

The logo features the text "STANFORDS" in a large, white, sans-serif font, with a stylized orange sunburst graphic integrated into the letter "O". Below "STANFORDS" is the text "FOR BUSINESS" in a smaller, white, sans-serif font. The entire logo is set against a grey rectangular background with a subtle grid pattern.

STANFORDS  
FOR BUSINESS

# Stanfords For Business

FAQs

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STANFORDS  
FOR BUSINESS

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### Why should I use Stanfords For Business?

Stanfords is the UK's leading specialist retailer of maps, travel books and other travel accessories, having been established in 1853 by Edward Stanford. Our flagship store in Covent Garden, London, first opened its doors in January 1901 and can justly claim to offer the world's largest stock of maps and travel books under one roof.

Our Stanfords For Business division is one of the country's top suppliers of large scale mapping & data products for planning & business use. We are an Ordnance Survey Partner and Airbus Defence and Space, Geo-Intelligence – reseller.

### What products does Stanfords For Business offer?

There are two ways to order from Stanfords For Business – online using our self-serve tool Stanfords Portal or via our National Service Centre. The table below details the available products from these sources:

<b>Order from Stanfords Portal -</b>	<b>Order from Stanfords Service Centre -</b>
<b>Ordnance Survey Maps for Planning -</b> (1:200 to 1:2500 scale, monochrome or colour)	<b>Ordnance Survey Maps for Planning -</b> (1:200 to 1:2500 scale, monochrome or colour)
<b>Map &amp; Height Data for CAD –</b> OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data (DWG, DXF formats)	<b>Map &amp; Height Data for CAD –</b> OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data (DWG, DXF formats)
<b>Map &amp; Height Data for GIS (&amp; AutoCAD Map 3D) –</b> OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data, 5m Contours (ESRI, GML, MapInfo Formats)	<b>Map &amp; Height Data for GIS (&amp; AutoCAD Map 3D) –</b> OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data, 5m Contours (ESRI, GML, MapInfo Formats)
<b>More GIS/AutoCAD Map 3D Data –</b> Infoterra BaSEMAP, OS VectorMap Local, OS VectorMap District (ESRI, GML, MapInfo Formats)	<b>More GIS/AutoCAD Map 3D Data –</b> OS Transport Network Layer, Infoterra BaSEMAP, OS VectorMap Local, OS VectorMap District (ESRI, GML, MapInfo Formats)
<b>OS mid-small scale mapping –</b> OS OpenMap Local (1:10k), 1:25k, 1:50k & 1:250k JPEG or TIFF	<b>OS mid-small scale mapping -</b> OS VectorMap Local Colour Raster, OpenMap Local (1:10k), 1:25k, 1:50k & 1:250k JPEG or TIFF
<b>RGB Aerial Photography –</b> ©GeoPerspectives 25cm & 12.5cm resolution data	<b>RGB Aerial Photography –</b> ©GeoPerspectives 25cm & 12.5cm resolution data
	<b>Groundsure Environmental Reports</b> (Flood & Ground Stability)
	<b>Historic OS Mapping</b> (Prints only)
	<b>Bespoke Maps</b> – e.g. Postcode areas & sectors, constituency boundary maps.

### What is the website address for Stanfords Portal?

[www.geostore.com/stanfordsportal](http://www.geostore.com/stanfordsportal)

### I need a map for Land Registry search / planning permission; can I get this from Stanfords?

Yes you can. Generally, the Land Registry & Planning Authorities will request an A4 1:1250 4 hectare (200x200m) map for urban areas or an A4 1:2500 16 hectare (400x400m) map for rural areas. They may also request a more detailed 'block plan' at either 1:500 or 1:200 scale.

All these maps can be ordered online via Stanfords Portal or from our Service Centre.

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### Can I mark my property/land boundary on my map?

Using our 'Auto-annotate' tool in Stanfords Portal you can add red and/or blue outlines to your map to show boundaries as you place your order.

For assistance please download Stanfords Quick Guide for Planning Maps from the Stanfords Portal homepage.

### How can I make an order?

#### ***From Stanfords Portal –***

To buy a planning map or data file online register for Stanfords Portal - [www.geostore.com/stanfordsportal](http://www.geostore.com/stanfordsportal)

Customers self-serving via Stanfords Portal benefit from our best ever pricing for A4 planning maps & CAD data files.

You'll need the postcode & address details of your required site and credit/debit card details to pay for your order via the secure WorldPay card service.

