

Do It Yourself VOI Tool for Property Transfers

User Guide

Australia Post - Identity Services
Version 2.0 – 30th July 2022

auspost.com.au

Contents

1	Introduction	3
1.1	Key contact and escalation	3
2	Accessing the DIY VOI Tool	4
2.1	Compatibility	4
2.2	How to log into and out of the DIY VOI Tool	4
3	How to use the DIY VOI Tool	6
3.1	Perform a VOI Check	6
3.2	Mobile verification	7
3.3	Document capture	8
4	Pay	11
4.1	Enter payment details	11
4.2	Successful payment	11
5	Viewing VOI Reports	13
5.1	How to view a VOI Report	13
6	Document categories	15
6.1	Document categories that a Person Being Identified is to present	15

1 Introduction

This user guide refers to the processes for Users (Users) including Conveyancers, Lawyers and Mortgagees, to access the **Do It Yourself Verification of Identity (VOI) Tool** (DIY VOI Tool) in the course of verifying a PBI's identity to:

- a) record the contact details of a Person Being Identified (PBI);
- b) capture digital copies of documents;
- c) upload digital copies of documents to the VOI Report, and
- d) view and manage verification of identity VOI Reports.

1.1 Key contact and escalation

1.1.1 Support contact

The following indicates the key contact for assistance and issue resolution.

For any support related queries contact Australia Post by phone (**1300 364 543**) or e-mail to LandTitleVOI@auspost.com.au

2 Accessing the DIY VOI Tool

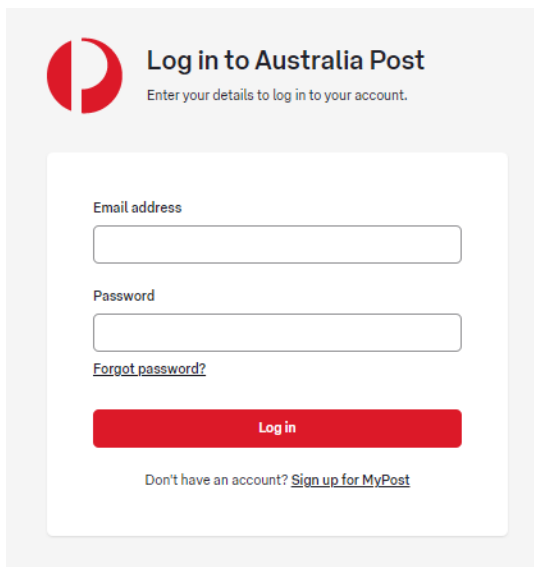
2.1 Compatibility

The Do-it-yourself VOI Tool is compatible with most tablets, desktop computers, mobile phones and internet browsers.

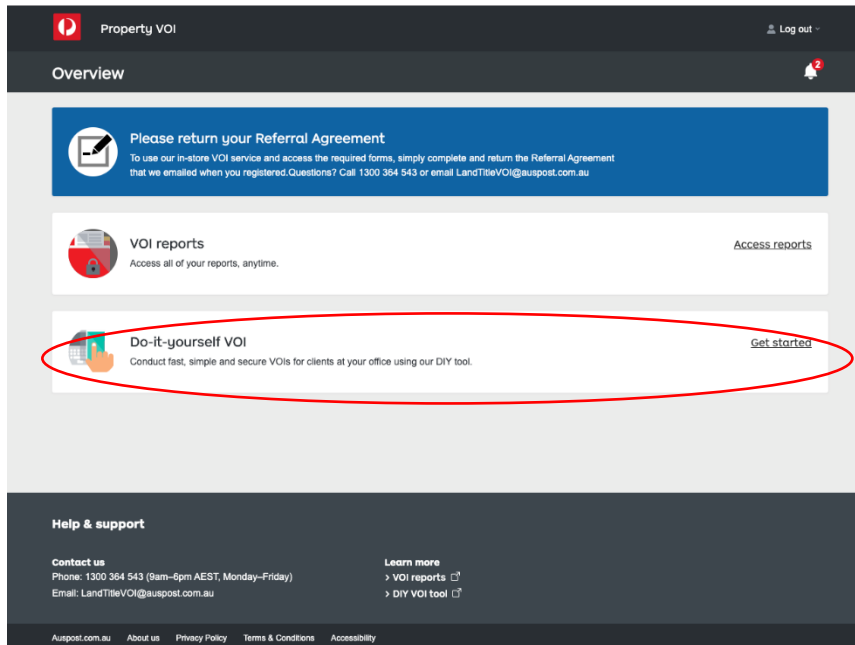
2.2 How to log into and out of the DIY VOI Tool

