

Order History

While each user has access to the Order History page, the account and business managers have access to all orders placed on the account. Digital products can be downloaded for seven days. Select the order number.

The screenshot shows the 'My Account' section of a website. On the left, there is a 'Products' sidebar with 'Property Information' and 'Public Data' options. Below this is a promotional banner for 'Need more Information On your Property?' with a 'Find out more' button. The main 'My Account' area is divided into two columns: 'My Account Information' (with links for My Addresses, Manage Account Information, My Profile, and Manage Users) and 'My Shopping Experience' (with links for Manage My List, View Order History, View Invoice History, and View Invoice Payment History). The 'View Order History' link is highlighted with a red rectangular box, and a red arrow points from this box to the 'Order History' page below.

The 'Order History' page displays a list of the ten most recent orders. It includes a search filter for 'User Name' (set to 'All Users') and an 'Order Date Range' selector with an 'Apply Filters' button. Below the filters is a table of orders:

Order Number	Order Date	Payment Status	Payment Mode	# of Items	User Name	Total	User Comments	Request Adjustment
PT2974379	2011-08-08	Invoiced	Invoice	1	Purchaser's Name	\$4.00		Request Adjustment
2898999	2011-08-03	Invoiced	Invoice	6	Purchaser's Name	\$32.00		Request Adjustment
2904027	2011-08-03	Invoiced	Invoice	4	Purchaser's Name	\$22.00		Request Adjustment

Downloadable CITYonline products as a standard available for 7 days more multiple downloads. 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 CITYonline.

The 'Order Details' page for order number 2898999 shows the following information:

- Your Order Number: 2898999
- Payment Status: Invoiced
- Order Date: 2011-08-03 10:23:07 AM
- Include Explanatory Notes for Property Information (checkbox)

Product	Price	Quantity	Total	Search Key Value	Folio Number	Download
Basic Site Information (with MapView) 0006-11661-14294-00002-P	\$7.00	1	\$7.00	220 61 AV...	rmk	Download
Basic Site Information (with MapView) 0006-11661-14294-00002-P	\$7.00	1	\$7.00	2256 23 S...	rmk	Download
PropertyView 0006-11661-14294-00009-P	\$3.50	1	\$3.50	220 61 2256 23 ST NE	rmk	Download
PropertyView 0006-11661-14294-00009-P	\$3.50	1	\$3.50	2256 23 S...	rmk	Download
Tax Information 0006-11661-14294-00011-P	\$5.50	1	\$5.50	220 61 AV...	rmk	Download
Tax Information 0006-11661-14294-00011-P	\$5.50	1	\$5.50	2256 23 S...	rmk	Download

Summary:

- Sub Total: \$32.00
- Shipping and Handling Charges: \$0.00
- GST: \$0.00
- Total: \$32.00**

Step 2: Refund Adjustment

Orders placed in the previous 30 days by invoice, and orders placed in the previous 45 days are eligible for refund request. The link Request Adjustment would be enabled for eligible orders. The \$4 administration fee is non-refundable; however, it would be waived if the account's total month-end balance is successfully refunded **before** invoiced.

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: -

Order Number	Order Date	Payment Status	Payment Mode	# of Items	User Name	Total	User Comments	Request Adjustment
PT2974379	2011-08-08	Invoiced	Invoice	1	Purchaser's Name	\$4.00		Request Adjustment
2898999	2011-08-03	Invoiced	Invoice	6	Purchaser's Name	\$32.00		Request Adjustment
2904027	2011-08-03	Invoiced	Invoice	4	Purchaser's Name	\$22.00		Request Adjustment

Once the request is submitted, this message with the refund amount will appear.

Refund Request

Refund request submitted for the amount of \$5.50

Order Number: 2898999 Order Date: 2011-08-03 10:23:07 AM

You can place a Request for Refund from here. Select the items for which you wish to request for refund, provide appropriate details of the request and click on Submit

Select this check box.

