

VIP Tour of LRC Online Services

Not a Registered Customer with LRC Online Services yet? Don't miss out! LRC Online Services is so much more than just online ordering. Whether or not you're responsible for ordering learning resources, our Online Services are available to you 24/7. **Sign up** for instant access to information on your purchases (like delivery status and backorder information), invoices and Learning Resources Credit Allocation (LRCA).

There are so many benefits to becoming a Registered Customer:

1. Ordering

- Shop Cart Entry – LRC's online ordering facility
- Your Shop Carts – displays status of all internet ordering transactions
 - Open – lists shop carts pending submission for order placement with the LRC
 - Closed – lists shop carts submitted to LRC to fulfill order requirements. An order receipt confirmation number is assigned and indicates the shop cart transaction was successfully submitted to LRC to fulfill shop cart request.

2. Inquiry - ability to check all your transactions from the past 18 months whether placed through internet, or by phone or fax.

- **Order Inquiry**—provides a summary and detailed information on all orders placed with the LRC.
- **Invoice Inquiry** – provides summary and detailed information on all invoice transactions generated by LRC in the past 18 months. Newest feature – viewable & printable PDF image of LRC invoice.
- **Credit Allocation Inquiry** - provides summary and detailed information on the usage of all credit allocations administered through the LRC for both the current and last fiscal year. (i.e. 25% LRCA)

3. Account Settings – your own capability to add new users to access our web services.

If you would like to register, please contact LRC Customer Service via email lrccustserv@gov.ab.ca or phone 780-427-2767 (toll-free 310-0000) requesting to be a "registered customer" to LRC Online Services.

To expedite the registration process, please include the following information in your email:

- School Name
- School Authority
- Contact Name
- Position Title
- Phone Number
- Email Address
- Requested Access Level:
 1. Access to Ordering and Inquiry functions
 2. Access to Inquiry functions
 3. Access to Ordering, Inquiry and Account Settings, commonly known as "Administrator"

LRC will provide you with an Account Number, USER ID and a LOGIN password that will give you access to the various features made available through our online services.