Severn Trent Searches Online User Guide

September 2009

Contents

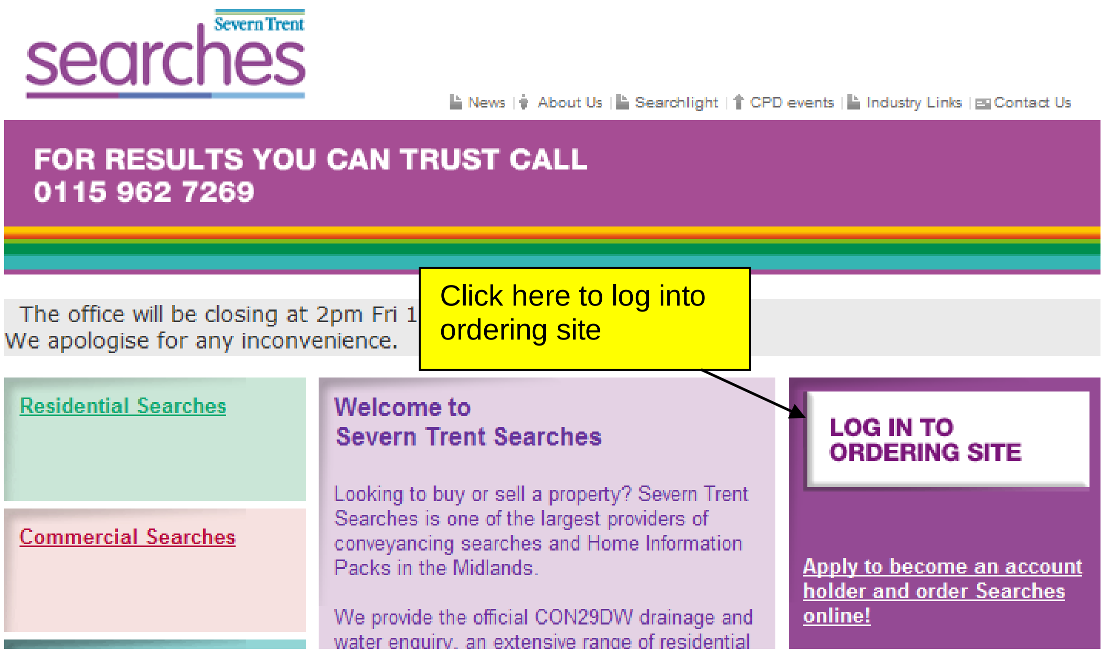
Introduction

The Severn Trent Searches Online Ordering system allows account customers to:

- Place orders
- Review the status and details of old orders or those currently in process
- View and retrieve searches as they are completed
- Send additional information or make enquiries about those orders

