

Severn Trent Searches Online Ordering System

SEVERN TRENT
SERVICES

a part of



Contents

1) <u>Introduction & Accessing the system</u>	Page(s) 2
2) <u>Overview page</u>	Page(s) 3
3) <u>Mapping Tool</u>	Page(s) 4
4) <u>Creating an order</u>	Page(s) 5-7
5) <u>Other water company recommendations</u>	Page(s) 8
6) <u>Coal mining recommendations</u>	Page(s) 9
7) <u>Order screen</u>	Page(s) 10-11
8) <u>Quotes screen</u>	Page(s) 12
9) <u>Queries screen</u>	Page(s) 13
10) <u>Preferences</u>	Page(s) 14-15
11) <u>Appendix 1: Discount packages</u>	Page(s) 16-17
12) <u>Appendix 2: Placing an order – non-account customers</u>	Page(s) 18-19

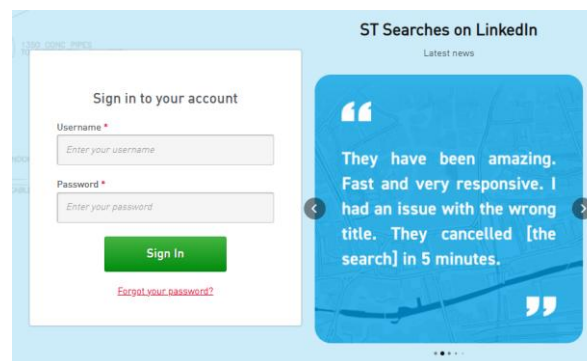
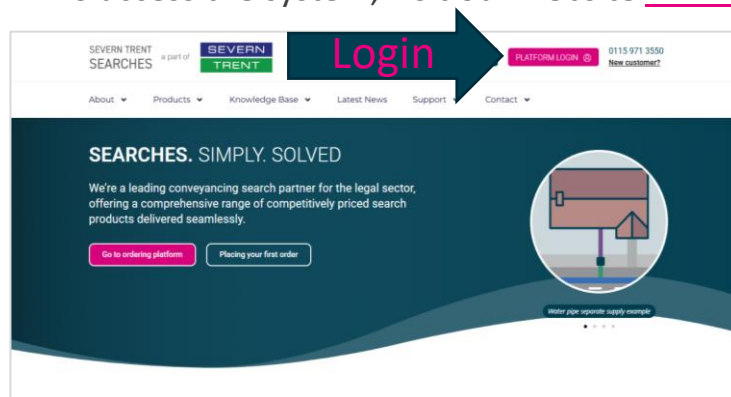
Introduction

Our online ordering system allows customers to:

- Order searches for any property in England and Wales.
- Generate quotes
- View and download completed searches.
- Review the status of any outstanding orders.
- Raise and respond to queries about completed and outstanding searches.
- Amend your firm's preferences.

Accessing the system

To access the system, visit our website www.severntrentsearches.com and click the 'platform login' button in the top right corner of the screen.



This will take you to a login screen. If you're an **account customer**, enter your username and password to access the site. If you don't know your username or password, either click the 'Forgot your password?' link or call us on **0115 971 3550**.

If you are a **non-account customer**, please refer to [Appendix 2](#) (Page 18).

Overview page

Access orders,
queries, quotes,
preferences and
notifications

Search quotes
or orders

Create new order

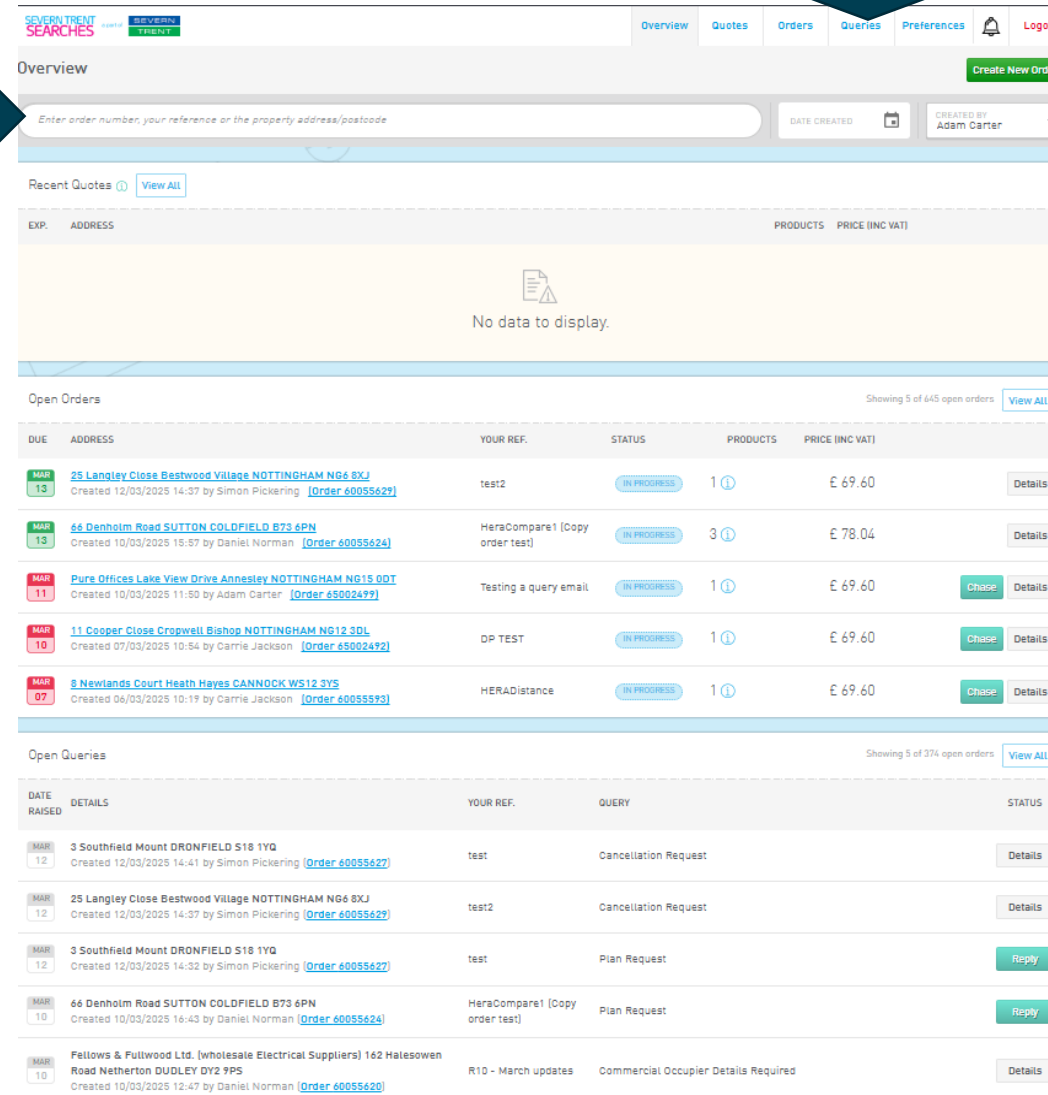
Filter by contact

Quotes

Orders

Queries

After logging in, you'll be taken to the Overview Page. This allows you to access your open orders, queries, recent quotes and preferences.



SEVERN TRENT SEARCHES

Overview Quotes Orders Queries Preferences Logout

Create New Order

Enter order number, your reference or the property address/postcode

DATE CREATED

CREATED BY Adam Carter

Recent Quotes [View All](#)

EXP. ADDRESS PRODUCTS PRICE (INC VAT)

No data to display.

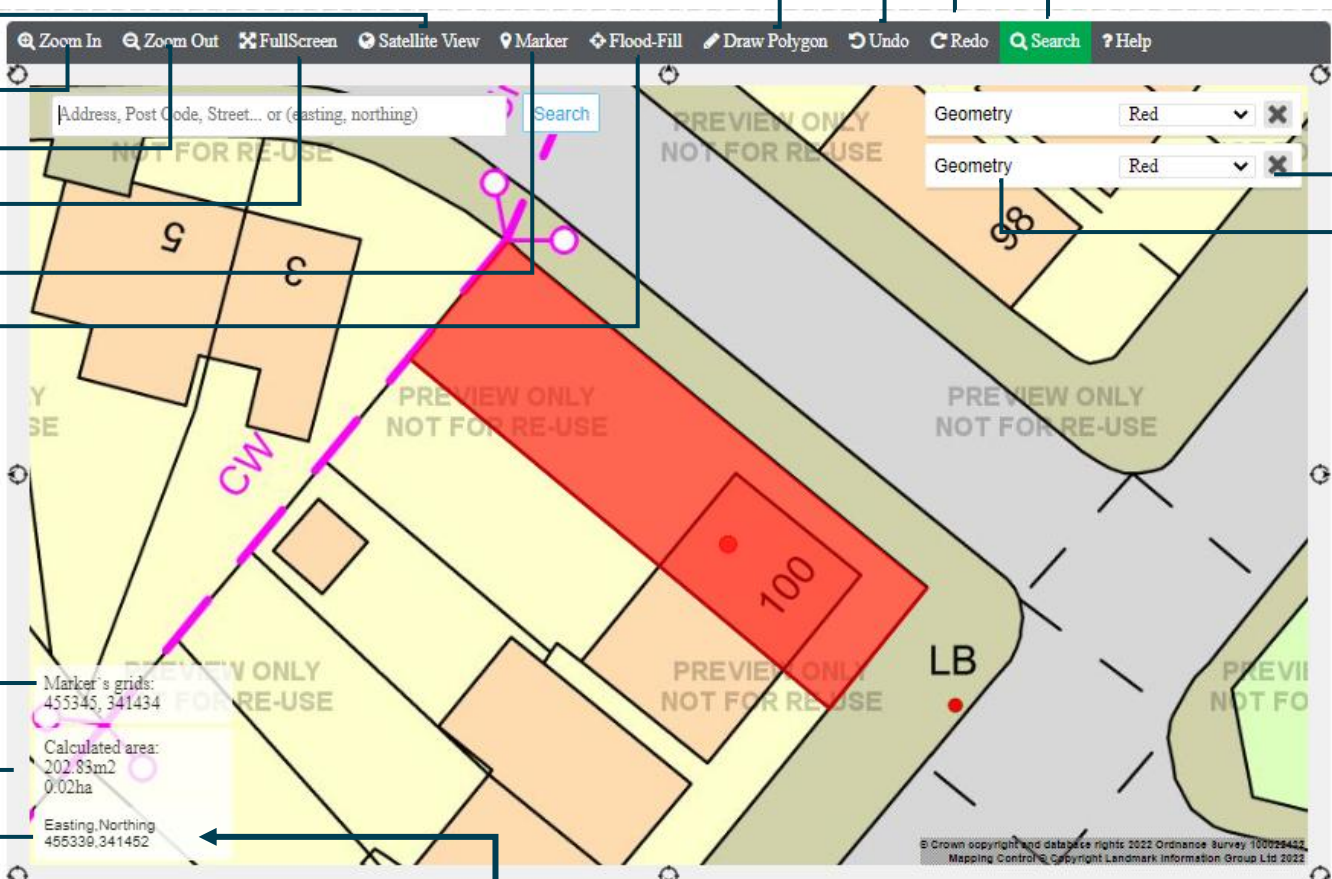
Open Orders Showing 5 of 645 open orders [View All](#)

