



# **Extranet**

•	Getting started	5
•	Get a quote	
	Site Details	17
	<ul> <li>Plot Details / Matrix</li> </ul>	20
	<ul><li>Product Details</li></ul>	24
	<ul><li>Role Details</li></ul>	25
	<ul> <li>Adding new developer / builder</li> </ul>	27
	<ul> <li>Declaration and Supporting Documents</li> </ul>	29
	<ul><li>Incomplete / Pending Application status</li></ul>	33
	<ul><li>Active Quotes</li></ul>	34
•	Sites	
	<ul><li>Product Summary</li></ul>	38
	<ul><li>Plots</li></ul>	40
	<ul> <li>Updating Sales Prices and Plot Addresses / Responding to an Action</li> </ul>	45
	<ul><li>Technical Summary</li></ul>	50
	<ul><li>Site Inspections</li></ul>	55
	<ul><li>Roles</li></ul>	57
	<ul><li>Fees</li></ul>	59
	<ul><li>Financial / Technical / Policy Documents</li></ul>	60
•	Reporting	63
•	Company and access management	
	<ul> <li>Add / Edit Office and Employee</li> </ul>	66
	<ul> <li>Extranet Access and Extranet Administrators</li> </ul>	69
•	Customer Support	
	<ul> <li>Extranet Training Support</li> </ul>	72
	<ul> <li>Marketing Materials</li> </ul>	73
	<ul><li>Contact Us</li></ul>	74

# **Extranet**

#### Features and benefits of the LABC Warranty Extranet:

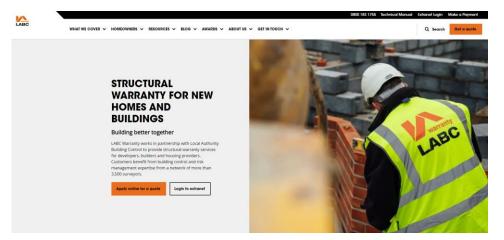
- New intelligent online quote application form
- Download / upload Plot Matrix and faster quote turnaround times
- Issue your own Certificates if available
- Download technical summary to share with any relevant 3<sup>rd</sup> parties
- Input plot addresses and final sale prices to speed up the administration
- View, search and respond to any actions which may block Certificates of Insurance from being issued
- Plot level summary of actions outstanding or documents issued
- Respond to actions, upload any documentation required against them and view progress
- Short cut links to filter any urgent actions related to Plots due to complete to help you prioritise
- Download all outstanding technical and non-technical actions in Excel format to share with any third parties
- View, add or update any individual office (except registered office) or employee details and grant Extranet access
- View technical documents submitted to us and Policy related information issued to you
- View sites relating to multiple Special Purpose Vehicles (SPV) under one Extranet account
- View outstanding payment information to ensure there are no nasty surprises at the end of the process

#### If you are a company administrator you will also be able to:

- Set other company administrators
- Add or edit new employees and offices
- Activate / deactivate Extranet users from company employees registered with LABC Warranty

For best performance, please use Chrome or Edge and ensure that any pop-ups are enabled. Contact us with any training needs

# Welcome to the Extranet



To access the Extranet, click the link on the top right of LABC Warranty website:

#### www.labcwarranty.co.uk

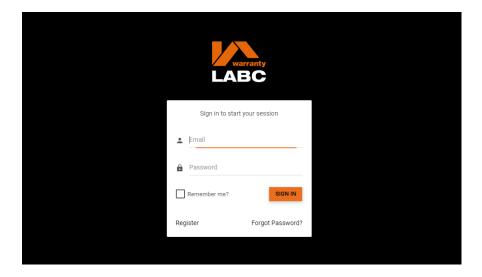
Alternatively, save the following URL into your internet browser favourites list or bookmarks:

#### https://extranet.labcwarranty.co.uk

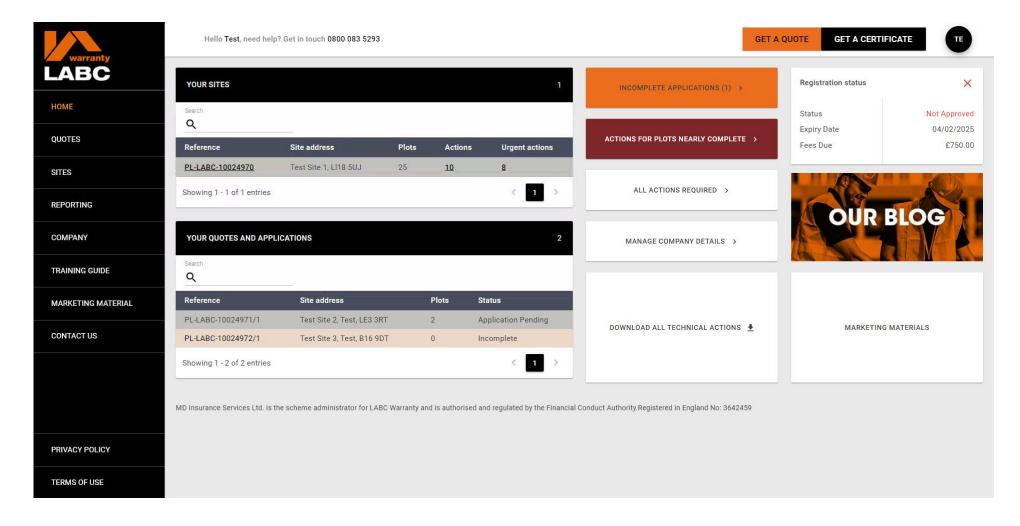
If you have not received an email granting you access to the Extranet then click the Register link on the log in screen and complete and submit the form as requested.

You will receive an email asking you to click and validate your Extranet access. This will take you through to a new screen where you can set up your password.

Once this is done, 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 and junk folder. Please note that this link will expire within 24 hours.

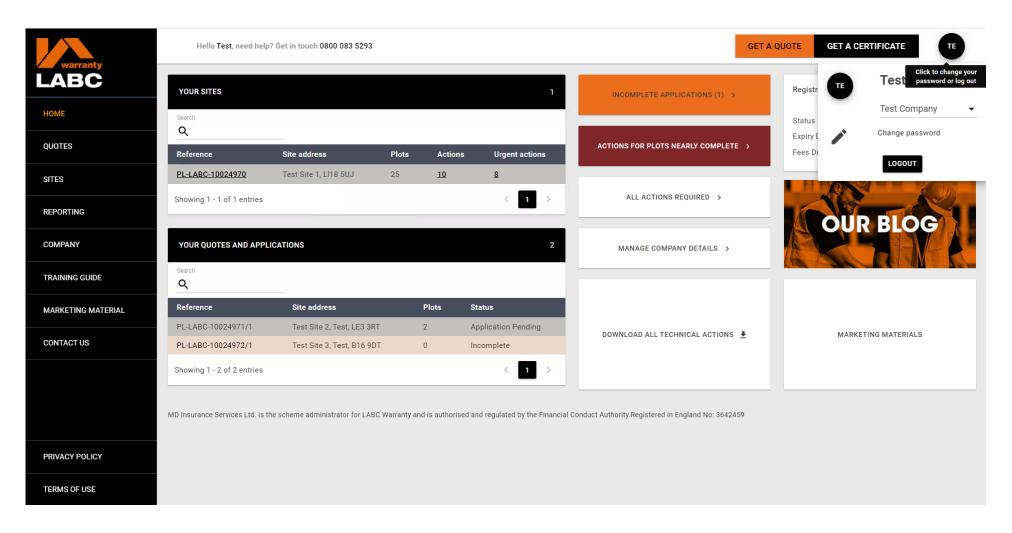


#### **Home: Quick Access**



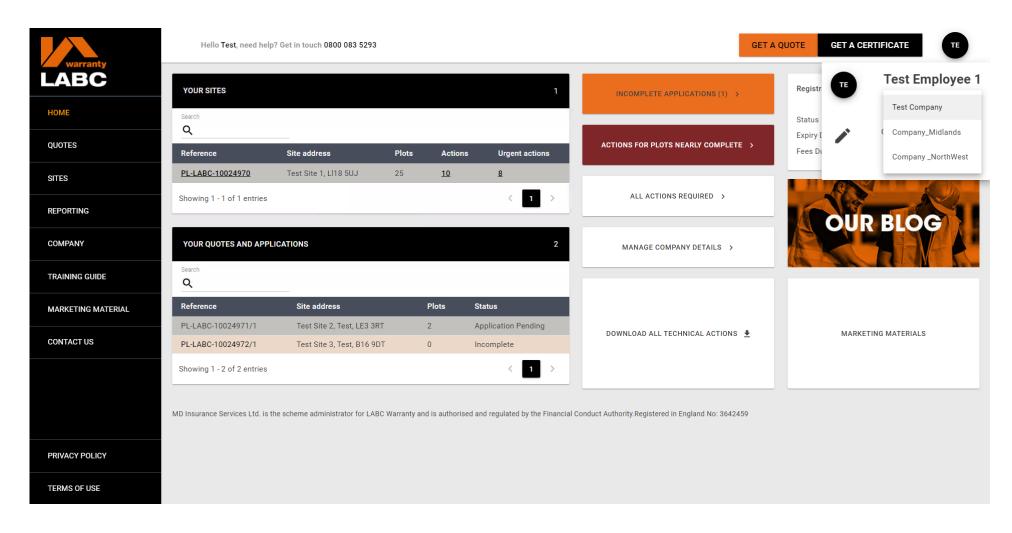
The Extranet **Home** page provides shortcut links to all the **Quotes**, **Sites** or **Company** related information you may require. You are also able to access this information via the tabs down the left hand side of the screen.

# Home: Update password and select company to view

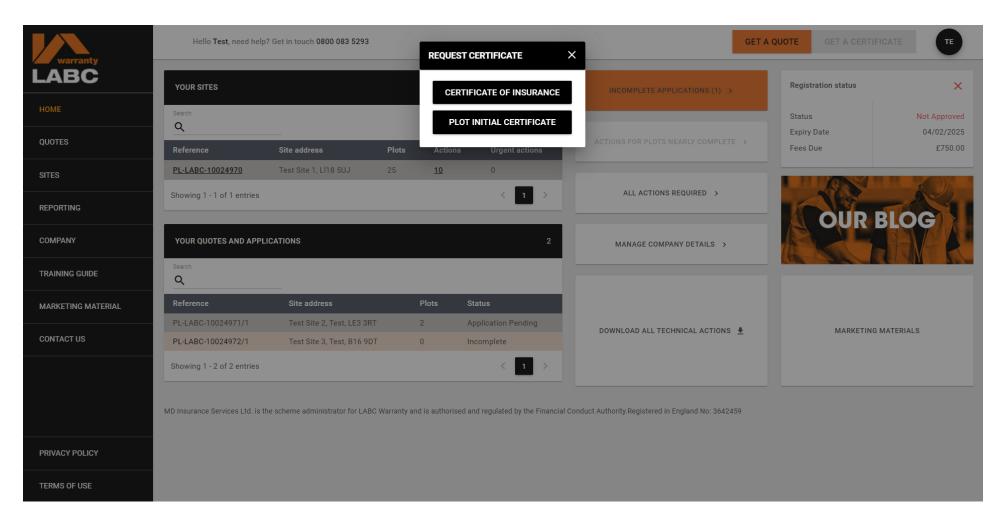


You can change your Extranet Password or log out of the system by clicking on your initials in the circle in the top right hand corner of the screen. If you are registered under multiple companies, you are able to choose which you want to view from the drop-down list. If this has not been enabled, please email extranet@labcwarranty.co.uk with the LABC Warranty registration number for each company you wish to be added.

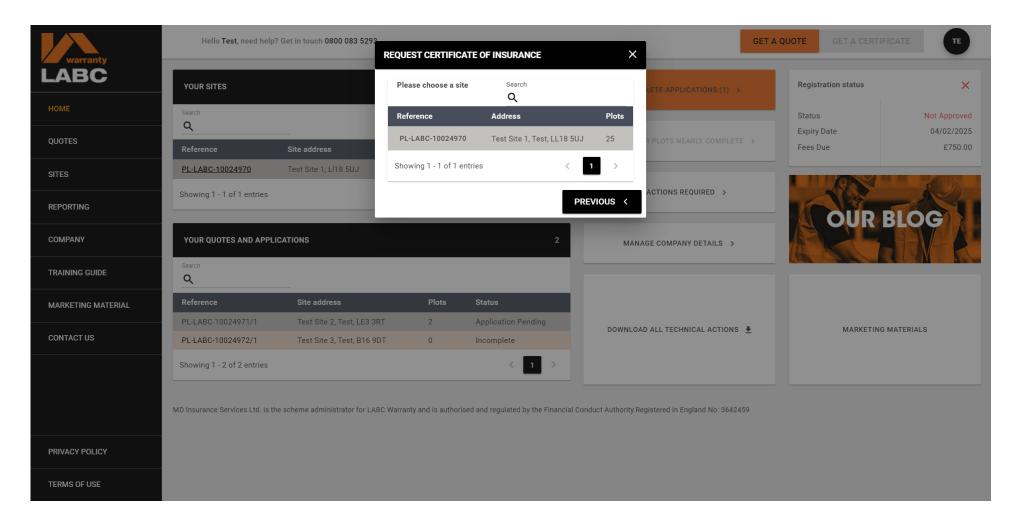
# Home: Update password and select company to view



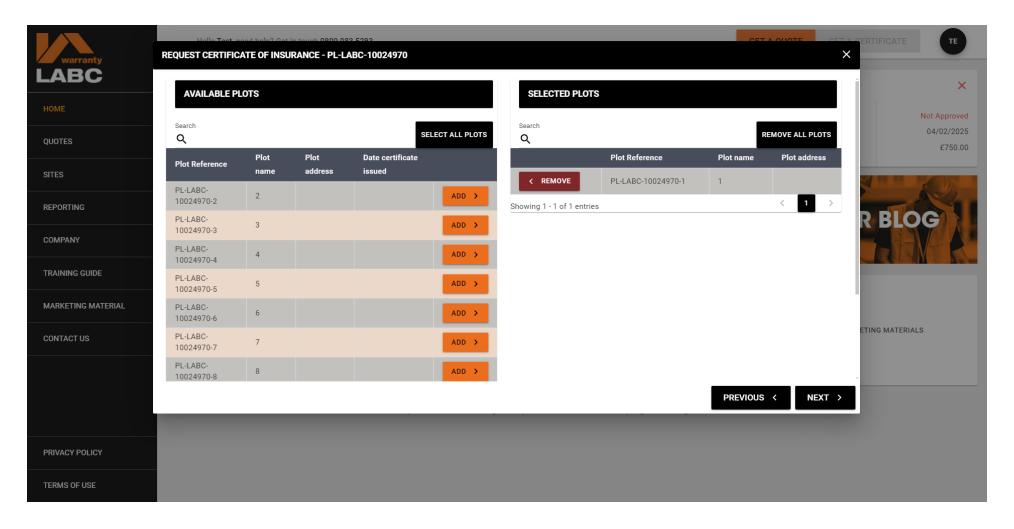
Select and click the company you want to view in this session, and the home page and site information will update accordingly. Please note that you will need to repeat the process for each different company by clicking on your initials in the top right hand corner. You are unable to view sites registered under different limited companies together in a consolidated view.



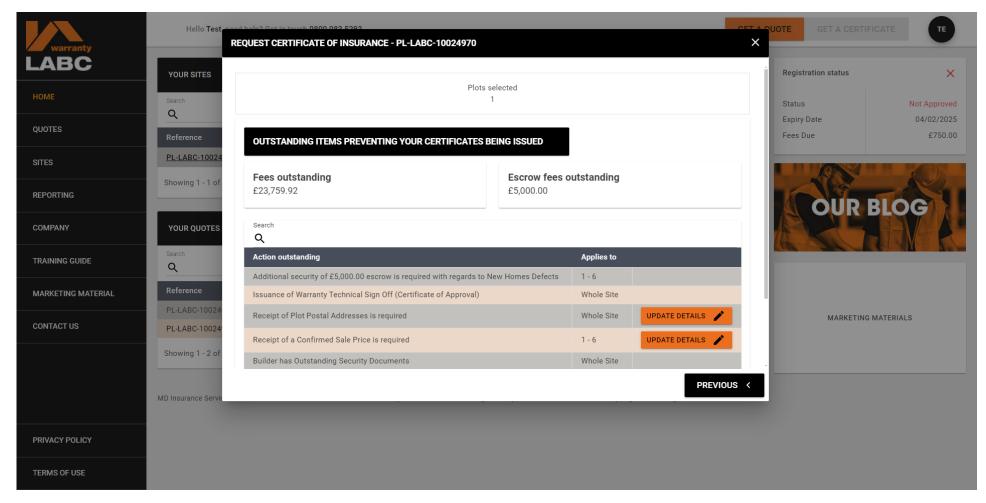
You can use the **Get A Certificate** link on the top bar to filter your Sites and Plots to see if a **Plot Initial Certificate** or **Certificate of Insurance** (COI) can be issued. You can also check if there are any **Actions** outstanding which would stop this. Click the relevant option for the type of certificate you require.