The Do-it-yourself VOI Tool is accessible from within the Property VOI Portal. You'll need your unique username and password, which were set up as part of the registration process with Australia Post:

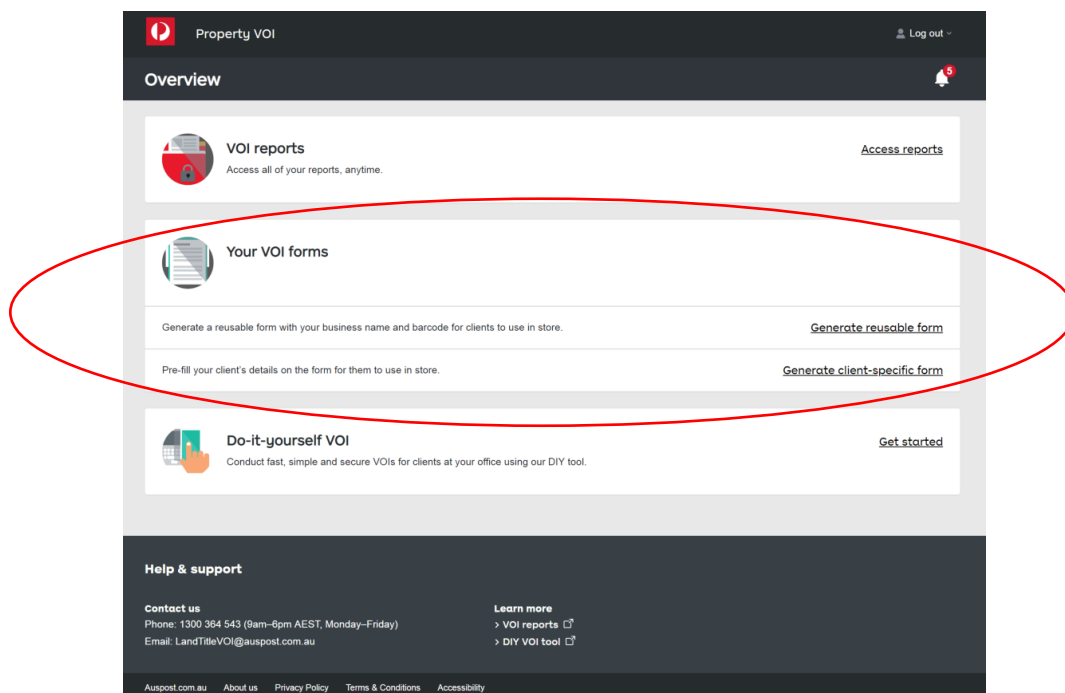
1. Access <https://auspost.com.au/propertyvoi> on an internet-enabled device
2. Enter your username and password
3. Click the 'Log in' button

A screenshot of the Australia Post login page. At the top left is the Australia Post logo, a red stylized 'P'. To its right is the text 'Log in to Australia Post' in bold, followed by 'Enter your details to log in to your account.' in a smaller font. Below this is a white rectangular box containing the login form. Inside the box, there are two input fields: 'Email address' and 'Password'. Below the password field is a link that says 'Forgot password?'. At the bottom of the box is a red button with the text 'Log in' in white. Below the button, outside the box, is the text 'Don't have an account? [Sign up for MyPost](#)'.

You'll then be presented with a dashboard where the Do-it-yourself VOI Tool can be accessed by clicking the 'Do-it-yourself VOI' tile:



If you've also registered for Australia Post's in-store VOI checks (by returning your completed Referral Agreement), an additional 'Your VOI forms' tile will be available to generate VOI forms for your clients.



After a period of inactivity you'll be automatically logged out of the Property VOI Portal. Here are two more ways to log out:

1. Click 'Log out' located in the top-right corner of the page, then click 'Log out'.
2. Close your internet browser window.

