

VOI Reports for Property Transfers

User Guide

Australia Post - Identity Services
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auspost.com.au

Contents

1	Introduction	4
1.1	Key contact and escalation	4
1.2	VOI report repository	4
1.3	System Requirements	4
2	Register for an account	5
2.1	Getting started	5
2.2	Account registration	5
3	Administrator User guide	9
3.1	Access levels	9
3.2	Creating new or managing existing users	9
3.3	Modify user access	11
3.4	Deactivate a user	12
3.5	Reactivate a user	13
3.6	Set up another Admin user	14
4	General User guide	15
4.1	Login Instructions	15
4.2	Logout Instructions	16
4.3	Notifications	16
4.4	Updating your User account password	18
4.5	Updating your User account information	20
4.6	Updating Preferences	21
5	Generating VOI forms	22
5.1	Reusable VOI form	22
5.2	Client-specific VOI form	23
6	DIY VOI tool	26
6.1	What is the DIY VOI tool?	26
6.2	Using the DIY VOI tool	26
7	VOI Reports	28
7.1	What is a VOI Report	28

7.2	VOI Reports With Comments generated from VOI checks conducted by Australia Post	28
7.3	VOI Reports generated from VOI checks conducted using the Do It Yourself VOI Tool	28
8	Viewing and Searching for VOI Reports	29
8.1	Accessing the VOI report repository	29
8.2	Performing a Search	29
8.3	View a VOI Report	31
9	Downloading and Printing VOI Reports	33
9.1	Download / Save VOI Report as a PDF	33
9.2	Printing VOI reports	35
10	Unsubscribe / subscribe to email notifications	36
10.1	Unsubscribe to email notifications	36
10.2	Subscribe to email notifications	37
11	Delete a VOI report	38
11.1	Delete a VOI report	38
12	Frequently Asked Questions	39
12.1	Australia Post VOI for Property Transfers over the counter service	39
12.2	Property VOI Portal	40
13	Document Categories	41
13.1	Document categories that a Person Being Identified is to present	41

1 Introduction

This user guide refers to the processes for Users (Users) including Conveyancers, Lawyers and Mortgagees (CLM), to log into the Property VOI Portal, to locate, 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

1.2 Property VOI Portal

1.2.1 What is Property VOI Portal?

The Property VOI Portal is a web-based office automation management solution that allows you or an organisation, to access, manage, and distribute VOI reports.

VOI reports are stored in Property VOI Portal in Portable Document File (PDF) format and can be accessed through the **Web Viewer** (default).

1.3 System Requirements

When using Property VOI Portal, your PC does not need to have any special software loaded onto the PC. Below are the system requirements that will allow Property VOI Portal to operate at an optimal level.

Minimum Screen Resolution:

- The minimum supported screen resolution is 1024 x 960 pixels.

Supported Desktop Internet Browsers:

- Microsoft Edge (current version)
- FireFox (current version)
- Google Chrome (current version)
- Safari (current version)

Supported Mobile Internet Browsers:

- Mobile Safari (iOS) (current version)
- Chrome for Android (current version)

2 Register for an account

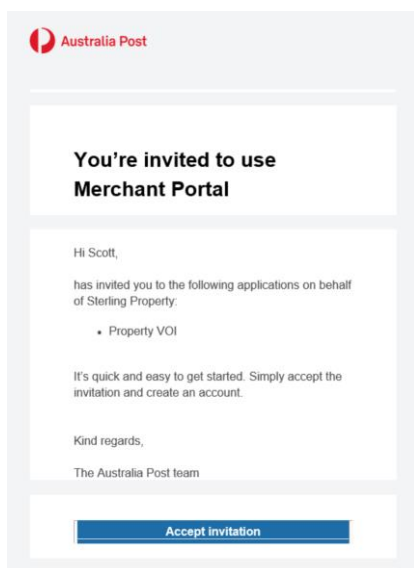
2.1 Getting started

You'll need to register for the updated portal before you can access your Property VOI Portal. We've sent a registration email to your inbox. Look for an email with the subject line 'You're invited to use Merchant Portal'.

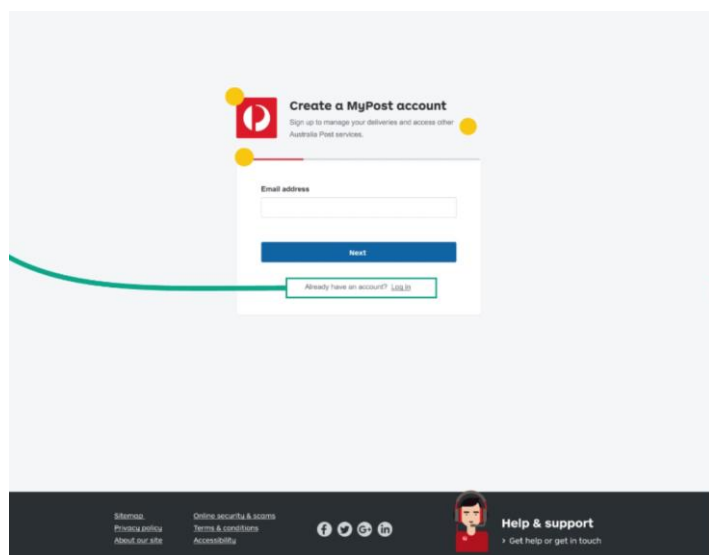
The portal has been moved into an existing Australia Post system (Merchant Portal) to enhance security. You will notice references to Merchant Portal in the registration process and future admin tasks.

2.2 Account registration

1. Select '**Accept invitation**' button from the 'You're invited to use Merchant Portal' email. You'll be taken to the **Create a MyPost account** page.



2. Enter your Email address (**note: this email will become your log in details for Property VOI Portal**).



3. Enter in a password (**note: this email will become your log in details for Property VOI Portal**).

The screenshot shows the 'Choose a password' step of the registration process. At the top, there is a red Australia Post logo and the text 'Choose a password' followed by the email address 'yourmailaddress@gmail.com'. Below this is a 'Password' input field with a 'Show' link to its right. Under the input field, there are four bullet points indicating password requirements: '8-20 characters', 'At least 1 number', 'At least 1 upper-case letter', and 'At least 1 lower-case letter'. A blue 'Next' button is positioned below the requirements. The footer contains links for 'Site map', 'Privacy policy', 'About our site', 'Online security & scams', 'Terms & conditions', 'Accessibility', social media icons, and a 'Help & support' section with a 'Get help or get in touch' link.

4. Enter in a **Given name/s** and **Surname** for the account.

The screenshot shows the 'Add your name' step. It features the Australia Post logo and the text 'Add your name'. Below this are two input fields: 'Given name' and 'Surname'. A blue 'Next' button is located below the 'Surname' field, and a 'Back' link is positioned directly underneath it. The footer is identical to the previous step, including links for 'Site map', 'Privacy policy', 'About our site', 'Online security & scams', 'Terms & conditions', 'Accessibility', social media icons, and a 'Help & support' section.

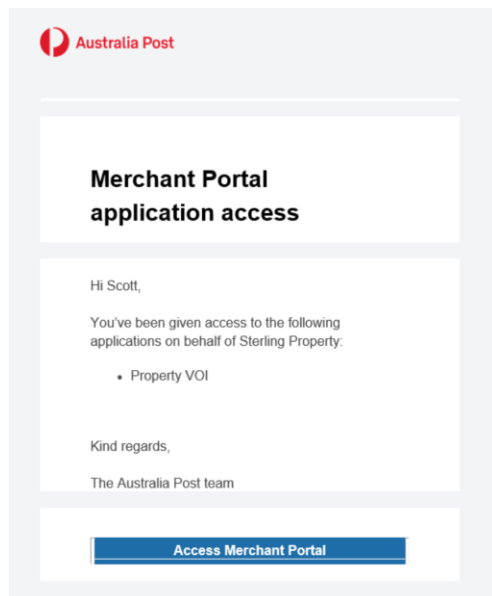
5. Read the Terms and Conditions, tick the box to accept and select **Submit**.

The screenshot shows the 'Accept MyPost account terms & conditions' step. It includes the Australia Post logo and the text 'Accept MyPost account terms & conditions'. There are two checkboxes: the first is 'I have read and accept the MyPost Account - Terms of Use and acknowledge the MyPost Privacy Notice', and the second is 'Receive the latest updates, promotions and news from Australia Post (optional)'. A blue 'Submit' button is located below the checkboxes, with a 'Back' link underneath it. The footer remains the same as the previous steps.

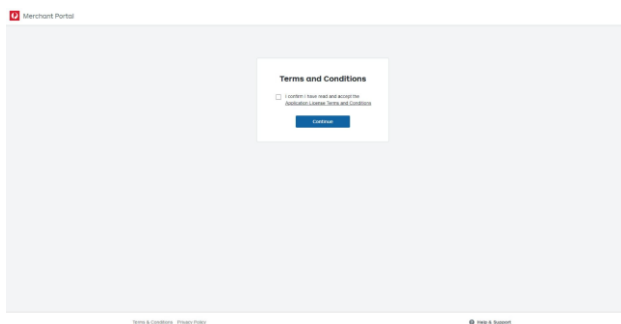
6. That's it! You have successfully registered an account with Australia Post, and now you will get another email shortly from Merchant Portal to complete the Access Setup process.

Please note: next time you wish to log into Property VOI Portal, use the email address and password selected during the registration process.

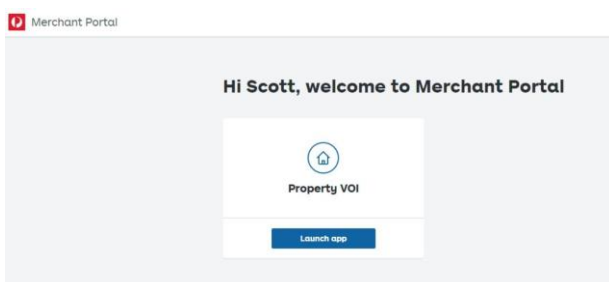
7. Select '**Access Merchant Portal**' button from the 'Merchant Portal application access' email. You'll be taken to the **Merchant Portal** page.



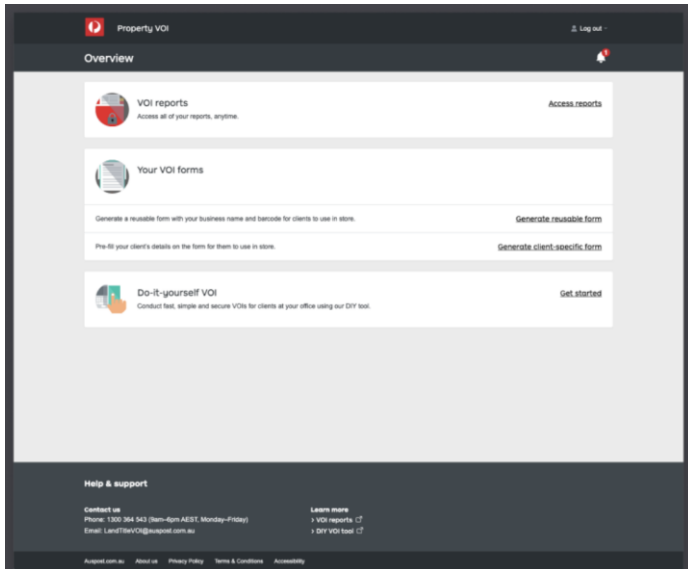
8. The Merchant Portal will open in a new window. Read the Terms and Conditions, tick the box to accept and select **Continue**.



