



OS Orders Support and User Guide

Version 1.1
28 November 2019

Copyright Notice

© Ordnance Survey Limited (09 March 2020). All rights reserved.

No part of this work may be reproduced, stored, or transmitted in any form, by electronic means or otherwise, without the written permission of Ordnance Survey Limited.

Disclaimer: Unless otherwise stated, the content in this work is provided for general information only and it is not intended to amount to advice on which the reader should rely. OS therefore disclaims all liability and responsibility arising from any reliance placed on such content. Professional or specialist advice should be obtained before taking, or refraining from, any action on the basis of the content herein.

Version History

Version	Date
1.2	09/03/2020

Contents

Using OS Orders	6
Which browsers support OS Orders?	6
Why can't I place an order?	6
Which products are not available to order using this service?	6
Where can I see a demonstration of how to place an order?	6
OS Orders Pages Explained	7
The Home Page.....	7
The My Products Page	7
Order More	8
Edit Holding.....	9
Delete Holding	9
Add a Product	9
The Mapping Page	10
Drawing your order.....	10
The Drawing Tools	10
Defining your order	14
Your Basket.....	17
Checkout.....	18
Confirmation.....	19
Order History Page	19
My Partner Contracts Page	21
Delivery	24
Secure File Transfer Protocol.....	24
Downloading orders from the SFTP server.....	24
Accessing OS SFTP using WinSCP.....	24
Accessing OS SFTP using FileZilla	27
Where can I find my SFTP credentials?	29
How long will my order be available to download from the SFTP server?	29
Downloading Orders via the download service.....	29
Are orders available to download indefinitely?	29
How do I get to my organisation's download page?	29
Do I need any special software to download my data?	29
What is the best way to download a large dataset?	30
How long will it take for my order to download?.....	30

Will I only have access to my orders?	30
Can I change the priority in which orders are displayed?	30
Will my order always be at the top of the orders list?	30
How can I display the minimum number of orders?	30
Can I change who receives the update orders?	30
How will I know the product version date in my update orders?	30
Why are there gaps in the version dates for update orders?	31
What does “Update full” and “Update COU” mean in the order type column?	31
Can I tell the difference between an update and online order?	31
Physical Media (DVD)	31
Product Specific Information	31
How will my OS MasterMap Imagery orders be delivered?	31
Where can I download TIFF World Files (TFW) for geo-referencing?	31
Who can order OS MasterMap Sites and OS MasterMap Building Heights data?	32
Can I order the OS Detailed Path Network?	32
What is the difference between AOI (Area of Interest) and Chunked supplies?	32
Pricing Information	32
How has the price of my order been calculated?	32
How do I know if I can order under a Collective Purchase Agreement?	32
What are my entitlements under the Collective Purchase Agreement?	33
For Address products, why am I advised about Royal Mail royalties?	33
Can I use AddressBase products on my website?	33
What if I exceed the AddressBase Website Use transaction limit?	33
Using Edit and Delete Functionality	33
Why can't I see the Edit or Delete buttons on the My Products page?	33
Why can I only see the Edit button but not Delete on the My Products Page?	34
Options are missing when I click on Edit. Why is this?	34
Where is the Next button?	34
Why are the “Order more” and “Add another product” icons not available?	34
How does the Edit and Delete functionality affect my Order History page?	34
Will I get a new supply of data when I edit?	34
Please explain the information shown on confirmation emails.	35
How does Deleting holdings affect OS OnDemand?	35
Where can I see a demonstration of this functionality?	35
Accessibility	35
How to contact us	36

Using OS Orders

Which browsers support OS Orders?

For the best user experience of this site, it is recommended that you use Google Chrome or Firefox. OS Orders can also be used with Internet Explorer 11 or Microsoft Edge.

Please check with your IS Administrator before downloading any software to your computer or computer network.

Why can't I place an order?

Every user of the service has a set of entitlements defined by the Principal Contact for your organisation. If you are unable to place an order, please contact your Principal Contact either to change your entitlements or to place the order on your behalf.

Which products are not available to order using this service?

[Points of Interest](#) is the only product you need to order offline.

Where can I see a demonstration of how to place an order?

We've produced a video to help you get started [How to place an order video](#)

OS Orders Pages Explained

The Home Page

From the Home Page click on the My Products link to begin placing your order.

Orders Home My Products Order History My Downloads OS OpenData Help Your basket contains 0 items | £0.00

Hello Customer,
 Welcome to the Orders service, the fast and accurate way of ordering OS geographic data products for your organisation.

My Products
 Here you will find a list of all the products you or your colleagues have previously defined for your organisation. You can choose to add more to an existing product or add another product.

Order
 Whether you need whole new areas of data or want to re-order something you have had previously, most of our products are now available through this service. If this is your first time here, use the 'Add another product' button to get started.

Order History
 This is where you can check details of orders placed online by you and your colleagues.

Help
 Visit the [help](#) section for further information about using this online service. Should you require further assistance, please [contact us](#).

Contact Us
 The online service will evolve over coming weeks and months. If you notice anything you feel is missing or could be improved, please let us know and we'll see what we can do to include them. [Contact us with your ideas.](#)

The My Products Page

The My Products page indicates the holdings for each of the products you are licensed to use. Here you can choose to view and add an area to an existing product, add a new product, and edit or delete your current product holdings.

The product list is expanded using the < arrow > icon to reveal your holdings for a product. Select < Show all > to display all of your holdings. Select < Hide all > to close the display.

[Hide all](#) [Show all](#)

▼ 1:25 000 Scale Colour Raster

For this product you have these holdings...

0040029646 (Commercial)	TIFF 8 bit LZW™ Comp.	Download	Changed Tiles	Your reference: regression test properties Expiry date: 16 Nov 2017 Term: 1 year Terminals: 1 Area: Polygon	Order more Edit
0040029226 (Public Sector Mapping Agreement)	TIFF Packbits Comp.	DVD	Not Required	Your reference: GB Expiry date: 31 Mar 2021 Term: Up to Expiry Date Terminals: Corporate Area: Great Britain	Order more Edit Delete

▶ AddressBase

[Add another product](#)

Each product holding displays its specific license detail:

- **Holdings number**
Will display the product catalogue you are ordering from and the Holding reference number.
- **Data Format**
The file format in which delivery of map data will be made for the product holding.
- **Delivery Method**
The mechanism by which delivery of map data will be made for the product holding.
- **Update Schedule**
The frequency with which the map data for the product holding will be updated.
- **Your reference**
The reference you have chosen on placing your initial order or a subsequent reference supplied to Ordnance Survey at renewal of the holding licence.
- **Expiry Date**
The date the current product holding is licensed to.
- **Term**
The number of years a holding licence is valid for and payment type.
- **Terminals**
The number of workstations on which the product holding is licensed for use.
- **Area**
Will display how you have selected your holdings area (eg, by Polygon, Great Britain or Pre Defined Area).
For some products, if you ordered using a polygon, a WKT file of this area can be downloaded.

Order More

If you wish to view or add to a product holding, identify the appropriate item and select the **Order more** button. This will open a map page on which the current licensed areas are marked in red and the license detail is displayed ready for you to start your order.

To add to your holding area, you can extend your current polygon, draw new polygons or upload a tile list or polygon in the same way as when you add a new product.

