

Geoscience Australia Online Store: User Guide OM03

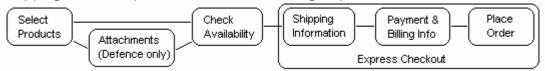
Purchase a Product

Quick Links:

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These notes provide instructions on basic steps for ordering a product using the GA Online Store application. It is intended for the use of Geoscience Australia's wholesale and retail distribution network. This includes the Defence Imagery and Geospatial Organisation.

The shopping cart order process follows the following steps:



Separate documents cover more detail for each step.

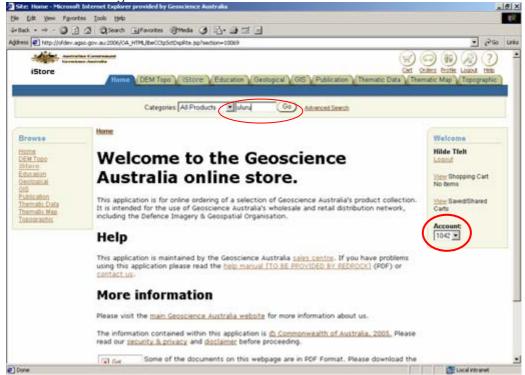
- Online Store User Guide OM02 Find a Product
- Online Store User Guide OM04 Check Product Availability
- Online Store User Guide OM05 Attach a Document (Defence)
- Online Store User Guide OM06 Pay for the Order

Other documents cover setting up extended features.

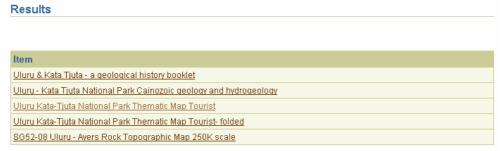
- Online Store User Guide OM07 Create a Shopping List
- Online Store User Guide OM08 Share a Cart (Defence Approval)
- Online Store User Guide OM09 Enable Express Checkout

Select Products

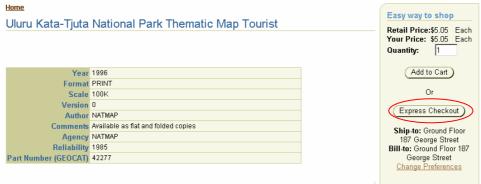
For customers with multiple accounts, **select** the correct account number from the dropdown box on the right hand side.



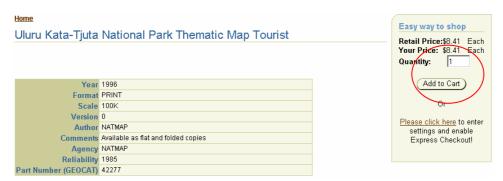
For a simple search **enter** a key word in the search field and **click** 'Go'. For more details on alternative searches see 'Online Store User Guide OM02 – Find a Product'.



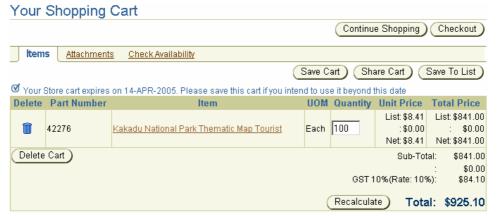
Click on an item from the results list. If 'Express Checkout' is enabled then the 'Express Checkout' button is visible



To immediately complete an order, **enter** the quantity and **click** on the 'Express Checkout' button. **Click** OK on the 'Please confirm to place your order' popup box.

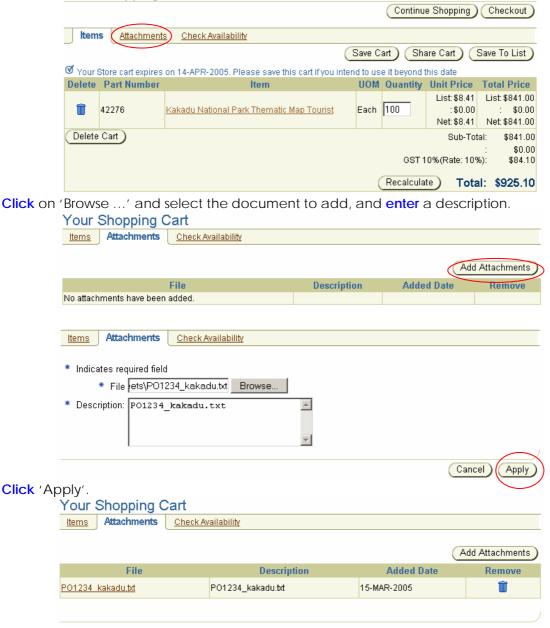


Otherwise, enter the quantity, and click on 'Add to Cart'.



Repeat these steps for each additional item.