9. You've now successfully registered! Select **Launch app** on the Property VOI tile to access the Portal.



10. You will land on Property VOI Portal on the Overview page, where you're able to navigate to access your VOI reports or to generate the relevant VOI form.



3 Administrator User guide

3.1 Access levels

As an Administrator, you have the ability to manage your organisation, including creating new roles, editing existing roles, and deactivating existing roles to your account.

Each user within Property VOI Portal is assigned an access level. There are two different levels:

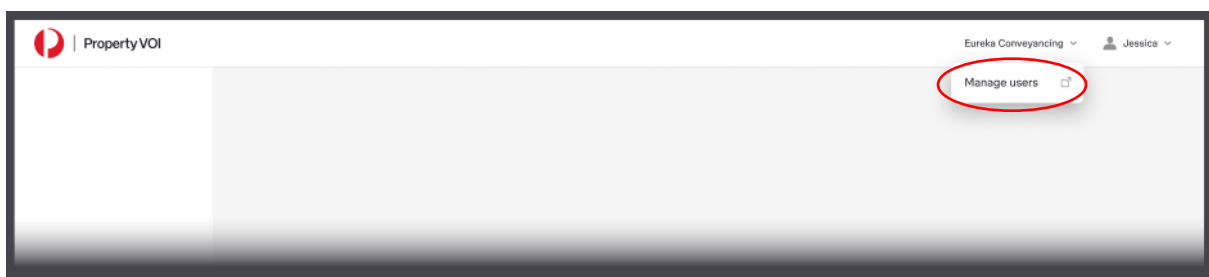
1. **Administrator user** – create, edit and deactivate team members, full portal access to search, view and download VOI reports, user account management such as resetting passwords, editing personal information, or managing marketing preferences
2. **Regular user** – full portal access to search, view and download VOI reports, user account management such as resetting passwords, editing personal information, or managing marketing preferences.

3.2 Creating new or managing existing users

Once you have successfully logged in, you will need to create new users to be part of your organisation. You may do so by:

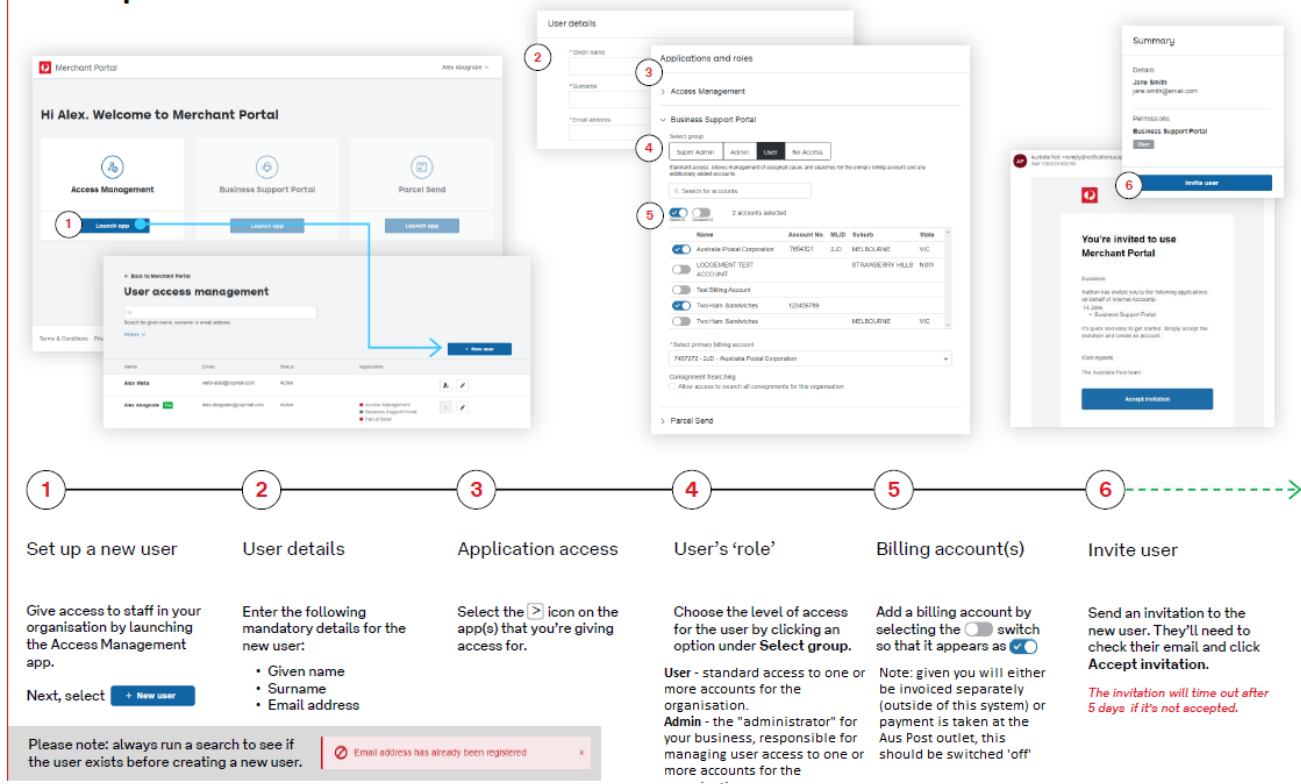
1. Click on your organisation name on the Header to display a list of user options.
2. Click 'Manage users' in the displayed menu to open the Merchant Portal application (in a new tab).

Note: you will only see 'Manage users' menu option if you are assigned with an ADMINISTRATOR role-based access.



3. A new tab will open with Merchant Portal – this is the system used to manage your organisation’s users. **Note: Only users registered with a valid myPost account will be able to be assigned to an organisation.**

Set up a new user



3.3 Modify user access

If a User's details have changed and you'd like to update their details, you may do so by selecting the user and 'editing' the user's details, such as their user access.

Modify user access

The screenshot shows the 'Merchant Portal' interface. On the left, the 'User access management' section has a search bar and a table of users. The table lists three users: Alex Wetta, Alex Abagnale, and Alvin Andor. Alex Abagnale is highlighted. To the right, the 'Applications and roles' panel shows the 'Access Management' section for Alex Abagnale. It includes tabs for 'Super Admin', 'Admin', 'User', and 'No Access'. The 'User' tab is selected. Below the tabs, there are checkboxes for 'Access Management', 'Business Support Portal', and 'Parcel Send'. A table of accounts is shown with columns for Name, Account No., MLID, Suburb, and State. The 'Save changes' button is at the bottom right of the panel.

Name	Account No.	MLID	Suburb	State
Australia Postal Corporation	7654321	2JD	MELBOURNE	VIC
LODGE MENT TEST ACCOUNT			STRAWBERRY HILLS	NSW
Test Billing Account				
Two Ham Sandwiches	123456789		MELBOURNE	VIC
Two Ham Sandwiches				

1 Locate the user

2 Select the 'edit' button

3 Adjust user's access

4 Save changes

Launch the Access Management app and locate the user you wish to modify.
Search for the user in the list, or use the search bar near the top of the page.

Once the user is located, select the button against the user's details.
This will jump into the 'Applications and roles' page.

A Select the on the app(s) that you're modifying the access for.

B Adjust the level of access for the user.

C If required, select or deselect billing accounts.

Click the button to save any changes made to the user's profile.

3.4 Deactivate a user

If a User has left your organisation or on extended leave, you may wish to deactivate their access. Below is a guide on how to deactivate an existing user in your organisation.

De-activate a user

Merchant Portal

← Back to Merchant Portal

User access management

1

Trevor

Search for given name, surname or email address.

Filters

New user

Name	Email	Status	Application
Trevor Gresham	trevdam1003@yopmail.com	Active	Business Support Portal
Trevor Hollows	trevdam1001@yopmail.com	Active	Business Support Portal
Trevor Hollows	trevdam1002@yopmail.com	Active	Business Support Portal

Deactivate user

Trevor Gresham will no longer have access to any applications

Cancel

Deactivate

Deactivate user

Trevor Gresham has been deactivated. 1 application deprovisioned.

OK

1

2

3

4

Locate the user

Select 'De-activate'

Confirm

User is de-activated

Launch the Access Management app and locate the user you wish to modify.

Once the user is located, select the button against the user's details.

Click the button to confirm that you want to de-activate the user.

Click the button to return back to the Access Management screen.

Search for the user in the list, or use the search bar near the top of the page.

Australia Post Property VOI Portal for Property Transfers User Guide

12

Classification: for client use only

3.5 Reactivate a user

If a User has arrived back from extended leave or you may have accidentally deactivated the user, you can reactivate that user’s access. Below is a guide on how to reactivate an existing user who used to work at your organisation.

Re-activate a user

1 Show deactivated users

2 Search for the user (e.g., Trevor)

3 Click the button for the user you wish to re-activate.

4 Click the button to return back to the Access Management screen.

Name	Email	Status	Application
Trevor Gresham	trevbam1003@yopmail.com	Inactive	
Trevor Hollows	trevbam1001@yopmail.com	Active	Business Support Portal
Trevor Hollows	trevbam1002@yopmail.com	Active	Business Support Portal

Re-activate user

Trevor Gresham has been reactivated

OK

1

Show inactive users

All inactive users are hidden by default.

Click **Filters** then select the **show deactivated users** check box

2

Locate the user

Locate the inactive user you wish to re-activate by typing their name in the search bar.

3

Re-activate user

Click the button for the user you wish to re-activate.

