

SEARCHES. SIMPLY. SOLVED.

SEVERN

TRENT

Severn Trent Searches Online Ordering System

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Introduction

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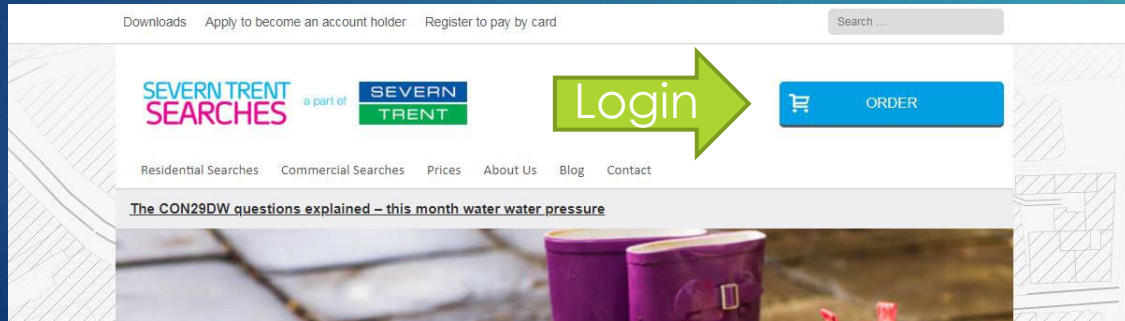
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Our online ordering system allows customers to:

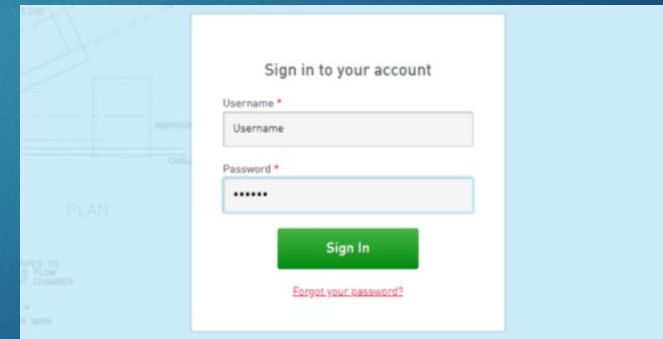
- ▶ Order searches for any property in England and Wales.
- ▶ View and download completed searches.
- ▶ Review the status of any outstanding orders.
- ▶ Raise and respond to queries about completed and outstanding searches.
- ▶ Amend your firm's preferences.

Accessing the system

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



This will take you to a login screen. 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**.

Overview Page

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

Search for a quote or order

Access Orders, queries, quotes and preferences

New order

Filter by contact

Quotes

Orders

Queries

The screenshot displays the 'Overview' page of the Severn Trent system. At the top, there is a navigation bar with links for Overview, Quotes, Orders, Queries, Preferences, and Logout. A search bar is located below the navigation bar, with a placeholder text 'Enter order number, your reference or the property address/postcode'. To the right of the search bar is a 'Create New Order' button. Below the search bar, there are three main sections: 'Recent Quotes', 'Open Orders', and 'Open Queries'. Each section contains a table of data. The 'Recent Quotes' section shows a list of quotes with columns for EXP, ADDRESS, PRODUCTS, and PRICE(+VAT). The 'Open Orders' section shows a list of orders with columns for DUE, ADDRESS, YOUR REF., STATUS, PRODUCTS, and PRICE(+VAT). The 'Open Queries' section shows a list of queries with columns for DATE RAISED, DETAILS, YOUR REF., QUERY, and STATUS. Green arrows point from the text labels to the corresponding sections in the screenshot.

EXP.	ADDRESS	PRODUCTS	PRICE(+VAT)
MAR 08	Apartment 11 Hounds Gate Court 14 Hounds Gate NOTTINGHAM NG1 7AB	2	£80.40
MAR 08	3 Plane Road Edwailton NOTTINGHAM NG12 4GT	2	£84.60
MAR 08	Gladstone Solicitors 22 Market Place Arnold NOTTINGHAM NG5 4ND		£157.20
MAR 07	2 Acorn Close Birstall LEICESTER LE4 4BZ		£84.60
MAR 07	Black Lion Inn Derwentwals MACHYNLETH SY20 8TN	2	£80.40

DUE	ADDRESS	YOUR REF.	STATUS	PRODUCTS	PRICE(+VAT)
FEB 13	2 Dorran Place St. Georges TELFORD TF2 9HN	time	RECEIVED	2	£ 50.40
FEB 13	4 Shacklock Close Arnold NOTTINGHAM NG5 9QE				£ 80.40
FEB 13	10 Shacklock Close Arnold NOTTINGHAM NG5 9QE	test	IN PROGRESS	6	£ 197.88
FEB 13	6 Pine Croft ASHBORNE DE6 1HS	147258	IN PROGRESS	3	£ 188.00
FEB 13	324 Woodway Lane COVENTRY CV2 2LF	888	IN PROGRESS	3	£ 208.40

DATE RAISED	DETAILS	YOUR REF.	QUERY	STATUS
FEB 08	2 Dorran Place St. Georges TELFORD TF2 9HN	time		Reply
FEB 07	5 Prioridge Cotgrave NOTTINGHAM NG12 3TB	78		Reply
FEB 07	Flat 4 Ellerslie House 108 Albert Road CHELTENHAM GL52 3JB	879465	Customer created query	Reply

Mapping Tool

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The mapping tool is the latest feature to be added into our ordering system. It will allow you to provide us with a plan, which will help us to return your searches more quickly. There are various features within the mapping tool which are all detailed below.

