VFW Store Tutorial

CREATE A NEW ACCOUNT

If you have an OMS Account, please skip to the Login To Existing Account section. If you do not have an OMS account, please create a new account.

1. Click on "New Store Account" at the top of the page.

2. Enter First Name, Last Name, email address, password, and confirm password. Email address must be unique (two different people cannot share an email address). ***Make sure to enter Member ID # (only way to receive member related discounts such as Legacy discount or 1st year discount).***

3. Click "Create My Account" button.

4. If you receive an error stating that this account is already registered and you have an OMS Account, please go to the Login section. If you get this error and do not have an OMS Account, please let us know.

LOGIN TO EXISTING ACCOUNT

1. Click on "Login" in upper right hand corner.

2. Enter email address and password.

3. Check Remember Me box to stay logged in.

4. Click "Login" button.

   NOTE: First time OMS users - If your current password is strong (6 characters containing 1 lower case letter, 1 capital letter and a number) you will be logged in. If your current password is not strong (does not contain 6 characters consisting of 1 lower case letter, 1 capital letter and a number) then you will be directed to a page asking you to set your password. Enter your OMS email address and a new, strong password (6 characters consisting of 1 lower case letter, 1 capital letter and a number). Click Set My Password and you will be directed to the Login page again. This time, enter your email address and your NEW password. You will be logged in at this point and can shop. YOUR NEW PASSWORD WILL BE USED FOR BOTH THE VFW STORE AND OMS ACCOUNTS.

SEARCH BOX

1. Click in white box in the upper right hand corner.

2. Type stock number or product name.

3. Hit enter or "go" button.

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ADD ITEMS TO SHOPPING CART

1. Select the item you want.

2. Select any options you want (size, color, embroidery options, etc.)

3. Change the quantity by typing it in the box if you want more than 1.

4. Click "Add to Cart" button in the middle right of your screen.

5. If you receive a message that says "Unable to add item to cart – quantity not available," click ok and enter a smaller quantity in the quantity box and click "add to cart."

SHOPPING CART

1. To view items in the shopping cart click on "Cart" in upper right hand corner.

2. Items in cart will be displayed.

3. To change the quantity of an item, delete the old quantity in the quantity box and type the new quantity. Click the red "Update" button below the quantity box.

4. To remove an item from your shopping cart, click the red "X" to the right of the item.

5. To add an item to the cart, click the "Continue Shopping" button at the bottom. Use the search button or browse categories to find more items.

6. To use a Promotion Code see below.

7. To check out, click the "Checkout Now" button at the bottom.

PROMOTION CODES

1. To use a promotion code (promotion, Legacy discounts, 1st year Life Membership, etc), go to "Shopping Cart."

2. Enter the promotion code into the white box that says "Promo Code."

> Gold Legacy = GOLD
> Silver Legacy = SILVER
> Bronze Legacy =BRONZE
> 1st Year Life Member =NEWLIFEMEMBER

3. Click "Apply Promotion" under the box.

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NOTE: Promotions will be verified with your membership account (i.e. you will not be able to use a Gold Legacy discount if you are not a Gold Legacy member). You must be signed in using your membership account to receive membership related discounts.

4. Continue shopping or check out.

5. To remove or change a promo code, click the red "X" to the right of the promo code and enter a new promo code if desired.

CHECK OUT

1. If not in Shopping Cart click "Cart" in upper right hand corner.

2. Once in Shopping Cart click "Checkout Now" button at bottom right.

3. Enter *customer*'s address in the Billing Address boxes. The Billing address must be the same as the billing address for the credit card. The name on the Billing Address will automatically fill in with the name the account was created under. Enter customer's phone number in phone box – a phone number is required. Mobile number is not required.

4. Enter shipping information into Shipping Address boxes. If shipping address is the same as the billing address, fill in the name boxes and click the little arrow that is at the top of the Billing Address column. It will automatically fill in the Shipping Address boxes with the same information. If the shipping name and address are different, type them in.

