

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

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 website is designed to operate with all of the main web browsers. Should you experience any problems then do not hesitate to contact the Property Solutions team.

Contents

Welcome - 2

Place an order - 3 to 5

Products - 6

Pre confirmation - 7 to 9

Get a quote - 10 to 11

Quote pre confirmation - 12

Reviewing requests and downloading reports - 13 to 14

My quotes - 15

My orders - 16

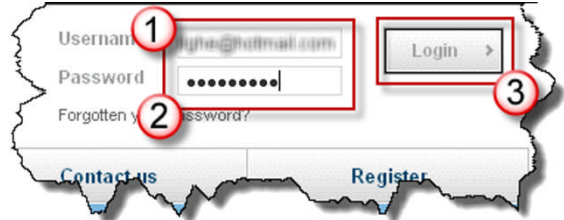
Saved orders - 17



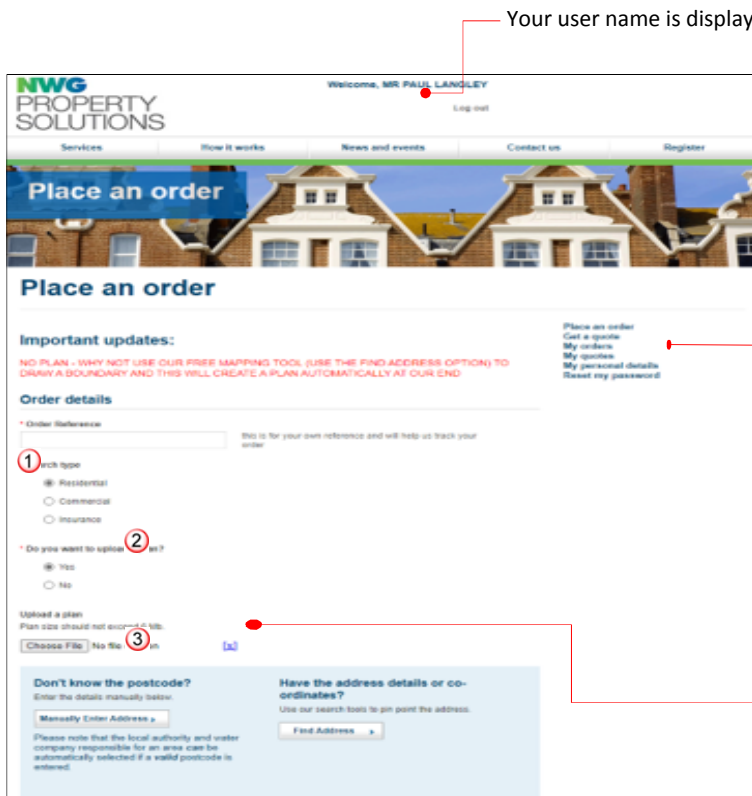
Place an order

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

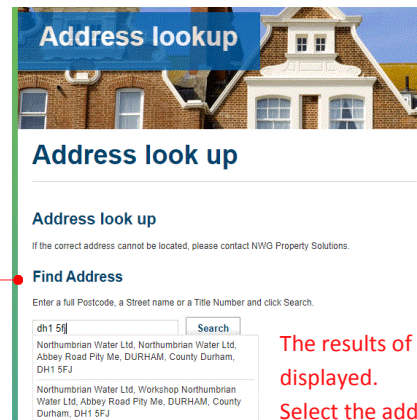
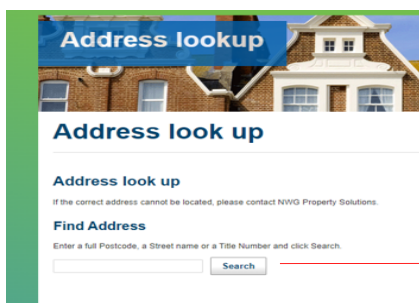


Your user name is displayed here

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 'Choose File' button to identify the plan file on your computer system so that it may be uploaded. **Take note of the maximum file size (6mb)!** If you know the Postcode, simply enter and select 'Search'.



The results of the search are displayed. Select the address required.



Address look up

Address look up

If the correct address cannot be located, please contact NWG Property Solutions.

Verify Address

The address you originally selected is shown below as the original address. If this is the correct address, click "use this address".

