

SUMMARY/PURPOSE

Use this FAQ and Reference Guide when logging into the Gear Store and placing new orders for Canvas branded apparel.

Canvas Gear Store: FAQs

Production Timelines

Custom apparel has a standard production time of **7 to 10 business days**. Please note that during the holiday season, extended production times may arise.

Return Policy

Since all the items will have the Canvas logo on them, items can only be returned if an item is damaged or if you received a different item, size, or color from original ordered. In this case, only the exact item ordered will be re-shipped.

Need Help?

Trouble with your login, an order, or simply need help? You can submit a support ticket through the support portal at: companywebstore.com/canvascreditunion.



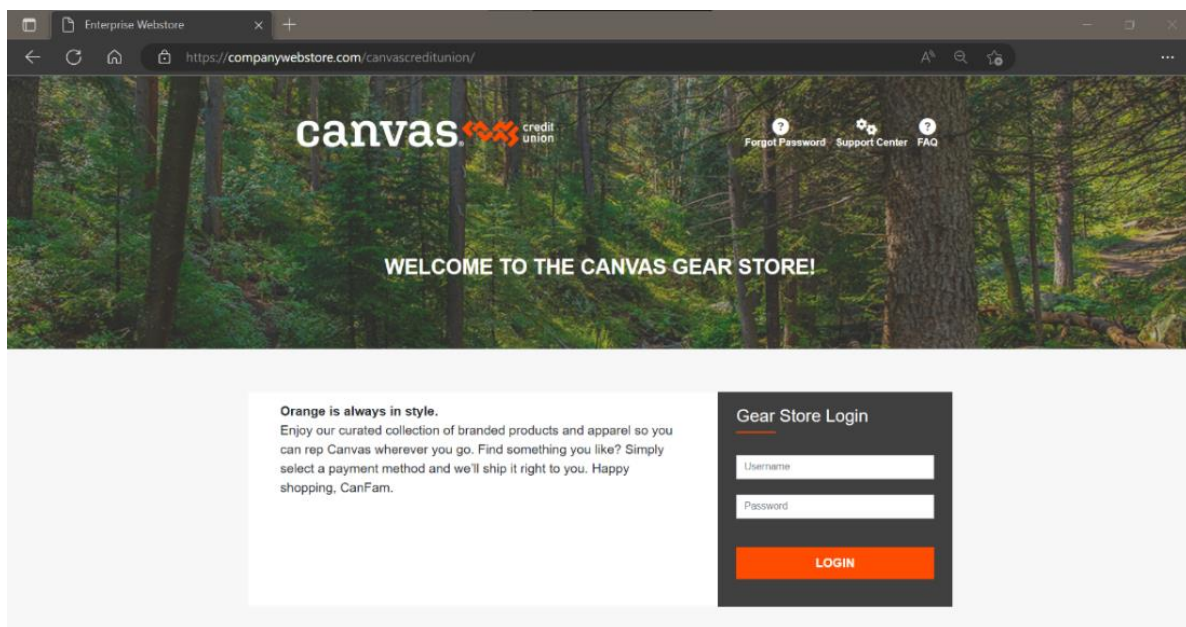
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WALKTHROUGH - FIRST LOGIN

