

EXTRANET FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS ABOUT USING THE EXTRANET

Where can I find training on how to use the Extranet?

A range of training materials can be accessed here:
www.premierguarantee.com/extranet-training

I have forgotten my password

If you have forgotten your password, simply go on to the Extranet login page and click the **Forgot Password** link. Enter your email address and click the **Reset my password** button. This will send an email to your inbox for you to click and reset your password. If you have not received this email, please ensure you check your spam filters. Please note that this link will expire within 24 hours.

Can I change my password?

Yes, you are able to update your password within the Extranet by clicking the icon with your initials in the top right corner. Select the **Change Password** option where you will be promoted to type in your new password.

How do I find out who my company Extranet Administrator is?

To find out who your company Extranet Administrator is, select the **Company** tab. You will see a table listing your Extranet users and their user status under the **Extranet Status** column.

How does an Extranet Administrator set up a new employee or office?

To set up a new company employee, select the **Company** tab and click the **Add new employee** button. Complete the information as required, and save. You will also be able to grant Extranet access here. To add a new office, click the **Add new office** button and complete the information as required. Once saved, you will be able to add employees to this office.

Can I set up more than one Extranet Administrator?

Yes. If an employee is registered on our system, then they can be added as an Extranet Administrator. Only a current Extranet Administrator has permission to do this and it can be done via the **Company** tab under **Employee**. Click the button under the **Extranet Status** column to grant extranet access to that employee. If they already have access, then you are also able to add them as an Extranet Administrator using the **Edit** button.

How do I remove or edit a company employee?

You are unable to manually remove / delete an employee from a company via the Extranet. If you need to do this, please call **0151 650 4343**. Alternatively email customerservices@premierguarantee.co.uk. To edit an employee, head to the **Company** tab and select **Edit** under the **Action** column on the employee record.

How do I remove Extranet access for a company employee?

To remove Extranet access for an employee, go to the **Company** tab and select **Edit** under the action column on the employee record. In the pop up window, within the section entitled **Extranet Access** click the **No** button and **Save** to withdraw the employee's access.

The site is not working on phone, iPad / desktop etc.

For best performance, please use Chrome. However, the system will also work with the following internet browsers:

- Internet Explorer version 11 (IE11) or above
- Firefox
- Safari

You will also need to ensure that any pop ups are enabled.

My company details are incorrect

You are unable to manually remove / delete company details via the Extranet. To do this, please call **0151 650 4343**. Alternatively email customerservices@premierguarantee.co.uk.

QUOTATIONS

How do I make a quote application?

Select the **Get a quote** button at the top of the screen. This will open up the quote application form. Please complete the information as requested. You can save the form at any time and return to it later but you will be unable to submit your application without all the mandatory information required.

What does 'Incomplete Applications' mean?

Any quote applications that have been started and saved, but not submitted for underwriting, can be accessed at any time by clicking the **Incomplete Applications** button on the **Home** page or via the **Quotes** tab.

Can I delete an incomplete application?

Yes. Find the saved quote form on the **Incomplete Applications** section and click the delete icon.

I need help in understanding what some of the quote questions mean

Each field has notes to explain the information required – click the question mark icon to read the notes. For further assistance, please call **0151 650 4343** and select the Extranet option, followed by the Pre-Quote option and the team will be able to talk you through.

Can I save or change the information on the quotation request form?

Yes, you can, prior to submitting the quote application form. You are able to save or change the information within the application form once the mandatory questions in Section 1 have been completed. Following this, you can press the **Save** button at any point (and return to that same point) before submitting to Premier Guarantee. Once saved, you are able to view and edit the form as required. The status bar at the top of the quotation request form screen will show you where you are within the form.

If you wish to amend a quotation, the information will remain pre-populated for you to review before submission.

For further explanation, please call **0151 650 4343** and select the Extranet option, followed by the Pre-Quote option and the team will be able to talk you through.

I am having problems saving my quote application form

You are able to save a quotation request at any point once the mandatory questions in Section 1 are completed. There is no auto-save function so you must click **Save** to save any changes. Simply click the **Save** button at the bottom of

the form. Please note that the quote form 'times out' after 3 hours, and any unsaved changes may be lost. If you have any difficulties saving or completing the form, please log out of the Extranet and log in again. This should resolve any issues.

Can I view my quotation on the Extranet?

Yes, any quotes which have not yet been accepted will be available to view under the **Quotes** tab and **Your Quotes**. Click on the **View** button to view the quote that was sent to you.

I need to discuss the quotation provided.

For any queries related to quotations please call **0151 650 4343**.

Can I accept a quotation via the Extranet?

No. You will need to download, physically sign and return the quote acceptance to us by email or post. This can be viewed and downloaded via the Extranet under the **Quotes** tab.

What are Applications Pending?

These are fully competed quote applications which have been submitted to Premier Guarantee but not yet underwritten.

When will I get my Quotation?

Providing you have submitted all the relevant information required for underwriting, your formal quotation should be available within 3 working days. A member of our team will contact you if further information is needed. You will be sent your formal quotation via email and will be available to view under the **Quotes** tab.

Which documents can I view on the Extranet?

The following documents can be viewed:

- a) Quotation document
- b) Certificate of Insurance (if issued after the new Extranet went live)
- c) Site reports (if issued after the new Extranet went live)
- d) Registration-related documents which are still to be completed and confirmed

ORDERS

Can I get a Certificate of Insurance via the Extranet?

