



# Property Solutions



## Ordering and Managing Orders

**User Guide**

## Welcome to NW Property Solutions

To go to the web site use the URL:

[www.nwpropertysolutions.co.uk](http://www.nwpropertysolutions.co.uk)

From here, you are able to

- Place an order
- Request a quote
- Review orders and quotes
- Retrieve reports

The activities are described in this User Guide.

The web site is designed to operate with all of the main web browsers e.g. Internet Explorer 8 and above; Firefox; Chrome; Opera; Safari etc.. Should you experience any problems then do not hesitate to contact the Property Solutions team.

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First, you need to log-in. You are able to do this on any page. At the top of each page you will see a panel with fields for **User Name** and **Password**.

- ① Type in user name issued at time of registering as a user
- ② Type in Password, then click on ③ **Login**

The **Place an Order** page then opens

This panel is displayed on each page, and is used to navigate from one service to another

To place an order complete all the fields marked with \*

- ① Type in a reference for this order. It may be of any format – alpha / numeric etc..
- ② Select the Search type
- ③ If you wish to upload a plan then select 'Yes' and then go to the 'Browse' button to identify the plan file on your computer system so that it may be uploaded. **Take note of the maximum file size!**

If you know the Postcode, simply complete the fields ① and ②. Then click on ③ **Search**

You can use these options to find a property even when the Postcode is not known:

- ▶ [Find by Address](#)
- ▶ [Find by Grid Reference](#)
- ▶ [Find by Place Name](#)

**Address lookup**

Select Address

Please select the address you require and then click on 'continue'.

☒ Stable Cottage, South Stoke, BATH, BA2 7DW

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Back

The results of the search are displayed. In this example just one matching result is displayed. Select the address and click on the  button.

**Address lookup**

Interactive Address Verification Map

**Report Address:** Stable Cottage, South Stoke, BATH, BA2 7DW

**Report Grid Ref:** 374630 E, 161220 N

Use the map to verify that you have the correct address. A range of different scales are provided. ?

**CONTROL PANEL**

**STATUS PANEL**

**Grid Ref**

E: 374600

N: 161280

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Back

You next see the Interactive Address Verification Map.

The address is confirmed together with a map reference for the address.

The scale of the map can be changed by using the + or – boxes here.

The address is identified on the map by a blue cross.

If the wrong property is identified by the blue cross, click on the correct property and the blue cross will be moved.

If you select a new property you **must** click on the 'Lookup' tool on the **Control Panel**. This will bring up the details of the new property.

You will next see:

**Address Lookup**

**Closest Address (1 m):**

1 THE GRANGE, SOUTH STOKE, BATH, BA2 7DW

**Report Grid Reference:**

Use Address: ☒ Use Crosshair: ☐


Use this as the report location ? ☒ 1 scales are provided

If the address reported is correct, then confirm by clicking on

Next, click on the  button.

**NOTE: the mapping function requires use of Flash v 10 or later**

**The Site boundary drawing tool must be used for all commercial properties and for all properties that are outside of the NWL area.**

The Site boundary drawing tool enables the boundary of the site to be drawn. Full [detailed instructions](#) may be seen by clicking on the  icon.

By default, the site drawing tool is enabled. When you move the mouse pointer to the map area, the pointer takes the form of a pen.



Move the pen pointer to the start point from which you will draw the site boundary. Then left click. This will create a small yellow square denoting that point. Move the pen pointer to the next point on the boundary and left click again. This creates another yellow square. A red line automatically connects the two points. Continue drawing the boundary in this way until the boundary is complete.

When you have completed drawing the boundary click on . You will now be taken to the Products page where you will see a list of recommended reports from which to select.

**The terms of the Ordnance Survey licence requires the charge of a fee of £3.60 (inclusive of VAT) each time the site boundary drawing tool is used.**



# Products

**Products**

**Recommended reports**

Coal - Areas which may be affected by coal mining activity.

Flood - Flood hazard may be from one or more of the following sources: surface water; rivers or sea; groundwater; historic flooding; or previous flood-related insurance claims.