Please note that orders placed via Stanfords Portal are delivered to the Order History section of your Portal account for you to download & are not emailed or posted to you.

#### ***From Stanfords For Business National Service Centre –***

To order from our National Service Centre (Monday – Friday 9am to 6pm) please call 0330 912 7435 or email [business@stanfords.co.uk](mailto:business@stanfords.co.uk) with the information below.

Delivery / Dispatch – Would you like your map delivered by post or email?

Map Location Information – Full address & postcode of your map site centre. If your required site centre is not a property address, please provide as much detail as possible e.g. "Centre map on junction of High Street & Station Road" or provide us with a snapshot of mapping showing the site centre & extents required.

Required Map Scale – Map data files can be produced at any scale from 1:200 – 1:250,000; pre-defined paper size maps (A4 to A1) are available at 1:200, 1:500, 1:1250 or 1:2500 scale.

Your address details (postal and/or email) - If we are emailing a map to you we still need your postal address details to issue your receipt to.

Method of Payment - Either credit or debit card details (not Amex) or your Stanfords Account Number.

### I'm logged in to Stanfords Portal but the page is not displaying correctly, why?

What browser are you using to connect to the Internet/access Stanfords Portal? ISP browsers such as AOL or BT Internet will not load Portal pages correctly. Use either Internet Explorer or Mozilla Firefox to access our Portal site. If the Portal page is not displayed correctly in IE or Firefox, hit Ctrl & F5 simultaneously to clear your cache.

### I don't need to see actual buildings but I do need the mapping to be quite detailed. What are the options?

OS OpenMap Local 1:10k (TIFF/JPEG), OS VectorMap District & OS VectorMap Local (GIS formats) can be ordered via Stanfords Portal.

For other mid-scale digital / printed maps contact our Service Centre, 9am to 6pm Monday to Friday –  
E: [business@stanfords.co.uk](mailto:business@stanfords.co.uk) / T: 0330 912 7435 / 0161 507 7207

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### **I can't navigate the Stanfords Portal site easily. What should I do?**

A summary of the steps required to place an order is shown below. A full user guide for products available in Stanfords Portal can be downloaded from the Portal homepage.

To place an order in Stanfords Portal –

- Log in to the site with your email & password
- Enter search criteria e.g. Postcode
- Choose a site centre from the address list below the map window
- Choose the required main product category e.g. Planning Maps
- Choose specific product e.g. OS MasterMap Mono (accept the view charge for large scale OS Mapping)
- Select one of the product options below the map window e.g. 4.0 Hectare(s) A4 1:1250 scale
- Tick the Select to order box to generate a price
- Add to Basket & then Go to Basket
- Click Submit (view the licence / tick product terms & conditions box)
- Pay via WorldPay

After making payment via the WorldPay site return to Stanfords Portal & download your map/data from the Order History section accessed via the My Account link.

In addition, telephone support is available from our Service Centre, Monday to Friday 9am to 6pm. Onsite training for multiple users can be provided, please contact our Service Manager to discuss.

### **I bought a map through Stanfords Portal and it hasn't been delivered to me. What might be the problem?**

With the exception of large aerial photo data files that may be posted to you on CD due to file size, all orders placed on Stanfords Portal will be delivered to the Order History section of your Stanfords Portal account for you to download.

Click the [My Account](#) link (top right of screen) then choose Order History from the menu displayed. A list of all orders placed is now shown. Navigate to the required Order Number & 'Click for Order Details' – now click the Orange Download button to download & save your file. Please note that downloads are only available up to 20 days after order completion so always save your order rather than opening it directly from the site.

If the Order Status shows as 'Processing' it is likely that the processing of a payment has failed and the order will need to be recreated; if you have not completed your payment successfully, ignore the 'Processing' order and start your order again. If you have successfully paid for your order and it still shows as processing please contact our service centre team on 0330 912 7435/ [business@stanfords.co.uk](mailto:business@stanfords.co.uk) for assistance.

If an Order Number is shown in the Order History view but no Download button is shown after clicking for order details then a stage has been missed in the order process & payment has only been made for the OS view charge (unless the Order Number is for your Portal registration). Either a product has not been added to the basket or the terms & conditions box for the selected product wasn't ticked – please make your order again & contact our service team if you require assistance.



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### I haven't received a receipt / invoice for my order, how do I obtain this?

For any orders placed via Stanfords Portal & paid for via the WorldPay site, a VAT receipt is emailed to you.

