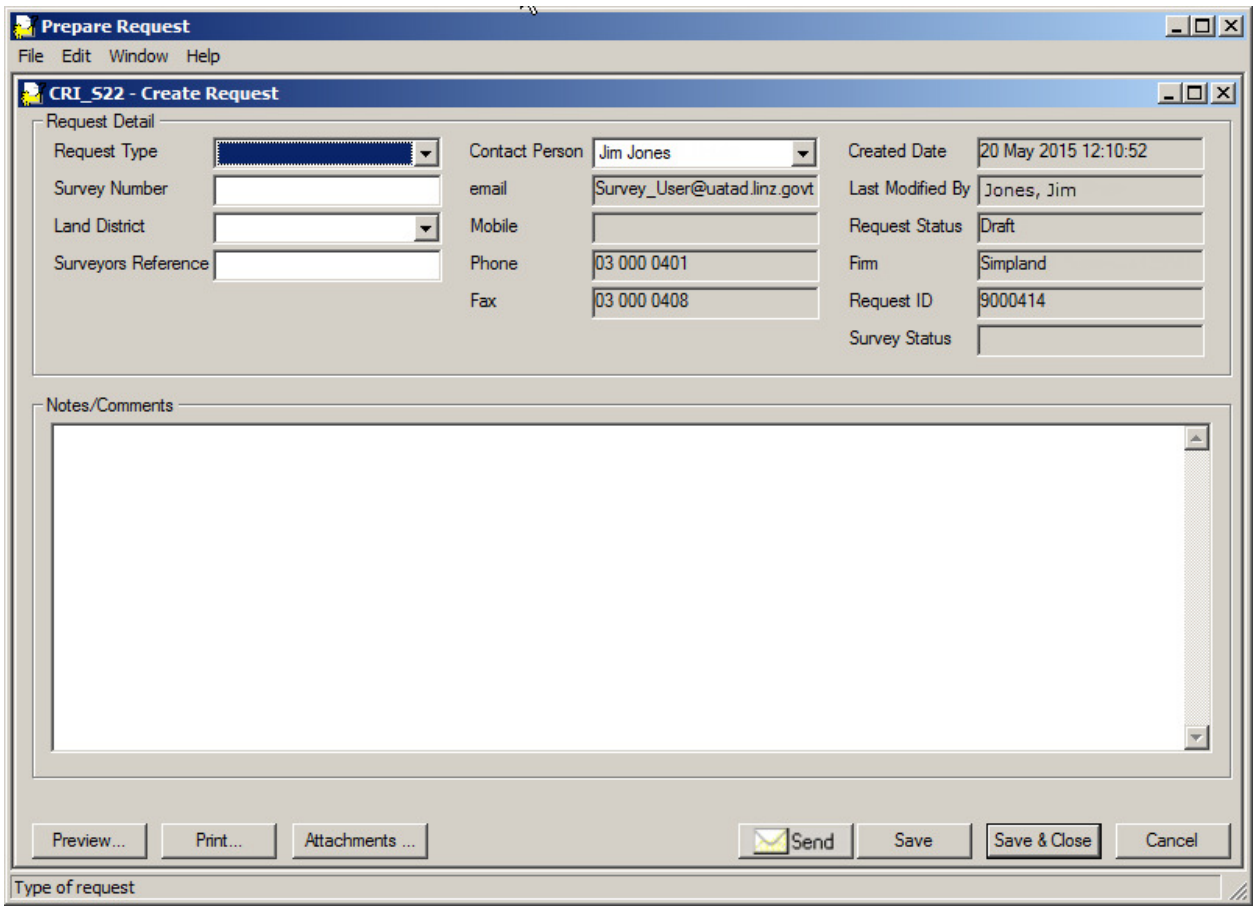
Tasks:

You can:

- Display the Create Request screen from Workspace.
- Display the Create Request screen from the Manage Survey Transaction screen. (Survey users only.)
- Display the Create Request screen from the TA Certification screen. (TA users only.)

The following headings correspond with these tasks and explain them in more detail.

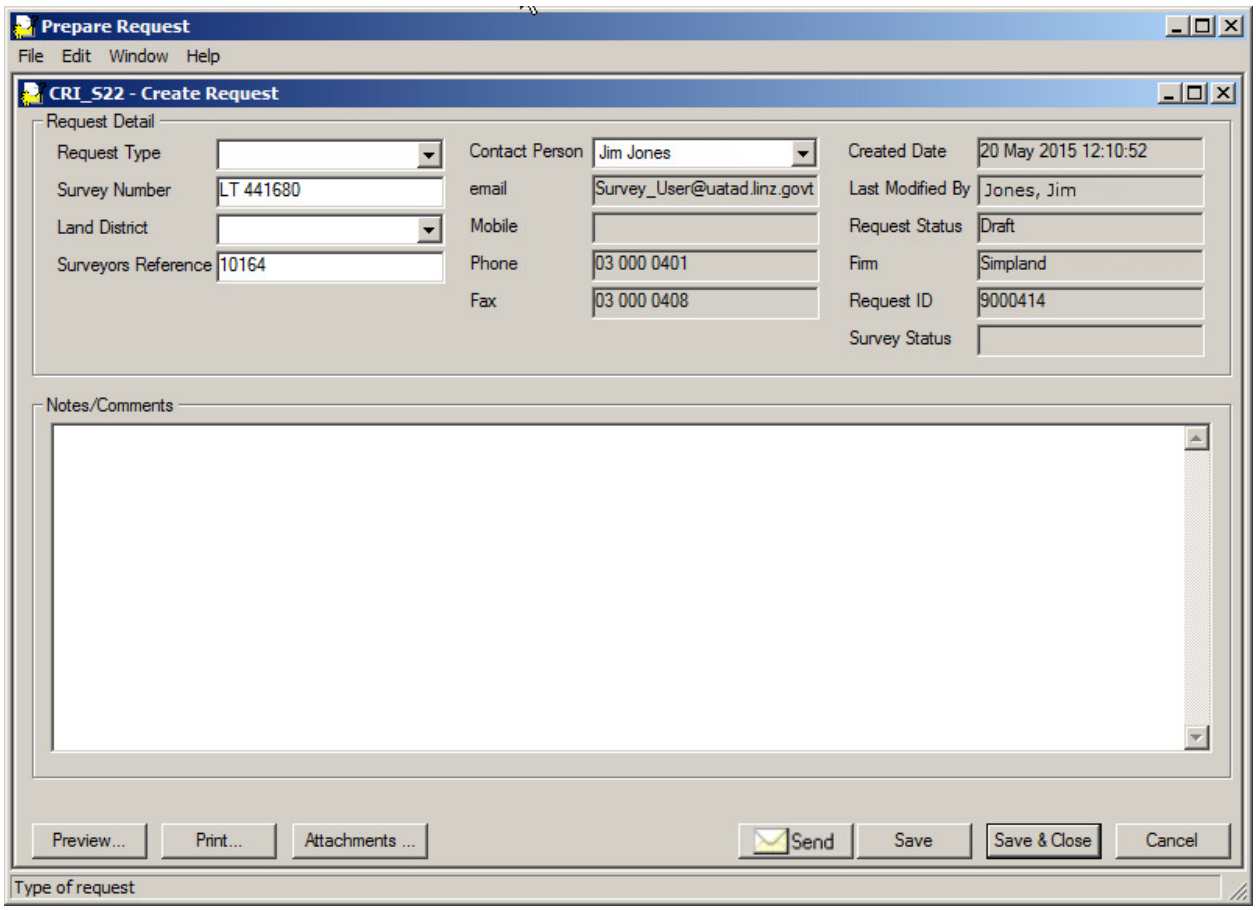
4.3.1.1 Display the Create Request screen from Workspace



To create a survey or TA request in Workspace:

1. Click  (Create Request) to display the Create Request screen.

4.3.1.2 Display the Create Request screen from the Manage Survey Transaction screen.

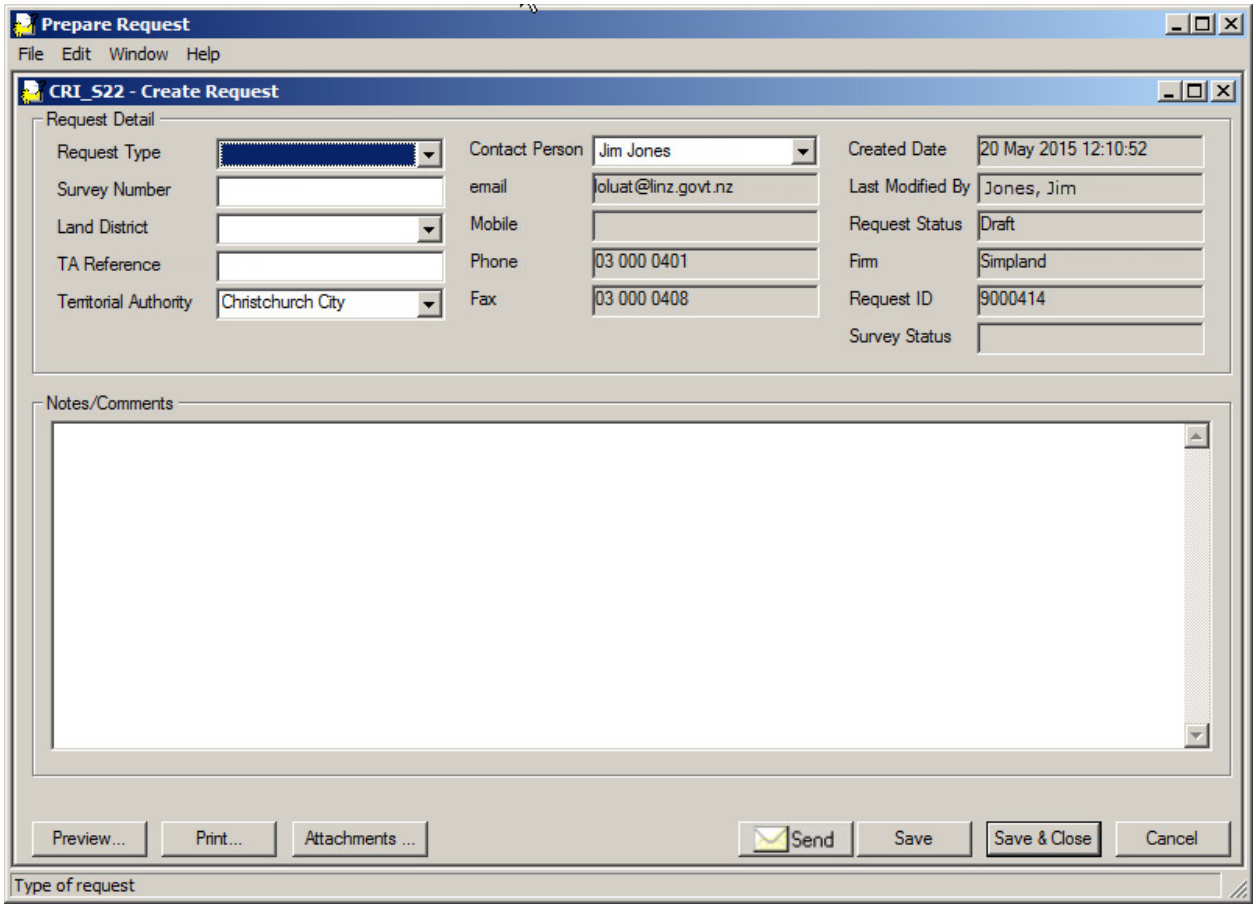


To create a survey request in the Manage Survey Transaction screen:

1. Select Request | New to display the Create Request screen.

   Note: The Survey Number defaults to the current *e-survey* and any Surveyors Reference entered for this *e-survey* also displays in the Create Request screen. If the request is not linked to the current *e-survey*, enter a different survey number.

4.3.1.3 Display the Create Request screen from the TA Certification screen



To create a TA request in the TA Certification screen:

1. Select Request | New to display the Create Request screen.

   Note: The Territorial Authority defaults to the TA you are linked to and any client reference entered for this work will also display in the Create Request screen. If the request is not linked to the current TA work, select a different TA or enter a different TA Reference.

4.3.2 Record details of a survey or TA request

The details you complete for a request depend on the type of request you select.

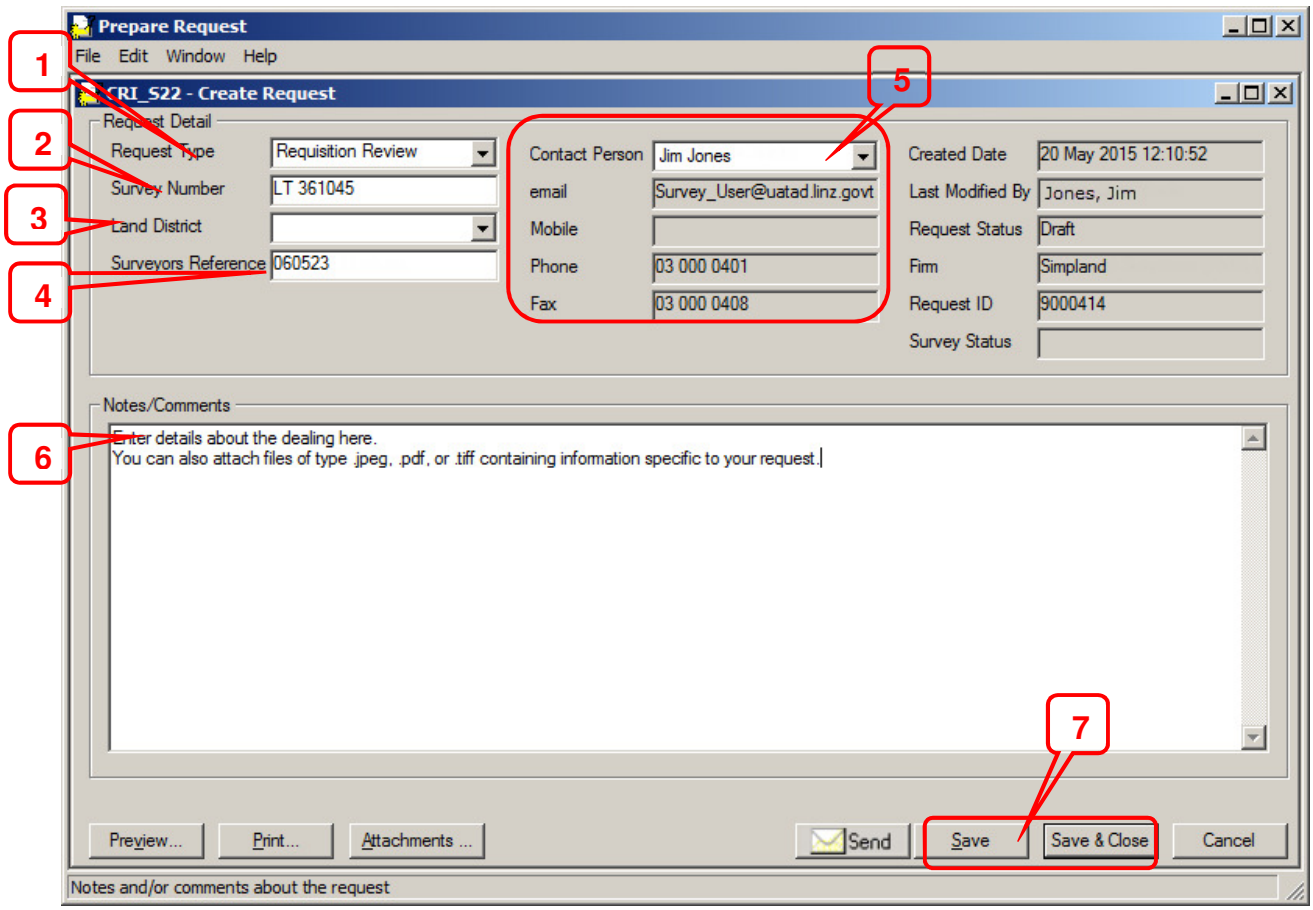
Tasks:

The tasks you can perform to record a Survey or TA request are:

- Record and save details of a survey request.
- Record and save details of a TA request.

The following headings correspond with these tasks and explain them in more detail.