**Drainage and Water Enquiry**

Official Local Authority Searches

Part II Enquiries

Personal LA Search

Environmental Reports

Mining Reports

Flooding Reports

Planning Reports

Chancel Repair Reports

Land Registry

Utilities Reports

Transportation Reports

Miscellaneous Reports

Energy Performance Certificates

Plans

Total cost 0.00 (excl. VAT) 0.00 (inc. VAT)

Special instructions

Previous Next Cancel Order

The **Products** page displays **specific Recommended reports** in addition to the list from which you are able to select the reports you require. The titles of each report are displayed. Click on the text of the title to get a fuller description and also details of cost.

**Recommended reports**

Drainage and Water Enquiry

Report	Cost	Select
Worsen Water Catch (WV) Borehole Estimated turn around time is 3 working days	42.55(excl. VAT) 51.88(inc. VAT)	<input type="checkbox"/>

If you require this report then click in the square under the heading '**Select**', to place a tick.

Each product selected shows an estimated turn around time, thus providing you with an idea as to when to expect the report

A running total of the cost of all selected reports is displayed at the bottom of the form.

Click on **Next** to go to the next step in the ordering process – **Pre-confirmation**





**Pre-confirmation**

Please see below for a confirmation of your order details. Once you are happy with these details and wish to submit your order please agree to the 'Terms and Conditions' and 'Reseller Agreement' and click on the 'Submit Order' button.

**Your details**

User Id: [redacted]

**Property address details**

Date: 19/02/2012

Reference: xyz123 [Edit](#)

Address line 1: Stable Cottage

Address line 2: South Stoke

Town: BATH

County:

Postcode: BA2 7DW

**Order summary**

Report	Cost excl. VAT	Cost inc. VAT
Wessex Water Con29 (DW) Domestic	42.55	51.06
Fixed mapping cost	3.00	3.60
<b>Total cost</b>	<b>45.55</b>	<b>54.66</b>

Special instructions:

VAT Reg. No. GB 499 9803 59

☒ I have read and agreed to the terms and conditions of the specific products I wish to order.

☒ I have read and agreed to the reseller agreement for ordering conveyancing searches.

[Previous](#)
[Submit Order](#)
[Save Order](#)
[Cancel](#)

**Place an order**

[Get a quote](#)

[My orders](#)

[My quotes](#)

[My personal details](#)

[Reset my password](#)

[Branch list](#)

[Add branch](#)

[All orders](#)

Your User Name is displayed here

You may change the Reference that you previously gave to this order by clicking on the text [Edit](#)

If you are happy with the details of your order tick the two boxes confirming you have read and agreed to the terms and conditions and the reseller agreement

Then click on the [Submit Order](#) button which will result in a receipt for your order being displayed.

Alternatively, you may not want to submit the order at this time because, for example, you wish to clarify some details with your client. Instead you are able to **Save** the order so that you are able to Submit it at a later time

Your order has been submitted. Your receipt number is: 948758

[Print page](#)

Name: [redacted]

Address: Stable Cottage

South Stoke

BATH

BA2 7DW

Report	Cost excl. VAT	Cost inc. VAT
Wessex Water Con29 (DW) Domestic	42.55	51.06
Fixed mapping cost	3.00	3.60
<b>Total cost</b>	<b>45.55</b>	<b>54.66</b>

[Close](#)

You may print this receipt by clicking on [Print page](#)

The receipt displays a unique reference number and gives details of

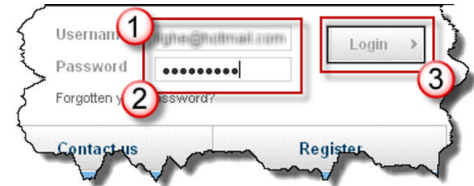
- Reports ordered with cost
- Cumulative cost of all reports ordered

You have successfully completed the placing of an order! You will now be automatically returned to the Place an order screen where you can create a new order.

