

SettleIT

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Frequently Asked Questions

Q: How is SettleIT different to a standard settlement I would book in with InfoTrack?

A: Traditionally, you would provide InfoTrack with all relevant information to manually attend settlement on your behalf. SettleIT allows InfoTrack to act on your behalf for a manual or electronic settlement. We complete all the administrative roles of the settlement while you continue to approve everything and provide professional services to you client.

Q: When can I book my SettleIT service in?

A: Usually clients will place their order with SettleIT once the contract is unconditional. However, as our fee is deducted only once the settlement occurred, you can place your order any time prior to unconditional exchange as well.

Q: How will I know if I need to complete an action in SettleIT?

A: You can see any settlements that require your action in the SettleIT dashboard, and we will also send you an email to let you know when something is ready for you to review and approve.

Q: How will I know when I need to approve an action?

A: You will receive an email notification advising you what action is required. This is also visible on the SettleIT dashboard.

Q: How do I approve actions?

A: To approve an action, simply click into the settlement workspace and you will be directed to the required action. Review the item and, if correct, press the confirm button. You can also approve with DocuSign without login in by clicking the “Review and approve now” button on the email notification you will receive.

Q: What if I need to urgently stop the settlement?

A: There is a Stop action button on the workspace. Pressing this freezes the transaction with InfoTrack and we will contact you by phone to get advice on how to proceed.

Q: If the transaction is electronic, can I see the ELNO workspace?

A: No, the workspace will sit within InfoTrack’s ELNO account and we keep you up to date in the InfoTrack workspace, saving you having to jump between systems to keep on top of your settlements.

Q: Do you have insurance?

A: Yes, InfoTrack has an incorporated legal practice called InfoTrack Property Services which holds all relevant indemnity insurances. InfoTrack also holds a cybercrime insurance policy.

Q: Can I pick and choose the actions I want you to complete?

A: If there are items you would prefer to provide upfront instead of InfoTrack completing them for you, you can provide these to us. The price for the service will remain unchanged and if we don’t receive the information upfront, we will continue to work on these items.

How to order

Searches > State > Settlements, Stamping & Lodging > SettleIT

1. Enter your matter number.
2. Complete the settlement details.

SettleIT | Status Attention | Last Modified N/A | Settlement Day TBC | Dashboard

Place Order (Selected)

- Provide Documents
- Settlement Booking
- Transfer
- Settlement Adjustments
- Directions To Pay
- Settlement

Included Services Hide ^

- ✓ We set up the electronic workspace (ELNO); if applicable
- ✓ We prepare transfer and settlement adjustment documents for you to approve
- ✓ We do the final search

More Services - Please specify Hide ^

- We conduct a VOI on your client(s) for you
- We provide you usage of our trust account
- We attend to stamping
- We securely store any original documents you send us (excluding Certificate of Title)

Matter* Select your service: Settlement Purchase Sale

Property

Title Reference(s)* Street Address* example Suburb* State* NSW Postcode*

Purchaser(s)

Purchaser 1 Organisation +

Given Name(s)* Surname* Date of Birth (D/MM/YYYY)*

Street Address* Suburb* State* NSW Postcode*

Email* Mobile - Required for VOI*

Settlement

Settlement Date* Preferred Time Additional Comments SettleIT Agent*

Is there any incoming lender?*

Yes No

Bank Name* Loan Number*

Firm Contact(s)

Contact 1 Primary Contact Authorised Signatory +

Given Name* Surname* Email*

Phone* - Required for WebVOI Free SMS updates on mobile Capacity*

Transfer Information (optional) + Edit

Area m²: (unspecified) | Forwarding Address: (unspecified)

All SettleIT fees (including PEXA fee) are billed at settlement from settlement funds. [More information](#)

3. Click Order.

Please note: The left-hand workflow panel will indicate where in the process your SettleIT agent is and if any actions are required by you. The actions required by you will vary depending on if the matter is a sale or a purchase. You will receive emails when you are required to action an item.

- Provide required documents** noting that some documents are required before we can begin work on your file. You can also begin the VOI and CAF signing process from this screen.

Please note: There are specific requirements for the VOI and CAF when transacting through SettleIT that may vary from your standard practice. Please refer to the FAQ section of this guide for more information.

- Once your SettleIT agent has reviewed the documents you have provided, and can proceed with the settlement booking, you will be notified that the workspace has been created and the relevant banks invited.**

- Approve required documents / figures / directions.** Dependant on if you matter is a purchase or sale, there will be different steps that require your approval. When approval is required, you will receive an email for you to enter the SettleIT workspace.
 Please note: If your approval on these steps is not received, your settlement can not move forward.

The screenshot shows the SettleIT interface for order ef1234. The top navigation bar includes the SettleIT logo, address (135 King Street, Sydney NSW 2000), Order ID (69403265), Purchaser (Electronic), Status (Attention), Last Modified (15/06/2020 3:14pm), Settlement Day (25/06/2020 2:00pm), a Stop Order button, and a Dashboard menu. A vertical timeline on the left shows steps: Place Order (15/06/2020 3:09pm), Provide Documents (15/06/2020 3:11pm), Settlement Booking (15/06/2020 3:11pm), JUN 16 Transfer (selected), JUN 18 Settlement Adjustments, JUN 23 Directions To Pay, and JUN 25 Settlement. A notification bubble says 'Please review and approve the transfer documents.' The main content area is titled 'Approve Transfer & eNOS' with a 'Download' button. It contains a checkbox: 'Please check the following documents and confirm everything is correct. Yes, I've checked these documents and everything is correct.' Below this is a 'Confirm' button. A preview of a 'Transfer - form 01T' document is shown, featuring a 'TRANSFER' header, a privacy note, and sections for Stamp Duty, Torrens Title, Lodged By (with fields for Name, Address, DX, Telephone, and Customer Account Number), and Transferor. A 'CODES' box contains 'T' and 'TW'.

- You will receive notifications as the settlement progresses.**

The screenshot shows the SettleIT interface for order ef1234. The top navigation bar is similar to the previous screenshot, but the Status is 'In Progress' and the Last Modified time is 15/06/2020 3:17pm. The vertical timeline on the left shows: Place Order (15/06/2020 3:09pm), Provide Documents (15/06/2020 3:11pm), Settlement Booking (15/06/2020 3:11pm), JUN 16 Transfer (15/06/2020 3:15pm), JUN 18 Settlement Adjustments (15/06/2020 3:16pm), JUN 23 Directions To Pay (15/06/2020 3:16pm), and JUN 25 Settlement (selected). A notification bubble says 'The electronic workspace is ready.' The main content area is titled 'Settlement' and shows 'SETTLEMENT STATUS' as 'Settlement In Progress' with an orange warning icon. Below this is a 'RETURN DOCUMENTS' section with a table:

Document Name	File Name	Timestamp
Signed Transfer	Signed Transfer.pdf	15/06/2020 3:17pm
Final Search	Final Search.pdf	15/06/2020 3:17pm
Workspace Ready Screenshot	Ready Screenshot.pdf	15/06/2020 3:17pm
Settlement Completion Report		Pending

At the bottom of the 'RETURN DOCUMENTS' section is a 'Request original documents' button.

- Upon completion, any original documents will be returned to you.**