You need to select the relevant **Site** from the list by clicking on the reference number.

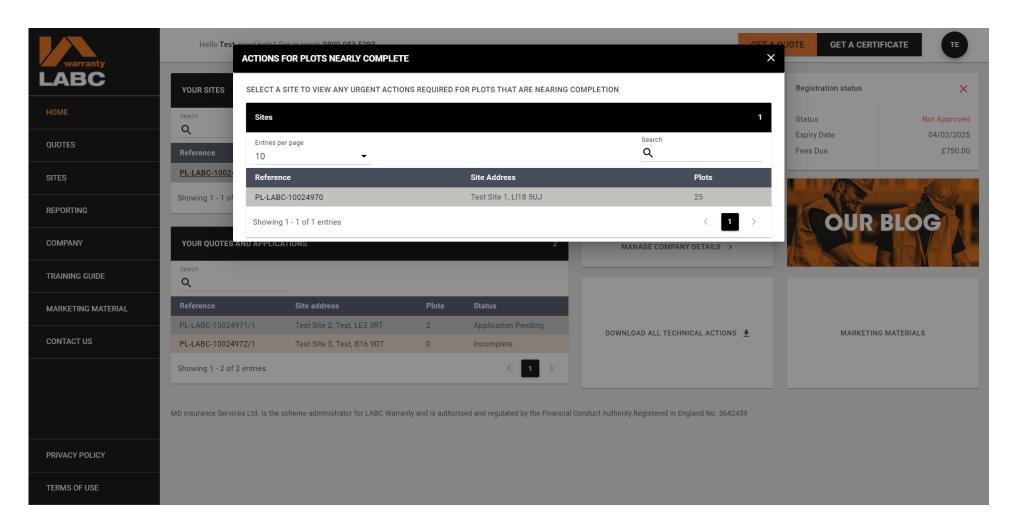


Select one or however many Plots for which certificates are needed by clicking the **Add** button against each Plot, then click **Next** to proceed.



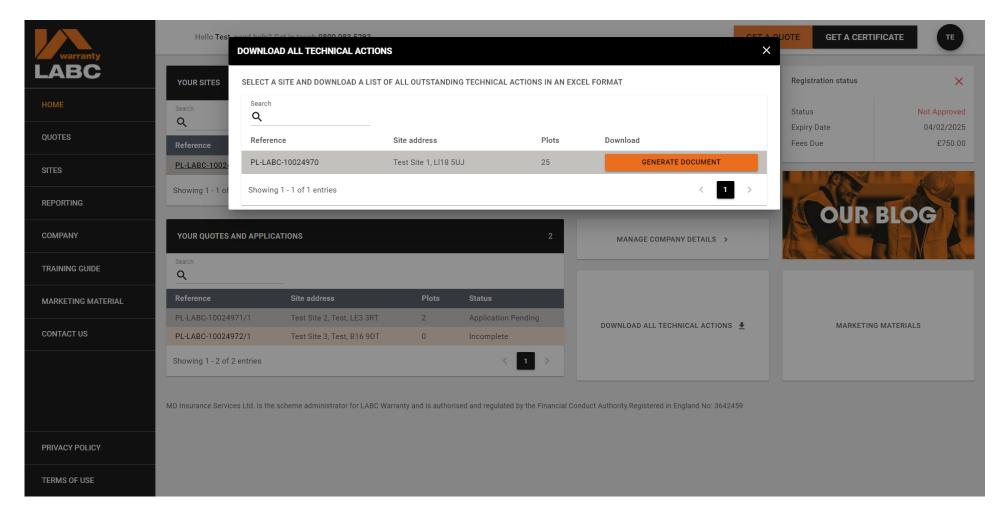
This will show if there are any outstanding **Actions** which would stop the relevant certificate(s) from being issued.

# Home: Filter plots nearly complete



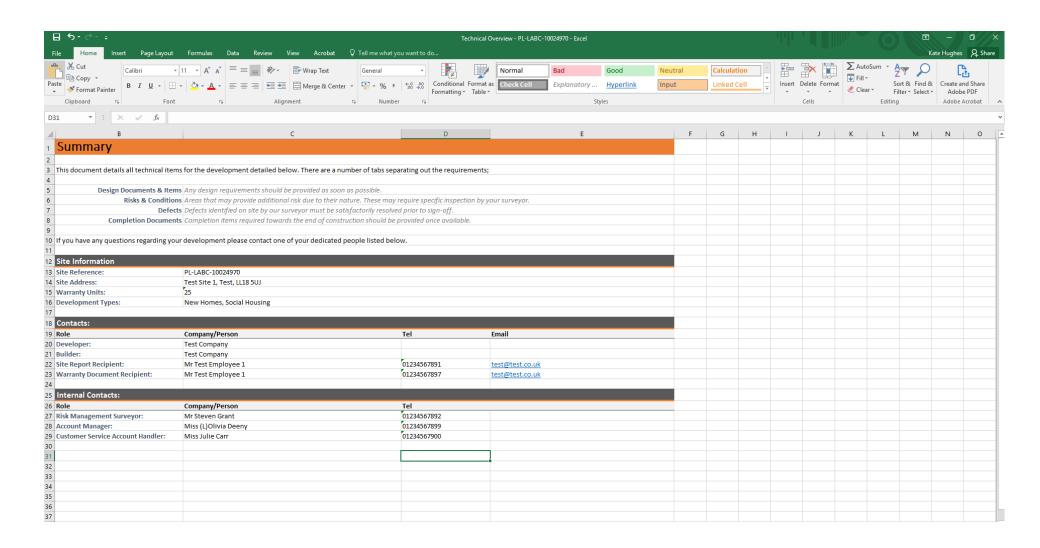
You can use the **Actions For Plots Nearly Complete** link to select a **Site** and view any urgent **Actions** required for Plots nearing completion.

#### Home: Download all technical actions

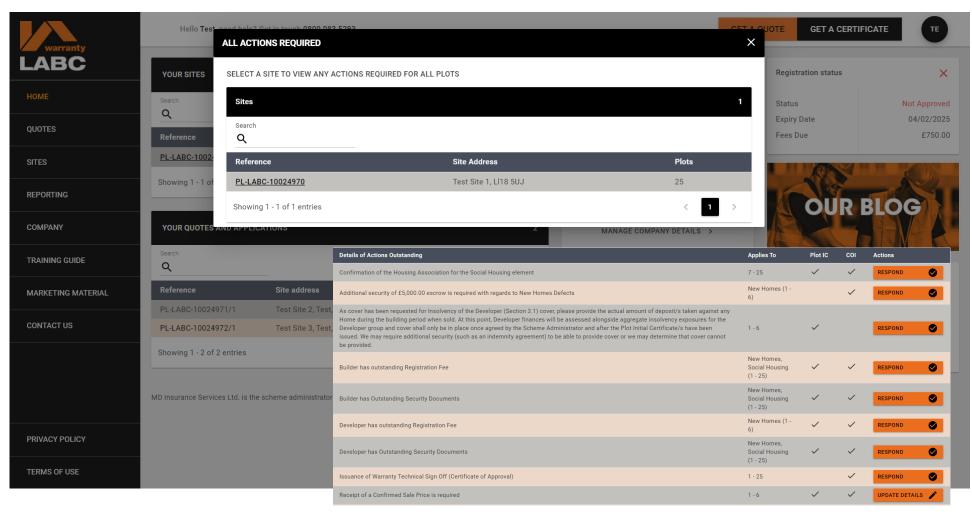


You can use the **Download All Technical Actions** link to download all technical related items or Actions that must be completed before a Plot can be signed off as complete. Select the Site required and click **Generate Document** to produce the report in Excel format.

#### Home: Download all technical actions

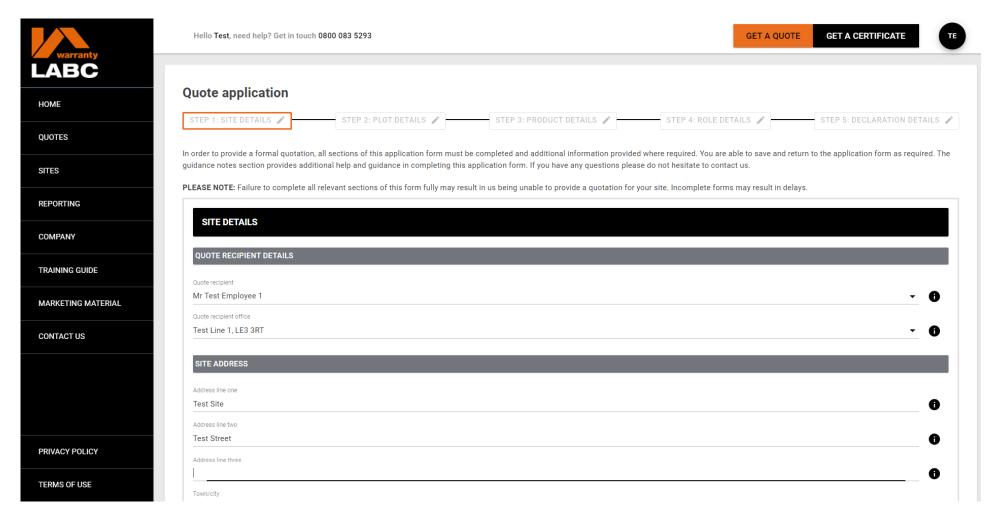


# Home: All actions required



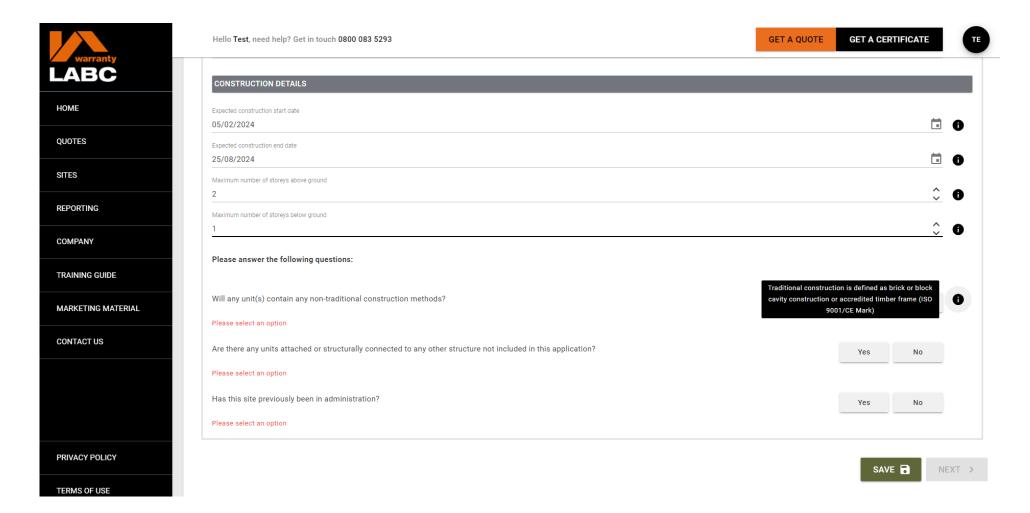
You can use the **All Actions Required** shortcut link to view all actions that must be completed before a Certificate of Insurance (COI) can be issued. You must select a **Site** to do this and view the **Action Required** tab for the site chosen and lists all actions outstanding.

#### **Quote: Site details**



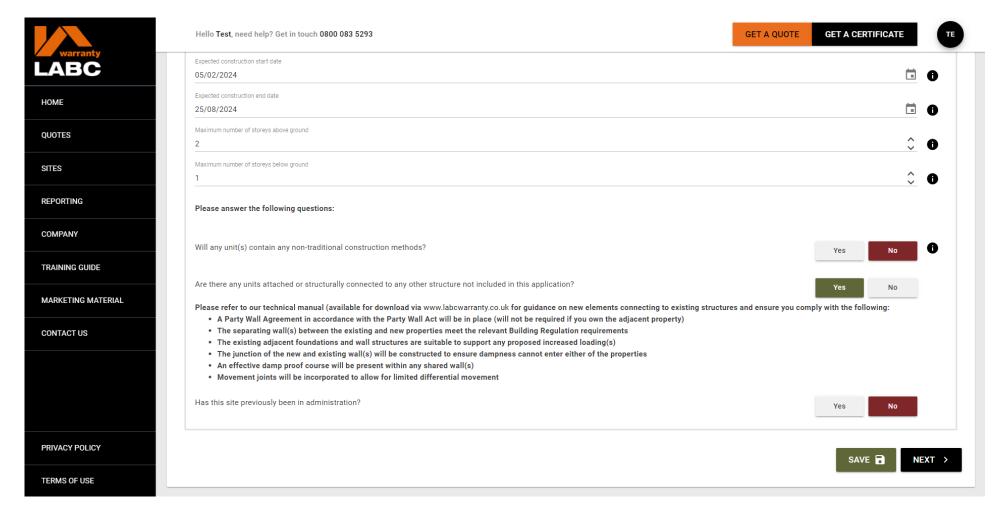
Select **Get a Quote** at the top of the screen to open up the quote application form. You can save the form at any time and return to it later, but you will be unable to submit your application without all the mandatory information supplied.

#### **Quote: Site details**



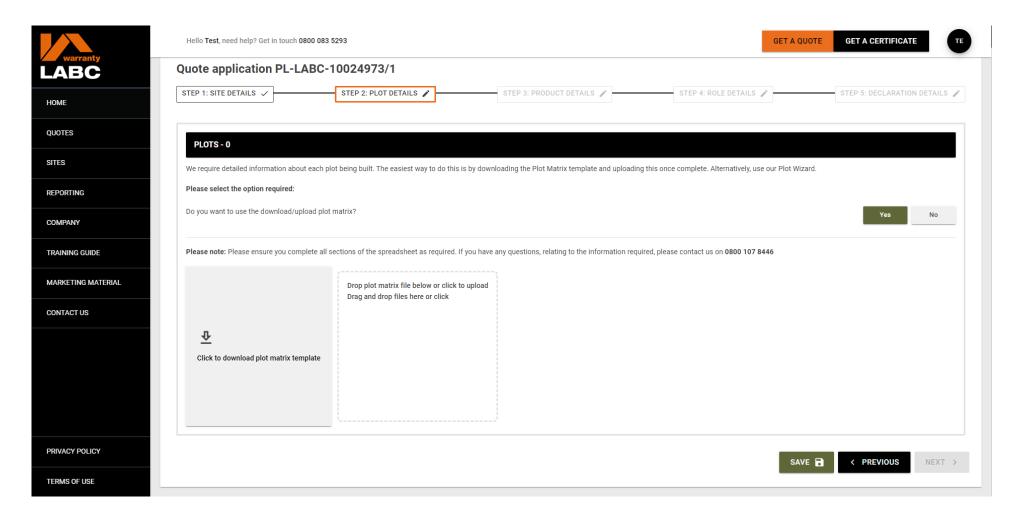
The **Get a Quote** application form is dynamic and will only ask the questions relevant to your project. Support text is provided to help you complete the form by clicking the (i) icon. You will be alerted if any required information has not been provided.

#### **Quote: Site details**



The **Save** button will enable you to save and exit the form. Any saved applications can be accessed via the **Home** page quick link. Click **Next** to proceed to the next page.