4

User is re-activated

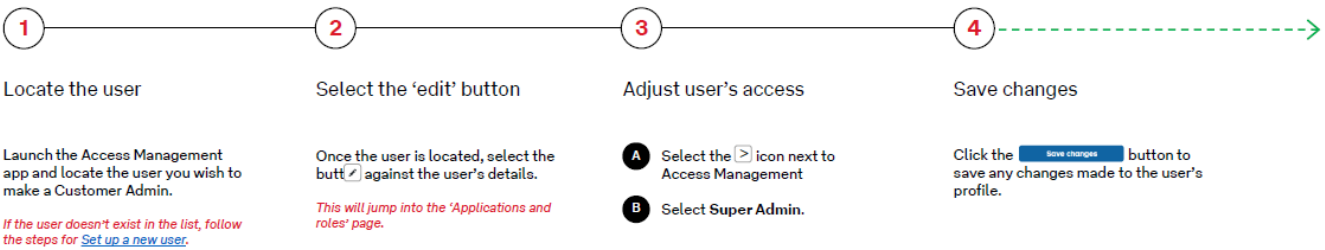
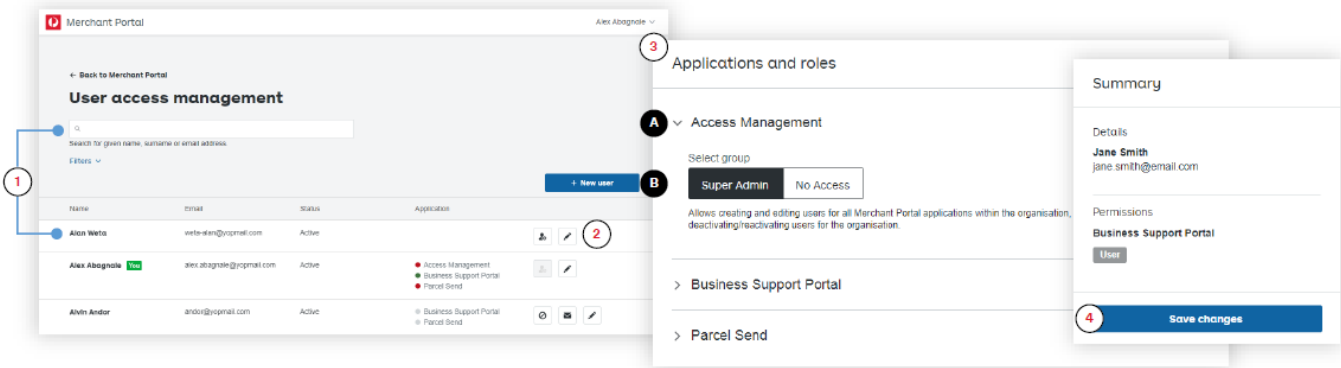
Click the button to return back to the Access Management screen.

3.6 Set up another Admin user

You may wish to set up another Admin user within your organisation. This is easily done with the following steps:

Please note: There is a maximum of 3 Admin users permitted at one organisation.

Set up another Admin user



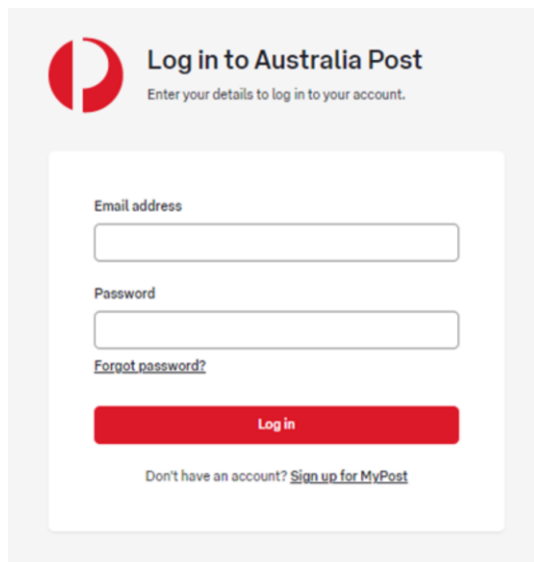
4 General User guide

4.1 Login Instructions

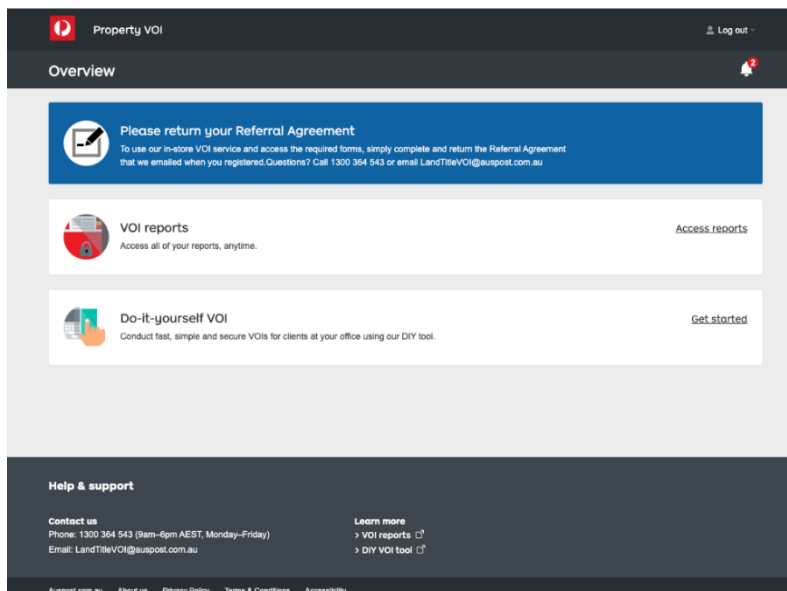
To log into the Property VOI Portal, you'll need to have the URL (internet address) for accessing the site:

<https://auspost.com.au/propertyvoi/login>

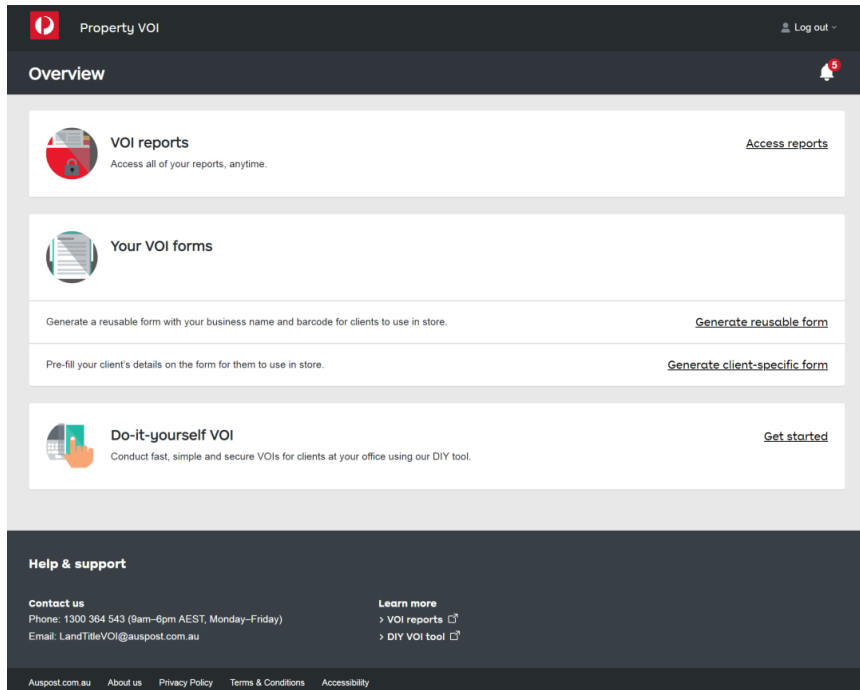
1. Enter your Email address and Password.
2. Click the 'Log in' button.

The screenshot shows the 'Log in to Australia Post' page. At the top left is the Australia Post logo. To its right, the text 'Log in to Australia Post' is displayed, followed by the instruction 'Enter your details to log in to your account.' Below this, there are two input fields: 'Email address' and 'Password'. A link for 'Forgot password?' is positioned below the password field. A prominent red 'Log in' button is centered below the fields. At the bottom, a link states 'Don't have an account? Sign up for MyPost'.

12. You'll then be presented with the Property VOI Overview page.

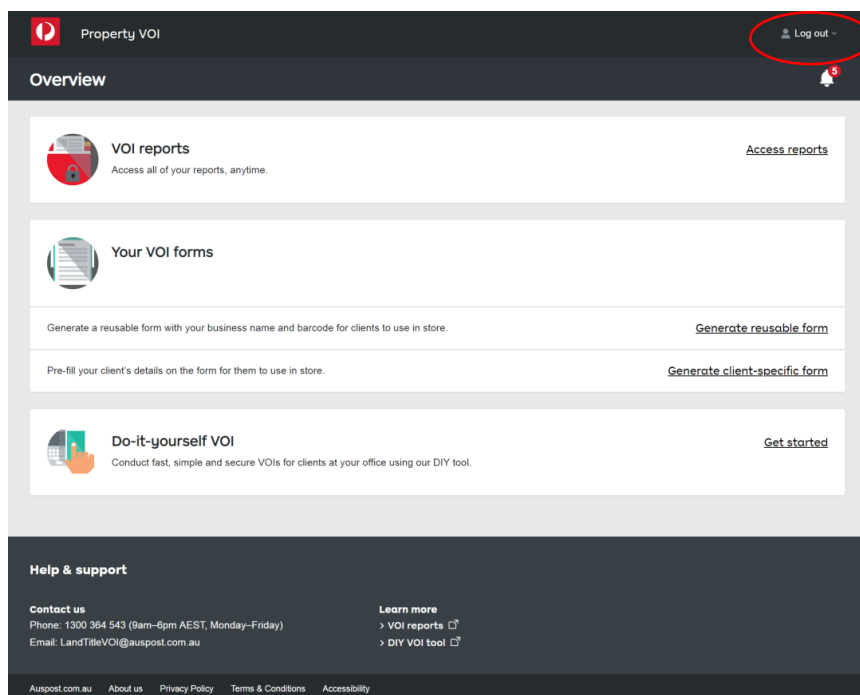
The screenshot displays the 'Property VOI Overview' page. The header includes the 'Property VOI' title and a 'Log out' link. The main content area features three tiles: a blue 'Please return your Referral Agreement' tile with instructions and contact information; a white 'VOI reports' tile with an 'Access reports' link; and a white 'Do-it-yourself VOI' tile with a 'Get started' link. The footer contains a 'Help & support' section with contact details (phone: 1300 364 543, email: LandTitleVOI@auspost.com.au) and links to 'Learn more' about VOI reports and the DIY tool. A final footer row contains links to Auspost.com.au, About us, Privacy Policy, Terms & Conditions, and Accessibility.

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.



