



Government of Alberta

Warehouse and Distribution Portal

User Guide

Powered by



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Accessing the Site

You can access the site from a web browser (such as Internet Explorer, Mozilla Firefox, Apple Safari, or Google Chrome).

Supported Browsers

The site supports the following browsers:

- Internet Explorer 10+
- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Apple Safari
- Opera

Note: The site will **not work** on Internet Explorer 7, 8, or 9. You must also have Javascript enabled in order to use the site.

To access the site

1. Connect to the Internet by starting your web browser.
2. Enter the URL or web address for the site in the address field at the top of the browser window.
3. The address is: **http://goa.westkey.online/DSF/storefront.aspx**
4. Press the Enter key on your keyboard or click the **Go** button in your browser. The home page of the site opens. (For information about the home page, see below.)

The Home Page

The page that opens when you come to the site is the *home page*. This is your starting point for logging in, as well as finding and selecting products. Note that no items will be visible to you, or available to order, prior to logging in.

To return to the home page from other places on the site, click **Home link** in the upper left corner.

Logging into the Site

Follow the steps below if you have an existing user account on the system. If you are not a registered user, please refer to the section “**Registering on the site**” (below).

1. On the home page click **Login**, enter your **Email Address** and **Password**.
2. If this is your first login, you will be prompted to change your password. Please see the section [“Important Information about Passwords”](#) for more information.
3. Select the **Remember User Name** check box if you want the system to remember your user name (but not your password). For security reasons, you may not want your user name remembered on public computers.
4. Click **Login**.

Please note: If you are logged into the system but remain inactive for a period of more than 90 minutes, your browser session will timeout. You will then be required to log in to the system again. If you have an order in progress (items added to your shopping cart), your order will be saved prior to the session timing out.

Registering on the Site

If you are not a registered user, you will need to request a User Account prior to accessing the system.

To register on the site

1. On the site’s home page, click the “**Click Here to Register**” link directly underneath the Login button.
2. A new browser window will appear for the User Registration form:



GOA Warehouse & Fulfillment Portal – User Registration

Please provide us with the following mandatory information:

First Name *

Last Name *

Please select from the list and provide your organization's name.

Organization Name *

Select from

Registry Agents - please provide your P#

P Number (if applicable)

Address Line 1 *

Address Line 2

City *

Province/State *

Postal Code/Zip Code *

Country *

Phone *

Phone number must be formatted as (xxx) xxx-xxxx

Work Email Address *

Individual addresses only - no group email addresses permitted.

Comments

Submit

Reset

Contact our Help Desk

If you have questions about the User Registration process, please contact our Help Desk at [1-800-863-9952](tel:1-800-863-9952) ext. 221, or via email at orders@westkeygraphics.com

Please include as much information as possible about your order or the nature of your inquiry. We will respond to your request within 1 business day.

Important Information about User Registration

The User Registration form is an important part of the Online Ordering Portal. To ensure that your account is setup correctly, please take note of the following:

1. All mandatory fields must be filled in prior to submission.
2. Your User Account will be created within 48 hours.
3. The Organization Name field, and its corresponding drop-down, must be filled in to ensure that your information can be validated. Please make sure you provide the correct name of the Organization, Program or Ministry you belong to.
4. Your account is not created automatically and will not be created until your information has been reviewed and validated by our Help Desk. Should we require further information, we will contact you via the phone number or email address provided.
5. Once your information has been received and validated and your user account has been created, you will receive an email notification containing your account information, including a temporary password. Please read the instructions in this email prior to logging in.
6. The email notification confirming your User Account will come from orders@westkeygraphics.com. If you do not receive an email notification within 48 hours, please check your junk mail folder for any mail from this address. If you require further assistance, please contact the Help Desk.
7. You will also be asked to reset the temporary password provided to you during your initial login.

If you forget your password

Important Information about Passwords

1. When providing a new password, please note that for security purposes, your password must comply with the system’s default password policy – as displayed below:

Minimum Password Length:	<input type="text" value="12"/>	(Minimum No. of Character)
Maximum Password Length:	<input type="text" value="999"/>	(Maximum No. of Character)
Uppercase:	<input type="text" value="1"/>	(No. of characters required in password)
Lowercase:	<input type="text" value="1"/>	(No. of characters required in password)
Numeric Characters:	<input type="text" value="1"/>	(No. of characters required in password)
Special Characters:	<input type="text" value="1"/>	(No. of characters required in password) (E.g. -,@,!,%,_,*)

Note: the system will display a warning if you attempt to provide a password that does not conform with the stated Password Policy.