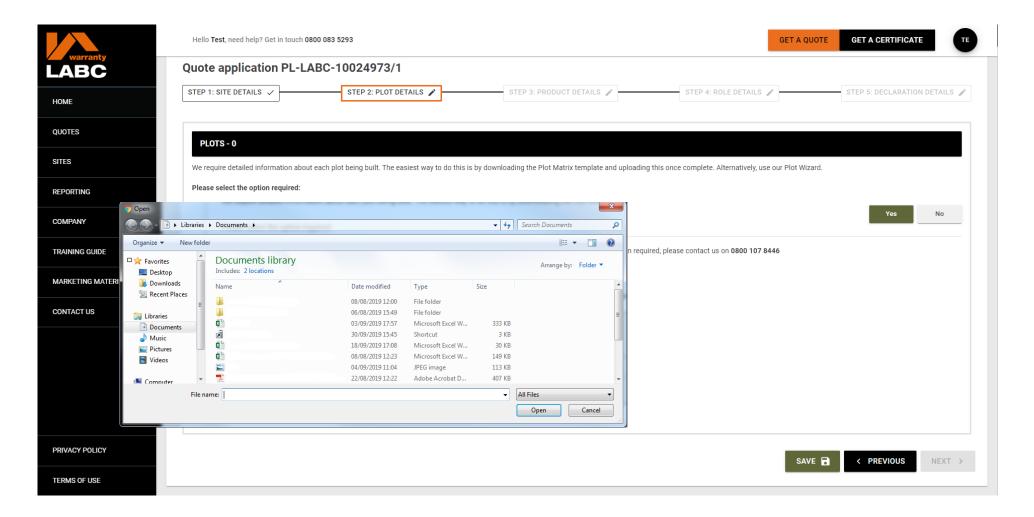
#### **Quote: Plot details**



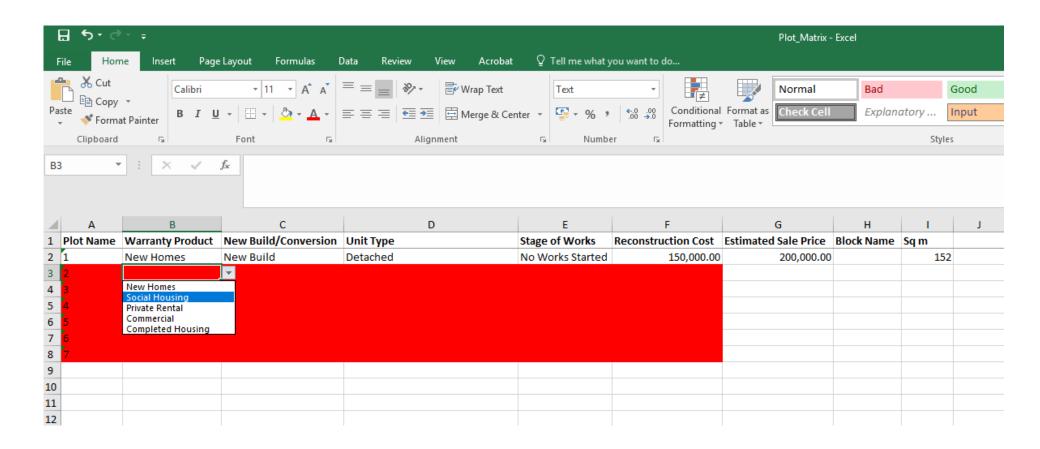
You are able to download and upload an Excel document to provide Plot information as requested, or select the manual option and enter your Plot information on-screen.

## **Quote: Plot details**



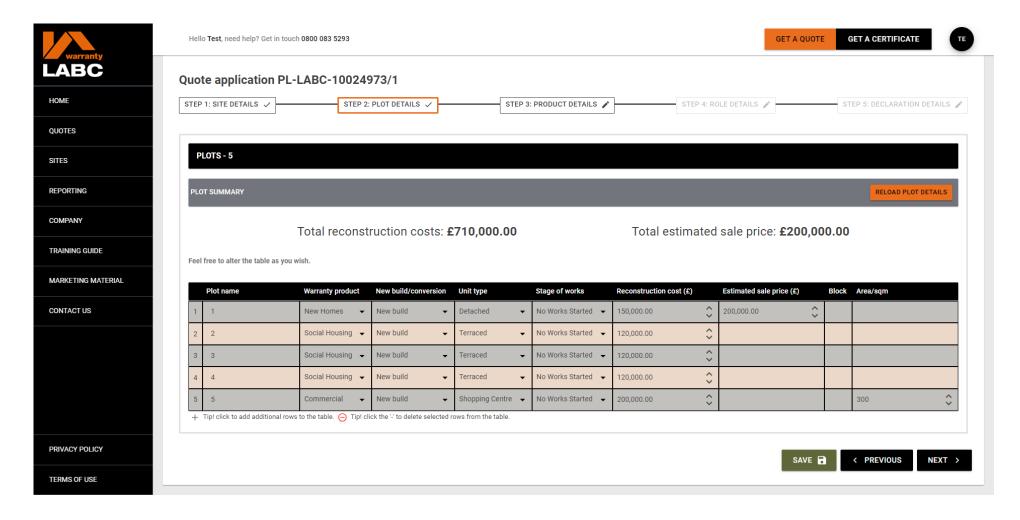


#### **Quote: Plot matrix**



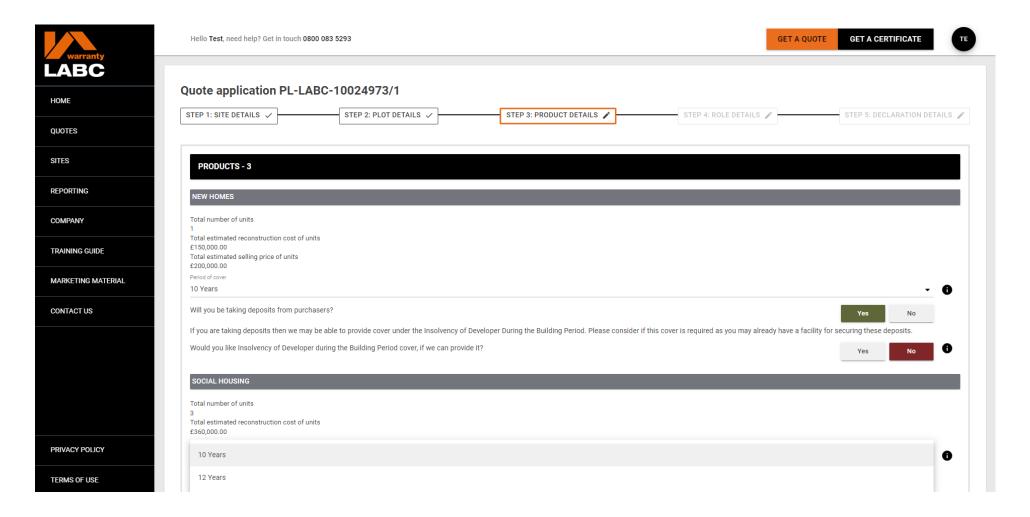
If you have downloaded and saved the Plot Matrix, you will need to complete the information required by using the drop-down boxes for each column.

# **Quote: Upload**



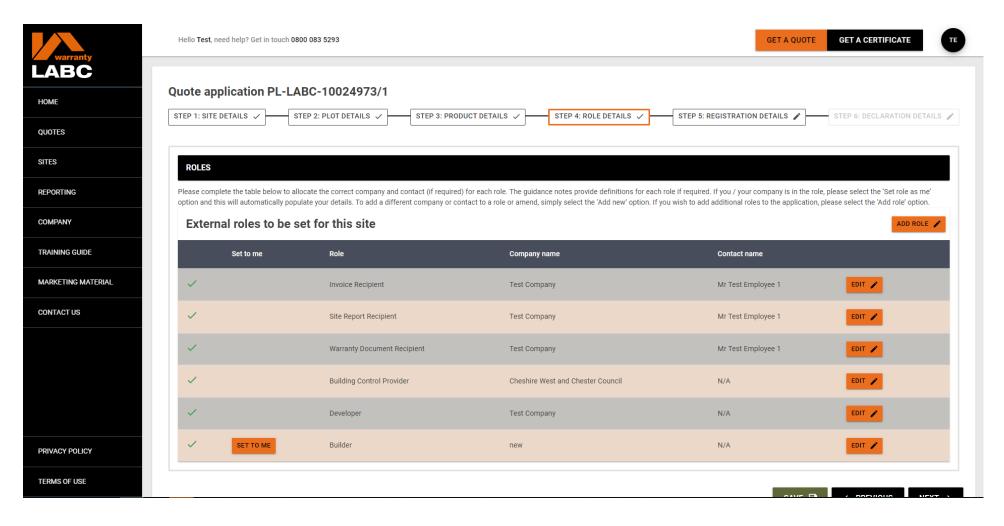
The information uploaded in the Plot Matrix will be automatically totalled and displayed on screen as a summary once the Excel is uploaded. You can amend any of the details uploaded by clicking the drop down arrows, or re-loading the updated Excel using the **Reload plot details** button.

## **Quote: Product details**



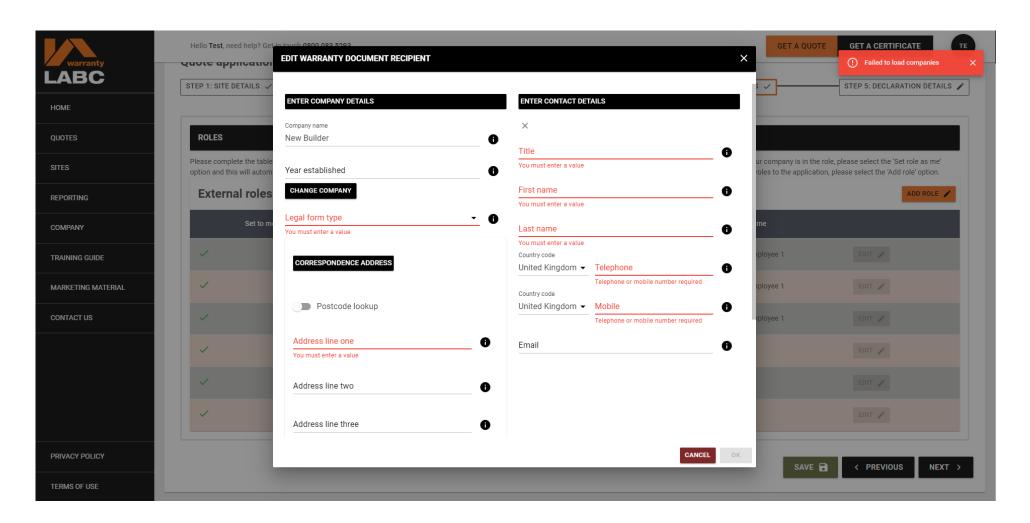
You will be asked further questions relating to the products selected e.g. New Homes, Social Housing, Private Rental etc.

#### **Quote: Role details**



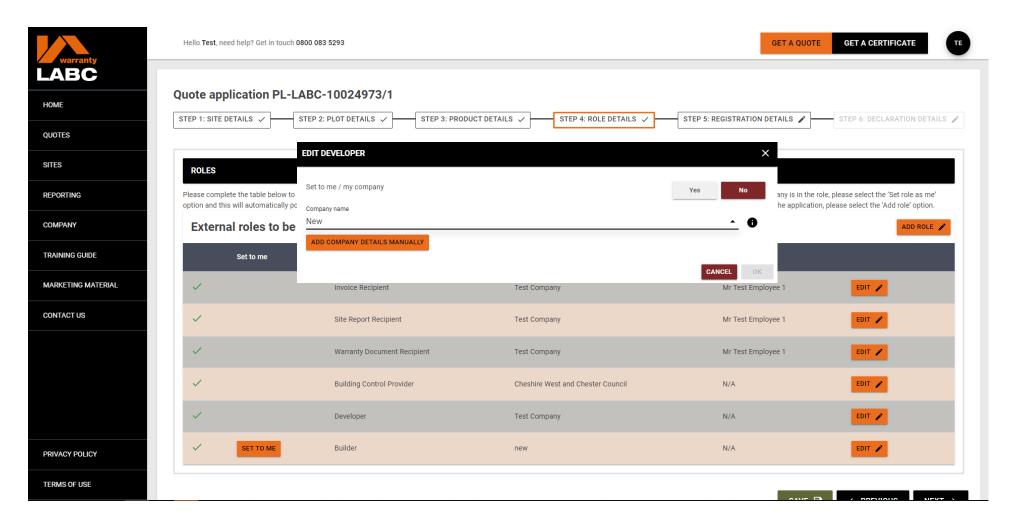
These are the companies and individuals who will have a role on your site. You must allocate a contact to each role in order to proceed, or set these as yourself. **Add Role** enables additional roles to be added, and new companies or contacts can be added via the **Edit** link.

## **Quote: Edit role**



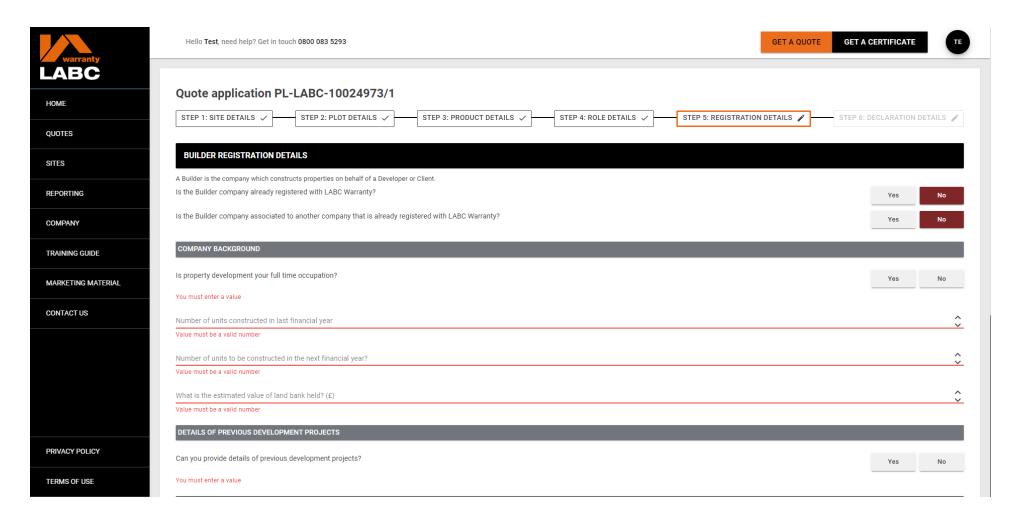
To edit a role select **Edit** and complete the information in the dialogue box before selecting **OK** to save.

# Quote: Add new developer or builder



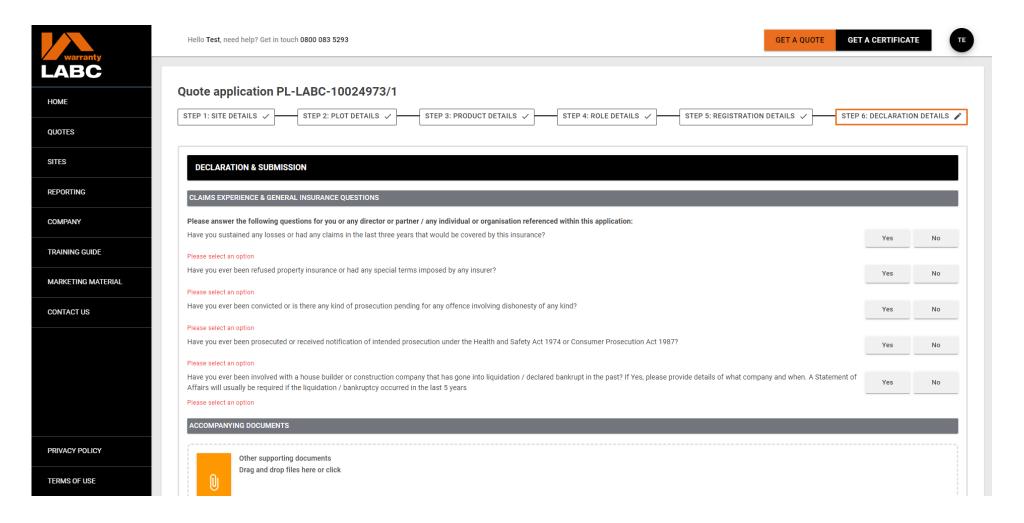
If you are using a separate developer or Builder for your project, click **Edit** and start typing the developer's or builder's company name, then select the correct option from the drop-down list. If the company is not already listed, click **Add Company Details Manually.** 

# Quote: Add new developer or builder



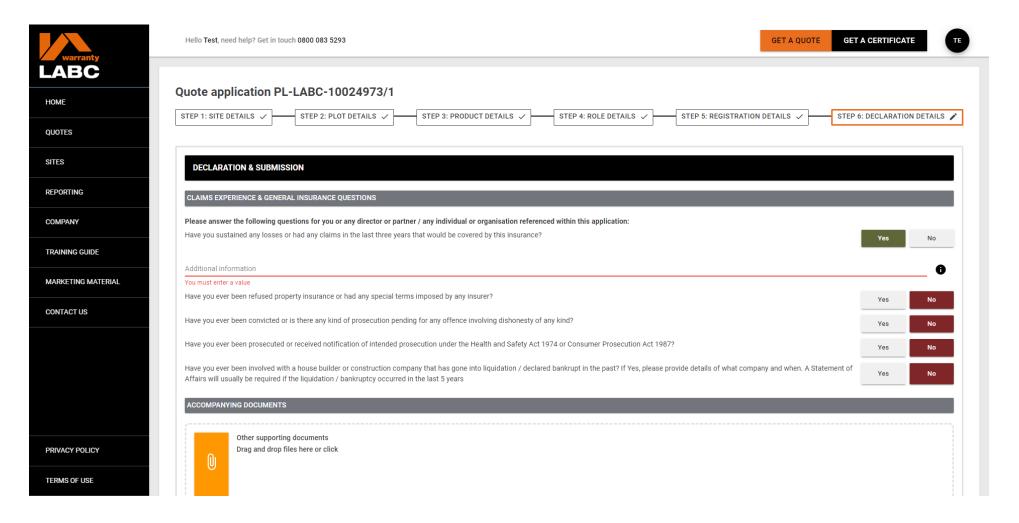
You must confirm if the developer and/or Builder is registered with LABC Warranty and, if so, provide their seven-digit registration number e.g. REG/LABC/3000000.