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

Manual polygon draw tool

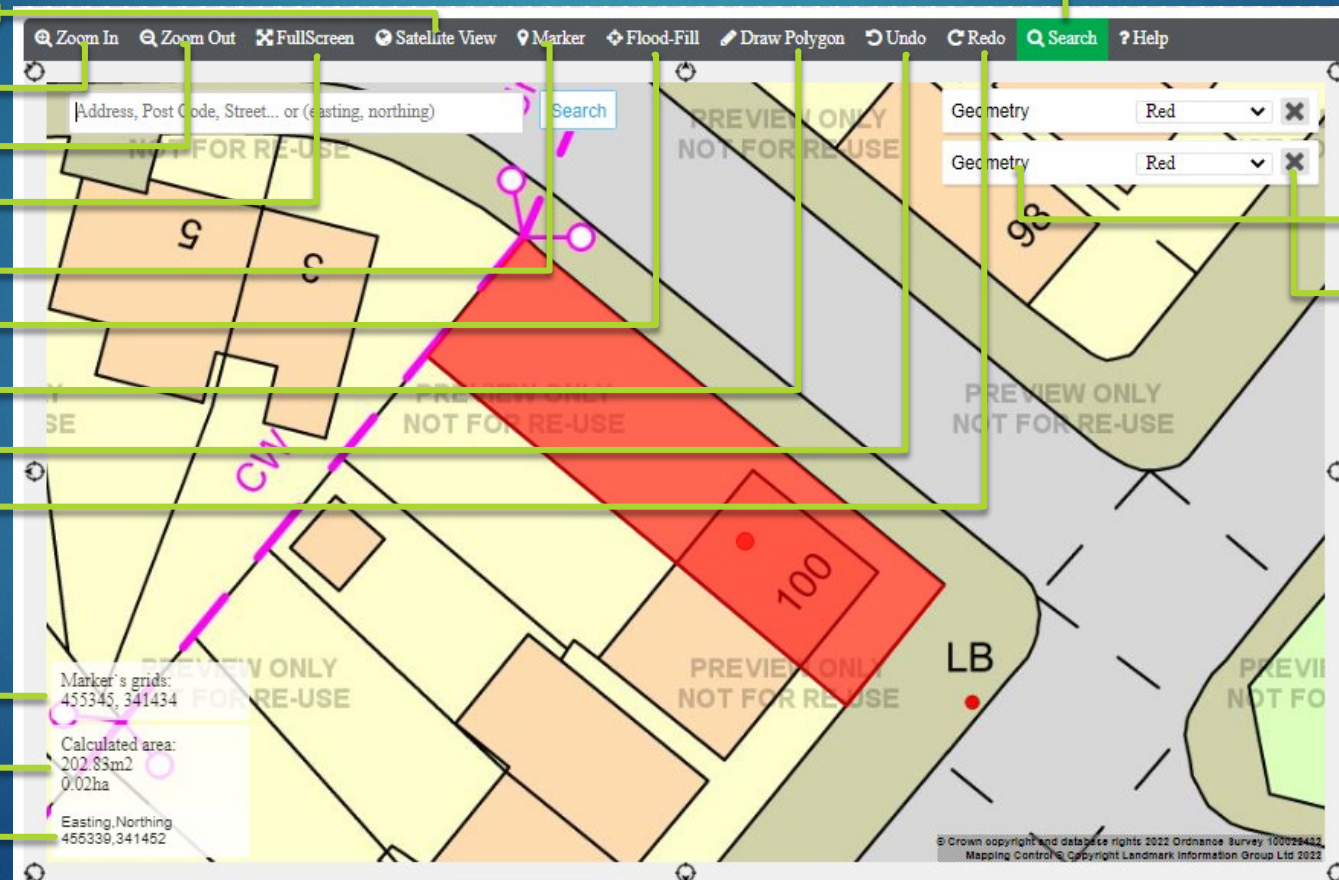
Undo action

Redo action

Marker Grids

Calculated Polygon Areas

Coordinates of mouse pointer



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

Generated Polygon

Delete 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

Creating an order – Order template

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Enter your contact and
reference

Search for property address

Mapping Tool – Will go
to property if address is
registered.

Enter manually if no address found

Mapping Tool features

Basket shows selected
products

Enter any additional information
that
may assist us, and upload plans

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

SEVERN TRENT SEARCHES

Overview Quotes Orders Queries Preferences Logout

New Order

CUSTOMER INFORMATION

Contact Person * Adam Carter E-mail Address: adam.carter@stservices.co.uk Phone Number: 0115 991 3550

Customer Reference *

PROPERTY ADDRESS

Enter your postcode and select a matching address.
If you can't locate the address enter it [manually](#)

PROPERTY MAP

Zoom In Zoom Out FullScreen Satellite View Marker Flood-Fill Draw Polygon Undo Redo Search Help

ADDITIONAL INFORMATION

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.

Developer Name: Site Name:

Additional information: Upload File(s)

Click to choose file(s) or drag them here.

property-plan.png

BASKET [0]

Your basket is empty.

Creating an order – Order template

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Product Search

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

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

PRODUCTS

Residential Commercial Discount Packages

Search products by name

☆	PRODUCT	DOCUMENTS	DAYS	PRICE (INC VAT)
---	---------	-----------	------	-----------------

ALERTS

Recommended Products

⚠️ COAL ⚠️ ⚠️ ENERGY EXPLORATION ⚠️ ⚠️ FLOOD ⚠️ ⚠️ LARGE NON-RESI ⚠️ ⚠️ LARGE RESI ⚠️
⚠️ MINING AND SUBSIDENCE ⚠️ ⚠️ SMALL NON-RESI ⚠️ ⚠️ SMALL RESI ⚠️

These products are recommended for the property you selected.

☆	<input type="checkbox"/> CON29DW Residential	Residential Terms & Conditions	1	£61.20
☆	<input type="checkbox"/> Groundsure Energy and Transportation Res		3	£32.40
☆	<input type="checkbox"/> Landmark Homecheck Mining and Subsidence		1	£25.20
☆	<input type="checkbox"/> FCI Energy Residential <10Ha		3	£20.40
☆	<input type="checkbox"/> FCI Flood Residential		3	£21.00
☆	<input type="checkbox"/> Sitesolutions Energy & Infrastructure		1	£37.80
☆	<input type="checkbox"/> Landmark Flood		2	£37.80
☆	<input type="checkbox"/> Groundsure Flood		2	£21.60
☆	<input type="checkbox"/> Groundsure Planning		2	£28.20
☆	<input type="checkbox"/> Landmark Planning		2	£52.92
☆	<input type="checkbox"/> Coal Authority Ground Stability Res		2	£76.18
☆	<input type="checkbox"/> Coal Mining CON29M Residential		2	£39.90
☆	<input type="checkbox"/> Res LLC1 & CON29 Nottingham		7	£130.00