Accessing the system

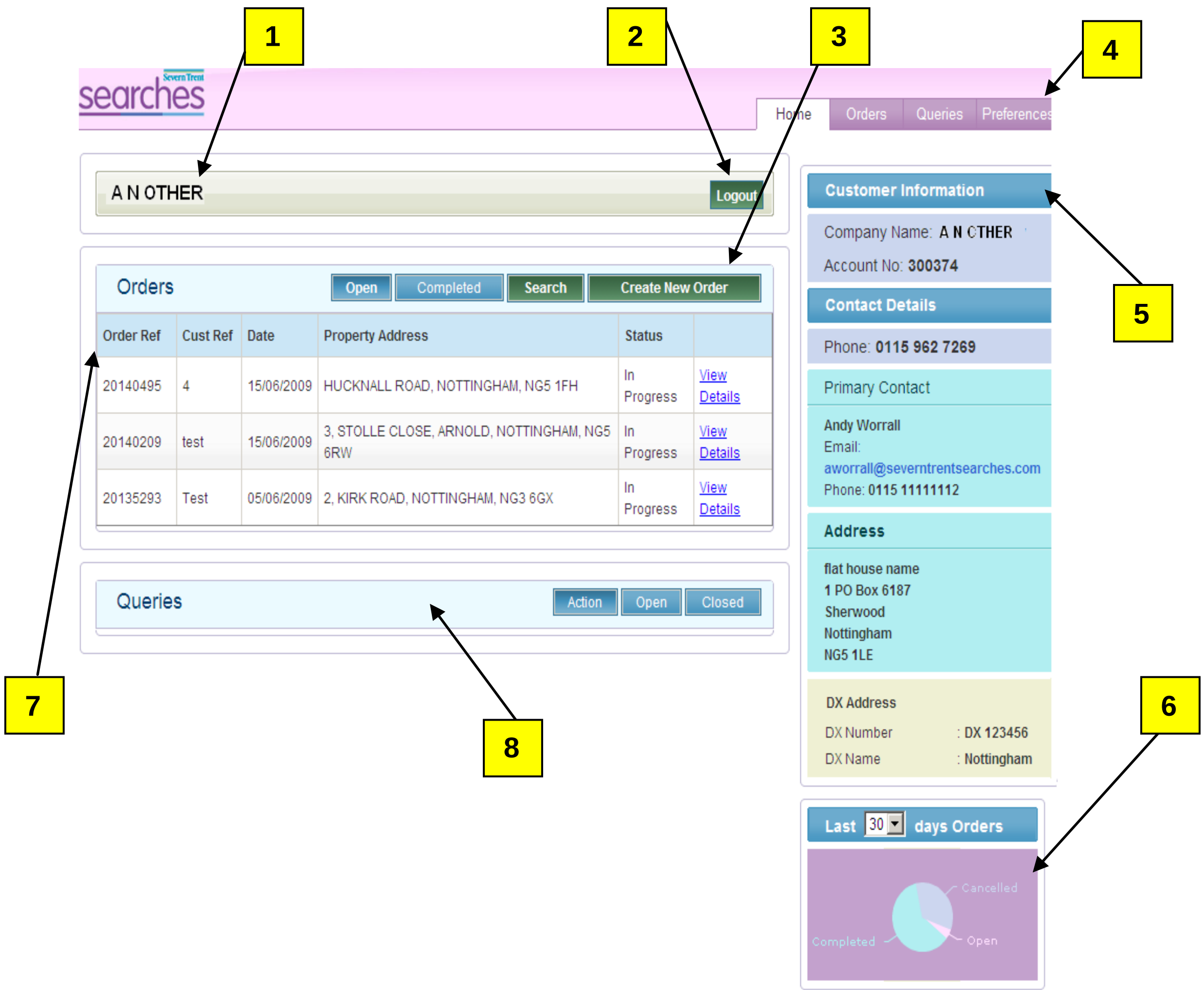
Visit our website: www.severntrentsearches.com and use the link indicated below to access the facility



Your Home page

Once you have logged into your account you will arrive at your Home screen. You can track all your orders from here, reducing the amount of calls you have to make to ourselves.

From here you can easily track what stages your current orders are at, view completed orders, add additional information in to a search, and respond to and raise queries.