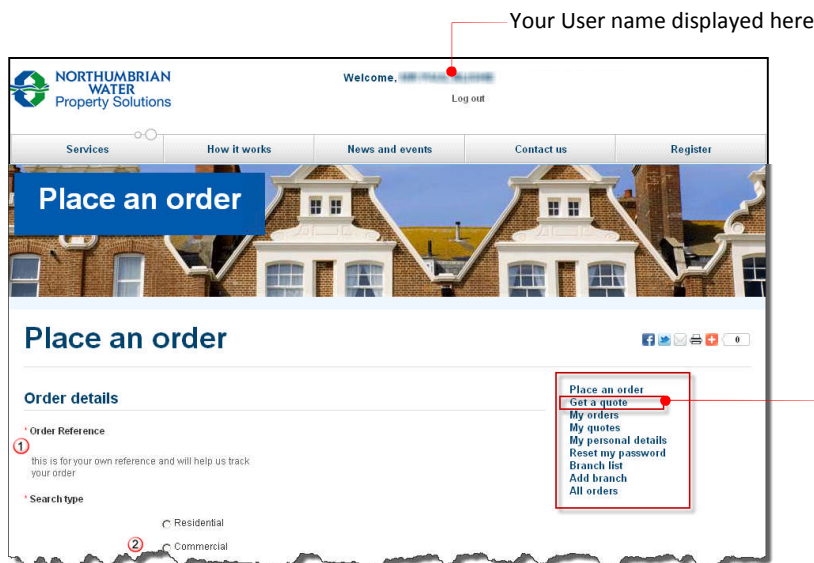


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- ② Type in Password, then click on ③ **Login**



The **Place an Order** page then opens



Click on the text '**Get a quote**'. This will open the Get a quote screen.

To Get a quote complete all the fields marked with \*

- ① Type in a reference for this order. It may be of any format – alpha / numeric etc..
- ② Select the Search type
- ③ A plan must be uploaded when requesting a Quote. Go to the '**Browse**' button to identify the plan file on your computer system so that it may be uploaded. **Take note of the maximum file size (2Mb)!**

You next have to provide details of the address.

Although this option is displayed, it should **NOT** be used when requesting a Quote.

Click on [Manually Enter Address >](#)

**NOTE: It is mandatory to upload a plan when requesting a quote**



process your quote

Max file size 2MB

Don't know the postcode?  
Enter the details manually below.

Manually Enter Address >

Have the address details or co-ordinates?  
Use our search tools to pin point the address.

Find Address >

\* Address line 1

Address line 2

\* Town

County

Postcode

Developer name

Off site road name

\* Local authority

Please Select

Next > Cancel

After clicking on the '**Manually Enter Address**' option you will see this screen.

Complete all the fields marked \*, and as many of the other fields as you are able to complete.

Then click on [Next >](#)

You then will be taken to the **Quote products** page.



## Quote products

Recommended reports

- Drainage and Water Enquiry
- Official Local Authority Searches
- Part II Enquiries
- Environmental Reports
- Mining Reports
- Flooding Reports
- Planning Reports
- Chancel Repair Reports
- Land Registry
- Utilities Reports
- Transportation Reports
- Miscellaneous Reports
- Energy Performance Certificates
- Plans

Special instructions

Previous Next > Cancel Quote

Place an order

- Get a quote
- My orders
- My quotes
- My personal details
- Reset my password
- Branch list
- Add branch
- All orders

If you require this report then click in the square under the heading '**Select**', to place a tick.

## Quote products

Recommended reports

Drainage and Water Enquiry

Report Select

Wessex Water Con29 (DW) Domestic  
Estimated turn around time is 3 working days

Official Local Authority Searches

Previous Next > Cancel Quote

Place an order

- Get a quote
- My orders
- My quotes
- My personal details
- Reset my password
- Branch list
- Add branch
- All orders

*No price is displayed against selected products, as the price will be based on your uploaded plan.*

Click on [Next >](#), at the bottom of the screen, to go to the next step in the quote process – **Quote pre-confirmation**



**Quote pre-confirmation**

**Pre-confirmation**

Please see below for a confirmation of your quote details.