Click on the link 'Attachments'.
Your Shopping Cart

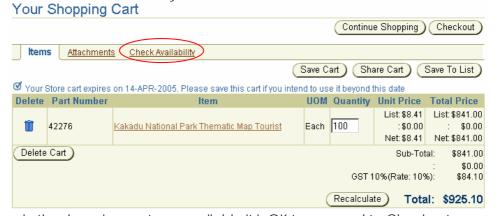


Repeat these steps for each additional document to be attached.

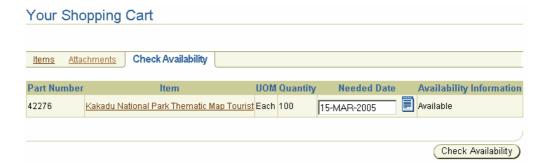
Check Availability

For more details on Checking Availability, including the actions required for various availability messages, see 'Online Store User Guide OM04 - Check Product Availability'.

Click on the link 'Check Availability'.

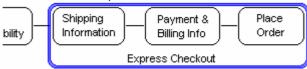


If the items in the shopping cart are available it is OK to proceed to Checkout.



Checkout – Express Checkout

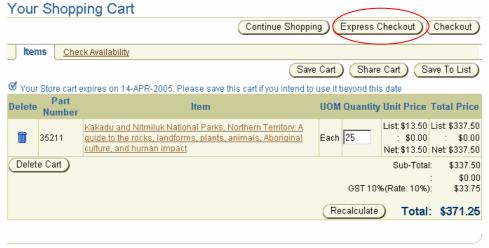
Either the Express Checkout option is used or the Standard Checkout option is used. This section details the Express Checkout option.



If Express Checkout is enabled then the 'Express Checkout' button will be visible with the shopping cart.

Express Checkout is a feature of shopping cart entry, which streamlines the Checkout process. The usual process goes through the Checkout stages of Shipping Information, Payment & Billing Information, and then Review Confirm. The Express process takes the express setup information for shipping, payment and billing and applies it to the pending order and Confirms the order.

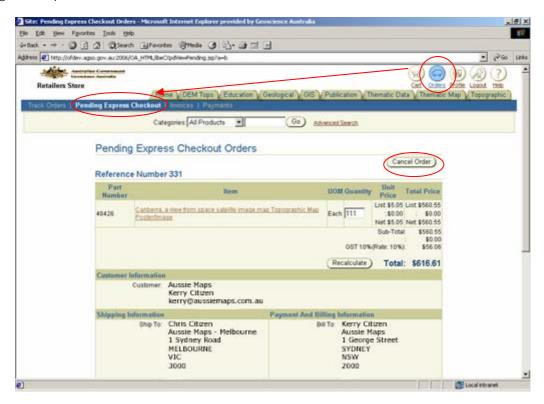
For more details on Shipping Information see 'Online Store User Guide OM09 - Enable Express Checkout'.



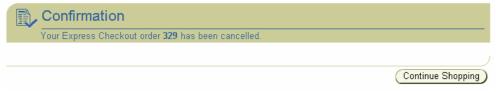
Click on the 'Items' tab of the shopping cart. Click on the 'Express Checkout' button.



The shopping cart, now a pending order, is ready to be created as an order in the GA Financials ordering system. A process is run regularly to collect the completed shopping carts and process them further. Until this point the pending order can be cancelled. Until this point the pending order can be cancelled. Until an order is automatically processed any selection using the 'Express Checkout' button will add items to this order.



To cancel the pending order, **click** on the 'Cancel Order' button. You will receive a confirmation message.



Express Checkout Error

```
Sorry, your Express Checkout order could not be processed

A database error has occured. Please try again later.
The Bill-To address for this customer is inactive. Please choose a different Bill-To address.
The Ship-To address for this customer is inactive. Please choose a different Ship-To address.

Click here to view your Express Checkout Settings
```

These errors are related to set up information being disabled or inactivated. **Click** on the 'Click here' link to change the preferences according to the instructions.

If 'Express Checkout' is chosen from the product search screen the displayed errors are in the box down the right hand side. Also with a 'Click here' link to change the preferences.



If the Express Checkout option is not chosen the following steps detail the Standard Checkout process.

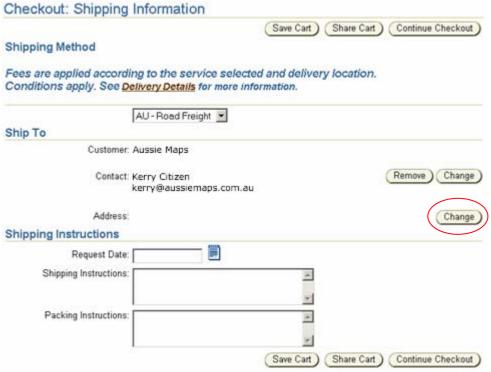


Checkout – Shipping Information

Click on the 'Items' tab of the shopping cart. Click on the 'Checkout' button.



