



# Getting Started with

# Hipag On-Line

[www.hipag.co.uk](http://www.hipag.co.uk)

April 2008

## Working in Partnership

The aim of Hipag On-Line is to promote the relationship between estate agents and property lawyers. There are a number of ways that they can work together:

- For maximum flexibility Hipag on-line has been designed to allow **either** the estate agent or the property lawyer to be the originator of HIP orders.
- Hipag on-line can also be configured so that estate agents can work in association with their local Hipag lawyer.
- In these circumstances it will be possible for the estate agent to place orders via Hipag on-line, with the seller's details automatically sent by e-mail to their preferred Hipag lawyer.
- Another way of working is that the estate agent or lawyer may want to collect the order details on a printed form (available on request) and complete the online form later, when back in the office.
- The Hipag lawyer, if involved, will also make the pack comprehensive by obtaining additional documents and information that will speed up the conveyancing process.
- We call this process HIPS2Xchange.

### Before you start

Before you can use Hipag on-line you will need to have completed the following checks:

#### Check List

- I have received my Username and Password to access <http://www.oyezhipag.co.uk>
- In order to set up a credit account with Hipag I have completed a direct debit form and returned it together with a copy of my letterhead

***All forms and documents required for completing this section can be found on our website***

**<http://www.hipag.co.uk/gettingstarted.aspx>**

## Ordering a HIP with Hipag On-Line

### Step 1

- Log onto [www.oyezhipag.co.uk](http://www.oyezhipag.co.uk)
- Enter your Username & Password

*(If you do not have this information, please contact 0845 375 2890 or [info@oyezhipag.co.uk](mailto:info@oyezhipag.co.uk) before proceeding)*

- Click on Sign In

**You are now ready to proceed with ordering your HIP**



### FAQ's

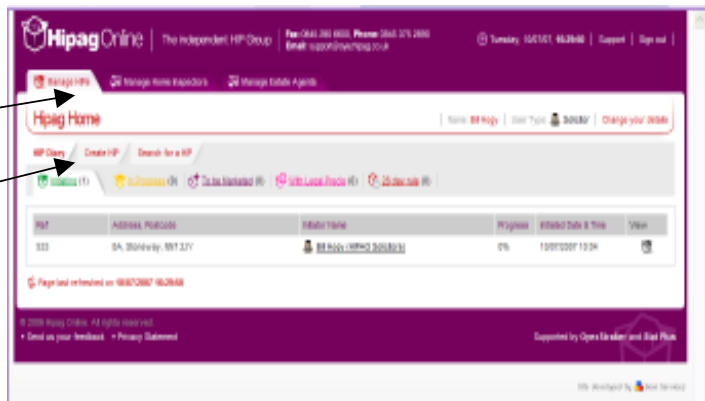
**How can I access [www.oyezhipag.co.uk](http://www.oyezhipag.co.uk)?**

User Names and Passwords have already been sent out.

If you have not received yours or would like them re-issued; please phone our help-line or e-mail [info@hipag.co.uk](mailto:info@hipag.co.uk). Once logged in you can change your password or amend other details by clicking on Change Your Details

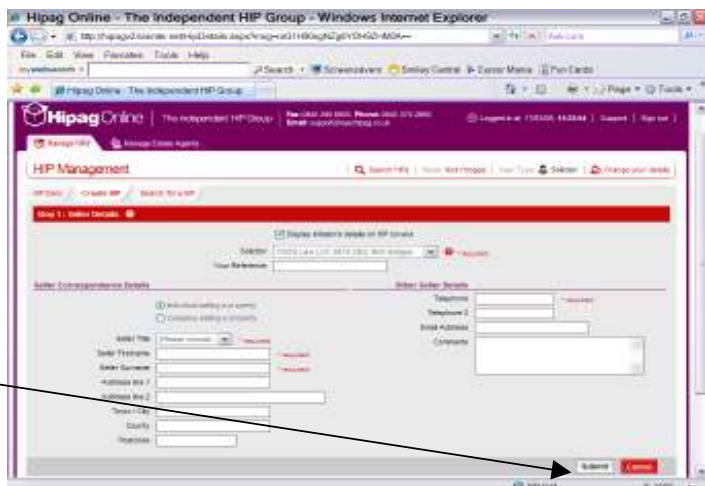
### Step 2

- Click on Manage HIPS tab
- Click on Create HIP tab



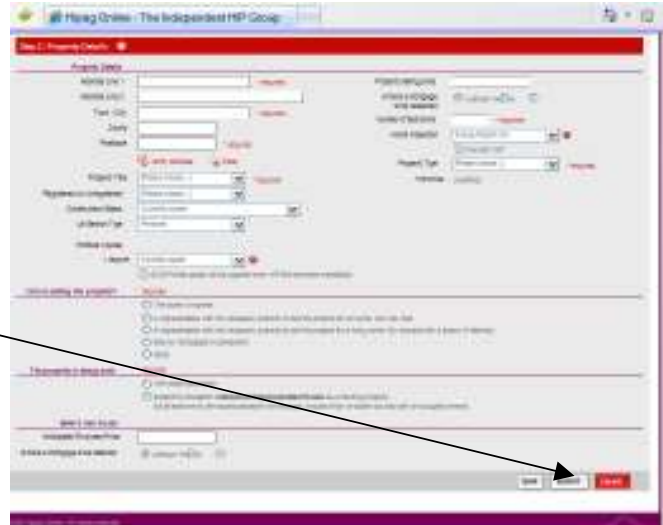
### Step 3

- Estate agents can (if they wish) select the lawyer they want to work with
- Complete Seller details
- Click on Submit