For any of your active orders, you are able to request a Certificate of Insurance. After clicking the **Get a Certificate** button, please select the order and plots you

wish to have a Certificate of Insurance issued for. If we are unable to issue a Certificate of Insurance for one/some/all of the plots you have selected, the system will explain the reasons for this. If the validations have been successfully passed, this request will be passed to our Customer Services team to complete the issuing of your Certificates of Insurance. Please note that any Certificates of Insurance issued prior to the launch of the new Extranet may not be available to view/download, however the date of issue will be shown. If you need a copy of these historical certificates, please contact our Customer Services team.

What is an 'Action'?

This relates to any item or action that must be completed by you before a Certificate of Insurance can be issued.

What are Technical Actions?

This relates to any technical related item or action that must be completed by you before a plot can be signed off as completed by our surveyor. You need to do this before your Certificate of Insurance can be issued. A full list of **Technical Actions** can be downloaded using the short cut link on the home page. You will need to select the relevant site required before this can be generated and downloaded in Excel format. You can also access this via the **Technical Summary** tab once an **Order** has been selected.

Can I view all of my Technical Actions which are outstanding?

Yes, these can be downloaded via the **Download All Technical Actions** link on the Home page or viewed on the **Technical Summary** section once an order has been selected via the **Orders** tab. There is also a **Download All Technical Actions** within the **Technical Summary** section which allows you to filter the following technical items:

- Design documents
- Design items
- Risk items
- Completion docs
- Site defects

What does 'Design Documents' mean?

These are the design-related documents your architect has produced for your site (Plans, drawings or calculations, for example). We need to receive and view these documents at the start of the project.

What does 'Design Items' mean?

These are queries, questions or issues that our surveying team have raised in relation to the design elements of your construction project. Any items raised will require responses and closing before final sign off.

What does 'Risk Items' mean?

These are possible risk areas our surveying team have identified for your construction project that our on-site surveyor will need to verify and clear before final sign off.

What does 'Completion Docs' mean?

These are the certification documents for each house (Electrical certificate or gas certificate for example) that we need to receive and review before sign off.

What does 'Site Defects' mean?

These are issues or problems that our on-site surveyor has raised when inspecting your project. They will need rectifying to our satisfaction before we can sign off any plot.

What does 'Actions for Plots Nearly Complete' or 'Urgent Actions' mean?

This is a short cut enabling you to select an **Order** and view any urgent **Actions** required for plots nearing completion, for example that have reached roof stage or beyond.

I think my 'Actions' are inaccurate?

If any of the **Actions** shown on the Extranet are incorrect and relate to a technical item, please speak to your Site Surveyor. Alternatively, please call **0151 650 4343** or email **customerservices@premierguarantee.co.uk** and include your site reference number.

The 'Fees' information showing for a site is incorrect

For any queries relating to payments, please email your details and site reference number e.g. PL-PG-1000000 to **finance@premierguarantee.co.uk**.

I would like to discuss or book a site inspection

To discuss or book a site inspection, please call your Site Surveyor. Contact details for your surveyor can be found by selecting the relevant site under **Your Orders**.

My site or plot details are incorrect

If any site information contained within the Extranet is incorrect, please call 0151 650 4343. Alternatively email **customerservices@premierguarantee.co.uk** and include your site reference number.

Can I view a Site Inspection?

Yes, you can review new site inspections associated with each site. Find your site via the **Orders** tab and select the **Site Inspections** tab. The reports associated with any site visit will be listed here and available to view or download. If you need to access any historic reports please contact your customer services team.

Can I amend an order on the Extranet e.g. changing sales prices?

The **Orders** tab enables you to view all sites that you are associated with. Should you need to make any changes to an order, please call **0151 650 4343**. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number.

Can I view or download a copy of a Certificate of Insurance which has already been issued?

Yes, these can be accessed via the **Plots** section of your selected order. Please note that this may not be possible for all historical certificates. If this is the case, please call **0151 650 4343**. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number.

Can I change the person in a role relating to an order?

This is not currently possible. Should you need to make any changes, please call **0151 650 4343**. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number and details of the change to be made.

Can I view historic orders?

Only orders placed after 1st January 2016 can be viewed on the Extranet.

Can I view completed orders?

No. If an order has no outstanding Actions or Certificates of Insurance to issue, it will no longer be available on the Extranet to view. For any questions relating to closed sites, please call **0151 650 4343**. Alternatively email customerservices@premierguarantee.co.uk and include your site reference number and details of the query.

ANNUAL REGISTRATION

What does Registration Status mean?

The **Registration Status** box on the home page displays your current company registration order details for your company, its expiry and if there are any related actions required to be completed. This is a short cut link to the **Registration** page which can also be accessed via the **Registration** tab. This page enables you to complete any outstanding registration actions and download or upload any related documentation.

Registration is for a one-year term and is renewable after this period. Registration is required to be maintained during the build period and Defects Insurance Period of New Homes, Social Housing and Private Rental Schemes. If registration expires without renewal, Premier Guarantee will be unable to issue further certification on any units. For reference, approximately 60 days before the registration term expires you will receive an alert reminding you that your registration is due to expire.

For any other queries relating to annual registration, please call **0151 650 4343**.

UPLOADING DOCUMENTS

How do I upload documents and how do I know you have received them?

Documents can be uploaded against any action which requires this, using the upload function provided. You will be automatically notified on screen if the document has been successfully uploaded and the status will be set to pending. We will respond to this request within 5 working days by email to confirm that the documents are sufficient by closing the action or requesting additional information via the technical overview document if required. Where the documents are required to be reviewed by a Design Evaluation Surveyor or Structural Engineer, this process may take longer.

What is the document file size limit?

Please note that the maximum storage limit for your files is 50Mb. You may store up to 15 documents as long as the total file size does not exceed 50Mb. If you experience any issues, please email a screenshot to extranet@premierguarantee.co.uk so that we can investigate the issue.