Your details	Property address details
User Id: 948760	Date: 19/02/2012
	Reference: 12345
	Address line 1: 3 The Grange
	Address line 2: South Stoke
	Town: BATH
	County:
	Postcode: BA2 7DW

**Order summary**

**Report**

Wessex Water Con29 (DW) Domestic

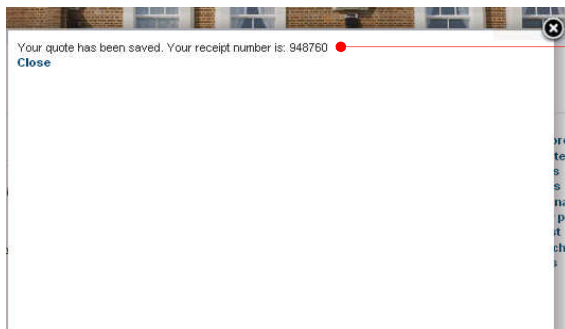
Special instructions:

VAT Reg. No. GB 499 9803 59

[Previous](#) [Submit Quote](#) [Cancel](#)

Check that the details of the Quote pre-confirmation are correct. Then click on

[Submit Quote](#)

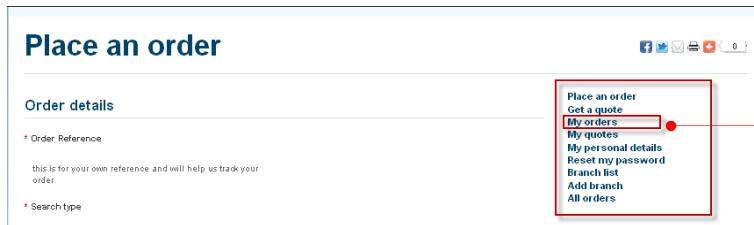


You then see confirmation that the quote has been saved, together with a reference number.

You have successfully completed the getting of a quote! You will now be automatically returned to the **Place an order** screen where you can create a new order or request another service.

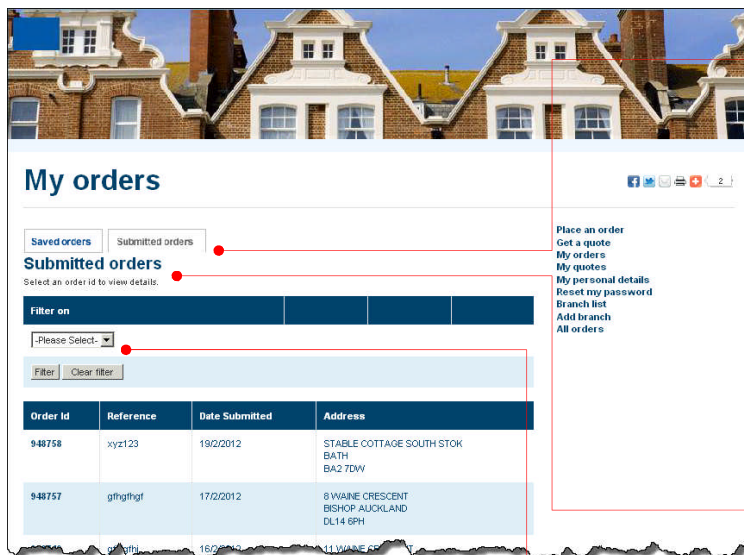
**As part of our service standards, we endeavour to return your complete quote into the web site within 24 hours for you to review.**

# Reviewing requests and downloading results



Open any service page and select '**My orders**' in the navigation box.

