

Using SwiftComply

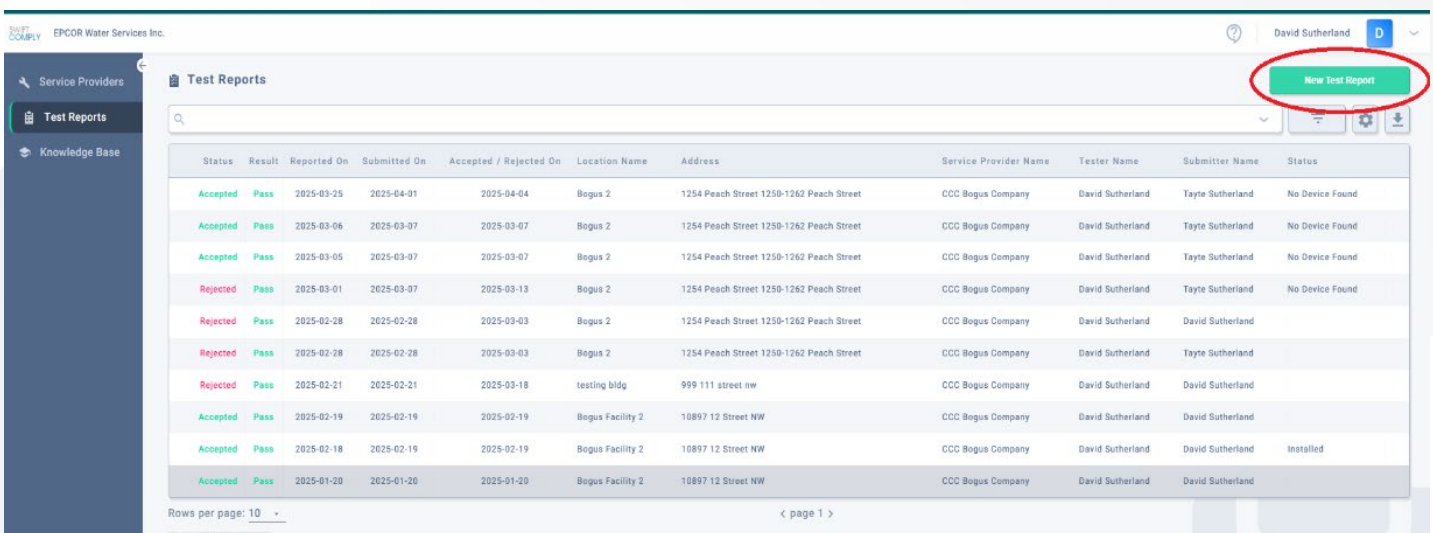
When and How to Create a New Location

In **EPCOR's SwiftComply database**, new locations are created through test reports. The Location name and address, as per the report, is used to create a location the moment the report is submitted. If there are subsequent reports, you will be able to search and select the location. The "New Location Button" should not be used again. Selecting the "New Location Button" would create a duplicate location, resulting in rejected reports and the tester having to re-submit the report.

When to Create a New Location

Before using the "New Location" Button you should have already thoroughly searched the data base to ensure the location doesn't already exist.

If the customer is receiving notices from **EPCOR**, then the location **WILL BE** in the database. Always request a copy of the notice front and back. This provides you with the name and address as found in the database.



The screenshot shows the SwiftComply EPCOR Water Services Inc. interface. The 'New Test Report' button is circled in red. The interface includes a sidebar with 'Service Providers', 'Test Reports', and 'Knowledge Base'. The main area displays a table of test reports with columns for Status, Result, Reported On, Submitted On, Accepted / Rejected On, Location Name, Address, Service Provider Name, Tester Name, Submitter Name, and Status.