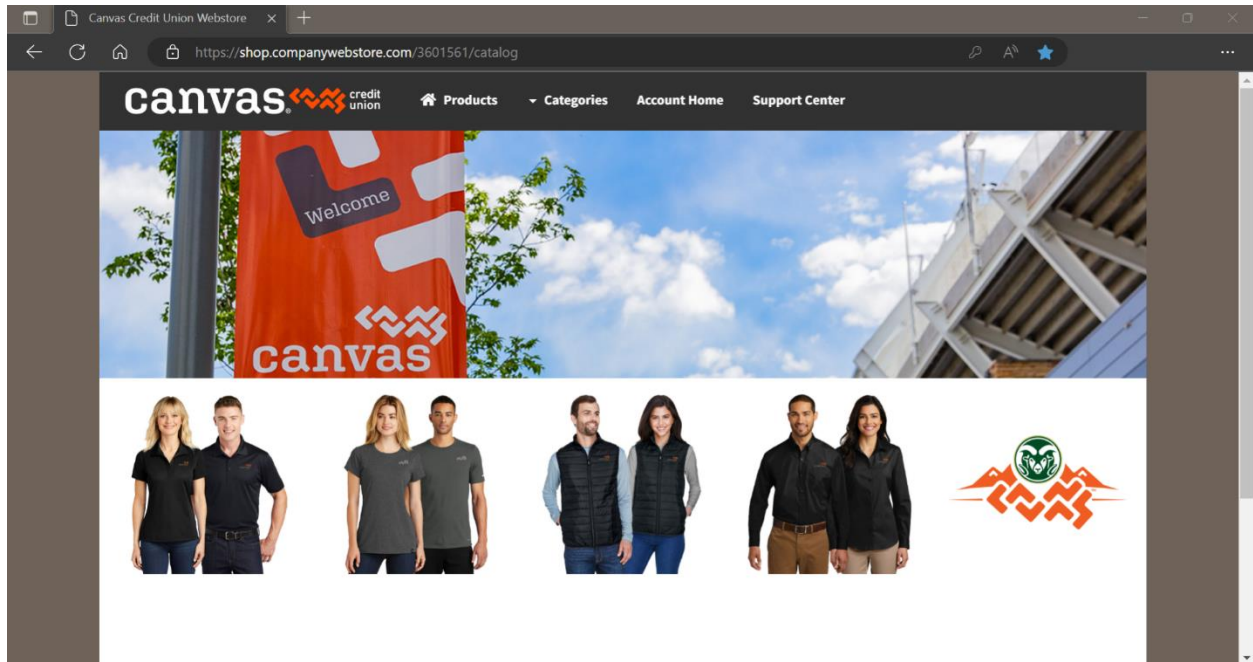
1. The Gear Store can be accessed here: <https://companywebstore.com/canvascreditunion/>



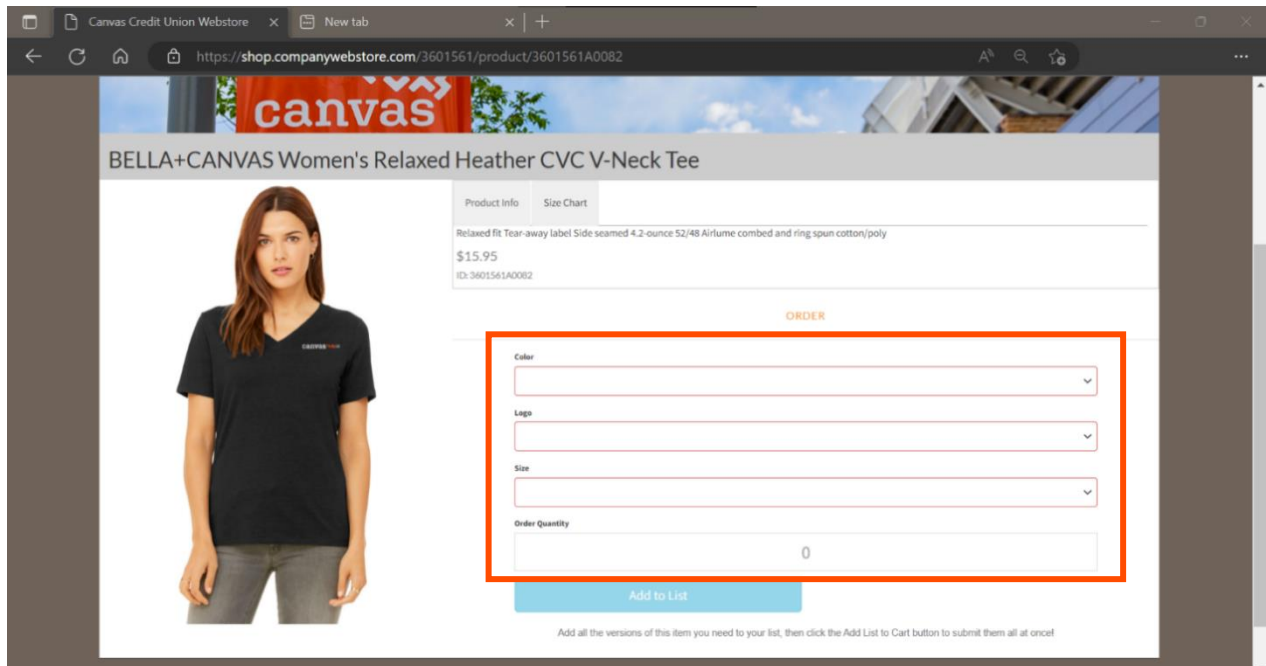
- 1.1 First-Time Login Credentials:
 - 1.1.1 Username: [Your Canvas Email]
 - 1.1.2 **Default Password: Canvas2023!**
 - 1.1.2.1 It is important to change the default password. See: [Account Management - Change Password](#)

