3. Purchasing products

Table of Contents

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:

☐	EnviroSite	$125.00
☐	MapView	$4.50
☐	Parcel Key Cross Reference	$13.00
☐	Property Tax Information	$28.00
☐	Property Tax Statement of Account	$23.00

Select Properties   Close ✕

Property

Identify property by

Address

Search Address: (required)

800

800 1 AV SW

800 101 ST SW

800 12 ST NW

Selected products:

No properties selected

Add to Cart **>**

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.

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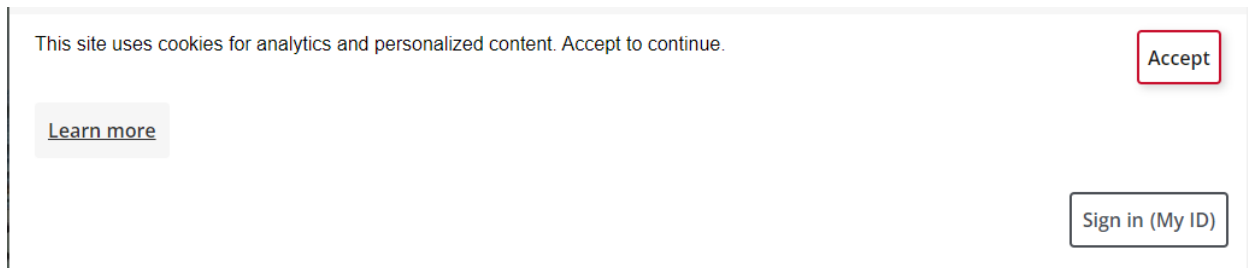
The **Municipal Address** field data will be used by Real Estate & Development Services to confirm Encroachment or Leasing and Land Administration fees have been collected for a specific address; therefore, this field should not be bypassed.

3.3 Making a payment

City Online accepts Visa, MasterCard, American Express, Discovery, JCB, Visa Debit, and MasterCard Debit as payment options.
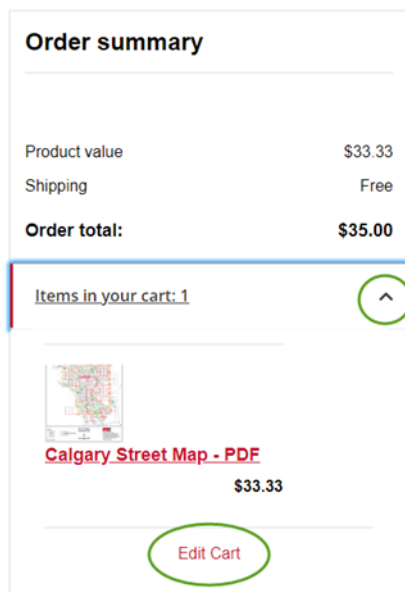
Cookie consent is required to load the Checkout page content. See the cookie banner located at the top of the page for more details.

This site uses cookies for analytics and personalized content. Accept to continue.

Accept

Learn more

Sign in (My ID)

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.

Order summary

Product value	$33.33
Shipping	Free
Order total:	**$35.00**

Items in your cart: 1

Calgary Street Map - PDF
$33.33

Edit 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. Refunds or exchanges will not be issued under any circumstance, including purchasing error.

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.