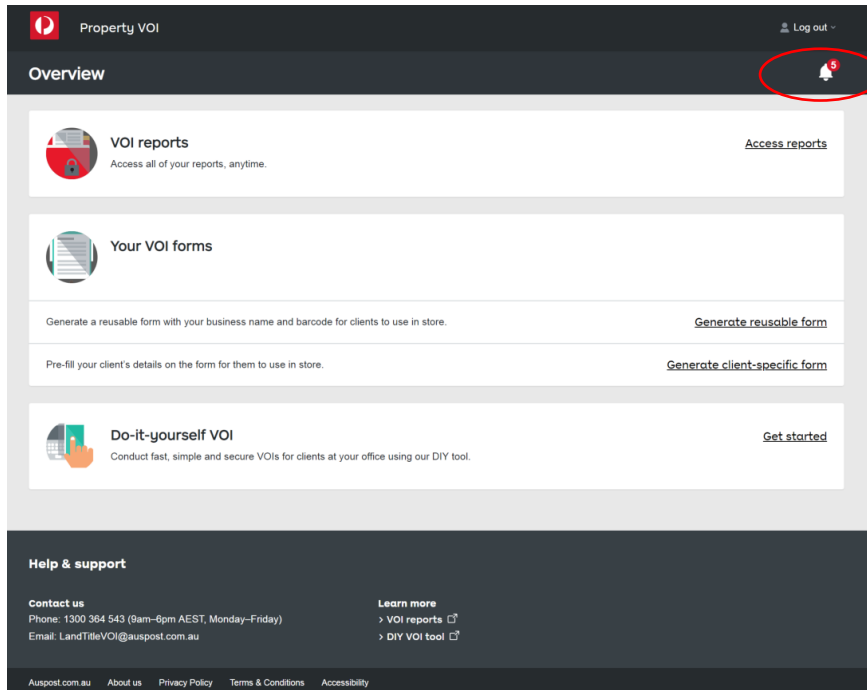
4.2 Logout Instructions

After a period of session inactivity, Users are automatically logged out of the Property VOI Portal. However it is recommended that you manually log out at the end of each session. Click on 'Log out' from the top right corner of the page, then click 'Log out' from the drop down menu.

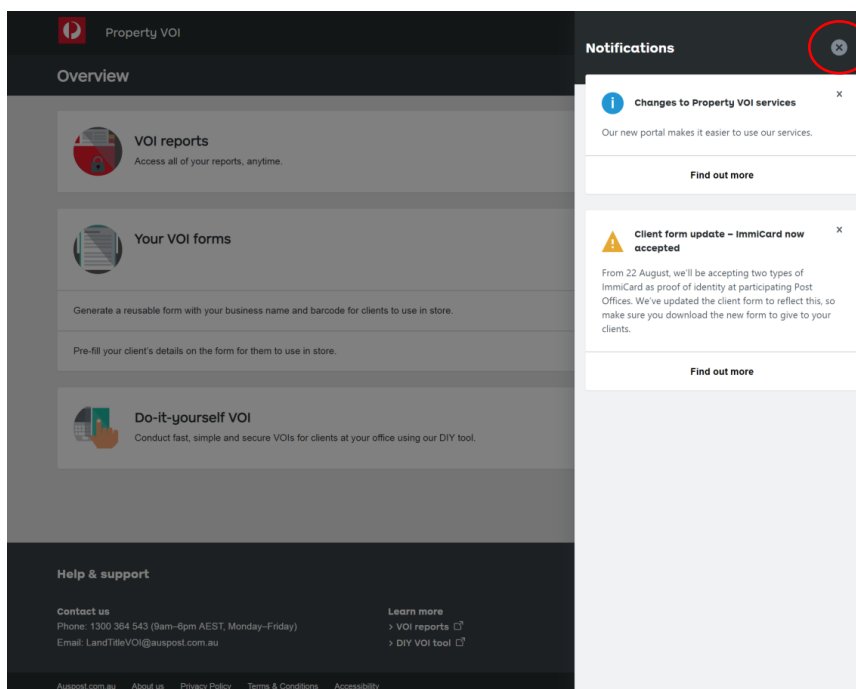


4.3 Notifications

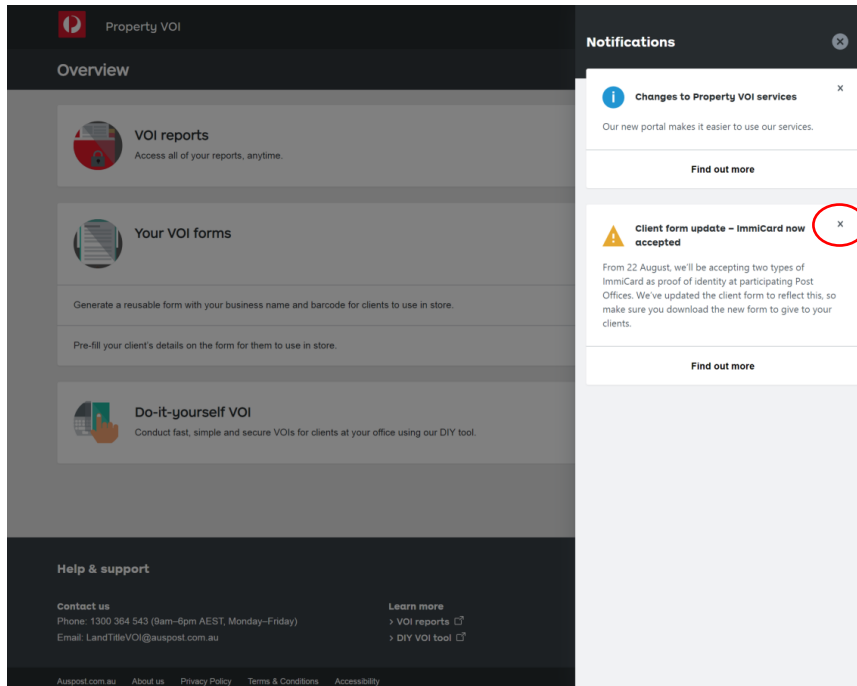
Australia Post will occasionally provide you with notifications on changes to our service or any potential upcoming service outages. These will appear in the top right hand corner with the bell icon under 'Log out'.



Click on the bell icon to see any available notifications. To exit notifications, click on the 'x' in the top right hand corner or click elsewhere on the screen.



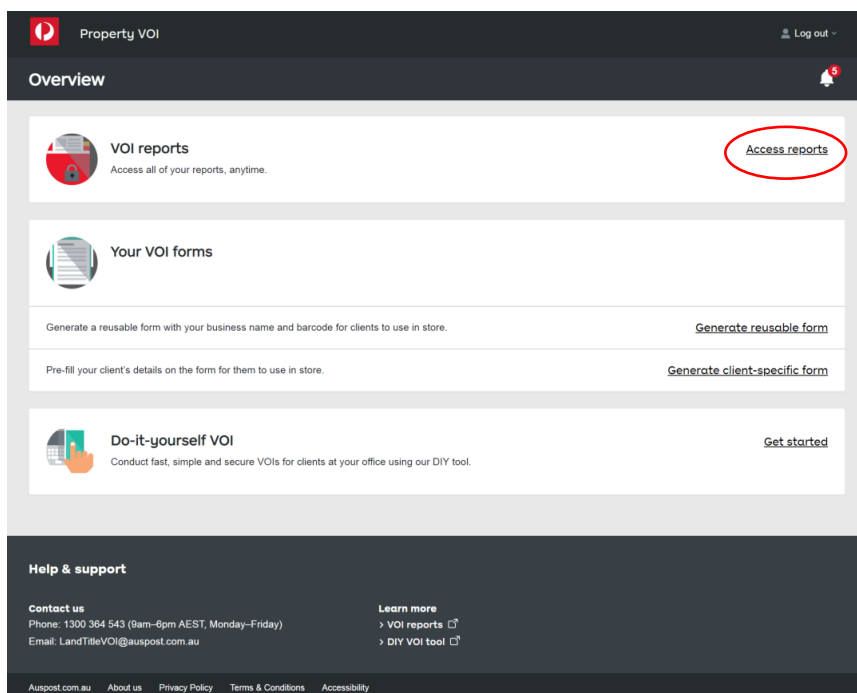
Some notifications can be permanently dismissed by clicking on the 'x' for that notification. Others will remain for a specific period of time.



4.4 Updating your User account password

We recommend you change your password upon first login and on a regular basis. To change your default password:

1. Access the Property VOI Overview page.
2. Click on the 'Access reports' button next to the VOI reports tile.



A new window will then open with the Property VOI Portal, and your username will appear in the Header, in the top right hand corner.

Property VOI

Real Estate Agent - 50002 | Logout

Account settings

Logout

Menu

VOI reports

Search by name, phone or reference number

Dates Status

SURNAME	GIVEN NAMES	PHONE NO.	DATE	REFERENCE NO.	STATUS	
Nienow	Francis	0418 438 393	07/06/2022	4345357800	Viewed	...
Little	Ivy	0468 278 130	07/06/2022	8995236978	Viewed	...
Grant	Libby	0453 442 801	07/06/2022	149079211	Viewed	...
Wiegand	Faustino	0474 929 356	06/06/2022	6461872247	Viewed	...
Boehm	Chyna	0432 946 186	03/06/2022	8624948454	Viewed	...
Fay	Josefa	0406 265 118	03/06/2022	1945209109	Viewed	...
Kautzer	Stella	0405 161 386	03/06/2022	4434819666	Viewed	...
McLaughlin	Clark	0485 774 677	03/06/2022	3788731617	Viewed	...
Wiskoy	Brandi	0490 595 263	03/06/2022	9905872813	Viewed	...
Pouros	Jana	0438 713 707	01/06/2022	1905971120	Viewed	...

Show more reports

Showing 10 most recent reports

Export report list

- Click on your username ('Person' icon) on the Header to display a list of user options.
- Click 'Account settings' in the displayed menu to open the MyPost Account Management (in a new tab).

Account

Quinn

Login details

Personal

Preferences

Login details

Email and password

Set up your login details. We'll also use this email address to get in touch with you.

Email address

harley.quinn@gothamcity.com

Edit

Password

Edit

- Select the 'Login details' menu option.
- Under Password, select 'Edit'.
- Type the current password in the Current Password field.
- Type the new password in the New Password field.
- Click 'Save'.

Note: MyPost's password criteria is as follows:

- 8-20 characters long
- At least one upper-case letter
- At least one lower-case letter
- Include one number

Account | Login details | Personal | Preferences | **Login details**

Email and password
Set up your login details. We'll also use this email address to get in touch with you.

Email address: harley.quin@gothamcity.com [Edit](#)

Current Password: [Show](#)

New Password: [Show](#)

- 8-20 characters
- At least 1 number
- At least 1 upper-case letter
- At least 1 lower-case letter

[Save](#) [Cancel](#)

Your new password will take effect immediately and will be required upon next login to the Property VOI portal.

4.5 Updating your User account information

While within the Property VOI Portal, other User account information may be updated.

1. Click on your username ('Person' icon) on the Header to display a list of user options.
2. Click 'Account settings' in the displayed menu to open the MyPost Account Management (in a new tab).
3. Click on the 'Personal' tab from the left hand menu.

Account | Login details | **Personal** | Preferences | **Personal**

APCN: 1024113891

Personal details
These details help us to verify your ID and provide secure services.

Given name: [Edit](#)
Harley

Surname: [Edit](#)
Quin

Date of birth: [Edit](#)
11/09/1992

Preferred name: [Edit](#)
Harlequin

Contact details
This info helps us to know how to get in touch, and where to send mail.

