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Create an Account

Members of the VFW can access their membership information via the internet. To access these services and process personal membership transactions, you will have to create an account in our Online Membership System (OMS).

Once you get to the VFW.org web site, click on “Login” at the top of the screen. Then click “Create an Account” (Figure 1.1).

Note: before proceeding to the next step you will need a valid email address and your VFW membership number. If you don’t have a valid email address or don’t have your membership number you will not be able to proceed with creating this account.
Enter your e-mail address, your VFW membership number, and your first and last name (Figure 1.2).

When all of the information has been entered, click the link titled “Click to Create Your New Account” (Figure 1.2).
You will see a message indicating that your account has been successfully created, and that an email has been sent containing instructions on completing your account registration (Figure 1.3).

**Figure 1.3**

The email you receive will have a temporary password like the one shown below (Figure 1.4). You will need this temporary password to finish your account set up.

**Figure 1.4**

Thank you for creating an account with VFW Online Membership System. Your temporary password is:

6178875114

Please visit [www.vfw.org/OMS/VerifyAccount.aspx](http://www.vfw.org/OMS/VerifyAccount.aspx) to finish the account activation process.
Click the link indicated in the email to proceed with activating your account. You will be taken to a screen to verify your account information (Figure 1.5).

Figure 1.5

After you have supplied all required information, click the “Click to Verify Your Account” link to continue with your account activation.
Enter your temporary password (found in your Account Creation confirmation email from Figure 1.4), followed by a new password of your choosing. Retype your new password to confirm proper spelling and capitalization (Figure 1.6)

**Figure 1.6**

When all password fields have successfully been filled in, click the link titled “Update Password”. This will reset your temporary password to the new password you just chose.
You will see a message indicating that your password has been successfully updated (Figure 1.7), and you may now log in to the VFW.org site and access the Online Membership System.

Figure 1.7
Change E-Mail Address

Your email address is the user id that identifies you to OMS. It is the way OMS will communicate back to you when you make transactions like renewing your Annual Membership or converting to a Life Membership. This next section details how to modify your existing email address or change it to another valid email address.

To change your email address login to VFW.org, access OMS and click on the link titled “Manage Your Account” (Figure 2.1)

Figure 2.1

NOTE: Managing your email is an optional service. This means you will never have to do anything with your valid email address unless it changes or needs to be modified for some reason.
On the “Manage Your Account” screen click on the link titled “Email Address” (Figure 2.2).

This will display the “Change Email Address” screen (Figure 2.3, next page). This is where the old and new email address are entered and verified.

**NOTE:** please remember that the email address you are about to enter has to be a valid email address so that the VFW can communicate with you concerning membership related topics.
Key in your old e-mail address (this is the email address you are currently using to login into VFW.org). Then enter your new e-mail address and re-type your new e-mail address to verify proper spelling. Finally click the link titled “Update Email” (Figure 2.3).

Figure 2.3
After your e-mail address has been changed you will see a message that says, “E-mail address updated successfully” (Figure 2.4), indicating that your email address change was a success and you can now login to VFW.org and access OMS using your new email address and your existing password.

Figure 2.4
Change Password

Changing your password to VFW.org is recommended from time to time, but is not required. This service is available at any time to change a forgotten password or keep your password updated for security purposes.

**NOTE:** Never leave your password lying around if you write it down, or give your password to anyone. If you do, your personal information could be compromised.

To change your account password, login to VFW.org, access OMS and click on the link titled “Manage Your Account” (Figure 3.1)

**Figure 3.1**

NOTE: Managing your password is an optional service. This means you will never have to do anything with your password unless it needs to be modified for some reason.
On the “Manage Your Account” screen click on the link titled “Change Password” (Figure 3.2).

Figure 3.2

This will display the “Change Password” screen (Figure 3.3, next page). This is where your old and new passwords get typed in and verified.
Key in your old password (this is the password you are currently using to login into OMS). Then, enter your new password and re-type your new password to verify proper spelling and capitalization. Finally click the link titled “Update Password” (Figure 3.3).
After your password has been changed you will see a message that says, “Password updated successfully” (Figure 3.4), indicating that your password change was a success and you can now login to VFW.org and access OMS using your existing email address and your new password.

Figure 3.4
View Account History

Details of your transactions in OMS will be made available to you via an account history service.

To view your account history, login to VFW.org, access OMS and click the link titled “View Account History” (Figure 4.1).

