

# 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](#).

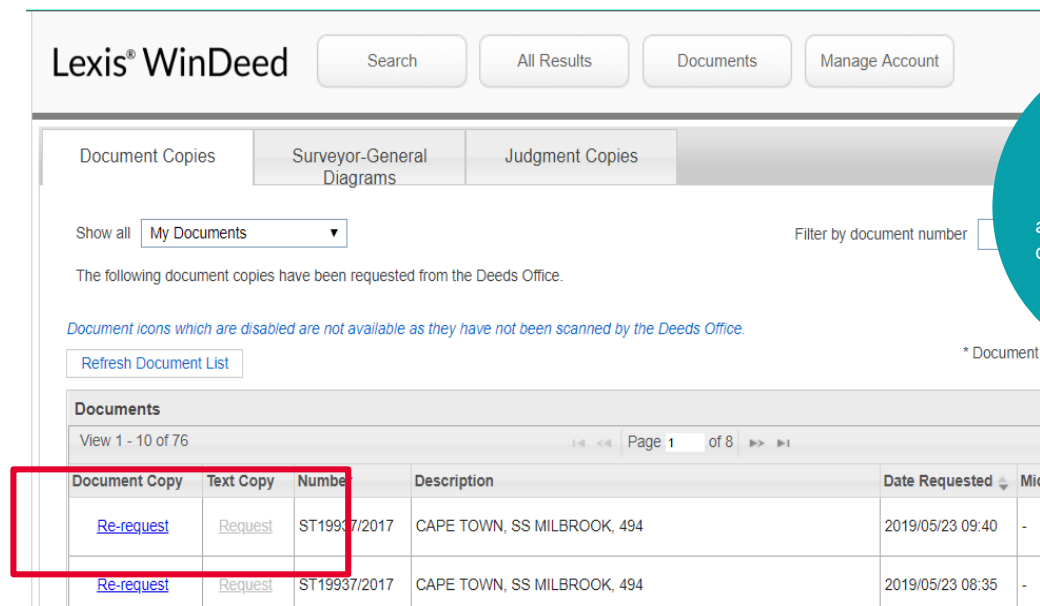
Backorder

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:



Lexis® WinDeed

Search All Results Documents Manage Account

Document Copies Surveyor-General Diagrams Judgment Copies

Show all My Documents Filter by document number

The following document copies have been requested from the Deeds Office.

Document icons which are disabled are not available as they have not been scanned by the Deeds Office.

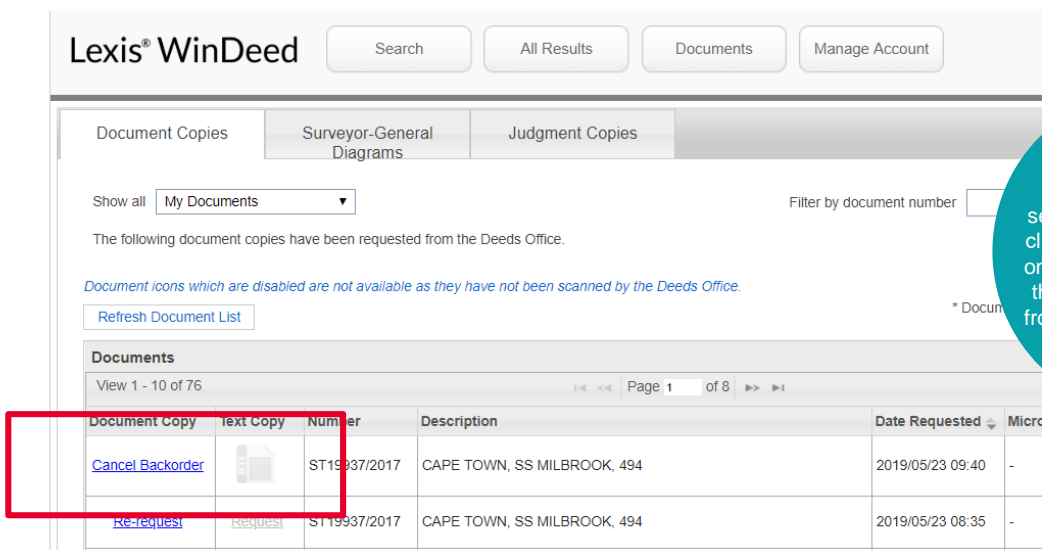
Refresh Document List

\* Document

Document Copy	Text Copy	Number	Description	Date Requested	Mic
<a href="#">Re-request</a>	<a href="#">Request</a>	ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 09:40	-
<a href="#">Re-request</a>	<a href="#">Request</a>	ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 08:35	-

Go to the Document section of [search.windeed.co.za](http://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:



Lexis® WinDeed

Search All Results Documents Manage Account

Document Copies Surveyor-General Diagrams Judgment Copies


Show all My Documents Filter by document number

The following document copies have been requested from the Deeds Office.

Document icons which are disabled are not available as they have not been scanned by the Deeds Office.

Refresh Document List

\* Document

Document Copy	Text Copy	Number	Description	Date Requested	Mic
<a href="#">Cancel Backorder</a>		ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 09:40	-
<a href="#">Re-request</a>	<a href="#">Request</a>	ST19937/2017	CAPE TOWN, SS MILBROOK, 494	2019/05/23 08:35	-

Go to the Documents section of [search.windeed.co.za](http://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](mailto:windeed.support@lexisnexis.co.za)