#### **Quote: Declaration**



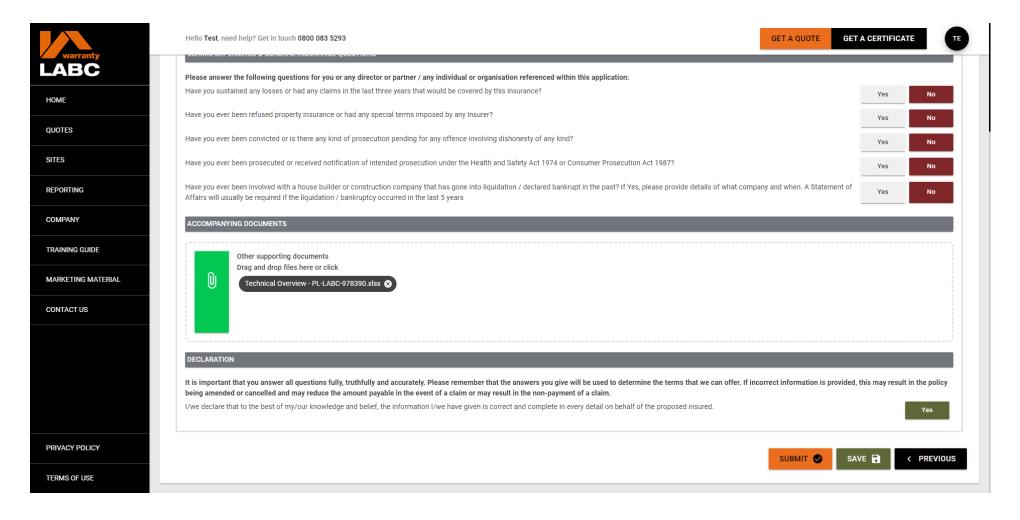
You are required to complete the claims and general insurance declaration.

## **Quote: Declaration**



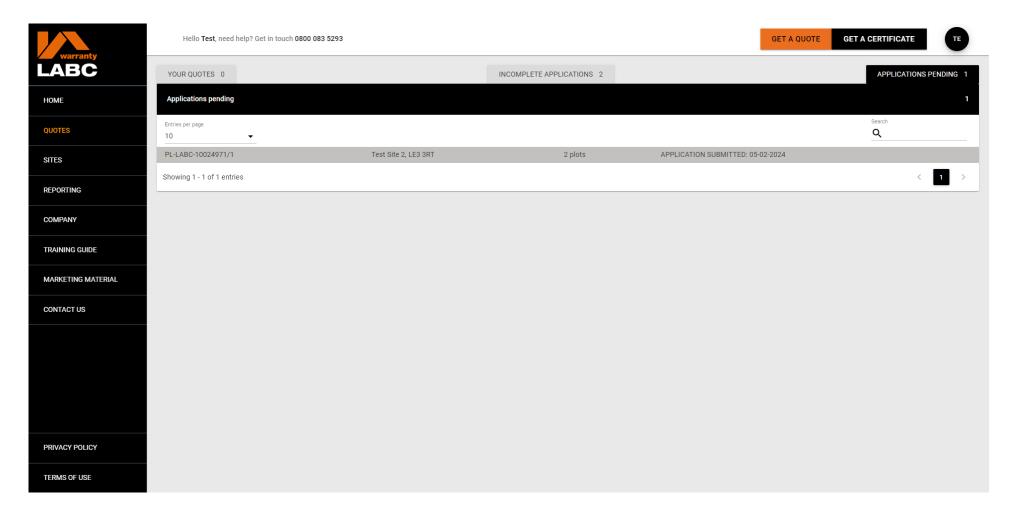
You will be advised if any additional information is required to be uploaded based upon your responses.

## **Quote: Supporting documents**



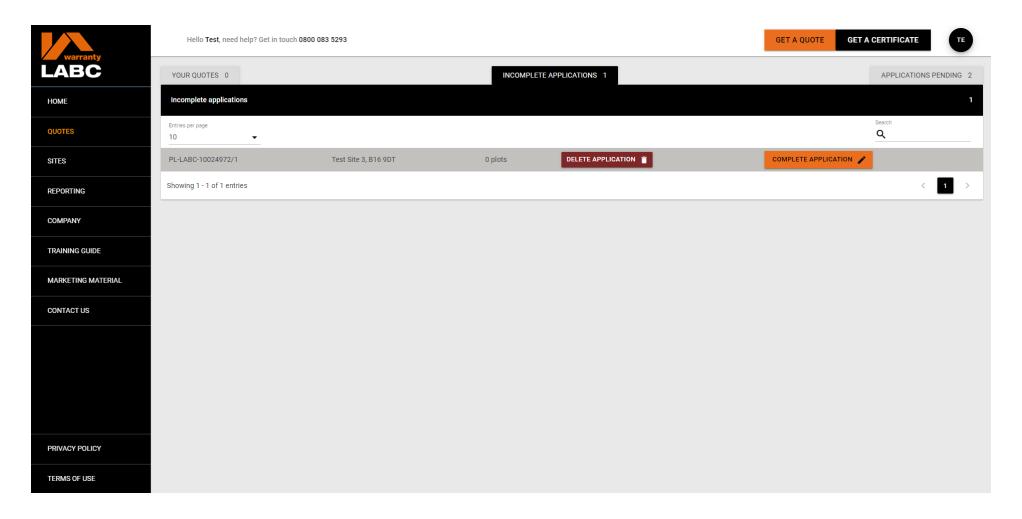
You will be required to upload any documentation related to your application before submitting your **Quote** application. You will be able to see on screen if the upload has been successful and delete/re-upload if required. Once all the information required is complete, you will be able to click the Submit button. This will submit the application and you will receive the formal quotation document bundle and terms and conditions via email once it has been formally underwritten.

# **Quote: Application pending**



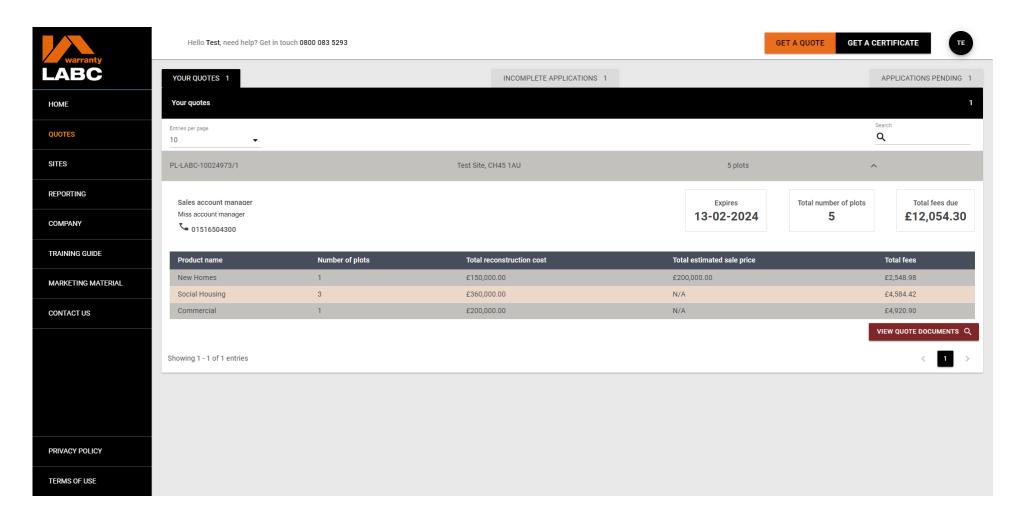
Once submitted, your application will show on the **Quotes** tab under **Applications Pending**. You will be sent your formal quotation via email and also be able to download a copy via the Extranet

# **Quote: Incomplete application**



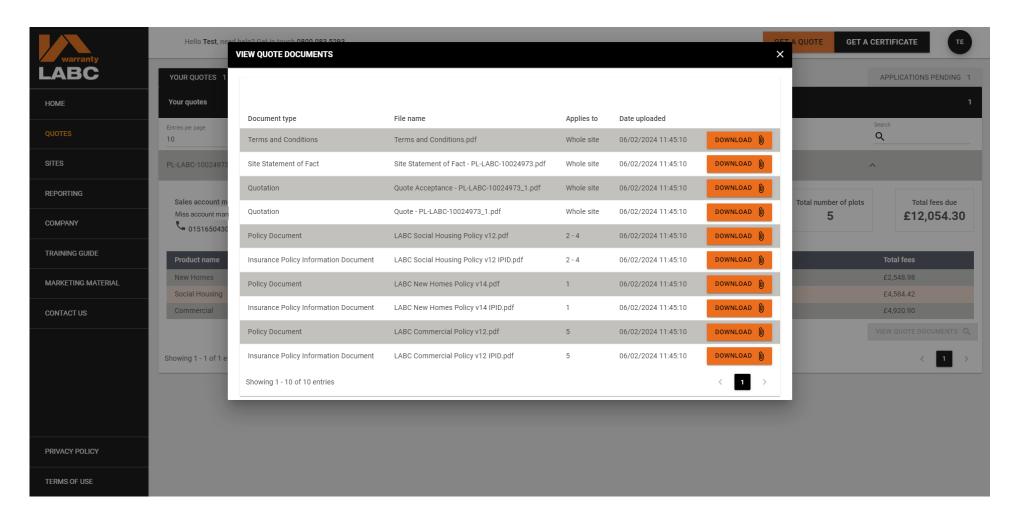
Any incomplete applications can be accessed via the **Home** page quick link or the **Quotes** tab under **Incomplete Applications**. Click **Complete Application** to continue with the application or **Delete Application** to remove from the Extranet.

# **Quote: Your active quotes**



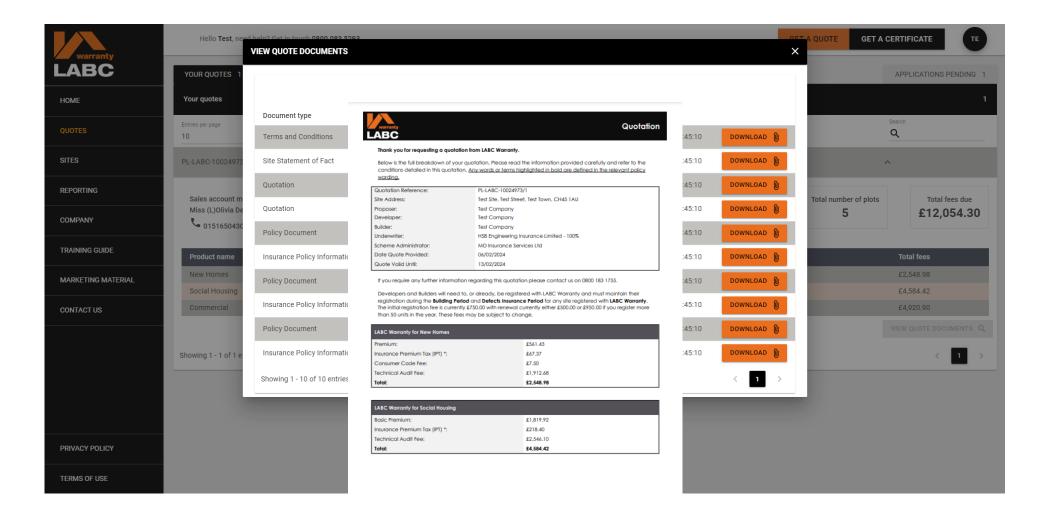
Any quotes which have been submitted via the Extranet and not yet accepted will be available to view under the **Quotes** tab and **Your Quotes**. Click on the **View Quote** button to view the quote summary.

# **Quote: Your active quotes**



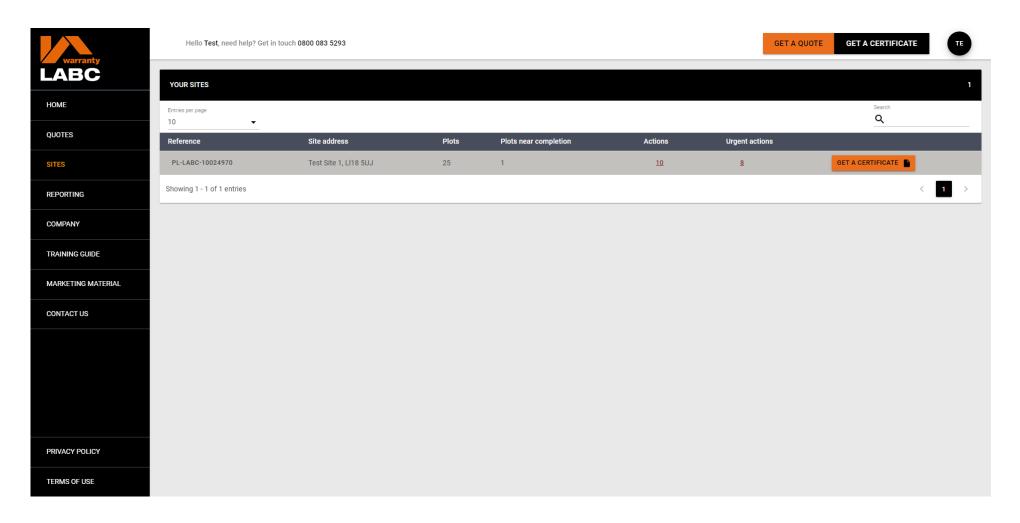
Click the **Download** button to view the document required.

# **Quote: Your active quotes**



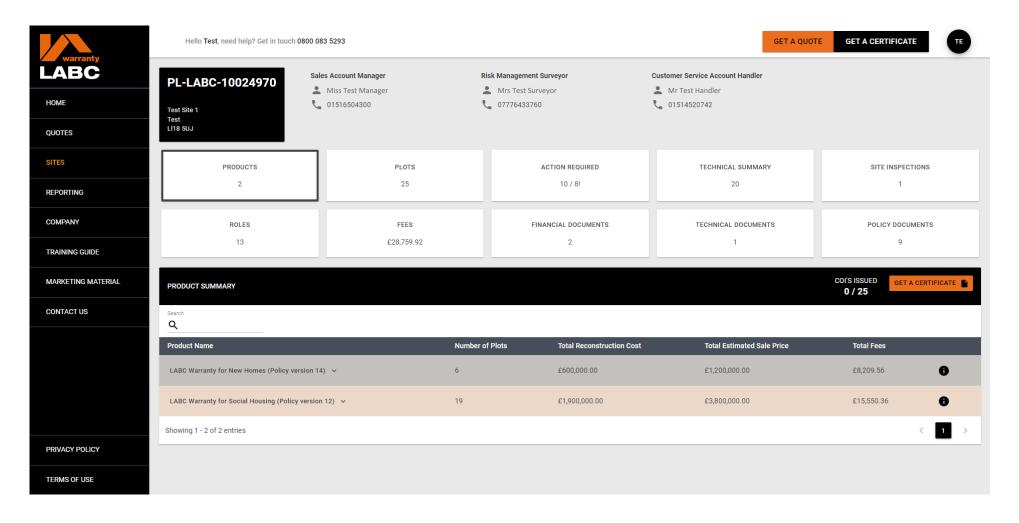
Q01D-11.00-151223 Page 1 of 7

## Sites: Summary of sites registered



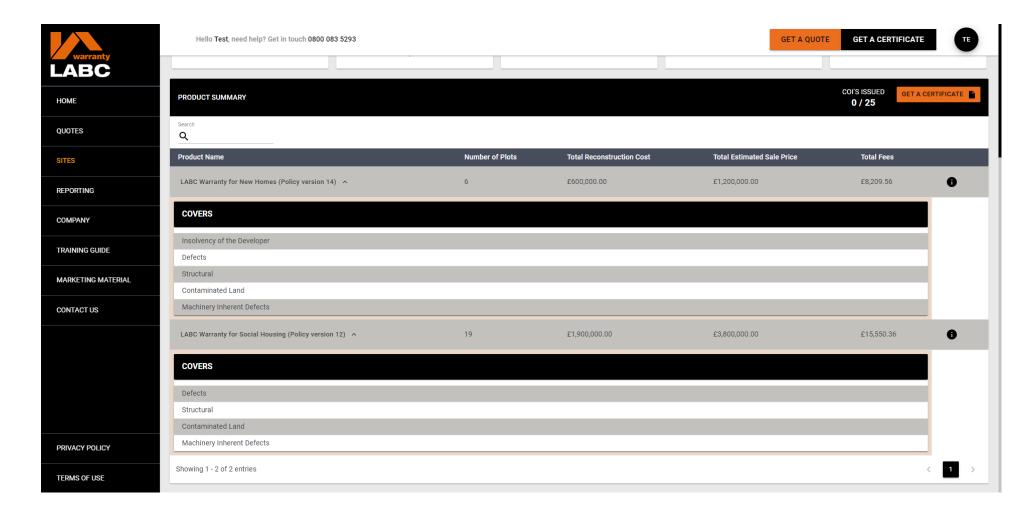
Your Sites is a list of all the open sites registered with LABC Warranty since 1<sup>st</sup> January 2016. Click the reference number to open the record. This shows a summary of **Plots** and **Actions** outstanding. **Urgent Actions** relate to **Plots** nearly complete.