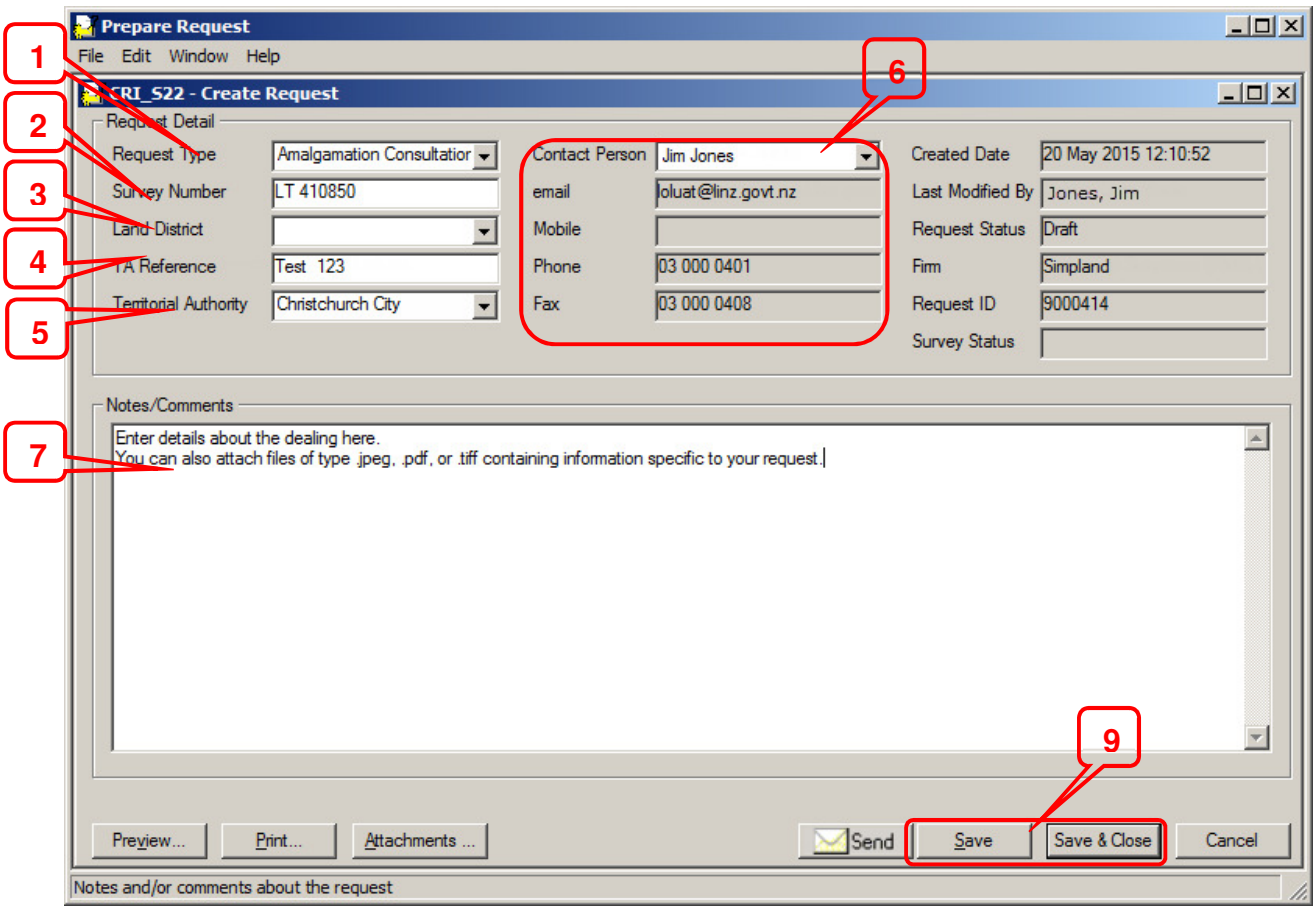
4.3.2.1 Record and save details of a survey request



To record and save details of a survey request, in the Create Request screen:

1. Select the type of request from the drop down list in the Request Type field. For details about the mandatory fields for your selected request, see **4.2 About survey and TA requests**.
2. Enter the Survey Number (if required). If you opened this screen from the Manage Survey Transaction screen, the survey number defaults to the current *e-survey*. You can change this if required.
3. Select the Land District in which the survey is located (if required).
4. Enter or change the client reference for the request in the Surveyors Reference field (if required).
5. Change the name of the Contact Person (if required) and check the email, Mobile Phone or Fax are correct. These fields default to details recorded in Landonline for the selected contact person.
    - To change your details, refer to **Updating My Details** in the ***e-survey* User Guide** or **TA *e-certification* User Guide** or contact your System Manager to change details for another user.
6. Enter details about the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
    - Perform other actions for the request as required (eg attach an image, preview the request, print the request). See **4.3.3 Perform other actions for a survey or TA request**.
7. Save the request:
    - Click Save to save the request and remain in the screen.
    - Click Save & Close to save the request and return to the previous screen.

4.3.2.2 Record and save details of a TA request



To record and save details of a TA request, in the Create Request screen:

1. Select the type of request from the drop down list in the Request Type field.
2. Enter the Survey Number (if required). If you opened this screen from the TA Certification screen, the survey number defaults to the current *e-survey*. You can change this if required. There is no restriction on the status of the survey.
3. Select the Land District in which the survey is located.
4. Enter or change the client reference for the request in the TA Reference field (if required).
5. Select the Territorial Authority associated with the survey from the drop down list.
6. Change the name of the Contact Person (if required) and check the email, Mobile Phone or Fax are correct. These fields default to details recorded in Landonline for the selected contact person.
    - To change your details, refer to **Updating My Details** in the ***e-survey* User Guide** or **TA *e-certification* User Guide** or contact your System Manager to change details for another user.
7. Enter details about the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
8. Perform other actions for the request as required (eg attach an image, preview the request, print the request). See **4.3.3 Perform other actions for a survey or TA request**.
9. Save the request:
    - Click [Save] to save the request and remain in the screen.
    - Click [Save & Close] to save the request and return to the previous screen.

4.3.3 Perform other actions for a survey or TA request

Tasks:

Additional tasks you can perform to record a request are:

- Attach an image to a survey or TA request.
- Delete an image from a survey or TA request.
- Replace an image on a survey or TA request.
- View an image on a survey or TA request.
- Preview a survey or TA request.
- Preview a survey or TA request with an image attached.
- Print a survey or TA request.
- Edit survey or TA request details.
- Delete a survey or TA request.

The following headings correspond with these tasks and explain them in more detail.

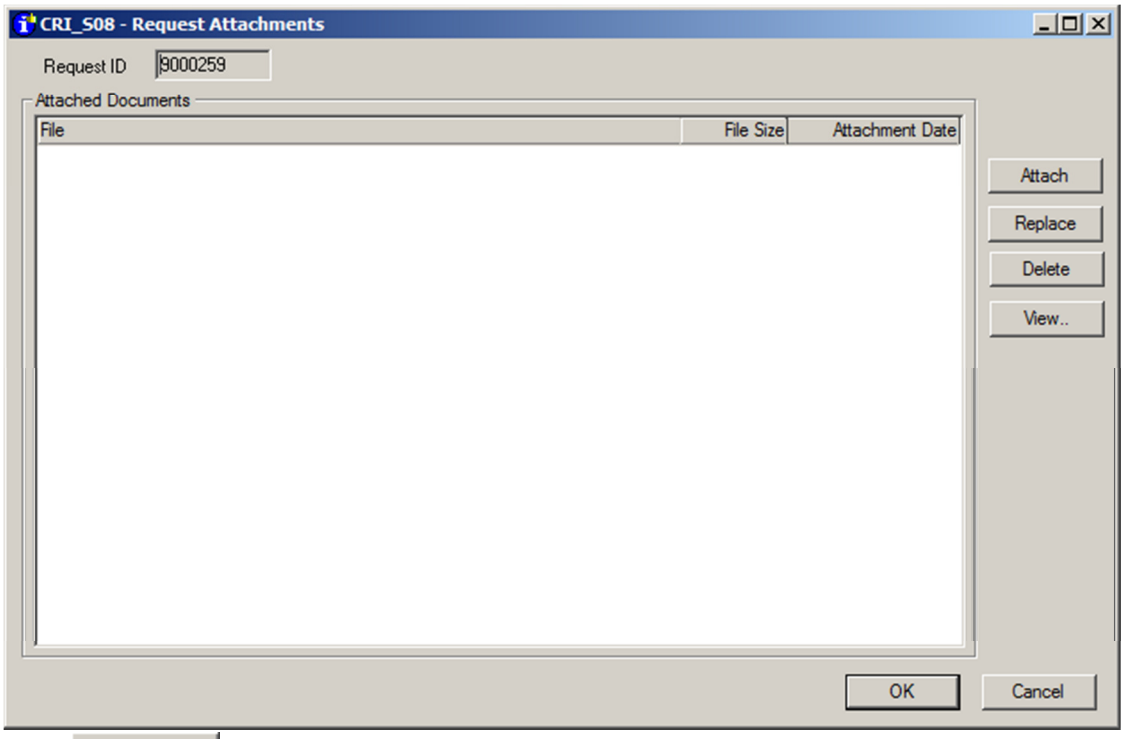
4.3.3.1 Attach an image to a survey or TA request

When creating a request in the Create Request screen, you can attach up to 20 scanned images (in a .tif, .jpg or .pdf format). When you select a .pdf file to attach, Landonline converts it to .tif format before attaching it to the request.

To display the Request Attachments screen to attach an image:

1. Click Attachments ... to display the Request Attachments Screen.

Note: When you attach an image to a request a (paperclip) displays next to the Attachments ... button to indicate there is an image attached.



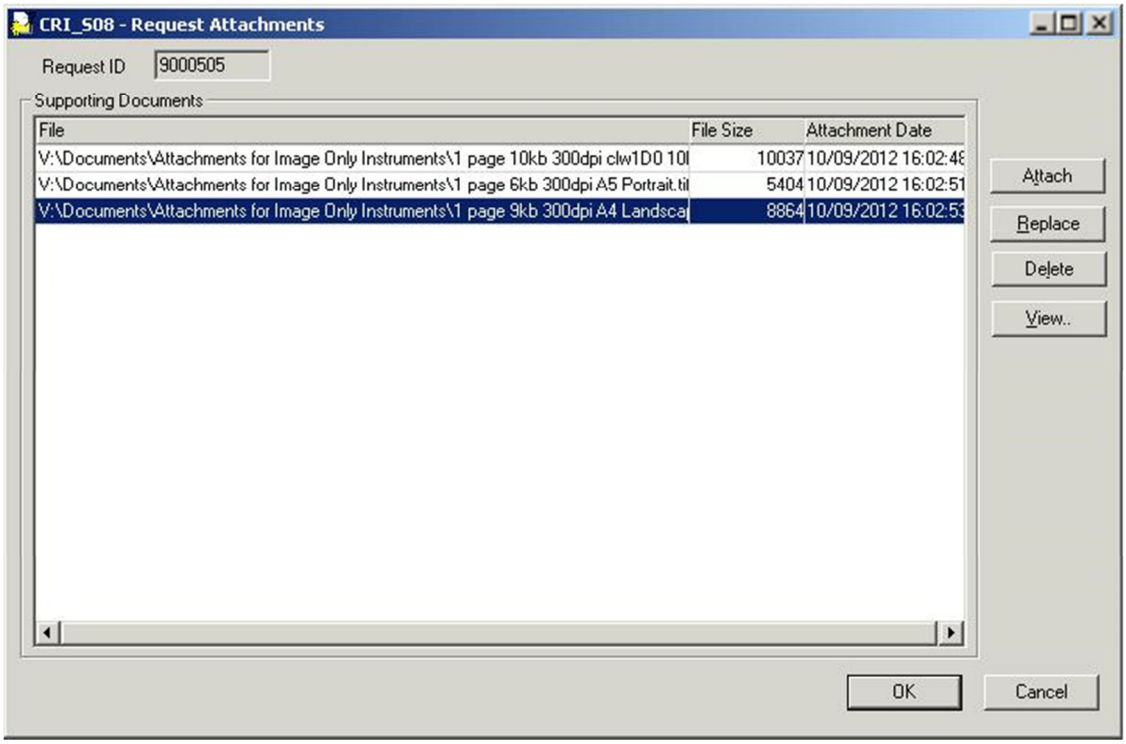
2. Click the Attach... to display the Select File screen.
3. Select the image file/s to attach.
4. Click Open to generate and attach the image and return to the Create Request screen.

   Note: Up to 10 images may be selected and attached at one time.

4.3.3.2 Delete an image from a survey or TA request

To delete an image attached to a survey or TA request, in the Create Request screen:

1. Click Attachments ... to display the Request Attachments Screen.



2. Select the row that you wish to delete.
3. Click Delete. A message displays asking you to confirm.

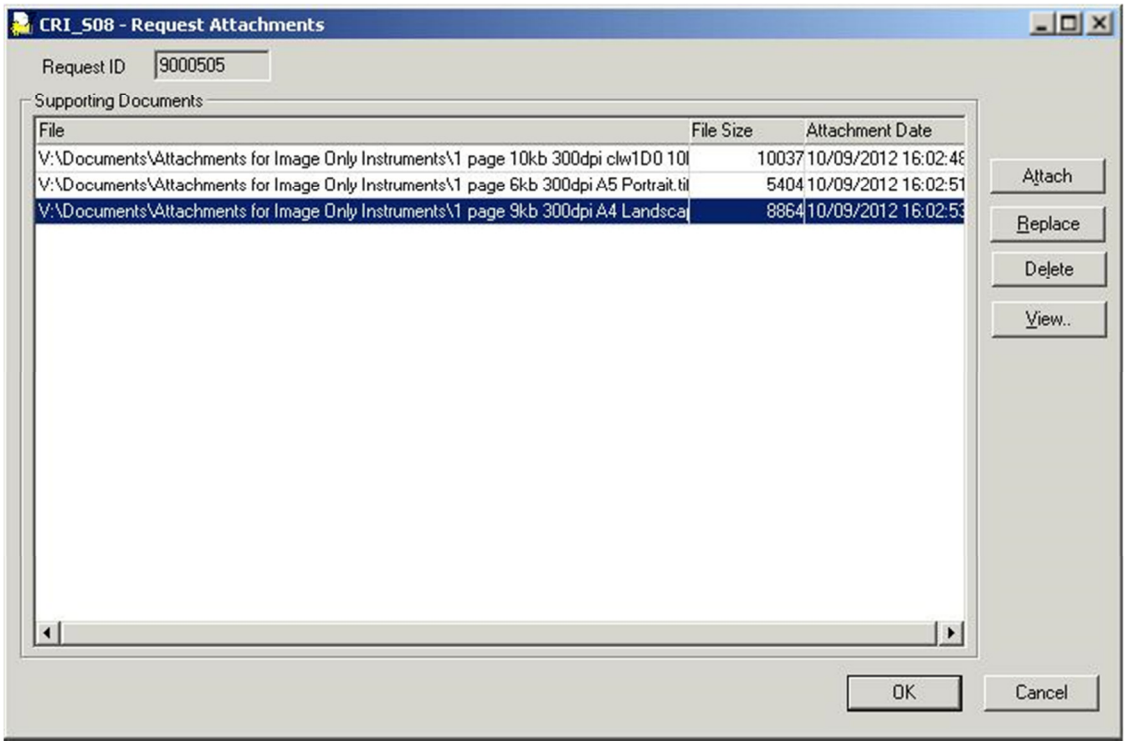
4. Click [No] to cancel deletion, or click [Yes] to remove the attached image.

Note: Once you delete all attached image/s from a request, Landonline removes the 🔗 (paperclip) next to [Attachments ...] button.