Figure 4.1

NOTE: Most transactions are processed over the course of the evening, so your transactions may show as pending on the day you did the transaction but should show processed the next day. If not please contact the VFW.
A list of all transactions you have made in OMS will be displayed. The status of your transaction could be pending or could be processed, depending on when you did the transaction (Figure 4.2).

To review the details of a transaction, click the “Details” link to view further information about that transaction (Figure 4.2).

Figure 4.2

NOTE: If you have not performed any transactions, you will receive a message indicating that there is no account history to display at this time.
Review the details for this transaction. To return to your Account History, click the link at the bottom of the page titled “Return to Account History” (Figure 4.3).

Figure 4.3
Manage Mailing Address

OMS only maintains one address which is your mailing address. Previously you were able to store a billing address and multiple mailing addresses to use with different credit cards. This is no longer necessary since your mailing address is all OMS needs to successfully process any valid credit card you are using.

To manage your mailing address, login to VFW.org, access OMS and click the link titled “Manage Address” (Figure 5.1).

Figure 5.1
Enter changes to your address and click on the link titled “Validate Address” (Figure 5.2).

**NOTE:** The address validation process could take up to one minute. Please wait for the validation to finish before attempting to continue.

**Figure 5.2**
If the address was successfully validated, the USPS validated address will appear followed by a link titled “Submit”. To save your mailing address changes, click the link titled “Submit” (Figure 5.3).

Figure 5.3
After you submit your address change, you will see a message indicating that your address change has been processed successfully. (Figure 5.4).

Figure 5.4
Manage Your Payment Profile

Your payment profile is a means for you to store your payment information (either a credit card or bank account information) which you can then use to pay for your OMS transactions.

Once you login to VFW.org and access OMS, click on the link titled “Manage Payment Profile”. (Figure 6.1).

Figure 6.1
Next, choose whether you would like to use a Bank Account or Credit Card information to store in your payment profile. Then, choose whether you would like for this to be a recurring profile or not (Figure 6.2).

**Figure 6.2**

**NOTE:** A recurring profile means that you will be automatically billed on each payment cycle using the account information in your payment profile.
Next, key in your account information. When you have completed all fields with a valid credit card or bank account information, click the “Create This Profile” link (Figure 6.3).

Figure 6.3
You will see a message that says “Your Payment Profile Has Been Successfully Created” (Figure 6.4).

Figure 6.4
To review your current payment profile information, click the “Manage Payment Profile” link. Your current payment profile will be displayed. If you would like to edit or change your payment profile, click the link titled “Edit This Profile” (Figure 6.5).

Figure 6.5
Enter your new payment profile information, and click the link titled “Save This Profile” (Figure 6.6).

Figure 6.6
You will see a message that says “Your Payment Profile Has Been Successfully Saved” (Figure 6.7).

Figure 6.7
Renew Members

As a Quartermaster or Department Quartermaster, you have the ability to renew the membership for one or more unpaid members in your post or department.

To renew members, login to VFW.org, access OMS and click the link titled “Renew Members” (Figure 7.1).

Figure 7.1
To review the unpaid members in your post, place a check in the box next to each year for which you wish to see unpaid members. Then click “Get Unpaid Members” (Figure 7.2).

Figure 7.2
To renew a member from the list, put a check in the box next to the corresponding card number for the member(s) you wish to renew, key in a recruiter number (if applicable) and click “Renew Selected Members” located at the bottom of the page (Figure 7.3).

NOTE: A recruiter card number can only be applied to renewals that are 2 or more years past due.
Review the renewal information, which will include the member(s) you are renewing and the total cost of this renewal. Once you have verified that the information is correct, click “Continue With Renewals” (Figure 7.4).

Figure 7.4
From the Payment Profile screen, choose whether to use your current Payment Profile or to pay with a credit card (Figure 7.5).

**Figure 7.5**

NOTE: If you have not already established a Payment Profile and would like to create one, please refer to the section titled “Manage Payment Profile”.

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You will see a message that says, “Your membership transaction has been successfully completed.” indicating that your renewals were a success, and you have completed the Renew Members process. (Figure 7.6)
Request a Duplicate Card For You

To request a new or duplicate membership card, login to VFW.org, access OMS and click on “Request Duplicate Card” (Figure 8.1).

Figure 8.1
Next check the address information. If you need to make changes to your address, click on “click here” and you will be directed to the Manage Address page. If your address information is correct, click the link titled “Click here to transmit your duplicate card request” (Figure 8.2).