DUE	ADDRESS	YOUR REF.	STATUS	PRODUCTS	PRICE (INC VAT)	
MAR 13	25 Langley Close Bestwood Village NOTTINGHAM NG6 8XJ Created 12/03/2025 14:37 by Simon Pickering [Order 60055629]	test2	IN PROGRESS	1 ⓘ	£ 69.60	Details
MAR 13	66 Denholm Road SUTTON COLDFIELD B73 6PN Created 10/03/2025 15:57 by Daniel Norman [Order 60055624]	HeraCompare1 (Copy order test)	IN PROGRESS	3 ⓘ	£ 78.04	Details
MAR 11	Pure Offices Lake View Drive Annesley NOTTINGHAM NG15 0DT Created 10/03/2025 11:50 by Adam Carter [Order 65002497]	Testing a query email	IN PROGRESS	1 ⓘ	£ 69.60	Chase Details
MAR 10	11 Copper Close Cropwell Bishop NOTTINGHAM NG12 3DL Created 07/03/2025 10:54 by Carrie Jackson [Order 65002492]	DP TEST	IN PROGRESS	1 ⓘ	£ 69.60	Chase Details
MAR 07	8 Newlands Court Heath Hayes CANNOCK WS12 3YS Created 06/03/2025 10:19 by Carrie Jackson [Order 60055593]	HERADistance	IN PROGRESS	1 ⓘ	£ 69.60	Chase Details

Open Queries Showing 5 of 374 open orders [View All](#)

DATE RAISED	DETAILS	YOUR REF.	QUERY	STATUS
MAR 12	3 Southfield Mount DRONFIELD S18 1YQ Created 12/03/2025 14:41 by Simon Pickering [Order 60055627]	test	Cancellation Request	Details
MAR 12	25 Langley Close Bestwood Village NOTTINGHAM NG6 8XJ Created 12/03/2025 14:37 by Simon Pickering [Order 60055629]	test2	Cancellation Request	Details
MAR 12	3 Southfield Mount DRONFIELD S18 1YQ Created 12/03/2025 14:32 by Simon Pickering [Order 60055627]	test	Plan Request	Reply
MAR 10	66 Denholm Road SUTTON COLDFIELD B73 6PN Created 10/03/2025 16:43 by Daniel Norman [Order 60055624]	HeraCompare1 (Copy order test)	Plan Request	Reply
MAR 10	Fellows & Fullwood Ltd. (wholesale Electrical Suppliers) 162 Halesowen Road Netherton DUDLEY DY2 9PS Created 10/03/2025 12:47 by Daniel Norman [Order 60055620]	R10 - March updates	Commercial Occupier Details Required	Details

Mapping tool



The screenshot shows the Mapping tool interface with a map of a residential area. A red polygon is drawn over a building, and a pink line is drawn along a path. The interface includes a toolbar at the top with icons for Zoom In, Zoom Out, FullScreen, Satellite View, Marker, Flood-Fill, Draw Polygon, Undo, Redo, Search, and Help. A search box is located below the toolbar, and a panel on the right shows the geometry of the selected polygon. A status bar at the bottom displays the marker's coordinates and the calculated area of the polygon.

Manual polygon draw tool

Toggle satellite view mode

Zoom in by one level

Zoom out by one level

Toggle full screen mode

Move marker

Switch Flood Fill Tool On/Off

Redo action

Undo action

Opens additional search box on Mapping Tool where we can search by UPRN(Unique Property Reference Number), Partial Addresses, Eastings and Northings, Title numbers and Ordnance Survey

Delete Polygon

Generated Polygon

Additional Features

- A property marker is automatically added with the polygon if property is registered
- Scroll to Zoom in/out, click and drag to move the map
- Click any of the boxes to copy grids or the calculated area

Marker Coordinates

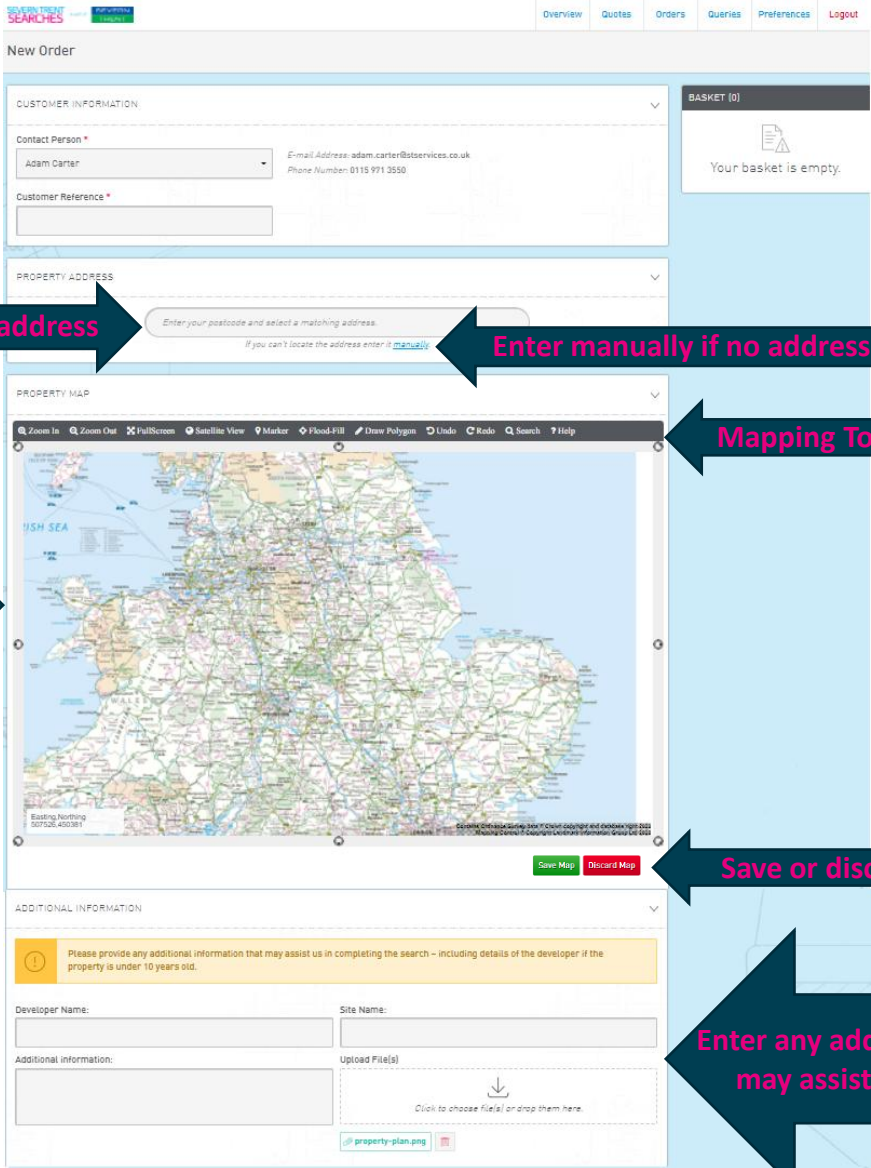
Calculated Polygon Areas

Coordinates of mouse pointer

Click to copy the text from any of these fields

Creating an order

On the Overview Page, select 'Create New Order.' This will take you to the order creation screen.



The screenshot shows the 'New Order' form with several sections: 'CUSTOMER INFORMATION', 'PROPERTY ADDRESS', 'PROPERTY MAP', and 'ADDITIONAL INFORMATION'. Annotations with arrows point to specific fields and features:

- Select your contact and enter a reference**: Points to the 'Contact Person' dropdown and 'Customer Reference' field in the 'CUSTOMER INFORMATION' section.
- Search for property address**: Points to the 'PROPERTY ADDRESS' search bar.
- Enter manually if no address found**: Points to the 'manually' link in the 'PROPERTY ADDRESS' section.
- Mapping Tool features**: Points to the map interface in the 'PROPERTY MAP' section.
- Mapping Tool – Will go to property if address is registered.**: Points to the map interface in the 'PROPERTY MAP' section.
- Save or discard plan**: Points to the 'Save Map' and 'Discard Map' buttons in the 'PROPERTY MAP' section.
- Basket shows selected products**: Points to the 'BASKET (0)' section on the right, which says 'Your basket is empty.'
- Enter any additional information that may assist us, and upload plans**: Points to the 'ADDITIONAL INFORMATION' section, including fields for 'Developer Name', 'Site Name', 'Additional information', and 'Upload File(s)'.

Creating an order

Product Search

Search alerts based on the property you're searching. Also linked to recommend products

The system will automatically recommend products, based on known hazards in the vicinity of the selected postcode.

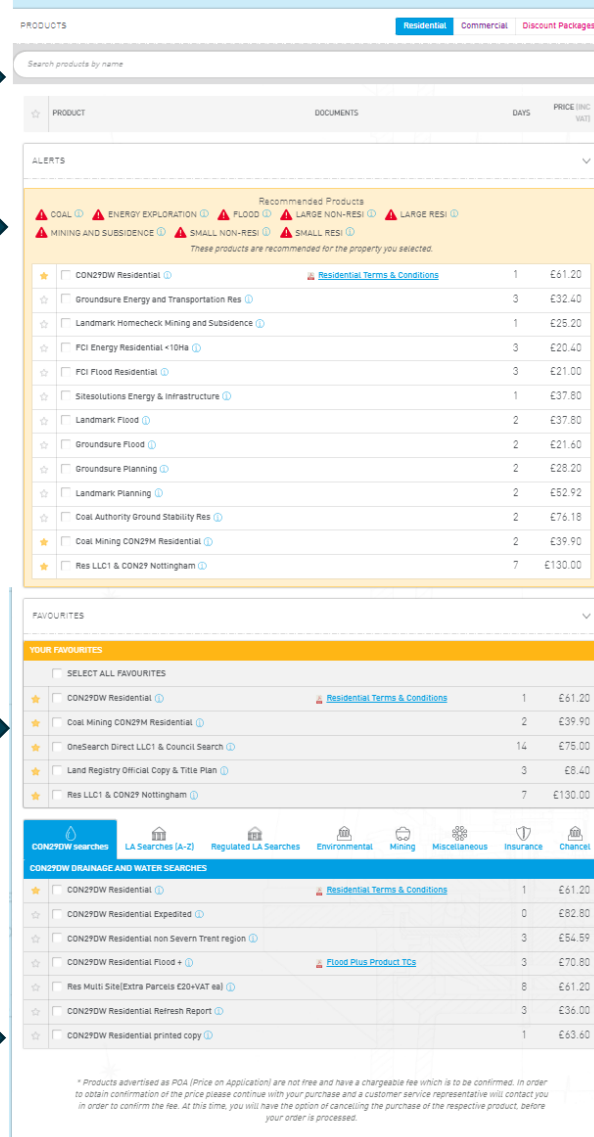
Product favourites – Press the star to add or remove a package. Select all to add to basket.

Tick box to add to basket

Switch between the types of packages you require

Recommended Products

Product Categories



The screenshot displays a web application interface for product search. At the top, there are tabs for 'Residential', 'Commercial', and 'Discount Packages'. Below these is a search bar labeled 'Search products by name'. The main content area is divided into sections: 'ALERTS' with a list of recommended products (e.g., CON290W Residential, Groundsure Energy and Transportation Res), 'FAVOURITES' with a list of products (e.g., CON290W Residential, Coal Mining CON29M Residential), and 'CON290W DRAINAGE AND WATER SEARCHES' with a list of products (e.g., CON290W Residential, CON290W Residential Expedited). Each product listing includes a checkbox, a star icon, a product name, a quantity, and a price. A footer note states: '* Products advertised as POA (Price on Application) are not free and have a chargeable fee which is to be confirmed. In order to obtain confirmation of the price please continue with your purchase and a customer service representative will contact you in order to confirm the fee. At this time, you will have the option of cancelling the purchase of the respective product, before your order is processed.'

