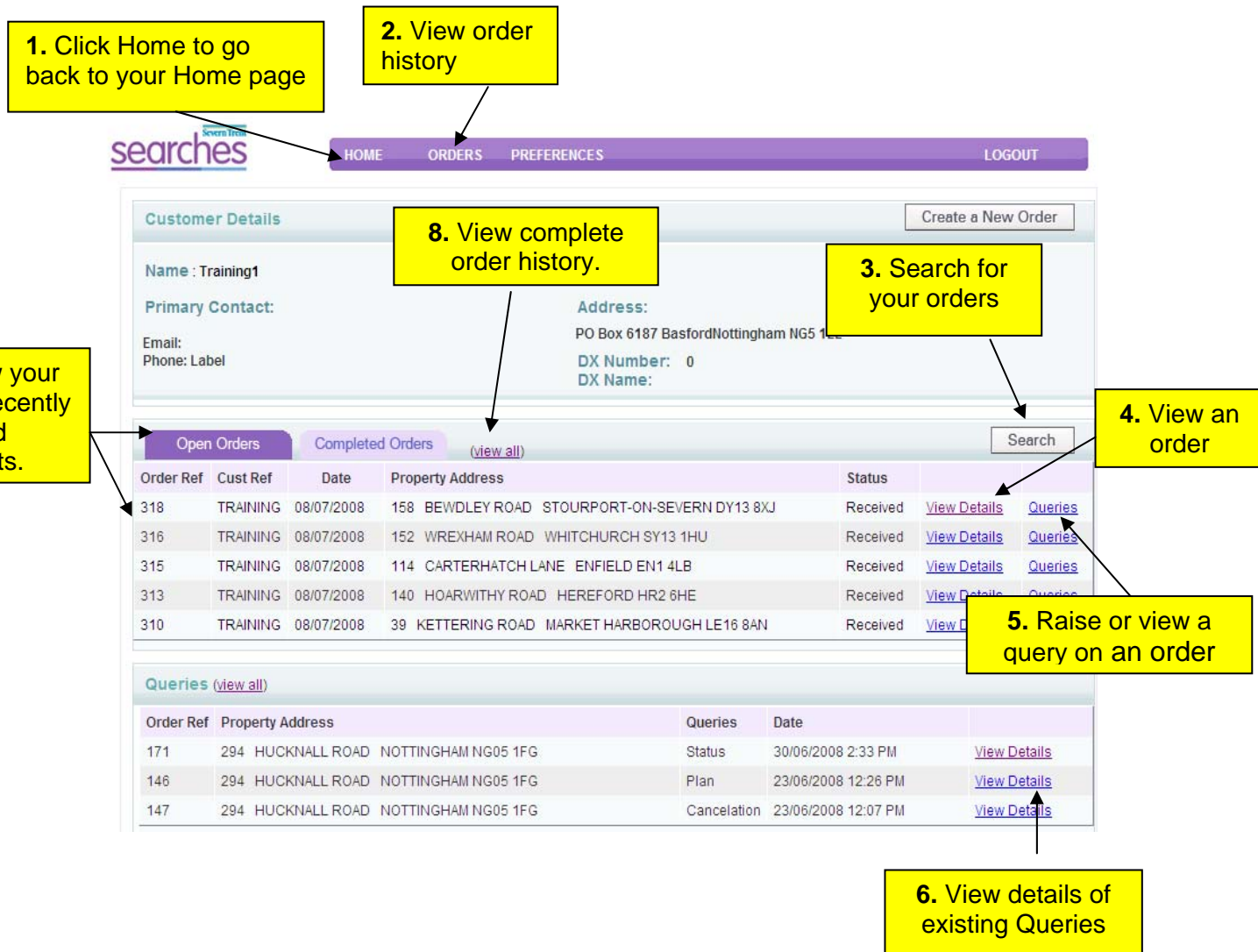


Online ordering system – raising and reviewing queries

Your Home page

Once you have logged into your account you will arrive at your Home page.