4.3.3.3 Replace an image on a survey or TA request

To replace an image attached to a survey or TA request, in the Create Request screen:

1. Click [Attachments ...] to display the Request Attachments Screen.

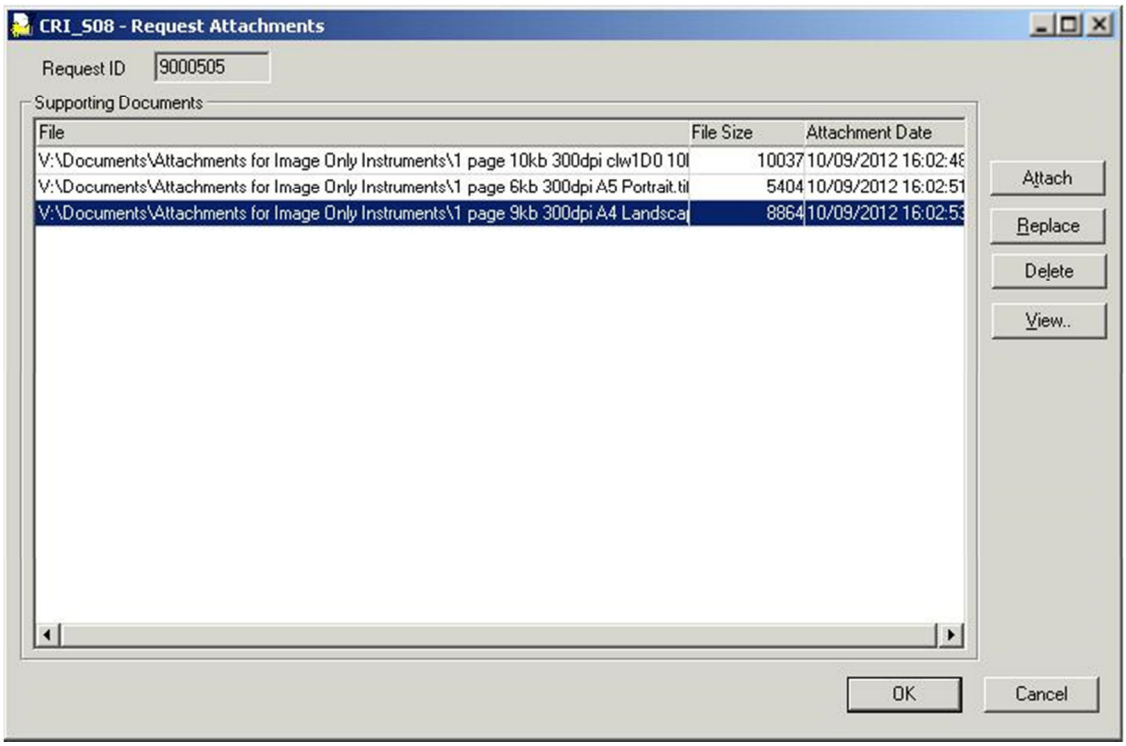


2. Select the image that you wish to replace.
3. Click [Replace] to display the Select File Screen.
4. Select the image file to attach. Only one file may be selected to replace an image and only one image can be replaced at a time.
5. A message displays asking you to confirm.
6. Click [No] to cancel replace, or click [Yes] to replace the attached image.

4.3.3.4 View an image on a survey or TA request

To view an image attached to a survey or TA request, in the Create Request screen:

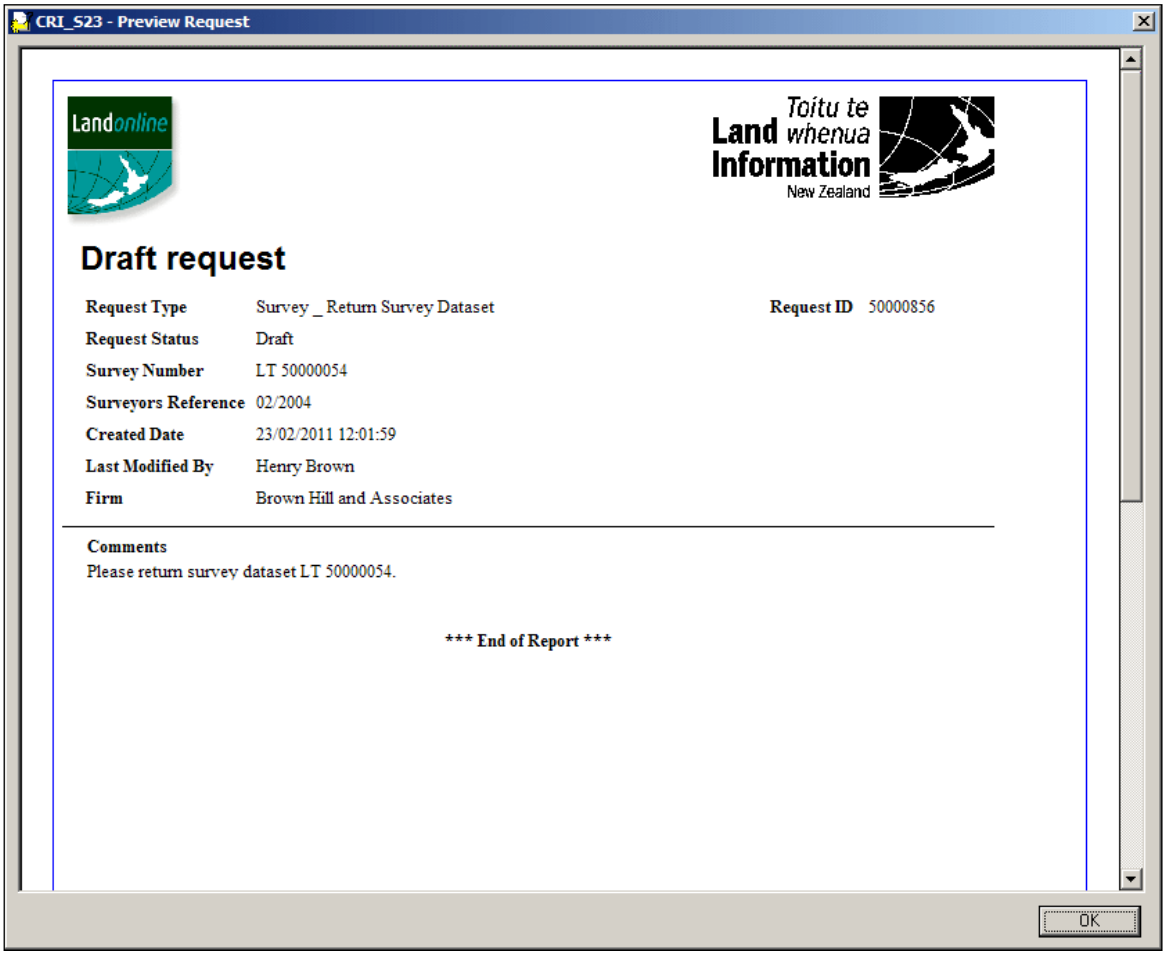
1. Click [Attachments ...] to display the Request Attachments Screen.



2. Select the image that you wish to view.
3. Click View..
4. The image will display in the image viewer.

4.3.3.5 Preview a survey or TA request

You can preview a request while preparing the request in the Create Request screen using the Preview Request screen. You can also preview a sent request as long as it displays in Workspace.



To preview a request, in the Create Request screen:

1. Click Preview... to display the Preview Request screen.
2. Scroll to view all details, if required.
3. Click OK to return to the Create request screen.

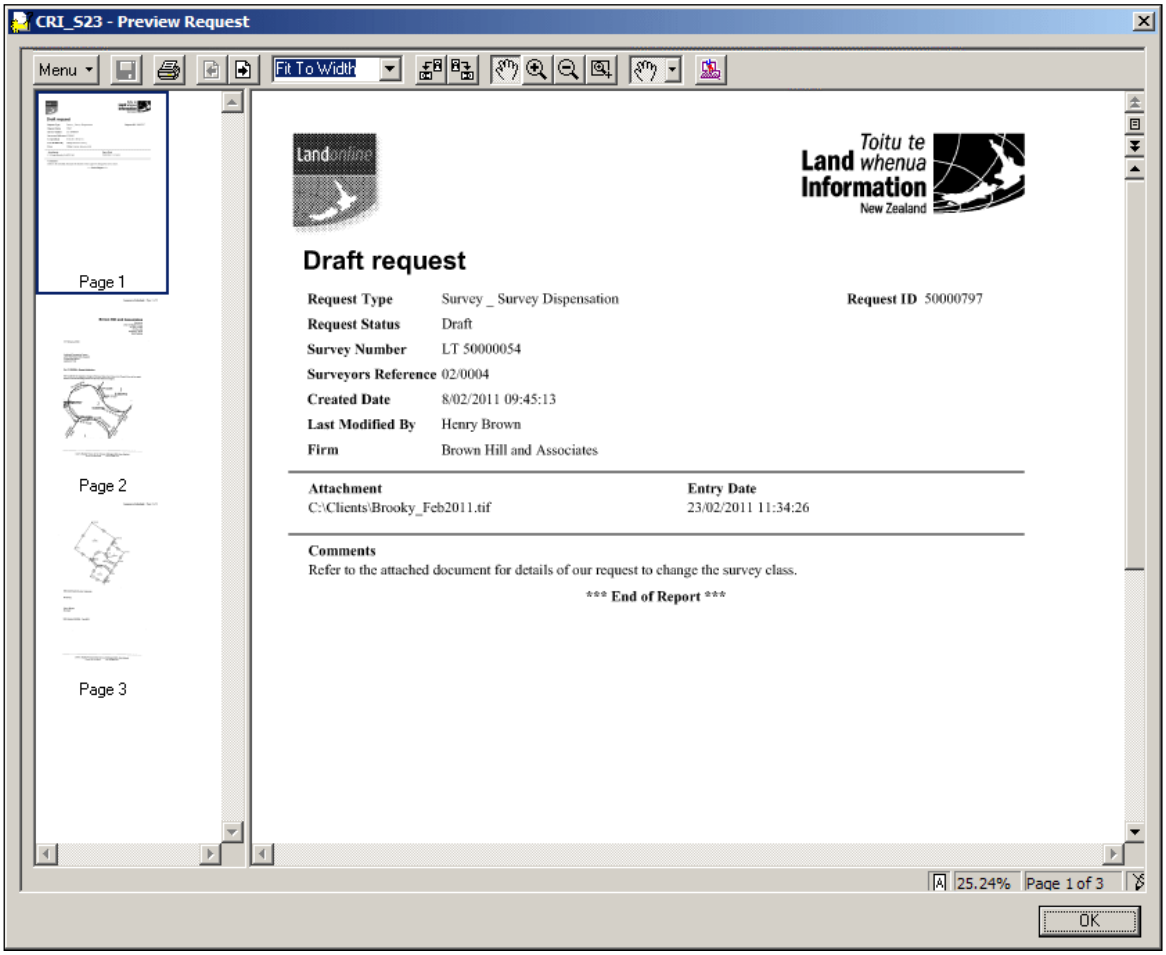
4.3.3.6 Preview a survey or TA request with an image attached

While preparing a survey or TA request you can preview the composite image of the request (ie request structured text view plus any attached image file/s) from a Create Request screen. The preview displays in the Image Viewer within the Preview Request screen.

Landonline generates the composite image in the format of a .tif when you save a request with an image attached. The previewed request defaults to the request header page. All pages that form the composite image display as thumbnails (ie small images) on the left of the Preview Request screen.

The composite image of the request will regenerate each time you preview the request. It is not saved in Landonline.

You can also preview a sent request with an image attached as long as it displays in Workspace.



To preview a request with an image attached, in the Create Request screen:

1. Click Preview... . Landonline generates the composite image and displays it in the Image Viewer within the Preview Request screen.
2. To view another page, double click the page in the thumbnail panel to display it in the main panel.
   - Alternatively, click (Next page) and (Previous Page) to move between pages.
3. Click OK to return to the Create request screen.

Note:

- The total number of pages in a composite image displays in the bottom right of the Preview Request screen.
- For more information about the functions available when viewing an image, refer to the ***e-search*** **User Guide**.

4.3.3.7 Print a survey or TA request

You can print the structured text view of a request from the Create Request screen.

When you select a request with an image attached, Landonline generates and displays a preview of the composite image in the format of a .tif (ie request detailed structured text view plus the attached image file) in the Image Viewer within the Preview Request screen. You then print the request (including the attached image) from this screen.

You can also print a request without opening the Create Request screen using the right mouse menu in the Workspace tree. For more information, see **Appendix B: Menu options**.

To print a request in the Create Request screen (no image attached):

1. Click [Print] to display the UniPrint Preview screen (if this option is selected in your UniPrint settings).
   - The UniPrint Preview screen displays with a preview of the highlighted Print Job (or page).
2. Click [Print] to display the Print screen (if this option is selected in your UniPrint settings).
3. Select your print options.
4. Click [Print].

To print a request with an image attached, in the Create Request screen:

1. Click [Print]. Landonline generates the composite image and displays it in the Image Viewer within the Preview Request screen.
2. Click (Print) in the Image Viewer to display the Print screen.
3. Click [OK] to continue to the UniPrint Preview screen (if this option is selected in your UniPrint settings).
   - The UniPrint Preview screen displays with a preview of the highlighted Print Job (or page).
4. Click [Print] to display the Print screen (if this option is selected in your UniPrint settings).
5. Select your print options.
6. Click [Print].

Note: You can set your computer to preview items in UniPrint or Acrobat Reader. The steps above are for UniPrint. To print from Acrobat Reader, select File | Print… For more information, go to the e-search area of the Landonline website and select Printing, using the spatial window and viewing images FAQs and tips.

4.3.3.8 Edit a survey or TA request

You can edit the details of a saved survey or TA request at any time before you send it for processing. You edit a request from Workspace.

To edit a survey or TA request, in the Workspace tree:

1. Select the request in the Workspace tree (expand folders and sub-folders, if required).
2. Select Request | Open (or right click and select Open) to display the request details in the Create Request screen.
3. Edit the request details. For more information, see **4.3.2 Record details of a survey or TA request**.
4. Delete an image or attach an image to a request, see **4.3.3.1 Attach an image to a survey or TA request**.
5. Save or send the request.

Note: To delete a request, see **4.3.3.9 Delete a survey or TA request**

4.3.3.9 Delete a survey or TA request

You can delete a request any time before it has been sent to for processing.

When you delete a request that is linked to a transaction, Landonline removes it from your Work sub-folder, Requests sub-folder and All Requests folder.

To delete a request, in Workspace:

1. Select the request in the Workspace tree (expand folders and sub-folders, if required).
2. Select Request | Delete, or right click and select Delete. Landonline displays a message.
3. Click Yes to confirm deletion of the request, or No to cancel deletion.

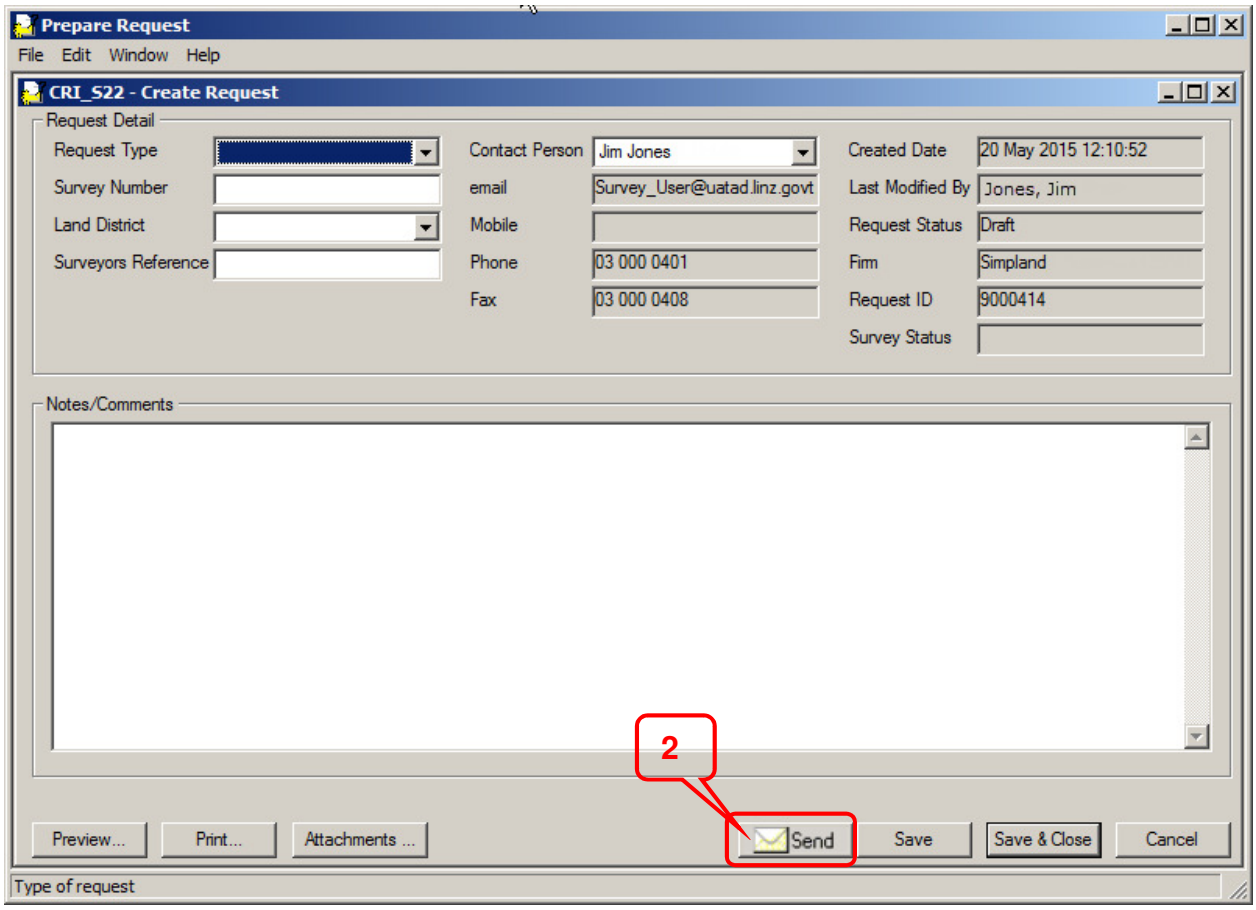
4.3.4 Send the survey or TA request

Once all details of your request have been entered and any image file attached (if appropriate) you can send it for processing.