FAVOURITES

YOUR FAVOURITES

☐ SELECT ALL FAVOURITES

☆	<input type="checkbox"/> CON29DW Residential	Residential Terms & Conditions	1	£61.20
☆	<input type="checkbox"/> Coal Mining CON29M Residential		2	£39.90
☆	<input type="checkbox"/> OneSearch Direct LLC1 & Council Search		14	£75.00
☆	<input type="checkbox"/> Land Registry Official Copy & Title Plan		3	£9.40
☆	<input type="checkbox"/> Res LLC1 & CON29 Nottingham		7	£130.00

CON29DW searches LA Searches (A-Z) Regulated LA Searches Environmental Mining Miscellaneous Insurance Chancel

CON29DW DRAINAGE AND WATER SEARCHES

☆	<input type="checkbox"/> CON29DW Residential	Residential Terms & Conditions	1	£61.20
☆	<input type="checkbox"/> CON29DW Residential Expedited		0	£82.80
☆	<input type="checkbox"/> CON29DW Residential non Severn Trent region		3	£54.59
☆	<input type="checkbox"/> CON29DW Residential Flood	Flood Plus Product TCS	3	£70.80
☆	<input type="checkbox"/> Res Multi Site(Extra Parcels C20+VAT ea)		8	£61.20
☆	<input type="checkbox"/> CON29DW Residential Refresh Report		3	£36.00
☆	<input type="checkbox"/> CON29DW Residential printed copy		1	£63.60

* 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.

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

Creating an order – Order template

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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.

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 mobile application interface for a shopping basket. The title is 'BASKET [3]'. It lists three items, each with a trash bin icon to its right. Below the items is a summary table with four rows: 'TOTAL EXC. VAT', 'SUBTOTAL', 'VAT 20%', and 'TOTAL INC. VAT'. At the bottom, there is an 'Estimated Completion' section with a date selector set to 'JUN 3'. Two buttons are at the very bottom: 'Save Quote' and 'Place Order'. Green arrows point to these elements with labels: 'Products show here' points to the list of items; 'Bin to remove product' points to a trash icon; 'Estimated order completion date' points to the date selector; 'Save as Quote' points to the 'Save Quote' button; and 'Place Order' points to the 'Place Order' button.

BASKET [3]	
CON29DW Residential	£51.00 + £10.20(VAT)
Coal Mining CON29M Residential	£37.79 + £7.56(VAT)
OneSearch Direct LLC1 & Council Search	£68.00 + £13.60(VAT)
TOTAL EXC. VAT	£156.79
SUBTOTAL	£156.79
VAT 20%	£31.36
TOTAL INC. VAT	£188.15
Estimated Completion	JUN 3
<div>Save Quote Place Order</div>	

Creating an order – Order Wizard

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An alternate way to create orders is through the Order Wizard. To select this order method, visit preferences (page 16) and your firm's primary contact can switch between the two.

The screenshot displays a web application interface. On the left, a 'CURRENT USER INFORMATION' modal is open, showing a list of users. A green arrow points from the 'Primary Contact' label to the 'Adam Carter' entry, which is marked as the 'PRIMARY CONTACT'. The main content area shows a form for 'Adam Carter' with fields for First Name, Last Name, E-mail Address, Phone Number, and Role. The 'New Order' section has two radio buttons: 'Use Order Template' and 'Use Order Wizard', with the latter selected. A green arrow points from the 'Switch between template and wizard' label to the 'Use Order Wizard' radio button. The background shows a technical drawing of a pipe system.

NAME	ROLE
Adam Carter	Head of Conveyancing
Carrie Jackson	Partner/Proprietor
Daniel Norman	Partner/Proprietor
Simon Pickering	Partner/Proprietor
Todor Karkelanov	Partner/Proprietor

Primary Contact

Adam Carter

First Name: Adam

Last Name: Carter

E-mail Address: adam.carter@stservices.co.uk

Phone Number: 0115 971 3550

Role: Head of Conveyancing

New Order:

☐ Use Order Template

☒ Use Order Wizard

Cancel Save Changes

Switch between template and wizard

When you create a new order, it will now be labelled 'Create New Order – Wizard'

Create New Order - Wizard

Creating an order – Order Wizard

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Instead of all the information being on one page, it will be split over three pages, for address, products and a summary screen.

The screenshot shows the 'New Order - Step 1/3' form. It is divided into three main sections: 'PROPERTY ADDRESS', 'PROPERTY MAP', and 'ADDITIONAL INFORMATION'. The 'PROPERTY ADDRESS' section has a text input field with a placeholder 'Enter your postcode and select a matching address.' and a link 'If you can't locate the address enter it manually'. The 'PROPERTY MAP' section displays a map of the UK with a toolbar at the top containing icons for 'Zoom In', 'Zoom Out', 'Full Screen', 'Satellite View', 'Marker', 'Fixed Fill', 'Draw Polygon', 'Link', 'Info', 'Search', and 'Help'. The 'ADDITIONAL INFORMATION' section includes a warning icon and 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 fields for 'Developer Name', 'Site Name', 'Additional Information', and 'Upload File(s)'. A button at the bottom says 'Next: Select Products'.

Enter property address

Mapping Tool features

Mapping Tool – Will go to property if address is in look up. Will auto fill boundary if registered

Enter any additional information that may assist us, and upload plans

When you create a new order, it will now be labelled 'Create New Order – Wizard'

Creating an order – Order Wizard

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Product Search

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

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
residential, commercial
and discount packages

Bin to remove product

Cost of Products

Estimated order completion date

Recommended Products

Product Categories

The screenshot displays the 'Order Wizard' interface. At the top, there are tabs for 'Residential', 'Commercial', and 'Discount Packages'. Below this is a search bar labeled 'Search products by name'. The main section is titled 'PRODUCTS' and contains a table of recommended products. To the right of the table is a 'BASKET (3)' section showing the items added, their costs, and the total. At the bottom, there are 'FAVOURITES' and 'PRODUCT CATEGORIES' sections.