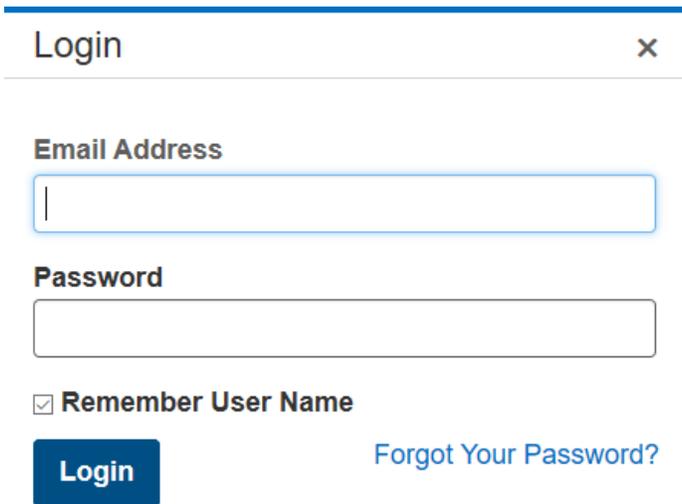
2. Your password will be valid for 1 year from day it was initially created. As illustrated below, you will also receive a prompt to change your password 10 days prior to expiration:

Maximum Password Age:	<input type="text" value="365"/>	(No. of days)
User Notice Period:	<input type="text" value="355"/>	(No. of days)
Password does not expire:	<input type="checkbox"/>	
Password History:	<input type="text" value="4"/>	(No. of password remembered)
Account Lockout Threshold:	<input type="text" value="3"/>	(No. of invalid login attempts)

The system will also lock your user account after 3 failed login attempts. If your account is locked, please contact our Help Desk (see the section [“Contacting the Help Desk”](#) for more information).

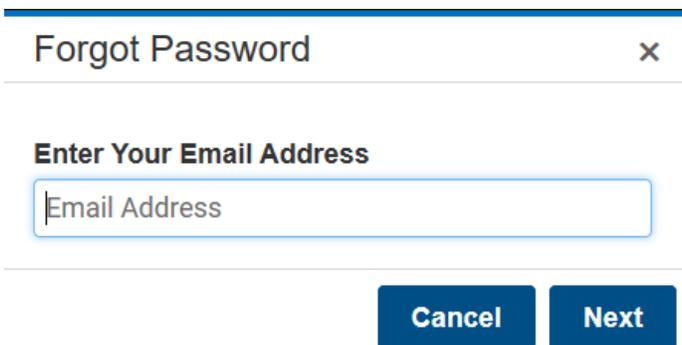
If you forget your password and are therefore unable to log into the site, you can obtain a new password by providing your user name and the answer to your security question.

To start the password reset process, click the Login button:



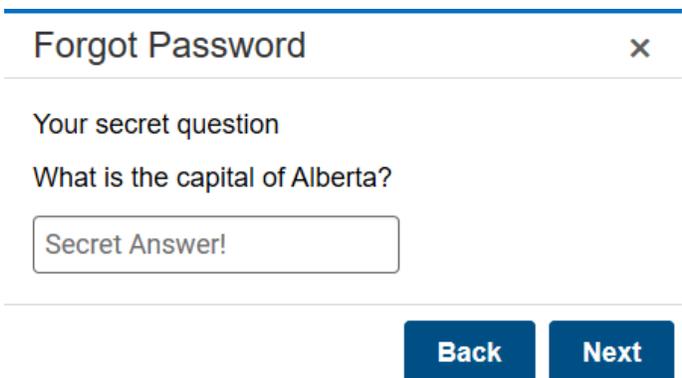
The screenshot shows a web browser window titled "Login" with a close button (x) in the top right corner. Below the title bar, there are two input fields: "Email Address" and "Password". Below the "Password" field, there is a checked checkbox labeled "Remember User Name". At the bottom left, there is a blue button labeled "Login". At the bottom right, there is a blue link labeled "Forgot Your Password?".

1. Under **Login** on the home page, click **Forgot your password?** The Password Retrieval page opens.



The screenshot shows a web browser window titled "Forgot Password" with a close button (x) in the top right corner. Below the title bar, there is a section titled "Enter Your Email Address" with a text input field containing the placeholder text "Email Address". At the bottom of the page, there are two blue buttons: "Cancel" on the left and "Next" on the right.

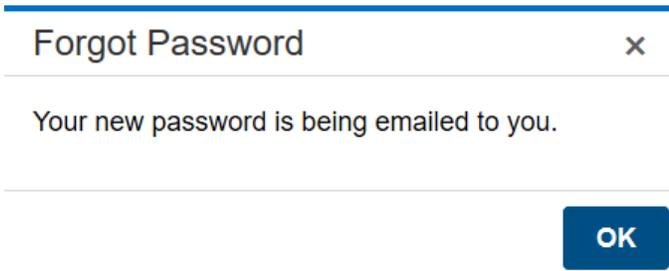
2. Enter your Email Address and click **Next**.



The screenshot shows a web browser window titled "Forgot Password" with a close button (x) in the top right corner. Below the title bar, there is a section titled "Your secret question" with the text "What is the capital of Alberta?". Below this text is a text input field containing the placeholder text "Secret Answer!". At the bottom of the page, there are two blue buttons: "Back" on the left and "Next" on the right.

