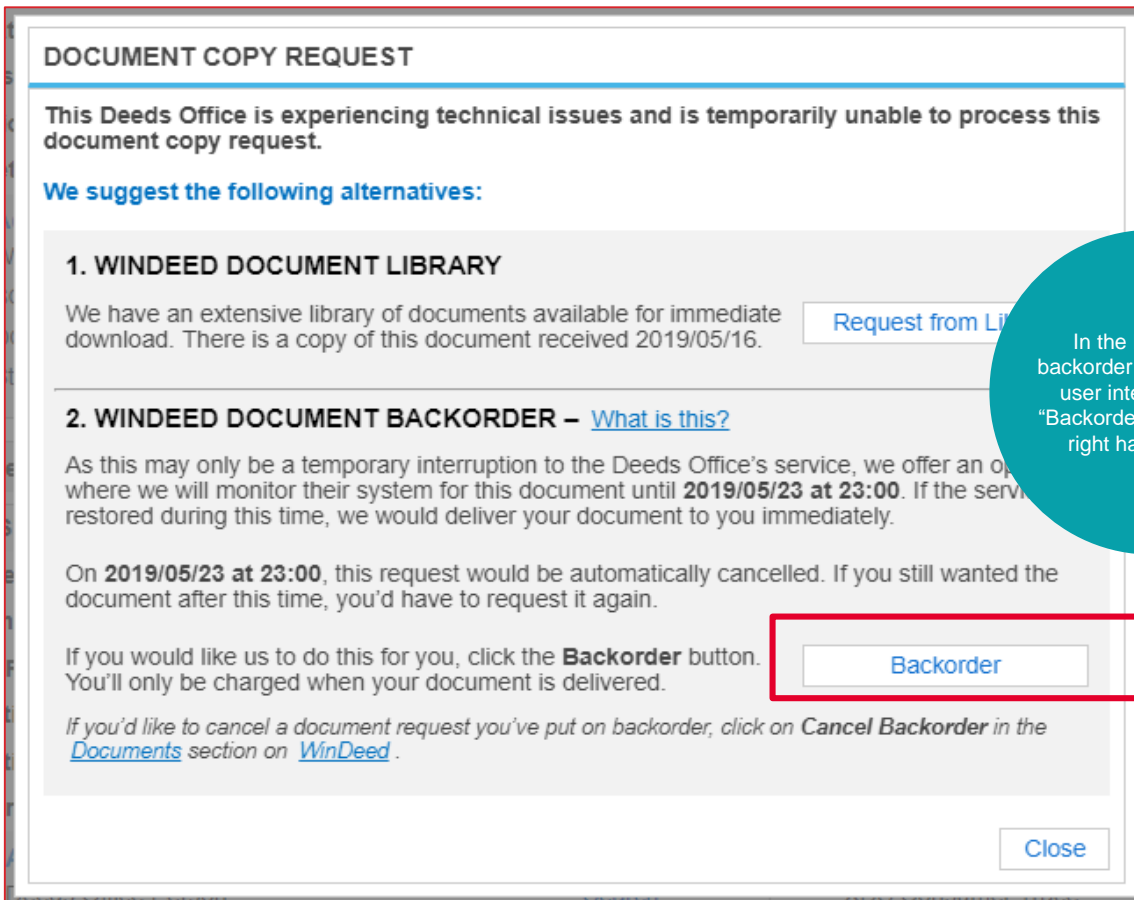


Deeds Office Document Copy Backorder

When the Deeds Office document copy functionality is offline at the time of your request, you have the option to put your document on 'backorder' until a given date/time (which will be noted on the user interface). We'll monitor the service and if the Deeds Office is available again during that time, we'll deliver your document automatically (when available).

HOW TO PUT YOUR DOCUMENT REQUEST ON BACKORDER



DOCUMENT COPY REQUEST

This Deeds Office is experiencing technical issues and is temporarily unable to process this document copy request.

We suggest the following alternatives:

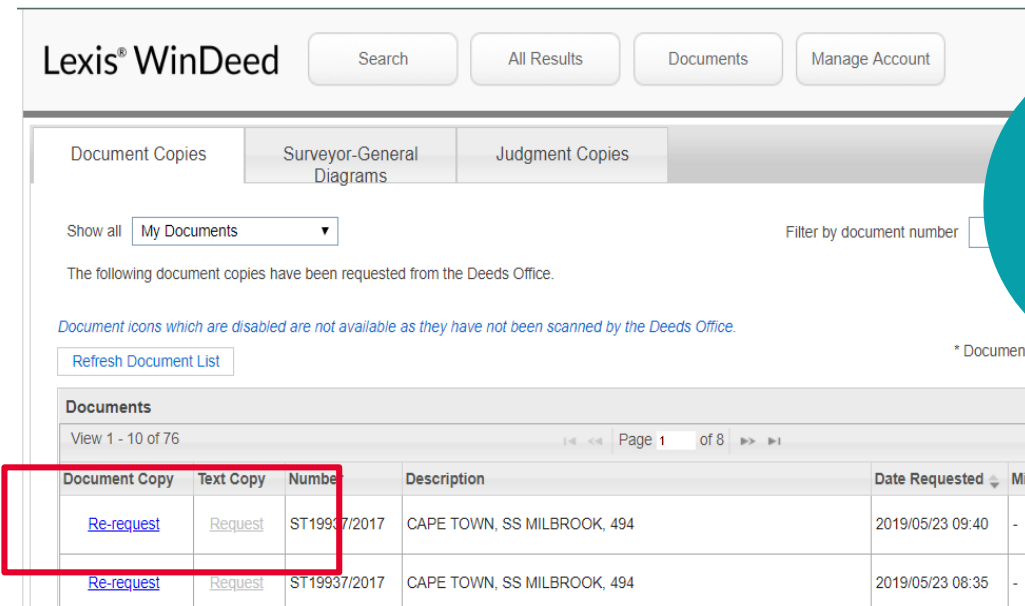
- 1. WINDEED DOCUMENT LIBRARY**
We have an extensive library of documents available for immediate download. There is a copy of this document received 2019/05/16. [Request from Library](#)
- 2. WINDEED DOCUMENT BACKORDER – [What is this?](#)**
As this may only be a temporary interruption to the Deeds Office's service, we offer an option where we will monitor their system for this document until **2019/05/23 at 23:00**. If the service is restored during this time, we would deliver your document to you immediately.
On **2019/05/23 at 23:00**, this request would be automatically cancelled. If you still wanted the document after this time, you'd have to request it again.
If you would like us to do this for you, click the **Backorder** button. You'll only be charged when your document is delivered.
*If you'd like to cancel a document request you've put on backorder, click on **Cancel Backorder** in the [Documents](#) section on [WinDeed](#).*