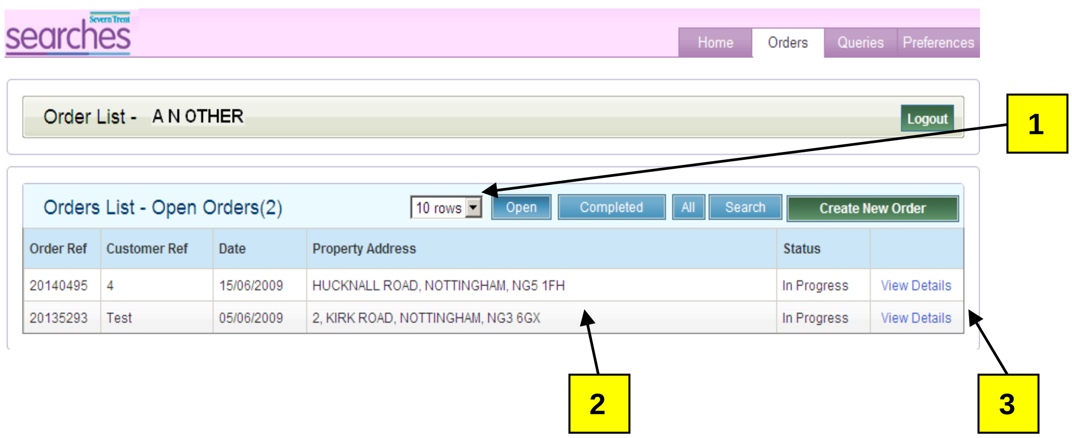


1. **Account Holder Name** - Your company name will appear here
2. **Logout** – You may log out of the ordering system at any time using this.
3. **Create A New Order** - Use this to place an order. For details of how to place an order, please see the separate ordering guide.
4. **Page Selector Tabs** - These tabs allow you to access pages of themed information
5. **Customer Information** - This gives you a snapshot of current account and contact information for your account.
6. **Performance Indicator Tool** - This allows you to view at a glance the status of your orders placed over the last 30, 60 or 90 days.

7. **Order Detail Panel** – Your most recent orders are shown here. You can switch between open and completed orders, and use the search facility to locate a specific order
8. **Queries Panel** - View your most recent queries here. This panel will default to the Action tab to show you queries that require your attention but you can also choose to look at open or closed queries.

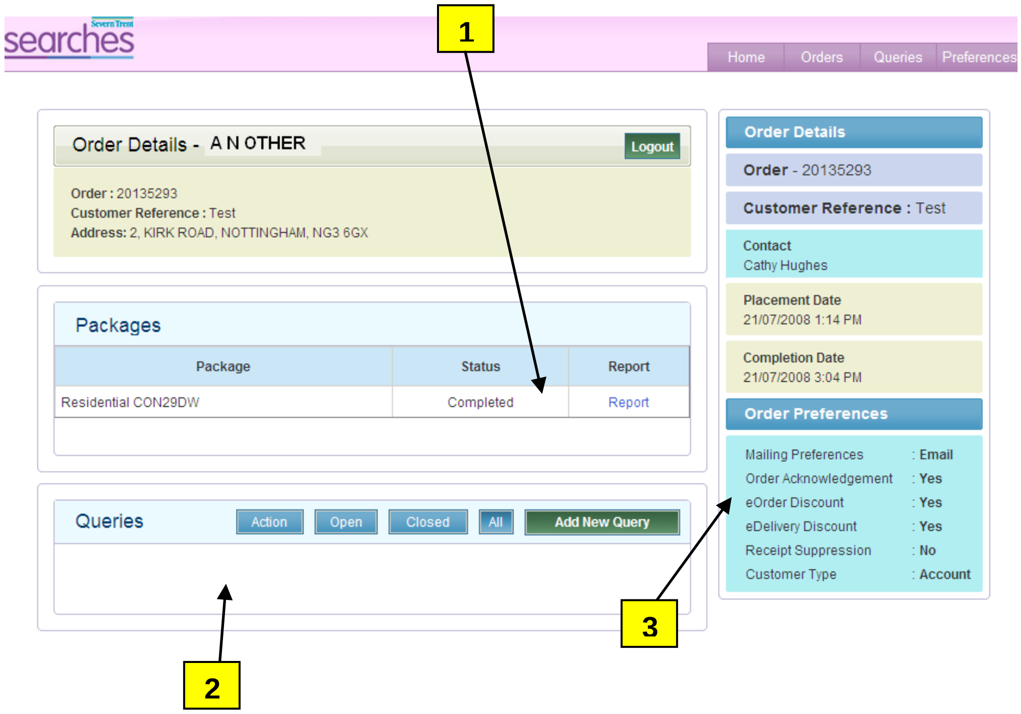
The Order page

Selecting the Orders tab on the home page will allow you to look in more detail at orders placed against your account details.