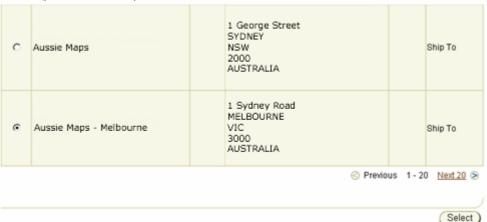
For more details on Shipping Information see 'Online Store User Guide OM06 – Pay for the Order', the section titled 'Bill To and Additional Information'. The instructions relate to billing contact names and billing addresses but the process is the same for shipping contact names and shipping addresses.



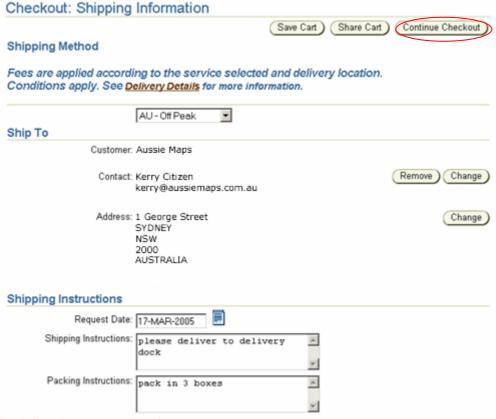
A shipping address must be selected. **Click** on the 'Change' button to show the list of shipping addresses.



Select a country from the dropdown list. **Click** the 'Go' button.



Click on the radio button next to the correct address. Scroll to the bottom of the list and **click** the 'Select' button.



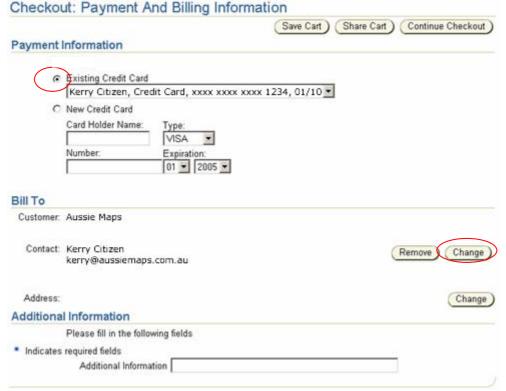
Any of the following are optional:

- Select a different 'Ship To' method in the dropdown list.
- Remove or change the contact details for the Customer.
- Enter a request date.
- Enter 'Shipping Instructions'.
- Enter 'Packing Instructions'.

Click on the 'Continue Checkout' button.

Checkout – Payment and Billing Information

For more details on Payment and Billing Information see 'Online Store User Guide OM06 – Pay for the Order'.



If there are multiple methods of 'Payment Information', **click** on the radio button next to the required method of payment.

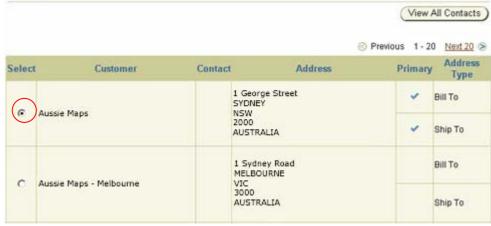
* Currently the only choice is credit card.

A billing address must be selected. **Click** on the 'Change' button to show the list of Bill To addresses.

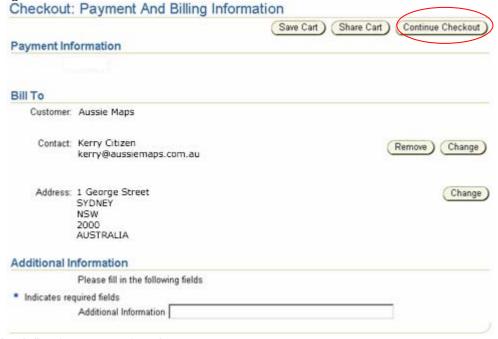


Select the country and click 'Go'.

Results



Click the radio button next to the required billing address and scroll to the top or the bottom of the page and click the 'Select' button.



Any of the following are optional:

- Remove or Change the contact details for the Customer.
- Enter Additional Information.

Click on the 'Continue Checkout' button.

Review and Place Order



View the pending order that has been created. If any of the information needs to be changed **click** on the appropriate buttons.

- Enter a new quantity, and click the 'Recalculate' button.
- Shipping Information 'Change' button Takes you back to the 'Shipping Information screen' to make the changes.
- Payment and Billing Information 'Change' button Takes you back to the 'Payment and Billing Information' screen to make the changes.

To place the order, **click** on the 'Place Order' button.



* If the 'Place Order' button is not visible it means the user doesn't have permissions to place an order and must 'share the cart' with an authorised user, so the pending order can be placed. See 'Online Store User Guide OM08 - Share Cart for Approval'.

This may take some time ... please be patient. An order confirmation message is displayed.



To view the progress of your order see 'Online Store User Guide OM10 - Track Orders'.