PRODUCT	DOCUMENTS	DAYS	PRICE (INC. VAT)
Recommended Products			
CON29DW Residential	Residential Terms & Conditions	1	£61.20
Groundsure Energy and Transportation Res		3	£52.40
Landmark Homecheck Mining and Subsidence		1	£25.20
PCI Energy Residential + 10Ha		3	£20.40
PCI Flood Residential		3	£21.00
Shesolutions Energy & Infrastructure		1	£37.80
Landmark Flood		2	£37.80
Groundsure Flood		2	£21.60
Groundsure Planning		2	£28.20
Landmark Planning		2	£52.92
Coal Authority Ground Stability Res		2	£76.18
Coal Mining CON29M Residential		2	£39.90
Res LLC1 & CON29 Nottingham		7	£130.00

YOUR FAVOURITES	
<input type="checkbox"/> SELECT ALL FAVOURITES	
<input type="checkbox"/> CON29DW Residential	1 x £61.20
<input type="checkbox"/> Coal Mining CON29M Residential	2 x £39.90
<input type="checkbox"/> OneSearch Direct LLC1 & Council Search	14 x £75.00
<input type="checkbox"/> Land Registry Official Copy & Title Plan	3 x £8.40
<input type="checkbox"/> Res LLC1 & CON29 Nottingham	7 x £130.00

CON29DW DRAINAGE AND WATER SEARCHES	
<input type="checkbox"/> CON29DW Residential	1 x £61.20
<input type="checkbox"/> CON29DW Residential Expedited	0 x £82.80

BASKET (3)	
CON29DW Residential	£61.20 + £10.20(VAT)
Landmark Homecheck Mining and Subsidence	£21.00 + £4.20(VAT)
Groundsure Energy and Transportation Res	£27.00 + £5.40(VAT)
TOTAL EXC. VAT	£99.00
SUBTOTAL	£99.00
VAT @ 10%	£19.80
TOTAL INC. VAT	£118.80
Estimated Completion	23

Creating an order – Order Wizard

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Enter your contact and
reference

CUSTOMER INFORMATION

Contact Person *
Adam Carter
E-mail Address: adam.carter@stservices.co.uk
Phone Number: 0115 971 3550

Order Reference *

PROPERTY ADDRESS

Validated Address
100
Bobbins Mill Road
NOTTINGHAM
NG7 5JT

ADDITIONAL INFORMATION

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.

Developer Name:
Site Name:
Additional Information:
Upload File(s)
Click to choose file(s) or drop them here.
property-plan.png

PRODUCTS ORDERED

PRODUCT	DOCUMENTS	DAYS	PRICE (INC. VAT)
CON29DW Residential	Residential Terms & Conditions	3	£61.20

Estimated Completion: 19

TOTAL EXC. VAT	£51.00
SUBTOTAL	£51.00
VAT 20%	£10.20
TOTAL INC. VAT	£61.20

Back: Products

Save as Quote

Save Quote Place Order

Property Address

Enter any additional information that
may assist us, and uploaded plans appear
here

Price

Place Order

Order Screen

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

SEVERN TRENT SEARCHES

Overview Quotes Orders Queries Preferences Logout

Create New Order

809 Open Orders Closed Orders

Enter order number, your reference or ORDER STATUS Show all [809]

CREATED BY All Persons

DUE	ADDRESS	YOUR REF.	STATUS	PRICE
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
MAY 18	12 Light... Created 17/05/2022 15:08 by Carrie Jackson [Order 60052346]	CH1 SSW Quality	IN PROGRESS	1 £ 61.20
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

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.

SEVERN TRENT SEARCHES

Overview Quotes Orders Queries Preferences Logout

Back to orders Order 60052320

Copy Order Chase Cancel Order

PRODUCTS [1] Add More Products

Product Alert
Some of the recommended products for this property were not selected.

NAME	DOCS	DAYS	PRICE
<input type="checkbox"/> Groundsure Energy and Transportation Res		3	£32.40
<input type="checkbox"/> Landmark Homecheck Mining and Subsidence		1	£25.20
<input type="checkbox"/> FCI Energy Residential <10Ha		3	£20.40
<input type="checkbox"/> FCI Flood Residential			
<input type="checkbox"/> Sitesolutions Energy & Infrastructure			
<input type="checkbox"/> Landmark Flood			
<input type="checkbox"/> Groundsure Flood		2	£21.60
<input type="checkbox"/> Groundsure Planning		2	£28.20
<input type="checkbox"/> Landmark Planning		2	£52.92
<input type="checkbox"/> Coal Authority Ground Stability Res		2	£76.18
<input type="checkbox"/> Coal Mining CON29M Residential		2	£39.90
<input type="checkbox"/> Res LLC1 & CON29 Nottingham		7	£130.00

Add selected to this order

DUE PRODUCT

CON29DW Residential Chase

QUERIES Raise Query Open [0] Closed [0]

DATE QUERY STATUS

No data to display.

ORDER DETAILS

ADDRESS 144 Bobbers Mill Road NOTTINGHAM NG7 5JT

YOUR REFERENCE Polygon test

YOUR CONTACT Daniel Norman daniel.norman@data-services.co.uk 0115 771 3850

TOTAL PRICE £61.20

ORDER PREFERENCES

MAILING PREFERENCE Email

ORDER ACKNOWLEDGMENT Yes

ORDER RECEIPT Yes

CUSTOMER TYPE Account

ATTACHMENTS

Upload File(s)

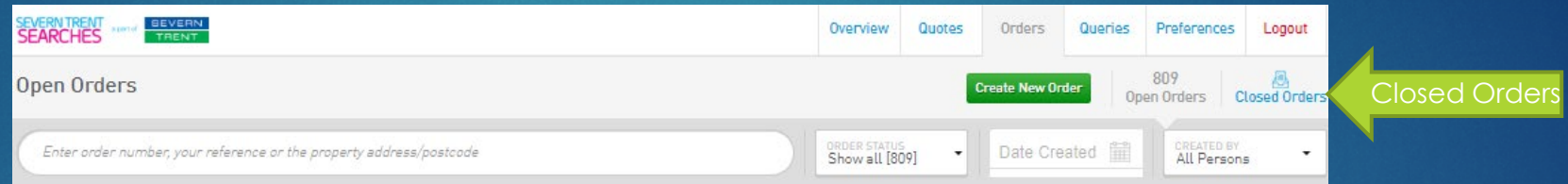
Click to choose file(s) or drag them here.