Whether your request will be processed automatically by Landonline or by a LINZ Internal user depends on the details of the request (eg type of request, status of linked *e-survey*, etc).

- For an automatically actioned request (eg return a survey dataset) the status of the request automatically changes to Complete and remains linked to the *e-survey* in the Work sub-folder in view mode. (Landonline returns the dataset to your Workspace with a status of Initiated.)
- For a successfully completed request processed by a LINZ staff member, you receive an email response from LINZ and the status of the request automatically changes to Complete. Landonline removes the request from all folders in Workspace unless it is linked to an *e-survey* that has yet to be finalised.

For more information, see **4.2 About survey and TA requests**.



To send a survey or TA request, in the Create Request screen:

1. Check the details of the request are complete.
2. Click Send. A message displays asking for confirmation.
3. Click Yes to send.
   - If the request can be actioned automatically by Landonline, a second message displays to confirm the action taken (eg *Survey Dataset 50000045 has been successfully returned to Workspace*). Click OK to close the message.

Note: You can send a request from Workspace without opening the Create Request screen by selecting the request and using the Request | Send menu option, or by using the Send option in the right mouse menu.

5 E-SEARCH REQUESTS

5.1 Overview

The Requests sub-system allows you to create and send specific requests for e-Search license holders.

This chapter explains about requests and how to create and send an e-Search request. Specifically it describes how to:

- create an e-Search request
- perform other actions for a request (eg attach an image, preview, print, edit and delete)
- send a request.

For a list of e-Search request types available, see **Appendix A: Request Types**.

5.2 About e-Search requests

An e-Search licensed user can create a request in Landonline from Workspace.

All uncompleted requests display in the Requests folder in Workspace.

When you save a request the details that display alongside the request in the Workspace tree depend on the information entered in the Create Request screen.

You can attach the image of a letter (in a .tif, .jpg or .pdf file format) to all types of requests. Once attached, you can preview the image in the Image Viewer within the Preview Instrument/Request screen. You can have a maximum of 20 attachments per request.

You can edit or delete a request from Workspace at any time before you send the request to LINZ.

When you send the request to LINZ, they action it and respond by communicating any changes to you by email.

5.3 Create and send a request for e-Search licence holders

You create a request for e-Search related matters using the Create Request screen.

You can save and/or edit the request at any time before sending. Any user in your firm can view details of a request created by you.

Steps:

The high level steps required to create and send an e-Survey request are:

1. Display the Create Request screen.
2. Record details of the request.
3. Send the request.

The following headings correspond with these steps and explain them in more detail.

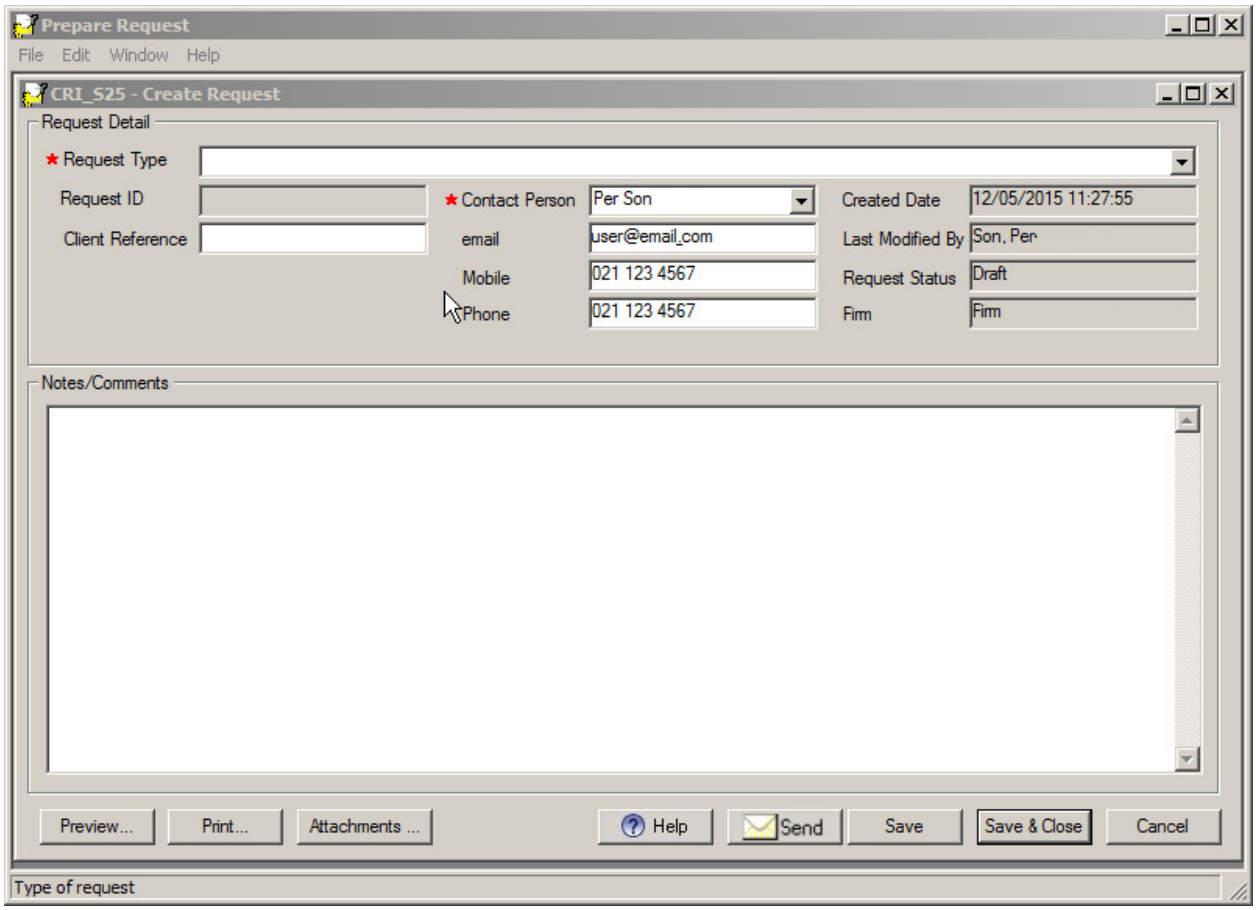
5.3.1 Display the Create Request screen

You can create a request using the Create Request screen.

> Tasks:
>
> You can:
>
> - Display the Create Request screen from Workspace toolbar.
> - Display the Create Request screen from the Request item on the menu.

The following headings correspond with these tasks and explain them in more detail.

5.3.1.1 Display the Create Request screen from Workspace



To create a request in Workspace:

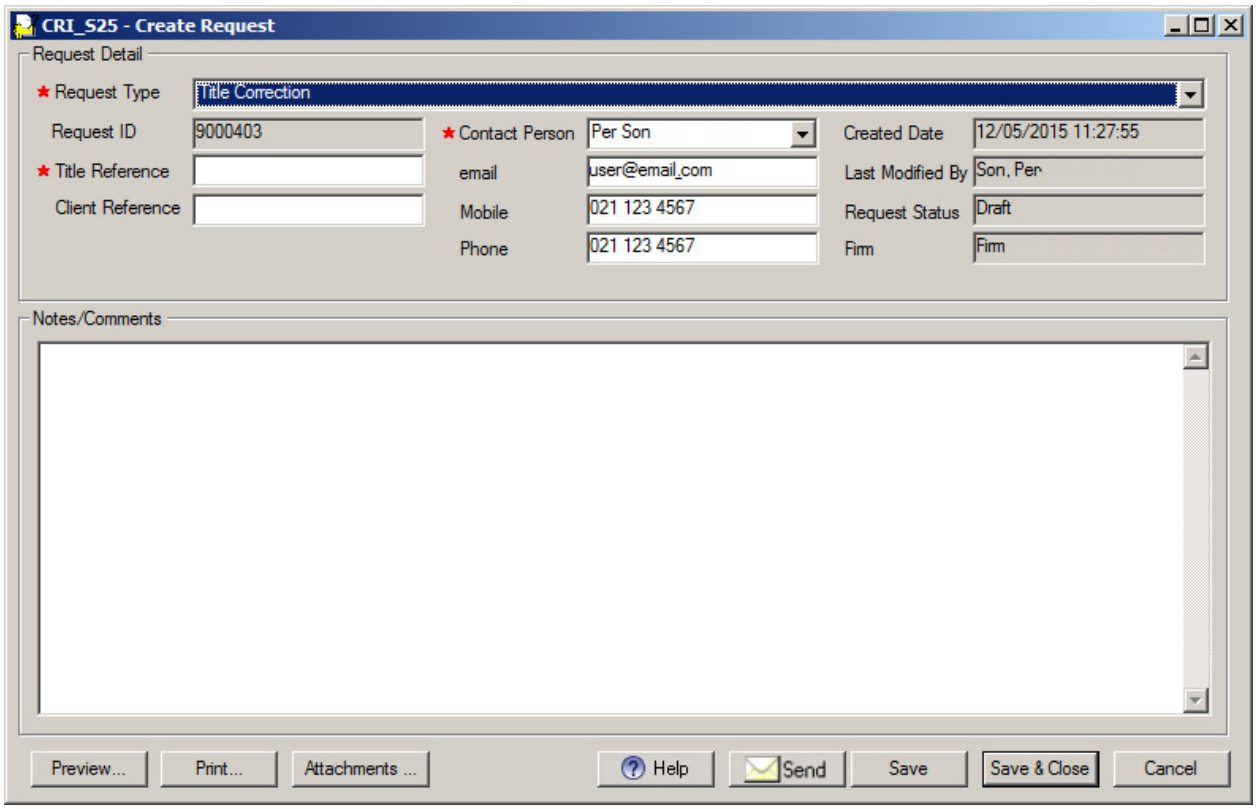
Click 

(Create Request) to display the Create Request screen or click **Request** on the Menu

5.3.1.2 To create a Titles Correction request in the Create Request screen:

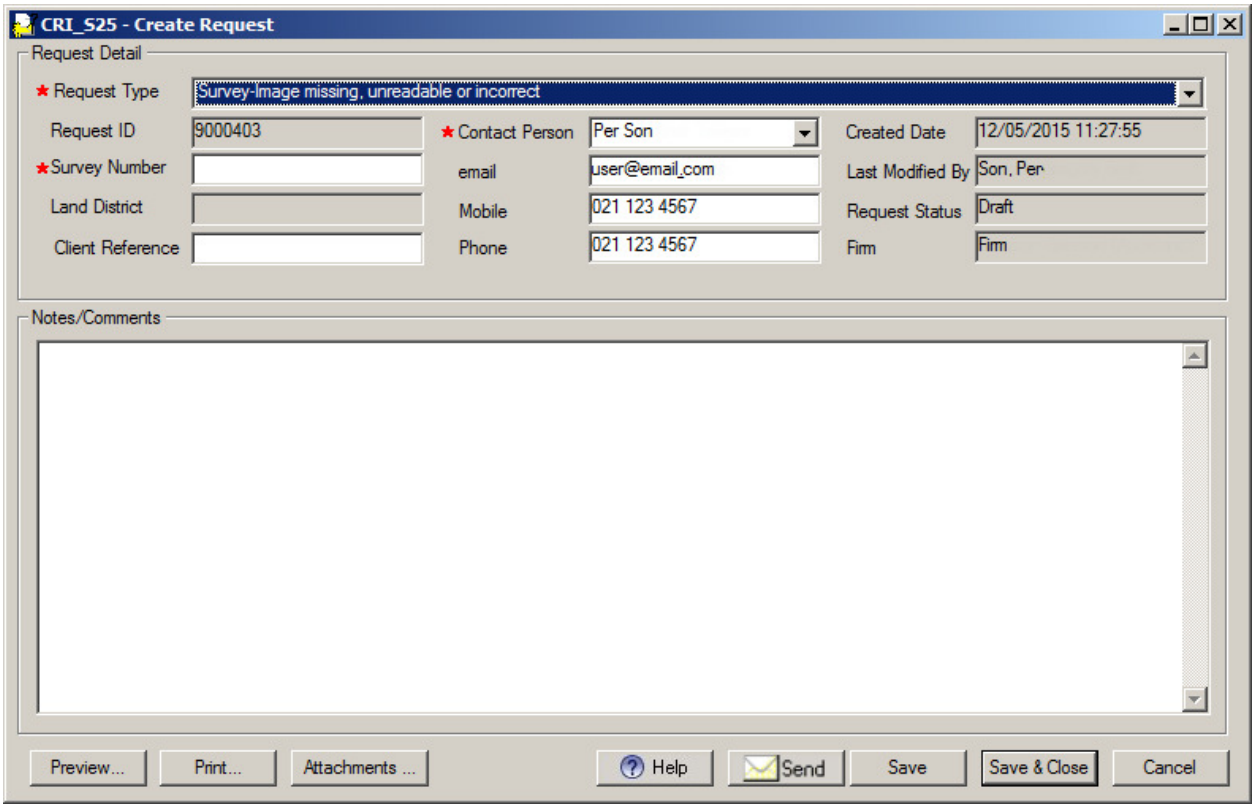
Select Request | New to display the Create Request screen and select Titles Correction from the dropdown list.

