

# JWV Supplies Program FAQ's

## **My Post doesn't use credit cards, can I pay by check?**

Yes, orders can be placed by check. Please go to [www.jwv.org](http://www.jwv.org) and download the order form. It gives instructions on where to send your order and check. For Rush orders please contact Pat Ennis, Account Manager, 703-753-3733 or [patricke@americanbus.com](mailto:patricke@americanbus.com) for assistance.

## **Why won't the system take my order?**

The system does a check on your shipping address to determine if it is a valid address before it allows the order to be confirmed. It can be very sensitive, particularly to spelling and city/zip code matching. (For example, it might take Fort Myers, but not Ft. Myers). If you continue to have trouble please call Pat Ennis at 703-753-3733 for assistance.

## **Will I get an order confirmation?**

If you place the order on-line and pay by credit card you will be asked for your email address and a confirmation will be sent to you.

## **Can I get personalization on my cap or shirt?**

Yes, we can personalize your garments with such items as Post Number, Rank, Etc. Please place your order by phone by calling Pat Ennis, Account Manager, at 703-753-3733. There is an additional cost for personalization.

## **I need to order a uniform cap, I don't see them on your site?**

Uniform Caps are not presently part of the on-line program. There is a different program established with Keystone Uniform Cap Company. Please contact them at 215-821-3434 to place your order.

## **I don't see items that JWV used to supply, can I still get them?**

Some items have been discontinued due to low demand, however many items such as badges, flags, etc. are still available through "Just In Time" production even if they aren't pictured. Please don't hesitate to call or e-mail to inquire about availability.

## **My item shows "0" available – can I still place an order?**

We try not to run out of stock on any item but it does sometimes happen. If you expect to need a large number of any item please order well in advance to allow time for restocking. This is particularly true with paper poppies for Memorial Day needs. If your item is backordered, or the system will not allow

you to place an order please give Pat Ennis, Account Manager, a call at 703-753-3733 to determine when the stock is expected to be replenished.

**I want to order a large quantity, would I get a discount?**

Inventory items already have the benefits of large quantity production built in to the pricing. For JIT apparel, which is made-to-order, improved pricing may be available for quantities of 12 pieces and up, so it is a good idea to call and inquire.

**Does JWV benefit from this program?**

Supplies ordered through the program do benefit the National Organization both through sales and through reduced administrative costs.