WALKTHROUGH - PLACING YOUR FIRST ORDER

2.1 Now you will be taken to the Catalog:

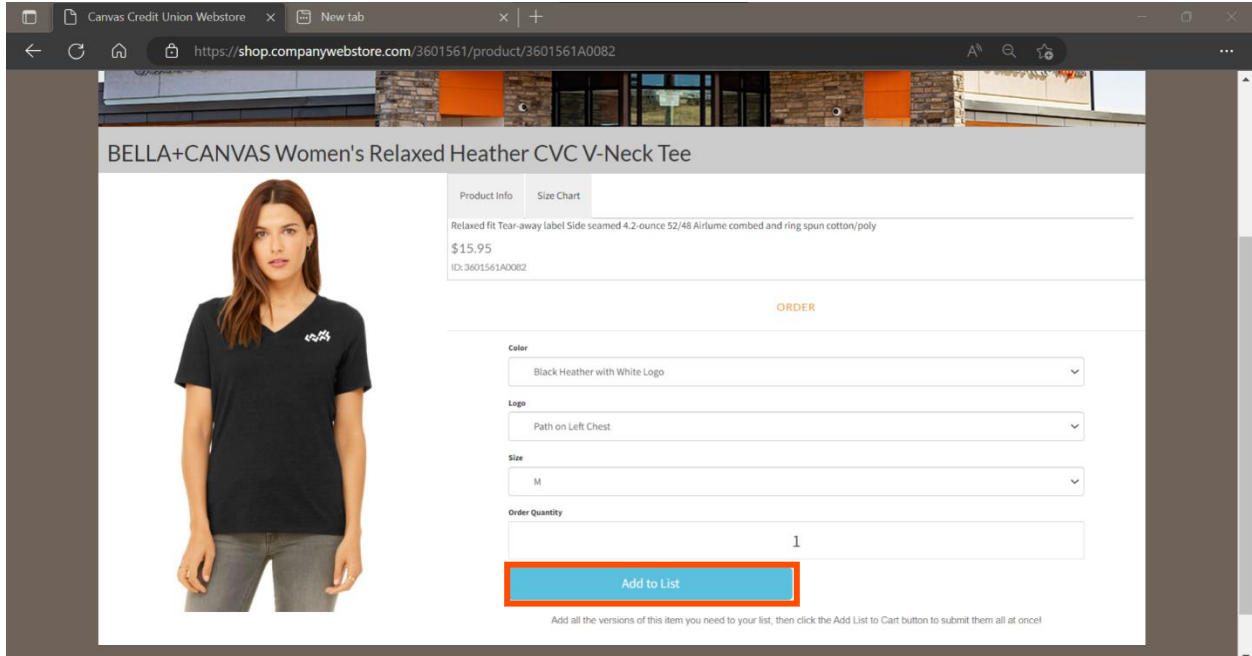


2.2 Clicking on any product will bring you to the product page:



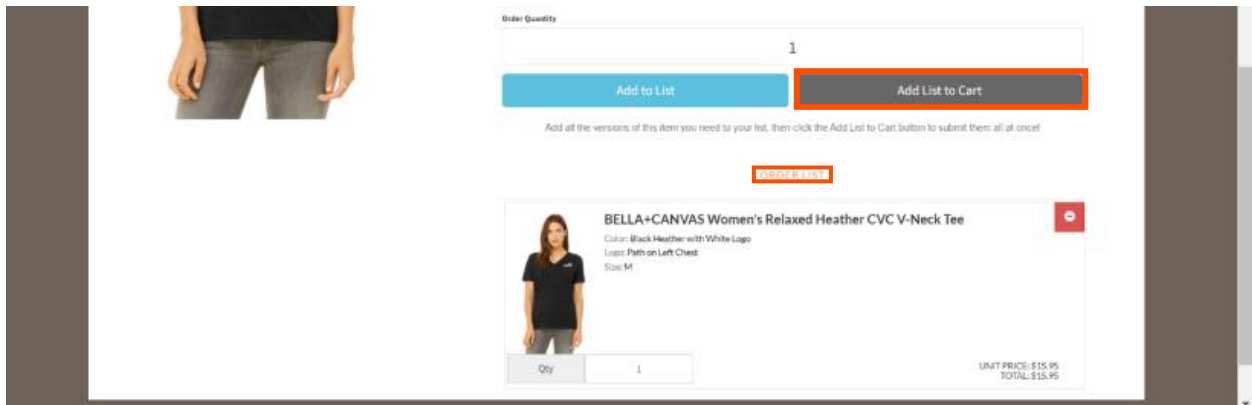
2.2.1 All product fields must be selected (color, logo, size, quantity).