3. Provide an answer to the secret question (displayed), then click **Next**.

Note: The secret question is set automatically, and is the same for all users on the system. If you are unsure of or have forgotten the answer to the secret question, please contact the Help Desk.



4. Your new (temporary) password will be emailed to you within a few minutes. Use this password to log back into the site.

5. In the Reset Password screen, enter your new permanent password, then click Save Changes. Your new password will now be associated with your user account.

Ordering Products

Important Information about Permissions

Some items in the system are restricted to specific Ministries or Programs. The Online Ordering Portal uses permission-based user groups to determine which Product Catalogues are available to specific users. The Product Catalogues available to you are displayed on the Home Page after logging in. Note that these permissions are also applied when searching for items – only those items available to you and based on the permissions assigned to your User Account will be included in your Search Results.

There are two main methods used to select products when ordering: **Browsing** (via Catalogues), and **Searching** for specific items or groups of items.

Browsing for Products

As mentioned previously, those Product Catalogues you have access to will be displayed on the Home Page after logging in. In the example below, the user has access to three Product Catalogues:



GOA User

Cart (0)

Warehouse and Distribution Portal

Government of Alberta

Catalogues

[Labour Attraction & Retention](#)

[Parks](#)

[Seniors Programs](#)

To view the items in a specific Catalogue, click on the Catalogue name:



GOA User

Cart (0)

[All Catalogues](#)

[Labour Attraction & Retention](#)

[Parks](#)

[Seniors Programs](#)

Parks

In this Catalogue:



Name/Description	Quantity	Inventory item(s) available	
 AB PARKS & PROTECTED AREAS MAP-2016 PARKS-2022A AB PARKS & PROTECTED AREAS MAP-2016 Packaged: 200/BX	<input type="text"/>	0	Add All to Cart Order Item
 Aspen Beach Tear Sheet PARKS-3032 Aspen Beach Tear Sheet Packaged: 100/PD	<input type="text"/>	0	Order Item
 BATEMAN CARIBOU PRINT PARKS-2064 BATEMAN CARIBOU PRINT Packaged: 1/EA	<input type="text"/>	0	Order Item
 BATEMAN FALCON PRINT PARKS-2063 BATEMAN FALCON PRINT Packaged: 1/EA	<input type="text"/>	0	Order Item
 BATEMAN GRIZZLY BEAR PRINT PARKS-2061 BATEMAN GRIZZLY BEAR PRINT Packaged: 1/EA	<input type="text"/>	0	Order Item
 BATEMAN SWAN PRINT PARKS-2062 BATEMAN SWAN PRINT Packaged: 1/EA	<input type="text"/>	0	Order Item

Catalogue items are displayed by default in List View, with a maximum of 25 items displayed initially. To view more items within a Catalogue, use the **“Show More Products”** link at the bottom to display additional items.

[Show More Products](#)



You also have the option to display items within a Catalogue as Product Tiles. To display as Product Tiles, click the  icon to switch views:

[Home](#) [Contact Us](#)



Search Product 

 GOA User

 Cart (0)

[All Catalogues](#)

[Labour Attraction & Retention](#)

[Parks](#)

[Seniors Programs](#)

Parks

In this Catalogue:



Add All to Cart



AB PARKS & PROTECTED AREAS MAP-2016

PARKS-2022A
AB PARKS & PROTECTED AREAS MAP-2016
Packaged: 200/BX

Qty

Order Item



Image not available!

Aspen Beach Tear Sheet

PARKS-3032
Aspen Beach Tear Sheet
Packaged: 100/PD

Qty

Order Item



Image not available!

BATEMAN CARIBOU PRINT

PARKS-2064
BATEMAN CARIBOU PRINT
Packaged: 1/EA

Qty

Order Item



Image not available!

BATEMAN FALCON PRINT

PARKS-2063
BATEMAN FALCON PRINT
Packaged: 1/EA

Qty

Order Item

Searching for Products

You may also search for products by using the Search field at the top of your screen. The Search feature supports partial word searches, so you do not need to enter the full name or ID of the item you are looking for in order to find it.

Search Results



"seniors" - Showing 5 of 5 items found

Add All to Cart



Seniors Programs and Services Info Guide

NCN1071
Seniors Programs and Services Info Guide
Packaged: 60/BX

Qty

Order Item



Seniors Home Adaptation and Repair

SCS11230
Seniors Home Adaptation and Repair (Rev. 2018-07)
Packaged: 100/BX

Qty

Order Item



Quick Facts: Programs and Services for Seniors

ADMINSC1255
Quick Facts: Programs and Services for Seniors in Alberta (Rev. 2017-07)
Packaged: 100/PK

Qty

Order Item



Alberta Seniors Benefit Application Package

NCN1090
Alberta Seniors Benefit Application Package
Packaged: 100/BX

Qty

Order Item



Special Needs Assistance for Seniors Information

NCN1352
Special Needs Assistance for Seniors Information Package
Packaged: 150/BX

Qty

Order Item

The Search button will return search results using Tile format as a default. You can switch to List View using the icon.