Select	Adjustment Reason	Product Name	Product ID	Price	Quantity	Total
<input type="checkbox"/>	ADJUSTMENT (CREDIT)	Basic Site Information (with MapView)	0006-11661-14294-00002-P	\$7.00	1	\$7.00
<input type="checkbox"/>	ADJUSTMENT (CREDIT)	Basic Site Information (with MapView)	0006-11661-14294-00002-P	\$7.00	1	\$7.00
<input type="checkbox"/>	ADJUSTMENT (CREDIT)	PropertyView	0006-11661-14294-00009-P	\$3.50	1	\$3.50
<input type="checkbox"/>	ADJUSTMENT (CREDIT)	PropertyView	0006-11661-14294-00009-P	\$3.50	1	\$3.50
<input type="checkbox"/>	ADJUSTMENT (CREDIT)	Tax Information	0006-11661-14294-00011-P	\$5.50	1	\$5.50
<input type="checkbox"/>	ADJUSTMENT (CREDIT)	Tax Information	0006-11661-14294-00011-P	\$5.50	1	\$5.50

- ADJUSTMENT (CREDIT)
- ADJUSTMENT (CREDIT)
- ADJUSTMENT (CREDIT)
- ADJUSTMENT (CREDIT)
- ADJUSTMENT (CREDIT)
- ADJUSTMENT (CREDIT)
- CORRECTION
- ERROR
- ERROR OFFSET (CREDIT)
- SPECIAL FEES LEVIED
- OTHER

Sub Total \$32.00
 Shipping and Handling Charges \$0.00
 GST \$0.00
Order Total \$32.00

Select *Error* from the dropdown menu. Then in the message field, describe the error.

Comments

Invoice History

Invoices are generated monthly.

Search: All Categories For My Shopping Cart: 0 items, \$0.00

Home > Invoice History

Invoice History

To view invoices received in the past year, select a date range for when one or more of the monthly invoices were issued. Select *Apply Filters*.

Invoice Date Range: -

Customer No: 10010010
Customer Name: HOME REAL ESTATE

Invoice Number	Invoice Date	Amount
COL-00002417	2011-10-13	\$25.00

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Order History

Each item will be listed with the person who placed the purchase listed under the header *User Name*.

User Name:

Order Date Range: -

Order Number	Order Date	Payment Status	Payment Mode	# of Items	User Name	Total	User Comments	Request Adjustment
PT811548	2011-10-13	Invoiced	Invoice	1	Name of Purchaser	\$3.00		Request Adjustment
PT816573	2011-10-13	Invoiced	Invoice	1	Name of Purchaser	\$18.00	CITYONLINE MINIMUM BILLING CHARGE	Request Adjustment
PT816572	2011-10-13	Invoiced	Invoice	1	Name of Purchaser	\$4.00	CITYONLINE USE/ADMINISTRATION FEE	Request Adjustment

Invoice Payment History

If either a partial or total payment is made on the invoice, then the amount will appear with a negative indicating the payment amount subtracted from the account balance.

Payment History

To view invoice payments made in the past year, select a date range for when the payment was made, not when the invoice was received. Select *Apply Filters*.

Posted Date Range  -  Apply Filters

Customer No: 10010010
Customer Name: HOME REAL ESTATE

Invoice Number	Posted Date	Amount	Description
COL-00002407	2011-10-17	-\$25.00	Payment

If an overpayment is made on the account, then that credit will appear as a negative amount.

Payment History

To view invoice payments made in the past year, select a date range for when the payment was made, not when the invoice was received. Select *Apply Filters*.

Posted Date Range  -  Apply Filters

Customer No: 10010010
Customer Name: HOME REAL ESTATE

Invoice Number	Posted Date	Amount	Description
COL-00002417OAC	2011-10-17	-\$25.00	On Account Payment
COL-00002417	2011-10-17	-\$25.00	Payment