Figure 8.2
Then you will see a message, “Your Duplicate Card Request has been successfully processed” (Figure 8.3), indicating that your duplicate card request was a success.

Figure 8.3
Request a Duplicate Card For a Member

As a Quartermaster or Department Quartermaster, you have the ability to request a duplicate membership card for any member in your post or department.

To request a duplicate card for a member, login to VFW.org, access OMS and click the link titled “Request Duplicate Card For Member” (Figure 9.1).

Figure 9.1
Next, key in the card number of the member requesting a duplicate card and click “Lookup” (Figure 9.2).

Figure 9.2
Verify that this is the correct member and that their information is accurate. Click “Request a duplicate card for this member” (Figure 9.3).
You will see a message that says "Your Duplicate Card Request has been successfully processed" (Figure 9.4) indicating that your request was a success.

Figure 9.4
Convert a Member to Life

As a Quartermaster or Department Quartermaster, you have the ability to convert a member in your post or department to a Life Membership.

To convert a member to life membership, login to VFW.org, access OMS and click the link titled “Convert Member to Life” (Figure 10.1).

Figure 10.1
Next, key in the card number for the member you wish to convert and click “Lookup” (Figure 10.2).
Verify that this is the correct member and that their information is accurate. Click “Convert This Member to Life Membership” (Figure 10.3).

Figure 10.3
Notice the amount due for conversion and click “Click here to continue” (Figure 10.4)

**Figure 10.4**
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 10.5).

Figure 10.5

You will receive a confirmation screen indicating that your conversion was a success.
Convert a Member to Legacy Life

As a Quartermaster or Department Quartermaster, you have the ability to convert a member in your post or department to a Legacy Life Membership.

To convert a member to legacy life membership, login to VFW.org, access OMS and click the link titled “Convert Member to Legacy Life” (Figure 11.1).

Figure 11.1
Key in the card number for the member you wish to convert and click “Lookup” (Figure 11.2).
Verify that this is the correct member and that their information is accurate. Choose the Legacy Level and whether this will be a One-Time, Quarterly Installment or Automatic payment. Notice the amount for conversion. Click “Convert This Member to Legacy Life Membership” (Figure 11.3)
Review the conversion information and click “Click here to continue” (Figure 11.4).

Figure 11.4
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 11.5).

Figure 11.5

You will receive a confirmation screen indicating that your conversion was a success.
Become Legacy Life

To become a legacy life member, login to VFW.org, access OMS and click the link titled “Become Legacy Life” (12.1).
Next choose the legacy level from the drop down. Then choose your payment option; notice your payment amount. Then click “Continue” (Figure 12.2).

**Figure 12.2**
Next choose to make a one-time endowment or annual endowment, and check the box “I agree to terms”. Then click the link titled “View My Order” (Figure 12.3).

**Figure 12.3**
Verify that all information is correct as per your selections and click “Yes - Submit My Legacy Life Order” (Figure 12.4).

**Figure 12.4**
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 12.5).

Figure 12.5

You will receive a confirmation screen indicating that your conversion was a success.
Decease a Member

As a Quartermaster or Department Quartermaster, you have the ability to report when a member in your post or department is deceased.

To report a member as deceased, login to VFW.org, access OMS and click the link titled “Decease a Member” (Figure 13.1).

Figure 13.1
Key in the card number for the member you wish to report as deceased and click “Lookup” (Figure 13.2).

Figure 13.2
Verify that this is the correct member and that their information is accurate. Click “Mark this Member as deceased” (Figure 13.3).
You will see a message that says “Your Request to Decease this Member has been successfully processed.” (Figure 13.4) indicating that your decease member request was successful.

Figure 13.4
Transfer Member(s)

As a Quartermaster or Department Quartermaster, you have the ability to transfer a member from another post into your post.

To transfer a member, login to VFW.org, access OMS and click the link titled “Transfer Members” (Figure 14.1).

Figure 14.1
Select whether this transfer is a paying or non-paying transfer and enter the member’s card number, last name and current Post number. Click “Lookup” (Figure 14.2).

Figure 14.2
Verify that this is the correct member and that their information is accurate. Select the post to which you would like to transfer this member from the drop down box. Put a check mark in the certification checkbox and click “Complete Transfer” (Figure 14.3).

Figure 14.3

If this is a paying transfer, you will be directed to your payment profile so that you may choose the payment method for this transfer. If this is a non-paying transfer, you will be taken to a confirmation screen.
Change Member Address(es)

As a Quartermaster or Department Quartermaster, you have the ability to change the mailing address of any member in your post or department.