Residential address: [Edit](#)
6 Joker St, Gotham City

Postal address: [Edit](#)

Primary mobile: [Edit](#)

Landline: [Edit](#)

The following may be updated from the 'Personal' menu option, such as:

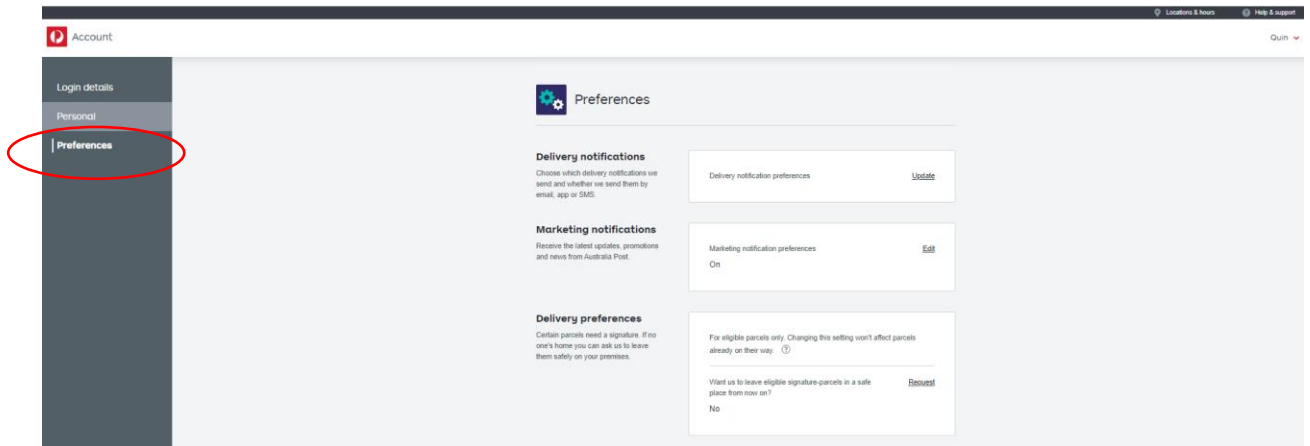
- Email address (see note below)
- Address
- Phone
- Fax
- Website

Click the 'Save' button to save any changes made.

Note: changing the email address will change your email address used to log into Property VOI Portal. Changing the email address changes where the email notifications with each completed VOI report are sent.

4.6 Updating Preferences

A number of preferences can be updated from the 'Preferences' menu option. Although this functionality is available, the default settings have been configured.



The following can be updated from the 'Preferences' menu option, such as:

- Delivery notification preferences – choose which delivery notifications you prefer such as email, app or SMS and when you'd like to be notified
- Marketing notification preferences – receive the latest updates, promotions and news from Australia Post
- Delivery preferences – certain parcels need a signature

Click the 'Save' button to save any changes made.

5 Generating VOI forms

There are two versions of the VOI form to use, depending on your preference.

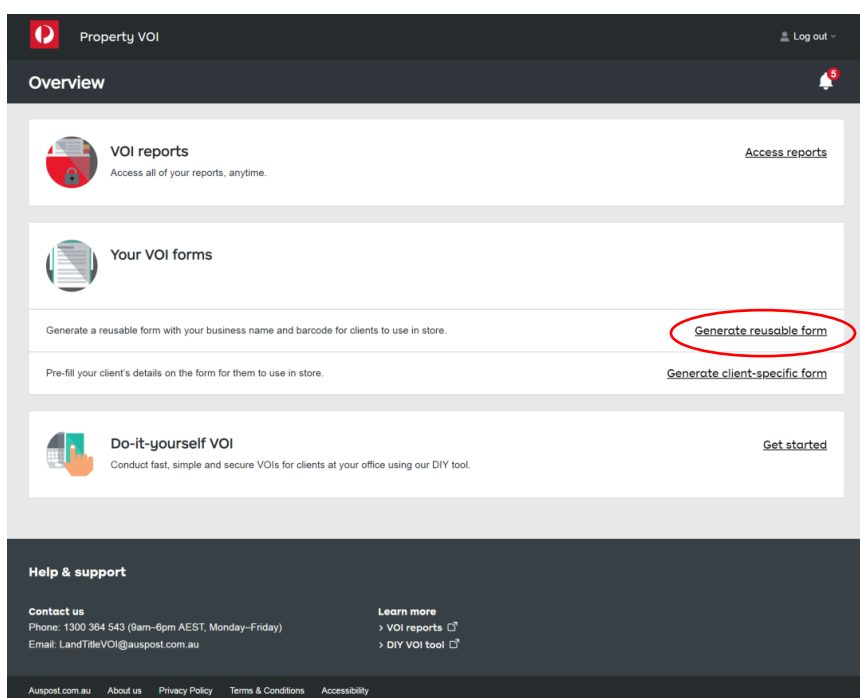
- Reusable VOI form (version V5.10) – Pre-populated with your company name and unique barcode, this form can be printed as needed for clients to complete manually.
- Client-specific VOI form (version V5.10) – Also pre-populated with your company name and barcode, this form allows you to prefill individual clients' details.

Both are accessible from within the Property VOI Portal.

5.1 Reusable VOI form

The Reusable VOI form is prepopulated with your company name and unique barcode. This form can be printed as needed for clients to complete manually.

This form can be accessed by clicking the 'Generate reusable form' link in the 'Your VOI forms' tile.



Your Company name, as provided to Australia Post, is listed on the form. If this is incorrect, contact Australia Post to have the changes made (see section 1.1.1).

You also have the ability to display a custom name e.g. a Trading Name, if clients know you by a name different to that registered. This will appear on the second line of the form.

Click “Generate form” to generate the pdf form.

5.2 Client-specific VOI form

Also pre-populated with your company name and unique barcode, this form allows you to prefill individual client’s details.

This form can be accessed by clicking the ‘Generate client-specific form’ link in the ‘Your VOI forms’ tile.

A separate window will then open and you will be presented with a screen with which you can create a form specific to each client.

Ensure that you have your client’s consent to the collection of their information and that they are aware of the purpose the information is being obtained for.

Property VOI

Client-specific VOI form

← Back to previous page

Generate a client-specific form

Enter your client's details below to generate a customised VOI form for them to take in store for verification of identity. The form will also feature your company/business name, custom name (optional) and unique barcode.

Reminder

Ensure that each client is aware of the purpose their information is being obtained for, and that they provide their consent to its collection.

Business details

Company/business name

Your registered business name or legal trading name

Galaxian People

Custom name (optional)

The name clients show you by, if different from above

Details of applicant

Title (optional)

Please select

☐ I have a single name only

Given Name(s)

Other given names (optional)

Exactly as it appears on the document

Family name / surname

Date of birth (optional)

DD/MM/YYYY

Contact phone number

Including area code for landline numbers

Current residential address

Address

Domestic address only

Property details – of property being transacted (if applicable)

☒ Yes ☐ No

Transacted property address

Domestic address only

Generate form

Cancel

Help & support

Contact us

Phone: 1300 384 543 (Mon-Fri 9am AEST, Monday-Friday)

Email: LandVOI@australiapost.com.au

Learn more

[VOI reports](#)

[Get VOI tool](#)

[Australia Post](#)

[About us](#)

[Privacy Policy](#)

[Terms & Conditions](#)

[Accessibility](#)

Your Company name, as provided to Australia Post, is listed on the form. If this is incorrect, contact Australia Post to have the changes made (see section 1.1.1).

You also have the ability to display a custom name e.g. a Trading Name, if clients know you by a name different to that registered. This will appear on the second line of the form.

1. Enter the details of your client and the details of the property being transacted (optional).
2. Click the 'Generate form' button.
3. The VOI form, populated with your company details and the client's details, is generated as a PDF, ready to be provided to the Client.

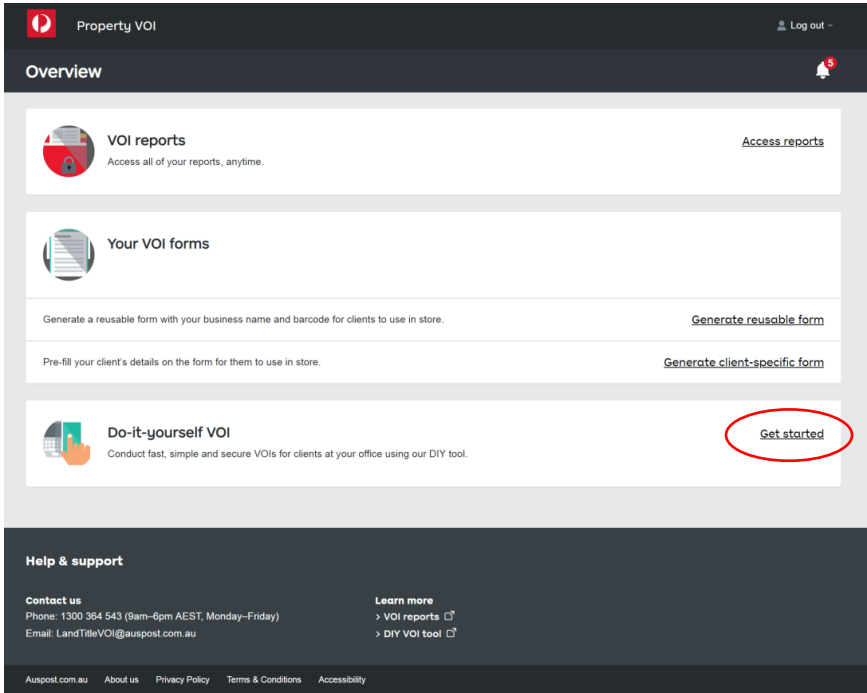
6 DIY VOI tool

6.1 What is the DIY VOI tool?

Australia Post allows you to perform your own VOI checks for clients in the comfort of your office or at their preferred location. You can securely capture the identity documentation for your client, with no need to rely on your own storage.


6.2 Using the DIY VOI tool


From the Property VOI Portal dashboard, click on the ‘Get started’ link on the ‘Do-it-yourself VOI’ tile:





This opens a new window within the Property VOI Portal.


For more detailed instructions on how to use the DIY VOI tool, please refer to the Do It Yourself VOI Tool for Property Transfers User Guide, available via the ‘DIY VOI tool’ hyperlink in the footer of the Property VOI Portal.


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.auspost.com.au/privacy.

Submit details

7 VOI Reports

7.1 What is a VOI Report

A VOI Report is a PDF document that is generated following evidence captured during a VOI check performed by:

1. Australia Post over the counter at a participating post office; or
2. You using the *Do It Yourself Verification of Identity (VOI) Tool*

7.2 VOI Reports With Comments generated from VOI checks conducted by Australia Post

In exceptional circumstances Australia Post may add comments for your consideration that appear:

- on the first page of a VOI Report in the *Australia Post use only* section on your form, or
- on the first page of a VOI Report generated from an *Australia Post ID Check express service post office* .