## Sites: Product summary

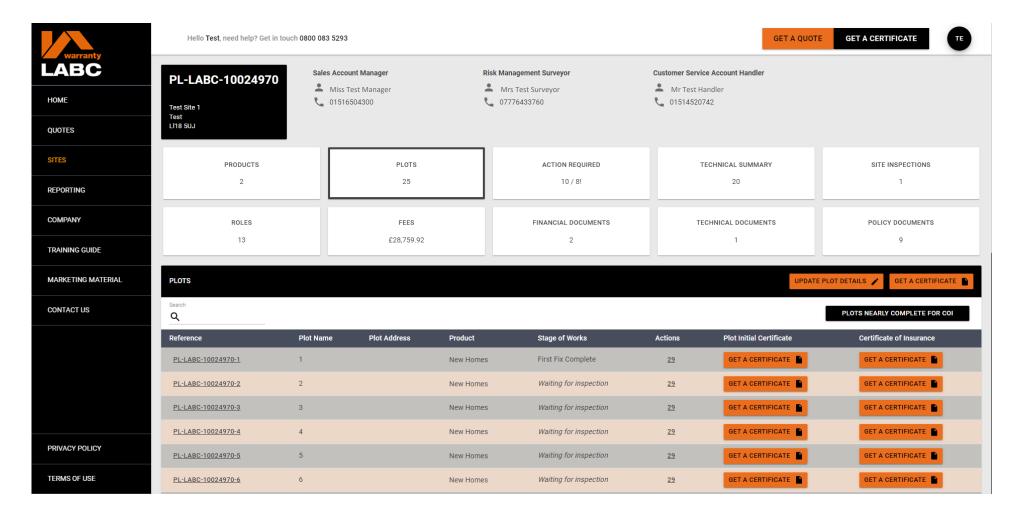


This shows a summary of the warranty products associated to your **Site** and if any Certificates of Insurance (COI) have already been issued.

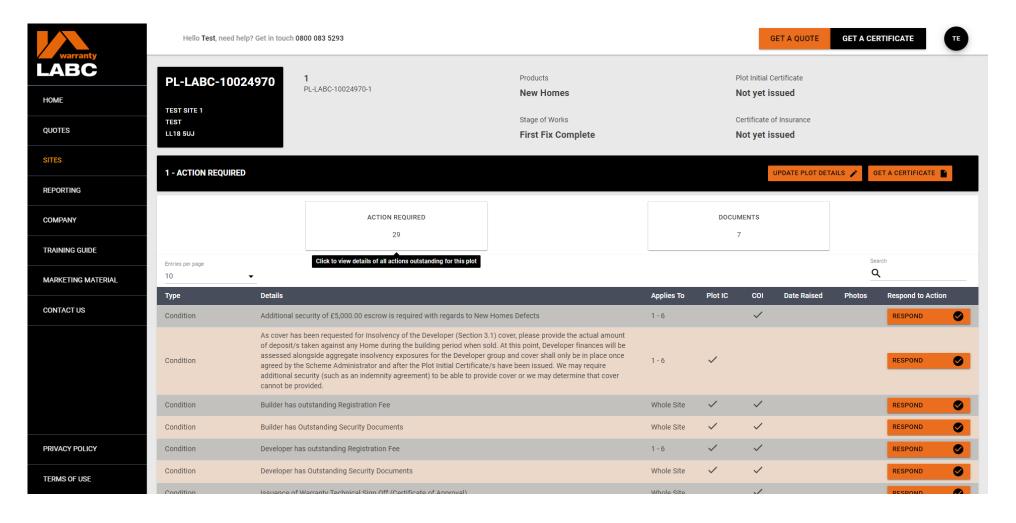
## **Sites: Product summary**



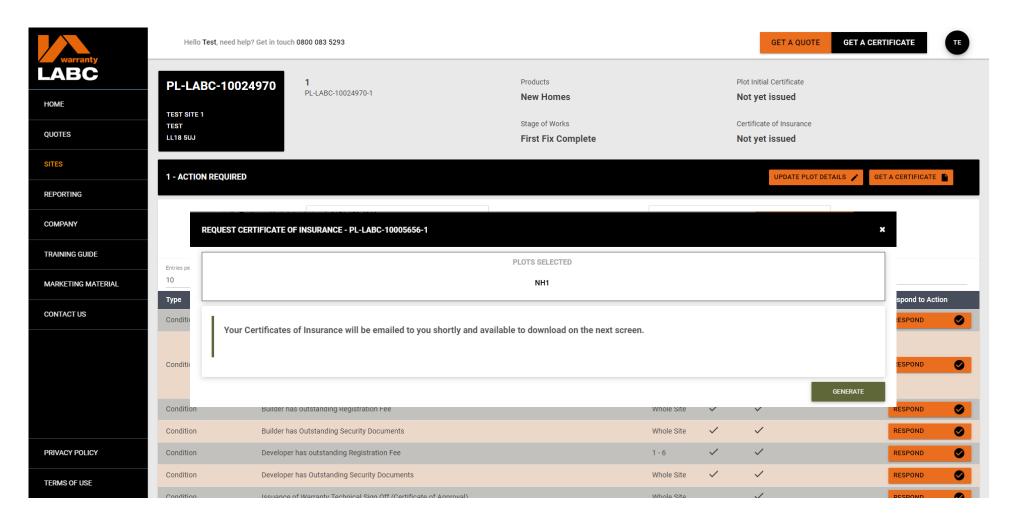
Each warranty product can be expanded to show what cover is included on the order.



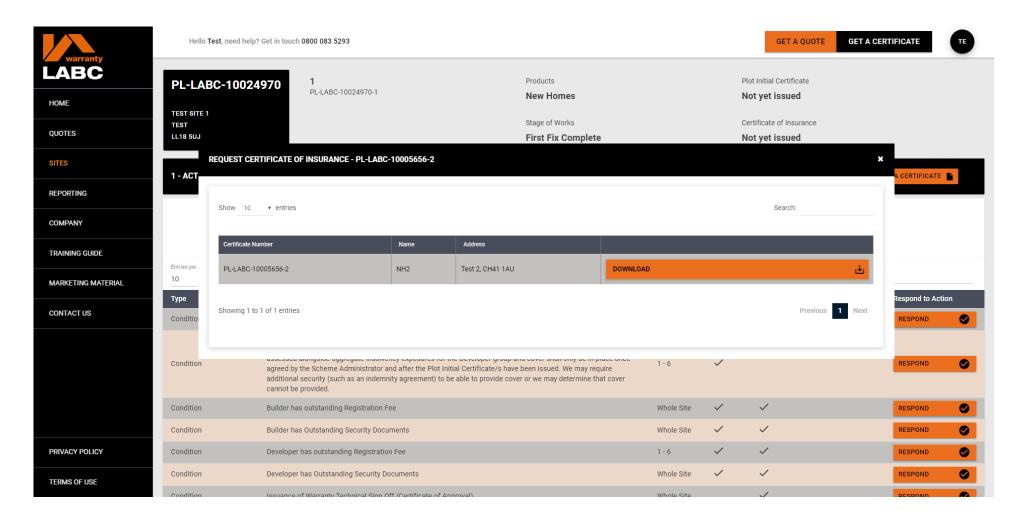
Summary of the **Plots** associated to your **Site** and if any Certificates have already been issued which you will be able to download and view as a pdf (if issued after Extranet launch). Filter and respond to any outstanding Actions relating to an individual **Plot** by clicking on the relevant underlined **Plot** reference number. **Click the Plots Nearly Complete for COI** button to filter **Plots** were urgent action is required.



This is the **Plot** summary screen and shows all outstanding **Actions** or **Documents** issued for the **Plot** selected. You can switch between **Actions** and **Documents** using the two main buttons. To return to the main Site summary screen, click the site reference in the black box in the top left corner.

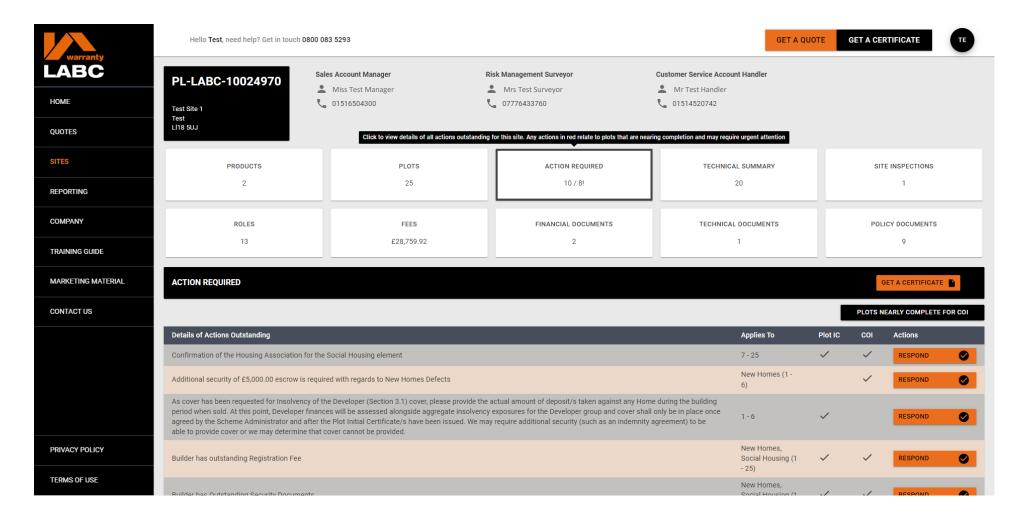


The **Get A Certificate** button will enable you to request a Certificate for the relevant **Plot**. If there are no **Actions** outstanding for the Plot then you can generate your own Certificate by clicking the **Generate** button. If you have outstanding **Actions** which prevent the Certificate from being issued, these will be listed for your reference.



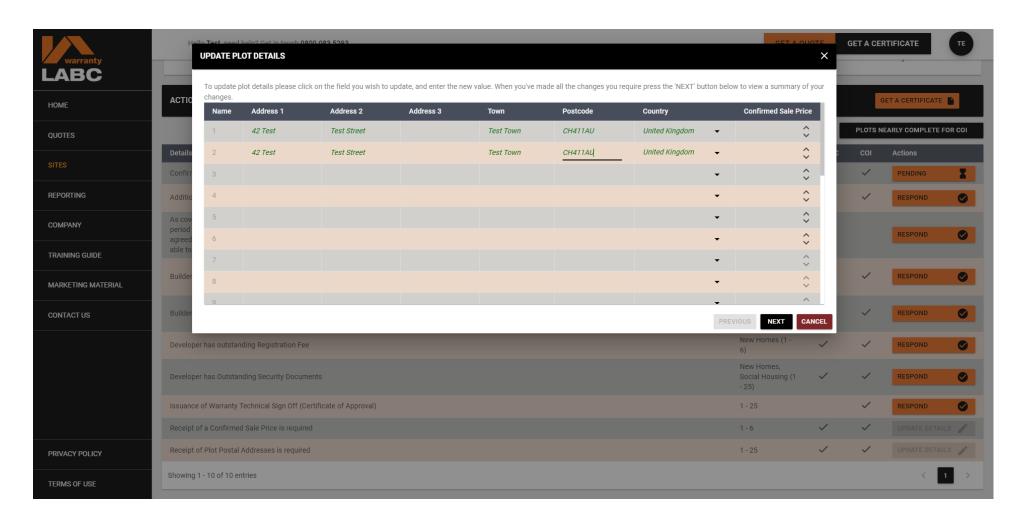
The Certificate will be available to view and download on screen and will also be emailed to you.

## Site: Action Required



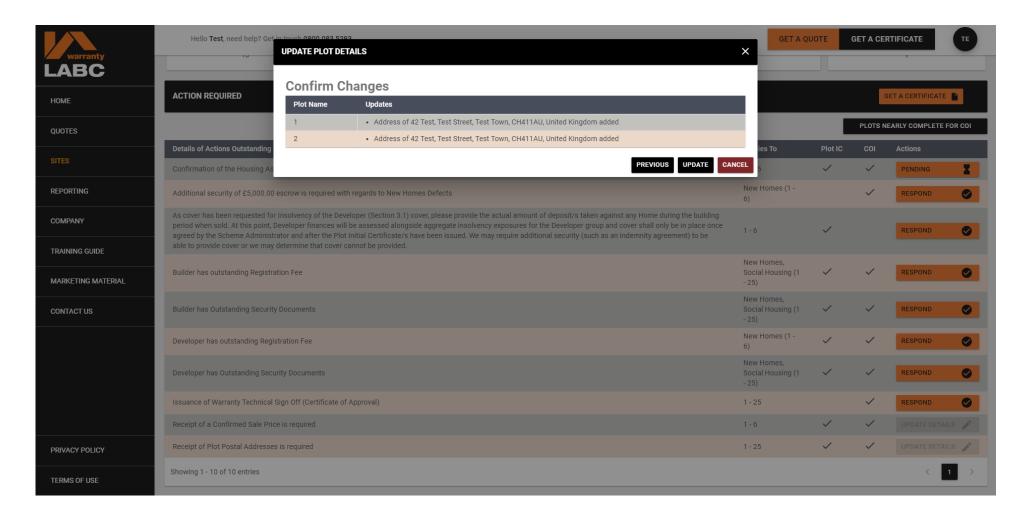
Actions relate to any item or action that must be completed by you before a Certificate can be issued.

### Site: Updating address / sales price



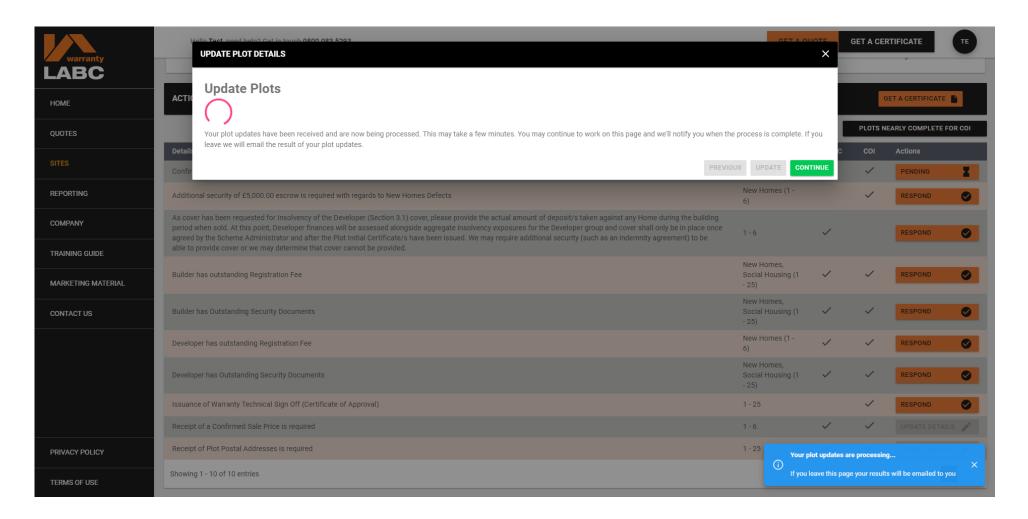
To add a sales price or address, click on **Update Details** and key in to the table on the new pop up window. Complete each field and click **Next** to proceed.