Order Screen

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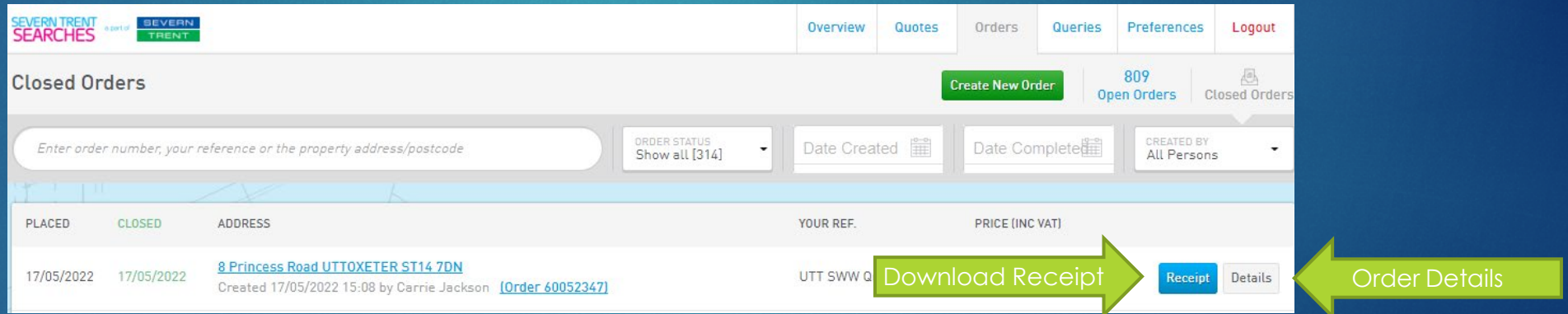
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To access completed orders, select 'Closed Orders' at the top of the Order Screen.



The screenshot shows the 'Open Orders' section of the application. At the top right, there are navigation links: Overview, Quotes, Orders, Queries, Preferences, and Logout. Below these, there's a 'Create New Order' button and a summary showing '809 Open Orders' and a link to 'Closed Orders'. A green arrow points to the 'Closed Orders' link. Below the summary, there's a search bar with the placeholder text 'Enter order number, your reference or the property address/postcode', and filters for 'ORDER STATUS' (Show all [809]), 'Date Created', and 'CREATED BY' (All Persons).

On the Closed Orders screen, you can search for and access any order, as well as download receipts.



The screenshot shows the 'Closed Orders' section. It has the same navigation bar as the previous screen. Below the navigation bar, there's a 'Create New Order' button and a summary showing '809 Open Orders' and a link to 'Closed Orders'. A green arrow points to the 'Closed Orders' link. Below the summary, there's a search bar with the placeholder text 'Enter order number, your reference or the property address/postcode', and filters for 'ORDER STATUS' (Show all [314]), 'Date Created', 'Date Complete', and 'CREATED BY' (All Persons). Below the filters, there's a table of closed orders. A green arrow points to the 'Download Receipt' button, and another green arrow points to the 'Order Details' button.

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 SWW Q	Download Receipt Receipt Details

Quotes Screen

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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.

The screenshot shows the 'Quotes' tab in the system. At the top, there is a search bar with the placeholder text 'Enter your reference or the property address/postcode' and a green arrow pointing to it with the text 'Search for an Quote'. To the right of the search bar are filters for 'Date Created' and 'CREATED BY All Persons'. Below the search bar is a table of quotes. A green arrow points to the 'Date Created' filter with the text 'Filter by date or contact'. Another green arrow points to the 'Continue' button of the first quote with the text 'Select Continue to proceed with Quotes'. A third green arrow points to the trash icon of the last quote with the text 'Remove unwanted Quotes'.

EXP.	ADDRESS			
MAR 16	88 Monument Lane Lickey BIRMINGHAM B45 9QH Created 14/02/2018 11:42 by Carrie Jackson			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			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			Continue
MAR 08	3 Plane Road Edwalton NOTTINGHAM NG12 4GT Created 06/02/2018 13:50 by Adam Carter	2	£84.60	Continue

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. It has a top navigation bar with 'Overview', 'Quotes', 'Orders', 'Queries', 'Preferences', and 'Logout'. The main content area is divided into two sections: 'CUSTOMER INFORMATION' and 'PROPERTY ADDRESS'. The 'CUSTOMER INFORMATION' section has fields for 'Contact Person *', 'E-mail Address', 'Phone Number', 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.' Below this is a green box with a checkmark and the text 'Validated Address' followed by a list of address details: 'FLAT/UNIT NUMBER Apartment 11', 'HOUSE NAME Hounds Gate Court', 'HOUSE NUMBER 14', 'STREET Hounds Gate', 'LOCALITY', 'CITY NOTTINGHAM', 'COUNTY', and 'POSTCODE NG1 7AB'. On the right side, there is a 'BASKET (2)' section with a list of items: 'Residential CON29DW £47.00 + £9.40(VAT)' and 'Groundsure Flood £20.00 + £4.00(VAT)'. Below the basket is a table with the following data: 'TOTAL EXC. VAT £67.00', 'SUBTOTAL £67.00', 'VAT 20% £13.40', and 'TOTAL INC. VAT £80.40'. At the bottom right, there is a section for 'Estimated Completion' with a date 'FEB 17' and two buttons: 'Save Quote' and 'Place Order'.