If you want to simply re-order the entire product holding area, click on the **select holdings** button from the drawing tools, select the area by drawing a polygon around it and then **add to basket**.

To order a re-supply of a product which is supplied as GB coverage only, you will not need to draw a polygon around your area, you can simply **add to basket**.

To prevent irregularities within your data holdings a lock is applied when that holding is in service; the message 'An order is currently being processed. Please check back later' is displayed.

Edit Holding

If you wish to edit/change the format or delivery method of a product holding, identify the appropriate item and select the **Edit** button.

Once you select to edit, you will be presented with drop down lists of the options available for that product holding.

You may edit one or more product holdings at once. A count of the changes you have made will be at the bottom of the page. If you select a format or delivery method that already exists for that holding, it will not be counted as a change.

When you have finished making changes, click on the <Next> button at the bottom of the page to review and confirm your changes. The <Next> button only becomes active once you have made at least one change or deletion.

If you choose to edit a holding and then change your mind, you can use the <undo edit> button or cancel the changes on the review page.

Delete Holding

If you wish to completely cancel/delete a product holding and any future updates for that holding, identify the appropriate item and select the **Delete** button.

You may delete one or more product holdings at once. A count of the changes you have made will be at the bottom of the page.

When you have finished making changes, click on the **Next** button at the bottom of the page to review and confirm your changes. The **Next** button only becomes active once you have made at least one change or deletion.

Please note, once you have deleted a holding, details of that holding will no longer be shown on your My Products page. Orders relating to that holding will still appear on the Order history page.

If you choose to delete a holding and then change your mind, you can use the **undo deletion** button or cancel the deletion on the review page.

You cannot undo a deletion once you have confirmed and submitted the change. If you have deleted a product holding by mistake, please contact us.

Add a Product

If you do not have any licensed product holdings, please select the < Add another product > button. This will open a clear map page ready for you to draw and define your order. Once you have completed your order a new product holding will be displayed on returning to My Products.

The Mapping Page

Drawing your order

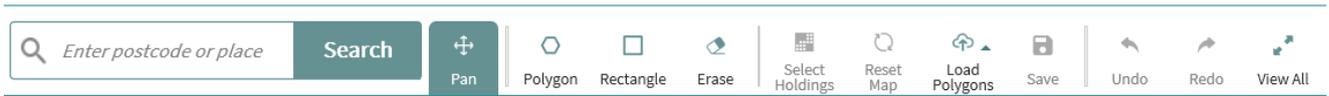
The map page is designed for you to draw an AOI for which you would like to receive map data. There are drawing tools available to help you, including a facility to upload an AOI which you can draw in your own geographic information system (GIS).

When you choose a product, which is supplied as a GB set the mapping screen will be disabled.

To help you manage your holdings and place new orders, AOI polygons display in the mapping page in four different ways:

- **Red** Display of the existing product holdings.
- **Blue** A drawn/imported polygon or a selected holding polygon. The AOI for a new order.
- **Green** The extent of tiles that will be supplied for your drawn or imported (blue) polygon.
- **Black** Deleting from a drawn/imported polygon or a selected holding polygon.

The Drawing Tools



- When a drawing tool is green it is available for selection.
- When a drawing tool is highlighted green it is active and in use.
- When a drawing tool is greyed out it is inactive and not selectable.

Place name/Postcode search

- Type the place name or postcode of your AOI to zoom to that location

Pan



Pan

- When the pan tool is active you can click, hold and drag the map to move it around (pan).
- Zoom in or out using the plus and minus buttons on the zoom bar on the right or by using the mouse scroll wheel.

Draw an AOI 'Polygon'



Polygon

- When this tool is selected you can draw an AOI 'polygon' onto the map by single-clicking points until you double-click to complete your polygon. Your drawn areas appear in blue enclosed by a blue dotted line.
- Single click on the map to start defining your polygon. Finish the polygon with a double click.
- To draw 'freehand' hold down the shift key and left mouse button and draw your defined area.
- You may draw other areas on the same map page. If areas overlap, they will be merged together automatically as soon as you double-click to complete the second polygon.
- If you are mid-way through drawing a polygon and want to start again, press the < Esc > key.
- If you need to pan the map whilst you are drawing, click, hold and drag.
- If you need to zoom whilst you are drawing you can use the mouse scroll wheel or click on the + or – on the zoom bar.

Draw Rectangle



Rectangle

- When this tool is selected you can draw rectangles in blue on the map by clicking the first corner of a rectangle, hold the mouse button and drag in any direction to display a rectangle. Click again to complete the rectangle.
- If you draw another rectangle that overlaps the first one, they will be merged together automatically.
- If you are mid-way through drawing a rectangle and want to start again, press the < Esc > key (before you let go and finish drawing the rectangle).
- If you need to pan the map whilst you are drawing you can use the up down left and right arrows on the keyboard.
- If you need to zoom whilst you are drawing you can use the mouse scroll wheel or click on the + or – on the zoom bar.

Erase



Erase

- The Erase button allows you to erase part of a polygon you have drawn.
- Define the polygon or area you need to erase onto the map by single clicking points. Click to start drawing, double click to finish the polygon.
- If you're midway through erasing a polygon and want to start again press the escape key or click on the erase button again to stop erasing.
- Areas to be removed will appear on screen in black.

Select Holdings



Select Holdings

- This button is active when you have chosen an existing holding from the My Products page. This will be displayed on the mapping screen in red.
- Activate the Select holdings tool and click and drag to create your selection area; this is shown as a dotted red line.
- All intersecting polygons within this area are selected and will now be shown as a Blue order area. Any tile extent is shown in green. Non tile-based supplies will show the supply area in blue only.

Reset Map



- Anything you have drawn or uploaded will be shown in blue and will be removed if deleted by this tool. You will be asked to confirm this action before any areas are removed from the map.
- Any red holdings polygon(s) will remain onscreen until you return to My Products page to select another product holding (or add a new product).

Load Polygon



Load Polygon - Load Polygon Library

- By selecting the appropriate category from the file structure on the left of the dialogue box you can load an AOI from either the Predefined or My Polygons contained in the library.
- My Polygons – displays your organisation’s saved polygons, order polygons and holdings polygons where the licensed holding is an AOI.
- Predefined Polygons – will display polygons created by Ordnance Survey for specific areas such as Administrative Counties, Unitary Authorities and others.
- Select from the folder structure the polygon you wish to load. Open the folders in the left-hand panel; select your AOI from the polygon files listed in the right-hand panel.
- Search for a polygon by typing a keyword in the search field. A list of all polygons containing your keyword will be returned.
- Highlight the polygon you want and double-click or click Load.
- Your AOI ‘polygon’ will be drawn on the map and highlighted in blue. This can then be edited and changed the same as any other drawn or imported polygon.

Load Polygon - Upload file

GIS files

- If you have drawn an AOI polygon in your own geographic information system (GIS), you may upload the polygon to the map page subject to the following criteria:

- .WKT file format (max file size 2 Mb).
- .SHP file format (max file size 2 Mb).
- Your complete AOI can contain up to 50,000 points in up to 2,000 polygons.
- If you upload multiple files, the merged/combined total cannot exceed the total criteria stated above.