## Site: Updating address / sales price



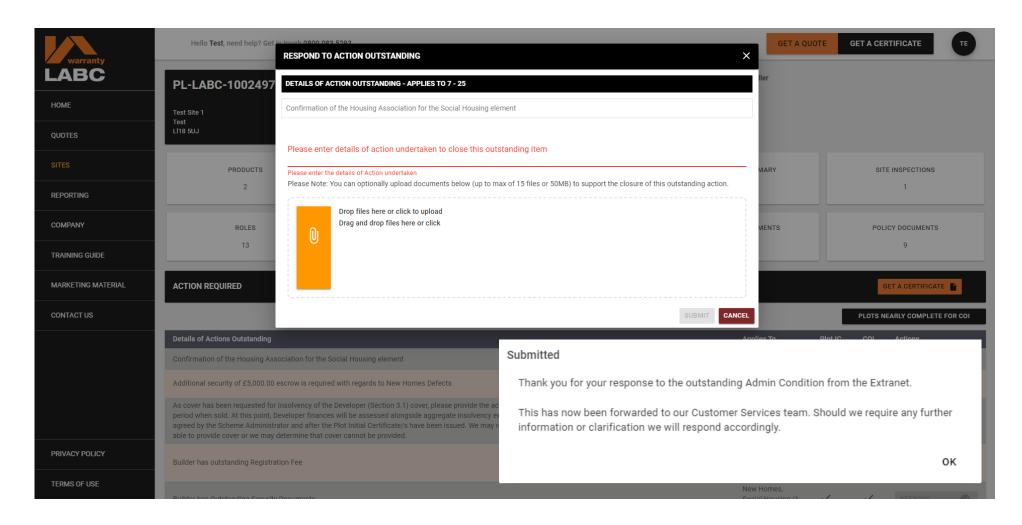
Review the information input and click **Update** to submit the information.

## Site: Updating address / sales price



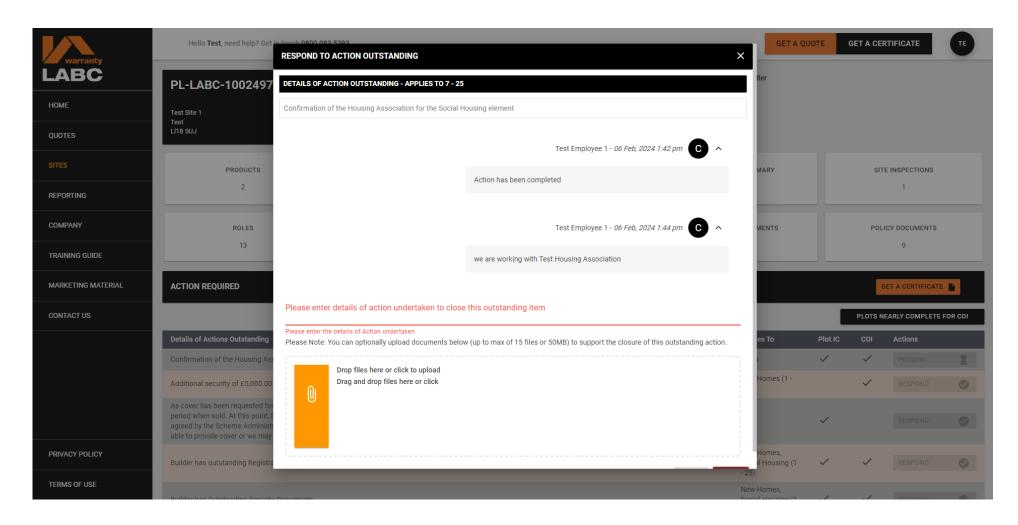
You will get a notification screen to show the information submitted is being processed. Once the action is complete, click **Done** to close the window. If you try to make further changes once this has been submitted, your will receive a further on screen notification.

### Site: Respond to action



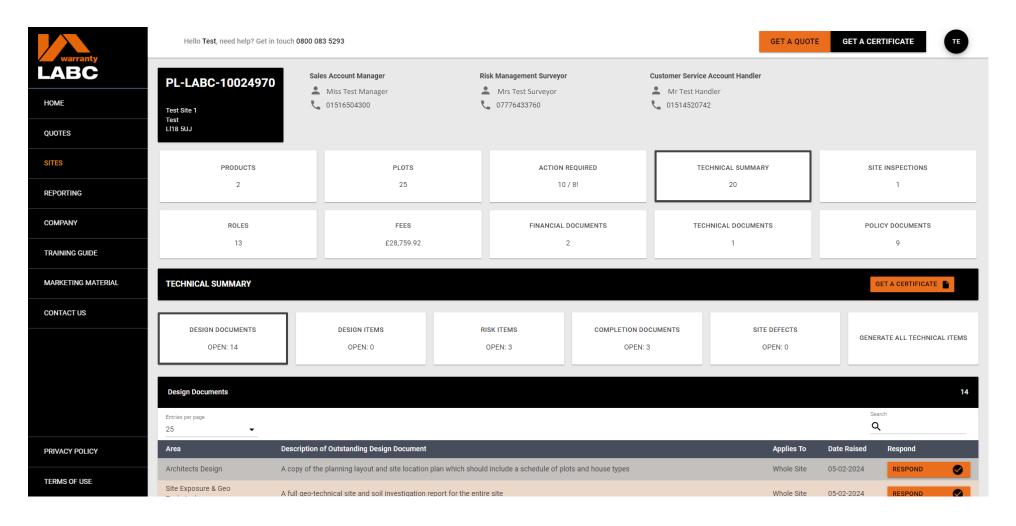
You must confirm what has been done to close off the **Action** and you can upload evidence to support this. Confirmation of successful submission will be shown on screen. An email notification is sent when the **Action** is closed or if further action or information is required.

### Site: View action response



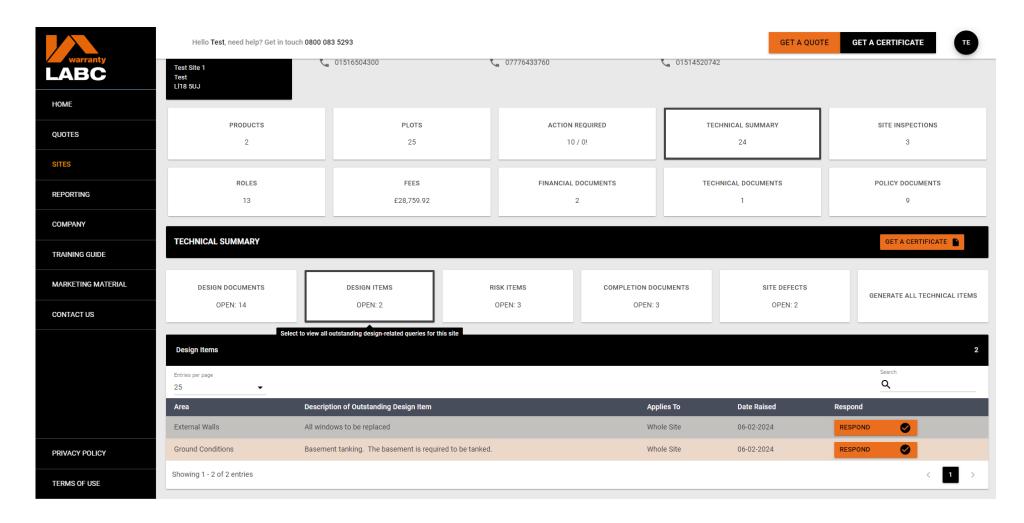
Once your response to the Action is reviewed by the LABC Warranty team, if further action or information is required you will receive an email confirming the details. This will also be available to view on the Extranet via the **View Response** button. Once the Action has been closed, you will no longer be able to see any responses.

# Site: Technical summary – design documents



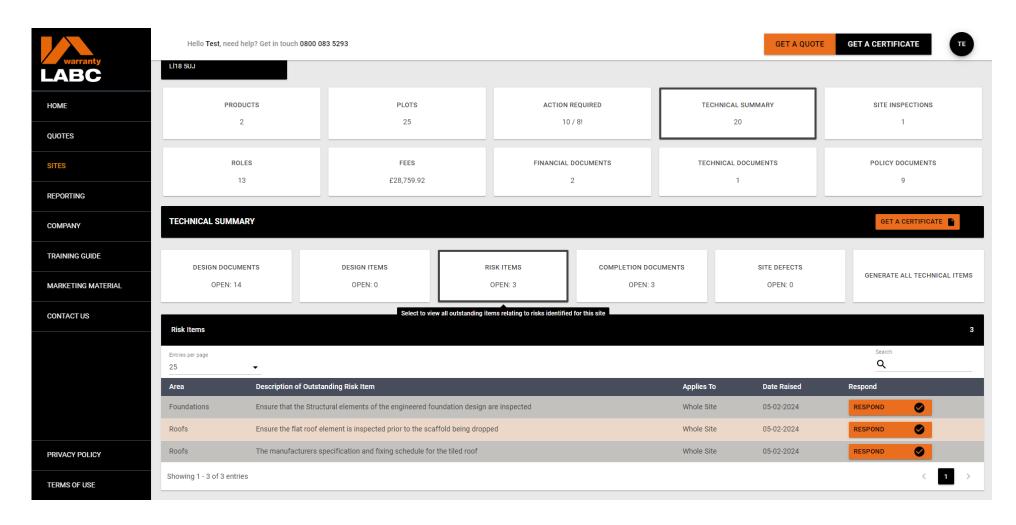
**Design Documents** are the design-related documents your architect has produced for your Site (plans, drawings or calculations for example). These documents are required at the start of the project.

# Site: Technical summary – design items



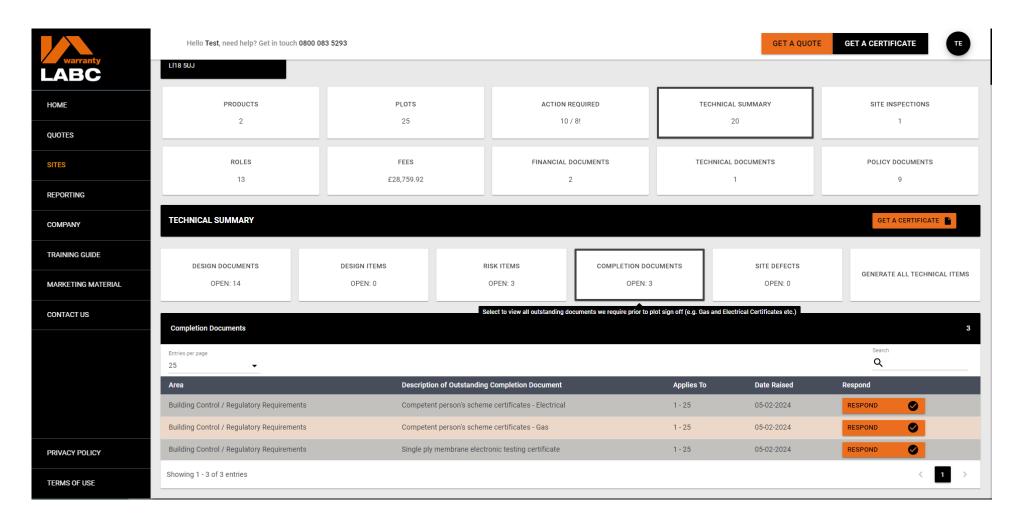
**Design Items** are queries, questions or issues that our surveying team have raised in relation to the design elements of your construction project. Any items raised will require responses and closing before final sign-off.

## Site: Technical summary – risk items



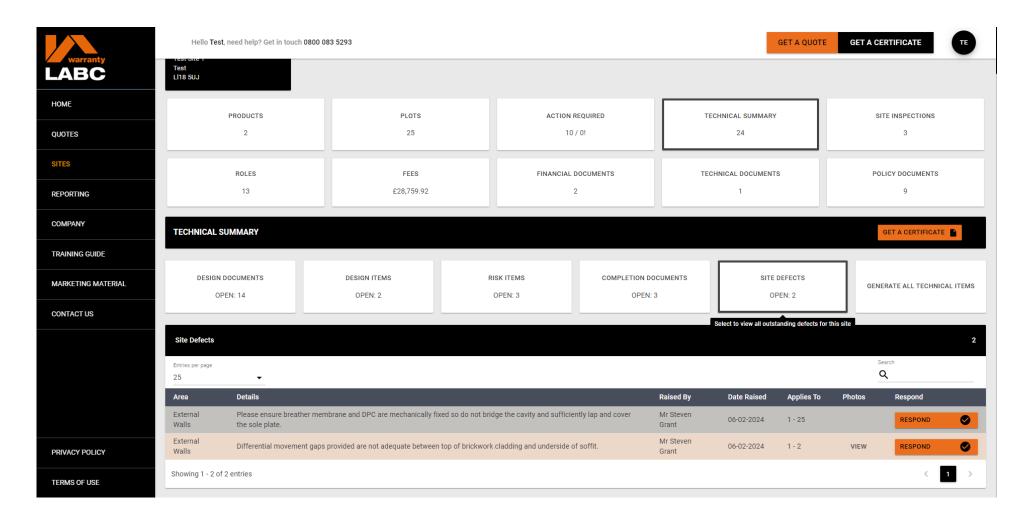
**Risk Items** are possible risk areas our surveying team have identified for your construction project that our on-site surveyor will need to verify and clear before final sign-off.

# Site: Technical summary – completion docs



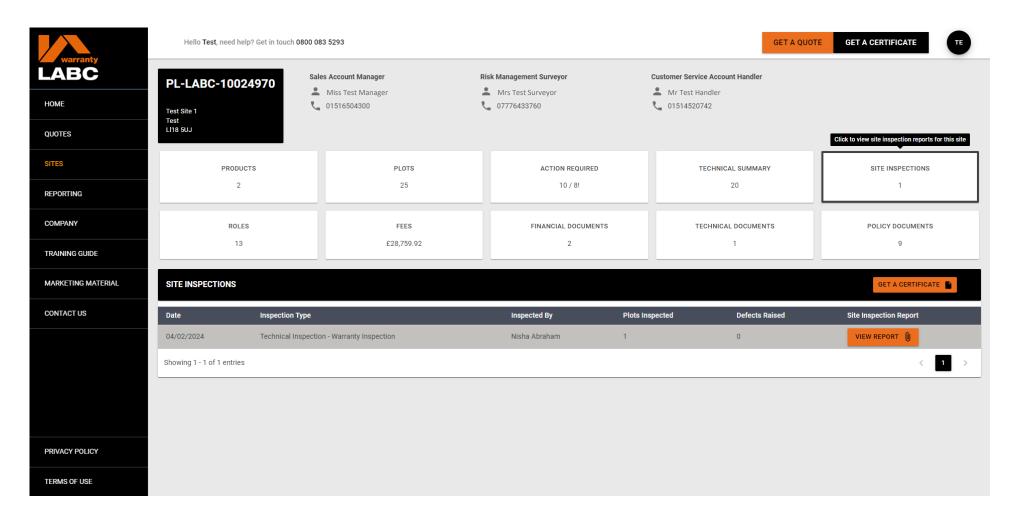
**Completion Documents** are the certification documents for each house (Electrical certificate or gas certificate for example) that we need to receive and review before sign off.

## Site: Technical summary – site defects



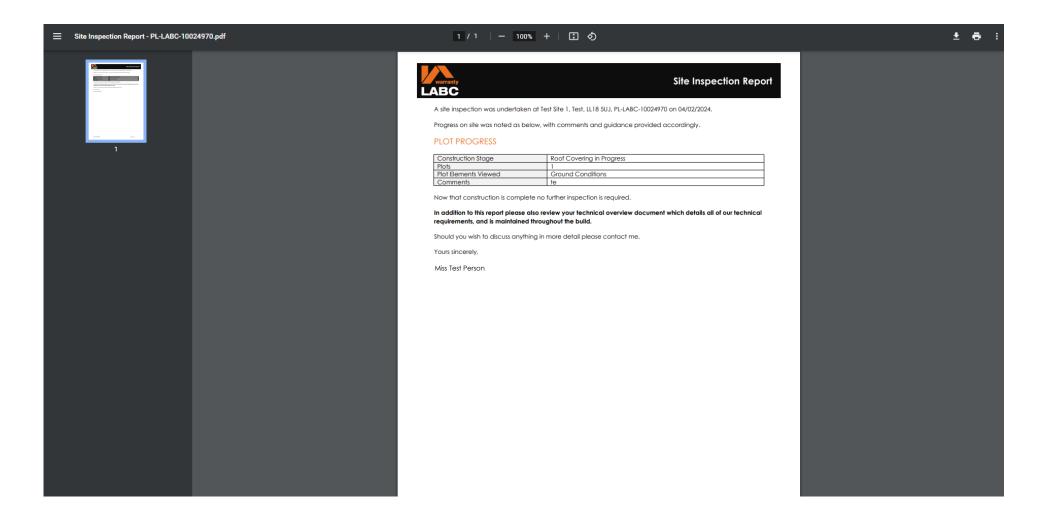
**Site Defects** are issues or problems that our on-site surveyor has raised when inspecting your project. They will need rectifying to our satisfaction before we can sign off any Plot.