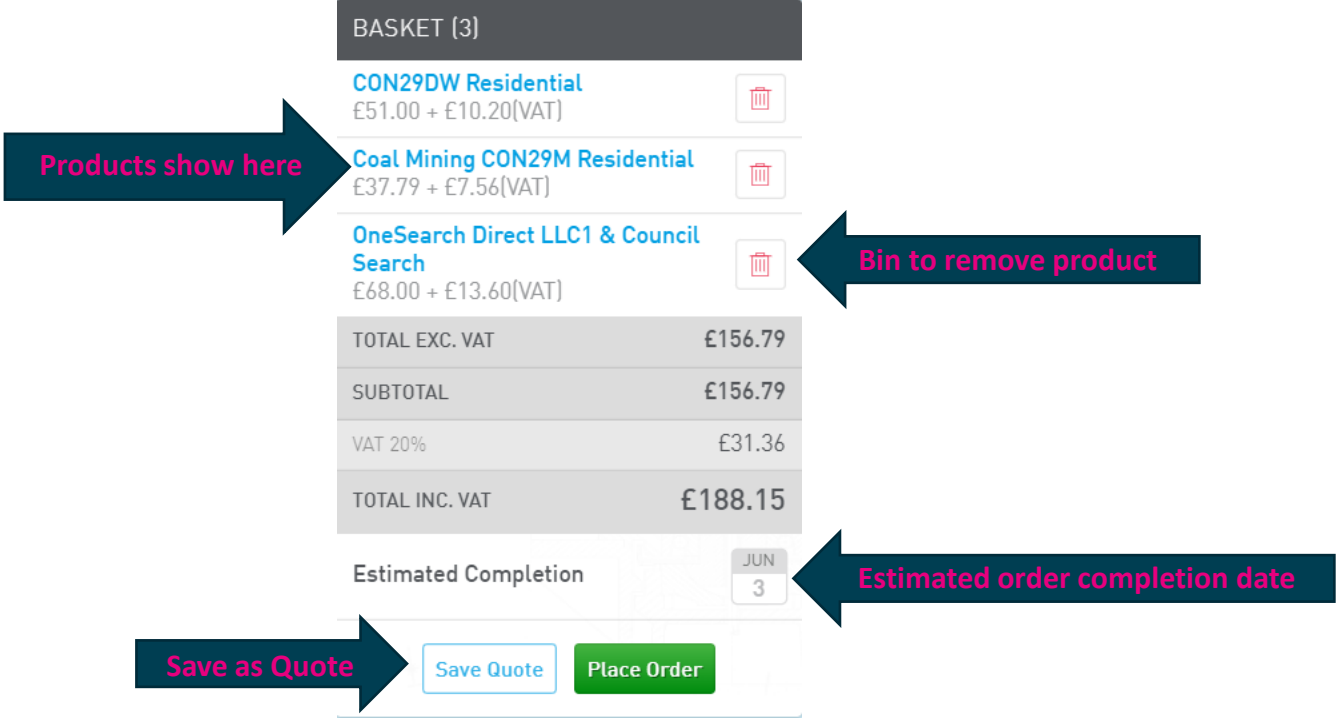
Creating an order

Using the postcode finder when entering addresses enables the system to verify the address and create a map, which in turn will help the system locate products for you and can assist us in completing your search more quickly.

You can switch between residential, commercial and discount packages (where you'll receive a 10% discount on a range of searches) at the top of the products section. Please refer to [Appendix 1](#) to understand discounted packages (Page 16).

By switching between product categories, you can access the full range of products. Alternatively, the search function will allow you to locate any product quickly.

By selecting the star next to any product, you can add it to your favourites. These will show up at the top of the product section, enabling easier ordering.



The screenshot shows a shopping basket interface with the following elements:

- BASKET (3)**: Header for the basket.
- Products list**:
 - CON29DW Residential**: £51.00 + £10.20(VAT) with a trash icon.
 - Coal Mining CON29M Residential**: £37.79 + £7.56(VAT) with a trash icon.
 - OneSearch Direct LLC1 & Council Search**: £68.00 + £13.60(VAT) with a trash icon.
- Summary Table**:

TOTAL EXC. VAT	£156.79
SUBTOTAL	£156.79
VAT 20%	£31.36
TOTAL INC. VAT	£188.15
- Estimated Completion**: A date selector showing **JUN 3**.
- Buttons**: **Save Quote** (blue) and **Place Order** (green).

Annotations with arrows point to the following features:

- Products show here**: Points to the product list.
- Bin to remove product**: Points to the trash icons.
- Estimated order completion date**: Points to the date selector.
- Save as Quote**: Points to the **Save Quote** button.

Other water company recommendations 💧

When you create an order, the system automatically identifies the correct water company based on the address. This automatic detection does not work for addresses you have manually entered.

If the property is not in the sewerage area for the Con29DW product you selected, the system will show a warning message.

You have two options:

- Proceed with the incorrect Con29DW product

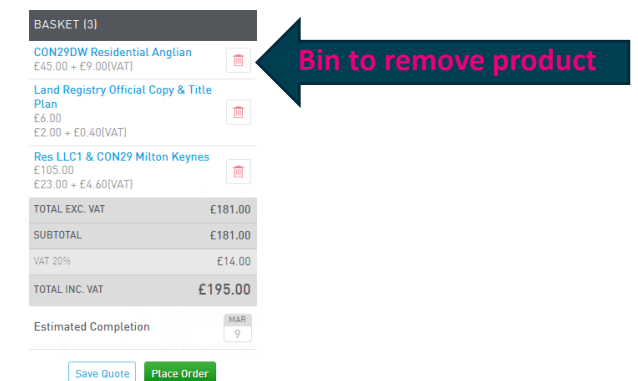
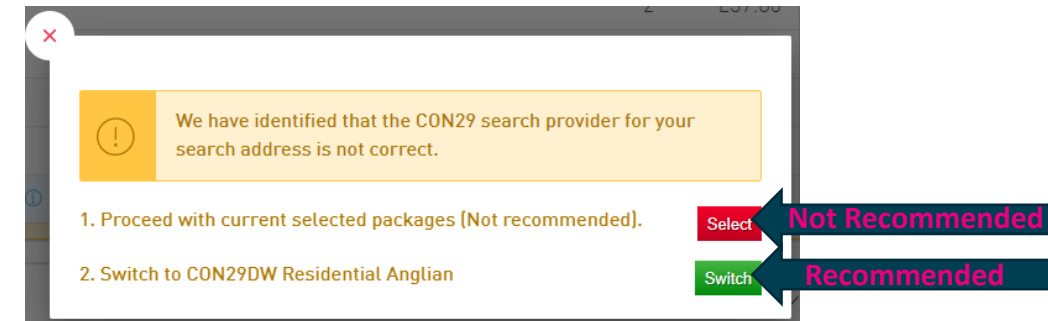
Not recommended. The sewerage company will not have any data for that location, and the order will likely be cancelled.

- Switch to the correct Con29DW provider

Recommended option. Ensures you receive the correct product for the property.

Your basket will automatically update with the correct product if you switch.

If you don't need the Con29DW product, you must remove it manually from your basket.



Coal Mining recommendations

When you create an order, the system checks whether the property is inside or outside a coal mining area. This automatic detection does not work for addresses you have manually entered.

If the property is not in a coal mining area and you select the Coal Mining Con29M product, you will see a warning message.

You have two options:

- Proceed with the Con29M product

Which is not recommended, because no coal mining data exists for that location.

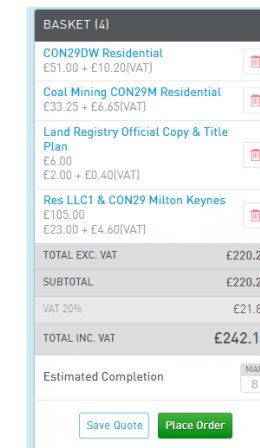
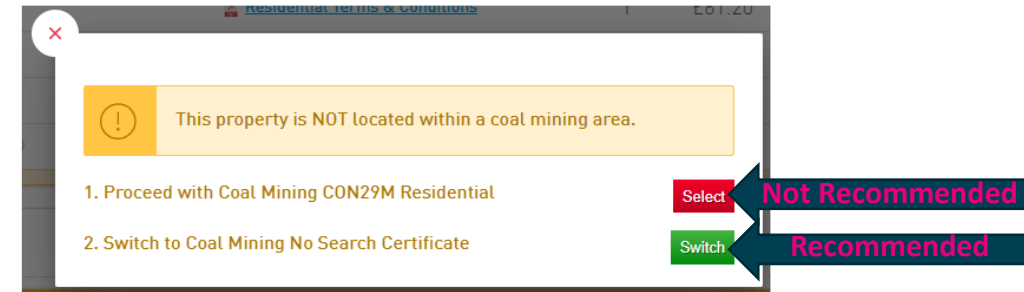
- Switch to the Coal Mining No-Search Certificate

Recommended, as it's the correct report for properties outside coalfield areas.

Your basket will update automatically with this product if you switch.

If you choose to proceed with the Con29M product and press select, the system will override the recommendation and add it to your basket.

If you don't need the Con29M product, you must remove it manually from your basket.

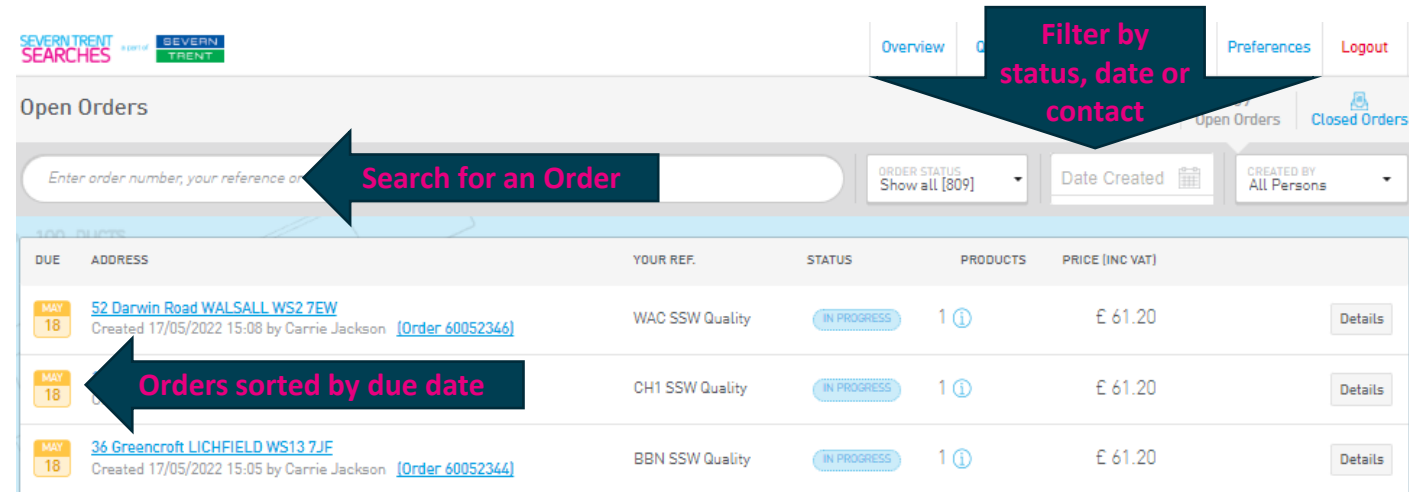


Bin to remove product

Order screen

The Orders Screen allows you to search for, and edit any outstanding orders, as well as access completed orders.