Queries Screen

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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

Overview Quotas Orders Queries Preferences Logout

Open Queries [Create New Order](#) 0 Open Queries [Closed 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 25266232)	test	Residential Multi-Site Query	Reply
OCT 06	33 SHACKLOCK CLOSE ARNOLD NOTTINGHAM NG5 9QE Created 06/10/2016 12:54 by Simon Pickering (Order 25266224)			Reply
MAY 09	2 LIME GROVE LEICESTER LE8 4GS Created 09/05/2016 11:40 by Simon Pickering (Order 25244426)	TEST_cfd44a3b	Standard to Extra Upgrade required	Reply

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 Buil	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

Preferences

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The Preferences Screen allows you to edit the details of both your firm and individual staff members. If you need to change the primary contact, you will need to contact our customer service team.

You can add new contacts or edit existing ones.

SEVERN TRENT SEARCHES

Overview Quotas Orders Queries Preferences Logout

Contacts Create new Contacts Create New Contact

CURRENT USER INFORMATION

Current user: Adam Carter Company name: Water Company representative Account number: 0115 971 3550 TEL EX

NAME	ROLE	EMAIL ADDRESS	PHONE NUMBER	
Adam Carter	Water Company representative	adam.carter@severn-trent.co.uk	0115 971 3550 TEL EX	Edit
Andrew Arnold	Water Company representative	andrew.arnold@severn-trent.co.uk	0115 971 3550	Edit
Andrew Worrall	Water Company representative	andrew.worrall@severn-trent.co.uk	0115 971 3550	Edit
Carmie Jackson	Secretary/Assistant	carmie.jackson@severn-trent.co.uk	0115 971 3550	Edit
Cath Hughes	Developer	cath.hughes@severn-trent.co.uk	0115 971 3550 TEL EX	Edit
David Waldram	Select JobTitle	david.waldram@severn-trent.co.uk		Edit
Dean Smith	Secretary/Assistant	dean.smith@severn-trent.co.uk	0115 971 3550	Edit
Dezzer Morgan	General Public	dezzer.morgan@severn-trent.co.uk	0115 971 3550	Edit
Hilary Morgan	Secretary/Assistant	hilary.morgan@severn-trent.co.uk		Edit
John Robertson	Estate Agent (Progressor/Negotiator/Valuer/Listener)	john.robertson@severn-trent.co.uk	0115 971 3550 TEL EX	Edit
John Mann	Secretary/Assistant	john.mann@severn-trent.co.uk		Edit
James Cradock	Developer	james.cradock@severn-trent.co.uk		Edit

New Contact

First Name

Last Name

E-mail Address

Phone Number

Role

Select JobTitle

Cancel Save Changes

Preferences

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

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

The screenshot shows the 'Postal Address' form within the 'Contacts' section of the Severn Trent Searches application. The form is titled 'Postal Address' and includes a subtitle: 'This will be your main contact address used for billing and searches.' The form fields are: 'Flat / Unit Number' (with a red asterisk), 'House Name', 'House Number' (with a red asterisk, containing '30-34'), 'Street' (with a red asterisk, containing 'Hounds Gate'), 'Locality', 'City' (with a red asterisk, containing 'Nottingham'), and 'Postcode' (with a red asterisk, containing 'NG1 3BT'). The background of the form area shows a faint map of a residential area.

The screenshot shows the 'Billing Frequency' and 'Mail Preferences' settings within the 'Contacts' section of the Severn Trent Searches application. The settings are: 'Billing Frequency' (a dropdown menu set to 'Weekly'), 'Mail Preferences' (a dropdown menu set to 'Post'), 'Receive e-mail confirmation' (a toggle switch set to 'Off'), and 'Receipt Suppression' (a toggle switch set to 'Off'). At the bottom of the form, there are 'Cancel' and 'Save Changes' buttons. The background of the form area shows a faint map of a residential area.

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. Please note, these settings affect all users at your firm. If you have any queries about using this site, please call us on 0115 971 3550 or email enquiries@severntrentsearches.com

Appendix 1: Discount packages

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If you purchase a CON29DW alongside either a local authority search, Chancelcheck, Coal mining, Onesearch, CDS local authority search or Flood+ with a local authority search, we can offer a range of further searches with a 10% discount. When placing an order, instead of choosing the Residential tab, select 'Discount Packages.'


ADDITIONAL INFORMATION

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.

Developer Name:

Site Name:

Additional information:

Upload File(s)  Click to choose file(s) or drop them here

Discount Packages

PRODUCTS

Residential Commercial **Discount Packages**

Search products by name

PRODUCTS	DOCUMENTS	DAYS	PRICE (INC VAT)
<input type="checkbox"/> CON29DW & Official LA Search ⓘ			
Residential CON29DW ⓘ	Residential Terms & Conditions	1	£56.40

Landmark Plansearch
£31.00 + £6.20(VAT)

CON29DW & Chancelcheck
£47.00 + £9.40(VAT)

CLS Chancelcheck
£18.00 + £3.60(VAT)

TOTAL EXC. VAT

PACKAGE DISCOUNT
PLANSEARCH PLUS

SUBTOTAL

VAT 20%

TOTAL INC. VAT

Estimated Completion Date

Save Quote

Appendix 1: Discount packages

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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.

Additional information:

Upload File(s)

Click to choose file(s) or drop them here.

PRODUCTS

Residential Commercial Discount Packages

Search products by name

PRODUCTS

DOCUMENTS

☒ CON29DW & Official LA Search [More products](#)

Residential CON29DW [Residential Terms & Conditions](#) 1 £56.40

Res LLC1 & CON29 Nottingham 1 £130.00

☐ CON29DW & Chancelcheck

Residential CON29DW [Residential Terms & Conditions](#) 1 £56.40

CLS ChancelCheck 1 £21.60

☐ CON29DW & Coal Mining

Residential CON29DW [Residential Terms & Conditions](#) 1 £56.40

Coal Mining CON29M Residential 1 £42.00

☐ CON29DW & Onesearch

Residential CON29DW [Residential Terms & Conditions](#) 1 £56.40

OneSearch Direct LLC1 & Council Search 1 £75.00

☐ CON29DW & STL local authority search

BASKET (5)

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

Residential CON29DW £47.00 + £9.40(VAT)

Res LLC1 & CON29 Nottingham £28.00 + £5.60(VAT)