To change a member’s mailing address, login to VFW.org, access OMS and click the link titled “Change Member Addresses” (Figure 16.1).

Figure 16.1
From the drop down list, which is alphabetical by last name, choose the member whose address you would like to edit. To filter the list results, choose a letter from the list above the drop down box. Once you have selected the correct member from the drop down list, click “Edit Selected Address” (Figure 16.2).

Figure 16.2
Next, key in the new address information and click “Validate Address” (Figure 16.3).

**Figure 16.3**

![Change a Member Address](image)

**NOTE:** the address validation process could take up to one minute. Please wait for the validation to finish before attempting to continue.
Review the validated address and verify that the information is accurate. Click “Submit” (Figure 16.4).

**Figure 16.4**

![Change Member Address form](image-url)
After you submit your address change, you will see a message indicating that your address change has been processed successfully (Figure 16.5).

![Figure 16.5](image-url)
Manage Undeliverable Addresses

As a Quartermaster or Department Quartermaster, you have the ability to report a member’s address as undeliverable. Undeliverable addresses are those that have been returned by the USPS due to invalid address information.

To manage undeliverable addresses, login to VFW.org, access OMS and click the link titled “Report Address Undeliverable” (Figure 17.1)
Key in the card number for the member whose address you would like to report as undeliverable and click “Lookup” (Figure 17.2).

Figure 17.2
Verify that this is the correct member and that their information is accurate. Click “Report this member’s address as undeliverable” (Figure 17.3).

Figure 17.3
You will see a message that says “Address Change Request has been processed successfully” (Figure 17.4) indicating that your address information change was a success.
Alternatively, if a member’s address is currently marked as undeliverable but you have verified that the address is accurate, you have the ability to mark a member’s address as deliverable. Click “Click here for a list of members addresses currently set to undeliverable” (Figure 17.5).

Figure 17.5
From the list, which is alphabetical by last name, find the member address you wish to change and click “Mark as Deliverable”. (Figure 17.6).

Figure 17.6
You will see a message that says “Address Change Request has been processed successfully” (Figure 17.7) indicating that your address information change was a success.

Figure 17.7
New Member Form

As a Quartermaster or Department Quartermaster, you have the ability to enroll a new member to the VFW.

To enroll a new member, login to VFW.org, access OMS and click the link titled “New Member Form” (Figure 15.1).

Figure 15.1
If you wish to review the eligibility requirements, click the word “here” in the second paragraph. When you are ready to begin completing the New Member Application, click the link titled "Click here to begin" (Figure 15.2).

Figure 15.2
Begin entering the information about the person you would like to enroll. When you have finished entering all required information, click “Next” (Figure 15.3).

**Figure 15.3**

![New Membership Application](image)

**NOTE:** Red asterisks indicate a required field.
Continue filling out the New Member Application, completing all required fields. When you have finished entering all required information into this form, click “Next” (Figure 15.4).

Figure 15.4

If you feel that you have made an error at any point during the New Member Application process, you may click “Previous” (Figure 15.4) to review any prior screens.
Continue filling out the New Member Application, completing all required fields. When you have finished entering all required information into this form, click “Validate Address” (Figure 15.5).

**Figure 15.5**

NOTE: after clicking “Next”, OMS will validate the address with the United States Postal Service. Address validation could take up to 1 (one) minute to complete.
If the address was successfully validated, the USPS validated address will appear at the bottom of the page. To continue with the New Member Application, click the link titled “Next” (Figure 15.6).

Figure 15.6
Continue filling out the New Member Application, completing all required fields. When you have finished entering all required information into the form, click “Next” (Figure 15.7).

Figure 15.7

Please note that to select multiple entries for Qualifying Experience, you must press the CTRL key + click (Figure 15.7).
Continue filling out the New Member Application, completing all required fields. Choose who will be paying for this application and the member type. Notice the enrollment amount. When you have finished entering all required information into this form, click “Finish” (Figure 15.8).

Please note that to continue, you must put a check in the “Attestation of Eligibility” box.
The next page is for your payment option. You can either choose to “Pay With Your Payment Profile” or choose to “Pay With a Credit Card”, where you can use a different credit card other than your own (Figure 15.9). Click the link for the option you wish to choose.

Figure 15.9

You will receive a confirmation screen indicating that your New Member Application was a success.