To access completed orders, select 'Closed Orders' at the top of the Order Screen. On the Closed Orders screen, you can search for and access any order, as well as download receipts.



SEVERN TRENT SEARCHES **BEVERN TRENT**

Overview **Orders** Preferences Logout

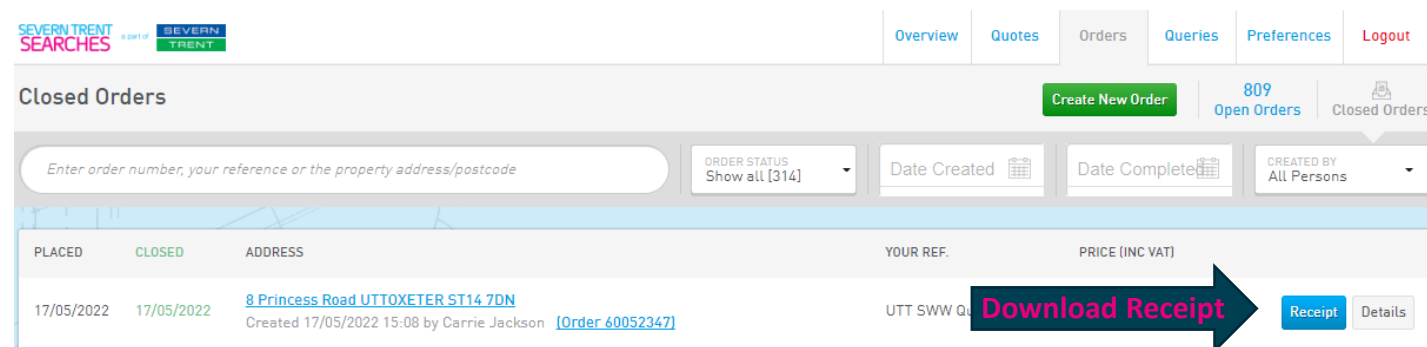
Open Orders **Closed Orders**

Enter order number, your reference or **Search for an Order** ORDER STATUS Show all [809] Date Created CREATED BY All Persons

DUE	ADDRESS	YOUR REF.	STATUS	PRODUCTS	PRICE (INC VAT)	
MAY 18	52 Darwin Road WALSALL WS2 7EW Created 17/05/2022 15:08 by Carrie Jackson [Order 60052346]	WAC SSW Quality	IN PROGRESS	1 ⓘ	£ 61.20	Details
MAY 18	36 Greencroft LICHFIELD WS13 7JF Created 17/05/2022 15:05 by Carrie Jackson [Order 60052344]	CH1 SSW Quality	IN PROGRESS	1 ⓘ	£ 61.20	Details
MAY 18	36 Greencroft LICHFIELD WS13 7JF Created 17/05/2022 15:05 by Carrie Jackson [Order 60052344]	BBN SSW Quality	IN PROGRESS	1 ⓘ	£ 61.20	Details

Annotations:

- Filter by status, date or contact** (points to the top navigation bar)
- Show closed orders** (points to the Closed Orders tab)
- Search for an Order** (points to the search bar)
- Orders sorted by due date** (points to the due date column)
- Select details to view order** (points to the Details button)



SEVERN TRENT SEARCHES **BEVERN TRENT**

Overview Quotes **Orders** Queries Preferences Logout

Create New Order 809 Open Orders **Closed Orders**

Enter order number, your reference or the property address/postcode ORDER STATUS Show all [314] Date Created Date Complete CREATED BY All Persons

PLACED	CLOSED	ADDRESS	YOUR REF.	PRICE (INC VAT)	
17/05/2022	17/05/2022	8 Princess Road UTTOXETER ST14 7DN Created 17/05/2022 15:08 by Carrie Jackson [Order 60052347]	UTT SSW Quality		Download Receipt Receipt Details

Annotations:

- Download Receipt** (points to the Download Receipt button)
- Order Details** (points to the Details button)

Order screen

Add Recommended Products

Selecting an order allows you to view it, add products, upload plans, or cancel the order. You can also copy the ordered products to add to a new order.

Raise a query

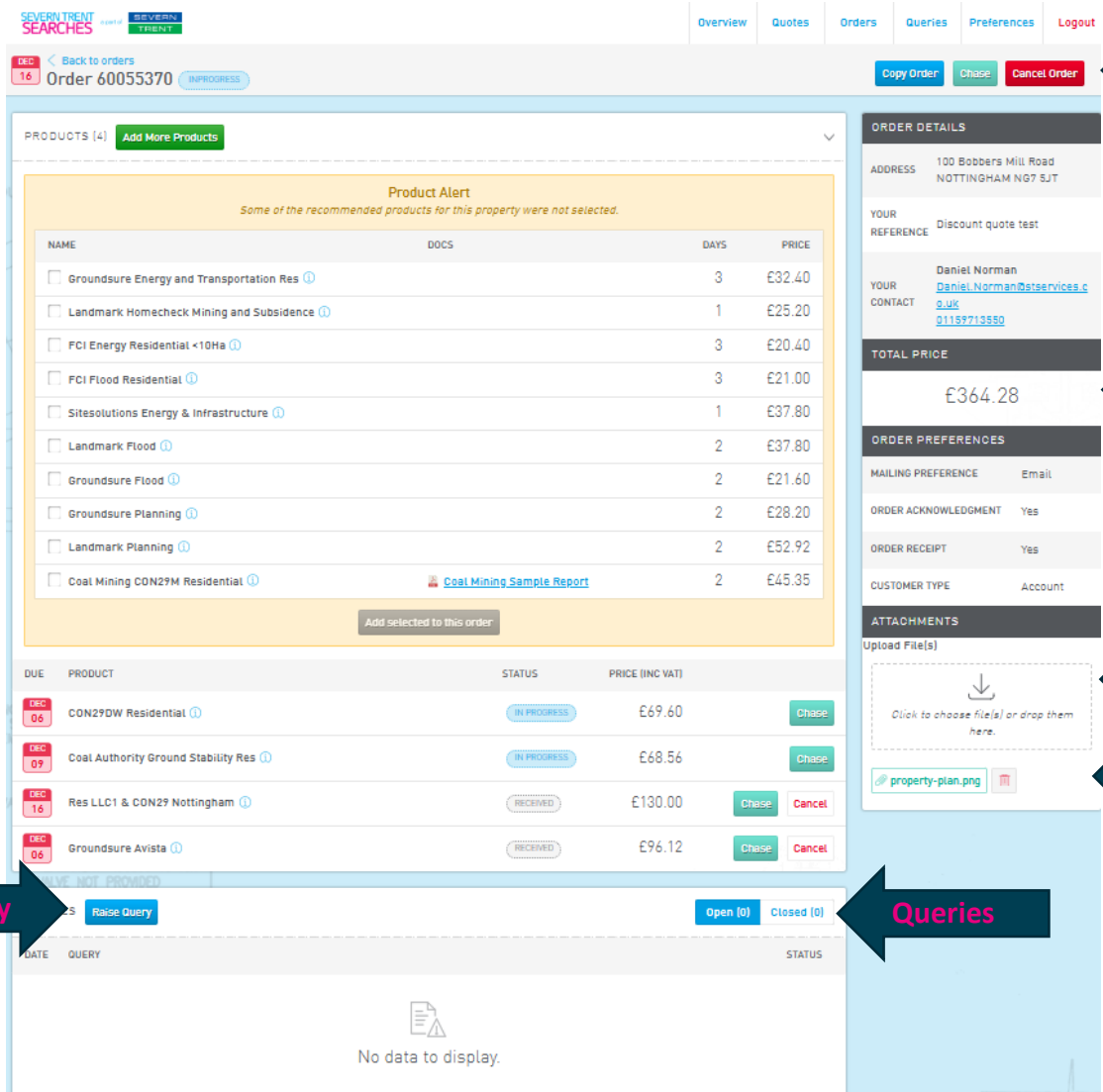
Copy, chase or raise cancellation

Order details

Upload Plans

Uploaded plans

Queries

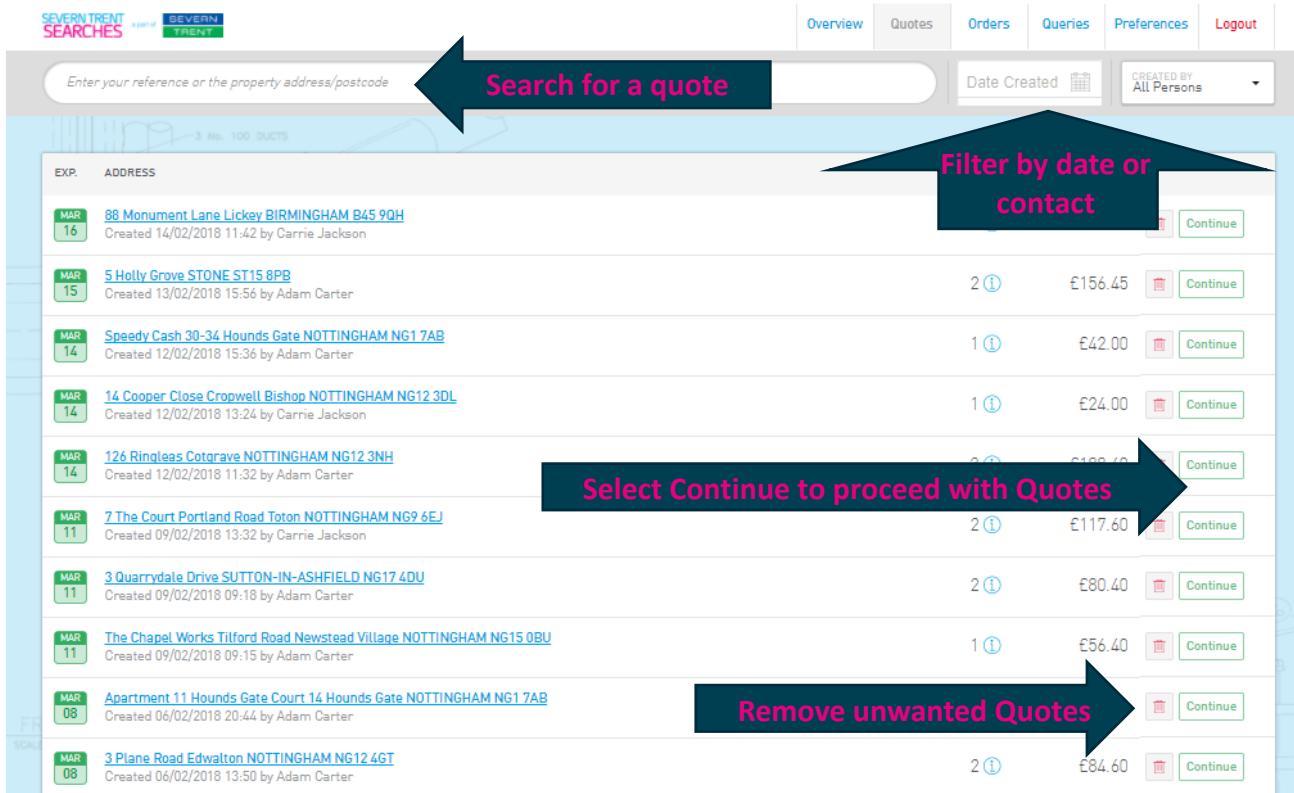


The screenshot shows the 'Order screen' for order 60055370. The interface includes a top navigation bar with links for Overview, Quotes, Orders, Queries, Preferences, and Logout. The main content area is divided into several sections:

- PRODUCTS [4]**: A list of recommended products with checkboxes for selection. A 'Product Alert' message states: 'Some of the recommended products for this property were not selected.' The products listed are: Groundsure Energy and Transportation Res (3 days, £32.40), Landmark Homecheck Mining and Subsidence (1 day, £25.20), FCI Energy Residential <10Ha (3 days, £20.40), FCI Flood Residential (3 days, £21.00), Sitesolutions Energy & Infrastructure (1 day, £37.80), Landmark Flood (2 days, £37.80), Groundsure Flood (2 days, £21.60), Groundsure Planning (2 days, £28.20), Landmark Planning (2 days, £52.92), and Coal Mining CON29M Residential (2 days, £45.35). A 'Coal Mining Sample Report' link is also present.
- ORDER DETAILS**: A section containing address (100 Bobbers Mill Road, Nottingham NG7 5JT), your reference (Discount quote test), your contact (Daniel Norman, daniel.norman@stservices.co.uk, 01159713550), total price (£364.28), order preferences (Mailing preference: Email, Order acknowledgment: Yes, Order receipt: Yes, Customer type: Account), and attachments (Upload file(s)).
- Queries**: A section with a 'Raise Query' button and a table for queries. The table has columns for DATE, QUERY, and STATUS. The status is currently 'No data to display.'