Where comments appear in a VOI Report, you should consider taking further steps necessary to constitute reasonable steps to verify the identity of the person being identified. VOI Reports containing comments are highlighted on the first page (i.e. Cover page) of the VOI Report in red.

7.3 VOI Reports generated from VOI checks conducted using the Do It Yourself VOI Tool

VOI Reports generated from a VOI check performed by You using the VOI Tool can be identified by a Reference ID commencing with “DIY”. This Reference ID appears in the bottom right hand side footer of a VOI Report.

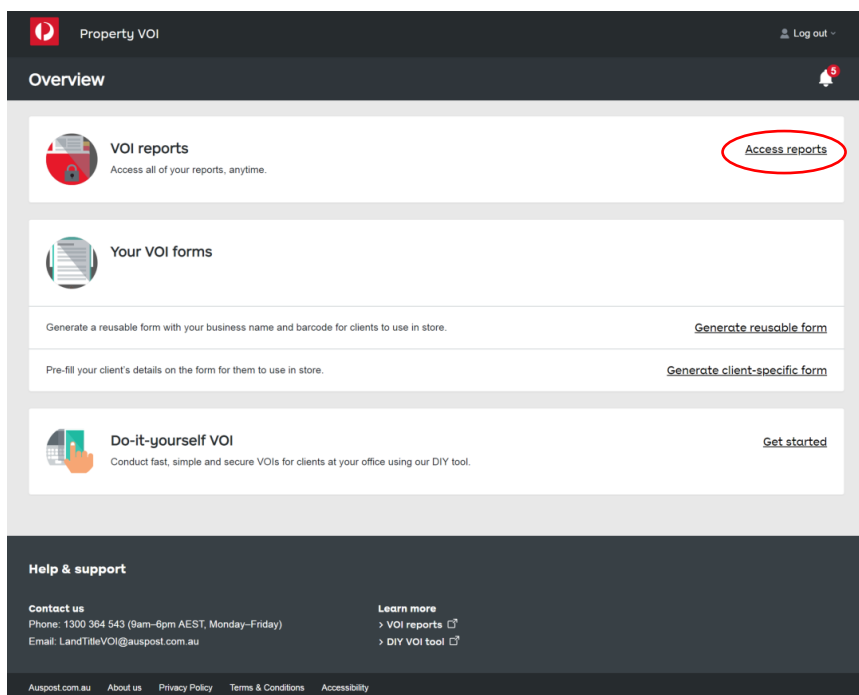
Additionally, the *Unique Reference Number* searchable field in Property VOI Portal will commence with “42” for that record.

VOI Reports of this type can be listed by performing a *Unique Reference Number* search commencing with “42” (refer to Section 6 *Viewing and Searching for VOI Reports* for more information).

8 Viewing and Searching for VOI Reports

8.1 Accessing the VOI report repository

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 Property VOI Portal.

8.2 Performing a Search

You may key in any of the 3 search criteria in the input field, such as:

- Name
- Phone number
- Reference number

Enter the applicant's Given name/s or Surname, Phone Number, or Reference number and click the 'Magnifier' / Search button to produce a list of search results which will appear in the Reports list / table below.

Please note: Searches of partial Name, Phone number or Reference number can also be performed to produce match hits. The resulting partial matches are displayed. There is only a minimum of 1 character or letter required in the input field.

Alternatively, you may search on the Date criteria:

- Click on 'Dates' to enable a pop up
- Key in a 'From date' and a 'To date'
- Select 'Apply'

VOI reports

Search by name, phone or reference number

☒ Dates ☐ Status

From date

dd/mm/yyyy

To date

dd/mm/yyyy

Cancel Apply

There are no VOI reports

Alternatively, you may search on the Status criteria:

- Click on 'Status' to enable a pop up
- Select from the drop down options such as: 'New' or 'Viewed'
- Note: default selection will be 'Any status' which includes all statuses. The status you have selected will have a 'tick' next to it.

VOI reports

Search by name, phone or reference number

☒ Dates ☒ Status

- Any status ✓
- New
- Viewed

If you would like to make any changes to the search criteria that you've already selected thus far, there is the option to 'Reset'. By clicking on 'Reset', the previous search criteria entered will be cleared, and you will start afresh with no search criteria selected. Note: the 'Reset' hyperlink will only appear once you have entered a minimum of 1 character in the input field, have entered a valid date, or selected a status.

VOI reports

Search by name, phone or reference number

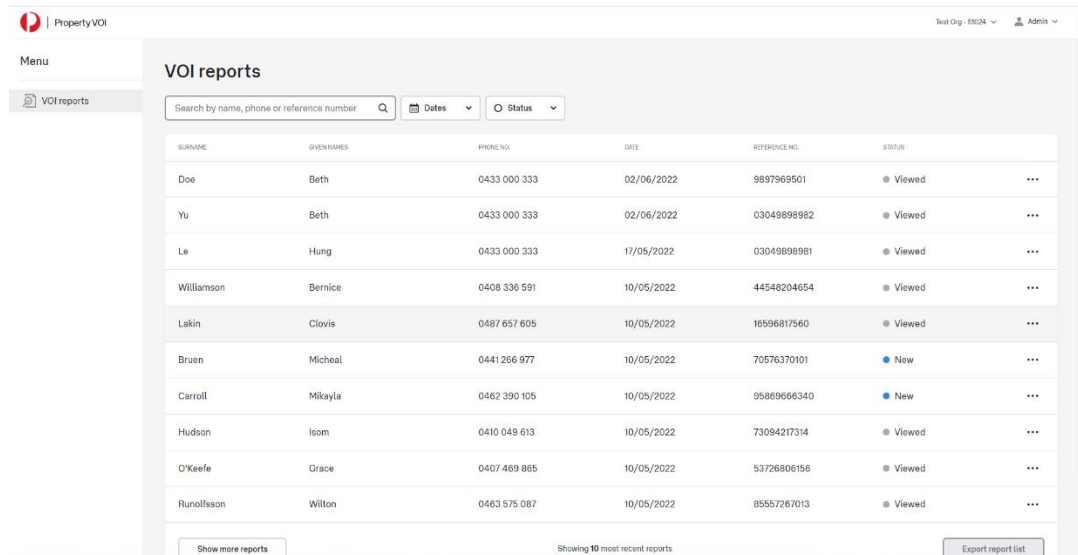
☒ Dates ☒ Status [Reset](#)

8.3 View a VOI Report

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

First option to viewing a VOI report:

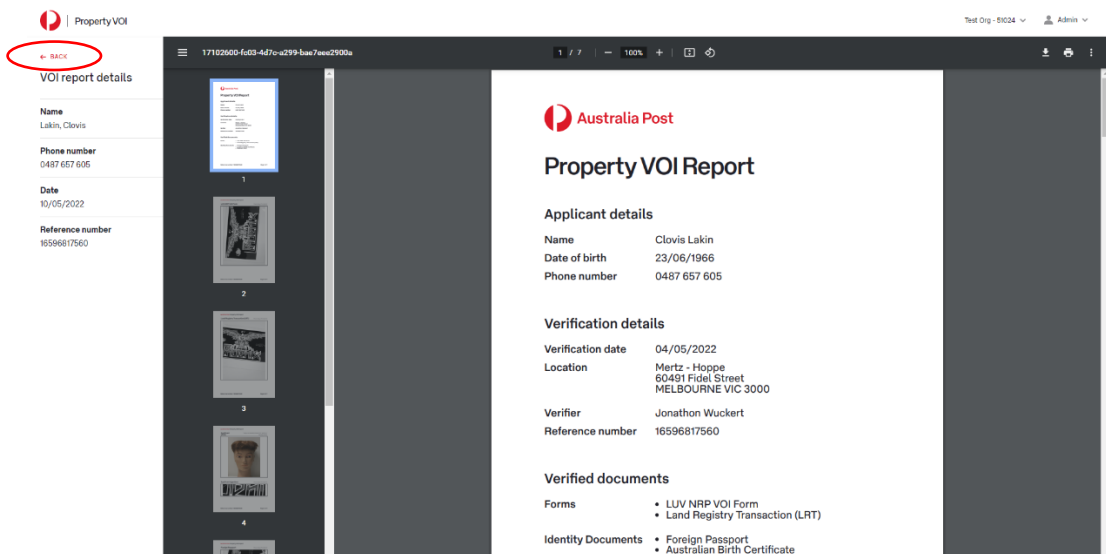
- Click on a particular row within the VOI reports list (the row you've selected will be highlighted in grey).



The screenshot shows the 'Property VOI' portal interface. On the left is a 'Menu' with 'VOI reports' selected. The main area is titled 'VOI reports' and contains a search bar and filters for 'Dates' and 'Status'. Below this is a table with columns: SURNAME, GIVEN NAMES, PHONE NO., DATE, REFERENCE NO., and STATUS. The table lists several reports, with the row for 'Lakin, Clovis' highlighted in grey. At the bottom, there are buttons for 'Show more reports', 'Showing 10 most recent 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	03049898982	Viewed
Le	Hung	0433 000 333	17/05/2022	03049898981	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	95869666340	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.



The screenshot shows the 'Property VOI' portal with a 'Back' arrow circled in red in the top left. The main area displays a detailed report for 'Lakin, Clovis'. The report includes a sidebar with 'VOI report details' (Name, Phone number, Date, Reference number) and a main content area with 'Applicant details', 'Verification details', and 'Verified documents'. The 'Verified documents' section lists 'LJUV NRP VOI Form' and 'Land Registry Transaction (LRT)'.

