

Order History and Refund

From the City Online Home page, sign in and then select My Account.

The screenshot shows the top navigation bar of the City Online website. On the left is the Calgary logo. In the center is the 'City Online' logo with the tagline 'The official online store for The City of Calgary'. On the right, it says 'Welcome, Rebekah' and provides links for 'My Account | My Lists | Sign Out' and 'Feedback | Help | Contact Us'. A red circle with the number '1' highlights the 'My Account' link. Below the navigation bar is a search bar with a dropdown menu for 'All Categories', a text input field for 'Enter keyword', and a 'GO' button. To the right of the search bar is a shopping cart icon and the text 'My Shopping Cart: 0 items, \$0.00'. Below the search bar is a 'PRODUCTS' section with a list of categories: 'Digital Maps', 'Geospatial Data - City Wide (License)', and 'Geospatial Data-By'. To the right of the list is a photograph of people on a golf course.

While each user has access to the Order History page, the account and business managers have access to all orders placed on the account. Select View Order History (2)

The screenshot shows the 'My Account' page. The page is divided into two main sections: 'My Account Information' and 'My Shopping Experience'. The 'My Account Information' section includes links for 'My Addresses', 'Company Addresses', 'Manage Account Information', 'Change My Password', 'My Profile', 'My Payment Profile' (with a sub-link 'Save your credit card information for a faster checkout.'), 'Manage Users', 'Manage Notifications', 'Request for Relationship', and 'Request for Data License Product'. The 'My Shopping Experience' section includes links for 'Manage My Lists', 'View Order History', 'View Invoice History', and 'View Invoice Payment History'. A red circle with the number '2' highlights the 'View Order History' link.

Download items

Downloadable City Online products are available for 7 days from the date of purchase. Tax products (Property Tax Statement of Account, Tax Information) can only be downloaded once during the 7-day retainment period. Certain geospatial data products will be delivered by linked email, and as a result will not be accessible via City Online.

To download a product, select the order number (1) and then download (2).

Home > My Account > Order History

PRODUCTS

Property Information

Order History

The ten most recent orders are displayed below. To view more transactions placed within the past year, select a date range. Select *Apply Filters*.

User Name:

Order Date Range: -

Previous orders:

Order Number	Order Date	Payment Status	Payment Mode	# of Items	User Name	Total	User Comments	Request Adjustment	Actions
22930519	2018-04-27	Pending	Invoice	3	PROPERTIES, CORPORATE	\$21.50		Request Adjustment	
22935529	2018-04-27	Pending	Invoice	1	CIRC, CPAG	\$7.50		Request Adjustment	
22930515	2018-04-27	Pending	Invoice	4	PROPERTIES, CORPORATE	\$27.50		Request Adjustment	
22935522	2018-04-27	Pending	Invoice	1	CIRC, CPAG	\$7.50		Request Adjustment	

1

Order Details

Your Order Number: 22986053

Payment Status: Pending **Order Date:** 2018-05-02 12:46:52 PM

Include Explanatory Notes for Property Information

Order details:

Product	Price	Quantity	Total	Download
Tax Information 0006-11661-14294-00011-P 4616 17 ST SW	\$7.50	1	\$7.50	<input type="button" value="Download"/>

2

Sub Total:\$7.50
Shipping and Handling Charges:\$0.00
GST:\$0.00
Total:\$7.50

Request a Refund

To request a refund, select Request Adjustment (1), then select the item (2) to request a refund, Adjustment Reason (3), in the comment box (4) explain the reason for the request, and select Submit (5).

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PRODUCTS

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Previous orders:

Order Number	Order Date	Payment Status	Payment Mode	# of Items	User Name	Total	User Comments	Request Adjustment	Actions
22930519	2018-04-27	Pending	Invoice	3	PROPERTIES, CORPORATE	\$21.50		<input type="button" value="Request Adjustment"/>	<input type="button" value="Print"/> <input type="button" value="Export"/>
22935529	2018-04-27	Pending	Invoice	1	CIRC, CPAG	\$7.50		<input type="button" value="Request Adjustment"/>	<input type="button" value="Print"/> <input type="button" value="Export"/>
22930515	2018-04-27	Pending	Invoice	4	PROPERTIES, CORPORATE	\$27.50		<input type="button" value="Request Adjustment"/>	<input type="button" value="Print"/> <input type="button" value="Export"/>
22935522	2018-04-27	Pending	Invoice	1	CIRC, CPAG	\$7.50		<input type="button" value="Request Adjustment"/>	<input type="button" value="Print"/> <input type="button" value="Export"/>

Refund Request

Order Number: 22986063

Order Date: 2018-05-02 1:02:23 PM

To request a refund, select one or more of the following items. Please provide the appropriate details and select Submit.

Select	Adjustment Reason	Product Name	Product ID	Price	Quantity	Total	Search Key Value
<input type="checkbox"/>	<input type="text" value="Duplicate Query"/>	Tax Information	0006-11661-14294-00011-P	\$7.50	1	\$7.50	7340 64 S...

Sub Total \$7.50
Shipping and Handling Charges \$0.00
GST \$0.00
Order Total \$7.50

Comments

Refund requests can take up to 10 business days to be processed.

