# Gear Store FAQ / Walkthrough Guide



### SUMMARY/PURPOSE

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



# **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

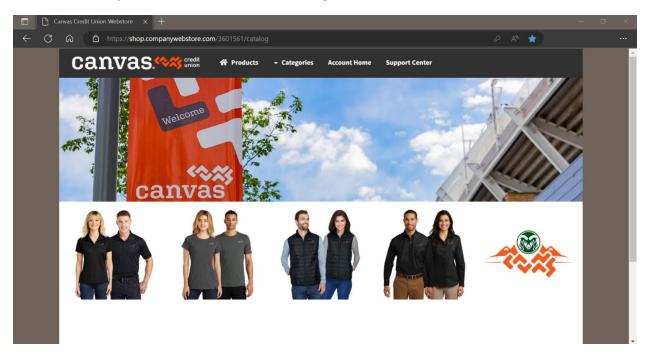
1. The Gear Store can be accessed here: https://companywebstore.com/canvascreditunion/

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	canvas.	Porpet Password Support Center FAQ	
	WELCOME TO THE CANVAS GE	AR STORE!	
	Orange is always in style. Enjoy our curated collection of branded products and apparel so you can rep Canvas wherever you go. Find something you like? Simply select a payment method and we'll ship it right to you. Happy shopping, CanFam.	Gear Store Login Username Pessword LOGIN	
1.1 First-Time L	ogin Credentials:		

- 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:

🔲 🕒 Canvas Credit Union Webstore 🗙 🗁 New tab			
← C බ ⊡ https://shop.companywebstore.com/		A" Q 10	
BELLA+CANVAS Women's Relay			^
	Product Info Size Chart		
	Relaxed fit Tear-away label Side seamed 4.2-ounce 52/48 Airlume combed and ring spun cotton/poly		
	\$15.95 ID:3601561A0082		
	ORDER		
	ORDER		
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	Logo	¥	
	cago	~	
	Size		
		~	
	Order Quantity		
	0		
	Add to List		
	Add all the versions of this item you need to your list, then click the Add List to	Cart button to submit them all at oncel	

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

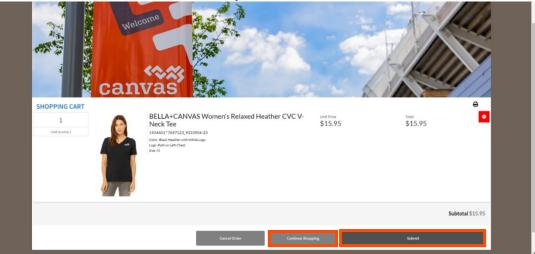
2.2.2 Once you have filled in all fields, the model on the left will reflect a preview of your selections:

	🗅 Canvas Credit Union Webstore 🗙 🛅 New tab	×   +	- 0 ×
$\leftarrow$	C 🙃 https://shop.companywebstore.com/360	1561/product/3601561A0082 A <sup>N</sup> Q to	
	BELLA+CANVAS Women's Relaxed	Heather CVC V-Neck Tee	
		Product Info Relaxed fit Tear-away label Side seamed 4.2-ounce 52/48 Airlume combed and ring spun cotton/poly \$15.95 ID:3601561400002	_
		ORDER	
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		Black Heather with White Logo	
		Logo	
		Path on Left Chest V	
		Size V	
		Order Quantity	
		1	
		Add to List Add all the versions of this item you need to your list, then click the Add List to Cart button to submit them all at once!	

- 2.2.3 Ready to buy? Click "Add to List."
- 2.2.4 "Order List" will appear below your selection:

A COLORADO	1	L.
Q D	Add to List	Add List to Cart
	Add all the versions of this item you need to your list, then	click the Add List to Cart button to submit them all all oncell
	IDEDE	11157
	BELLA+CANVAS Women's Rela	xed Heather CVC V-Neck Tee
	BELLA+CANVAS Women's Relat Calor Back Heather with White Lage Learn Petrion Left Chest Soar M	xed Heather CVC V-Neck Tee
	Color: Black Heather with White Lago Lago: Path on Left Chest	ed Heather CVC V-Neck Tee
	Color: Black Heather with White Lago Lago: Path on Left Chest	xed Heather CVC V-Neck Tee

- 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:

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https://shop.offic	edepot360.com/depot360/Sł	nopCart/SingleCheckou	t				A" Q 10
canva	S. Credit union			Comp	any Store	Admin Center	Support Request
CHECKOUT			< BACK				
Step 1. Edit Shipping/ B Click here to add or modify an	illing 🛃 y shipping, billing, or contact details.	Step 2. Select Paymer Click here to add or verify y			etails.		
ntact & Reference Inform	nation Shipping Add	ress	Billing Add	ress		Payment Details	
Contact Name Canvas TES	T Ship To		Bill To	Corporate			
Phone Number	Name		Name	Canvas Credit Unior	1		
Extension	Address		Address	9990 Park Meadows	Dr.		
	Address 2		Address 2				
	City		City	Lone Tree			
	State		State	со			
	Zip Code		Zip Code	80124			
Drder Details							
Product	Description	Ord	Qty Price/UOM	Ext Message Price	Items		1
8					Item Subto	otal	\$15.95
3601561A0082	BELLA+CANVAS Women's Relaxed Heather CV 1934401*7697123_9333954-23 - M, Black Hea Left Chest	C V-NECK TEE (EAT) ther with White Logo, Path on 1	\$15.95/EA	\$15.95	On Deman	d S&H	\$7.50
	Lett Great				Order & De	elivery Fee Subtotal	\$7.50
					Taxes		\$0.00

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.