Annotations with arrows point to various features: 'Add Recommended Products' points to the product list; 'Raise a query' points to the 'Raise Query' button; 'Copy, chase or raise cancellation' points to the 'Copy Order', 'Chase', and 'Cancel Order' buttons; 'Order details' points to the 'ORDER DETAILS' section; 'Upload Plans' points to the 'Upload File(s)' button; 'Uploaded plans' points to the 'property-plan.png' file; and 'Queries' points to the 'Queries' section.

Quotes screen

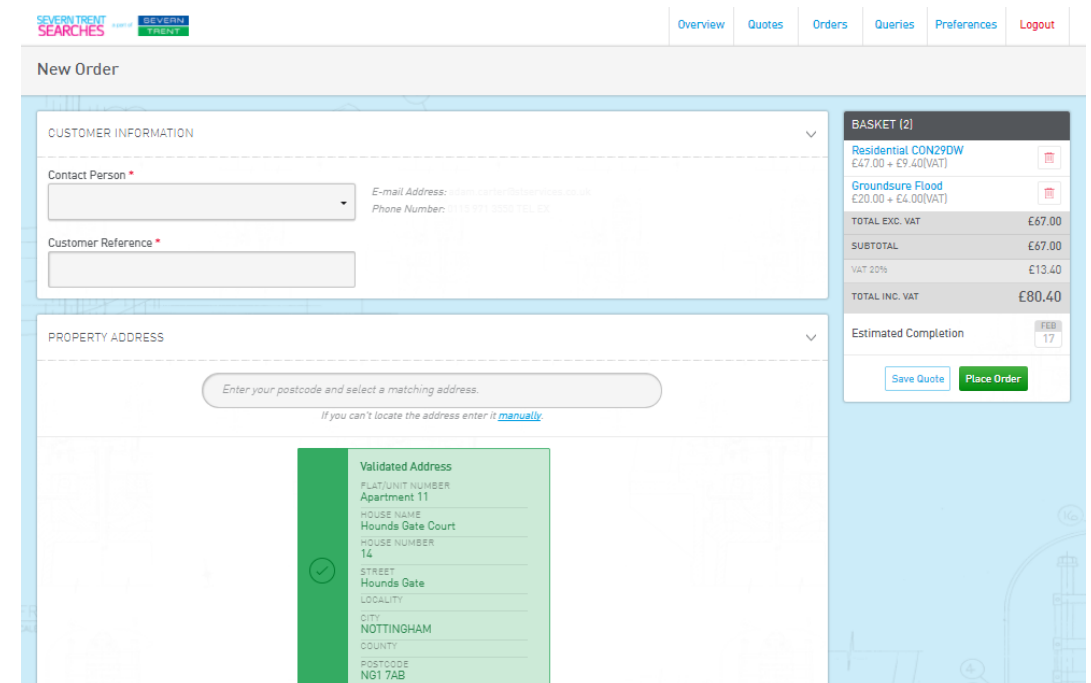


The screenshot shows the 'Quotes' section of the Severn Trent Searches interface. At the top, there's a navigation bar with 'Overview', 'Quotes', 'Orders', 'Queries', 'Preferences', and 'Logout'. Below this is a search bar with the placeholder text 'Enter your reference or the property address/postcode'. A large blue arrow points to this search bar with the text 'Search for a quote'. To the right of the search bar is a 'Date Created' filter and a 'CREATED BY' dropdown menu. A blue arrow points to these filters with the text 'Filter by date or contact'. The main area displays a list of quotes. Each quote row includes an expiration date (e.g., MAR 16), a property address (e.g., 88 Monument Lane Lickey BIRMINGHAM B45 9QH), the creation date and user (e.g., Created 14/02/2018 11:42 by Carrie Jackson), a quantity (e.g., 2), a price (e.g., £156.45), and a 'Continue' button. A blue arrow points to one of the 'Continue' buttons with the text 'Select Continue to proceed with Quotes'. At the bottom of the list, there's a 'Remove unwanted Quotes' button. A blue arrow points to this button with the text 'Remove unwanted Quotes'.

EXP.	ADDRESS	Quantity	Price	Action
MAR 16	88 Monument Lane Lickey BIRMINGHAM B45 9QH Created 14/02/2018 11:42 by Carrie Jackson	2	£156.45	Continue
MAR 15	5 Holly Grove STONE ST15 8PB Created 13/02/2018 15:56 by Adam Carter	2	£156.45	Continue
MAR 14	Speedy Cash 30-34 Hounds Gate NOTTINGHAM NG1 7AB Created 12/02/2018 15:36 by Adam Carter	1	£42.00	Continue
MAR 14	14 Cooper Close Cropwell Bishop NOTTINGHAM NG12 3DL Created 12/02/2018 13:24 by Carrie Jackson	1	£24.00	Continue
MAR 14	126 Ringless Cotgrave NOTTINGHAM NG12 3NH Created 12/02/2018 11:32 by Adam Carter	2	£188.10	Continue
MAR 11	7 The Court Portland Road Toton NOTTINGHAM NG9 6EJ Created 09/02/2018 13:32 by Carrie Jackson	2	£117.60	Continue
MAR 11	3 Quarrydale Drive SUTTON-IN-ASHFIELD NG17 4DU Created 09/02/2018 09:18 by Adam Carter	2	£80.40	Continue
MAR 11	The Chapel Works Tilford Road Newstead Village NOTTINGHAM NG15 0BU Created 09/02/2018 09:15 by Adam Carter	1	£56.40	Continue
MAR 08	Apartment 11 Hounds Gate Court 14 Hounds Gate NOTTINGHAM NG1 7AB Created 06/02/2018 20:44 by Adam Carter	2	£84.60	Continue
MAR 08	3 Plane Road Edwalton NOTTINGHAM NG12 4GT Created 06/02/2018 13:50 by Adam Carter	2	£84.60	Continue

The quotes screen allows you to search for a quote, and either order it, edit the products, or cancel the quote. Quotes remain on the system for 30 days.

Selecting a quote will take you to the order screen (page 5), where you can edit or place your order.



The screenshot shows the 'New Order' screen. At the top, there's a navigation bar with 'Overview', 'Quotes', 'Orders', 'Queries', 'Preferences', and 'Logout'. Below this is a 'New Order' section. The 'CUSTOMER INFORMATION' section includes fields for 'Contact Person *', 'E-mail Address' (adam.carter@severntrent.co.uk), 'Phone Number' (0115 951 0320 TEL. EX), and 'Customer Reference *'. The 'PROPERTY ADDRESS' section has a field for 'Enter your postcode and select a matching address.' and a note 'If you can't locate the address enter it manually'. A 'Validated Address' box shows details for 'Apartment 11', 'Hounds Gate Court', 'Hounds Gate', 'NOTTINGHAM', 'NG1 7AB'. On the right, a 'BASKET (2)' section lists items: 'Residential CON29DW' (£47.00 + £9.40(VAT)) and 'Groundsure Flood' (£20.00 + £4.00(VAT)). The 'TOTAL EXC. VAT' is £67.00, 'SUBTOTAL' is £67.00, 'VAT 20%' is £13.40, and 'TOTAL INC. VAT' is £80.40. The 'Estimated Completion' date is FEB 17. At the bottom right, there are 'Save Quote' and 'Place Order' buttons.

Queries screen

The Queries Screen allows you to search for, read responses to and reply to queries. Selecting ‘Reply’ will show the query, and allow you to respond and upload documents. When it shows ‘Details’ this means the query is now closed.

You can also see the open queries received on the overview page ([page 3](#))

SEVERN TRENT SEARCHES

OverviewQuotesOrdersQueriesPreferencesLogout

Open Queries

Create New Order

0 Open QueriesClosed Queries

Enter order number, your reference or the property address/postcode

WAITING FOR All

Date Created

CREATED BY All Persons

DATE RAISED	DETAILS	YOUR REF.	QUERY	STATUS
FEB 09	44 Bangor Street DERBY DE21 6GT Created 09/02/2018 12:45 by webdummy (Order 40004062)	56482	Residential Plot/ Land OOA Query	Reply
FEB 07	31 Bayswater Road DUDLEY DY3 2QS Created 07/02/2018 11:57 by webdummy (Order 40004053)	789546	Location Plan & Occupier Details	Reply
JAN 19	1 COOPER CLOSE NOTTINGHAM NG12 3DL Created 19/01/2018 09:31 by Carrie Jackson (Order 300000592)	Discount-M&S	Flood+ Search Query – Out Of Area	Reply
OCT 06	33 SHACKLOCK CLOSE ARNOLD NOTTINGHAM NG5 9QE Created 06/10/2017 11:13 by Adam Carter (Order 25243402)	1	Occupier Details	Reply
MAR 31	2 WIVERTON ROAD NOTTINGHAM NG13 8EX Created 31/03/2017 15:48 by Carrie Jackson (Order 300000332)	123456	Developer Details	Reply
OCT 12	33 SHACKLOCK CLOSE ARNOLD NOTTINGHAM NG5 9QE Created 12/10/2016 11:05 by Simon Pickering (Order 25244232)			Reply
OCT 06	33 SHACKLOCK CLOSE ARNOLD NOTTINGHAM NG5 9QE Created 06/10/2016 12:54 by Simon Pickering (Order 25244224)	test	Multisite Flood+ query	Reply
MAY 09	2 LIME GROVE LEICESTER LE8 4GS Created 09/05/2016 11:40 by Simon Pickering (Order 25244426)	TEST_cf344a3b	Standard to Extra Upgrade required	Reply

Quick reply to query

Click order number to enter order details page

Open Queries

Showing 5 of 39 open orders

[View All](#)

DATE RAISED	DETAILS	YOUR REF.	QUERY	STATUS
MAY 26	11 Cooper Close Cropwell Bishop Nottingham NG12 3DL Created 26/05/2022 14:00 by Carrie Jackson (Order 60052389)	Manual TEST	Commercial Land and Build	Reply
MAY 23	Lower Duffryn Cottage B 4368 From Powys County Boundary To Church Road J Newcastle CRAVEN ARMS SY7 8PQ Created 23/05/2022 14:50 by Carrie Jackson (Order 60052359)			Details
MAY 23	Flat 9 Kingswood Grange Babylon Lane Lower Kingswood TADWORTH KT20 6UY Created 23/05/2022 14:47 by Carrie Jackson (Order 60052358)	PatchMay11	Chancel Price	Details