## Site: Site inspections

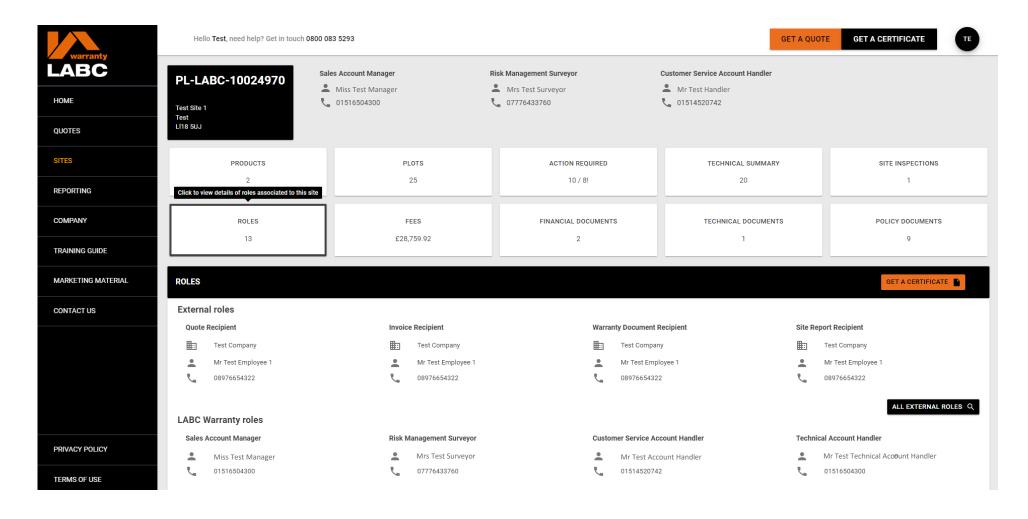


The **Site Inspection** reports associated with any site visit will be listed here and available to view or download. If you need to access any historic reports please contact your customer services team. Select **View Report** to view the pdf.

## **Site: Site inspections**

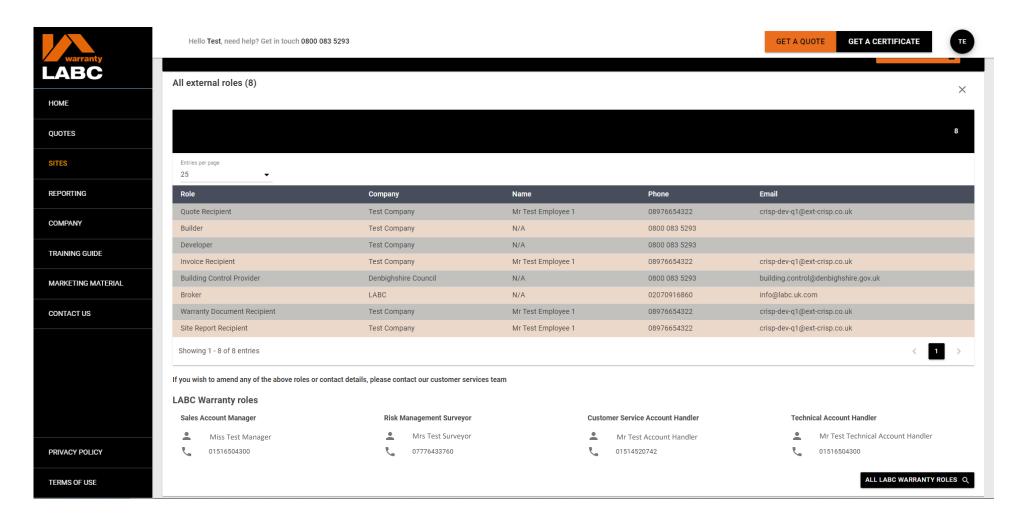


### Site: People linked to site roles



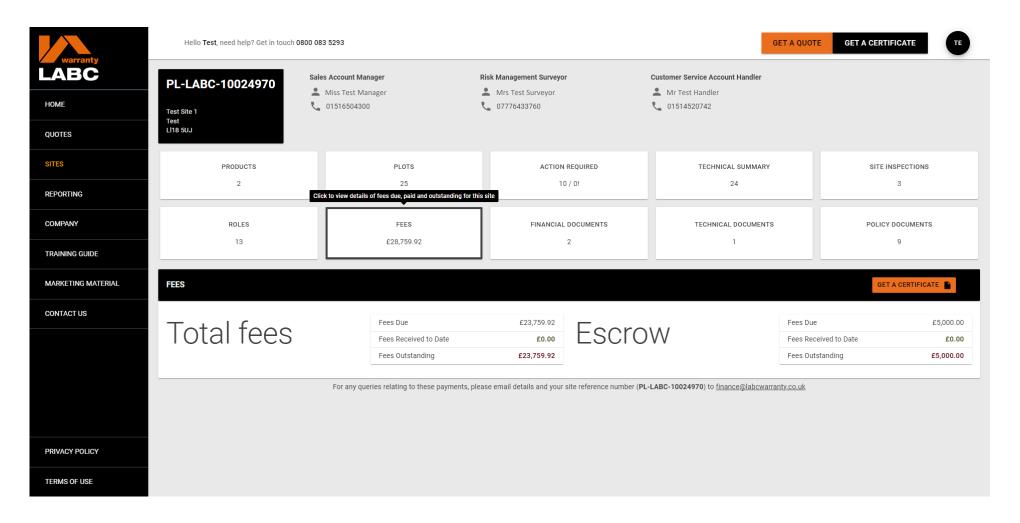
**Roles** are the companies and contacts who will have a role on your site. Should you need to make any changes, please call Customer Services on **0151 650 4318** or email **customerservice@labcwarranty.co.uk** including your site reference and details of the change.

### Site: People linked to site roles



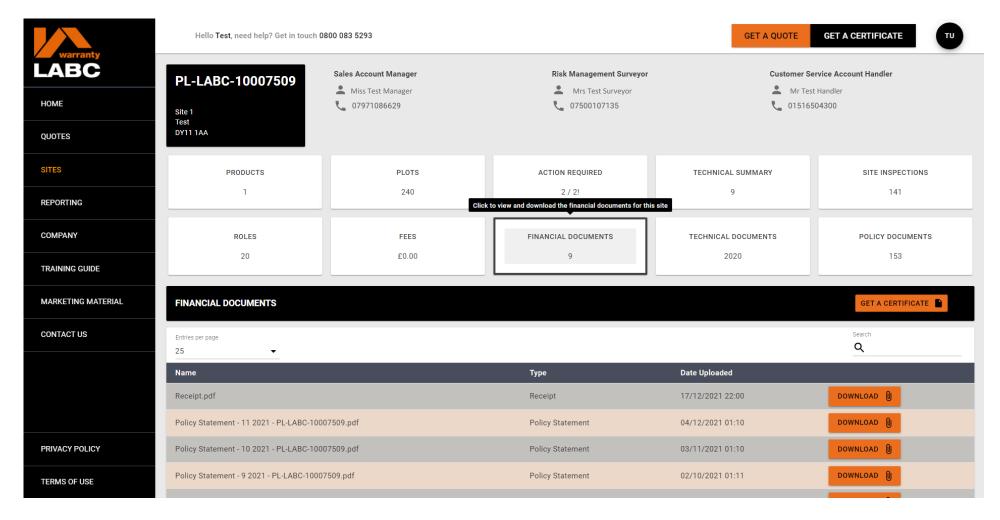
Expand to view all **Roles** or click the **X** to close.

#### Site: Fees



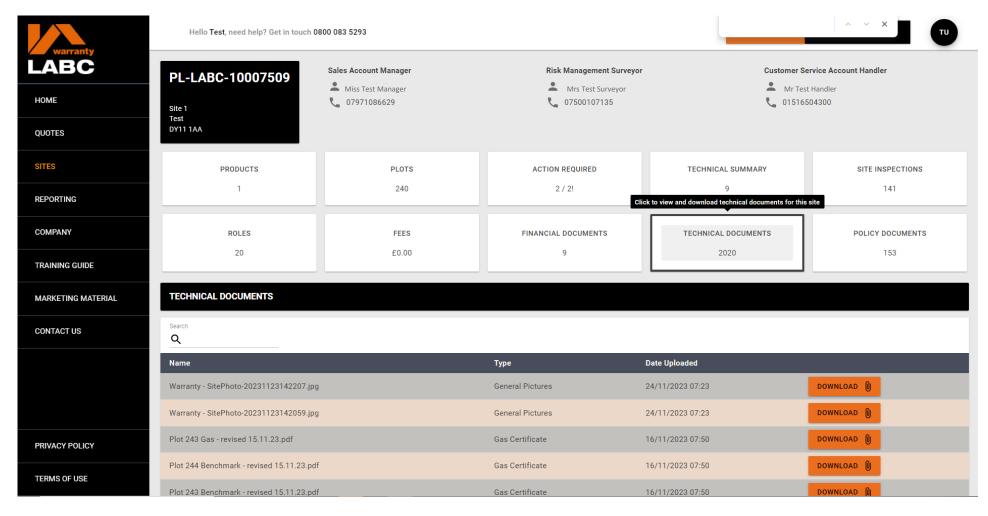
**Fees** shows a summary of any fees and Escrow (if applicable) relating to the **Site**. For any queries relating to payments, please email your details and site reference (e.g. PL-LABC-1000000) to **finance@labcwarranty.co.uk**, or speak to your dedicated Customer Experience Specialist.

### Site: Financial documents



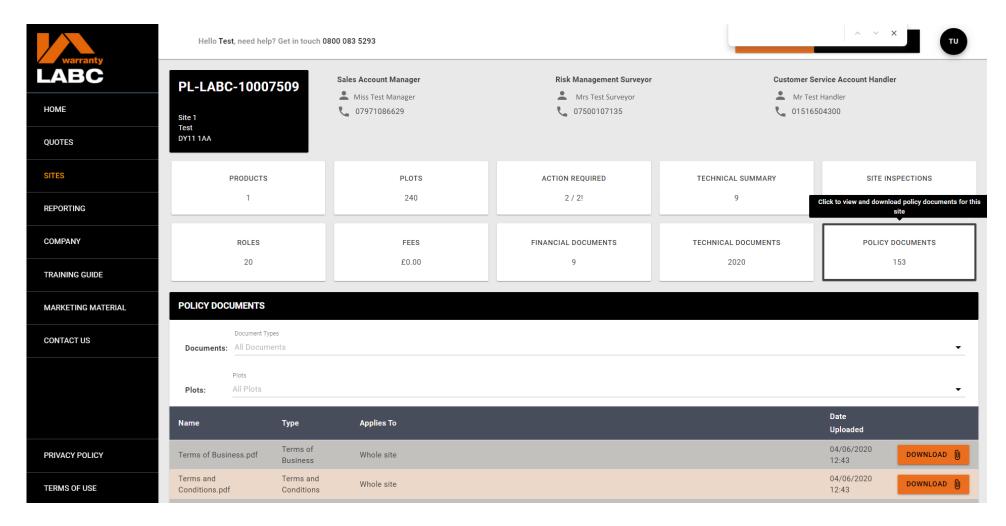
Here you are able to access any financial documents issued to your company including invoices, receipts and policy statements.

### Site: Technical documents



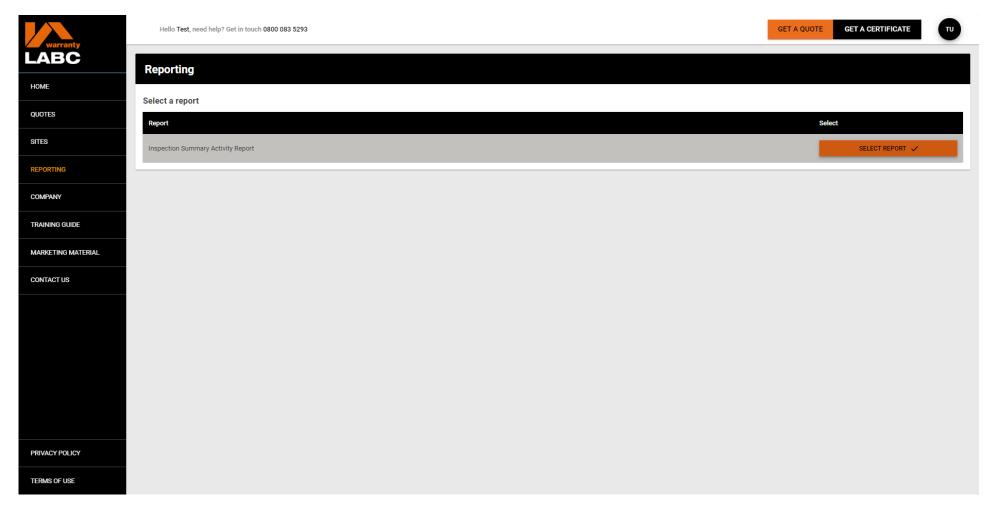
Any technical documents provided to LABC Warranty are held here and available to download. Use the search function to find the relevant document required.

# **Site: Policy documents**



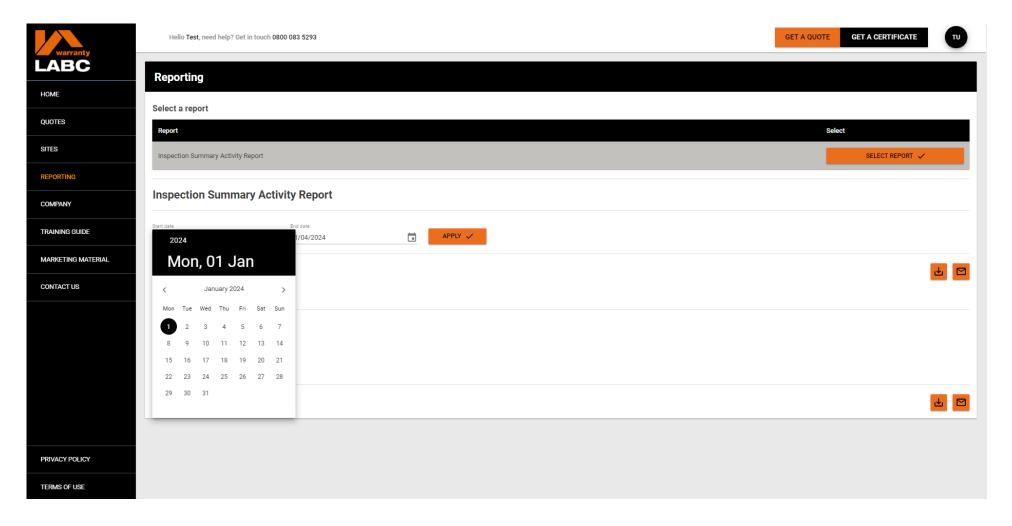
Here you will find all documentation relating to the structural warranty provision such as policy and quotation documents. You are able to filter by document type and per plot.

## Reporting: Developer reporting



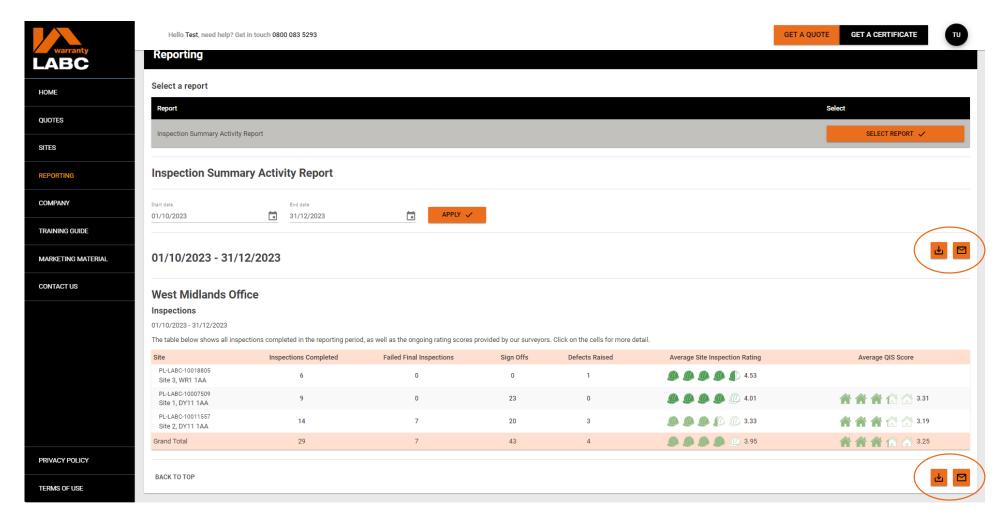
The reporting tab provides access to any relevant reporting that your company has access to. Click the **Select Report** button to open the report screen. Speak to your sales account manager for more details on reporting access.