Applicant details

Name	Clovis Lakin
Date of birth	23/06/1966
Phone number	0487 657 605

Verification details

Verification date	04/05/2022
Location	Mertz - Hoppe 60491 Fidel Street MELBOURNE VIC 3000
Verifier	Jonathon Wuckert
Reference number	16596817560

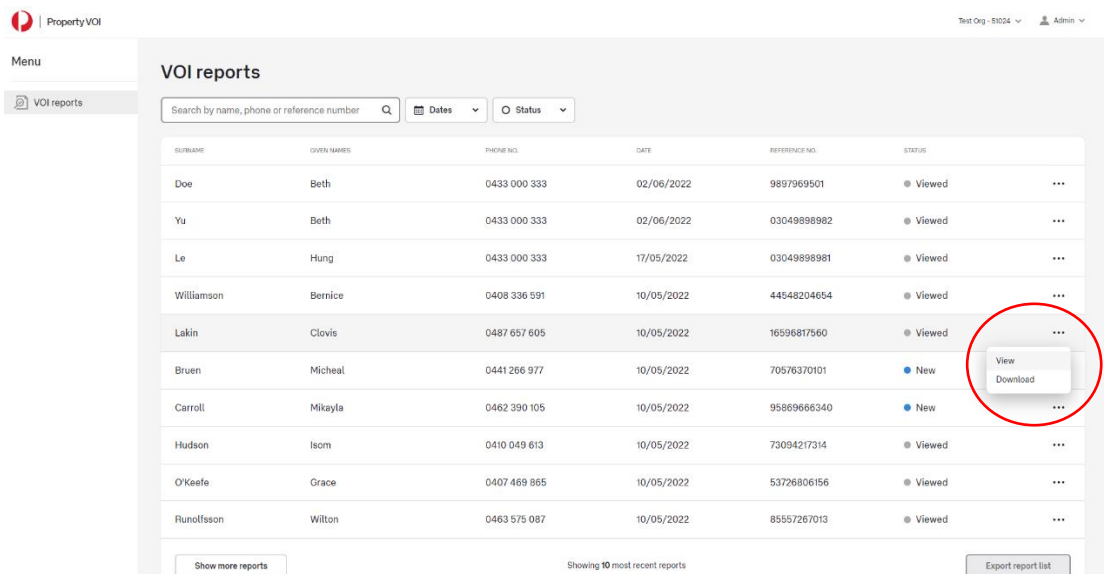
Verified documents

Forms	<ul style="list-style-type: none">LJUV NRP VOI FormLand Registry Transaction (LRT)
Identity Documents	<ul style="list-style-type: none">Foreign PassportAustralian Birth Certificate

- You may click on the 'Back' arrow to return back to the VOI reports page to view the VOI reports list.

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'.



The screenshot shows the 'Property VOI' portal interface. On the left is a 'Menu' with 'VOI reports' selected. The main area is titled 'VOI reports' and contains a search bar and filters for 'Dates' and 'Status'. Below this is a table with columns: Surname, Given Names, Phone No., Date, Reference No., and Status. The table lists 12 reports. The report for 'Lakin, Clovis' is highlighted, and its 'More' button (...) is circled in red. A dropdown menu is open for this button, showing 'View' and 'Download' options. At the bottom of the table, there are buttons for 'Show more reports', 'Showing 10 most recent 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	03049898982	Viewed
Le	Hung	0433 000 333	17/05/2022	03049898981	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	95869665340	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

- Click on 'View'.
- VOI report will be displayed (PDF) in the same window.

Scroll through the pages to view the information contained therein.

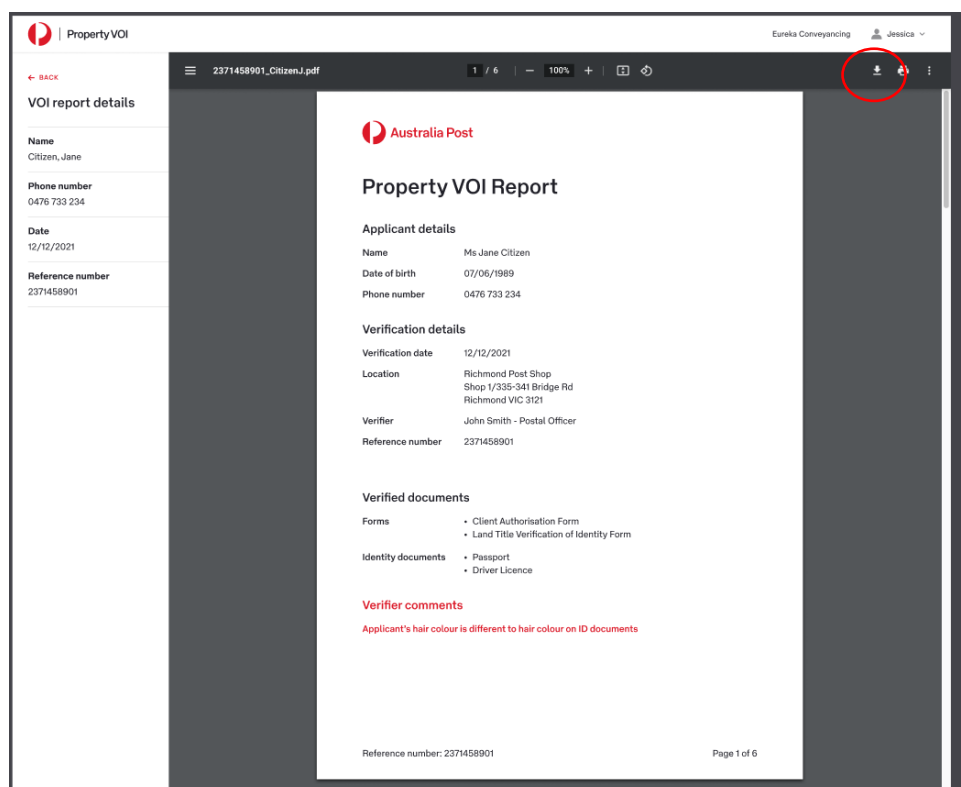
9 Downloading and Printing VOI Reports

9.1 Download / Save VOI Report as a PDF

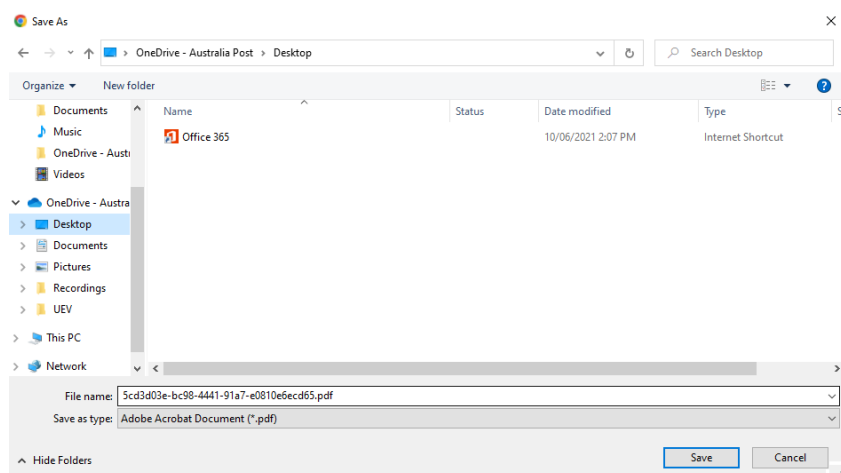
There are two ways in which you may download or save the VOI report as a PDF file.

First option of downloading a VOI report:

- Click on a particular row within the VOI reports list.
- VOI report will be displayed (PDF).
- Click on the 'Download' icon.

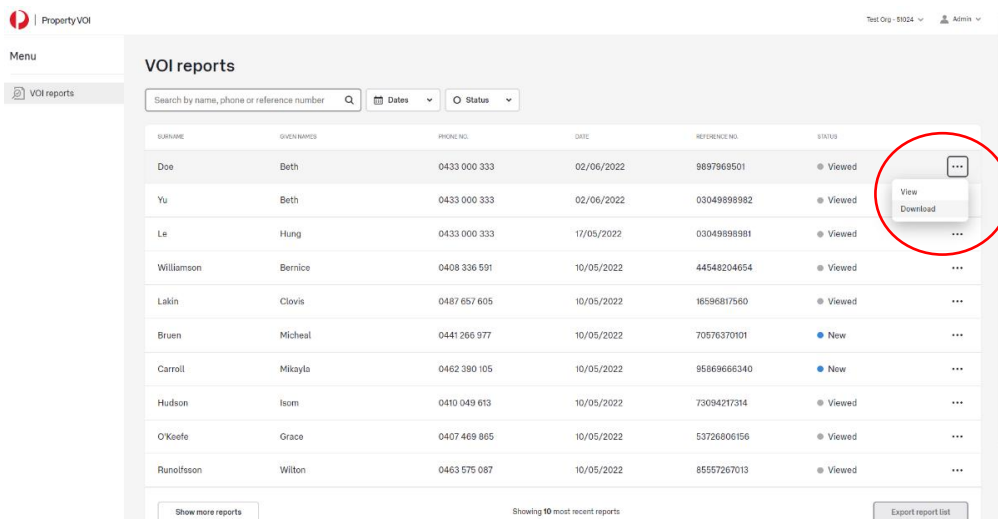


- Choose which folder you would like to save the VOI report

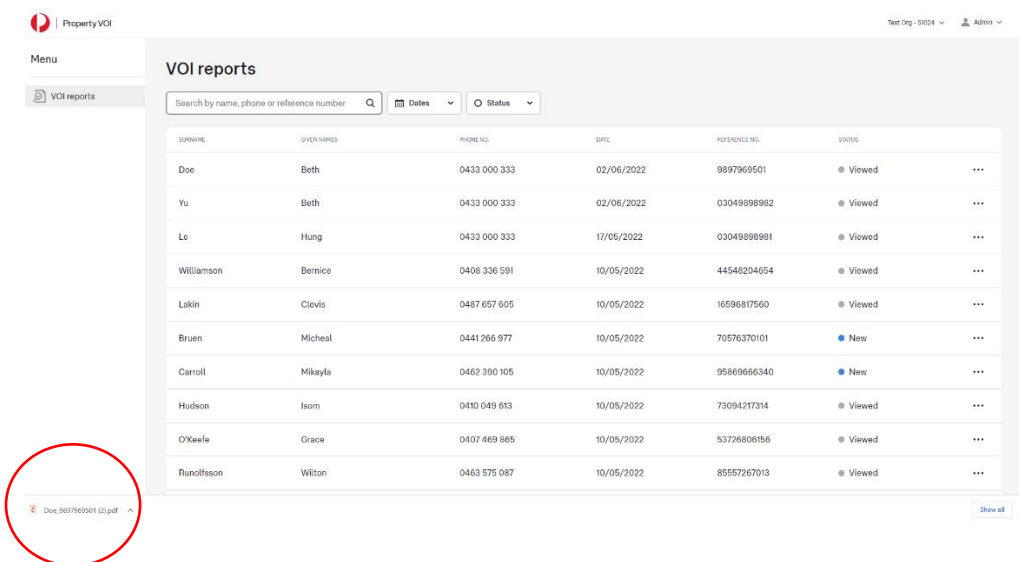


Second option of downloading a VOI report:

- Within a particular row, click on the 'More' button (...) where you will see drop down menu options of 'View' or 'Download'.
- Click on 'Download'.

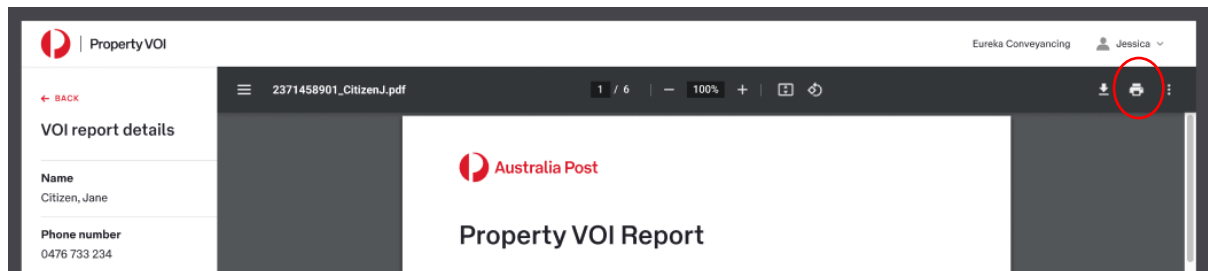


- You will see the Download dialog box on the bottom left of screen (automatically saved to your Downloads folder).