Search Results



"seniors" - Showing 5 of 5 items found

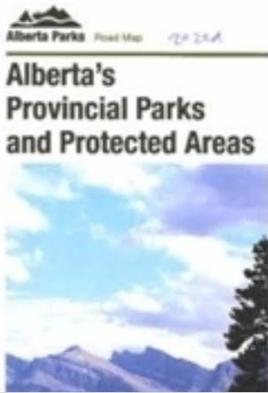
Name/Description	Quantity	Inventory item(s) available	Add All to Cart
 <p>Seniors Programs and Services Info Guide NCN1071 Seniors Programs and Services Info Guide Packaged: 60/BX</p>	<input type="text"/>	0	Order Item
 <p>Seniors Home Adaptation and Repair SCS11230 Seniors Home Adaptation and Repair (Rev. 2018-07) Packaged: 100/BX</p>	<input type="text"/>	144	Order Item
 <p>Quick Facts: Programs and Services for Seniors in A ADMINSCS1255 Quick Facts: Programs and Services for Seniors in Alberta (Rev. 2017-07) Packaged: 100/PK</p>	<input type="text"/>	0	Order Item
 <p>Alberta Seniors Benefit Application Package NCN1090 Alberta Seniors Benefit Application Package Packaged: 100/BX</p>	<input type="text"/>	0	Order Item
 <p>Special Needs Assistance for Seniors Information Pa NCN1352 Special Needs Assistance for Seniors Information Package Packaged: 150/BX</p>	<input type="text"/>	0	Order Item

Important Notes about Product Information

Each product in a Catalogue includes the following information:

1. **Product Thumbnail:** Wherever possible, a thumbnail image of each item will be displayed, in both List and Tile view. You can view a larger version of the image (and view additional product information) by clicking on the thumbnail itself (see below):

AB PARKS & PROTECTED AREAS MAP-2016 ×



Available Quantity: 0

PARKS-2022A
AB PARKS & PROTECTED AREAS MAP-2016
Packaged: 200/BX

Qty

[Continue Shopping](#) [Order Item](#)

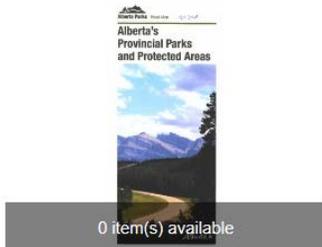
2. **Available Quantity:**

- a. In **List View**, the amount currently in Inventory is displayed in the far-right column.

Quantity	Inventory
	item(s) available
<input type="text"/>	144

[Order Item](#)

- b. In **Tile View**, the amount currently available in Inventory is displayed when your cursor is placed over the Product Thumbnail.



- Item Name:** This is the name used when storing the product in the database. The Product Name field is limited to 50 characters, and in some cases may be truncated depending length.
- Item ID:** This is displayed in Bold, directly under the Product Name field.
- Item Description (Long):** This is an additional field used to display a longer version of the Product name.
- Packaging/Maximum Order Quantity:** This area displays the UOD (Unit of Distribution) for the item, as well as the maximum quantity available for a single order (if applicable).

To view a different Catalogue, click on one of the links in the Catalogues menu in the left sidebar. To view all Catalogues and return to the Home Page, click the **“All Catalogues”** link.

Adding Items to an Order

Adding Items One at a Time

The procedure for adding an item to your order one at a time is essentially the same regardless of whether you use List or Tile View. Both views allow you to add items to your order quickly, without having to leave your current screen or jump back and forth between a Catalogue and your Shopping Cart.

To add an item to your Shopping Cart, enter the quantity you want to order in the Quantity field associated to a specific item, then click the **“Order Item”** button:

List View:

	AB PARKS & PROTECTED AREAS MAP-2016 PARKS-2022A AB PARKS & PROTECTED AREAS MAP-2016 Packaged: 200/BX	<input type="text" value="2"/>	0	Order Item
---	---	--------------------------------	---	----------------------------

Tile View:



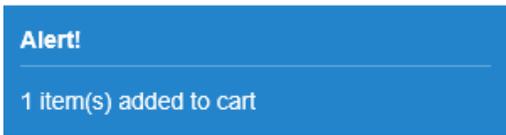
AB PARKS &
PROTECTED
AREAS MAP-2016

PARKS-2022A
AB PARKS & PROTECTED AREAS
MAP-2016
Packaged: 200/BX

Qty

Order Item

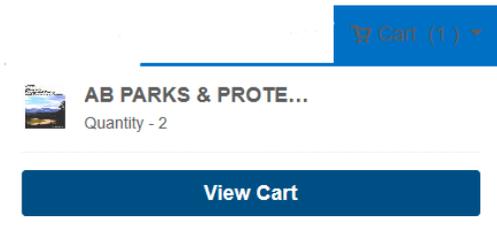
The item will be added to your Shopping Cart, and a message will display at the top right of your screen as confirmation:



Your Shopping Cart will now be updated, and the number of items in your cart will be displayed in the **Cart** link at the top of the page.