Original Address

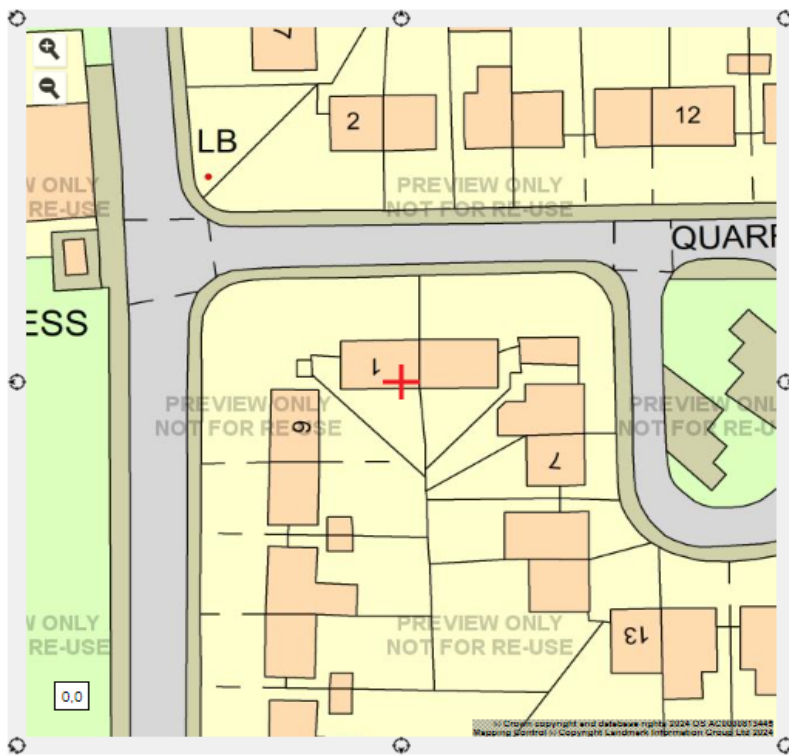
Report Address: 1 Quarry Crescent, Bearpark, DURHAM, DH7 7DR
Report Grid Ref: 423127, 543301
[Recentre map](#)

Use this address

Wrong address?

If the address is incorrect, recentre the map to the correct location and then 'Retrieve Address'

Retrieve Address



< Back to search

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 cross.

If the wrong property is identified by the cross, drag to the correct location.

If you select a new property you **must** click on retrieved address. This will bring up the details of the new property.

If the address reported is correct, then confirm by clicking on 'Use this address'.

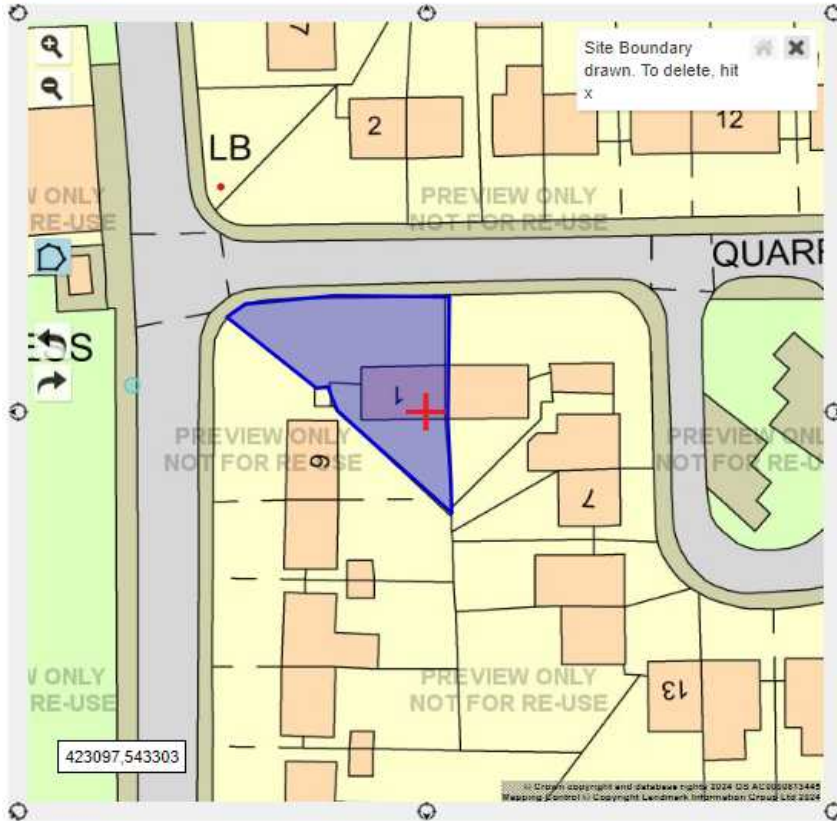
If no plan has been uploaded with the order you **MUST** use the 'Draw property boundary' tool as below.