Display the Titles Correction screen



5.3.1.3 To create a Survey-Image missing, unreadable or incorrect request in the Create Request screen:

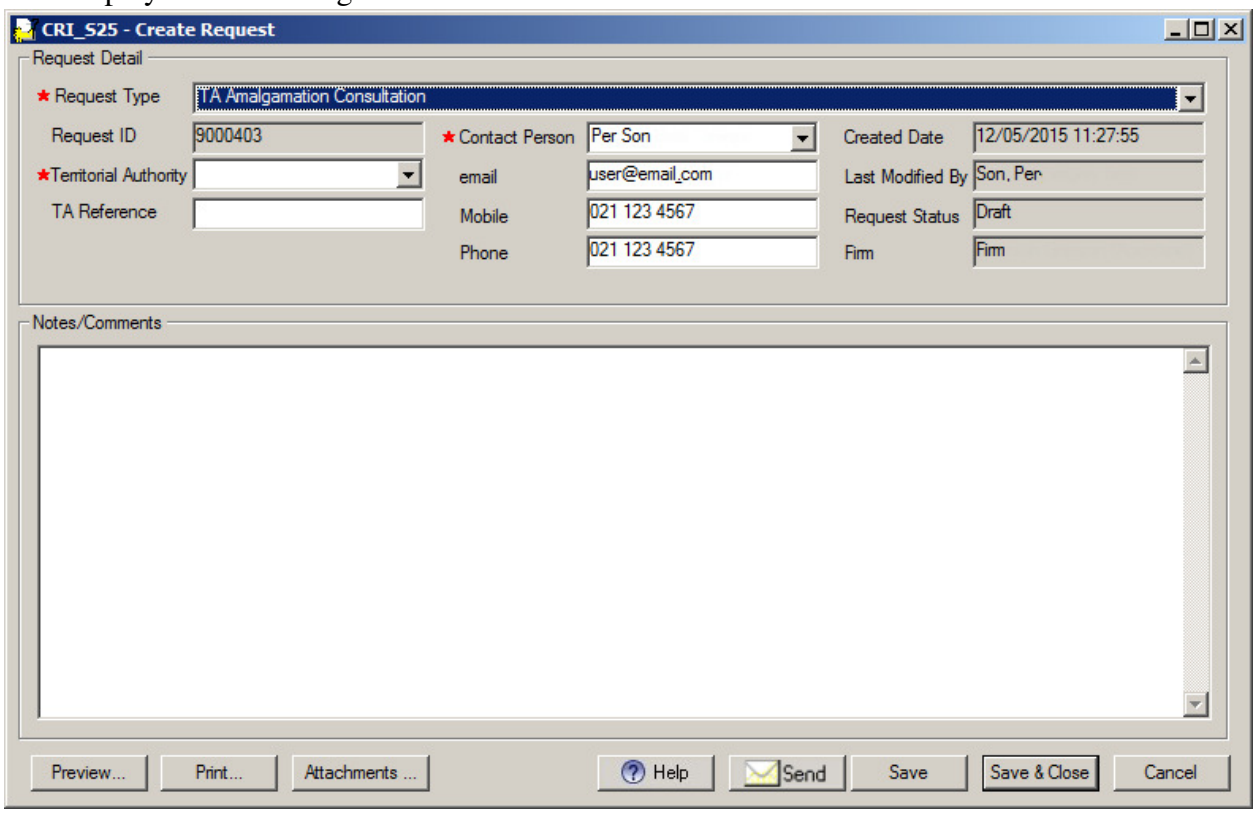
Select Request | New to display the Create Request screen and select Survey-Image missing, unreadable or incorrect from the dropdown list.
Display the Survey-Image missing, unreadable or incorrect screen



5.3.1.4 To create a TA Amalgamation Consultations request in the Create Request screen:

Select Request | New to display the Create Request screen and select TA Amalgamation Consultations from the dropdown list.

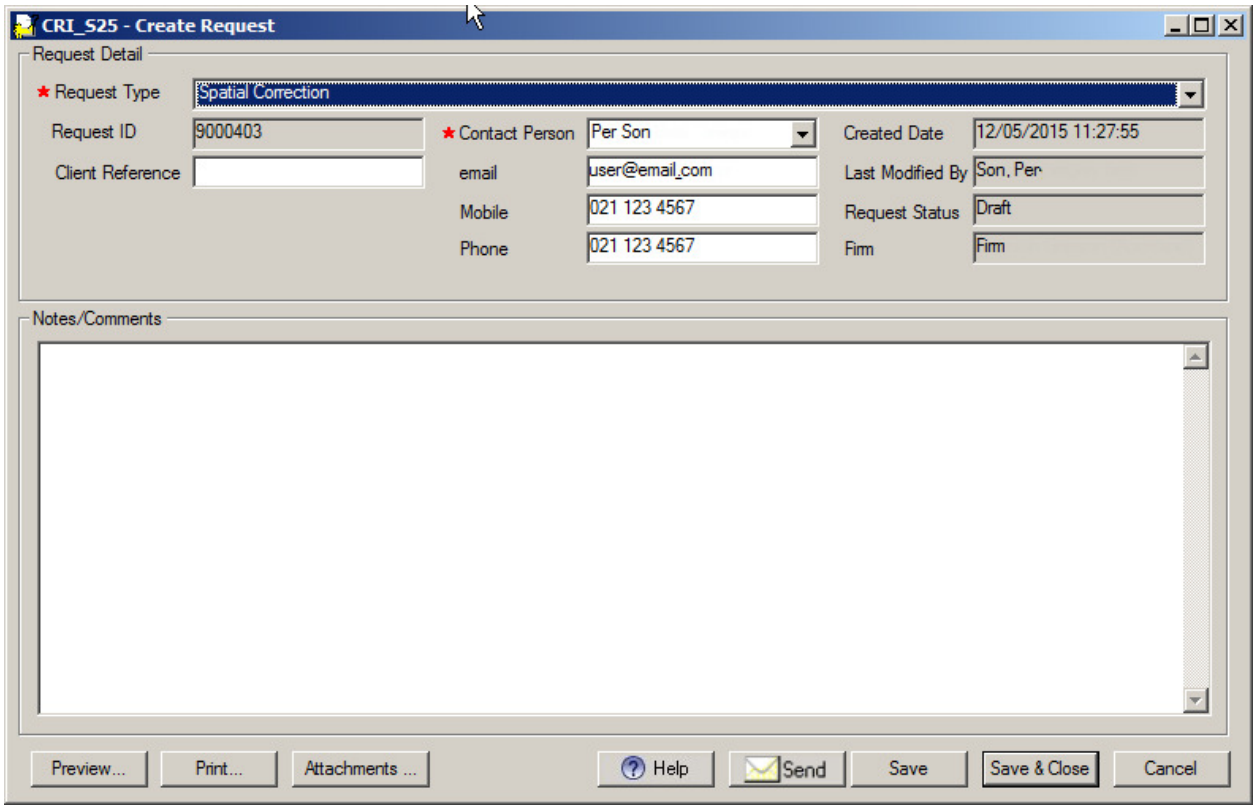
Display the TA Amalgamation Consultations screen



5.3.1.5 To create a Spatial Correction request in the Create Request screen:

Select Request | New to display the Create Request screen and select Spatial Correction from the dropdown list.

Display the Spatial Correction screen



5.3.2 Record details of a Request

The details you complete for a request depend on the type of request you select.

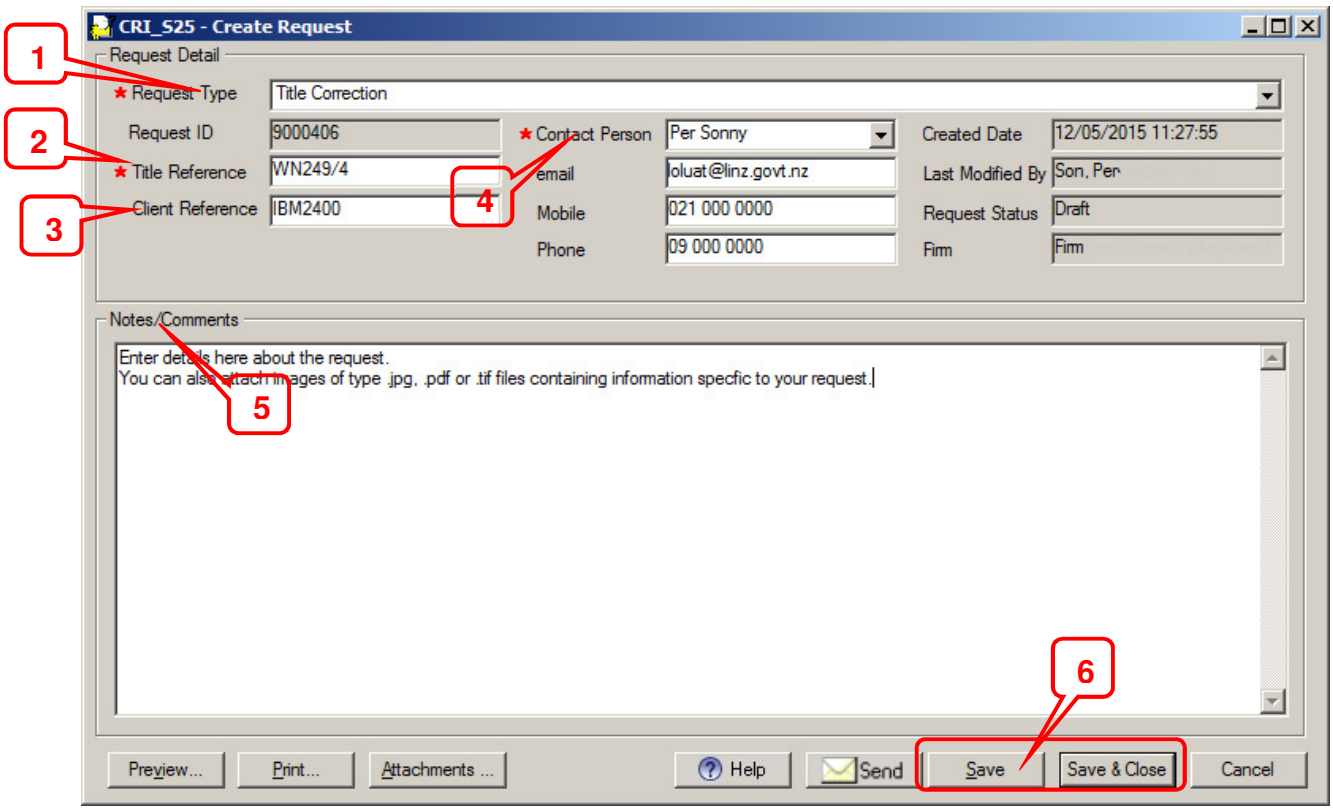
Tasks:

The tasks you can perform to create a request are:

- Create and save details of a request.

The following headings correspond with these tasks and explain them in more detail.

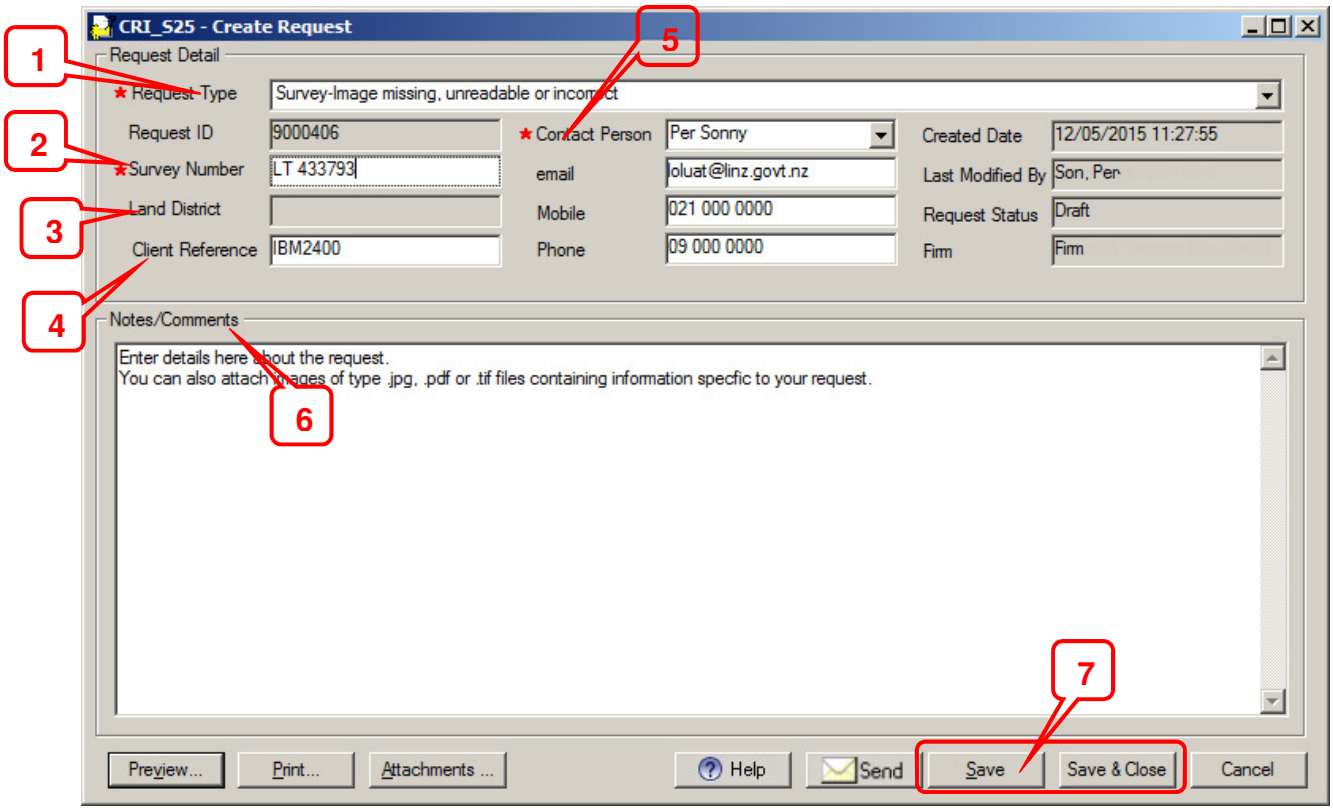
5.3.2.1 Record and save details of a Titles Correction request



To record and save details of a Titles Correction request, in the Create Request screen:

1. Select the type of request from the drop down list in the Request Type field.
2. Enter the Title Reference.
3. Enter in the Client Reference for the request if required.
4. Change the name of the Contact Person (if required) and check the email, phone numbers are correct. These fields default to details recorded in Landonline for the selected contact person.
    - To change your details, refer to **Updating My Details** in the ***e-survey* User Guide** or **TA *e-certification* User Guide**, or **Change your details** in the ***e-dealing* User Guide,** or contact your System Manager to change details for another user.
5. Enter details about the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
    - Perform other actions for the request as required (eg attach an image, preview the request, print the request).
6. Save the request:
    - Click Save to save the request and remain in the screen.
    - Click Save & Close to save the request and return to the previous screen.

5.3.2.2 Record and save details of a Survey-Image missing, unreadable or incorrect

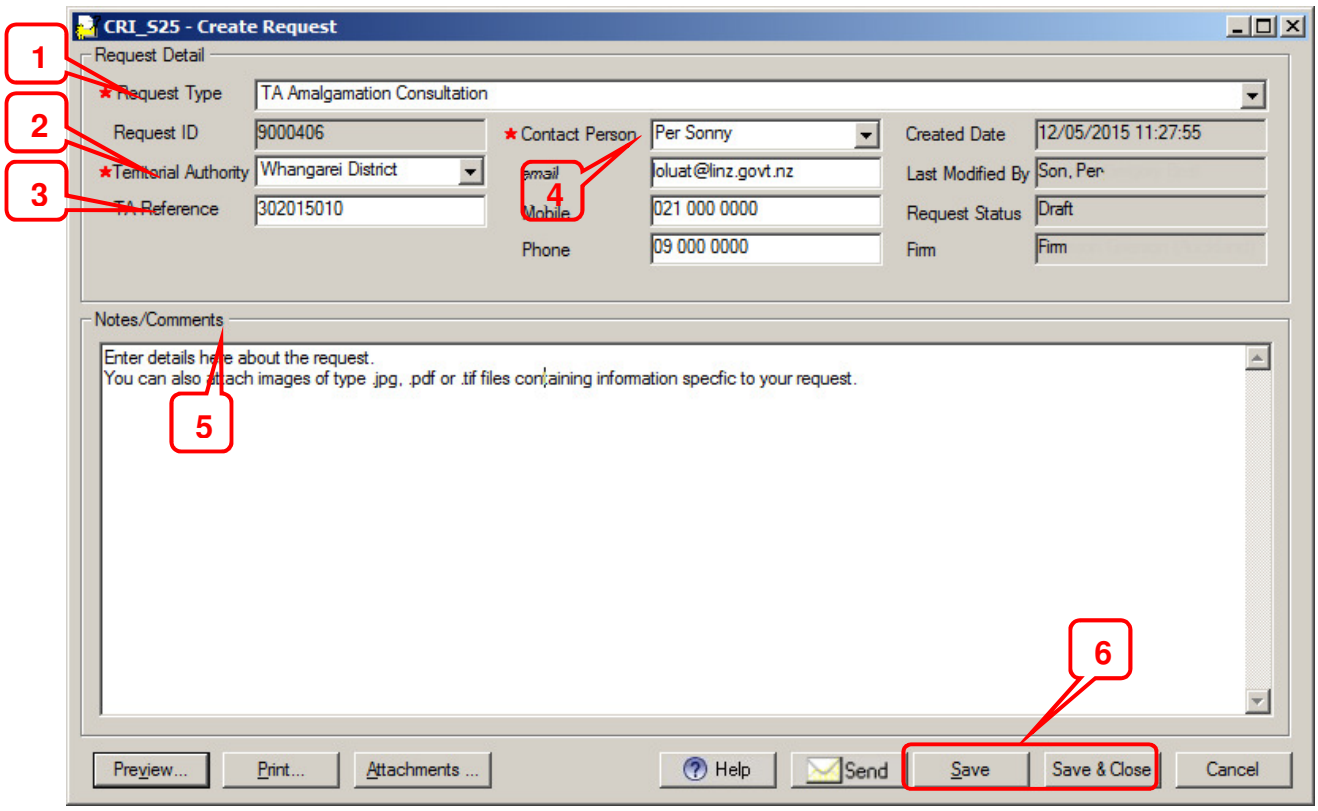


To record and save details of a Survey-Image missing, unreadable or incorrect request, in the Create Request screen:

1. Select the type of request from the drop down list in the Request Type field.
2. Enter the Survey Number (mandatory).
3. The Land District in which the survey is located will populate when the Survey Number is entered.
4. Enter the Client Reference (if required).
5. Change the name of the Contact Person (if required) and check the email, phone numbers are correct. These fields default to details recorded in Landonline for the selected contact person.
    - To change your details, refer to **Updating My Details** in the ***e-survey* User Guide** or **TA *e-certification* User Guide,** or **Change your details** in the ***e-dealing* User Guide,** or contact your System Manager to change details for another user.
6. Enter details about the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
    - Perform other actions for the request as required (eg attach an image, preview the request, print the request).
7. Save the request:
    - Click Save to save the request and remain in the screen.