Note: at any time during the ordering process, you can check the contents of you Shopping Cart by hovering over the **Cart** link:



Adding Multiple Items at Once (List View Only)

Browsing items in List View allows you to add multiple items to your Shopping Cart with a single click. To use this feature, enter a quantity for each of the items you want to order, then click the **“Add All to Cart”** button at the top (or bottom) of the far-right column.

Add All to Cart

Name/Description	Quantity	Inventory item(s) available	
 ALBERTA VEST (BEIGE/BLACK) XL ITM1677 ALBERTA VEST (BEIGE/BLACK) XL Packaged: 1/EA	<input type="text" value="2"/>	0	Order Item
 ECO-FRIENDLY TOTE BAG BX/100 ITM1668 ECO-FRIENDLY TOTE BAG Packaged: 100/BX	<input type="text" value="1"/>	0	Order Item
 ENVORO TOTE BAG ITM1653 ENVORO TOTE BAG (Rev. 2019-01) Packaged: 150/BX	<input type="text" value="3"/>	414	Order Item
 LEATHER PORTFOLIO ITM1734 LEATHER PORTFOLIO Packaged: 12/BX	<input type="text" value="4"/>	0	Order Item

Alert!
4 item(s) added to cart

Your Shopping Cart will now be updated, and the number of items in your cart will be displayed in the **Cart** link at the top of the page.

 Cart (4) ▾

Important Notes About Ordering Items

- Item Availability/Backorders:** The system will allow order quantities that exceed the amount currently available in Inventory. Once the order is placed, these items will be placed on backorder. Note that any information regarding backorders will be communicated to you via email after your order has been received.
- Maximum Order Quantities:** As mentioned previously in the “Browsing for Products” section, some items may have a maximum order quantity applied to them. You will not be able to add more than the maximum order quantity to your Shopping Cart. The system will display the following warning when the maximum order quantity is exceeded:



Shopping Cart and Checkout

After you have added items to your shopping cart, you can either continue shopping or review the contents of your cart and start the checkout process.

Checkout involves the following:

- Reviewing the contents of the cart.
- Reviewing and editing shipping information for the order (if applicable)
- Placing the order.

Shopping Cart: Products

The Shopping Cart page opens after you click **Cart** in the navigation bar or click **View Cart** when hovering over the same **Cart** button.

The first step in the checkout process involves reviewing the products you are ordering and making any necessary changes, as well as providing information about the recipients for the order. (If you are not ready to check out, click **Continue Shopping**.)

[Home](#) [Contact Us](#)



GOA User ▾

Cart (4) ▾

Cart / Checkout

Please click on an items link to view additional information

Products	Quantity
 AB PARKS & PROTECTED AREAS MAP-2016 PARKS-2022A AB PARKS & PROTECTED AREAS MAP-2016 <small>Note: Quantity in Cart is per Unit of Distribution, and not individual items.</small>	<input type="text" value="2"/> Save for later Remove
 Aspen Beach Tear Sheet PARKS-3032 Aspen Beach Tear Sheet <small>Note: Quantity in Cart is per Unit of Distribution, and not individual items.</small>	<input type="text" value="3"/> Save for later Remove
 BATEMAN CARIBOU PRINT PARKS-2064 BATEMAN CARIBOU PRINT <small>Note: Quantity in Cart is per Unit of Distribution, and not individual items.</small>	<input type="text" value="4"/> Save for later Remove
 BATEMAN FALCON PRINT PARKS-2063 BATEMAN FALCON PRINT <small>Note: Quantity in Cart is per Unit of Distribution, and not individual items.</small>	<input type="text" value="1"/> Save for later Remove

[Continue Shopping](#)

[Clear Cart](#)

[Proceed to Checkout](#)

Reviewing items in the Cart

Under **Products**, review what is in your cart and make any necessary adjustments.

1. To view additional information for an item, such as the revision date, packaging information, or a larger thumbnail image, click its name.
2. If necessary, under **Quantity** change the quantity for an item.
3. To remove an item from the cart, click **Remove**. (To remove all items from the cart, click **Clear Cart** at the bottom of the page.)

Saving Items for Later

The **Save for Later** option allows you to remove individual items from your current Cart, and store them separately until you are ready to add them to a new Cart and checkout your order. This gives you the ability to return to the site at a later date, and create a new order from your Saved Items without having to search or browse for them.

Note: Any items added to your shopping cart will remain in the cart until they are either removed or the order is completed, even if you logout and return at a later date.