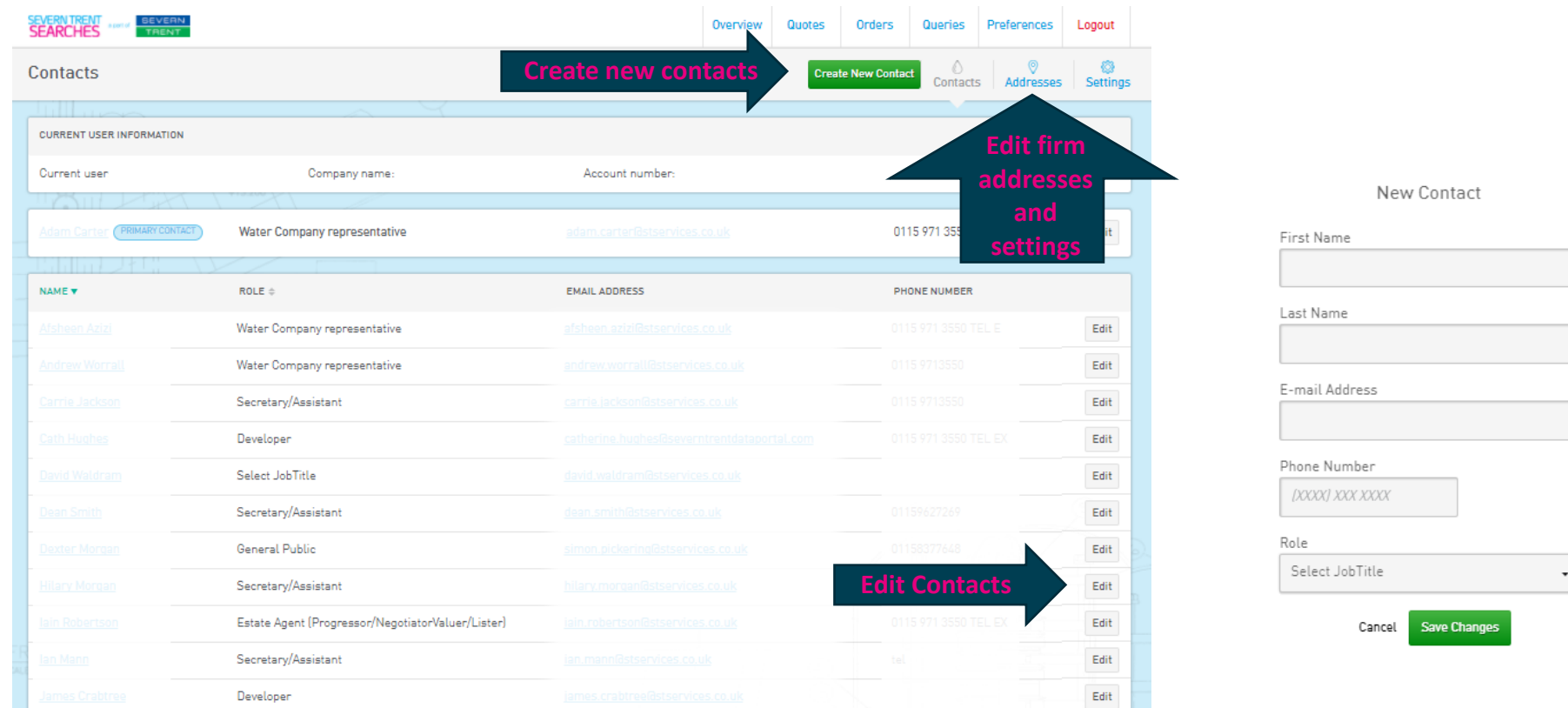
Quick reply to query

Click order number to enter order details page

Preferences

The preferences screen allows you to edit the details of both your firm and individual staff members. You can also add new contacts or edit existing ones.

If you need to change the primary contact, you will need to contact our customer service team by emailing enquiries@severntrentsearches.com or calling 0115 971 3550.



The screenshot shows the 'Preferences' section of the Severn Trent Searches portal. The top navigation bar includes 'Overview', 'Quotes', 'Orders', 'Queries', 'Preferences', and 'Logout'. The 'Contacts' section is active, showing a 'Create New Contact' button and a table of current contacts. Annotations with arrows point to the 'Create New Contact' button, the 'Edit firm addresses and settings' link, and the 'Edit Contacts' button. To the right, the 'New Contact' form is displayed with fields for First Name, Last Name, E-mail Address, Phone Number, and Role, along with 'Cancel' and 'Save Changes' buttons.

Current User Information:

Current user	Company name:	Account number:
Adam Carter	Water Company representative	adam.carter@stservices.co.uk

Contacts Table:

NAME	ROLE	EMAIL ADDRESS	PHONE NUMBER	
Adam Carter	Water Company representative	adam.carter@stservices.co.uk	0115 971 3550	
Alsheen Azizi	Water Company representative	alsheen.azizi@stservices.co.uk	0115 971 3550 TEL E	Edit
Andrew Worrall	Water Company representative	andrew.worrall@stservices.co.uk	0115 971 3550	Edit
Carrie Jackson	Secretary/Assistant	carrie.jackson@stservices.co.uk	0115 971 3550	Edit
Cath Hughes	Developer	catherine.hughes@severntrentdataportal.com	0115 971 3550 TEL EX	Edit
David Waldram	Select JobTitle	david.waldram@stservices.co.uk		Edit
Dean Smith	Secretary/Assistant	dean.smith@stservices.co.uk	01159627269	Edit
Dexter Morgan	General Public	simon.pickering@stservices.co.uk	01158377648	Edit
Hilary Morgan	Secretary/Assistant	hilary.morgan@stservices.co.uk		Edit
Iain Robertson	Estate Agent (Progressor/Negotiator/Valuer/Listener)	iain.robertson@stservices.co.uk	0115 971 3550 TEL EX	Edit
Ian Mann	Secretary/Assistant	ian.mann@stservices.co.uk	tel	Edit
James Crabtree	Developer	james.crabtree@stservices.co.uk		Edit

New Contact Form:

First Name:

Last Name:

E-mail Address:

Phone Number:

Role:

Cancel

Preferences

The address screen allows you to edit your firm's postal and DX addresses.

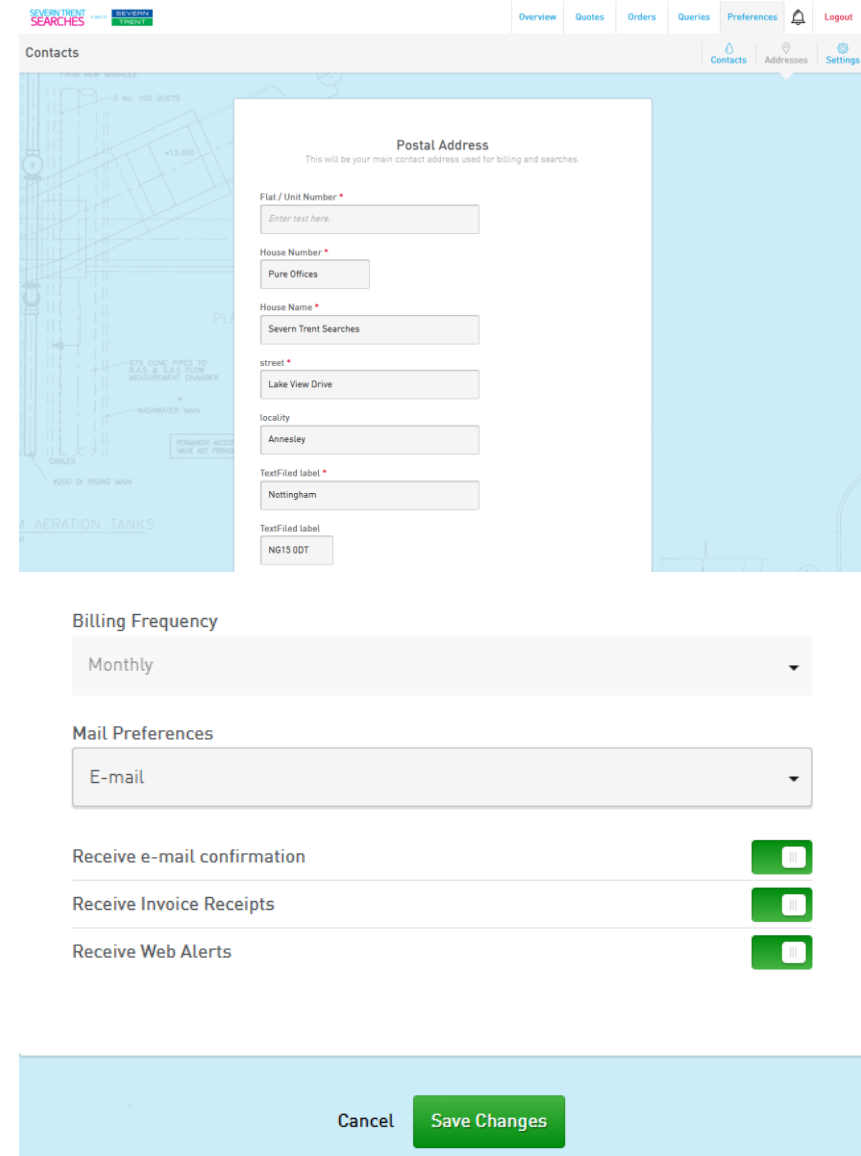
Please note, these will change for all contacts for the firm.

If you wish to change the invoice address, please contact the customer service team.

Please note, these settings affect all users at your firm. The settings screen shows your billing frequency and allows you to change your mail preferences (email, post or both formats), whether you'd like email confirmation of orders and allows you to turn receipts on or off. You can also turn off the web alerts if you wish as you will receive delay notifications via email.

If you have any queries about using this site, please call us on 0115 971 3550 or

email enquiries@severntrentsearches.com



The screenshot shows the 'Preferences' page in the Severn Trent Searches system. The page has a navigation bar at the top with links for Overview, Quotes, Orders, Queries, Preferences (active), and Logout. Below the navigation bar, there are tabs for Contacts, Addresses, and Settings. The main content area is titled 'Postal Address' and includes a map on the left and a form on the right. The form fields are: Flat / Unit Number (with a placeholder 'Enter text here'), House Number (with a placeholder 'Pure Offices'), House Name (with the value 'Severn Trent Searches'), Street (with the value 'Lake View Drive'), Locality (with the value 'Annesley'), TextFiled label (with the value 'Nottingham'), and TextFiled label (with the value 'NG15 0DT'). Below the form, there are three sections: 'Billing Frequency' with a dropdown menu set to 'Monthly', 'Mail Preferences' with a dropdown menu set to 'E-mail', and three toggle switches for 'Receive e-mail confirmation', 'Receive Invoice Receipts', and 'Receive Web Alerts', all of which are currently turned on. At the bottom of the page, there are two buttons: 'Cancel' and 'Save Changes'.

Postal Address

This will be your main contact address used for billing and searches.

Flat / Unit Number *

Enter text here.

