

## Order Manager QUICK REFERENCE GUIDE

Located on the top ribbon menu, Order Manager allows you to easily track the status of all your property certificate and information orders - including the ability to view the expected return date of pending orders.

### HOW TO VIEW ORDERS

1. GO TO THE **ORDER MANAGER** TAB.



2. ENTER THE MATTER REFERENCE OR SELECT A RECENT MATTER ON THE LEFT-HAND SIDE.
3. ALL ORDERS THAT HAVE BEEN PLACED BY THE USERS IN THE FIRM FOR THAT MATTER WILL THEN APPEAR ON SCREEN. IT WILL SHOW:
  - a. **Order ID**
  - b. **Order Date**
  - c. **Ordered By**
  - d. **Product Name**
  - e. **Documents**
  - f. **Authority**
  - g. **Search Criteria**
  - h. **Due Date**
  - i. **Status**
4. PENDING ORDERS CAN BE FOLLOWED UP BY LINKING THE **CONTACT US ABOUT THIS ORDER** LINK.
5. COMPLETE DOCUMENTS CAN BE VIEWED VIA THE DOCUMENT ICON OR **DOCUMENTS** TAB. WITHIN THE TAB YOU CAN DOWNLOAD, UPLOAD OR MERGE DOCUMENTS.
6. GO TO THE **BILLING** TAB TO RETRIEVE TOTAL COSTS AND EASILY EXPORT THEM INTO EITHER A CSV OR PDF FORMAT.

The screenshot shows the Order Manager interface. On the left, there is a sidebar with a search bar and a list of recent matters. The main area displays a table of orders with columns for Order ID, Order Date, Ordered By, Product Name, Documents, Authority, Search Criteria, Due Date, and Status. A red box highlights the 'ORDER DETAILS' tab and the first order row.

Order ID	Order Date	Ordered By	Product Name	Documents	Authority	Search Criteria	Due Date	Status
OR-1AIGZNNI2SLJQ	25/07/2025	Sally Croft	ASIC Company Person Name Search		Australian Securities and Investments Commission	smith, george	25/07/2025	COMPLETED
OR-1AHQJSHNZSHQV	23/07/2025	Sally Croft	Queensland Title		Department of Natural Resources and Mines	30269035	23/07/2025	COMPLETED
OR-1AFVYEHZIOKPR	17/07/2025	Sally Croft	QLD Lot Plan Search		Department of Natural Resources and Mines	BRP601844	23/07/2025	COMPLETED
OR-1AFVYEHZIOKPR	17/07/2025	Sally Croft	ASIC Company Person Name Search		Australian Securities and Investments Commission	smith, george	17/07/2025	COMPLETED

For further support:

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