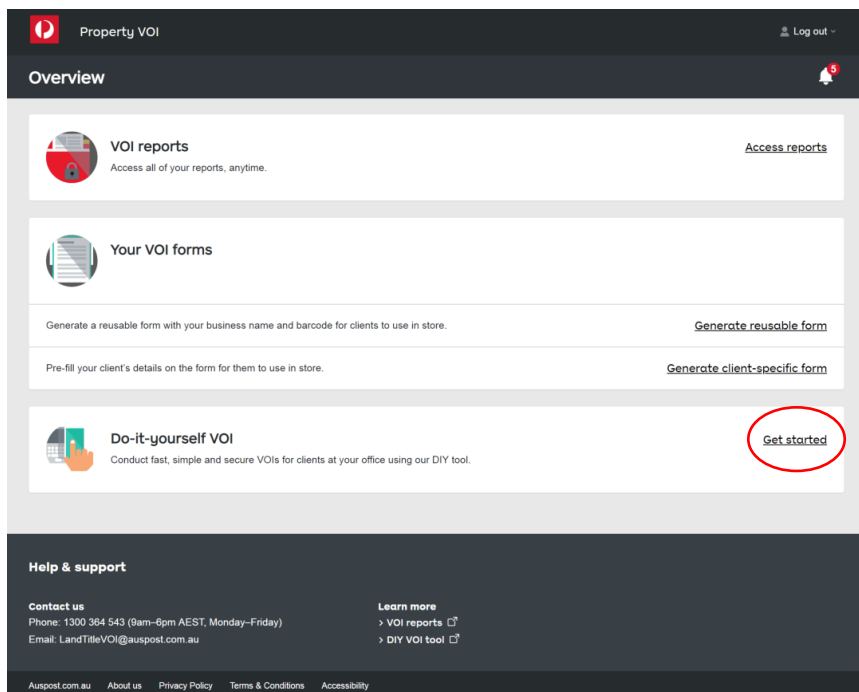
We recommend that you log out from the Property VOI Portal at the end of each session.

Note: Keep in mind that if you exit the DIY VOI Tool without completing an in-progress VOI check, all personal information you've entered will be lost.

3 How to use the DIY VOI Tool

3.1 Perform a VOI Check

From the Property VOI Portal dashboard, click on the 'Get started' link on the 'Do-it-yourself VOI' tile.



You will now be presented with the screen on which you're required to record your client's personal information and provide confirmation that you've obtained your client's consent to capture their personal information.

1. Obtain your client's consent to record and use their personal information for the purpose of the identity verification check.
2. Enter the client's details into the relevant fields, as instructed on-screen.

Note that an Australian mobile phone number is required; it will be used to verify that the client is present – by requiring a code to be entered in the following 'Mobile Verification' step of the DIY VOI process.

3. After entering the required client details, click the consent acknowledgement check box (confirming you've obtained your client's consent to record their personal information).
4. Click the 'Submit details' button.

Do It Yourself Verification Of Identity for Property Transfers Logout

1. Enter details 2. Mobile verification 3. Document capture 4. Pay

Identity Verifier to complete VOI check - \$14.95 (inc. GST)

Reminder: Prior to the collection of a customer's personal information, you should ensure that the customer is aware of the purpose for which their information is being collected and that they have consented to its collection.

First name*

Middle name Surname*

Unit number Street number

Street name* Street type
Select your street type...

Suburb*

State* Postcode*
Select your State/Territory...

Date of birth (DD/MM/YYYY)* Mobile phone number*
Number will be verified on the following screen

Address of property being transacted*

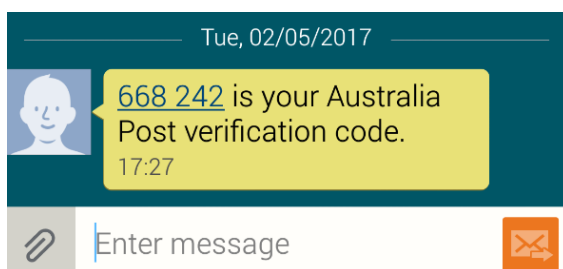
☒ I confirm that the customer has provided their consent to the collection and use of their information and acknowledged the enclosed Privacy Notice.