Draw property boundary

To draw a site boundary, use the polygon tool to click points on the map, double click to complete your boundary. The tool is enabled by default, however you can toggle it on/off by clicking on the polygon shape on the left hand side of the map.

Original Address

Report Address: 1 Quarry Crescent, Bearpark, DURHAM, DH7 7DR
Report Grid Ref: 423127, 543301
[Recentre map](#)



Site Boundary Information

Hectares:	0.026356749999907336 ha
Complete Boundaries:	1
Intersected Boundaries:	0

[Continue >](#)

The Site boundary drawing tool enables the boundary of the site to be drawn.

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 blue circle.

Move the pointer to the start point from which you will draw the site boundary. Then left click. Move the pointer to the next point on the boundary and left click again. A blue line automatically connects the two points. Continue drawing in this way, until the final point when double clicking will complete the boundary. The boundary is now marked and shaded blue on the drawing tool.

When you have completed the boundary drawing click on [Continue >](#)



Products Facebook Twitter LinkedIn YouTube

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

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

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.

If you require this report then click in the square under the box, 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**

NOTE - Using a valid postcode in the address lookup will auto populate the correct Local Authority



Pre-confirmation

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

Your details

User Id: MR PAUL LANGLEY

Property address details

Date: 17/12/2024
 Reference: test [Edit Reference](#)
 Address line 1: 1 Quarry Crescent
 Address line 2: Bearpark
 Town: DURHAM
 County:
 Postcode: DH7 7DR

Order summary

Save this group of reports in my favourites

Report	Cost excl. VAT	Cost inc. VAT
Northumbrian Water CON29DW	45.00	54.00
Fixed mapping cost	0.00	0.00
Total cost	45.00	54.00

Special instructions: iygiuhoji;

Box C Information:

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 >](#)

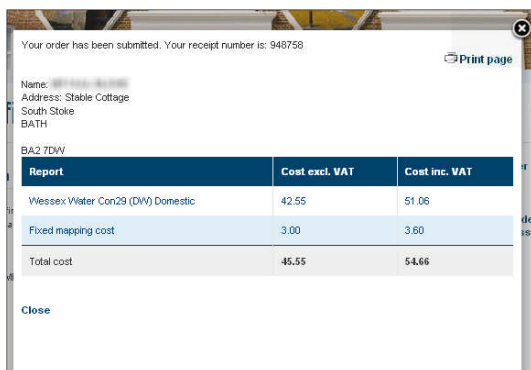
Cancel

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



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.

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: MR MICHAEL MOLLOY
Plan successfully uploaded

Property address details

Date: 29/04/2016
Reference: Test order Edit Reference
Address line 1: Test property
Address line 2:
Town: Gateshead
County:
Postcode: NE8 4DS

Order summary

Save this group of reports in my favourites

Name of group

Domestic Standard

Save >

Once you reach the Pre-confirmation screen you can save the chosen group of reports as a favourite by ticking the box and giving the group a name

Report	Cost excl. VAT	Cost inc. VAT
Northumbrian Water CON29DW	34.50	41.40
Landmark Envirosearch Residential	43.00	51.60
Coal and Brine Report Residential	33.33	40.00
Homecheck Flood report	20.00	24.00
Total cost	130.83	157.00

Special instructions:

VAT Reg. No. GB 499 9803 59

On first and subsequent use you will be able to save a group of searches as a Favourite

Products

Favourite reports

Domestic Standard

You will now have a favourite at the top of the Products page. Clicking on the ▶ to the right will expand the list