9.2 Printing VOI reports

Click on the report. A menu should appear at the top of the page.



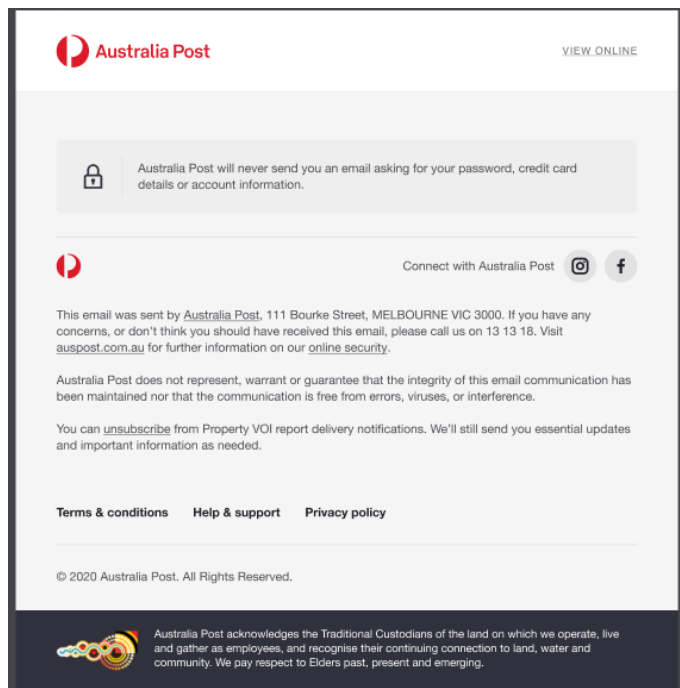
1. Click **Print** icon from the menu within the PDF document.
The **Print** dialog box opens.
2. You can make necessary changes to the print settings if required, and then click **OK** to print the document.

10 Unsubscribe / subscribe to email notifications

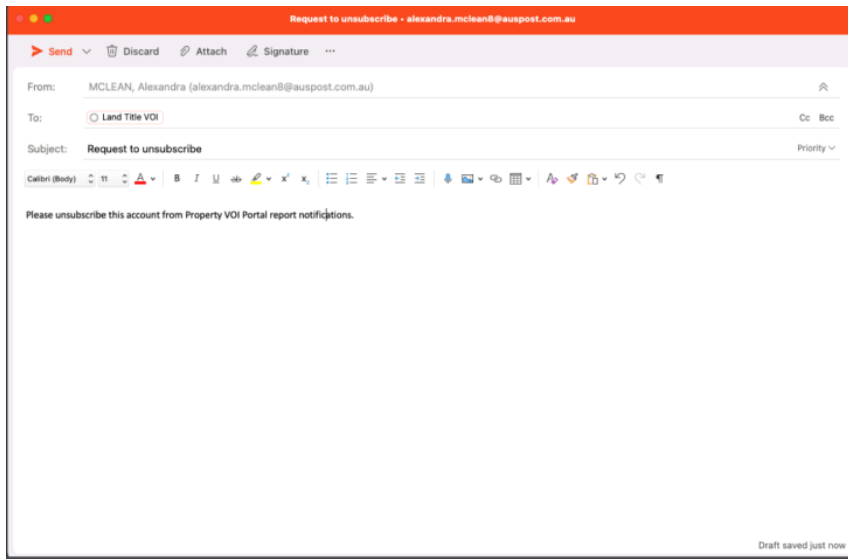
10.1 Unsubscribe to email notifications

When you first registered with the Property VOI Portal, you would have notified us whether you'd like to receive email notifications. If you have already subscribed to receive email notifications and wish to Unsubscribe i.e. no longer wish to receive any further email communications from Property VOI, then you may do so by:

1. Open an email regarding Property VOI Portal
2. On the very bottom of the email, click on the [Unsubscribe](#) hyperlink "You can unsubscribe from Property VOI report delivery notifications...."



3. Your default email provider (e.g. Outlook) will open in a new window with the body of the email pre-populated with a generic unsubscribe message. You may select 'Send' and your request to unsubscribe from future email notifications will be managed by Australia Post within 24 hours.



Please note: Unsubscribing to email notifications mean that electronic communications from Property VOI related to your VOI reports, or Property VOI Portal system outages etc, will cease. You will still receive essential updates and important information from Australia Post.

10.2 Subscribe to email notifications

If you wish to receive future electronic communications from Australia Post regarding your Property VOI reports, then you may submit your request by email to the Australia Post Property VOI team at LandTitleVOI@auspost.com.au. Including these details:

- 5 digit Client number
- Contact Name
- Contact telephone number
- Details of the Client who wishes to receive email notifications including:
 - Username
 - Email address

11 Delete a VOI report

11.1 Delete a VOI report

Sometimes, a VOI report could be incomplete or incorrect, and subsequently a new VOI report is created with all the correct / relevant documentation. To avoid confusion, you may raise a request for the duplicated VOI report to be deleted by submitting your request by email to the Australia Post Property VOI team at LandTitleVOI@auspost.com.au, including these details:

- 5 digit Client number
- Email address
- Contact Name
- Contact telephone number
- Reason why this report needs to be deleted including:
 - Applicant's name
 - Reference number

A confirmation email will be sent to you within 48 hours with a resolution to your request.

12 Frequently Asked Questions

This section provides answers to common questions about our Property VOI Portal.

12.1 Australia Post VOI for Property Transfers over the counter service

12.1.1 How does the Australia Post VOI Service work?

The verification of identity (VOI) service utilises Australia Post's advanced technology platform, designed to provide integrity and consistency to the identity check performed by Australia Post. The technology guides Australia Post staff through the identity check process and helps increase compliance as well as mitigating the risk of identity fraud.

The verification of identity service involves:

1. Client presents their VOI form and the required ID documents (as specified by Verification of Identity Standard) at a participating post office.
2. Australia Post staff verifies the clients identity, checking that the person being identified appears to have similar facial characteristics as the person in the photo ID
3. Australia Post staff witness the client signature (and signatures on any additional documents such as the Client Authorisation Form)
4. ID documents are scanned/photocopied and certified as true copies of the originals
5. A photo of the applicant is taken in-store
6. Payment is collected directly from the client and a transaction receipt is issued¹
7. VOI reports are sent securely to your Property VOI Portal. This includes the VOI form with verifier declaration, copies/images of certified ID documents, a passport standard ID photo and other supporting documentation such as the client authorisation form.

12.1.2 Will I receive electronic copies of the ID check documentation?

Yes. An electronic copy of the VOI form, certified copies of the ID documents, client authorisation form (if presented) and a photograph will be made available for Conveyancers, Lawyers or Mortgagees to download from the Property VOI Portal.

12.1.3 Which Australia Post post offices is this transaction available in?

The transaction is available nationally at over 1,500 participating post offices.

If your clients want to locate their nearest participating Post Office, they can use the following options:

- Express Land Title ID Check service. (Same day delivery)
<http://auspost.com.au/pol/app/locate/post-office/land-title-id-check-express-service>
- Non-Express Land Title ID Check service. (Subject to delivery standards. 2-5 business days)
<http://auspost.com.au/pol/app/locate?service=land-title-id-check>

or call 13 13 18

12.1.4 What identity documents do you accept?

Australia Post will accept identity documents and document combinations in line with the national Verification of Identity Standard. These are outlined on our VOI Form, as well as listed on the Australia Post website: <http://auspost.com.au/landtitles>

12.1.5 Do you accept Foreign Passports?

Yes. The Verification of Identity Standard allows for the acceptance of foreign passports as an alternative to Australian passports for the Land Title ID Check.

Foreign passports can be used (in Categories 1, 2, 4 and 5) if the applicant does not have an Australian passport.

¹ In some cases, your conveyancing practice may pay this fee on behalf of your customers

12.1.6 What does the VOI transaction conducted by Australia Post include?

The fee paid by the property purchaser/seller², and includes:

- ID Check;
- Photocopying/scanning and certification of ID documents;
- Witnessing applicant signature;
- Capturing applicant's photograph;
- Collecting payment for the service³;
- Securely delivering the VOI report containing the VOI results (electronically).

12.1.7 What does the applicant need to bring to a participating Australia Post Outlet?

Applicants must bring the following:

- The Land Title Verification of Identity Form issued by their Conveyancer, Lawyer or Mortgagee;
- Original Identification documents – complying with an applicable Category;
- Client Authorisation form or land registry instruments - for execution witnessing (where applicable); and
- Cash, EFTPOS, Visa or MasterCard to pay Australia Post for the service fees.

12.1.8 Will Australia Post witness the signature on Client Authorisation Forms?

Yes. If the applicant provides supporting documents such as the Client Authorisation Form, Australia Post will witness the applicant signing the Client Authorisation Form. The signed form will be scanned/digitised and included in the electronic VOI report. Once signed and witnessed the Client Authorisation form must be forwarded to the conveyancer by the applicant.

12.2 Property VOI Portal

12.2.1 How long will VOI reports take to be uploaded?

VOI reports will be uploaded to the Property VOI Portal on the same day.

12.2.2 How long are VOI reports valid?

Validity is typically 2 years – refer to the Identity Verification Standard for details.

12.2.3 How large is the VOI report file?

This will depend on the number of identity documents and supporting documents.

12.2.4 How secure is my Property VOI Portal?

The Property VOI Portal is secured using HTTPS and the Portal uses AES symmetric encryption algorithm to store the VOI reports.

12.2.5 How do I access my VOI reports?

You can access your VOI reports from the Property VOI Portal: <https://auspost.com.au/propertyvoi>

² In some cases, your conveyancing practice may pay this fee on behalf of your customers.

³ In some cases, your conveyancing practice may pay this fee on behalf of your customers.

13 Document Categories

13.1 Document categories that a Person Being Identified is to present

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 Australian Evidence of Immigration Status Immicard** Australian Migration Status Immicard** 	ONE of the following <ul style="list-style-type: none"> Australian passport Foreign passport Australian Evidence of Immigration Status Immicard** Australian Migration Status Immicard** 	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 Australian Evidence of Immigration Status Immicard** Australian Migration Status Immicard** 	ONE of the following <ul style="list-style-type: none"> Australian passport Foreign passport Australian Evidence of Immigration Status Immicard** Australian Migration Status Immicard** 	<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)

Further Assistance

If you require further assistance, please contact the Australia Post Property VOI Team:

Phone: 1300 364 543

Email: landtitlevoi@auspost.com.au