1. **Amount Of Orders Displayed** – With this you can set the number of orders you wish to display at one time at 10, 20 or 50. If necessary you can move to the ‘Next’ or ‘Previous’ pages.
2. **Order Summary** - A summary of the order details will appear here.
3. **View Details** – Using this link will give you more information regarding a particular order

The Order Detail page



1. **Product Details** – Shows status of your searches. Clicking on the Report link allows you to download searches.
2. **List Of Queries** - This panel will list any queries attached to that order and can be filtered or added to using the Add New Query button.
3. **Preferences** – Shows your order and delivery preferences.

Raising a Query

If you need to raise a query on a particular order use the Add New Query link on the Order Detail. Record the query subject and description in the text boxes provided. Attach a file to support your enquiry if required using the Upload key.

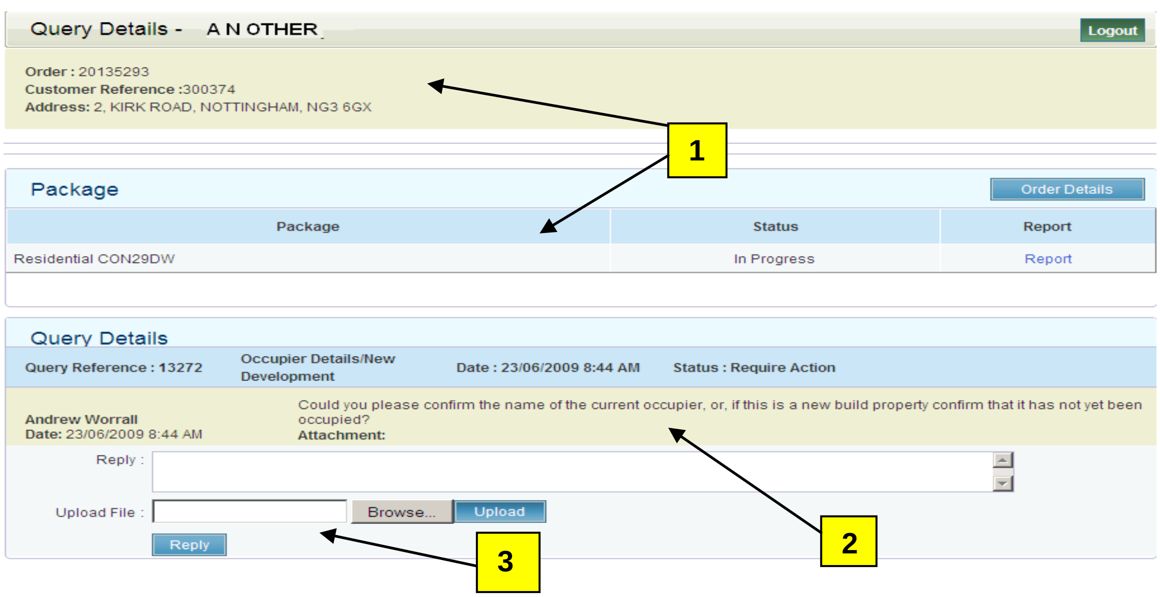
The Queries page

This page will list all queries on orders raised against your customer account details. Like the query panel in the Home page it will default to the Action tab to show you queries that require your attention but you can also choose to look at Open or Closed queries.

Use the View Details link to access the query detail page

Should Severn Trent Searches raise a query on a search, an email will be generated by the system to the named contact for that search. Following the link in the email will allow you to access the system and respond to the query.

The Query Detail page



1. **Order And Product Summary** - A brief summary of the order details will appear at the top of the page, also details of any products attached to the order (including any completed reports).
2. **Query Entries** - The lower portion will list all entries attached to a query, starting with the oldest so you can see who initiated the enquiry.
3. **Response Fields** – Record your response in the Reply box. The Browse and Upload fields allow you to attach a plan or document. Once you are happy with your response, send it by pressing Reply.