

Galls Securitas Web Portal FAQ

How do I place an order?

Ensure correct Dept ID is chosen in the location button



Select Uniform Type



Select Item Need



Make appropriate sections (color, size etc.), select quantities
Use “**Purchase in Bulk**” option to easily order multiple varieties of the same item

How do I check the status of an order and view tracking info?

Select **My Account** in the top right corner



Select **Order History** from the left navigation tool



Filter based on the options available

How do I change shipping address?

Select **My Account** in the top right corner



Select **Address Book** from the left navigation tool. Always select the option “Personal” when adding or editing an address.



Select edit, make the updates and save

How do I approve an order?

Select **My Account** in the top right corner



Select **Order Approval** from the left navigation tool



Select Edit to view the order, approve or reject. You can also approve the order directly from the notification email.

How do I add an emblem?

Select **Special Request** from the top header



Select **New Embellishment**



Enter required information and click **Submit Request**

How do I request a new product?

Select **Special Request** from the top header



Select **Add Product**



Enter required information and click **Submit Request**

How do I request a new sample?

Select **Special Request** from the top header



Select **Request Product Sample**



Enter required information and click **Submit Request**

How do I run a report specific to my branch? My region?

Select **Reports** from the top header



Select **Itemized Sales Report** from the left navigation tool



Filter based on the options available and click **Submit**



Reports download into Excel format and will also be stored in the Report Dashboard on the left navigation under the Reports tab

How do I approve a special request?

Select **My Account** in the top right corner



Select **Special Requests** from the left navigation tool



Click **Thumbs Up** to approve or Thumbs Down to reject

How do I know what items to choose?

Check with your branch manager to confirm what items the client uses.

How do I best use the keyword search?

The search function works best when general item descriptions are used. For example, if you're looking for bike patrol items, search for the word "Bike" instead of "Bike Patrol" to ensure the broadest return possible. Avoid searching for item attributes such as colors and sizes.