The **My orders** service then opens



The **My orders** page displays two tabs – **Saved orders** and **Submitted orders**

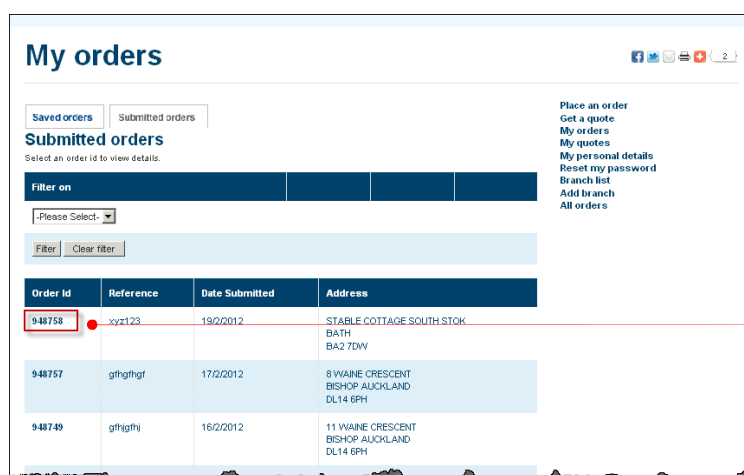
**Saved orders** are those that have been prepared but not yet submitted. The option to Save or Submit is given on the Pre-confirmation page of Place an order. Saved orders can be Submitted when required from the My Orders screen.

**Submitted orders** are those that have been submitted so that the Reports ordered are being obtained.

The Tab currently selected is confirmed by the label that is displayed underneath.

It is possible to filter the contents of the Submitted orders list. These can be filtered by **Date submitted**; **Reference** or **Order ID**.

*When using the filter remember to **Clear filter** when finished!*



Click on the **Order Id** to see details of the reports ordered.

## My order detail

Order history

**Order details**  
Order Id: 948758  
Reference: xyz123  
Date: 19/2/2012

**Property address details**  
Address: STABLE COTTAGE SOUTH  
STOK  
BATH  
BA2 7DW

Place an order  
Get a quote  
My orders  
My quotes  
My personal details  
Reset my password  
Branch list  
Add branch  
All orders

Order summary

Product	Price Exc. VAT	Price Inc. VAT	Download
Wessex Water Con29 (DV) Domestic	42.55	51.06	Expected Delivery Date: 22-FEB-12 Date initially set
Web Plan	3.00	3.60	Expected Delivery Date: 19-FEB-12 Date initially set
	£45.55	£54.66	

Back

Full details of the order may be seen in **My order detail** – Reports ordered together with costs and expected delivery dates.

If a result is available it can be downloaded from here. (see p14)

Results remain on the site for 6 months.

## My orders

Saved orders Submitted orders

Saved orders

Select an order id to view details:

Order Id	Reference	Date Submitted	Address
948756	gfhgh	16/2/2012	NORTHUMBERIAN WATER LTD ABBEY ROAD DURHAM DH1 5FJ
948732	test	15/2/2012	8 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH
948768	xxxx	13/2/2012	3 THE GRANGE 3 SOUTH STOK BATH BA2 7DW

Place an order  
Get a quote  
My orders  
My quotes  
My personal details  
Reset my password  
Branch list  
Add branch  
All orders

Saved orders are listed but cannot be filtered. To see the detail of a Saved order, click on the Order Id.

## My order detail

Order history

**Order details**  
Order Id: 948756  
Reference: gfhgh  
Date: 16/2/2012

**Property address details**  
Address: NORTHUMBERIAN WATER  
LTD ABBEY ROAD  
DURHAM  
DH1 5FJ

Place an order  
Get a quote  
My orders  
My quotes  
My personal details  
Reset my password  
Branch list  
Add branch  
All orders

Order summary

Product	Price Exc. VAT	Price Inc. VAT	Download
Commercial Drainage and Water Enquiry	90.00	108.00	Expected Delivery Date: 16-FEB-12 Date initially set
Web Plan	3.00	3.60	Expected Delivery Date: 16-FEB-12 Date initially set
	£93.00	£111.60	

Back Proceed Delete Saved Order

You can now view the detail. If you now wish to submit this order, click on

Proceed

If you wish to now cancel the order then click on the **Delete Saved Order** option.

By clicking on the **Back** button you are able to go back to the **Saved orders** listing



### My quotes

Place an order  
Get a quote  
My orders  
**My quotes**  
My personal details  
Reset my password  
Branch list  
Add branch  
All orders

Saved quotes

Select an order id to view details.