Recommended reports

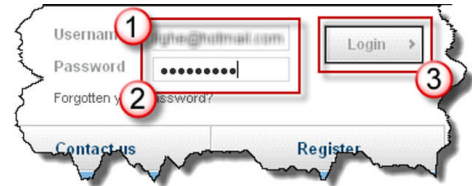
- Plans (incl. NWPS 'Your Mapped Plan') ▶
- Drainage and Water Enquiry ▶
- Official Local Authority Searches ▶
- Part II Enquiries ▶
- Personal L A Search ▶
- Environmental Reports ▶
- Mining Reports ▶
- Flooding Reports ▶
- Planning Reports ▶
- Chancel Repair Reports ▶
- LAND REGISTRY ▶
- Utilities Reports ▶
- Gas Searches ▶
- Electricity Searches ▶
- Telecommunication Searches ▶
- Transportation Reports ▶
- Miscellaneous Reports ▶

The next time you Place an order you will have the Favourite that you saved at the top of the Products page

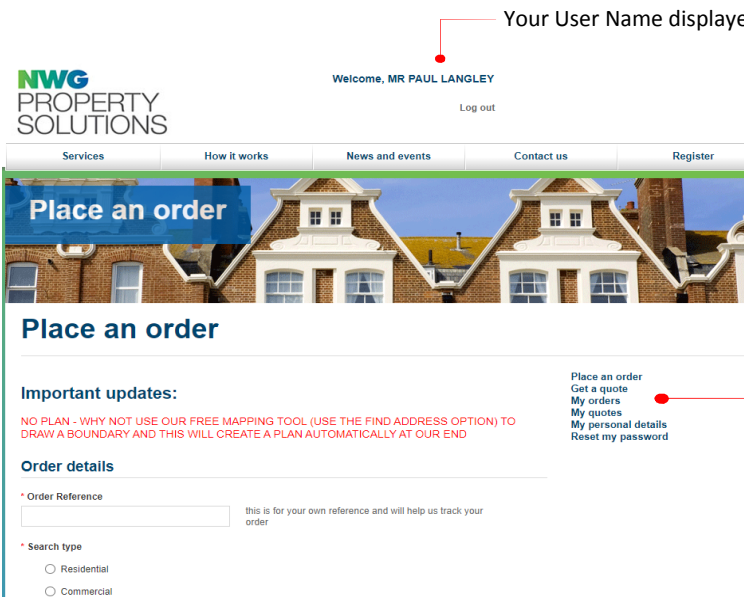


First, you need to log-in. You are able to do this on any page. At the top of each page you will see a panel with fields for **User Name** and **Password**.

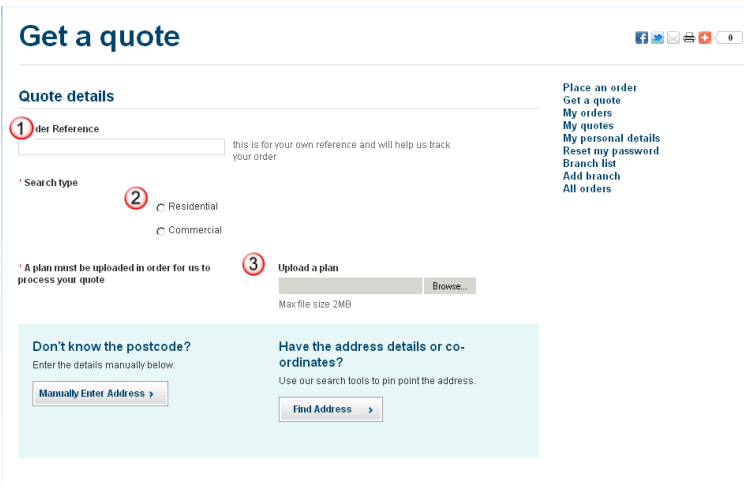
- ① Type in user name issued at time of registering as a user
- ② Type in Password, then click on ③ **Login**



The **Place an Order** page then opens



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 (6Mb)!**

You next have to provide details of the address, either 'Manually' or using the 'Find address' option.