Tile lists

- If you have created a tile list for your AOI, you may upload the list to the map page subject to the following criteria:
- .TXT file format for tile list, one tile per line. Maximum number of tiles is 2,500.
- A mix of different types of tile reference in the tile list is supported, for example, TQ, TQ20, TQ20SE.
- The tile size is inferred from the tile reference as in the table below:

• Tile inferred	• TQ	• TQ12	• TQ12SW	• TQ1234
• Tile size (m)	• 100,000	• 10,000	• 5,000	• 1,000

- If all tiles in the tile list have a 10,000 m reference, and all the numbers in the tile references are even, then a 20,000 m tile size is inferred. For example, TQ22, TQ24, TQ26.
- The inferred tile size can be overridden, using the following file name convention: @@anytext.txt.
- For example, to force a 10 Km tile size: 10000@@mytilelist.txt
- The tile size specified for such an override must be a multiple of 1,000, with a maximum of 100,000.

Save a Polygon to the Polygon Library



Save

- Once you have drawn an AOI polygon select the Save Polygon to the Polygon Library tool.
- Your saved polygons will be listed on the right of the dialogue box.
- The save polygon dialogue box will open.
- Name your polygon and click save.
- The polygon has been saved to your library and can be accessed in the future by using the Load Polygon from the Polygon Library tool.
- Delete a saved polygon by selecting it from the right-hand panel and clicking the Delete button at the top right of the screen. You will be asked for confirmation. Click Yes to delete.
- A saved polygon can be overwritten by saving a polygon of the same name. You will be warned that the polygon already exists in the selected folder and asked, 'Do you want to overwrite this polygon?' Click Yes to overwrite.

Undo



Undo

- Use the < Undo > button to reset actions carried out in the map.

Redo



Redo

- Use the < Redo > button to restore actions carried out in the map.

View all to show all polygons



View All

- If you have drawn multiple areas over various parts of the map or have panned to a different area of the map, this tool can be used to zoom out to display all of the currently drawn AOI 'polygons' in a single view.

Map Zoom



- Use the mouse wheel to zoom in and out of the map.
- Click on the + or - symbols at the top and bottom of the zoom bar.
- Click and hold the mouse button on the rectangle within the zoom bar and move this up or down to choose the map scale. Release the mouse button when you have chosen the required map scale.

Defining your order

Choose your order options

The numbered panel to the left of the mapping screen will guide you through the options you need to confirm to create your order.

When adding to an existing holding the options will be pre-set based on the licence holding you wish to order more of.

1 Order type	Ordering from Public Sector Mapping Agreement holdings number 0040030097 - No Reference Provided
2 Product	1:25 000 Scale Colour Raster
	<input checked="" type="radio"/> Define a polygon on map
3 Options - set all to display a price	
Years	Up to Expiry Date
Terminals	Corporate
Format	TIFF 8 bit LZW™ Comp.
Delivery	Download
Future updates	Not Required

Adding a new product holding? Choose an Order type, a product and define your delivery options:

1 Order type	Pick one...
2 Product	Pick a category... ...or select a product
3 Options - set all to display a price	
Years	Pick one...
Terminals	Pick one...
Format	Pick one...
Delivery	Pick one...
Future updates	Pick one...

1 Order type	Public Sector Mapping Agreement
2 Product	1:25 000 Scale Colour Raster
	<input checked="" type="radio"/> Define a polygon on map <input type="radio"/> The whole of Great Britain - Disables map
3 Options - set all to display a price	
Years	Up to Expiry Date
Terminals	Corporate
Format	Pick one...
Delivery	Pick one...
Future updates	Pick one...

- **Order type**
Displays the product catalogue you are ordering from.
- **Product**
Select a category to display a list of products in that category or select a product from the list. Choosing a product which can be supplied either as an area defined by a polygon or as Great Britain will give you the options to Define your own polygon or select Great Britain Coverage.
- **Years**
The term the holding license will run.
- **Terminals**
The number of workstations licensed to use the product holding.
- **Format**
Pick your file format. The file formats offered will be those available for the product you are ordering. More information on file formats can be found on our product pages.
- **Delivery**
Select your preferred delivery method. The options may be different for different products.

Download – your order will be available to download from the My Downloads page.

DVD – your order will be burned to DVD and delivered via courier.

SFTP (Secure File Transfer Protocol) – your order will be available to collect via a SFTP service.

HDD (Hard Disk Drive) – for large data orders only. Your order will be loaded to HDD and delivered via Royal Mail.

- **Future Updates**

Choose your future update type from the dropdown list. The options may be different for different products.

- **Price**

When you have completed sections 1 to 3 the price of your order will be displayed in section 4 (*NOTE: when ordering under a collective purchasing agreement, the price displayed may remain as £0.00*). The price displayed is for the entire license term for example, the total amount payable over 1, 2 or 3 years. Details of multi-year pricing are displayed in the price calculation description.



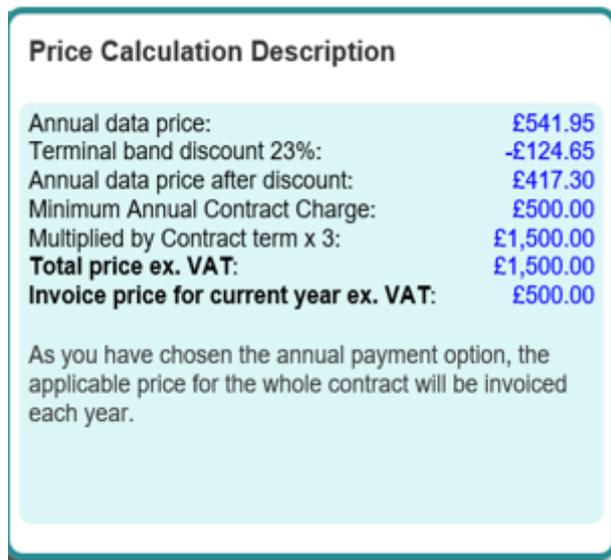
4 Price - displays when sections 1-3 completed

£4,063.96 ex. VAT  [Add to basket](#)

239 tiles

- **Price calculation description**

Details of how your price has been calculated can be viewed by selecting the < information icon > or hovering over the price. The price calculation description will include all calculations relevant to your order.



Price Calculation Description

Annual data price:	£541.95
Terminal band discount 23%:	-£124.65
Annual data price after discount:	£417.30
Minimum Annual Contract Charge:	£500.00
Multiplied by Contract term x 3:	£1,500.00
Total price ex. VAT:	£1,500.00
Invoice price for current year ex. VAT:	£500.00

As you have chosen the annual payment option, the applicable price for the whole contract will be invoiced each year.

Pricing steps

- **Annual data price** - Your order AOI priced at 101+ terminals.
- **Terminal band discount** -The % of discount applied based on the number of workstations the holding will be licensed for.
- **Annual data price after discount**- Annual data price less the Terminal band discount.

- **Minimum annual contract charge**- If the annual data price is below a minimum annual contract charge the minimum charge is applied.
- **Multiplied by contract term** - The annual price or, the minimum annual contract charge multiplied by the number of years.
- **Prorated for this year** - The price of an expansion order prorated to the end of the current contract term or year.
- **Total expansion charge** -The price of an expansion order up to the end of your contract term; 1, 2 or 3 years.
- **Total price excluding VAT** - The price of your order for the complete contract term.
- **Invoice price for current year** -The price you will pay to the end of the current license year (multi-year holdings only).