You should receive an email from [no\\_reply@stanfords.co.uk](mailto:no_reply@stanfords.co.uk) titled 'Stanfords Portal Order (order number accepted)'. Attached to this email is your pdf VAT receipt.

You can also download a copy of the VAT receipt from your Order History.

For any orders placed via Stanfords Portal & paid for 'by Invoice' or for orders placed via our Service Centre, an invoice/receipt will be dispatched to you by post or email.

### Do you offer user guides?

A full User Guide with text & screenshots detailing how to order Planning Application Maps & all data products through Stanfords Portal can be downloaded from the Portal homepage -

[www.geostore.com/stanfordsportal](http://www.geostore.com/stanfordsportal)

### When is the Service Centre open for support?

Our service team can be contacted 9am to 6pm, Monday to Friday.

T: 0330 912 7435 / 0161 507 7207

E: [business@stanfords.co.uk](mailto:business@stanfords.co.uk)

### How is my map/data licensed?

**OS Planning Application Maps (PDF/DOC/TIFF)** ordered from Stanfords are licensed for electronic use e.g. via the Planning Portal or by email to your Planning Authority & 1 print. Stanfords OS Partner licence number and your order license reference will be shown at the bottom of your map.

At the basket stage you can license your planning map for additional prints by selecting the number of prints required on the Additional Prints dropdown box (additional prints will increase the price of your map depending on the number of prints specified to cover the print royalty payment due to OS).

Customers who hold an Ordnance Survey Paper Map Copy Licence (OSPMCL) can reprint OS Maps (including purchases from Stanfords Portal) as required. If you do not hold an OSPMCL submit the number of prints required for your planning map at the basket stage of your order.

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**All OS Data products** ordered from Stanfords are sold under **Stanfords OS End User Licence – Data (Distribution Contract)**.

For **Stanfords OS MasterMap Vector** (large scale OS data in CAD / GIS formats) the default purchase option is a 12 month licence; the licence length can be increased to 2 or 3 years at the basket stage of your order. **This data is sold under licence for use on 101 + terminals for the licence period;** if your order area is too large to price on Stanfords Portal, please contact our Service Centre to arrange a quote/purchase as required.

**All other data products available from Stanfords Portal** (OS 1:25k, 1:50k Raster, OS VectorMap Local (GIS), **are sold under licence for 12 months use and use on 1 terminal only.** To order any of these products for use on more than 1 terminal please contact our Service Centre to arrange a quote/purchase as required.

If you produce any drawings/prints from any OS Data purchased from Stanfords you should add in a conspicuous position a block to acknowledge the OS copyright & add the OS Data logo (contained in the zip file with your order) – **© Crown copyright and database rights (Year of Purchase) OS 100035409**

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**Airbus Defence & Space – Geo-Intelligence Data (Height Data)** is sold under the GEO-INFORMATION PRODUCTS - STANDARD TERMS & CONDITIONS OF LICENSE.

**Aerial Photography Data** is sold under the RGB AERIAL PHOTOGRAPHY - STANDARD TERMS & CONDITIONS OF LICENSE. Copies of these licenses can be viewed at the Checkout stage of your Portal order and will be contained in your order zip file.

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## Do you offer any discounts?

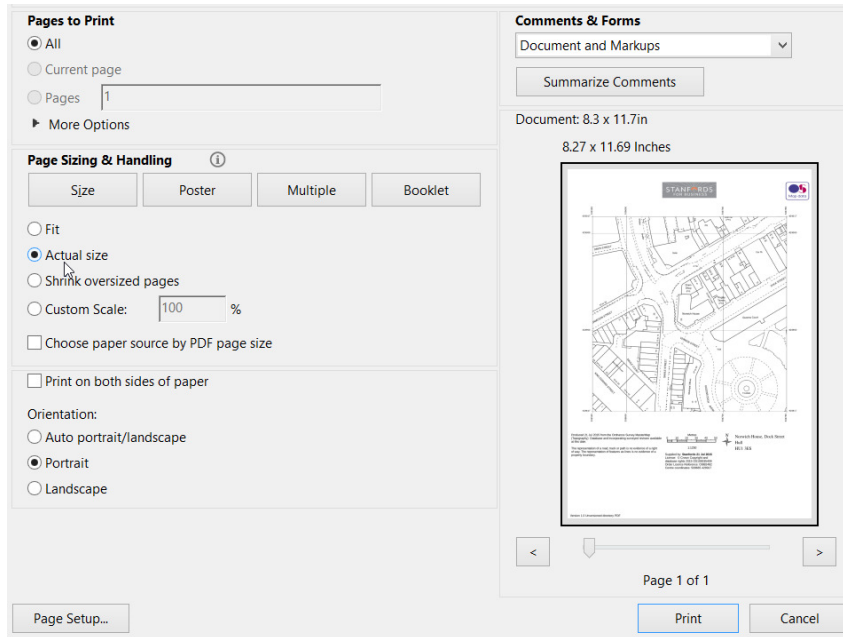
Discounts may be offered to customers with multiple offices and/or a large mapping/data requirement. Please contact our Service Manager to discuss your requirements.