Your personal information is being captured to fulfil an in-person identity check by your conveyancer, lawyer or mortgagee. Without this information, they would be unable verify your identity in accordance with applicable standards. The personal information you disclose will be subject to the privacy policies or practices of your conveyancer, lawyer or mortgagee and may be shared with certain third parties contracted to assist them in the provision of their verification of identity services. Any personal information shared with and/or maintained by Australia Post as a result of use of the In-house VOI Solution will be handled in accordance with the Australia Post Group Privacy Policy which outlines how to access and/or correct your personal information or make a privacy related complaint. For more information please visit www.austpost.com.au/privacy.

Submit details

3.2 Mobile verification

After clicking 'Submit details' on the previous screen, a SMS containing a verification code will be sent to the client's mobile phone number; that code must be entered in order to proceed with the identity verification check.



Enter the 6-digit Australia Post verification code received by SMS and click 'Verify'.

3.3 Document capture

You'll then be taken to the 'Document capture' screen, where you must select the appropriate document category – for the identity documents presented by your client – in order to proceed with document sighting.

If you're unsure of the appropriate document categories, you can view the list of available document combinations by clicking on the 'View categories and options' hyperlink (you may also refer to Section 7 of this User Guide).

1. Select the applicable document category from the Category drop-down list by clicking the list to view the available options.
2. Once a document category has been selected, the available identity documents will dynamically change to ensure only a valid combination of acceptable documents are available for upload.
3. Repeat the following steps for each required document (to satisfy the requirements of the document category you selected earlier/above):
 - a. Select the appropriate document type from the drop-down list.
 - b. Click the 'Add' button.

Depending upon the device you're using for the identity verification check, you'll either be prompted to upload an existing image from local storage or you'll be given the option to take a photo (using your mobile device).

Most document types – including PDF (maximum 10 pages), JPEG, BMP, GIF and PNG – are accepted.

ONE of Australian passport or Foreign passport

Select ID Type

Australian passport

Add

AND ONE of Australian driver licence, Proof of age card (issued by the Commonwealth, a state or territory) or Photo card (issued by the Commonwealth, a state or territory)

Select ID Type

Australian driver licence

Add

The images you upload will be included in the VOI Report produced at the conclusion of the identity verification check, ensure all images are clear and any text is legible.

Where applicable, you can upload images of additional supporting documentation such as a Client Authorisation form, any Land Registry documents, a passport-style photo of the client or the client's signature.

ADD where applicable: Additional supporting documentation (Optional)

e.g. Change of name linking documents, Client Authorisation Form, Supporting Land Registry Forms, Passport style photo / images of Person Being Identified

Add (Optional)

Once you've sighted and uploaded all of the necessary verification of identity documents (to satisfy the category you selected at the start of the 'Document capture' process), you must read the displayed attestation statement.

Category 1 VOI submission

I "John Smith", have conducted a verification of identity of Doug dj cdkcssj on 12 Apr 2017 in accordance with the VOI Standard* and hereby certify:

(a) the verification of identity of Doug dj cdkcssj was conducted during a face-to-face in-person interview;

(b) I am satisfied that there was a reasonable likeness of Doug dj cdkcssj to the person depicted in photographs contained in the presented identification documents;

(c) the presented identification documents were originals and satisfy one category of the VOI Standard* minimum document requirements for verification of identity;

(d) all of the presented identification documents were current, except for (if applicable) an expired Australian Passport which has not been cancelled and was current within the preceding 2 years; and

(e) I have retained copies of all the presented identification documents.

* "VOI Standard" means the Australian Registrars National Electronic Conveyancing Council's Verification of Identity Standard, contained in the Model Participation Rules Version 3 (published September 2015 and available at www.emecce.gov.au)

Submit

4. To complete the 'Document capture' process and proceed to payment, select the 'Submit' button.

By selecting 'Submit' you agree to the attestation statement – which will appear on the first page of the associated VOI Report.

4 Pay

4.1 Enter payment details

You'll then be presented with the method-of-payment screen; payment must be made to complete the identity verification check and produce a VOI Report for your client.

1. Enter your credit card details in the payment screen.
2. Click the 'Pay' button to authorise payment.

Do It Yourself Verification Of Identity for Property Transfers [Logout](#)

1. Input Details 2. Mobile Verification 3. Document Sighting 4. Payment

Secure payment

Card number

VISA Mastercard

Expiry date CVV ?