Once you're happy with your selection, the defined order can be added to the shopping basket.

Your Basket



Selecting the basket icon will display details for each order item defined.

Orders
Home My Partner Contracts My Products Order History OS OpenData Help
Your basket contains 3 items | £100.00

Print
Checkout

OS VectorMap Local
£100.00 ex VAT

Catalogue	Holdings number	Terminals	Years	Format	Delivery	Area	Future updates
Commercial	New	11-20	1 year	GML 2.1.2	DVD	1 tile	Changed Tiles

AddressBase - 5km DOWNLOAD
£0.00 ex VAT

Catalogue	Holdings number	Terminals	Years	Format	Delivery	Area	Future updates
Public Sector Mapping Agreement	New	Corporate	Up to Expiry Date	CSV	Download	1 tile	Changed Chunks

OS MasterMap Topography - 5km DOWNLOAD
£0.00 ex VAT

Catalogue	Holdings number	Terminals	Years	Format	Delivery	Area	Future updates
One Scotland Mapping Agreement	New	Corporate	Up to Expiry Date	GML 2.1.2	Download	1 tile	Changed Chunks

Total £100.00 ex VAT

Your reference/purchase order number *(optional)*

To help you manage your data, this reference will appear on:

- any order media (DVD) including Updates;
- the order invoice;
- the order delivery note;
- the Your Reference field in the My Products page.

Continue shopping
Checkout



An item may be removed by using the delete icon.

You may add an order reference and/or purchase order number in the field provided. To help you manage your data, this reference will appear on:

- Any order media (DVD) including future updates for the holding
- The order invoice

- The order delivery note
- the Your Reference field in the My Products page

Checkout

Select this button to proceed to place your order.

Continue shopping

Select this button if you wish to add another order to your basket. This will return you to the My Products page.

Order more

If you wish to add to a product holding, identify the appropriate item and select the <Order More > button. This will open a map page on which the current licensed areas are marked in red and the license detail is displayed ready for you to start your order.

The previously drawn AOI 'polygon' will be displayed onscreen in blue and will remain until removed (see Reset Drawing).

Amend the AOI as required.

Select the required options and add the defined item to the shopping basket as above.

An order defined and displayed in the Basket cannot be edited; a new order can be defined and the previous order deleted from the Basket.

Add a product

If you do not have any licensed product holdings, please select the < Add another product > button. This will open a clear map page ready for you to draw and define your order. Once you have completed your first order a new product holding will be displayed on returning to My Products.

The previously drawn AOI 'polygon' will be displayed onscreen in blue and will remain until removed (see Reset Drawing).

Amend the AOI as required.

- Select the required options and add the defined item to the shopping basket.

Checkout

If there is an item (or items) in the basket and you are ready to place your order, press the < Checkout > button. Complete the delivery details in the boxes displayed.

- **Delivery contact**

You are required to enter a delivery contact name. This field is automatically populated with your name. If you wish your order to be delivered to a different contact the delivery contact name can be replaced.

- **Delivery address**

Choose a delivery address from the carousel or select to enter a new delivery address; details of new addresses will be emailed to your Principal Contact.

- **Electronic delivery**

If you have chosen your order to be delivered electronically (Download or FTP) the email address you have assigned to your login will be displayed. Emails for the delivery of your order will be sent to this address.

- **Accept terms and conditions**

Links are displayed to the terms and conditions you need to accept and those you have already agreed to. Check the tick box to accept the terms and conditions and continue with placing your order.

- **Confirm your password**

The password used to log in to the site.

- **Return to basket**

Return to the basket to remove an item or continue shopping.

- **Place order**

Select < Place order > to complete checkout.

Confirmation

- On placing an order, details of the order are displayed onscreen with an online order reference for each item.
- You are encouraged to print the onscreen confirmation for your records.
- Order details will be displayed in the Order History page and the My Products page will be updated to include your new order after a few moments.
- If you have placed an order for delivery via the download service, you will receive an email shortly.

Order History Page

Here you find the details of any order placed by your organisation using this system.

Online ref	Date	Product	Holdings number	Price ex. VAT	Your ref / PO number	Placed By	Details
11153528	12 Mar 14 15:33	OS MasterMap Networks - Water	0040084765	£0.00	com water - resupply	Acc 0100042257	Details
11153521	12 Mar 14 15:25	OS MasterMap Networks - Water - DOWNLOAD	New 0040084768	£0.00	Partner - Water AOI	Acc 0100042257	Details
11152662	12 Mar 14 15:09	OS MasterMap Networks - Water	New 0040084767	£14,500.00	Com Water AOI GB	Acc 0100042257	Details
11148869	12 Mar 14 14:43	OS MasterMap Networks - Water	New 0040084765	£836.91	com water tile list	Acc 0100042257	Details
11149296	12 Mar 14 14:14	AddressBase Plus - 5km DOWNLOAD	New 0040084764	£0.00	zsetdate	Acc 0100042257	Details
11149277	12 Mar 14 14:01	OS MasterMap Sites	New 0040084763	£500.00	test for diane	Acc 0100042257	Details

[Download this page](#) | [Download all](#)
 « First | < Previous 24 of 40 Next > | Last »

The list of orders placed by your organisation in this system. Fields shown on this page:

- **Online ref**
Your unique order reference.
- **Date**
The date and time your order was placed.
- **Product**
The product ordered.
- **Holdings number**
The Product Holding reference created for a new holding or an existing reference against which you have ordered.
- **Price excluding VAT**
The price applicable to your order.
- **Your ref/PO Number**
Your own order reference or order name.
- **Placed by**
The name of the user in your organisation whom placed the order.
- **Details**
Select < Details > to view the full order details.
- **Download this page**
Select this to download a .CSV file of the page you are viewing.
- **Download all**
Select this to download a .CSV file of all orders placed by your organisation in this system.

Fields shown in Order Details in addition to above:

- **Order type**
Displays the product catalogue you have ordered from.
- **Terminal Banding**
The number of workstations licensed to use the product holding.
- **Number of terminals/Number of users**
The exact number of terminals and users to use the product holding. This is only relevant for Addressing products under commercial contracts where a royalty fee is applicable.
- **Data format**
The file format you have selected to order or that associated with an existing product holding.
- **Delivery method**
Displays your selected delivery method; Download, FTP, DVD.
- **Area/s**

A .txt file of your order tile list for download.

- **Polygon/s**

A .WKT file of your order polygon for download.

- **Future updates**

The applicable update regime for your product holding or that selected for a new holding.

- **Price excluding VAT**

The price applicable to your order; hover over the < information > icon to reveal a price calculation description.

- **Email address**

The email address of the user who placed the order and will receive emails for electronic delivery.

- **Delivery contact**

The name of your contact for the delivery of the order.

- **Delivery address**

The address for the delivery of the order.

The Order Details page can be printed using your browser.

My Partner Contracts Page

Orders Home My Partner Contracts My Products Order History My Downloads OS OpenData Help Your basket contains 0 items | £0.00

Hello Partner,
Welcome to the Orders service, the fast and accurate way of ordering OS geographic data products for your organisation.

My Partner Contracts
Listed here are the Partner Contracts and products your organisation is licensed to use. You can also select a new Partner Contract and license the use of the data you have ordered. If this is your first time here, simply view then accept the Framework Contract (Partners) to get started.

