

3. Purchasing products

Table of Contents

3.1 Adding products to shopping cart	2
3.2 The shopping cart	3
3.3 Making a payment	4
3.4 Refund policy.....	5

3.1 Adding products to shopping cart

Depending on the product, the user will see either of the following two buttons to add the product to the shopping cart:

Add to Cart The "Add to Cart" button will enable the user to do just that without being prompted for additional information.

Select Items The "Select Items" button will prompt the user to enter search key values into the form fields for the application to look for a specific product; the user will have the opportunity to search for multiple units at this stage and then add them to the shopping cart.

NOTE: Products that require entering a municipal address, remember not to copy/paste the address, instead, select the address from the autofill list displayed as you start typing as shown below:

The screenshot shows a dialog box titled "Select Properties" with a "Close X" button in the top right corner. It contains a list of products with checkboxes and prices:

<input type="checkbox"/>	EnviroSite	\$125.00
<input type="checkbox"/>	MapView	\$4.50
<input type="checkbox"/>	Parcel Key Cross Reference	\$13.00
<input type="checkbox"/>	Property Tax Information	\$28.00
<input type="checkbox"/>	Property Tax Statement of Account	\$23.00

Below the list is a section titled "Property" with a dropdown menu labeled "Identify property by" set to "Address". A search field is present with the label "Search Address: (required)". A dropdown list of address suggestions is shown below the search field:

- 800
- 800 1 AV SW
- 800 101 ST SW
- 800 12 ST NW

At the bottom, there is a "Selected products:" section with the text "No properties selected" and an "Add to Cart" button with a red arrow icon.

3.2 The shopping cart

Besides being able to update the item list in the shopping cart, some products may display a field for either a Folio Number or Municipal Address, these are required fields of up to twenty alphanumeric characters that must be entered to activate the Checkout button.

Your shopping cart

The screenshot shows a shopping cart interface. At the top, a blue banner contains the text "Folio Number for Business Accounts" and a "Close X" button. Below this, a white box states: "The Folio Number is a required field of up to 20 characters including spaces." The main cart area is titled "Shipping" with a truck icon and "(2 items)".

The first item is "Assessment Details" with a thumbnail image and a "Remove" button. It includes a "Search Key: 800 MACLEOD TR SE" and a "Folio Number (required)" text input field, which is highlighted with a red box. The price for this item is "\$13.00".

The second item is "Encroachment Agreement" with a thumbnail image and a "Remove" button. It includes a "Municipal Address: (required)" text input field, also highlighted with a red box. The price for this item is "\$1,500.00".

On the right side, the "Order summary" section shows "Items in your cart: 2", a "Promo code" input field with an "Apply" button, and a table of costs: "Product value" at \$1,513.00 and "Estimated shipping" at -. The "Order total" is \$1,513.00. A "Checkout" button with a red arrow is circled in green.

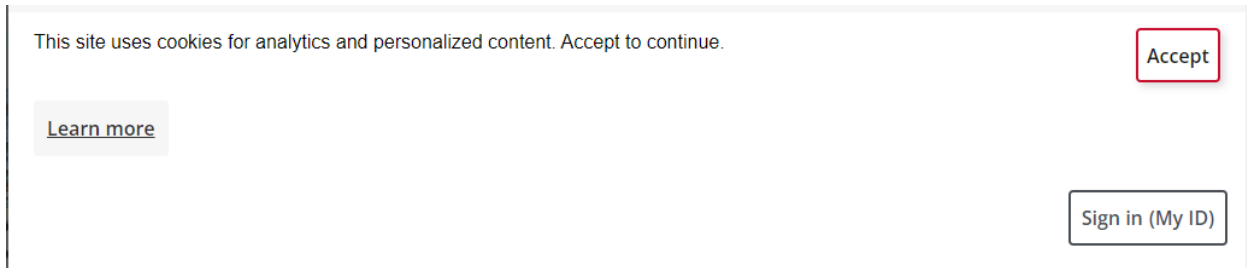
The **Folio Number** field was added at users' request, even though it is a required field, it can be bypassed by entering any alphanumeric character or by hitting the space bar if you do not have one to enter.

The **Municipal Address** field data will be used by Real Estate & Development Services to confirm Encroachment or Leasing and Land Administration fees have been collected for a specific address; therefore, this field should not be bypassed.

3.3 Making a payment

City Online accepts Visa, MasterCard, American Express, Discovery, JCB, Visa Debit, and MasterCard Debit as payment options.

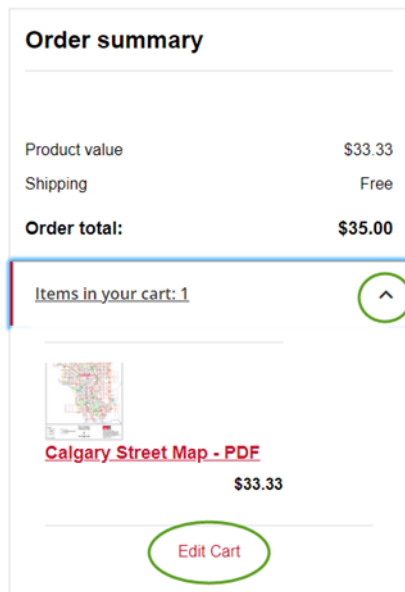
Cookie consent is required to load the Checkout page content. See the cookie banner located at the top of the page for more details.



The Checkout page asks users to enter a Shipping address (Guest Checkout), to select a Delivery option, to enter/edit Contact information (Email), to accept Terms and conditions, and to enter Payment details:

- Subscribers only need to accept the amount that will be charged to their account.
- Approved Vendor users do not need to enter any information.
- Alberta Land Surveyor will apply zero amount to their account.
- Guest checkout and General user profile will be asked to enter payment details.

The user can still cancel or modify the order from the Checkout page by clicking "Edit cart" from the drop-down list under the "Items in your cart" in the "Order summary" area to return to Cart.



What happens once your transaction is processed?

- Once the transaction is complete, a copy of the receipt with the order details is sent to your e-mail address.
- Once the transaction is complete, the user will be able to download products immediately either individually or all products at once in a zip file.
- All customers who order downloadable products will also be able to download their purchased items under 'Order History' on the 'My Account' page unless Guest Checkout was used there will be no Order History.

Federal Goods and Services Tax (GST) will apply to most products purchased from City Online. Certain items may be tax exempted, in which case this will be indicated by the words "Tax Exempt: Yes" on the Details page for the respective product.

3.4 Refund policy

Refund terms are contained in the City Online Terms and Conditions. Please ensure you review these terms because you must agree to them during check out to complete your purchase.

Prior to purchase customers should ask questions about the product if they are unsure about the product. For greater clarity, refunds will not be given for the following reasons:

1. The product does not meet your needs.
2. The wrong product was purchased.
3. The product was purchased over 3 days ago.
4. The Tax Certificate was purchased and the file was sent over 3 days ago.
5. Proof of purchase/receipts cannot be provided.

Please direct product specific questions to the City of Calgary Business Unit responsible for that product. You will find that contact information listed within the individual product description.