2.2.2 Once you have filled in all fields, the model on the left will reflect a preview of your selections:



2.2.3 Ready to buy? Click “Add to List.”

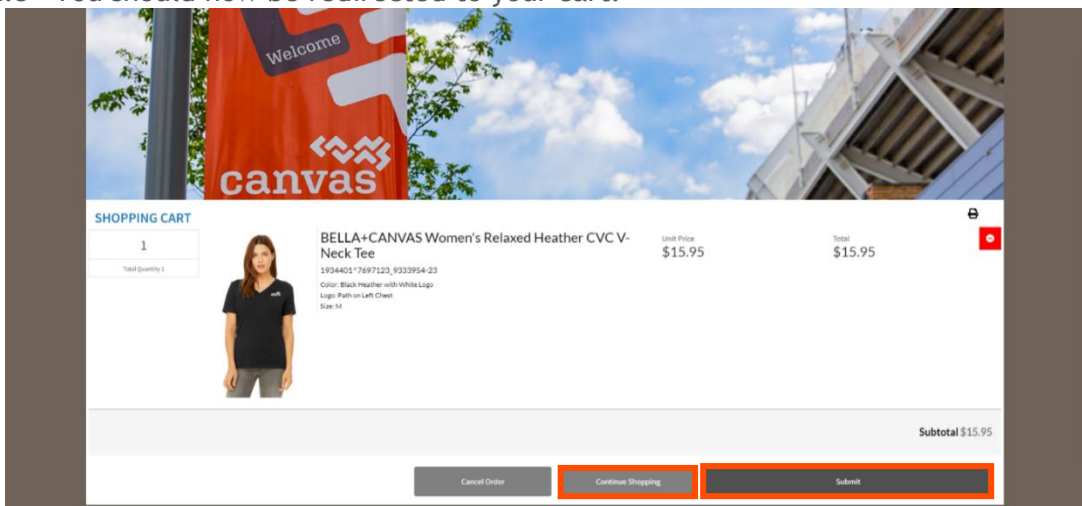
2.2.4 “Order List” will appear below your selection:



2.2.5 Click “Add List to Cart.”

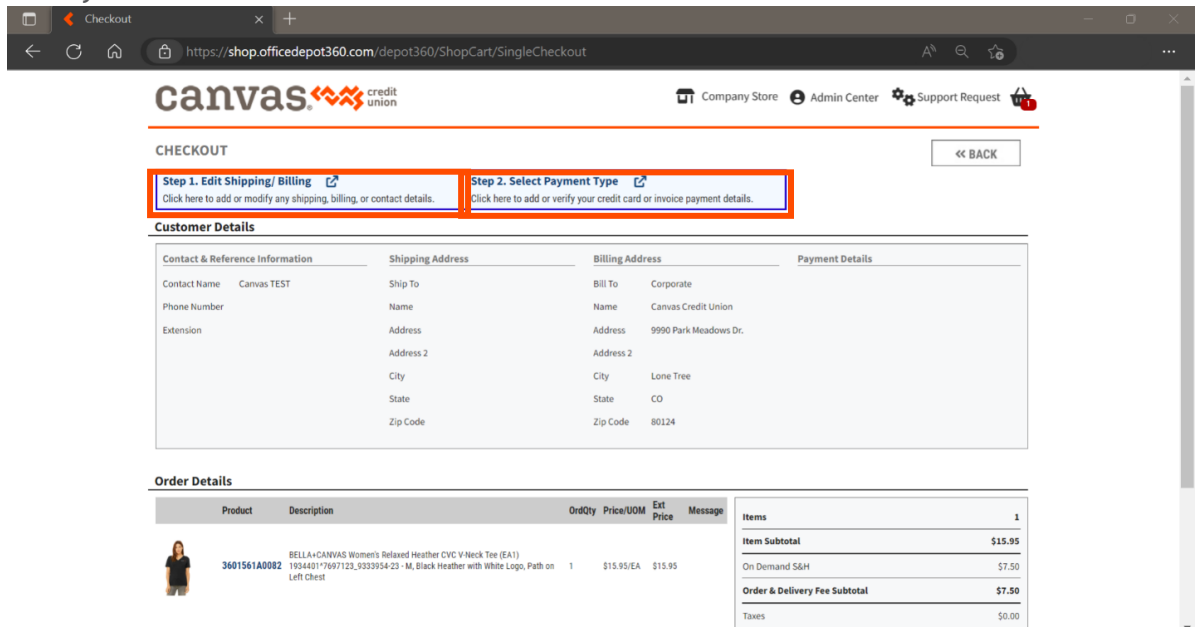
2.2.5.1 **Important Note:** Navigating away from this page before hitting “Add to List,” then “Add list to Cart” will result in nothing being added to cart.