Status	Result	Reported On	Submitted On	Accepted / Rejected On	Location Name	Address	Service Provider Name	Tester Name	Submitter Name	Status
Accepted	Pass	2025-03-25	2025-04-01	2025-04-04	Bogus 2	1254 Peach Street 1250-1262 Peach Street	CCC Bogus Company	David Sutherland	Tayte Sutherland	No Device Found
Accepted	Pass	2025-03-06	2025-03-07	2025-03-07	Bogus 2	1254 Peach Street 1250-1262 Peach Street	CCC Bogus Company	David Sutherland	Tayte Sutherland	No Device Found
Accepted	Pass	2025-03-05	2025-03-07	2025-03-07	Bogus 2	1254 Peach Street 1250-1262 Peach Street	CCC Bogus Company	David Sutherland	Tayte Sutherland	No Device Found
Rejected	Pass	2025-03-01	2025-03-07	2025-03-13	Bogus 2	1254 Peach Street 1250-1262 Peach Street	CCC Bogus Company	David Sutherland	Tayte Sutherland	No Device Found
Rejected	Pass	2025-02-28	2025-02-28	2025-03-03	Bogus 2	1254 Peach Street 1250-1262 Peach Street	CCC Bogus Company	David Sutherland	David Sutherland	
Rejected	Pass	2025-02-28	2025-02-28	2025-03-03	Bogus 2	1254 Peach Street 1250-1262 Peach Street	CCC Bogus Company	David Sutherland	Tayte Sutherland	
Rejected	Pass	2025-02-21	2025-02-21	2025-03-18	testing bldg	999 111 Street NW	CCC Bogus Company	David Sutherland	David Sutherland	
Accepted	Pass	2025-02-19	2025-02-19	2025-02-19	Bogus Facility 2	10897 12 Street NW	CCC Bogus Company	David Sutherland	David Sutherland	
Accepted	Pass	2025-02-18	2025-02-19	2025-02-19	Bogus Facility 2	10897 12 Street NW	CCC Bogus Company	David Sutherland	David Sutherland	Installed
Accepted	Pass	2025-01-20	2025-01-20	2025-01-20	Bogus Facility 2	10897 12 Street NW	CCC Bogus Company	David Sutherland	David Sutherland	

Searching the database means all possible address ranges have been searched, the serial number of other premises devices on location.

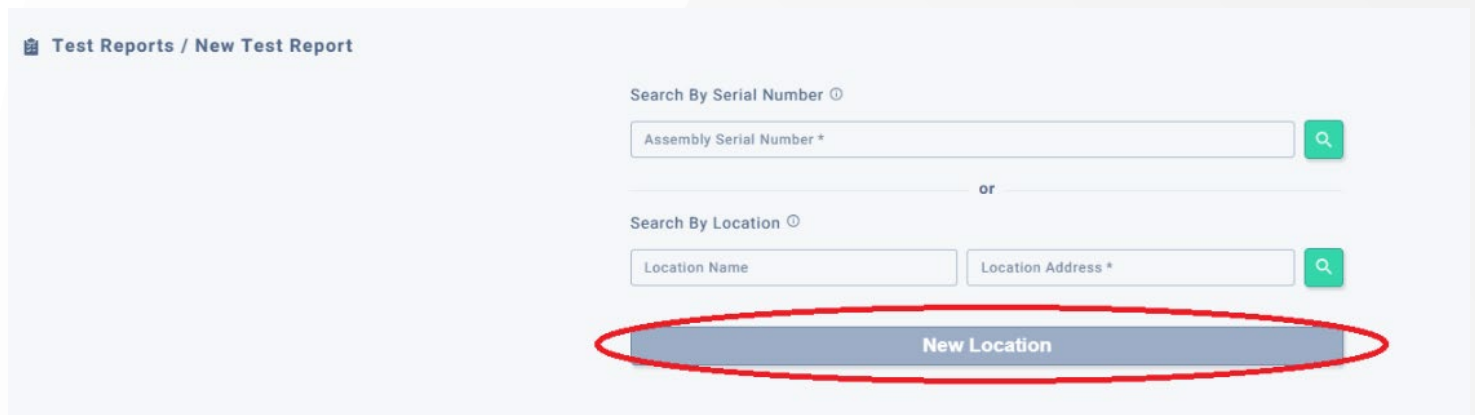
EPCOR's SwiftComply database does not use dashes or use more than a single space between the "unit" number and the Street/Avenue. Street/Avenue/Road are also not abbreviated in the database. For example, searching **2545-Aurum Rd NE** would not yield proper search results. The correct search would be **2545 Aurum Road NE**.

Note: you do not need to type the entire address. You are required to enter at least 3 characters to prompt search results, the more you type the narrower the search results will be. You can start by typing the house address then hit enter, if too many results return, please type more to narrow the search.

How to Create a New Location

Follow the steps below once it has been determined a New Location needs to be created. **Do Not** repeat these steps if there are additional backflows at the same location. It will result in a second location being created. This will result in rejected reports. Reference the “Submitting Additional Reports for the Same Location” document.

1. Select the Green “New Test Report” located at the upper right corner of the screen.
2. Select the grey “New Location” button.



3. Select the Tester and Test Kit Information, as you normally would, when submitting a test report.
4. Enter all the required fields (*) with applicable information.
5. A New Location will be generated from the information you entered in this first Test Report.



For more information contact us at:

E-mail: EpcorCCC@epcor.com

Phone: (780) 412-7840