    Click Save & Close to save the request and return to the previous screen.

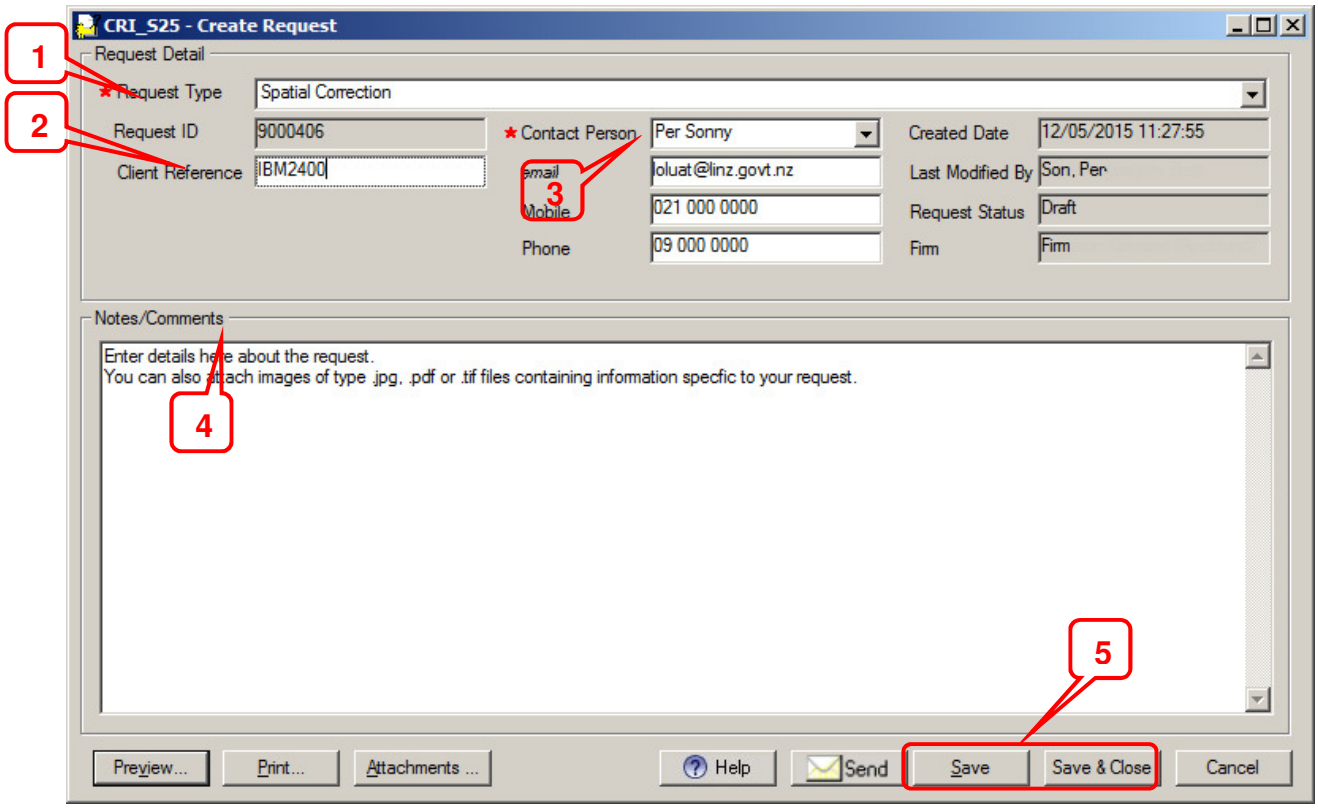
5.3.2.3 Record and save details of a TA Amalgamation Consultations request



To record and save details of a TA Amalgamation Consultations request, in the Create Request screen:

1. Select the type of request from the drop down list in the Request Type field.
2. Select the Territorial Authority associated with the survey from the drop down list.
3. Enter the TA Reference (if required).
4. Change the name of the Contact Person (if required) and check the email, phone numbers are correct. These fields default to details recorded in Landonline for the selected contact person.
    - To change your details, refer to **Updating My Details** in the ***e-survey* User Guide** or **TA *e-certification* User Guide,** or **Change your details** in the ***e-dealing* User Guide,** or contact your System Manager to change details for another user.
5. Enter details about the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
6. Save the request:
    - Click Save to save the request and remain in the screen.
    - Click Save & Close to save the request and return to the previous screen.

5.3.2.4 Record and save details of a Spatial Correction request



To record and save details of a TA Amalgamation Consultations request, in the Create Request screen:

1. Select the type of request from the drop down list in the Request Type field.
2. Enter the Client Reference (if required).
3. Change the name of the Contact Person (if required) and check the email, phone numbers are correct. These fields default to details recorded in Landonline for the selected contact person.
    - To change your details, refer to **Updating My Details** in the ***e-survey* User Guide** or **TA *e-certification* User Guide,** or **Change your details** in the ***e-dealing* User Guide,** or contact your System Manager to change details for another user.
4. Enter details about the request in the Notes/Comments field. You can enter up to 2000 characters in this field.
5. Save the request:
    - Click Save to save the request and remain in the screen.
    - Click Save & Close to save the request and return to the previous screen.

5.3.3 Perform other actions for an e-Search request

Tasks:

Additional tasks you can perform to record a request are:

- Attach an image to a request.
- Delete an image from a request.
- Replace an image on a request.
- View an image on a request.
- Preview a request.
- Preview a request with an image attached.
- Print a request.
- Edit request details.
- Delete a request.

The following headings correspond with these tasks and explain them in more detail.

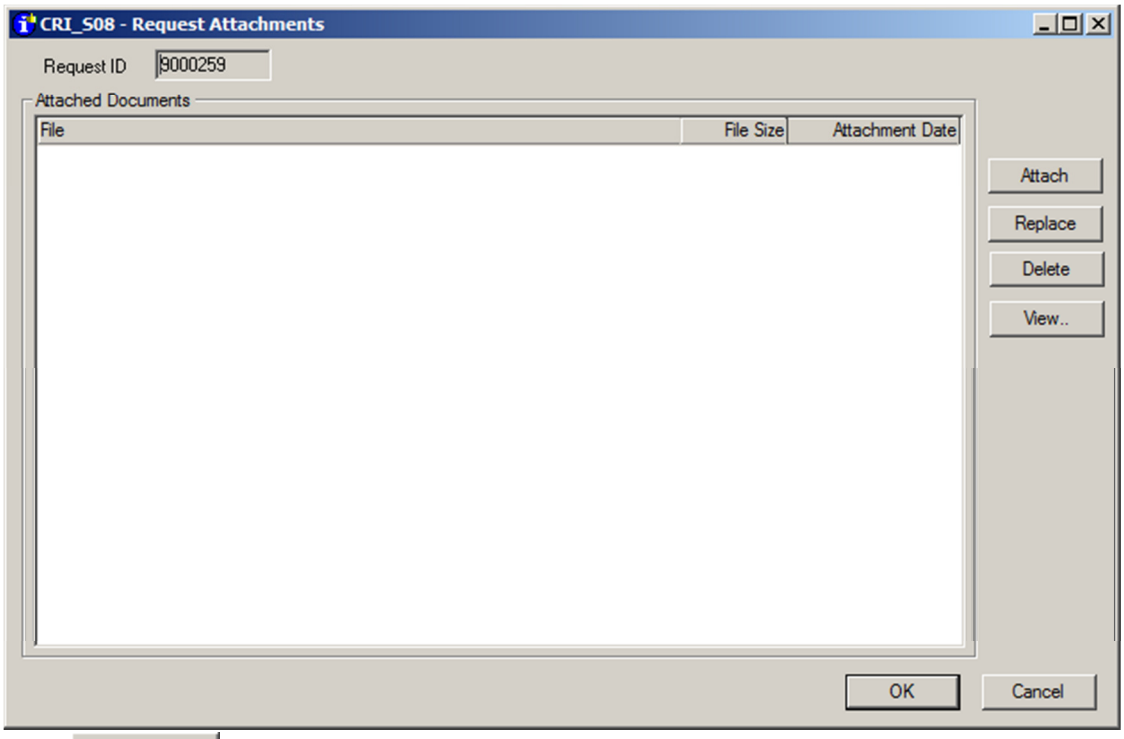
5.3.3.1 Attach an image to a request

When creating a request in the Create Request screen, you can attach up to 20 scanned images (in a .tif, .jpg or .pdf format). When you select a .pdf file to attach, Landonline converts it to .tif format before attaching it to the request.

To display the Request Attachments screen to attach an image:

1. Click Attachments ... to display the Request Attachments Screen.

Note: When you attach an image to a request a (paperclip) displays next to the Attachments ... button to indicate there is an image attached.



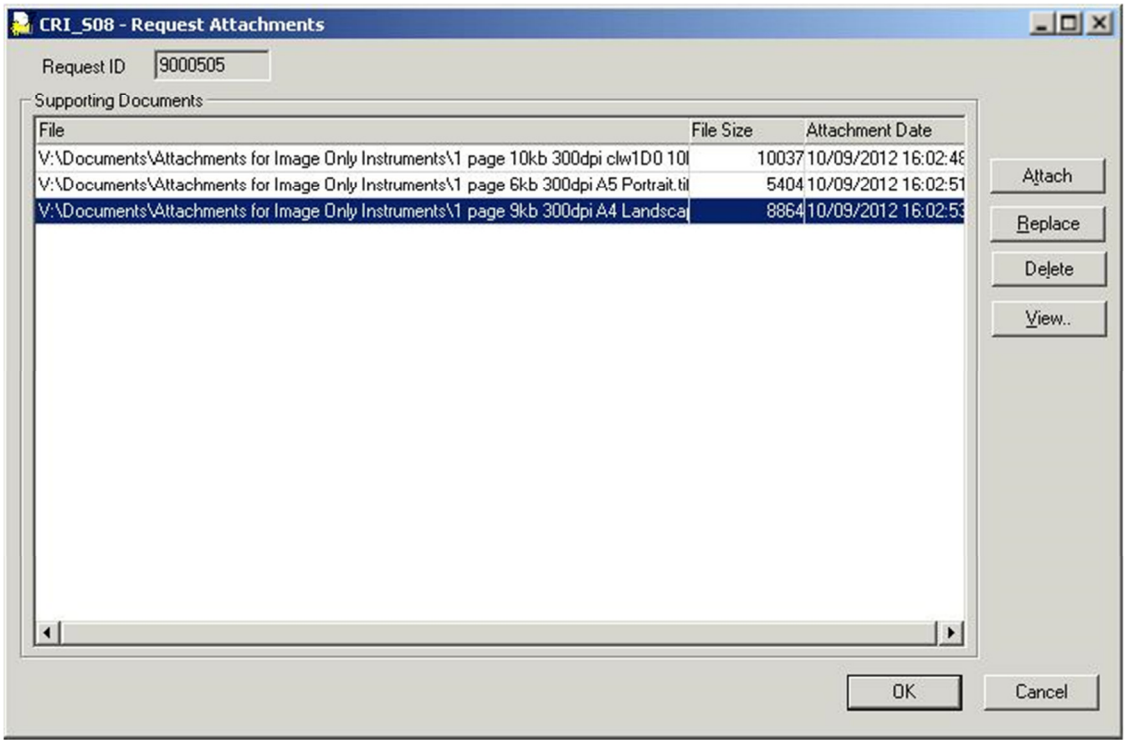
2. Click the Attach... to display the Select File screen.
3. Select the image file/s to attach.
4. Click Open to generate and attach the image and return to the Create Request screen.

   Note: Up to 10 images may be selected and attached at one time.

5.3.3.2 Delete an image from a request

To delete an image attached to a request, in the Create Request screen:

1. Click Attachments ... to display the Request Attachments Screen.



2. Select the row that you wish to delete.
3. Click Delete. A message displays asking you to confirm.

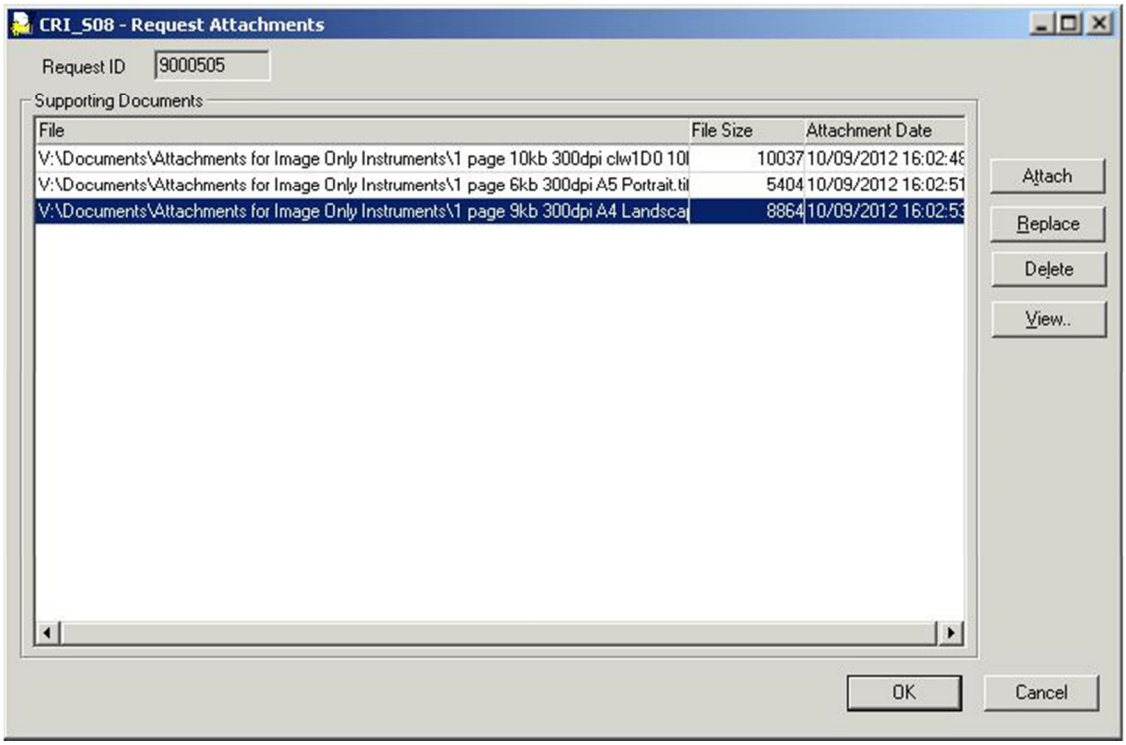
4. Click [No] to cancel deletion, or click [Yes] to remove the attached image.