2.3 You should now be redirected to your cart:



- 2.3.1 Want more items? Click “Continue Shopping” or use the header bar to navigate back to the catalog home, or a specific category.
- 2.3.2 Ready to checkout? Click “Proceed to Checkout.” This should redirect you to the checkout screen.
 - 2.3.2.1 If the page does not redirect to the checkout screen, see: [Troubleshooting](#).

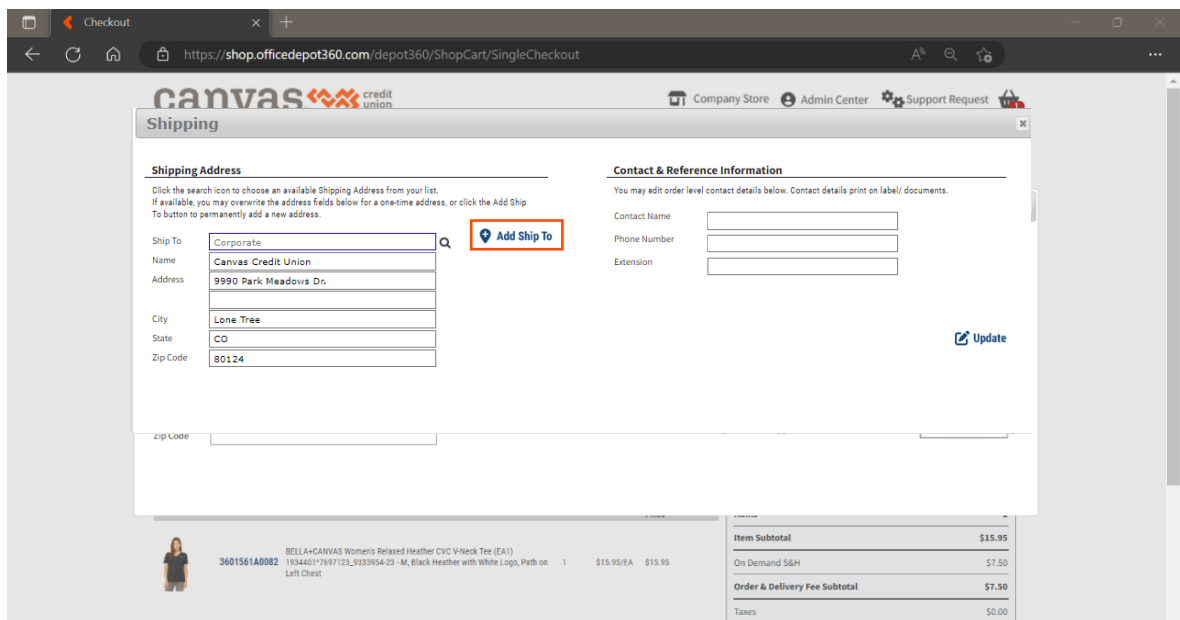
2.4 Now you will be at the checkout screen:



2.4.1. For your first order, you will need to add/edit a shipping address and add a new payment method. The Gear Store will remember this information for future orders.

2.5 Click Edit Shipping/Billing:

- 2.5.1 Click the “Add Ship To” button.
- 2.5.2 Enter your preferred address.



2.5.2.1 **Helpful Tip:** Use your first and last name for the “Ship to ID” and “Shipping Label Name.”

Fill out the fields below and click Submit to save your new Ship To address.
NOTE: All addresses must be a physical street address to ensure proper shipment delivery.
P.O. Box addresses are not valid for shipping.

Ship To ID
ID must be unique across the account, max 26 characters

Shipping Label Name

Address

Address Line 2

City

State

Zip Code

Cancel

Use your first and last name in both boxes.

2.5.3 Click “Submit” and the Gear Store will remember this address for future orders under the “Ship To” box with the hourglass.

2.5.3.1 For future orders, if your preferred address isn’t filled in by default, click on the hourglass search icon and you’ll be shown all saved addresses for your account.

2.5.4 Your address should now be filled in.

2.5.5 **Billing addresses will be accepted when adding a credit card.** The checkout screen itself will always show a default Canvas Corporate address under billing. But in all cases where credit cards are used, the order will process the billing address associated with the credit card on file. See: [Adding a new credit card](#)

2.6 Now, click on “Payment Type.”

2.6.1 Using your gift card:

2.6.1.1 Click on the magnifying glass icon next to the gift card bar.

CHECKOUT // Payment

Select Payment Method

A payment method is required for system processing and will cover the balance due, if any, after discounts have been applied.