Saved for Later items are displayed along with the contents of your current Cart, and can be accessed by clicking on the **Cart** or **View Cart** buttons:



Cart / Checkout

Please click on an items link to view additional information

Products	Quantity
 Aspen Beach Tear Sheet PARKS-3032 Aspen Beach Tear Sheet <small>Note: Quantity in Cart is per Unit of Distribution, and not individual items.</small>	<input type="text" value="3"/> Save for later Remove
 BATEMAN CARIBOU PRINT PARKS-2064 BATEMAN CARIBOU PRINT <small>Note: Quantity in Cart is per Unit of Distribution, and not individual items.</small>	<input type="text" value="4"/> Save for later Remove

Saved for Later Items

Products	Quantity
 AB PARKS & PROTECTED AREAS MAP-2016 AB PARKS & PROTECTED AREAS MAP-2016	<input type="text" value="2"/> Move to Cart Remove
 BATEMAN FALCON PRINT BATEMAN FALCON PRINT	<input type="text" value="1"/> Move to Cart Remove

Continue Shopping

Clear Cart

Proceed to Checkout

To add a Saved Item to your current Cart, click the **“Move to Cart”** link.

Note: Saved for Later items will remain saved until they are added to a Cart, regardless of how many times you log in and out of the system.

If you are ready to checkout your order, click the **“Proceed to Checkout”** button. If you want to add additional items to your Cart, click the **“Continue Shopping”** button.

Reviewing/Editing Shipping Information

The next (and final) step in the Checkout process involves reviewing and editing (if necessary) the Shipping information for your order.



Select a shipping address & shipping options

Please Note: All shipping information is checked automatically and verified for accuracy. Please ensure that your Postal Code is formatted correctly, and is accurate in relation to the address you are providing. Any errors in shipping information could result in delays when processing your order.

Canadian Postal Codes require a space between the first and second sets of characters. For more information regarding International postal code formats, click [HERE](#)

Shipment 1

Please select a shipment type:

Purolator

Address

* First Name:

GOA

* Last Name:

User

* Address Line 1:

Service Alberta

Address Line 2:

1234 Anywhere Street

Address Line 3:

* City:

Edmonton

Country:

Canada

* State/Province/Region:

AB - Alberta

* Zip/Postal Code:

T5L 4P5

Phone Number 1:

780 526-3333

* Email:

goa.user@gov.ab.ca

Delivery Instructions

Save Cancel

Please Note: If you have made any changes to the information above, you must click the **Save** button before you can proceed.

Continue Shopping

Proceed

Important Information about the Shipping Page

The Shipping page contains important information that should be reviewed carefully prior to clicking the **Proceed** button.

1. **Shipment Type:** Note that Purolator is the default shipping method available in the system and cannot be modified.
2. **Shipping Address:** By default, the Shipping information displayed on this page comes directly from your User Profile. You can edit the Shipping information in order to ship to a secondary location (different from your User Profile) but be sure to click the **Save** button if you make any changes. Any changes made on this page are included as part of your order **ONLY**, and do not override the information in your User Profile (See the section **“User Profile”** for more information about modifying your User Profile information).

Note: For security reasons some users cannot change their shipping address (see below)

3. **Delivery Instructions:** You can use the Delivery Instructions field to provide additional information relevant to how you want your order delivered, such as “Deliver before 3 p.m.”, “Leave at front desk”, etc. Please do not use this field to request changes to the items in your cart (such as order quantities, removing/adding items, etc.).

Note: Our standard delivery time is 5 business days. If you require expedited delivery, you can also use the Delivery instructions field to request a specific date.

4. **Registries Users:** Please note that that for security reasons Registries Users **CANNOT** modify their Shipping Information. This information comes directly from their Users Profile, but is displayed as read-only, and cannot be edited.
5. **Providing Accurate Information:** As stated at the top of the Shipping page, it is very important to ensure that you provide accurate information if you are shipping to a secondary location. The system automatically verifies all address information for accuracy based on address and postal code; if the information cannot be verified, it could result in delays when processing your order. You will be notified by our Help Desk if we require additional information.
6. **Review Products:** As a last step, please review the items you are ordering by viewing the information in the Products section at the top-right of the page. If you require additional items, click the **“Continue Shopping”** button at the bottom of the page.

Please Note: The Shipping page is the last step in the Checkout process. If you have checked all the information related to your order carefully, click the **Proceed** button to place your order.

The **Order Confirmation** page will open with your order details:



Shipping



Placing Order



Complete

Order Confirmation

Thank you for your order!

Please be sure to print a copy of your order for future reference.

Order Number: **3596** Status: [User approved](#) Order Date: 5/8/2019 8:09:38 AM PDT
As of 5/8/2019 8:09:39 AM PDT

Order placed by:
GOA User
goa.user@gov.ab.ca
Service Alberta
1234 Anywhere Street
Edmonton
AB - Alberta
T5L 4P5
Canada
[780-526-3333](tel:780-526-3333)

Products

Item Name: AB PARKS & PROTECTED AREAS MAP-2016

Product Code: PARKS-2022A

Qty: 2

Item Name: Aspen Beach Tear Sheet

Product Code: PARKS-3032

Qty: 3

Item Name: BATEMAN CARIBOU PRINT

Product Code: PARKS-2064

Qty: 4

Item Name: BATEMAN FALCON PRINT

Product Code: PARKS-2063

Qty: 1

Shipment 1

Purolator

Address

GOA User
Service Alberta
1234 Anywhere Street
Edmonton
Canada
AB - Alberta - T5L 4P5 [780-526-3333](tel:780-526-3333)
goa.user@gov.ab.ca

[Continue Shopping](#)

[Print](#)

Important Notes About the Order Confirmation

1. Immediately after your order is placed, the status of your order is set to "User Approved". This is used internally by the system and indicates that the order has been placed without the need for any additional approval or review. This is the default status for all new orders.
2. All order dates and times are displayed in **Pacific Time (PT)**.