Note: Once you delete all attached image/s from a request, Landonline removes the 🔗 (paperclip) next to [Attachments ...] button.

5.3.3.3 Replace an image on a request

To replace an image attached to a request, in the Create Request screen:

1. Click [Attachments ...] to display the Request Attachments Screen.

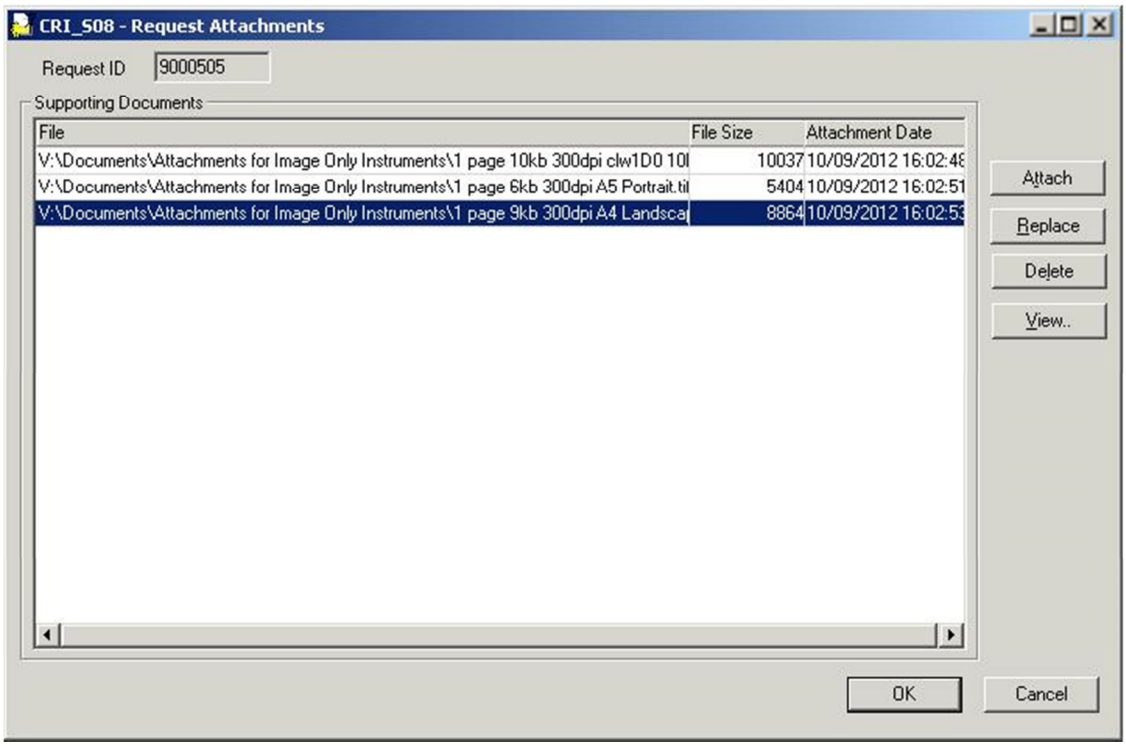


2. Select the image that you wish to replace.
3. Click [Replace] to display the Select File Screen.
4. Select the image file to attach. Only one file may be selected to replace an image and only one image can be replaced at a time.
5. A message displays asking you to confirm.
6. Click [No] to cancel replace, or click [Yes] to replace the attached image.

5.3.3.4 View an image on a request

To view an image attached to a request, in the Create Request screen:

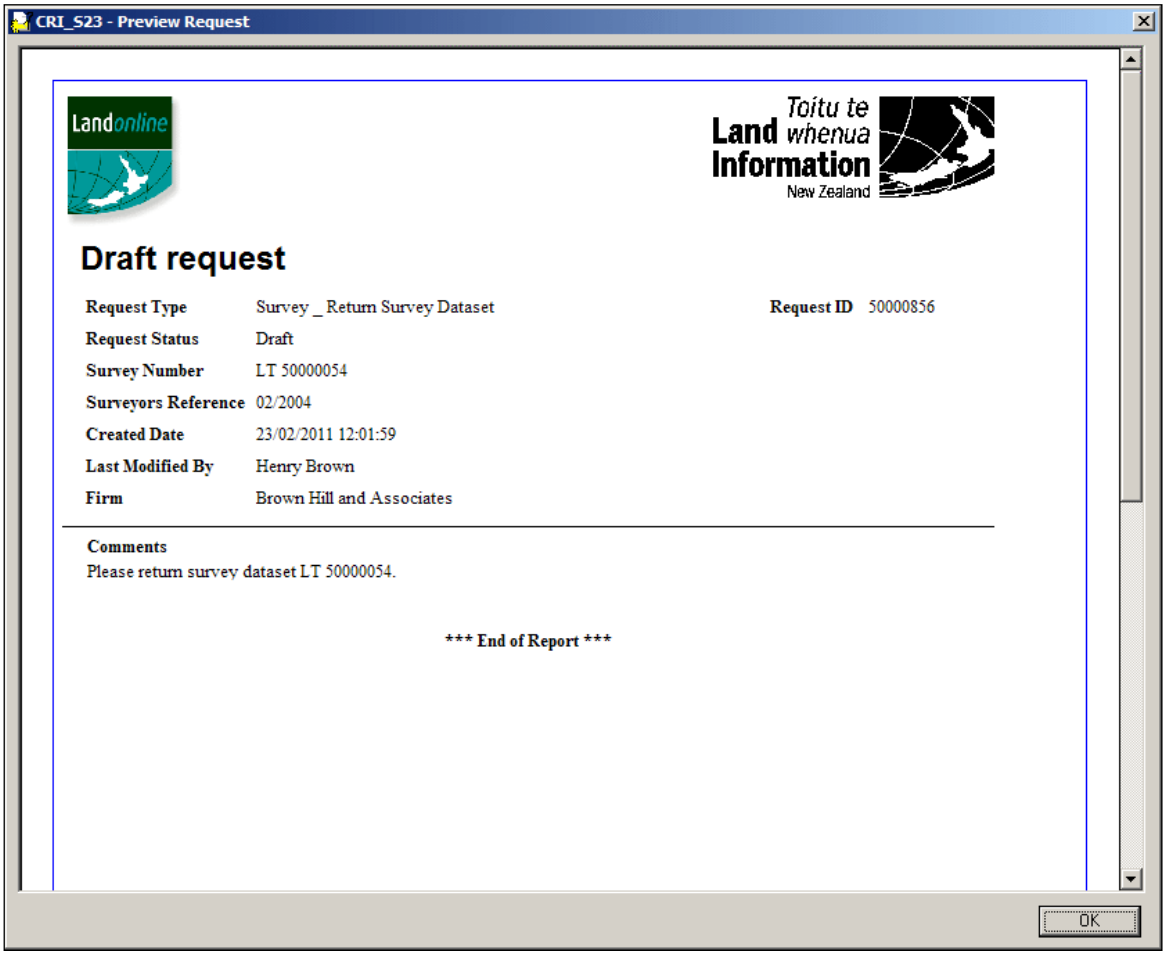
1. Click [Attachments ...] to display the Request Attachments Screen.



2. Select the image that you wish to view.
3. Click View..
4. The image will display in the image viewer.

5.3.3.5 Preview a request

You can preview a request while preparing the request in the Create Request screen using the Preview Request screen. You can also preview a sent request as long as it displays in Workspace.



To preview a request, in the Create Request screen:

1. Click Preview... to display the Preview Request screen.
2. Scroll to view all details, if required.
3. Click OK to return to the Create request screen.

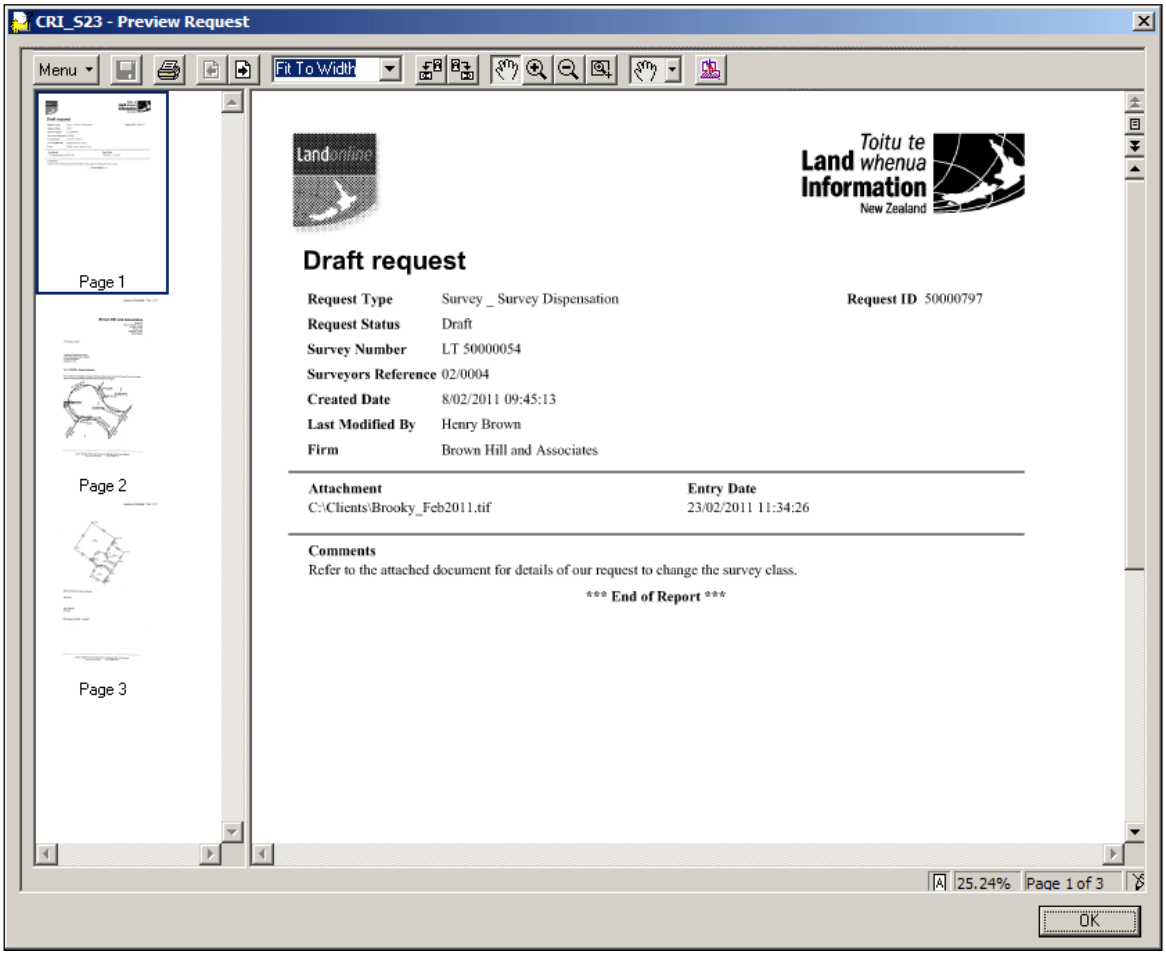
5.3.3.6 Preview a request with an image attached

While preparing a request you can preview the composite image of the request (ie request structured text view plus any attached image file/s) from a Create Request screen. The preview displays in the Image Viewer within the Preview Request screen.

Landonline generates the composite image in the format of a .tif when you save a request with an image attached. The previewed request defaults to the request header page. All pages that form the composite image display as thumbnails (ie small images) on the left of the Preview Request screen.

The composite image of the request will regenerate each time you preview the request. It is not saved in Landonline.

You can also preview a sent request with an image attached as long as it displays in Workspace.



To preview a request with an image attached, in the Create Request screen:

1. Click Preview... . Landonline generates the composite image and displays it in the Image Viewer within the Preview Request screen.
2. To view another page, double click the page in the thumbnail panel to display it in the main panel.
   - Alternatively, click (Next page) and (Previous Page) to move between pages.
3. Click OK to return to the Create request screen.

Note:

- The total number of pages in a composite image displays in the bottom right of the Preview Request screen.
- For more information about the functions available when viewing an image, refer to the ***e-search*** **User Guide**.

5.3.3.7 Print a request

You can print the structured text view of a request from the Create Request screen.

When you select a request with an image attached, Landonline generates and displays a preview of the composite image in the format of a .tif (ie request detailed structured text view plus the attached image file) in the Image Viewer within the Preview Request screen. You then print the request (including the attached image) from this screen.

You can also print a request without opening the Create Request screen using the right mouse menu in the Workspace tree. For more information, see **Appendix B: Menu options**.

To print a request in the Create Request screen (no image attached):

1. Click Print to display the UniPrint Preview screen (if this option is selected in your UniPrint settings).
   - The UniPrint Preview screen displays with a preview of the highlighted Print Job (or page).
2. Click Print to display the Print screen (if this option is selected in your UniPrint settings).
3. Select your print options.
4. Click Print.

To print a request with an image attached, in the Create Request screen:

5. Click Print. Landonline generates the composite image and displays it in the Image Viewer within the Preview Request screen.
6. Click (Print) in the Image Viewer to display the Print screen.
7. Click OK to continue to the UniPrint Preview screen (if this option is selected in your UniPrint settings).
   - The UniPrint Preview screen displays with a preview of the highlighted Print Job (or page).
8. Click Print to display the Print screen (if this option is selected in your UniPrint settings).
9. Select your print options.
10. Click Print.

Note: You can set your computer to preview items in UniPrint or Acrobat Reader. The steps above are for UniPrint. To print from Acrobat Reader, select File | Print… For more information, go to the e-search area of the Landonline website and select Printing, using the spatial window and viewing images FAQs and tips.

5.3.3.8 Edit a request

You can edit the details of a saved request at any time before you send it for processing. You edit a request from Workspace.

To edit a request, in the Workspace tree:

1. Select the request in the Workspace tree (expand folders and sub-folders, if required).
2. Select Request | Open (or right click and select Open) to display the request details in the Create Request screen.
3. Edit the request details. For more information, see **Record details**.
4. Delete an image or attach an image to a request, see **Attach an image to a request**.
5. Save or send the request.

Note: To delete a request, see **Delete a request**.

You can delete a request any time before it has been sent to for processing.

When you delete a request that is linked to a transaction, Landonline removes it from your Work sub-folder, Requests sub-folder and All Requests folder.

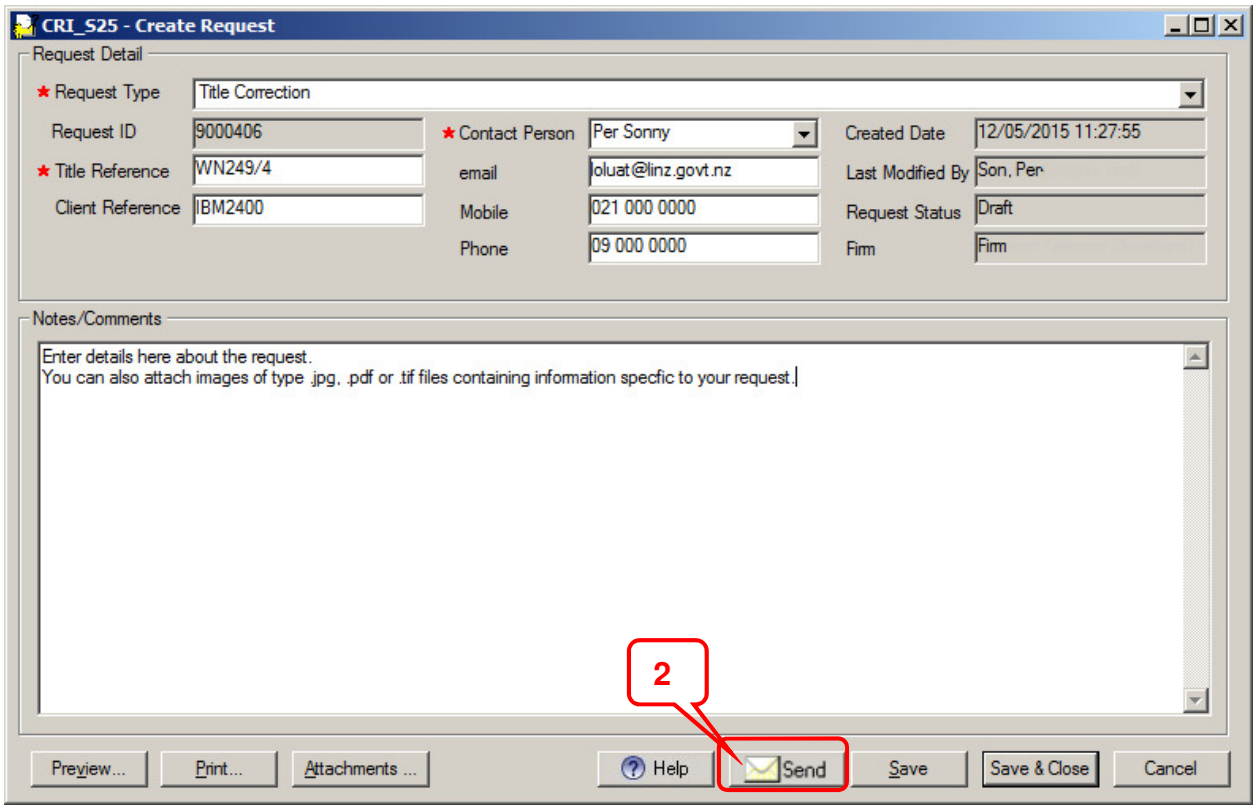
To delete a request, in Workspace:

1. Select the request in the Workspace tree (expand folders and sub-folders, if required).
2. Select Request | Delete, or right click and select Delete. Landonline displays a message.
3. Click Yes to confirm deletion of the request, or No to cancel deletion.