Select for credit card payment, then complete your order.
 Select to receive an invoice, then click U

Credit Card Payment

Card statement will show as ordered from Offi
Click the New Card link to add a new card or C
Only enter the Split Payment amount if split

Gift Cards

To apply a gift card, use the search icon to choose an available gift card.
Enter the amount you would like to apply from the remaining gift card balance.
Repeat for as many available gift cards as you would like to apply to the current order. Click
Update to show the adjusted balance due.

Remaining Balance	Available Balance	Gift Card Number	Exp Date	Authorized Amt	Settled Amt
\$50.00	\$50.00	*****9671	03/24	\$0.00	\$0.00

Gift Card

Item Subtotal \$15.95
On Demand S&H \$7.50
CO State Retail Delivery Fees \$0.27

2.6.1.2 Here you will be shown all gift cards that are active on your account.

- 2.6.1.3 Select your gift card and fill in the amount you wish to use under “Apply Amount”.
- 2.6.1.4 Now click “Update” and your gift card will be applied.
- 2.6.2 Adding your credit card:
 - 2.6.2.1 Click “New Card” and fill in your card details.

New Card ✕

Credit Card Info
Please enter your credit card information below.

Num?

CC Exp Date? /

CVV?

Name

Address 1

Address 2

City

State

Zip

Country

[Submit](#) [Cancel](#)

Billing address here

- 2.6.2.2 Click “Submit” and the gear store will save this card for future orders.
- 2.6.2.3 Click “Choose Card” to apply this payment method to an order.

Credit Card Payment

Card statement will show as ordered from Office Depot 360/ North Carolina.
Click the **New Card** link to add a new card or **Choose Card** to choose a saved card.
Only enter the **Split Payment** amount if splitting order to multiple cards.

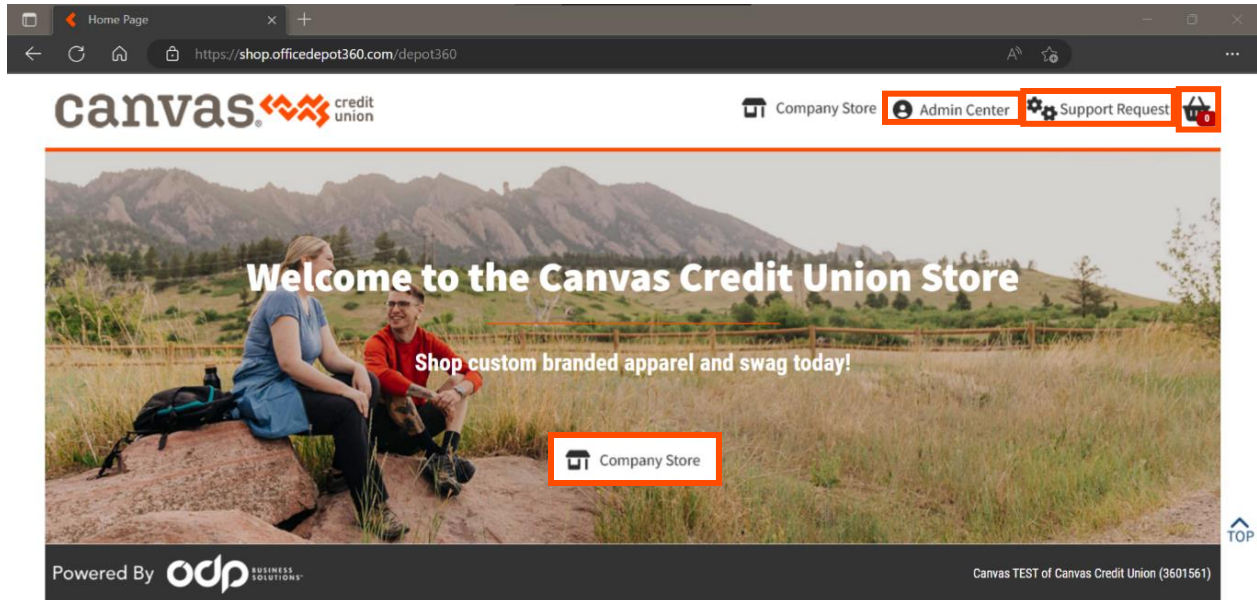
[New Card](#) Choose Card

[Click here, to add Card or split payment using multiple Cards](#)

- 2.7 You are now ready to order! Click “Submit” to place the order.
 - 2.7.1 You should receive a confirmation email within 1 business day from customerservice@officedepot360.com
 - 2.7.2 As always, if you are unsure if the email is safe, use best practices and report it to IT. Order information is also available online. See: [Account Management - Order Status/History](#)