MM / YY

Total to pay \$ 14.95

[Cancel](#) [Pay](#)

4.2 Successful payment

Upon successful payment, you'll be returned to the beginning and a confirmation message will be displayed.



1. Input Details

2. Mobile Verification

3. Document Sighting

4. Payment

Payment was successful. You'll receive an email when your VOI document is ready to view.

Identity Verifier to complete

Reminder: Prior to the collection of your client's personal information, you should ensure that the client ("Person Being Identified") is aware of the purpose for which their information is being collected and that they have consented to its collection.

First name *

Middle name

Surname *

Date of birth (DD/MM/YYYY) *

Mobile phone number *

Number will be verified on the following screen

A payment confirmation email containing the tax invoice will be sent to your registered email address.

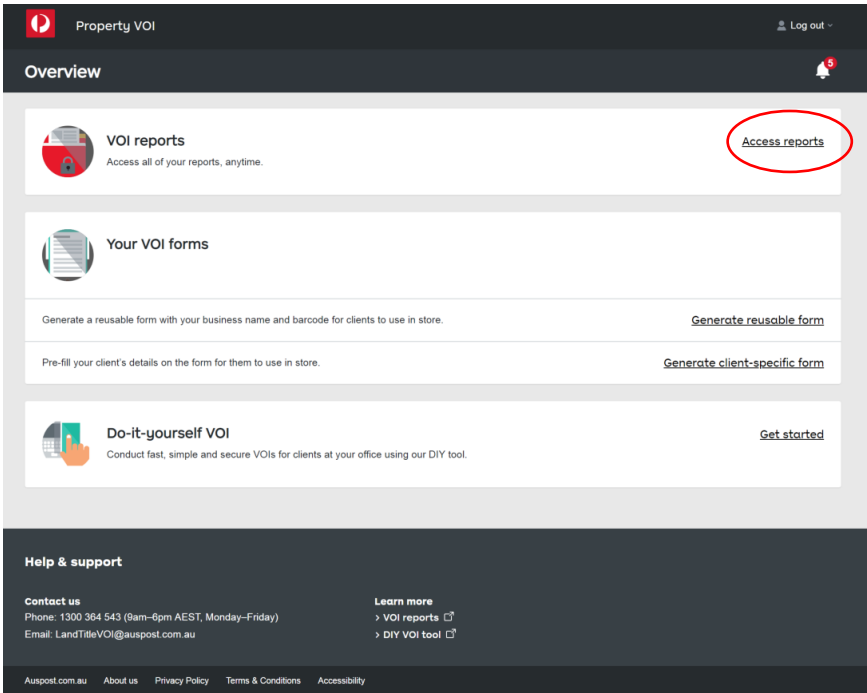
A second e-mail will be sent to your registered email address advising you when the VOI Report (for the DIY identity verification check you've just completed) has been delivered to the VOI report repository.

5 Viewing VOI Reports

5.1 How to view a VOI Report

To view VOI Reports (for identity verification checks completed by you):

- VOI reports are accessed from the Property VOI portal via the 'Access reports' link in the 'VOI reports' tile. This opens a new window containing the VOI reports.