As stated at the top of the page, it is recommended that you print a copy of the Order Confirmation for future reference. You can access your Order Confirmation at any time using the "Order History & Status" page (see the "Checking Your Order History and Status" section on the following page for more information).

Email Confirmation

You will also receive an email confirmation from DONOTREPLY@westkeygraphics.com after placing your order:



Your order #3559 has been received on 5/2/2019 12:27:30 PM PDT. Thank You!

To review your order, or to print out a copy of your Order Confirmation, please [return to the site](#), and select the "Order History & Status" link from your profile menu at the top right of the page. Please note that you may be required to provide your username and password.

If you have any questions regarding your order, or require further assistance, please contact our **Help Desk** at 1-800-663-9952 ext. 221, or via email at orders@westkeygraphics.com

PLEASE NOTE: THIS E-MAIL HAS BEEN GENERATED AUTOMATICALLY. THE SENDER ADDRESS IS MANAGING ONLY OUTGOING, NOT INCOMING COMMUNICATION. DO NOT REPLY TO THIS EMAIL.



The email confirmation simply acknowledges receipt of your order and does not include all the information displayed on the Order Confirmation page. As mentioned previously, you can always access your Order Confirmation via the **Order History & Status** page.

Checking Your Order History and Status

You can review your order history and check the status of your orders at any time. You can also duplicate previous orders (using the Re-Order link) while reviewing your order history.

To check your order history and status

1. Find the **My Profile** link in the navigation bar. The My Profile link is displayed as an icon beside your name (see example below):



2. Click on the link, and then select **My Order History** from the drop-down menu. The **My Order History** page opens.



[Order History & Status](#)

[My Profile](#)

Order History & Status

Time period

Sort by

Search by Order ID

<p>Order # 3559 Order Date : 5/2/2019 12:27:30 PM</p>	<p>User approved AB PARKS & PROTECTED AREAS MAP-2016 (Description Footer:AB PARKS & PROTECTED AREAS MAP-2016) Aspen Beach Tear Sheet (Description Footer:Aspen Beach Tear Sheet) BATEMAN CARIBOU PRINT (Description Footer:BATEMAN CARIBOU PRINT) BATEMAN FALCON PRINT (Description Footer:BATEMAN FALCON PRINT)</p>	<p>Re-Order</p>
<p>Order # 3558 Order Date : 5/2/2019 11:55:30 AM</p>	<p>User approved AB PARKS & PROTECTED AREAS MAP-2016 (Description Footer:AB PARKS & PROTECTED AREAS MAP-2016) Aspen Beach Tear Sheet (Description Footer:Aspen Beach Tear Sheet) BATEMAN CARIBOU PRINT (Description Footer:BATEMAN CARIBOU PRINT) BATEMAN FALCON PRINT (Description Footer:BATEMAN FALCON PRINT)</p>	<p>Re-Order</p>
<p>Order # 3489 Order Date : 4/23/2019 12:23:49 PM</p>	<p>In production ENVORO TOTE BAG (Description Footer:ENVORO TOTE BAG (Rev. 2019-01)) Seniors Home Adaptation and Repair (Description Footer:Seniors Home Adaptation and Repair (Rev. 2018-07))</p>	
<p>Order # 3488 Order Date : 4/23/2019 12:21:34 PM</p>	<p>In production ENVORO TOTE BAG (Description Footer:ENVORO TOTE BAG (Rev. 2019-01)) Seniors Home Adaptation and Repair (Description Footer:Seniors Home Adaptation and Repair (Rev. 2018-07))</p>	
<p>Order # 3404 Order Date : 4/11/2019 2:29:10 PM</p>	<p>User approved ENVORO TOTE BAG (Description Footer:ENVORO TOTE BAG (Rev. 2019-01))</p>	<p>Re-Order</p>

Total Records: 5 10 Per Page Page 1 Of 1

3. By default all orders are displayed. To narrow down the orders that are displayed, do either of the following:
 - a. In the **Time period** drop-down, select **All Orders** to view all orders placed for your account or select a period such as the previous **One Week** or **Six Months**.
 - b. In the **Search by Order ID** field, enter an Order Number to view a specific order.

You can also duplicate a previously placed order by clicking the Re-Order link in the right-hand column. An exact duplicate of your order will be placed in your Shopping Cart, and the Cart page will open automatically. From the **Cart** page, you can perform any of the functions described previously in the **Reviewing Items in the Cart** section on Page 11 such as changing quantity, removing from your cart, or saving for later.