5. To redo the Billing or Shipping address, click the trash can button at the top of the column and type the new information.

6. Enter Credit Card Number on the "Card Number" box at bottom left.

7. Enter expiration date and CVV (found on back of the card) in the boxes at the bottom left.

8. Review Order Summary on the right and click "Order Confirmation."

9. Address will be validated. If you receive a box that says "Address Correction Required," review the changes and check the box that says "I verify the address I have entered is correct…" Then click "Use Suggested Address" box. To not use the suggested address, click the "Cancel" button, change the address and click "Order Confirmation" again.

10. When you get to the Order Confirmation page, review your billing address, shipping address, payment information and order. If correct, click "Complete Order" button in

lower right corner. If not correct, select the "Edit" button in the correct column, make the changes and click "Order Confirmation" again.

11. You will receive a page that says "Your Order Has Been Placed." You have completed the ordering process. You can now print your order by clicking "Print This Order," view all your orders (from February 5, 2014 on) by clicking "View My Orders," or continue shopping by clicking "Continue Shopping."

ORDER HISTORY

*ONLY ORDERS PLACED AFTER FEBRUARY 5, 2014 WILL BE AVAILABLE

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. Click on "Order History" under "Account Links" in far right column.

3. All Orders that have been placed are displayed, the newest at the top.

4. To print a particular order, click "Print Invoice" button to the right of the order.

5. To track shipping, see below.

CHANGE GENERAL INFORMATION

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. Delete current information and reenter new information.

3. Click "Update My Account" at the bottom right of the page.

ACCOUNT DETAIL

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. To change email, password or general information or addresses see above.

3. If you have deleted information and would like it to revert to what you had to begin with, click "Reset Form" at the bottom of the page.

CHANGE EMAIL

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. Under "Login Information" click "Change Email."

3. Type new email in "New Email" box.

4. Retype new email in "Confirm Email" box.

5. Click "Save New Email" when done.

6. You will receive a popup box that says "Your Email Has Been Updated." Click "OK" button.

CHANGE PASSWORD

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. Under "Login Information" click "Change Password."

3. Enter current password in "Current Password" box.

4. Enter new password in "New Password" box.

5. Reenter new password in "Confirm New Password" box.

6. Click "Save New Password" button.

7. You will receive a popup box that says "Password Has Been Updated." Click "OK" button.

CHANGE ADDRESSES

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. Click little trash can button at the top right of the column to delete current information.

3. Type new address in the Billing Address boxes. If shipping address is the same as the billing address, fill in the name boxes and click the little arrow that is at the top of the Billing Address column. It will automatically fill in the Shipping Address boxes with the same information. If the shipping name and address are different, type them in.

4. Click "Update My Account" at the bottom right.

5. Address will be validated. If you receive a box that says "Address Correction Required," review the changes and check the box that says "I verify the address I have entered is correct…" Then click "Use Suggested Address" box. To not use the suggested address, click the "Cancel" button, change the address and click "Update My Account" again.

6. Once address has been validated and the changes are saved, you should receive a popup box that says "Account Has Been Updated." Click "OK" button.

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TRACKING

NOTE: Track Shipment shows the tracking information for stock items that come from our warehouse in Kansas City. It will not include items that are being personalized (member caps, custom embroidery, etc) or items that are on backorder. Those will be shipped to you separately.

1. Login in or click on "Welcome <<NAME>>" if already logged in.

2. Click on "Order History" in the right hand column.

3. Find the Order you placed.

4. Click "Track Shipment"

5. A popup box will display showing the carrier, tracking number and shipment date.

6. To close the popup box click the "Close" button

7. To go to the carrier's website and view the location of the shipment, click the red "Track Shipment" button on the right side of the popup. This will take you to USPS, UPS or FedEx's website where you can view the location of your stock items.