My Products
Here you will find a list of all the products you or your colleagues have previously defined for your organisation. You can choose to add more to an existing product or add another product.

Order
Whether you need whole new areas of data or want to re-order something you have had previously, most of our products are now available through this service. If this is your first time here, use the 'Add another product' button to get started.

Order History
This is where you can check details of orders placed online by you and your colleagues.

Help
Visit the [help](#) section for further information about using this online service. Should you require further assistance, please [contact us](#).

Contact Us
The online service will evolve over coming weeks and months. If you notice anything you feel is missing or could be improved, please let us know and we'll see what we can do to include them. [Contact us with your ideas](#).

The My Partner Contracts page will be displayed if your organisation has a Licensed Partner agreement with Ordnance Survey. Listed are the Partner Contracts and products your organisation is licensed to use.

The list is expanded using the < arrow > icon to reveal products your organisation has ordered and are available to license under each Partner Contract Type. Select < Show all > to display all available products. Select < Hide all > to close the display.

Orders Home **My Partner Contracts** My Products Order History My Downloads OS OpenData Help Your basket contains 0 items | £0.00

My Partner Contracts

Listed below are the Partner Contracts and products your organisation is licensed to use...

No active contracts? View then tick to apply for the Framework Contract (Partners). Once ticked the available Partner Contracts will be activated.

Select a new Partner Contract...
Choose the 'Term' and 'Tick to apply', then click 'Next' to review and confirm your selections. Add a comment by using the 'Add info' button, see the [help](#) section for further information.

License the use of data you have ordered...
Use the arrow icon against the Partner Contract name to display your products. Tick the product(s) in the list and click 'Next' to review and confirm your selections.

FCP view and other Partner Contract views...
Please note this FCP view (and other Partner Contract views) are the latest version of the relevant Partner Contract, which may not be the same as the version which you entered into originally. Where amendments have been made to the version you originally entered into, you will have been notified of these changes, and of the date on which they come into force. Depending on when such changes came into effect, this FCP view (and other Partner Contract views) may not be the same as the version which is currently in force for you.

[Hide all](#) [Show all](#)

Framework Contract (Partners) ✓ Accepted [\(view contract\)](#) Please see note above regarding Contract views

Partner Contract Type	Accepted	Term	Renewal	
▶ Developer	19 May 2014	1 year	18 May 2017	✓ Accepted (view contract)
▶ Distribution	02 May 2014	2 years	01 May 2018	✓ Accepted (view contract)
▶ Business Solutions - Online Viewing	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...
▶ Printed Products	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...
▶ Consumer Solutions	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...
▶ Business Solutions - Data Components	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...
▶ Planning, Design and Construction	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...
▶ Land Registry Polygons	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...
OS OpenSpace Pro – 30/09/17 Expiry	N/A	N/A	N/A	(view contract)
OS OnDemand Reseller Service – 30/09/17 Expiry	N/A	N/A	N/A	(view contract)
▶ Tracking and Scheduling	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...

Accept the Framework Contract (Partners)

The Framework Contract (Partners) must be accepted before the Partner Contracts will become active. Tick to apply for the Framework Contract (Partners); the contract can be displayed and printed by clicking on the view contract link. Once you tick to apply, the available Partner Contracts will be activated.

Framework Contract (Partners) Tick to apply [\(view contract\)](#)

Accept a Partner contract type

Accept a Partner Contract type by choosing the **< Term >** and **< Tick to apply >**, click **< Next >** to review and apply your selections. Add a comment by using the **< Add info >** button.

Partner Contract Type	Accepted	Term	Renewal	
▶ Developer	N/A	Pick one...	N/A	<input type="checkbox"/> Tick to apply (view contract) Add info...

- **Partner Contract Type**

The name of the contract; the contract can be displayed and printed by clicking on the **< view contract >** link.

- **Accepted**

The date your organisation accepted the terms and conditions of a Partner Contract Type.

- **Term**

The number of years the Partner Contract Type is valid for.

- **Renewal**

The date your Partner Contract Type is due to be renewed.

Licence data for use under a Partner contract type

Click the < arrow > icon against a Partner Contract name to display products your organisation has ordered and are available in the Partner Contract. This may include the appearance of more or less options in any selection list.

Tick the product(s) in the list you wish to add to the license and click **< Next >** to review and apply your selections.

Partner Contract Type	Accepted	Term	Renewal	
▼ Developer	03 Mar 2014	2 years	02 Mar 2016	✓ Accepted (view contract)
The following product(s) are available under this contract, and you are licensed where shown...				
1:25 000 Scale Colour Raster 660 DPI				<input type="checkbox"/> Tick to license
1:50 000 Scale Colour Raster				<input type="checkbox"/> Tick to license
OS MasterMap Topography				<input type="checkbox"/> Tick to license
OS Terrain 5				✓ Licensed (03 Mar 2014)

Please remember to always keep your Partner Contracts details updated with any change in the licensed use of your products.

Delivery

Secure File Transfer Protocol

- Orders for delivery via our SFTP server are normally ready for retrieval within five working days.
- Orders will remain available for 21 days, after which a new order will need to be placed.
- Once your order has been processed, you will receive an email containing details of the SFTP download server. You will need the separate SFTP username and password to access the server.
- Please note that orders for OS MasterMap products via this method are subject to a data volume limit of 2 Gb. Orders for larger data volumes can be placed for delivery via the Download service or on Physical Media (for example, DVD). SFTP orders placed with a data volume in excess of the 2 Gb limit will be supplied on DVD.

Downloading orders from the SFTP server

We have migrated ftp customers to sftp, which provides a more secure data transfer system. There are many different types of sftp client software, Ordnance Survey have tested sftp with WinSCP and FileZilla.

A tutorial to help you migrate to sftp is available here: <https://www.youtube.com/watch?v=Qsom8a3wViU>

Accessing OS SFTP using WinSCP

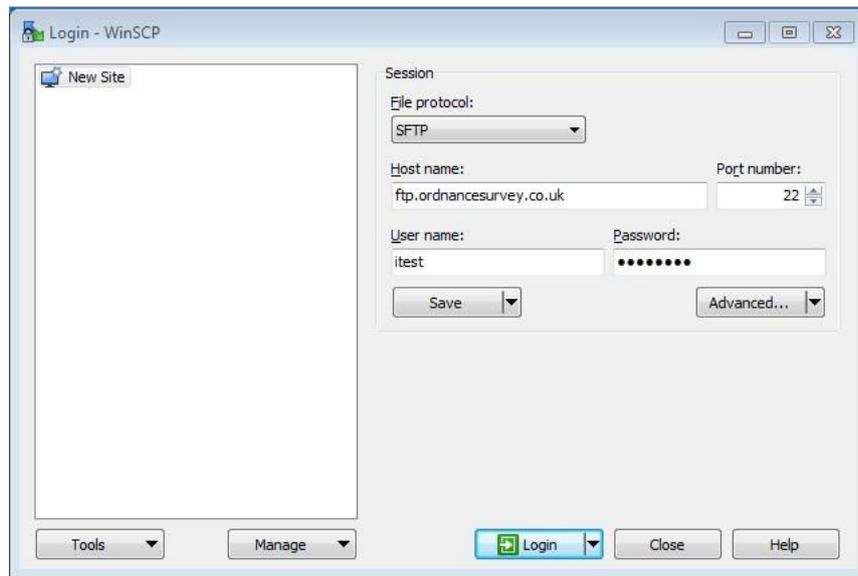
WinSCP is an open source free SFTP client & FTP client for Windows. Its main function is file transfer between a local repository and a computer.