1. Click Home to go back to your Home page

2. View order history

3. Search for your orders

4. View an order

5. Raise or view a query on an order

6. View details of existing Queries

7. View your most recently ordered products.

8. View complete order history.

Customer Details

Name : Training1

Primary Contact:

Email: Phone: Label

Address: PO Box 6187 Basford Nottingham NG5 1

DX Number: 0
DX Name:

Open Orders | Completed Orders (view all)

Order Ref	Cust Ref	Date	Property Address	Status	View Details	Queries
318	TRAINING	08/07/2008	158 BEWDLEY ROAD STOURPORT-ON-SEVERN DY13 8XJ	Received	View Details	Queries
316	TRAINING	08/07/2008	152 WREXHAM ROAD WHITCHURCH SY13 1HU	Received	View Details	Queries
315	TRAINING	08/07/2008	114 CARTERHATCH LANE ENFIELD EN1 4LB	Received	View Details	Queries
313	TRAINING	08/07/2008	140 HOARWITHY ROAD HEREFORD HR2 6HE	Received	View Details	Queries
310	TRAINING	08/07/2008	39 KETTERING ROAD MARKET HARBOROUGH LE16 8AN	Received	View D	

Queries (view all)

Order Ref	Property Address	Queries	Date	View Details
171	294 HUCKNALL ROAD NOTTINGHAM NG05 1FG	Status	30/06/2008 2:33 PM	View Details
146	294 HUCKNALL ROAD NOTTINGHAM NG05 1FG	Plan	23/06/2008 12:26 PM	View Details
147	294 HUCKNALL ROAD NOTTINGHAM NG05 1FG	Cancellation	23/06/2008 12:07 PM	View Details

Navigating from the Home Page

1. Click Home to go back to your page

- To return to your Home page click the **HOME** button located on the top left of the screen.

2. View order history

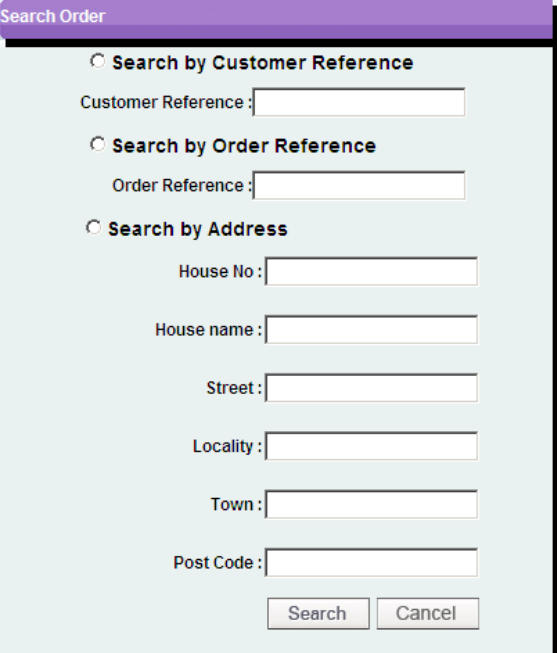
- By clicking on the **ORDERS** button you can view all the orders you have placed and their status.

3. Search for your orders

- When using the **Search** order tool.

The search function is in 3 categories:

1. Search by Customer reference
2. Search by Order reference
3. Search by Address



4. View an order

- You can view the details of an order by clicking [View Details](#), which then produces a new screen called Order Details.

Open Orders		Completed Orders		(view all)		Search	
Order Ref	Cust Ref	Date	Property Address	Status			
384	reffff	10/07/2008	9 FLAX CROFT STONE ST15 8PL	Received	View Details	Queries	
382	REF	10/07/2008	COPPER BEECHES ALTONA CLOSE STONE ST15 8PH	Received	View Details	Queries	
370	hg/thty/84747	09/07/2008	68 BRUNSWICK STREET SHEFFIELD S10 2FL	Received	View Details	Queries	
369	hg/thty/84747	09/07/2008	68 BRUNSWICK STREET SHEFFIELD S10 2FL	Received	View Details	Queries	
368	hg/thty/84747	09/07/2008	68 BRUNSWICK STREET SHEFFIELD S10 2FL	Received	View Details	Queries	

The following statuses are used to define the current state of the **WHOLE** order:

1. **Received** – The order has been received and is currently waiting to be worked upon.
2. **In Progress** – The order is currently being worked upon by a technician.
3. **Completed** – The order has been completed and will arrive with you shortly.
4. **Cancelled** – The order has been cancelled for more information. Please go to the Queries section for more information.