5.3.4 Send the request

Once all details of your request have been entered and any image file attached (if appropriate) you can send it for processing.

- For a successfully completed request processed by a LINZ staff member, you receive an email response from LINZ and the status of the request automatically changes to Complete. Landonline removes the request from all folders in Workspace.



To send a request, in the Create Request screen:

1. Check the details of the request are complete.
2. Click Send. A message displays asking for confirmation.
3. Click Yes to send.

Note: You can send a request from Workspace without opening the Create Request screen by selecting the request and using the Request | Send menu option, or by using the Send option in the right mouse menu.

APPENDICES

Appendix A: Request Types

5.3.5 Titles request types

The titles request types available are:

- Application to Sustain Caveat (S145/A145)
- Dealing Correspondence
- Fee Extension
- Request for Fast-Track
- Request for Urgency
- Requisition_Rejection Clarification
- Requisition_Rejection Review
- Survey Information
- TA Amalgamation Consultation
- Title Correction
- Title Correction Prevents Registration
- Titles Information
- Trustee Change
- Withdraw Dealing
- Withdraw Instrument

Note: To send a request to withdraw an *e-dealing*, manual dealing or instrument, you must be allocated the Withdraw Dealing privilege. Your System Manager can assign this privilege to you, if required.

5.3.6 Survey request types

The survey request types available are:

- Adjustment Request
- Amend Cadastral Data
- Approved CSD Correction/Amendment
- Earthquake Complex
- Image Missing Unreadable or Incorrect
- Plan not to Deposit
- Requisition Clarification
- Requisition Review
- Return Survey Dataset
- Survey Dispensation
- Survey Information Complex
- Titles Correction
- Titles Information

5.3.7 TA request types

The TA request type is:

- Amalgamation Consultation
- Amend Cadastral Data

- Earthquake
- Survey Information
- Titles Correction
- Titles Information

5.3.8 Search request types

The e-Search request types available are:

- Spatial Correction
- Survey – Image missing, unreadable or incorrect
- TA Amalgamation Consultations
- Titles Correction

Appendix B: Menu options

5.3.9 Workspace Request menu options

Table B-1 lists the options available when they use the Requests menu in Workspace.

Menu Option	Action
New	Displays the Create Request screen to create a new request.
Open	Displays the Create Request screen for the selected request.
Print	Prints summary details of the selected request. **Note:** The Print option is not available when there is an image attached to a request. To print click (Print) icon the viewing area.
Delete	Deletes the selected request. (This option is not available for a request that has been sent.)
Send	Sends the selected request for processing.

Table B-1 Workspace Request menu options

5.3.10 Right mouse options for requests

Table B-2 lists the options available when they use the right mouse menu for a selected request in Workspace.

Menu Option	Action
New	Displays the Create Request screen.
Open	Displays the Create Request screen for the selected request.
Print	Prints summary details of the selected request. **Note:** The Print option is not available when there is an image attached to a request. To print click (Print) icon the viewing area.
Delete	Deletes the selected request. (This option is not available for a request that has been sent.)
Send	Sends the selected request for processing.

Table B-2 Right mouse options for requests

5.3.11 Right mouse request option for a transaction

Table B-3 lists the request option available when they use the right mouse menu for a selected transaction (ie *e-dealing*, *e*-survey or TA work) in Workspace.

Menu Option	Action
New Request	Displays the Create Request screen to create a new request for the selected transaction. The transaction number will default to the selected *e*-dealing, e-survey, or TA work, but can be changed. **Note:** • To create a new request not linked to an e-dealing, e-survey, or TA Work select Request | New in Workspace menu or double click the Create Request icon.

Table B-3 Right mouse request options for a transaction

5.3.12

Appendix C: Image Viewer Icons

This table describes the icons and options for viewing the composite image of a request in the Image Viewer within the:

- Detail Information tab in Workspace.
- Preview Instrument/Request screen for a titles request with image.
- Preview Request screen for a survey or TA request with image.

Menu, Icon or Field	Action
Menu Function Menu	Select the function you require from the list of options. All icon functions can also be accessed from this menu. For more information, refer to the ***e-search* User Guide**.
Print	Click to print one or more pages of an image. The Print screen displays and you can select the print options you require.
Previous Page	Click to display the previous page (if applicable).
Next Page	Click to display the next page (if applicable).
Fit To Width Zoom Display Size	This field displays between the and icons. Select the fixed display option you require from the drop down list. Alternatively, type the size in which to display the image directly into the field.
Rotate Left	Click to rotate the image 90° to the left (ie anti-clockwise).
Rotate Right	Click to rotate the image 90° to the right (ie clockwise).
Drag	Click and drag the visible area of the image to move it in any direction. This is also known as the Pan icon.
Zoom In	Click to zoom in to decrease the scale of the image. Each time you click the image, it displays larger.
Zoom Out	Click to zoom out to increase the scale of the image. Each time you click the image, it displays smaller.
Zoom Area	Click to define a rectangular area on the image to zoom in to. The selected area enlarges to cover the screen. If required, use the (Drag) icon to move and view the image.

Table C-1 Image Viewer icons

Appendix D: Titles Request screen information

5.3.13 Create Request screen (Titles)

Field or Button	Action
Request Type	Select the type of request from the drop down list. This is a mandatory field.
Dealing Number	Select the number of the dealing from the drop down list. This list contains all current dealings for your firm in Workspace, all lodged dealings that are yet to be finalised, and any manual dealings created by your firm that have yet to be registered. Any Client References entered also display next to the dealing in the list. If the dealing number does not display in this list, enter the dealing number. This is a mandatory field for some request types (ie Titles – Application to Sustain Caveat (S145/A145), Titles – Withdraw Instrument, Titles – Withdraw Dealing, Titles – Dealing Correspondence, Titles - Requisition_Rejection Clarification, Titles - Requisition_Rejection Review).
Client Reference 1	Type a client file reference for your own records for the request (if required). If you leave this field blank, when you save the request Landonline will create a default reference using the Id of the user currently logged in. Note: If the request is linked to an *e-dealing*, any reference entered here will not be transferred to the Create Dealing screen. If you are creating the request from the Create Dealing screen, and you entered a client reference for the *e-dealing* it will display here.
Client Reference 2	As above. This second client reference field can be used when your firm has more than one client for the same request.
Title Reference	Click in this field to display the Select Titles screen to search or enter title(s) affected by the request. This is a mandatory field for a Titles – Correction and Titles – Correction Prevents Registration request. This field does not display for a Titles – Dealing Correspondence request.
Settlement Date	Enter the settlement date for the *e-dealing*. This is a mandatory field and only displays for a Titles – Correction Prevents Registration type of request.
Contact Person	Select the contact person for the request from the drop down list. This will default to the user currently logged in. Only users within your firm display in this list. Alternatively, enter the name of the contact person. This is a mandatory field.
Email	Landonline displays the email address of the selected Contact Person (if recorded in the Contact Details tab in the Maintain User screen. Refer to the ***e-dealing* User Guide**. Enter or edit the email address (if required). This will not update details in the Contact Details tab for the user.
Mobile	Landonline displays the mobile number for the selected Contact Person. Enter or edit the mobile number (if required). This will not update details in the Contact Details tab for the user.
Phone	Landonline displays the phone number for the selected Contact Person. Enter or edit the phone number (if required). This will not update details in the Contact Details tab for the user.
Fax	Landonline displays the fax number for the selected Contact Person Enter or edit the fax number (if required). This will not update details in the Contact Details tab for the user
Created Date	Landonline displays the date and time the request was created. When the request is sent for processing, the label for this field changes to Sent Date.
Last Modified By	Landonline displays the name of the person who last updated the request.
Request Status	Landonline displays the status or the request (ie Draft, Sent or Complete).
Firm	Landonline displays the name of the firm for the logged on user.
Request Id	Landonline displays the number of the request. This number is automatically created when you first open the screen.
Instruments	Landonline displays all instruments (and their affected titles) for the dealing number you entered in this area. The status of each instrument only displays when there request type is Titles – Withdraw Instrument. This area only displays for Withdraw Dealing and Withdraw Instrument type of request.

Field or Button	Action
Select	Check to indicate the instrument(s) affected by the Titles – Withdraw Instrument request type. All instruments default to checked for a Titles – Withdraw Dealing request type and you cannot uncheck an instrument. This checkbox only displays for a Titles – Withdraw Dealing and Titles – Withdraw Instrument type of request.
Notes/Comments	Enter relevant details about the request. You can enter up to 2000 characters in this field. This field does not display for a Titles – Withdraw Dealing and Titles – Withdraw Instrument type of request.
Preview…	Click to display a preview of the request in the Preview Instrument/Request screen.
Attachments…	Click to open the Request Attachments screen to attach an image to the request. The image can be in a .tif, .jpg or .pdf format. When you attach an image a (Paperclip) displays next to this button.
Print…	Click to print the structured text view of the request.
Help	Click to display the help topic for creating a request.
Send	Click to send the request for processing.
Save	Click to save details entered for the request. The Create Request screen remains open.
Save & Close	Click to save changes and close the screen.
Cancel	Click to cancel any changes and close the screen.

Table D-1 Create Request screen (Titles) fields and buttons

5.3.14 Request Attachments screen

Field or Button	Action
Attach	Click to display the standard windows screen to select the image files to be attached to the request. An image can be in a .tif, jpg or .pdf format. When you attach an image a (Paper Clip) displays against the selected request history row in the **Record Request** screen.
Replace	Click to display the standard windows screen to select an image to replace the highlighted image.
Delete	Click to delete the selected image file.
View	Click to view the selected image file.

Table D-2 Request Attachments fields and buttons

5.3.15 Select Request screen

Field or Button	Action
Request Id	Landonline displays the number of the request.
Description	Landonline displays the description of the request linked to this *e-dealing*.
Status	Landonline displays the status of the request linked to this *e-dealing*.
Create Req…	Click to display the Create Request screen to create a new request. This new request does not necessarily have to be linked to the current *e-dealing*.
Open Req..	Click to display the Create Request screen with details of the selected request.
Delete Req	Click to delete the selected request.
Help	Click to display the help topic for selecting requests.
Close	Click to close the screen.

Table D-3 Select Request screen fields and buttons

5.3.16 Enter Titles screen (Requests)

Field or Button	Action
Title Ref.	If known, type the reference for the title (eg WN1A/1, 1722), and press Tab or click elsewhere in the screen. If the request is linked to a dealing, the title reference(s) from the dealing will display.
Title Status	Landonline displays the current status of the title (eg Live, Part-Cancelled, Pre-allocated, Pending).
Selected	Check to indicate the selected title is affected by the request. Uncheck if the title does not affect the request.
Add	Click to add a blank row to enter another reference for a title.
Search for Title…	Click to display the Search Title screen to search for a title.
Search by Inst	Click to display the Search Title by Instrument screen to search for a title by an instrument number.
Help	Click to display the help topic for selecting affected titles for a request.
Select All	Click to indicate all titles in the list are affected. Landonline checks the Selected checkbox next to each title.
Unselect All	Click to indicate none of the titles in the list are selected. Landonline removes the check in the Selected checkbox next to each title.
OK	Click to save your selection(s) and return to the Create Request screen.
Cancel	Click to cancel any selection(s) and close the screen.

Table D-4 Enter Titles screen fields and buttons

5.3.17 Preview Instrument/Request screen

Field or Button	Action
OK	Click to close the screen and return to the previous Prepare instrument screen.

Table D-5 Preview Instrument/Request screen fields and buttons

Appendix E: Survey and TA Request screen information

5.3.18 Create Request screen (Survey and TA)

Field or Button	Action
Request Type	Select the type of request from the drop down list. This is a mandatory field.
Survey Number	Enter the number of the survey linked to the request (if applicable). This is a mandatory field for a Survey_Approved CSD Correction/Amendment, Survey_Adjustment Request, Survey_Plan not to Deposit, Survey_Requisition Clarification, Survey_Requisition Review and Survey_Return Survey Dataset request type.
Land District	Select the land district where the survey is located from the drop down list. This is a mandatory field for a Survey_Amend Cadastral Data, Survey_Image Missing Unreadable or Incorrect and TA_Amalgamation Consultation request type.
Surveyors Reference	Only displays for a survey request. Enter a client file reference for your own records for the request (if required). **Note:** If the request is linked to an *e-survey*, any reference entered here will not be transferred to the Manage Survey Transaction screen. If you create a request from the Manage Survey Transaction screen and you entered a Survey File Reference for the *e-survey*, it will display here. You can change this if required.
TA Reference	Only displays for a TA request. Enter a client file reference for your own records for the request (if required). **Note:** If the request is linked to a survey, any reference entered here will not be transferred to the TA Certification screen. If you create a request from the TA Certification screen and you entered a TA Reference for the survey, it will display here. You can change this if required.
Territorial Authority	Only displays for a TA request. Select the Territorial Authority associated with the survey from the drop down list.
Contact Person	Select the contact person for the request from the drop down list. This will default to the user currently logged in. Only users within your firm display in this list. This is a mandatory field. **Note:** To update your contact details, refer to the ***e*-survey User Guide** or **TA *e-certification* User Guide**. To update details for another user, contact your System Manager.
Email	Landonline displays the email address of the selected Contact Person (if recorded in the Contact Details tab in the Maintain User screen).
Mobile	Landonline displays the mobile number for the selected Contact Person.
Phone	Landonline displays the phone number for the selected Contact Person.
Fax	Landonline displays the fax number for the selected Contact Person.
Created Date	Landonline displays the date and time the request was created. When the request is sent for processing, the label for this field changes to Sent Date.
Last Modified by	Landonline displays the name of the person who last updated the request.
Request Status	Landonline displays the status or the request (ie Draft, Sent or Complete).
Firm	Landonline displays the name of the firm for the logged on user.
Request Id	Landonline displays the number of the request. This number is automatically created when you first open the screen.
Survey Status	Landonline displays the current status of the survey linked to the request.
Notes/Comments	Enter relevant details about the request. You can enter up to 2000 characters in this field.
Preview	Click to display a preview of the request in the Preview Request screen.
Attachments…	Click to open the Request Attachments screen to attach an image to the request. The image can be in a .tif, .jpg or .pdf format. When you attach an image a (Paperclip) displays next to this button.
Print…	Click to print the structured text view of the request.
Send	Click to send the request for processing.
Save	Click to save details entered for the request. The Create Request screen remains open.
Save & Close	Click to save changes and close the screen.
Cancel	Click to cancel any changes and close the screen.

Table E-1 Create Request screen (Survey and TA) fields and buttons

5.3.19 Preview Request screen

Field or Button	Action
OK	Click to close and return to the previous screen.

Table E-2 Preview Request screen fields and buttons