[Close](#)

In the Document backorder section of the user interface, click "Backorder" in the lower right hand corner.

If the Deeds Office functionality is not restored, the request will be cancelled automatically (and no charges incurred) and you can either re-request or make an alternative arrangement for obtaining the document.

TO RE-REQUEST A DOCUMENT COPY:

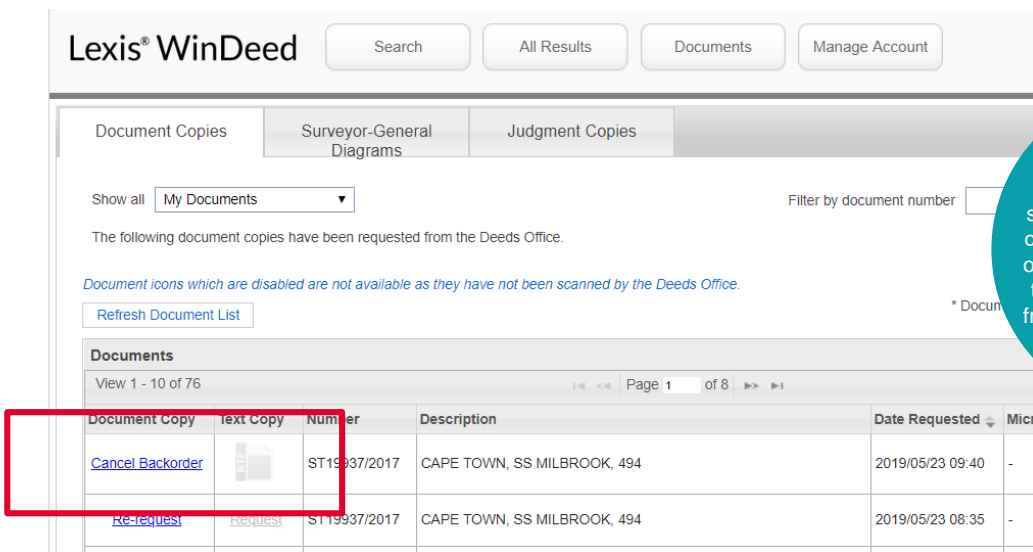


The screenshot shows the Lexis WinDeed interface. At the top, there are navigation buttons: Search, All Results, Documents, and Manage Account. Below this, there are tabs for Document Copies, Surveyor-General Diagrams, and Judgment Copies. A dropdown menu shows 'My Documents' and a filter box for document numbers. A message states: 'The following document copies have been requested from the Deeds Office.' Below this is a 'Refresh Document List' button. A table titled 'Documents' shows a list of document copies. The first row is highlighted with a red box, and the 'Re-request' link in the 'Document Copy' column is also highlighted with a red box.


Document Copy	Text Copy	Number	Description	Date Requested	Micr
Re-request	Request	ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 09:40	-
Re-request	Request	ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 08:35	-

Go to the Document section of search.windeed.co.za and click on "Re-request" on the document number in the list.

TO CANCEL A DOCUMENT COPY REQUEST THAT IS ON BACKORDER:



The screenshot shows the Lexis WinDeed interface. At the top, there are navigation buttons: Search, All Results, Documents, and Manage Account. Below this, there are tabs for Document Copies, Surveyor-General Diagrams, and Judgment Copies. A dropdown menu shows 'My Documents' and a filter box for document numbers. A message states: 'The following document copies have been requested from the Deeds Office.' Below this is a 'Refresh Document List' button. A table titled 'Documents' shows a list of document copies. The first row is highlighted with a red box, and the 'Cancel Backorder' link in the 'Document Copy' column is also highlighted with a red box.

Document Copy	Text Copy	Number	Description	Date Requested	Micr
Cancel Backorder		ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 09:40	-
Re-request	Request	ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 08:35	-

Go to the Documents section of search.windeed.co.za, and click on "Cancel Backorder" on the document number in the list. It will be removed from backorder and you will not be charged.

PLEASE NOTE:

You'll be charged for your document at the time it is delivered to you. All document copies are delivered from the Deeds Office. If there is an error on the document or you received the wrong document, please contact the Lexis Support team at windeed.support@lexisnexis.co.za