## I would like to be able to pay on account. Is this possible?

Credit accounts are available for repeat business customers with a large mapping/data requirement. To discuss your account & invoice options please contact our Service Manager.

## My planning map hasn't printed to scale. What could be wrong and how do I resolve it?

If a map image does not print to scale then check your print settings. You need to ensure that the print option is set to Actual Size (not Fit or Shrink oversized pages).



To check your map has printed correctly to scale use the table below –

Paper Size	Scale	Area Coverage	Print size (mapping only, does not include marginalia)
A4	1:200	38m x 38m (0.15 hectares)	19cm x 19cm
A4	1:500	94m x 94m (0.9 hectares)	18.8cm x 18.8cm
A4	1:1250	100m x 100m (1 hectares)	8cm x 8cm
<b>A4 (standard planning map)</b>	<b>1:1250</b>	<b>200m x 200m (4 hectares)</b>	<b>16cm x 16cm</b>
A4	1:1250	223m x 223m (5 hectares)	17.84cm x 17.84cm
A4	1:2500	400m x 400m (16 hectares)	16cm x 16cm

## What height products do you offer? What software do I need to be able to use them?

LiDAR (Light Detection and Ranging) is high accuracy, high resolution elevation data derived from airborne sources. A laser is used to measure the distance between the aircraft and ground and between the aircraft and the vegetation canopy or building tops.

LiDAR Digital Surface Model (DSM) – is a topographic model of the earth's surface that includes buildings, vegetation, roads, and natural terrain features. The key benefit of the DSM is that it provides a geometrically correct base map.

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LiDAR Digital Terrain Model (DTM) – is a topographic model of the bare earth that has had vegetation, buildings, and other cultural features digitally removed, enabling users to infer terrain characteristics possibly hidden in the DSM.

There is only coverage for most of the major cities. For towns and rural areas our 5m height data may prove sufficient.

5m Digital Terrain Data is produced from aerial photography in the form of a regular grid of points at 5m intervals with +/- 1.5m vertical accuracy. Each point has X, Y, and Z coordinates in British National Grid represented as 6 + 2 digits.

Infoterra BaSEMAP - BaSEMAP is a product from Airbus Defence & Space – Geo-Intelligence that combines their LiDAR height data with Ordnance Survey's MasterMap® topo layer in one single file. BaSEMAP is supplied in ESRI shapefile or MapInfo TAB/ MID/ MIF for use in a GIS or in AutoCAD (if converted to dxf/ dwg using AutoCAD® Map 3D).

5m Contours - The Height Data Digital Contours Product is a Contour polyline dataset of England and Wales comprising 5m contours created by interpolation from the master Height Data Digital Terrain Model Product. The files are supplied in ESRI shapefile/ MapInfo TAB/ MID/ MIF for use in a GIS or in AutoCAD (if converted to dxf/ dwg using AutoCAD® Map 3D).

Customers will require either CAD or GIS systems to use height data. Basic CAD systems will allow you to view the grid of points & look up the Z (height) value in the properties of the points. 3-D CAD systems can combine LiDAR with map data to produce 3-D models & contours.

### **I have bought a CAD file (dxf/ dwg) but when I load it into CAD no mapping is visible. Why is this and how can I resolve the problem?**

Occasionally when customers open map data in CAD it appears that there is no data in the dwg/dxf file. This is usually due to the CAD system not zooming correctly to the extents of the mapping. Although the screen may appear blank the data will be present but the view is zoomed out so the data appears as a small point.

To bring the data in to view, use the Zoom Extents or Zoom All command in CAD. If the data still isn't displaying correctly check your layers to see if more than one bit of data is in the workspace & delete any additional features other than the map file.