## Reporting: Developer reporting



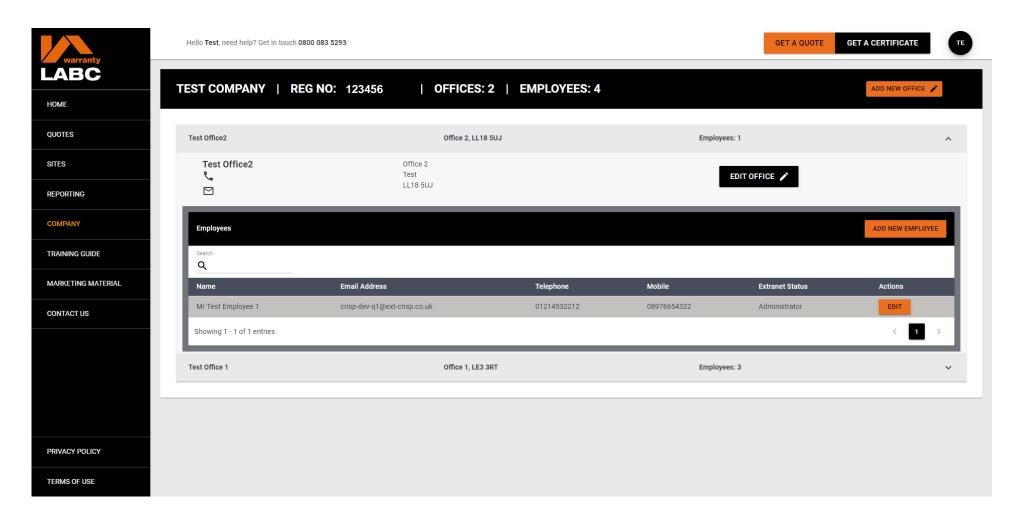
Select the date range you wish to review using the calendar icons and click the **Apply** button to generate the report.

## Reporting: Developer reporting



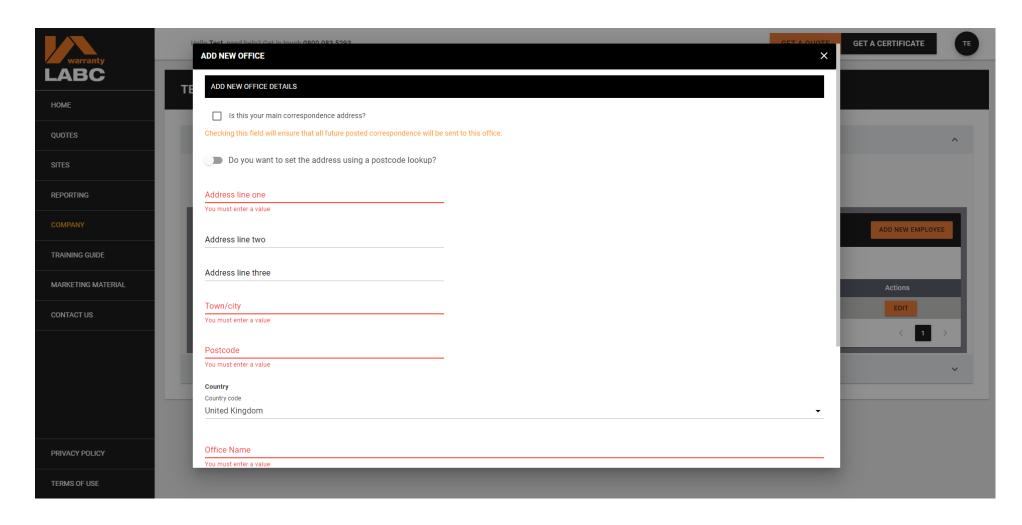
The download and envelope icons at the top of the report provide the options to pdf or email the high-level overview to yourself. The same icons at the bottom of the report provide this functionality for the entire report including photos etc. Please note these files will take some time to download due to the file size. Each score can be clicked to expand and provide more detail.

## Company: Offices and employees



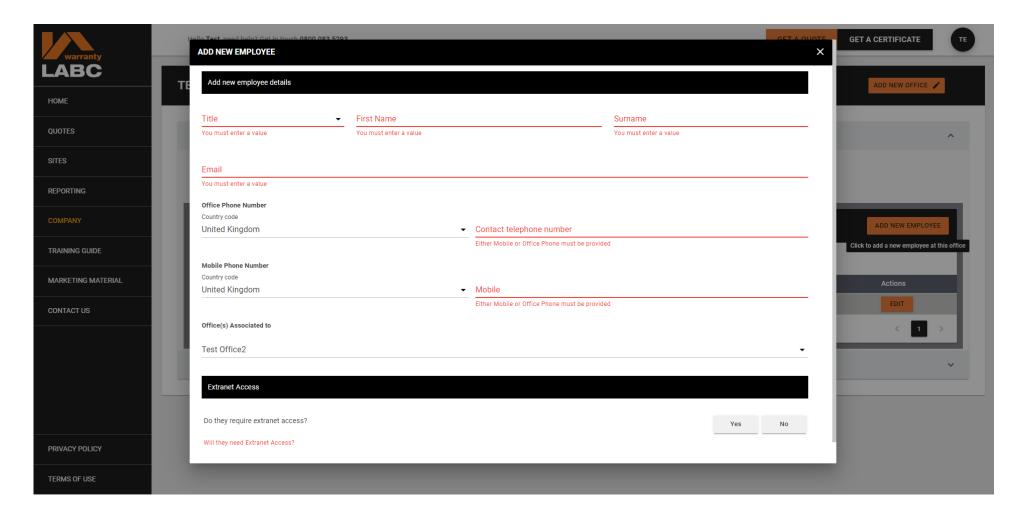
The **Company** tab provides a summary of the information we hold on your company, office(s) and employees. If you are set up as an Extranet Administrator, you can add a new office by clicking the **Add New Office** button.

## Company: Add new office



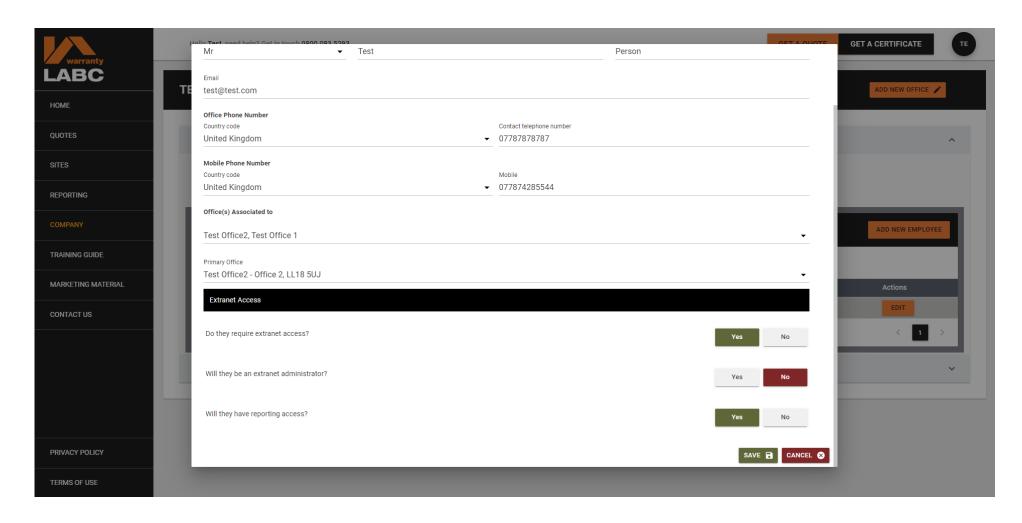
Complete the new office details as required and click **Save**. The new office will then appear on the Extranet and you will be able to add new employees as required.

## Company: Add new employee



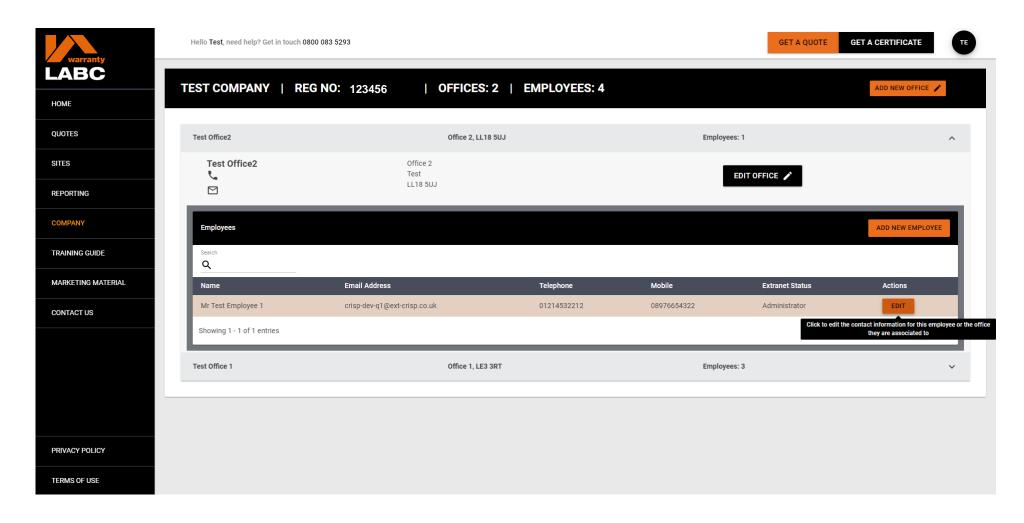
Complete details as required and click **Save**. The new employee will appear on the Extranet and you can add further employees by clicking the **Add New Employee** button. You are able to provide Extranet access and set as Extranet Administrator if required.

## Company: Grant access (administrators only)



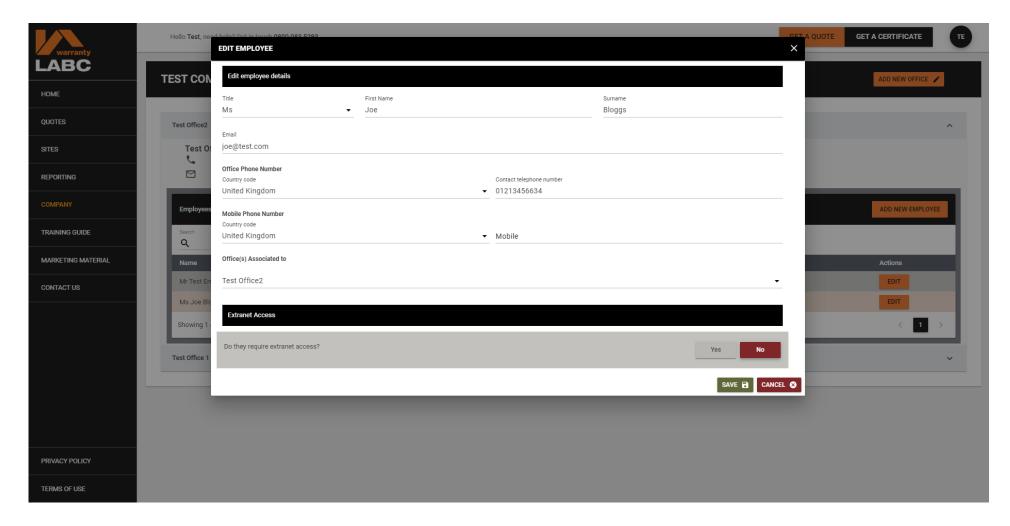
Extranet Administrators can give employees Extranet access by clicking the **Grant Access** button. We recommend that a company has more than one Extranet Administrator. This is shown under the **Extranet Status** column.

## Company: Edit / remove access (administrators only)



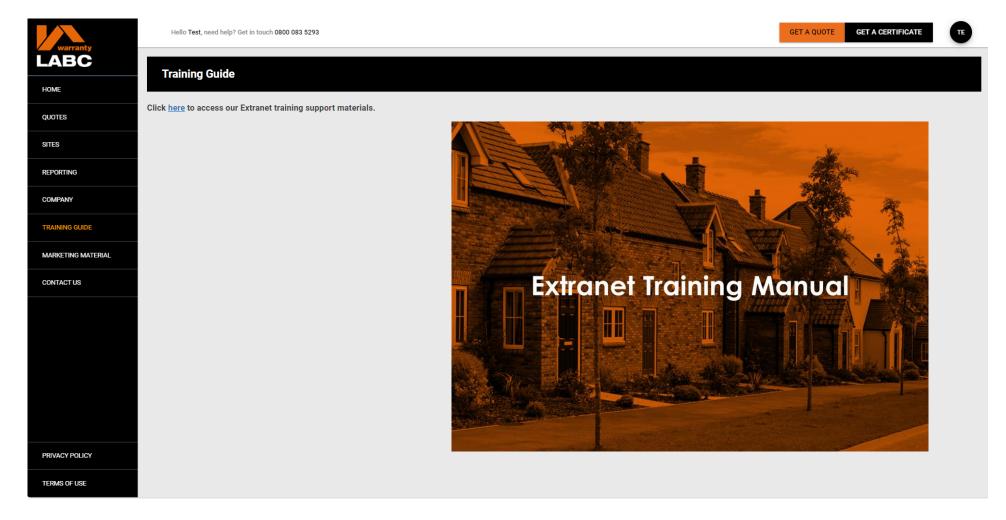
Extranet Administrators can withdraw employee Extranet and or reporting access by clicking the Edit button.

# Company: Edit / remove access (administrators only)



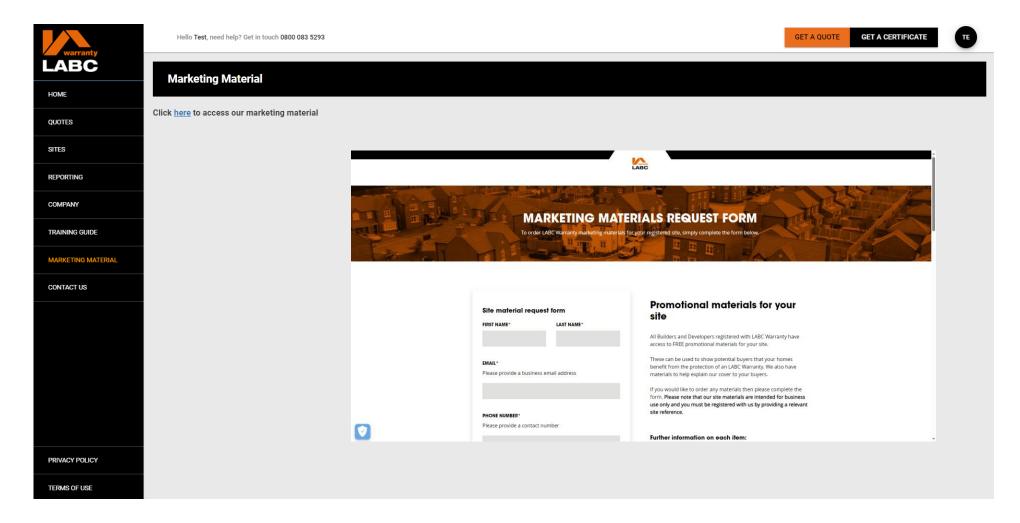
Change Extranet Access to **No** and click **Save** to withdraw access.

## Training guide



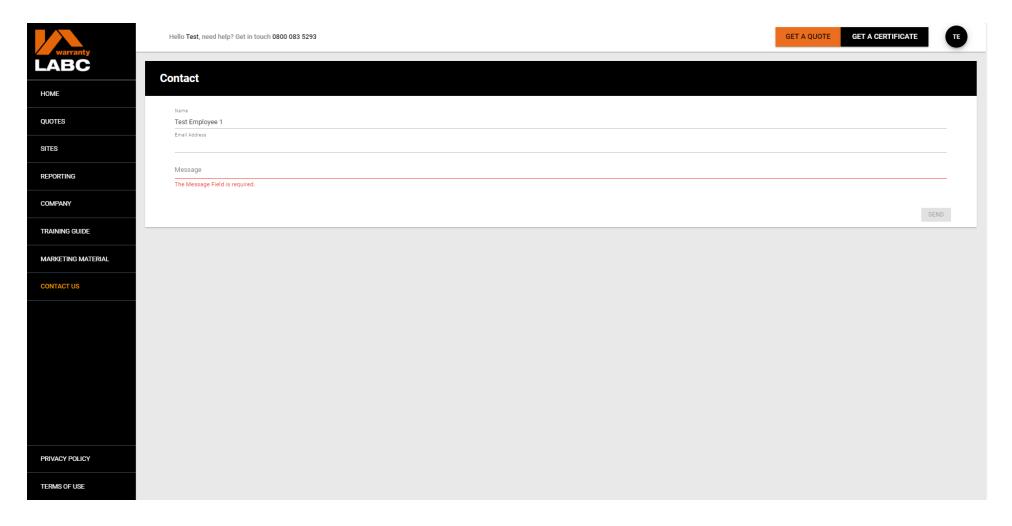
Additional Extranet training support materials are available via the Training Guide tab on the left hand side.

## **Marketing material**



Click here to order from a range of marketing materials from the LABC Warranty website.

### Contact us



If you have a question that relates to the Extranet, please contact us using the form provided in the system.