WALKTHROUGH - ACCOUNT MANAGEMENT

3. From the catalog, selecting “Account Home” will bring you here:

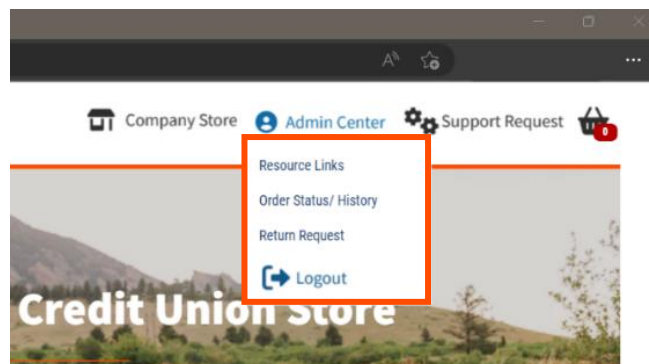


3.1 Button overview:

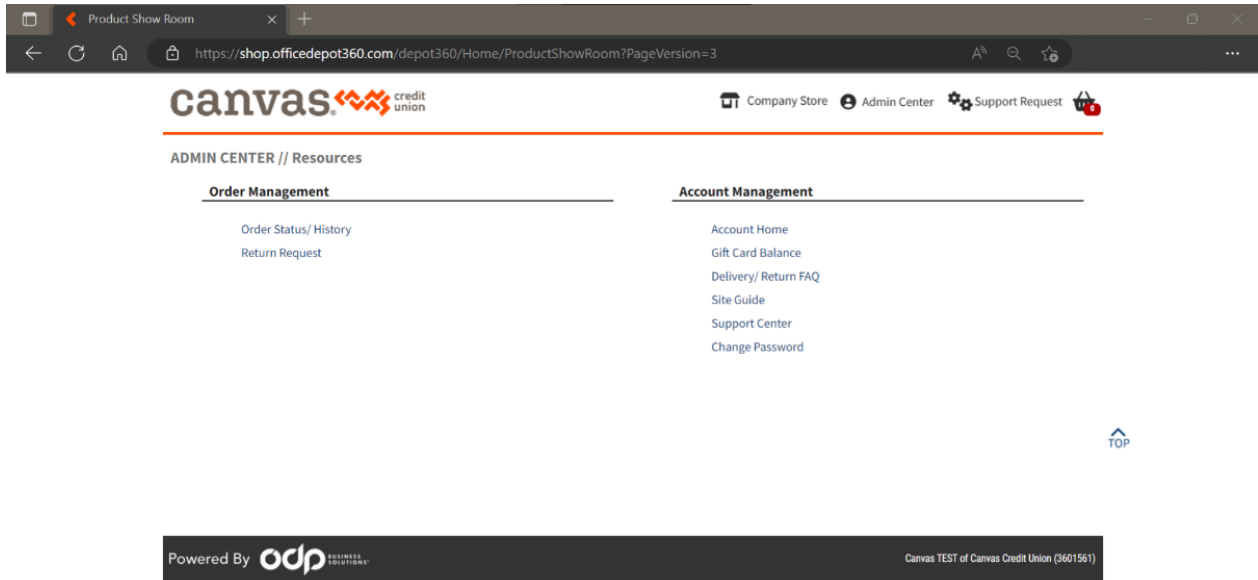
- 3.1.1 “Company Store” will take you to the catalog.
- 3.1.2 “Support Request” lets you ODP support request for order support.
 - 3.1.2.1 ODP support should only be contacted about orders after 30 days without updates or if your product has not been received/product is not as described. Refer to [FAQ](#) for turnaround times and return policies.
- 3.1.3 “Cart” contains items submitted to checkout but not yet ordered.