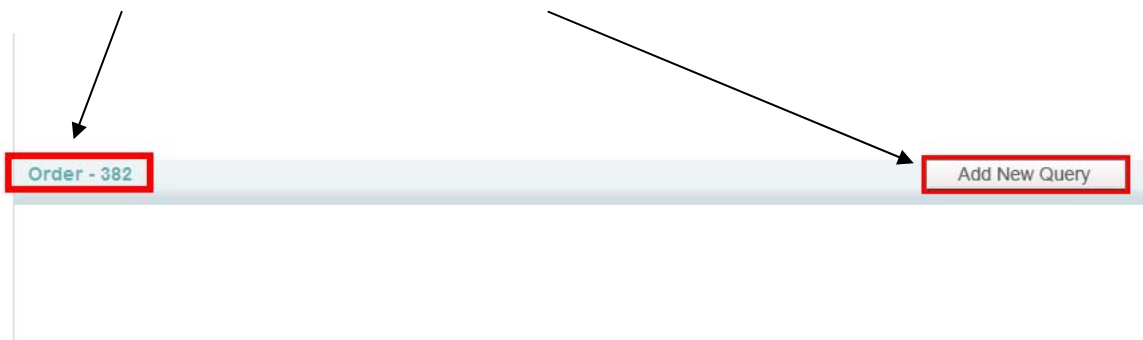
You can view or download a report by clicking on the Report button located next to each product.

5. Raise or view a query on an order

- Once you have located your order you can raise or view a query on your order by clicking **Queries**.

Open Orders		Completed Orders		(view all)		Search	
Order Ref	Cust Ref	Date	Property Address		Status	View Details	Queries
384	reffff	10/07/2008	9 FLAX CROFT STONE ST15 8PL		Received	View Details	Queries
382	REF	10/07/2008	COPPER BEECHES ALTONA CLOSE STONE ST15 8PH		Received	View Details	Queries
370	hg/thty/84747	09/07/2008	68 BRUNSWICK STREET SHEFFIELD S10 2FL		Received	View Details	Queries
369	hg/thty/84747	09/07/2008	68 BRUNSWICK STREET SHEFFIELD S10 2FL		Received	View Details	Queries
368	hg/thty/84747	09/07/2008	68 BRUNSWICK STREET SHEFFIELD S10 2FL		Received	View Details	Queries

Once you have clicked on the Queries button you will be taken to a new screen which will show the order reference and a button to 'Add New Query'.



In order to add a query to this order click the button which will then produce a new entry box (as shown below).

Give the query a subject and a brief description. You can also upload and attach a supporting document. When this is complete click [Add Query](#).

Your query will then appear as in the below screenshot.

(A screen showing order – 20006366 with a query attached)

This will then attach itself to the order and will then be answered by one of Severn Trent Searches customer service operatives.

N.B. When a query is raised by ourselves or when we respond to one of your queries, a notification e-mail will be sent to yourselves informing you that there has been a change.

6. View details of existing Queries

- Once you have located your order, you can click on the [Queries](#) button to view any outstanding queries that have been raised (see below).

Order Reference : 20006366	Status : Require Action	Property : 1 EXCHANGE ROAD WEST BRIDGFORD NOTTINGHAM NG2 6BX	Date : 8/12/2008 11:45:53 AM
Location plan			Close Query / Reply
Afsheen Azizi	Please can you provide us with a Land Registry plan with the boundary of the property marked. Thanks		Date : 8/12/2008 11:45:53 AM

7. View your most recently ordered products - By clicking on open orders, you can view your most recently ordered products.

8. View complete order history. - By clicking view all you will be able see all the orders you have placed and their status.