£226.50

PACKAGE DISCOUNT ON LANDMARK PLANSEARCH PLUS -£3.10

PACKAGE DISCOUNT ON FCI FLOOD RESIDENTIAL -£1.75

SUBTOTAL £221.65

VAT 20% £38.73

TOTAL INC. VAT £260.38

Estimated Completion APR 24

Save Quote Place Order

Search products by name

PRODUCTS

Res LLC1 & CON29 Nottingham

CON29DW & Chancelcheck

Residential CON29DW

Coal Mining CON29M Residential

CON29DW & Coal Mining

Residential CON29DW

Coal Mining CON29M Residential

CON29DW & Onesearch

Residential CON29DW

OneSearch Direct LLC1 & Council Search

CON29DW & STL local authority

Residential CON29DW

STL Local Authority Search Res

CON29DW Flood+ & Official LA

Residential CON29DW

Residential CON29DW

Discounts

For the package you have selected, discounts are available on the following products

PRODUCT	DAYS	OLD PRICE (INC VAT)	NEW PRICE (INC VAT)
<input checked="" type="checkbox"/> CLS ChancelCheck	1	£24.00	£21.60
<input type="checkbox"/> Coal Mining CON29M Residential	1	£42.00	£37.80
<input type="checkbox"/> Landmark Envirosearch Residential	1	£61.20	£55.08
<input type="checkbox"/> Coal Mining No Search Certificate	1	£26.00	£23.40
<input type="checkbox"/> Landmark Homecheck Professional	1	£51.00	£45.90
<input type="checkbox"/> Groundsure Homebuyers	1	£50.00	£45.00
<input type="checkbox"/> Landmark Riskview Residential	1	£99.60	£89.64
<input type="checkbox"/> FCI Premium Residential	1	£60.00	£54.00
<input type="checkbox"/> Landmark Homecheck Mining and Subsidence	3	£24.00	£21.60
<input type="checkbox"/> FCI Standard Residential	3	£54.00	£48.60
<input type="checkbox"/> FCI Essential	1	£46.00	£41.40
<input type="checkbox"/> Landmark Plansearch	1	£20.00	£18.00
<input checked="" type="checkbox"/> Landmark Plansearch Plus	1	£37.20	£33.48
<input type="checkbox"/> Groundsure Planning	1	£20.20	£18.18
<input type="checkbox"/> Landmark Homecheck Flood	1	£30.00	£27.00

Save Quote Place Order

Cancel Add Selected

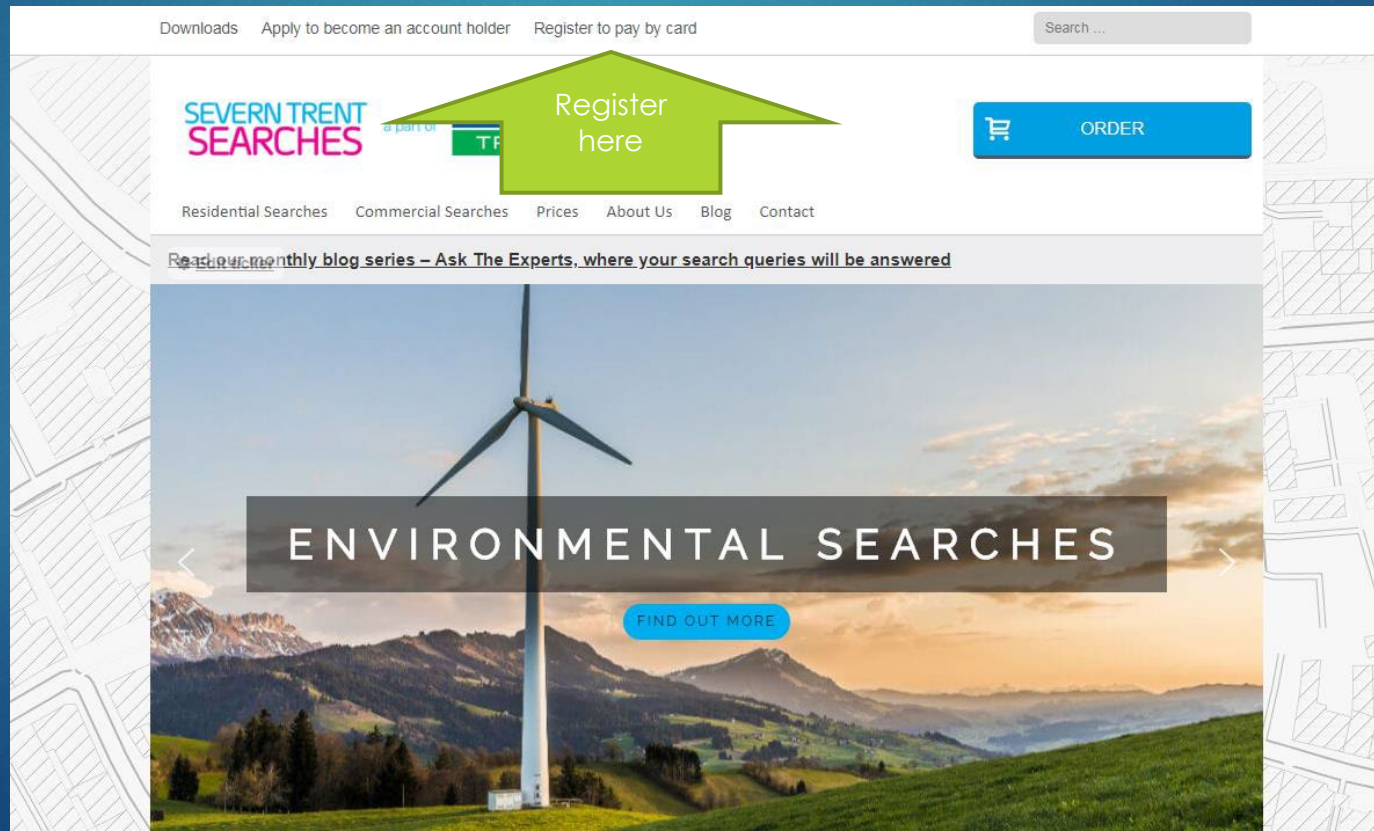
Appendix 2: Placing an order – non-account customers