3.2 Hovering over “Admin Center” reveals 3 buttons:

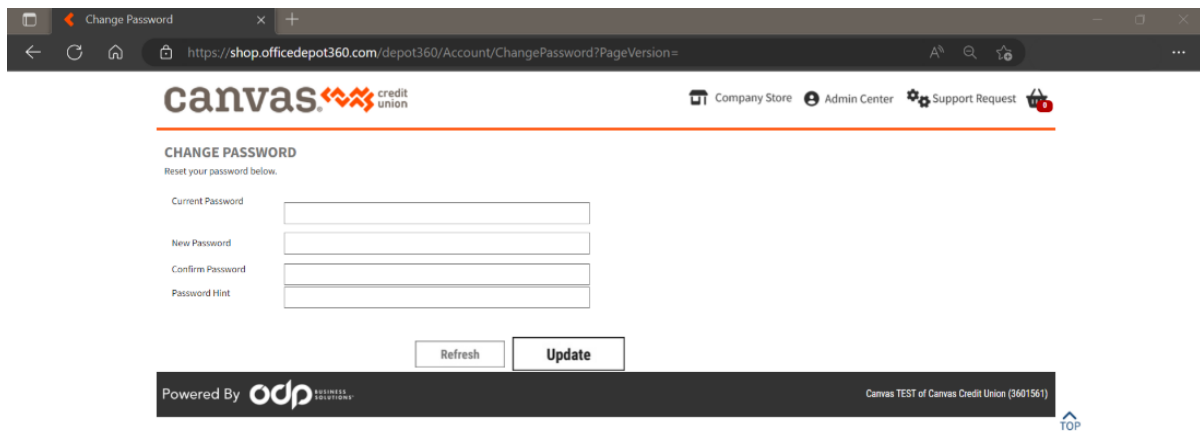
- 3.2.1 Resource Links
- 3.2.2 Order Status/History
- 3.2.3 Return Request



- 3.3 Resource Links Page:
 - 3.3.1 [Gift Card Balance](#)
 - 3.3.2 [Change Password](#)
 - 3.3.3 [Order Status](#)



3.4 Changing/Resetting your Password:



- 3.4.1 Be sure to change your password after logging in for the first time and placing your first order.
- 3.4.2 As always, follow IT recommendations when creating a new secure password that you will remember for your account.

3.5 Gift Card Balance:

3.5.1 Here is where you will be able to see all gift cards attached to your account as well as their remaining balances.

Gift Card Summary

Gift Card Review

Gift Card Number: One Time Use: Expired:
With Remaining Balance:

[Search](#) [Reset](#) [Save Current Settings](#) [Generate CSV](#)

OneTimeUse	Remaining Balance	Available Balance	Gift Card Number	Exp Date	Authorized Amt	Settled Amt
No	\$50.00	\$50.00		03/24	\$0.00	\$0.00

[TOP](#)

3.6 Order Status/History:

3.6.1 Here you will find a list of your orders. Click into an order to get the latest status, and relevant tracking information when it becomes available.

ORDERS // Order History

Order History

Status: Product: Product Description:
Order: PO: ShopCartName:
Total: From Date: To Date:
Group: LogInID: SelectType:

[Search](#) [Reset](#) [Save Current Settings](#)

Date	C	X	S	Order/Cart/Group#	PO	Ln	Ship To	Cost Ctr	Total	Login
2/3/2023			S	DHO-54538		2	Corporate		58.07	

[TOP](#)

Powered By Josh Forkall of Canvas Credit Union (3601561)

TROUBLESHOOTING

4. The gear store requires an account to be logged in at all times to function properly. Your login may time out during long periods of inactivity. This can cause some of the following errors when trying to complete an order:
 - 4.1 Nothing happens when pressing the submit button in the catalog, and/or it does not take me to the checkout screen.
 - 4.2 Products aren't showing up on the front page/I'm unable to browse the store.
 - 4.3 I was redirected to checkout, but my cart is empty.
 - 4.4 The checkout screen is not saving my address or letting me add a payment method.
 - 4.5 If you have any of the above errors, or other odd behavior try the following:
 - 4.5.1 Close your web browser, reopen it, and then log in again to the gear store.
 - 4.5.2 Still encountering errors preventing you from placing an order? If you are using Microsoft Edge, try using Google Chrome.

4.6 Long idle periods during the shopping or checkout process may also redirect you to this page:

360 SUPPORT CENTER Support Request

YOU ARE NOT CURRENTLY LOGGED INTO YOUR ACCOUNT.
Enter your credentials below to return to your account.

[➔ Login](#)

NEED TO SET/CHANGE YOUR PASSWORD?
To reset your password, enter your Login ID above, then select the **Submit Request** button below.
You will receive an email notification with a link to complete your password update.

[✔ Submit](#)

4.6.1 Fear not! The login credentials you've set up will work here just as they did on the front login screen.

4.6.2 Logging in from here will redirect you back to Account Home to resume shopping or managing your account.

4.6.3 As always, you can close out the browser and get back to the normal login using this link: <https://companywebstore.com/canvascreditunion/>

4.7 Have any additional questions or issues placing your order?

4.7.1 Reach out to Jordans@canvas.org, Mjara@canvas.org, or swag@canvas.org

4.7.1.1 They are gear store experts and can help you through the process of placing your order, resetting your account, or checking the status of your order.