House Number *

Pure Offices

House Name *

Severn Trent Searches

Street *

Lake View Drive

Locality

Annesley

TextFiled label *

Nottingham

TextFiled label

NG15 0DT

Billing Frequency

Monthly

Mail Preferences

E-mail

Receive e-mail confirmation ☒

Receive Invoice Receipts ☒

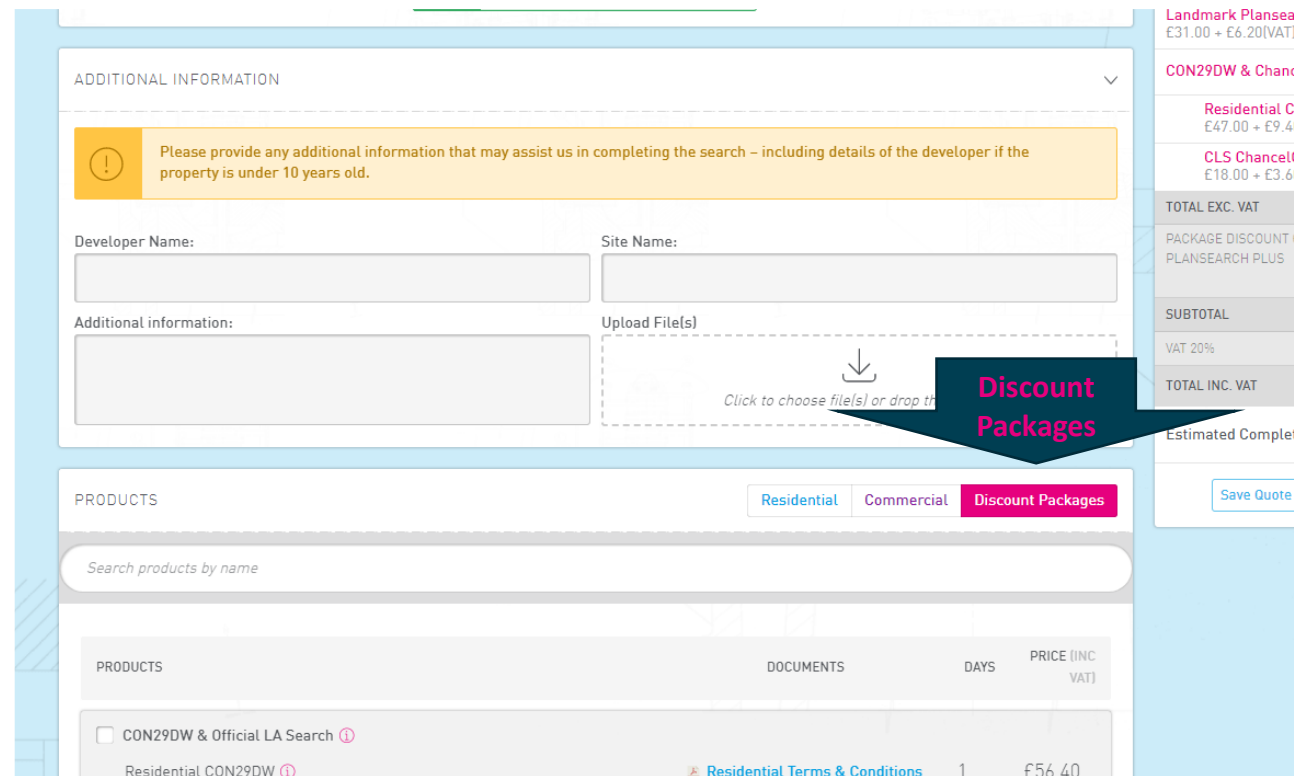
Receive Web Alerts ☒

Cancel Save Changes

Appendix 1: Discount packages

If you purchase a CON29DW alongside either a local authority search, Chancelcheck, Coal mining, Onesearch or CDS local authority search, we can offer a range or further searches with a 10% discount.

When placing an order, instead of choosing the Residential tab, select 'Discount Packages.'



The screenshot displays a web form for generating a quote. The 'ADDITIONAL INFORMATION' section contains a yellow warning box with a clock icon and the text: 'Please provide any additional information that may assist us in completing the search – including details of the developer if the property is under 10 years old.' Below this are input fields for 'Developer Name:', 'Site Name:', and 'Additional information:'. There is also an 'Upload File(s)' section with a download icon and the text 'Click to choose file(s) or drop the file(s) here'. The 'PRODUCTS' section at the bottom has tabs for 'Residential', 'Commercial', and 'Discount Packages', with the latter being selected. A search bar labeled 'Search products by name' is present. Below the search bar is a table with columns: PRODUCTS, DOCUMENTS, DAYS, and PRICE (INC VAT). The table contains one row:

PRODUCTS	DOCUMENTS	DAYS	PRICE (INC VAT)
☐ CON29DW & Official LA Search ⓘ Residential CON29DW ⓘ	Residential Terms & Conditions	1	£56.40

On the right side of the form, there is a summary section with the following items:

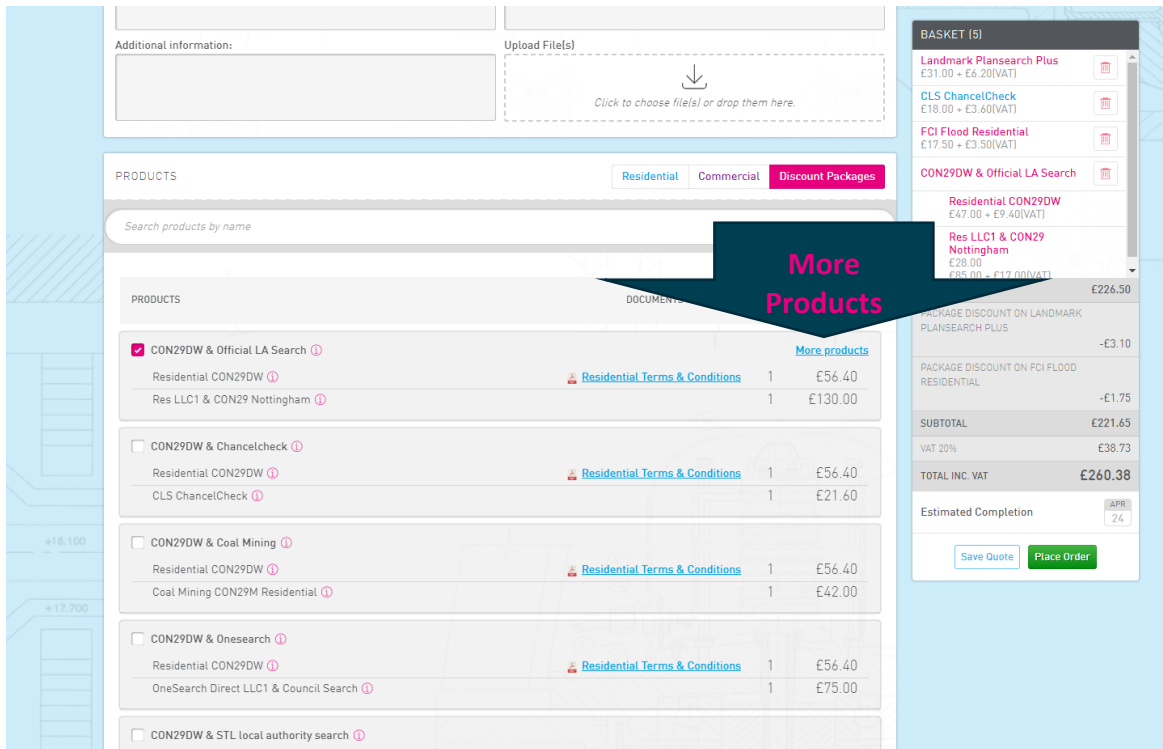
- Landmark Plansea: £31.00 + £6.20(VAT)
- CON29DW & Chancelcheck: £47.00 + £9.40
- CL5 Chancelcheck: £18.00 + £3.60
- TOTAL EXC. VAT
- PACKAGE DISCOUNT (PLANSEARCH PLUS)
- SUBTOTAL
- VAT 20%
- TOTAL INC. VAT
- Estimated Completion Date
- [Save Quote](#)

A blue arrow points from the 'Discount Packages' tab to the summary section.

Appendix 1: Discount packages

Selecting 'more products' will allow you to add further searches with the 10% discount.

Select the two core products you require, you'll be offered a range of searches at a 10% discount.



The screenshot shows a web interface for selecting products. On the left, there's a 'PRODUCTS' section with a search bar and a list of products. A blue arrow points from the 'More Products' link to the 'More Products' button. The 'BASKET (\$)' section on the right shows the selected products and their prices.

PRODUCT	QUANTITY	PRICE
CON29DW & Official LA Search	1	£226.50
Residential CON29DW	1	£56.40
Res LLC1 & CON29 Nottingham	1	£130.00
CON29DW & Chancelcheck	1	£56.40
Residential CON29DW	1	£21.60
CON29DW & Coal Mining	1	£56.40
Residential CON29DW	1	£42.00
CON29DW & Onesearch	1	£56.40
OneSearch Direct LLC1 & Council Search	1	£75.00
CON29DW & STL local authority search	1	£75.00

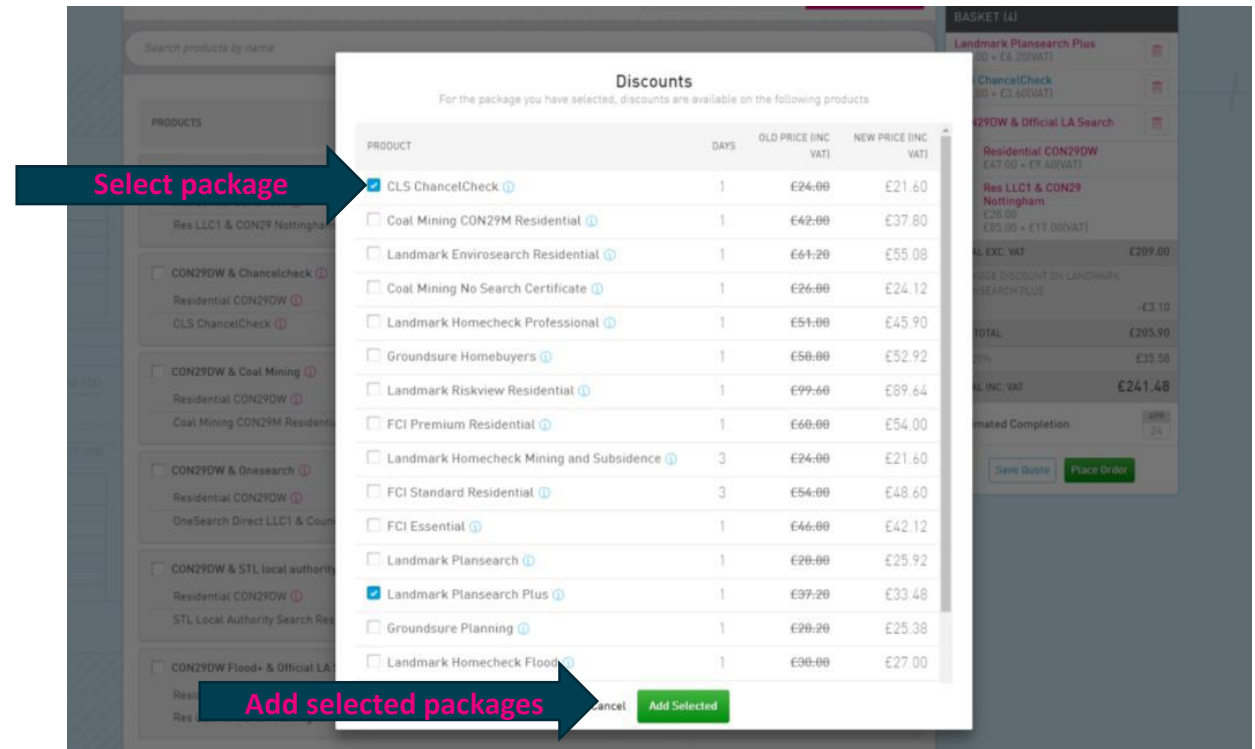
BASKET (\$)

- Landmark Plansearch Plus £31.00 + £6.20(VAT)
- CLS ChancelCheck £18.00 + £3.60(VAT)
- FCI Flood Residential £17.50 + £3.50(VAT)
- CON29DW & Official LA Search £47.00 + £9.40(VAT)
- Res LLC1 & CON29 Nottingham £28.00 + £5.60(VAT)

Subtotal: £221.65
VAT 20%: £38.73
TOTAL INC. VAT: £260.38

Estimated Completion: APR 24

[Save Quote](#) [Place Order](#)



The screenshot shows a 'Discounts' modal window. A blue arrow points from the 'Select package' button to the 'Discounts' modal. The modal lists various products and their prices, with a 'Select package' button and an 'Add Selected' button.