🔲 🧲 Checkout		× +	- ā ×
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	Shipping Shipping Click the sear If available, yo	ddress Contact & Reference Informa	below. Contact details print on label/ documents.
		BELLA-CAURAN Women's Relaxed Institute CVC V-Neck Ret (Ex1) 3601561A0022 1934401*967723_U33954-22 - M, Black Heather with White Logo, Path on 1 \$15.95;EA \$15.95 On Der Order	nand S&H \$7.50 & Delivery Fee Subtotal \$7.50
		Taxes	\$0.00

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

Ship To ID		
	ID must be unique across the account, max 26 chara	
Shipping Label Name		name in both boxes.
Address		
Address Line 2		
City		
State		💸 Cancel 🛛 🕩 Submit
Zip Code		

- 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.

Payment CHECKOUT // Payment		
Select Payment Method		
	rocessing and will cover the balance due, if any, after discounts have been applied.	
<ul> <li>Select for credit card payment, the select to receive an invoice, there</li> </ul>	Gift Card Number 8	
Credit Card Payment	Gift Card Number:	
Card statement will show as ordered Click the New Card link to add a new o Only enter the Split Payment amount i	und off. ard of C - Remaining Ralance, Available Ralance, Gift Card Number, Evo Date, Authorized Amt, Settled Amt	
ony enter the spin rayment amount	spinn 550.00 \$50.00 03/24 \$0.00 \$0.00	
Gift Cards		
Gift Cards To apply a gift card, use the search icon to Enter the amount you would like to apply f	S50.00     S50.00	🕑 Update
Gift Cards To apply a gift card, use the search icon to Enter the amount you would like to apply f Recease for as many available of it cards as	choose an available gift card.	🕑 Update
Gift Cards To apply a gift card, use the search icon to Eater the amount your would like to apply the Repeat for a many available gift cards as Update to show the adjusted balance due.	choose an available gift card.	🗭 Update

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.

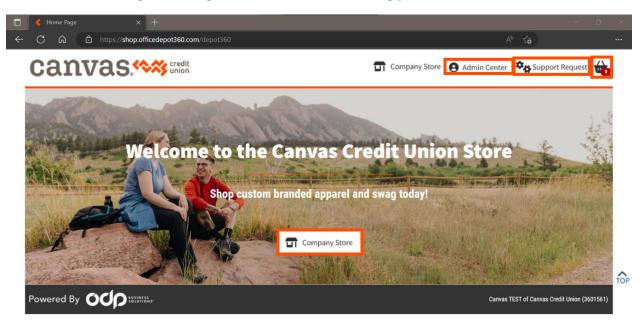
Please enter your	credit card information belo	ow.			
<b>∂</b> Num <b>∂</b>	Card Num				
<ul><li>OCC Exp</li><li>Date</li></ul>	· /	~			
	CVV				
Name			7		
Address 1			]		
			E	Billing addr	ess here
Address 1 Address 2			E	Billing addr	ess here
Address 1 Address 2 City State Zip			E	Billing addr	ess here
Address 1 Address 2 City State			E	Billing addr	ess here

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.	S New Card Choose Card				
Only enter the <b>Split Payment</b> amount if splitting order to multiple cards.	Click here, to add Card or split payment using multiple Cards				

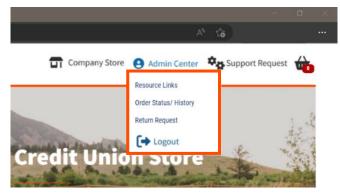
- 2.7 You are now ready to order! Click "Submit" to place the order.
  - 2.7.1 You should receive a confirmation email within 1 business day from customerservice@officedepot360.com
  - 2.7.2 As always, if you are unsure if the email is safe, use best practices and report it to IT. Order information is 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

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	ADMIN CENTER // Resources				
	Order Management	Account Management			
	Order Status/ History	Account Home			
	Return Request	Gift Card Balance			
		Delivery/ Return FAQ Site Guide			
		Site Guide Support Center			
		Change Password			
				TOP	
	Powered By	c	Canvas TEST of Canvas Credit Union (3601561)		

3.4 Changing/Resetting your Password:

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	canva				Company Store	Admin Center	Support Request		
	CHANGE PASSWO Reset your password below.	RD						-	
	Current Password								
	New Password								
	Confirm Password								
	Password Hint								
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								TOP	

- 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.

canv		5	Company Store	Admin Center	Support Request	1	
GIFT CARD // Gi	ft Card Summary						
Gift Card Review							
Gift Card Number:		One Time Use: Both	← Expired: Both		~		
With Remaining Balance	e: Both	~					
	Save Current Settings General						_
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	

3.6 Order Status/History:

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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.

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canvas	credit union		Company Store	Admin Center Support Request	•
ORDERS // Order Histo	ry				_
Order History					_
Status: All	✓ Product:	Product Description:			
Order:	PO:	ShopCartName:			
Total:	From Date:	To Date:			
Group#:	LoginID:	SelectType:	Orders for Current Login 🗸 🗸		
Search Reset Save Curre	ent Settings				
Date C X			Cost Ctr Total	Login	
2/3/2023	s DW0-54536	2 Corporate	58.07		
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Powered By OOP	Incomess Incomess			Josh Forkell of Canvas Credit Union (3601	561)
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### 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:

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	360 SUPPORT CENTER		Support Request	
	YOU ARE NOT CURRENTLY LOGGED INTO YOUR ACCOUNT. Enter your credentials below to return to your account.			
	Login ID/Username Password			
	→) Login			
	NEED TO SET/CHANGE YOUR PASSWORD?			
	To reset your password, enter your Login ID above, then select the <b>Submit</b> You will receive an email notification with a link to complete your passwor			
	🛠 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.