It can be downloaded from:

<https://winscp.net/eng/download.php>

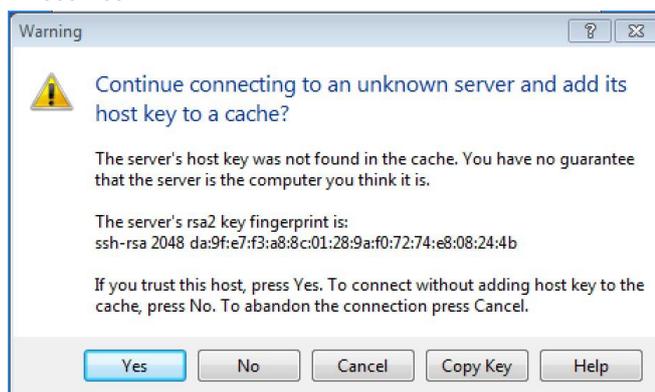
To connect to the Ordnance Survey on SFTP using WinSCP:

1. Input the following details:
 - a. Host name: <ftp.ordnancesurvey.co.uk>
 - b. User name: your Ordnance Survey ftp username
 - c. Password: Your Ordnance Survey ftp password
 - d. Port number: 22



2. Press Login

- a. The first time you connect to an SFTP account you will be asked if you trust the vendor. Press Yes

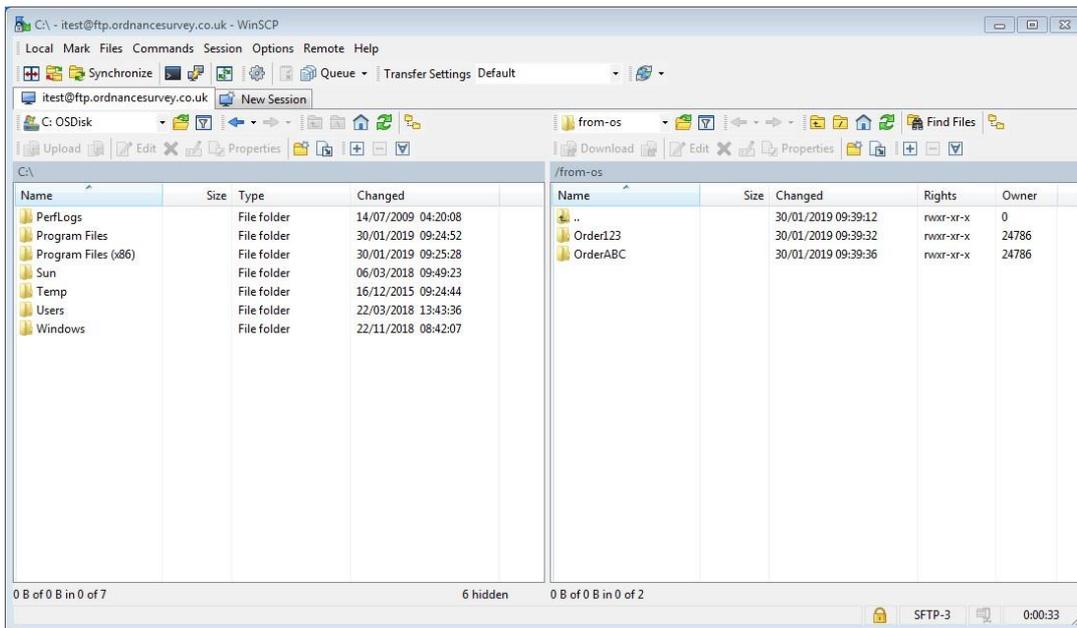


3. Click Continue on the authentication banner:



4. You will now be taken to your Ordnance Survey SFTP account.

- a. The right-hand pane displays your SFTP account, you can navigate around in the top pane, and view your orders in the pane below
- b. The left-hand pane displays your computer, you can navigate to where you would like orders to be saved.



5. To Save an order, drag it from the right-hand pane to the left-hand pane.
6. For Further information a WinSCP Quick Start Guide can be found on WinSCP website:

https://winscp.net/eng/docs/getting_started

Schedule file transfers using WinSCP

To automate the synchronisation of OS's SFTP server to your local directory, a scheduled task can be setup in Windows Task Scheduler.

1. Create a new text file called SyncToLocalScript.txt in the WinSCP program files directory:

C:\Program Files (x86)\WinSCP

2. Copy the following script into the SyncToLocalScript.txt file and configure to your details:

1. option batch abort
2. option confirm off
3. open ftp://vour username:vour password@osmmftp.os.uk/
4. synchronize local C:\Users**<username>**\OS data /from-os
5. exit

3. Open Task Scheduler.

- a. Windows 10: Go to *Windows Start Menu* > *Settings*. In *Find a setting* box type “Task Scheduler”.
 - b. Windows 8.1: Right click Windows Start button and select Control Panel. In Control Panel, go to System and Security > Administrative Tools > Schedule Tasks.
 - c. Windows 7: Go to Windows Start Menu > Control Panel. In Control Panel, go to System and Security > Administrative Tools > Schedule Tasks.
4. Go to the Actions > Create Basic Task
 5. A wizard will appear. Name your task and click Next
 6. Decide when you want the task to run. Daily checks would work well as that means data will copy the day (or day after) it is published to the SFTP server.
 7. For the task action, select Start a program and click Next
 8. In the Program/script window copy and paste the following adjusting if necessary:
"C:\Program Files (x86)\WinSCP\WinSCP.exe"
 9. In the ‘Add arguments’ window copy and paste the following:
/script="C:\Program Files (x86)\WinSCP\SyncToLocalScript.txt"
 10. Click Next, review the summary page and click Finish to close the wizard.

The scheduled task should now be setup to check the SFTP site daily and copy new files to a local directory of your choice.

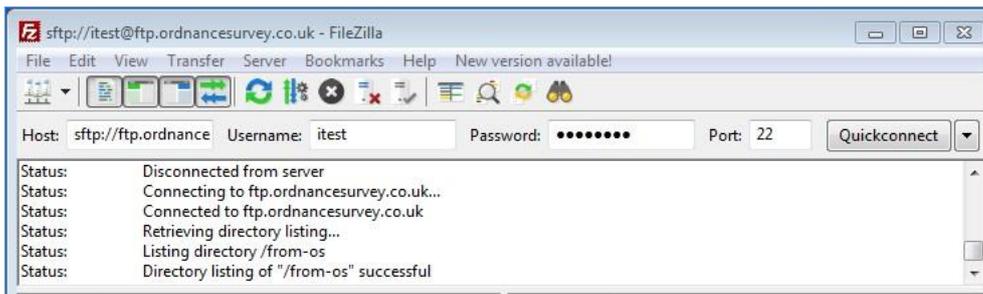
Accessing OS SFTP using FileZilla

The FileZilla Client not only supports FTP, but also SFTP. It is open source software distributed free of charge under the terms of the GNU General Public License.