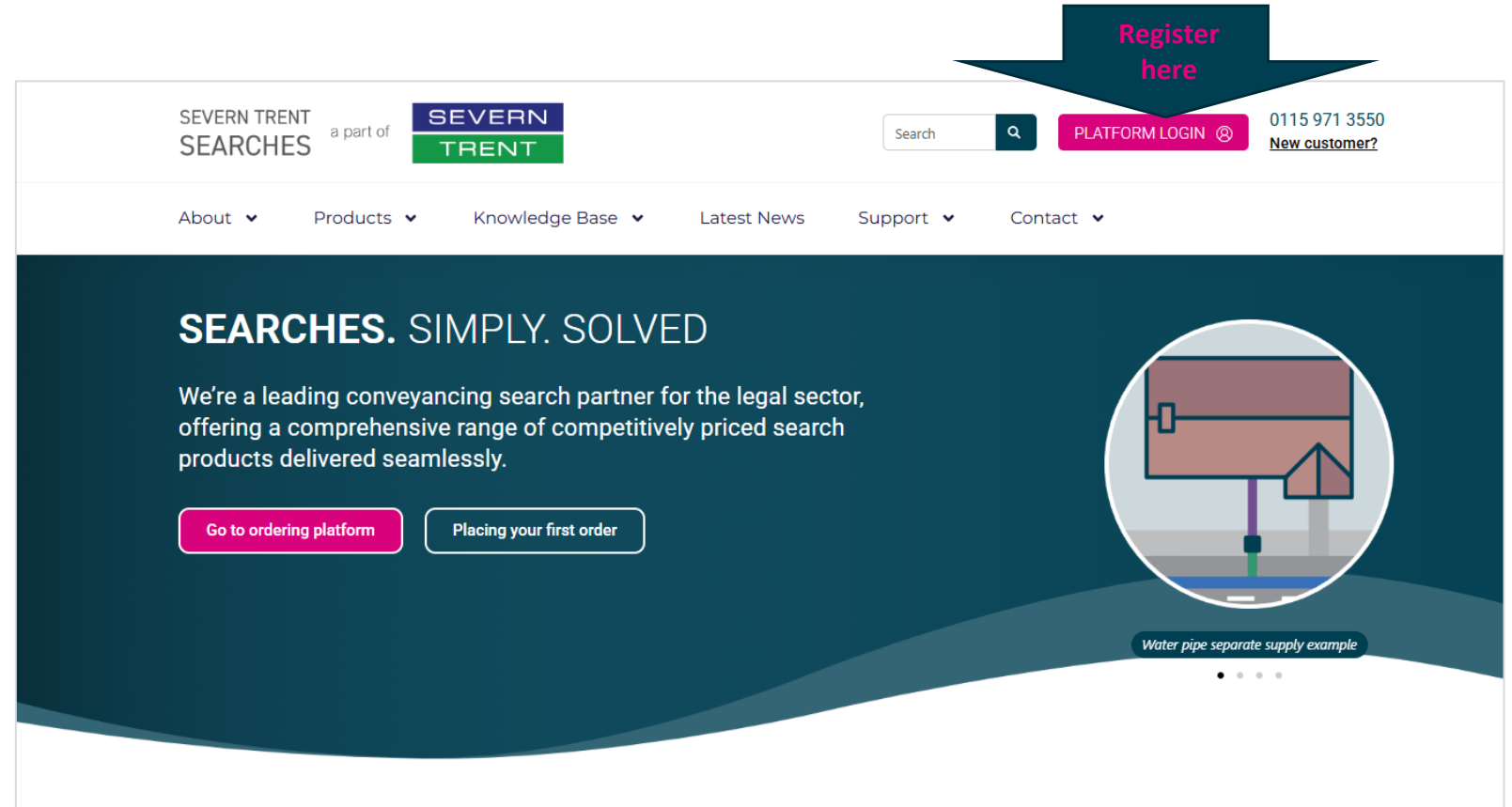
PRODUCT	DAYS	OLD PRICE (INC VAT)	NEW PRICE (INC VAT)
CLS ChancelCheck	1	£24.00	£21.60
Coal Mining CON29M Residential	1	£42.00	£37.80
Landmark Envirosearch Residential	1	£61.20	£55.08
Coal Mining No Search Certificate	1	£26.00	£24.12
Landmark Homecheck Professional	1	£51.00	£45.90
Groundsure Homebuyers	1	£50.00	£45.00
Landmark Riskview Residential	1	£99.60	£89.64
FCI Premium Residential	1	£60.00	£54.00
Landmark Homecheck Mining and Subsidence	3	£24.00	£21.60
FCI Standard Residential	3	£54.00	£48.60
FCI Essential	1	£46.00	£41.40
Landmark Plansearch	1	£20.00	£18.00
Landmark Plansearch Plus	1	£37.20	£33.48
Groundsure Planning	1	£20.00	£18.00
Landmark Homecheck Flood	1	£30.00	£27.00

Select package **Add Selected**

Appendix 2: Placing an order

– non-account customers

If you haven't got a monthly account with ourselves, you are still able to access the system to place orders and pay by credit card. Alternatively, if you want a standard account, where we invoice you monthly, you can [apply here](#). On the Seven Trent Searches homepage, click platform login and it will take you to our ordering page, you will then need to select 'Register to pay by card'.

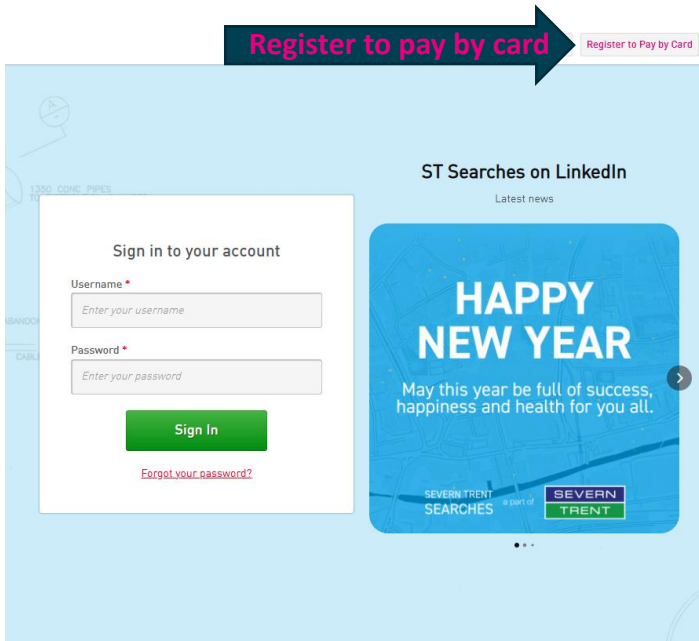


Appendix 2: Placing an order

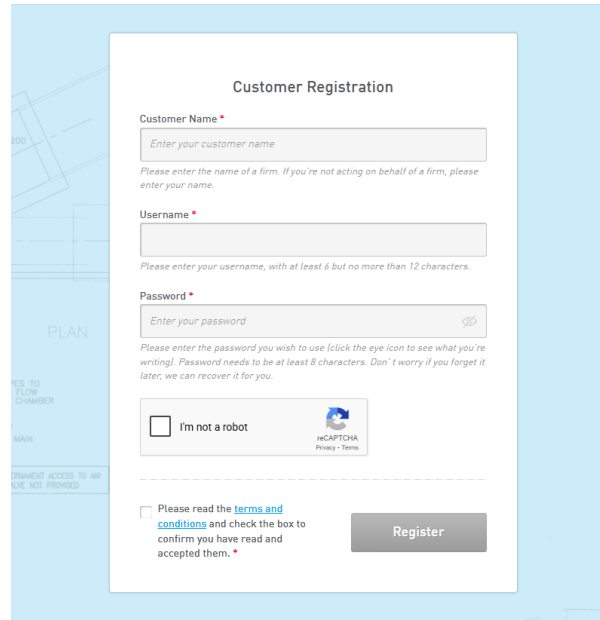
– non-account customers

Complete the registration form. The first page asks you to create a username and password, the second will ask for some address information, as well as an email address.

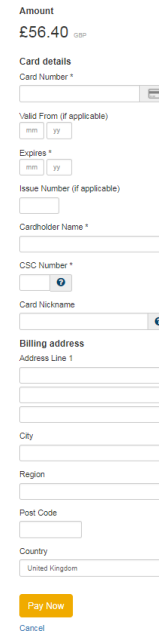
After you've placed your order (pages 5-7), you'll be taken to the payment screen. Enter your details and click 'Pay Now.'



The screenshot shows a 'Sign in to your account' form on a light blue background. The form has fields for 'Username' and 'Password', both with red asterisks indicating they are required. Below the fields is a green 'Sign In' button. A link 'Forgot your password?' is at the bottom. To the right of the form is a blue banner for 'HAPPY NEW YEAR' with the text 'May this year be full of success, happiness and health for you all.' and logos for 'SEVERN TRENT SEARCHES' and 'SEVERN TRENT'. Above the form, a dark blue arrow points right with the text 'Register to pay by card' in pink. A smaller, lighter pink button labeled 'Register to Pay by Card' is also visible.



The screenshot shows a 'Customer Registration' form. It has fields for 'Customer Name', 'Username', and 'Password', all with red asterisks. Below the 'Customer Name' field is a note: 'Please enter the name of a firm. If you're not acting on behalf of a firm, please enter your name.' Below the 'Username' field is a note: 'Please enter your username, with at least 6 but no more than 12 characters.' Below the 'Password' field is a note: 'Please enter the password you wish to use (click the eye icon to see what you're writing). Password needs to be at least 8 characters. Don't worry if you forget it later, we can recover it for you.' There is a checkbox 'I'm not a robot' next to a reCAPTCHA logo. At the bottom, there is a checkbox 'Please read the terms and conditions and check the box to confirm you have read and accepted them.' and a grey 'Register' button.



The screenshot shows a payment screen. At the top, it says 'Amount £56.40'. Below that is 'Card details' with a 'Card Number' field. There are fields for 'Valid From (if applicable)' and 'Expires' with month and year dropdowns. There is a field for 'Issue Number (if applicable)'. Below that is 'Cardholder Name' and 'CSC Number' with a dropdown arrow. There is a field for 'Card Nickname' with a dropdown arrow. Below that is 'Billing address' with 'Address Line 1' and two empty fields. There are fields for 'City', 'Region', and 'Post Code'. There is a 'Country' dropdown menu set to 'United Kingdom'. At the bottom, there is an orange 'Pay Now' button and a blue 'Cancel' link.