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



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

Quote products

Recommended reports

Drainage and Water Enquiry

Report	Select
Wessex Water Con29 (DW) Domestic Estimated turn around time is 3 working days	<input checked="" type="checkbox"/>

Official Local Authority Searches

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

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: [REDACTED]	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

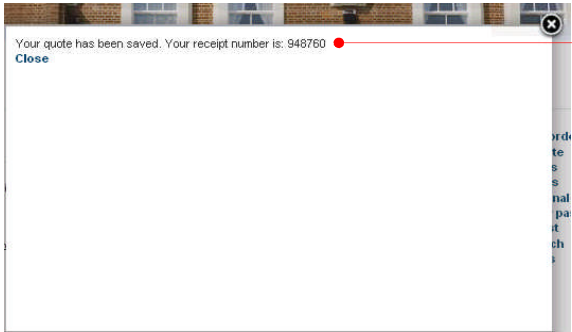
Special instructions:

VAT Reg. No. GB 400 9803 59

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

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

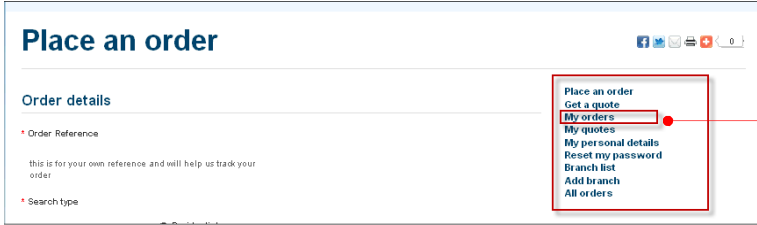
[Submit Quote](#)



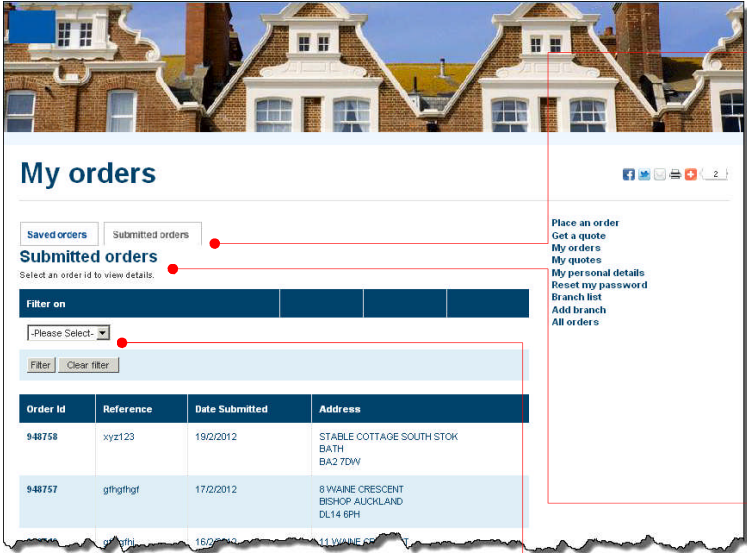
You then see confirmation that the quote has been saved, together with a reference number.

The quote is now submitted. You will now be automatically returned to the 'Place an order' screen where you can create a new order or request another service.

Reviewing requests and downloading results



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



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

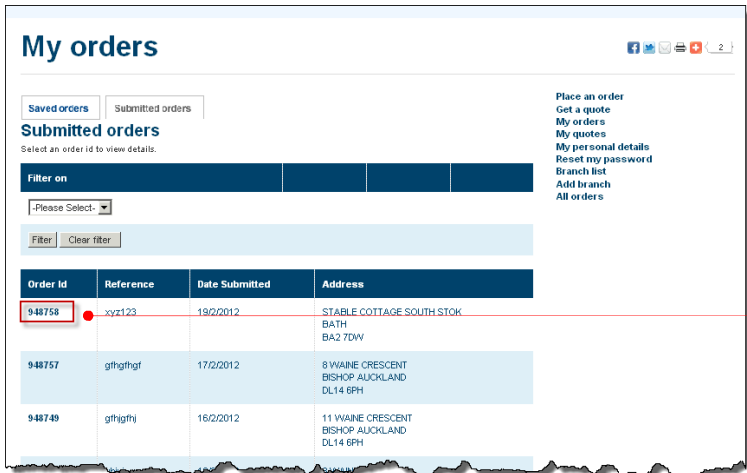
Saved orders are those that have been prepared but not yet submitted. The option to Save or Submit is given on the Pre-confirmation page of Place an order. Saved orders can be Submitted when required from the My Orders screen.

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

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](#)

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

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

Select an order Id to view details:

Order Id	Reference	Date Submitted	Address
948758	gfhgh	16/2/2012	NORTHUMBRIAN WATER LTD ABBEY ROAD DURHAM DH1 5FJ
948732	test	15/2/2012	8 WAINE CRESCENT BISHOP AUCKLAND DL14 6FH
948708	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: 948758
 Reference: gfhgh
 Date: 16/2/2012

Property address details

Address: NORTHUMBRIAN WATER
 LTD ABBEY ROAD
 DURHAM
 DH1 5FJ

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](#)

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

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 AYCLIFFE DL5 4TJ
948748	fdgfdg	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: 948780
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 (DM) 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 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**.