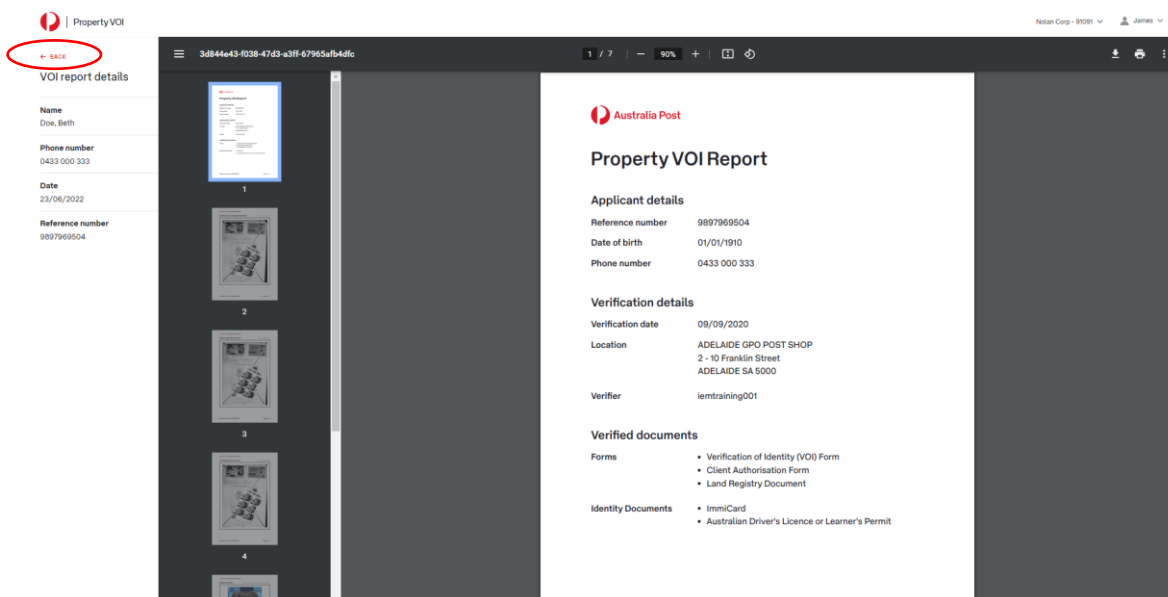
There are two ways in which to view a VOI report:

1. First option to viewing a VOI report:
 - Click on a particular row within the VOI reports list (the row you've selected will be highlighted in grey).

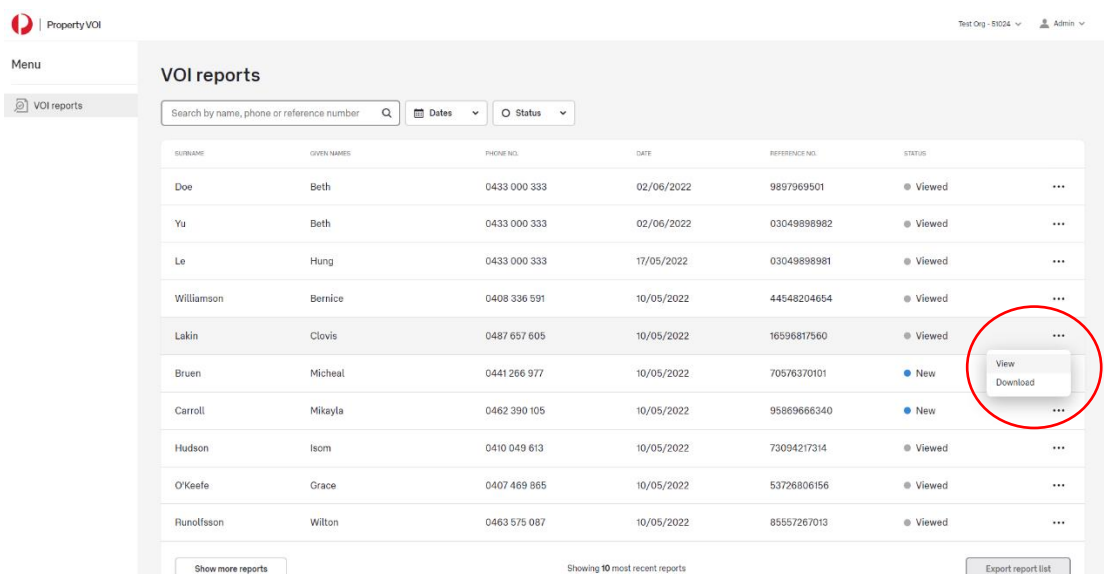
The screenshot shows the 'Property VOI' portal's 'VOI reports' page. It features a search bar, filters for 'Dates' and 'Status', and a table of reports. The table has columns for Surname, Given Names, Phone No., Date, Reference No., and Status. The first row is highlighted in grey. Below the table, there are buttons for 'Show more reports' and 'Export report list'.