To see the details of an order, click **Order Number** in the left-hand column. The **Order Confirmation** page opens. This page is identical to the one displayed to you during the order checkout process. (You can click **Print** to print a copy of the order confirmation.)

The order confirmation includes the following information:

Item	Description
Order Number	The number the system assigned to your order.
Status	The status of the order as of the date and time shown.

Order Date	The date and time on which the order was placed. Note that all dates are displayed in Pacific Time (PT)
Order Placed By	Your default profile information (name, email, address, etc.)
Shipment 1	The default shipping method.
Address	The requested ship to address.

User Profile

For security reasons, the site does not allow end users to modify their User Profile. You can view and verify your User Profile by selecting **“My Profile”** from the **My Profile** link in the navigation bar:

[Home](#) [Contact Us](#)



GOA User ▾

Cart (0) ▾

[Order History & Status](#)

My Profile

[My Profile](#)

Please Note: for security reasons, we do not allow the modification of **profile** information online. To make changes to your **profile**, please call us at [1-800-663-9952](tel:1-800-663-9952) ext. 221, or via email at orders@westkeygraphics.com. Change requests will be responded to within 1 business day.

Name	GOA User
User Name	goa.user@gov.ab.ca
Title	Senior Tester
Address	Service Alberta 1234 Anywhere Street Edmonton AB T5L 4P5
Phone Number	780-526-3333

As displayed at the top of the page, if you require changes to your User Profile, please contact our Help Desk. Change requests will be responded to within 1 business day. If you require a change of password, we recommend using the password reset process (as described on Page 3) to obtain a new password.

Logging Out

To logout out of the system, select the **“Logout”** link from the My Profile menu. Upon logging out, you will be returned to the Home Page.

Tracking your Order

When your order is shipped, a Shipping Confirmation will be emailed to you:



GOA Warehouse & Fullfilment Portal

Sales Order Notification - Order 3665
#

Thank you for your order. The following order has been received:

Customer: Government of Alberta
Suite 440, Sun Life Place
10123 99 Street
Edmonton, AB T5J 3H1

Ship To: Liam Peake
Service Alberta
101 Railway Avenue East
Alliance, AB T0B 0A0

<u>Inv. Code</u>	<u>Inventory Description</u>	<u>Status</u>	<u>Qty</u>	<u>BO</u>	<u>Shipping Mode</u>
ACO2332	Property/Funds Acknowledgement	Committed	1	0	Purolator Ground

If you have any questions regarding your order, or require further assistance, please contact our Help Desk at 1-800-663-9952 ext. 221, or via email at orders@westkeygraphics.com

PLEASE NOTE: THIS E-MAIL HAS BEEN GENERATED AUTOMATICALLY. THE SENDER ADDRESS IS MANAGING ONLY OUTGOING, NOT INCOMING COMMUNICATION. DO NOT REPLY TO THIS EMAIL.



Westkey Graphics
Ltd.
8315 Riverbend Court
Burnaby, BC V3N

The Shipping Confirmation email contains a link with a tracking number. When clicked, the link will open the shipping carrier's tracking page in your browser. This page will display up to date information on the status of your delivery. You can use this link as many times as you like to view up to date delivery information.

Note: If any of the items in your order have been placed on backorder, this will be indicated at the bottom on the Shipping Confirmation. You will also have previously received an email indicating that certain items in your order are currently on backorder (see the section ["Important Notes About Ordering Items"](#) on Page 13).

Contacting the Help Desk

If you have a question or require assistance, our Help Desk is available Monday to Friday from 8 a.m. to 5 p.m. MST. Please contact our Help Desk at **1-800-663-9952** ext. 221, or via email at orders@westkeygraphics.com

The Help Desk can assist you with the following:

- ❖ Making last-minute changes to your order (provided your order has not shipped)
- ❖ Checking the status of your order
- ❖ Help with placing an order
- ❖ Finding an Item
- ❖ Making changes to your User Profile
- ❖ Resetting your password

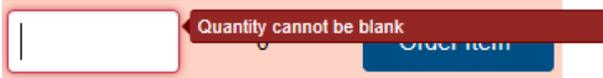
❖ Technical support

Please include as much information as possible about your order or the nature of your inquiry. We will respond to your request within 1 business day.

Known Issues

At time of writing, the following is a list of known technical issues present in the system:

1. **Changing Saved for Later Order Quantity:** When the order quantity of an item in a Shopping Cart is changed and the item is Saved for Later, the quantity may change when added back to a Shopping Cart. Please ensure you request the correct quantity when moving an item from the Saved for Later area back into a Shopping Cart.
2. **Empty Quantity Fields:** When in List View, if you enter a value in a Quantity field and then remove the quantity, the system will display the following warning:



To remove the warning, enter a quantity of 0.

Please Note: These issues will be addressed shortly in upcoming versions of the system.