NOTE - The individual fees will show as 0.00 until we have received the accurate quote from the provider.



My 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

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

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

[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	uhiyi	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

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

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

[Order history](#)

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

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.

Your details

User Id: MR MICHAEL MOLLOY

Property address details

Date: 04/05/2016
 Reference: Saved Order Example Edit Reference
 Address line 1: Saved Order
 Address line 2:
 Town: Gateshead
 County:
 Postcode: NE8 4DS

Order summary

Save this group of reports in my favourites

Report	Cost excl. VAT	Cost inc. VAT
Northumbrian Water CON29DW	34.50	41.40
Landmark Envirosearch Residential	43.00	51.60
Coal and Brine Report Residential	33.33	40.00
Homecheck Flood report	20.00	24.00
Total cost	130.83	157.00

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.

If you want to get prices for a client you can save the order instead of submitting. You can now amend the saved order before submitting as an order.

[< Previous](#)

[Submit Order >](#)

[Save Order >](#)

[Cancel](#)

If you want to get prices for your client before submitting an order you can save it.

If your client then decides they don't need the search, or wants an extra search, you can amend the saved order before submitting it as a full one.



My orders

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

To view the saved order, click on My orders then on Saved orders and then on the Order Id which will bring up the saved order.

Saved orders

Select an Order Id to view details

Order Id	Reference	Date Submitted	Address
255827	Saved Order Example	4/5/2016	SAVED ORDER GATESHEAD NE8 4DS

My order detail

Order history

Details

Order Id: 255827
Reference: Saved Order Example
Date: 4/5/2016

Property address details

Address: SAVED ORDER
 GATESHEAD
 NE8 4DS

Product summary

Product	Price Exc. VAT	Price Inc. VAT	Download
Landmark Envirosearch Residential	43.00	51.60	Expected Delivery Date: 05-MAY-16 Current supplier turnaround
Homecheck Flood report	20.00	24.00	Expected Delivery Date: 05-MAY-16 Current supplier turnaround
Coal and Brine Report Residential	33.33	40.00	Expected Delivery Date: 09-MAY-16 Current supplier turnaround
Northumbrian Water CON29DW	34.50	41.40	Expected Delivery Date: 06-MAY-16 Current supplier turnaround

Please note: These delivery dates are based on the date the order was saved and may change depending on the date the saved order is progressed to a full order .

If you want to amend or progress a saved order to a full order, click on My orders then Saved orders then the Contact ID.

Favourite reports

Domestic Standard

Select all reports in this group

Landmark Envirosearch Residential This report has already been selected elsewhere

Homecheck Flood report This report has already been selected elsewhere

Coal and Brine Report Residential This report has already been selected elsewhere

Northumbrian Water CON29DW This report has already been selected elsewhere

Environmental Reports

Landmark Envirosearch Residential 43.00(excl. VAT) 51.60(inc. VAT)
Estimated turn around time is 2 working days

Mining Reports

Coal and Brine Report Residential 33.33(excl. VAT) 40.00(inc. VAT)
Estimated turn around time is 4 working days

Flooding Reports

Homecheck Flood report 20.00(excl. VAT) 24.00(inc. VAT)
Estimated turn around time is 2 working days

Planning Reports

Chancel Repair Reports

ChancelCheck 20.00(excl. VAT) 24.00(inc. VAT)
Estimated turn around time is 3 working days

LAND REGISTRY

Index Map Search (SIM) (Price for up to 5 titles) 5.50(excl. VAT) 6.60(inc. VAT)
Estimated turn around time is 4 working days

Franchise and Manors 5.00(excl. VAT) 6.00(inc. VAT)
Estimated turn around time is 4 working days

Evidence of Title 10.00(excl. VAT) 12.00(inc. VAT)
Estimated turn around time is 4 working days

Utilities Reports

You will proceed to the Products screen where the searches that you chose for the saved order will already be selected. You can add or remove other searches by ticking or un-ticking the check boxes.

(In this case a Chancel Check and Index Map Search have been added)