SURNAME	GIVEN NAMES	PHONE NO.	DATE	REFERENCE NO.	STATUS
Doe	Beth	0433 000 333	02/06/2022	9897969501	Viewed
Yu	Beth	0433 000 333	02/06/2022	0304989882	Viewed
Le	Hung	0433 000 333	17/05/2022	0304989881	Viewed
Williamson	Bernice	0408 336 591	10/05/2022	44548204654	Viewed
Lakin	Clovis	0487 657 605	10/05/2022	16596817560	Viewed
Bruen	Micheal	0441 266 977	10/05/2022	70576370101	New
Carroll	Mikayla	0462 390 105	10/05/2022	9586966340	New
Hudson	Isom	0410 049 613	10/05/2022	73094217314	Viewed
O'Keefe	Grace	0407 469 865	10/05/2022	53726806156	Viewed
Runolfsson	Wilton	0463 575 087	10/05/2022	85557267013	Viewed

- VOI report will be displayed (PDF) in the same window.



- You may click on the 'Back' arrow to return back to the VOI reports page to view the VOI reports list.
2. Second option to viewing a VOI report:
- Within a particular row, click on the 'More' button (...) where you will see drop down menu options of 'View' or 'Download'.



- Click on 'View'.
- VOI report will be displayed (PDF) in the same window.
- Scroll through the pages to view the information contained therein.

6 Document categories

6.1 Document categories that a Person Being Identified is to present

Do It Yourself Verification of Identity for Property Transfers

The Person Being Identified (PBI) should produce two Category 1 documents in accordance with the VOI Standard**, if these have been issued.

Identification documents presented must contain matching personal information, be original and current (except for an expired Australian Passport which has not been cancelled and was current within the preceding two years)

If the PBI cannot satisfy Category 1 requirements, they must produce documents from the next highest category possible.

Australian citizen or resident					Non Australian citizen or resident
Category 1	Category 2	Category 3	Category 4 (a)	Category 4 (b)	Category 6
ONE of the following <ul style="list-style-type: none"> Australian passport Foreign passport 	ONE of the following <ul style="list-style-type: none"> Australian passport Foreign passport 	ONE of the following <ul style="list-style-type: none"> Australian driver licence Proof of age card (issued by the Commonwealth, a state or territory) Photo card (issued by the Commonwealth, a state or territory) 	ONE of the following <ul style="list-style-type: none"> Australian passport Foreign passport 	ONE of the following <ul style="list-style-type: none"> Australian passport Foreign passport 	<ul style="list-style-type: none"> Foreign passport
AND ONE of the following <ul style="list-style-type: none"> Australian driver licence Proof of age card (issued by the Commonwealth, a state or territory) Photo card (issued by the Commonwealth, a state or territory) 	AND ONE of the following <ul style="list-style-type: none"> Full birth certificate Citizenship certificate 	AND ONE of the following <ul style="list-style-type: none"> Full birth certificate Citizenship certificate 	AND ONE of the following government issued licences (with photo) <ul style="list-style-type: none"> Australian boat licence Australian firearms licence Private security licence Australian WorkCover licence 	AND <ul style="list-style-type: none"> Full birth certificate 	AND ONE of the following <ul style="list-style-type: none"> Australian / foreign driver licence Proof of age card (issued by the Commonwealth, a state or territory) Photo card (issued by the Commonwealth, a state or territory)
	AND ONE of the following <ul style="list-style-type: none"> Medicare card Centrelink card DVA card 	AND ONE of the following <ul style="list-style-type: none"> Medicare card Centrelink card DVA card 		AND ONE of the following <ul style="list-style-type: none"> Medicare card Centrelink card DVA card 	OR <ul style="list-style-type: none"> Full birth certificate
AND (if required) Change of Name* <ul style="list-style-type: none"> Marriage certificate Change of name certificate 	AND (if required) Change of Name* <ul style="list-style-type: none"> Marriage certificate Change of name certificate 	AND (if required) Change of Name* <ul style="list-style-type: none"> Marriage certificate Change of name certificate 	AND (if required) Change of Name* <ul style="list-style-type: none"> Marriage certificate Change of name certificate 	AND (if required) Change of Name* <ul style="list-style-type: none"> Marriage certificate Change of name certificate 	AND (if required) Change of Name* <ul style="list-style-type: none"> Marriage certificate Change of name certificate

* Must be issued by the Registry Birth, Deaths and Marriages. Documents issued by a celebrant are not acceptable.

**“VOI Standard” means the Australian Registrars National Electronic Conveyancing Council’s Verification of Identity Standard, contained in the Model Participation Rules Version 4 (published May 2017 and available at www.arnecc.gov.au)