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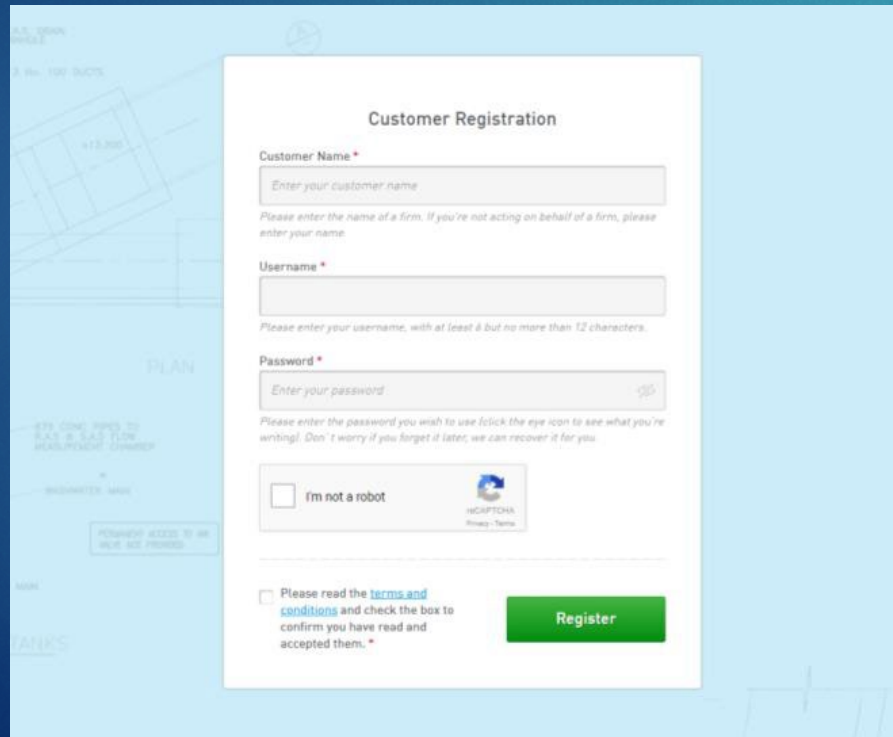
If you haven't got a monthly account with ourselves, you are still able to access the system to place orders and pay by credit card. Alternatively, if you want a standard account, where we invoice you monthly, you can [apply here](#).

On the Homescreen, 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.



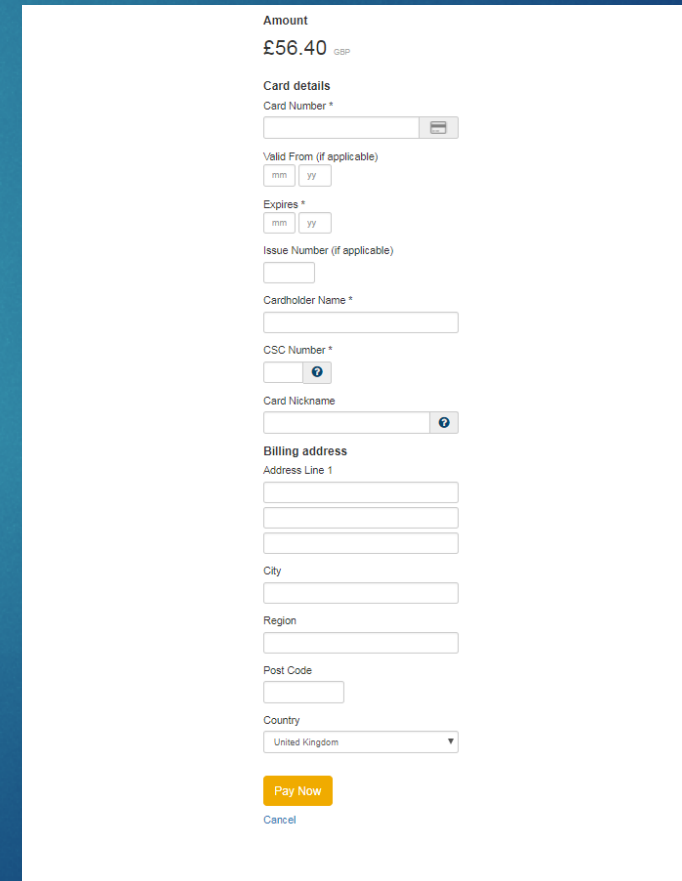
The image shows a 'Customer Registration' form overlaid on a background map. The form has a title 'Customer Registration' and a green 'Register' button at the bottom. It contains the following fields and instructions:

- Customer Name ***: A text input field with the placeholder 'Enter your customer name'. Below it, a note says: 'Please enter the name of a firm. If you're not acting on behalf of a firm, please enter your name.'
- Username ***: A text input field with the placeholder 'Enter your username'. Below it, a note says: 'Please enter your username, with at least 8 but no more than 12 characters.'
- Password ***: A text input field with the placeholder 'Enter your password' and an eye icon to toggle visibility. Below it, a note says: 'Please enter the password you wish to use (click the eye icon to see what you're writing). Don't worry if you forget it later, we can recover it for you.'
- Security**: A checkbox labeled 'I'm not a robot' next to a CAPTCHA image.
- Terms and Conditions**: A checkbox labeled 'Please read the [terms and conditions](#) and check the box to confirm you have read and accepted them. *'.

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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 image shows a payment screen with the following details and fields:

- Amount**: £56.40 GBP
- Card details**:
 - Card Number ***: A text input field with a card icon on the right.
 - Valid From (if applicable)**: Two dropdown menus for 'mm' and 'yy'.
 - Expires ***: Two dropdown menus for 'mm' and 'yy'.
 - Issue Number (if applicable)**: A text input field.
 - Cardholder Name ***: A text input field.
 - CSC Number ***: A text input field with an information icon on the right.
 - Card Nickname**: A text input field with an information icon on the right.
- Billing address**:
 - Address Line 1**: A text input field.
 - City**: A text input field.
 - Region**: A text input field.
 - Post Code**: A text input field.
 - Country**: A dropdown menu with 'United Kingdom' selected.
- Buttons**: A yellow 'Pay Now' button and a blue 'Cancel' link.