Order Id	Reference	Date Submitted	Address
948760	12345	19/2/2012	3 THE GRANGE 3 SOUTH STOK BATH BA2 7DW
948759	abc123	19/2/2012	3 LOWTHER DRIVE NEWTON AYLCLIFFE DL5 4TJ
948748	fgdftg	18/2/2012	2 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH
948614	TestQuote	1/2/2012	8 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH

Clicking on **My Quotes** in the navigation box produces a list of all **Saved** quotes.

Saved quotes are those that were not submitted at the Pre-confirmation stage. Because they were not submitted, no quote is currently being prepared.

The detail of each one can be seen by clicking on the **Order Id** number.

### My quote detail

Place an order  
Get a quote  
My orders  
My quotes  
My personal details  
Reset my password  
Branch list  
Add branch  
All orders

Quote history

**Quote details**

Order Id: 948760  
Reference: 12345  
Date: 19/2/2012

**Property address details**

Address: 3 THE GRANGE 3 SOUTH STOK  
BATH  
BA2 7DW

Quote summary

Product	Price Exc. VAT	Price Inc. VAT	Download
Wessex Water Con29 (DW) Domestic	0.00	0.00	Expected Delivery Date: 22-FEB-12 Date initially set
Total cost	0.00	0.00	

Back Proceed Delete Quote

If you have decided you wish to proceed with obtaining a quote, then click on the **Proceed** button.

If you wish to now cancel the quote request then click on the **Delete Quote** option.

By clicking on the **Back** button you are able to go back to the **Saved quotes**.





## My orders

[Place an order](#)
[Get a quote](#)
[My orders](#)
[My quotes](#)
[My personal details](#)
[Reset my password](#)
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[All orders](#)

[Saved orders](#)
[Submitted orders](#)

### Submitted orders

Select an order id to view details.

Filter on

-Please Select-

Filter Clear filter

Order Id	Reference	Date Submitted	Address
949009	test	1/3/2012	24 VART ROAD BISHOP AUCKLAND DL14 6PQ
949008	test	1/3/2012	8 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH
949006	test	1/3/2012	1 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH

When you wish to review your orders, or download a report you have been notified is available, you will go to My orders.

You are able to view a list of Saved orders or a list of Submitted orders, by clicking on the appropriate tab.

It is possible to filter the list:

-Please Select-

-Please Select-

Reference

Date Submitted

Order Id

## My orders

[Place an order](#)
[Get a quote](#)
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[All orders](#)

[Saved orders](#)
[Submitted orders](#)

### Submitted orders

Select an order id to view details.

Filter on

Order Id

Filter Clear filter

Order Id	Reference	Date Submitted	Address
948749	gfhgfhj	16/2/2012	11 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH
948747	uhlyi	16/2/2012	8 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH
948739	gfhdf	15/2/2012	10 WAINE CRESCENT BISHOP AUCKLAND DL14 6PH
948731	abc234	14/2/2012	MANOR FARM SOUTH STOK BATH BA2 7DP

If you have been notified that a report is available for download you will need to look for the Order Id under the **Submitted** orders list. This is made easier if you use the **Filter on Order Id**.

Locate the required Order Id and click on the **bold** Order Id number.

You will then be shown the order details in **My order detail**.

## My order detail

[Place an order](#)
[Get a quote](#)
[My orders](#)
[My quotes](#)
[My personal details](#)
[Reset my password](#)
[Branch list](#)
[Add branch](#)
[All orders](#)

### Order history

Order details

Order Id: 948739

Reference: gfhdf

Date: 15/2/2012

Property address details

Address: 10 WAINE CRESCENT  
BISHOP AUCKLAND  
DL14 6PH

Order summary

Product	Price Exc. VAT	Price Inc. VAT	Download
Absence of Easement	72.00	72.00	948739-1001296-2516451-11.pdf
	£72.00	£72.00	

Back

Under the **Download** column heading you will see a reference number relating to the report available for downloading.

Click on the **bold** text of this reference to download the report.