It can be downloaded from: <https://filezilla-project.org/>

To connect to the Ordnance Survey on SFTP using FileZilla:

1. Input the following details:
 - a. Host: <ftp.ordnancesurvey.co.uk>
 - b. Username: your Ordnance Survey ftp username
 - c. Password: Your Ordnance Survey ftp password
 - d. Port: 22



2. Press Quickconnect

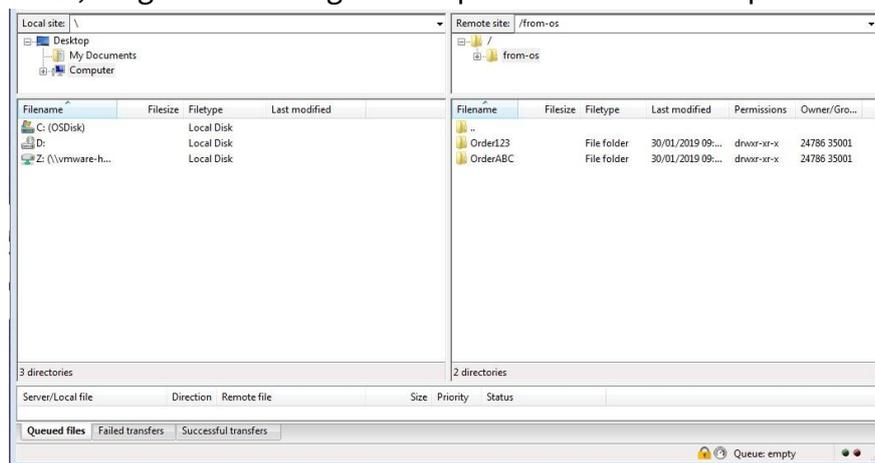
- a. The first time you connect to an FTP/SFTP account you will be asked if you trust the vendor. Press OK



3. You will now be taken to your Ordnance Survey SFTP account.

- a. The right-hand pane displays your SFTP account, you can navigate around in the top pane, and view your orders in the pane below
- b. The left-hand pane displays your computer, you can navigate to where you would like orders to be saved

4. To Save an order, drag it from the right-hand pane to the left-hand pane.



5. For Further information a FileZilla tutorial can be found on FileZilla's website:

[https://wiki.filezilla-project.org/FileZilla_Client_Tutorial_\(en\)](https://wiki.filezilla-project.org/FileZilla_Client_Tutorial_(en))

Where can I find my SFTP credentials?

The 'FTP info' button in the top right-hand corner of OS Orders will continue to be labelled 'FTP info' but the credentials contained here are valid for access to SFTP and FTP.

How long will my order be available to download from the SFTP server?

Your order will be available for download from our SFTP server for 21 days after we email you to say it's ready. You'll need to login with your organisation's FTP username and password. To find these, log into OS Orders and use the 'FTP info' link (top right-hand side).

Downloading Orders via the download service

- Orders for delivery via the download service will be notified a few moments after the order has been placed.
- The time to download data is dependent on your Internet connection speed and the quantity of data associated with your order.
- The Online Order ref is displayed in My Downloads; this enables you to cross reference this order with those listed in your Order History.
- Orders for OS MasterMap Imagery are supplied in the most appropriate format. You will be notified if an order is too large for delivery via download; these orders will be supplied on HDD.

Are orders available to download indefinitely?

Orders will remain live on the My Downloads page for 12 months from the order date. If you have not completed your download within this time, you will have to reorder your product.

How do I get to my organisation's download page?

On completion of your order, you will receive a download email which contains a link to that page. Alternatively, go to the member's/customer's area, and click on "My Downloads" where you will be taken to your order.

Do I need any special software to download my data?

If you have a large number of files to download, you may want to consider specialist download software. There are many proprietary Download Managers which you can use; some are browser-specific. Please consult your IT administrator for their preferred solution.

What is the best way to download a large dataset?

Following customer feedback, we developed a Download Zipping Service to reduce the number of download links for each order. Orders are provided as a single zip button (or multiple buttons depending on the size of the order), thus saving time, energy and negating the need to use Download Managers.

Individual file downloads are still available for each order. Should you wish to download these, instead of the Zipped file, it is recommended that you use a download manager for large amounts of data. Most browsers will have a download manager available.

How long will it take for my order to download?

This will depend on your connection speed and ISP. As guidance, each order/update will display the number of files and an estimated file size on the download page.

Will I only have access to my orders?

You can access all your organisation's orders via the 'My Downloads' tab.

Can I change the priority in which orders are displayed?

The system default is "order date", that column is highlighted when you log in. You can also sort by "order no", "order type", "product (format)", "delivery contact" or "orders details". Whichever you choose, that column will be highlighted.

Will my order always be at the top of the orders list?

It will depend on how you have set your order filter or sorts on the individual columns on the organisation download page. The system default is order date.

How can I display the minimum number of orders?

On the "My Downloads" page, you can select "Items per Page" at the bottom of the screen as either 10 or 25. The system will return the number you select on one page, plus the total of pages (to include all orders); for example, 1 to 10 of 167 entries.

Can I change who receives the update orders?

Yes, your Principal Contact can contact us to amend the recipient.

How will I know the product version date in my update orders?

There is a product version date in the order details column on the download page, so you can download them in the correct sequence.

Why are there gaps in the version dates for update orders?

When a product update takes place, the system will check all the tiles within your holdings contract. If you elected initially to take change-only updates and there has been no change to your data, no update order will be created.

What does “Update full” and “Update COU” mean in the order type column?

‘Update full’ means that you elected initially to take a full refresh of all the tiles within your holdings. ‘Update COU’ means that you elected initially to take change-only updates to the tiles within your holdings.

If you wish to change your "Update Type" or request "No Updates", your Principal Contact can contact us with the Holdings ref/Contract number that you wish to make changes to.

Can I tell the difference between an update and online order?

As the naming convention is the same for both on the order download page, we recommend that you save the update orders into a different directory to your online orders.

Update orders supplied via DVD or ftp are not shown in OS Orders.

Physical Media (DVD)

- Orders for delivery on physical media are normally despatched within five working days.
- The Online Order ref is displayed on your delivery note. This enables you to cross reference this order with those listed in your Order History.

Product Specific Information

How will my OS MasterMap Imagery orders be delivered?

Orders for OS MasterMap Imagery will be supplied in the most appropriate format. You will be notified by email if an order is above the limit for delivery via download; these orders will be supplied on HDD.

Limits are applied at 500 tiles for TIFF and 5,000 tiles for JPEG and ECW.

Where can I download TIFF World Files (TFW) for geo-referencing?

TIFF World Files are available to download from our [product pages](#). The files must be placed in the same folder as your .TIFF images for georeferencing to work.

Geo-referencing files allow tiles of map data to be located in their correct geographical position when loaded into a Geographic Information System (GIS). This is achieved by loading in files alongside the data files that contain the National Grid corner coordinates for each tile. This is especially useful if more than one tile of data is being loaded at once, as it allows for a true geographical depiction of the data.

OS VectorMap Local raster and OS VectorMap District raster are supplied as Geo.TIFF files and do not require georeferencing files as this information is contained in the .TIFF file itself.

Who can order OS MasterMap Sites and OS MasterMap Building Heights data?