### Step 4

- Complete all property details (marked required)
- Price of the HIP will be displayed
- Click on Submit

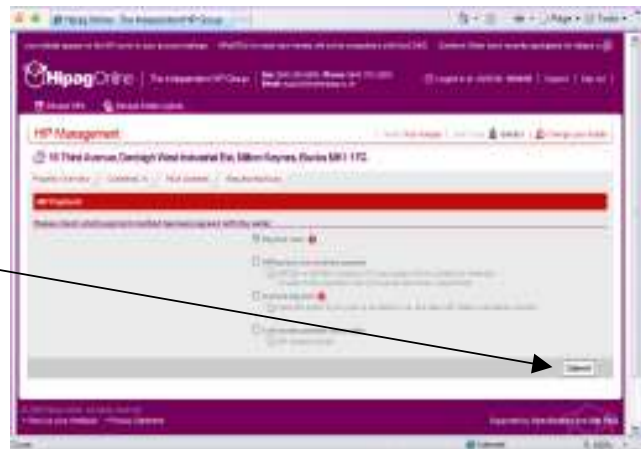


### STOP PRESS

Official Searches can now be ordered (only on address verification)

### Step 5

- Select Payment Option
- Click on Submit



### Step 6

#### IMPORTANT NOTICE

After making payment, in order for the HIP to proceed, you **MUST** tick the box in the red banner once you are able to do so.



#### Notice:

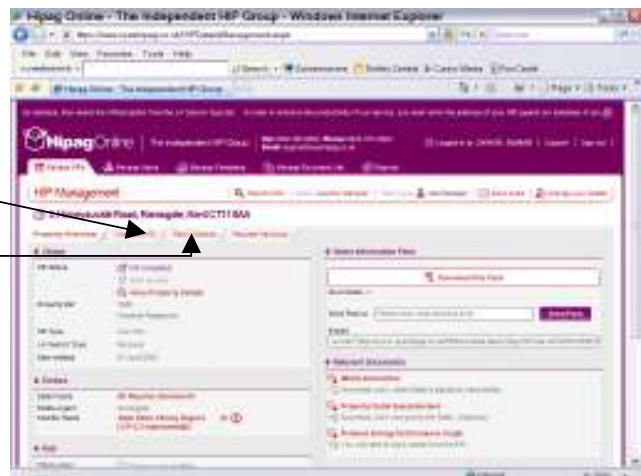
You can view your HIP in progress on-line

If you want to view or make a comment – please click on the comments box

You can view the HIP progress on the Pack Contents tab

You will receive confirmation emails on:

- Placing your HIP order
- New Pack Contents uploaded
- HIP Completion



## FAQ's

### What payment methods do you accept?

We have a number of payment options that can automatically be selected when ordering a HIP at [www.oyezhipag.co.uk](http://www.oyezhipag.co.uk) simply follow the on-line instructions. The options are:

- **Credit card** - seller pays up-front using their credit or debit card
- **Deferred payment** – seller receive up to 10 months credit or pays on exchange of contracts
- **Billed to your credit account** – the estate agent or property lawyer can bill the cost of the HIP to their Hipag credit account. Before you can select this option you will need to have opened a credit account with us.

### How do I open a credit account?

If you have not already done so please send a Direct Debit form together with a copy of your letterhead to:

**HIPAG Accounts Department**  
**Stafford Cross**  
**Croydon CR0 4TU**

Download the forms at <http://www.hipag.co.uk/gettingstarted.aspx>

If you currently subscribe to Hipag by Direct Debit you will NOT need to set up another credit account.

### What are Hipag's credit terms?

Our standard credit terms are 30 days, collected by direct debit on the 15<sup>th</sup> day of the following month

### How does your deferred payment work?

We provide the only deferred credit product exclusively developed for the sale of HIPs. This works as follows:

- Selected 'deferred credit' at the end of the ordering process on [www.oyezhipag.co.uk](http://www.oyezhipag.co.uk)
- Our deferred credit provider, HIP Payment Services will take a payment of £3.50 from the debit or credit card to ensure the card is valid and there are funds on the card
- No further payment is due until
  - Exchange of contracts
  - Change of estate agent
  - The property is taken off the market
  - Ten months has elapsed

For further details please see our full guide to deferred credit, along with questions and answers, at <http://www.hipag.co.uk/gettingstarted.aspx>

### Is there any further information available?

Our website [www.hipag.co.uk](http://www.hipag.co.uk) is kept regularly updated with news and information regarding HIP's. We have also added two new pages:

**Getting Started** <http://www.hipag.co.uk/gettingstarted.aspx>

Provides all the information, forms and documents you need to be able to start using

[www.oyezhipag.co.uk](http://www.oyezhipag.co.uk)

**Resources** <http://www.hipag.co.uk/resources.aspx> includes everything you will need once you have started to use the site including user manuals and order forms



**Hipag, property lawyers and estate agents working together will speed up the conveyancing process and bring about quicker exchange of contracts.**

For further support or any other information about Hipag On-Line, please contact us on  
0845 375 2890