

**WELCOME TO THE IMPROVED AVA MERCHANDISE STORE**  
**HELPFUL HINTS FOR A SUCCESSFUL SHOPPING EXPERIENCE**

**Getting started and signing in**

First, Delete your cookies and make AVA a trusted site. Delete your cookies each time before you enter this site and if you time out while still logged on to system. All shoppers; clubs, members, and the public, now can enter the store merely by clicking on the icon, “Merchandise Store”.

Once you are in the store, if you are a club or Volkssport Associate Member, or you have ordered online before, just click on “Sign in” where it says Already a Customer in the top left corner. If you are an individual who has not ordered before just shop, and when you are finished you can fill in your information.

**Hints on your email and password**

When you click sign in, you are asked to type in your email address and password. Make sure you use an email address that is unique to your account only; one that is not used for any other AVA account. The password for clubs is the password that has been setup in the club information under general information tab. All Volkssport Associate Memebbers need to use their member number as their password; such as VAI-XXX for individual membership, VAF-XXXX for family membership, or VAL-XXX for life members. This is the member number on your card and you can also find this number on the label of your paper, The American Wanderer. These passwords must be entered with capital letters then a dash then the number.

When you sign in and click submit, the system will display your user ID and user name. If this is not correct, then you have not entered the email and password correctly for what is in our system. Hit the back button and retry. If this does not work still, hit the Home icon on the bottom of the screen and it will take you back to the main AVA website screen. If you are a club go into your club information and confirm your email address and password. If you are a member, simply email [candy@ava.org](mailto:candy@ava.org) to obtain your account information. When you are in the store click on the webmaster icon at the bottom of the page to contact Candy with any questions. For individuals, all that is necessary is to go back into the store and begin shopping. When you are finished shopping you enter your billing, payment and shipping information at checkout.

**Shopping**

Enter the quantity for each item, make sure you click “Add to Cart after each page. If you decide you don’t want to order an item go back and put zero in the quantity then click add to cart again. You can go from category to category. On the left hand side you will see the category broken down into more detail, such as state and country bars, you can click on state bars on the left and view only state bars, or click on country bars and view these only.

### **Completing your order**

When you click view cart and/or checkout you will see your billing information as it is set up in your AVA account. You can change the shipping information , add an item if you know the item number. Remember to input method of shipping and payment type. Clubs should select payment type “Club Billing”. Click submit or next. The system will update your shipping address, add the item you wanted added and display type of shipping and payment selected. This does not permanently change your shipping address, it only changes for this one order. Each time you order you must input shipping information if what pulls up on the screen is not correct.

At this point you can accept the order, edit or delete the order.

### **Freight calculations and Texas State sales Tax**

Freight calculations are based on the total value of your order. The freight schedule used is determined by AVA. All Texas residents are charged 8.25% sales tax, as determined by the billing address on the order. Clubs are exempt from sales tax.

### **Home-User-Clubs-Invoices-Open Orders-Shopping-View Cart-Checkout on the bottom of the screen**

**Home:** takes you back to the main page of the AVA website.

**User:** Displays non-club billing information

**Clubs:** Displays club billing information \*\* caution!! changing this information here could change information in your club account set up under Financial address. Recommendation is to view only here and change information where you normally change.

**Invoices:** Once your order has been processed and invoiced for shipping you can view the invoices for the current month only.

**Open Orders:** You can view any order still open you have placed until it is invoiced.

**View Cart:** Lets you view what you have currently ordered during this shopping session.

**Check Out:** Completes your order and allows you to select payment method, type of shipping, and change shipping address.