OS MasterMap Sites and OS MasterMap Building Heights are available without additional charge as an enhancement for OS MasterMap Topography Layer. Customers are therefore entitled to download and use this additional data for the same area as they hold a valid Topography Layer licence.

For PSMA customers, your public sector licence agreement entitles you to download and use data for anywhere in Great Britain.

For OSMA customers, your public sector licence agreement entitles you to download and use data for anywhere in Scotland.

Can I order the OS Detailed Path Network?

OS Detailed Path Network is only available for supply under Partner type contracts. OS DPN is licensed under the Consumer Solutions Contract, Business Solutions - Online Viewing Contract, and the Developer Contract. If you have a requirement for OS DPN, please contact your Account Manager.

What is the difference between AOI (Area of Interest) and Chunked supplies?

An area of interest is a customised polygon which is not geographically defined in terms of being set on district national grid squares. A chunk is normally based upon a 5X5km national grid square and may extend outside of a particular area of interest.

It is relatively easy to supply predefined chunks using a download service. It is more difficult to cut out an area of interest which does not follow easting and northings and supply it for download. This is why some of our AOI products are not yet available via download.

Pricing Information

How has the price of my order been calculated?

All prices in this service are based upon the current published OS Business Portfolio Price List. View the steps used to calculate your price by hovering over the price in the Define page.

How do I know if I can order under a Collective Purchase Agreement?

Details of any such trading Agreement with OS will have been notified to you by your Agreement manager. This will have resulted in the creation of a product catalogue from which you can order (see Section 1 "Order type" on the left-hand side of the mapping page).

What are my entitlements under the Collective Purchase Agreement?

The online order service takes care of all this for you by presenting to you only those options which are available under the terms of your Agreement.

For Address products, why am I advised about Royal Mail royalties?

Addressing products such as AddressBase include Postal Address File (PAF) content from Royal Mail. Members of the PSMA and OSMA who have 'Opted in' to the PAF Public Sector Licence, will not be liable for any additional fees from 1 Apr 2014.

For those members that have 'Opted out', or those who are outside of a collective agreement, additional Royal Mail royalties may be incurred depending on the area taken and the exact number of terminals and number of users who will have access to the data.

Public sector members should refer to their Member Licence and associated guidance.

Please note that from 1 April 2015 there is an amendment to the way PAF fees are calculated, more information can be found in our Addressing Amendments Information.

Can I use AddressBase products on my website?

You can use AddressBase on your website for the purposes set out within the Limited External Use terms of your Framework Contract Direct Customer contract provided you first pay us the Royal Mail Website Use fees. These fees are based on the number of transactions you estimate to generate per year.

If you estimate to generate ten million or less transactions per year, the annual fee is £5,500 per annum. If you estimate to generate more than ten million transactions per year, the annual fee is £11,000 per annum.

What if I exceed the AddressBase Website Use transaction limit?

If you pay £5,500 for AddressBase Website Use and exceed the 10 million transaction limit, you will need to pay a fee of £5,500 to cover the additional transactions.

Using Edit and Delete Functionality

Why can't I see the Edit or Delete buttons on the My Products page?

This could be because of the permissions set for you by your Principal Contact.

If you have been set as a User, you will only be able to view using the online service.

If you are a User +, you should be able to place orders and use the edit and delete functionality.

Why can I only see the Edit button but not Delete on the My Products Page?

It may be that the Product Holding you are looking at is a commercial contract, which means that you can only cancel it at the end of the contract term. You will need to contact us to discuss deleting this holding.

Options are missing when I click on Edit. Why is this?

If a product is only available in one format or delivery method, you will not be presented with a drop-down list of options. It will simply default to that one option.

Where is the Next button?

I've edited something but the 'next' button is not appearing at the bottom of the page and/or it's not registering the change on the review page. Why is this?

You may have selected an option that you already hold. For example, if you already take a product via Download and you select Download again from the edit drop-down, this will not count as a change.

Why are the "Order more" and "Add another product" icons not available?

These functions require you to navigate away from the My Products page. If you have started to make changes, you will need to either complete the current process or abandon your changes before you can view or reorder your existing holdings or create new holdings.

How does the Edit and Delete functionality affect my Order History page?

Editing or deleting a product holding will not be reflected on the Order History page. Your original orders will still be shown. You will only notice changes on the My Products page.

Will I get a new supply of data when I edit?

No. Using the Edit function will not trigger any data to be sent to you until the next scheduled update. If you would like a new supply before your next update is due, please re-order using the 'Order More' button. The order you place will not affect your scheduled supply of updates.

Please explain the information shown on confirmation emails.

I have only edited either Data Format OR Delivery Method, yet my confirmation email is showing both. Why is this?

The confirmation email will always state your current format and delivery method regardless of which you have changed. This is just to confirm what the current selections are for that product holding.

How does Deleting holdings affect OS OnDemand?

The OS OnDemand WMS use the data contracts created against your account to provide you with the correct view of your holdings. Deleting these contracts will cause your OS OnDemand data view to change, removing the area covered by the contract. OS OnDemand will show this by either returning a white (blank) page or blue masking.

If you are in any doubt whether the contract you wish to delete will affect OS OnDemand, please [contact us](#) first.

Where can I see a demonstration of this functionality?

We've produced a [demonstration video](#) which shows you how to use the edit and delete functionality.

Accessibility

Ordnance Survey is committed to ensuring that this site is accessible to all, regardless of platform or browser being used. However, should you experience difficulty in accessing any of the information on this site, please contact us.

- **Browser support**
This site should display correctly in all current major browsers. Designed and constructed using Cascading Style Sheets (CSS) for visual layout, this ensures that the contents of each page can still be accessed, even if a user's browser does not support CSS.
- **Screen resolution**
This site has been designed to make maximum use of screen resolutions measuring 1,024 pixels by 768 pixels or greater. Resolutions below this, while remaining functional, may not display as expected.
- **Documents**
As much information as possible is supplied within the web page itself. Where this is not possible, the information is presented in a number of file formats including Adobe Portable Document Format (PDF). Adobe® Acrobat® Reader is free software that lets you view and print PDF files.
- **Text sizing**

This site is constructed using relative font sizes, which means that text can be scaled within the browser. Please refer to your browser's help page for information on how to achieve this.

- **Images**
All images used in this site include descriptive 'alt' attributes. Where images are used for layout purposes, an empty 'alt' attribute is used.
- **Forms**
All forms and their fields are labelled and arranged into logical groups where possible.
- **Scripting**
This site uses scripting (JavaScript). However, the majority of the content remains fully accessible if your browser does not support scripting or you have disabled it.
- **Links**
Unless notified, all links open within the same browser window. Should you wish to open a link in a new browser window then hold down the 'SHIFT' key while activating the link required. Ordnance Survey is not responsible for the content of any websites owned and operated by third parties to which links might be created from its own sites.

How to contact us

Via email: www.ordnancesurvey.co.uk/contact

Via telephone 03453 757535.

Our office opening hours are Monday to Friday 08:30 - 17:30 except for Public Holidays.

Ordnance Survey Limited Explorer House, Adanac Drive, Nursling, Southampton SO16 0AS +44 (0)3456 050505 (General enquiries) +44 (0)2380 056146 (Textphone) customerservices@os.uk www.os.uk