

Navigators Store Troubleshooting

Frequently Asked Questions

In 2021, we switched store vendors to Source4. This allowed us to create a more user-friendly website to shop from. Source4 handles all of our customer service.

Who can I contact for customer service through the store?

- Tina Ollenburg: Email her at tina.ollenburg@source4.com or give her a call at (704) 995-5242.
- Jane Tiratto: Email her at jane.tiratto@source4.com.

I cannot login to my account through the store. What do I do?

- If you haven't logged into the store since September 2021, the website has changed and therefore you'll need to set up a new account to access it. We recommend using your Nav email address to create your new account, but any email will also work (i.e. Gmail).
- If you already have an account and can't remember the password, click on the "Need help logging in?" blue button on the login screen and it'll prompt you to reset it.
- If none of the above work for you, contact Tina Ollenburg (see above for her contact info).

I'm having issues using the customize tool when I order my funding materials. How do I fix this?

- Use the "Contact US" link at the bottom of the home page to report the problem to Source4's customer service ladies. They will reach out to you from there to fix this.

I'm looking for something you don't sell on the store. What are my options?

- Our new vendor, Source4 has different, but similar products. Please take a good look at those before searching elsewhere.
- If you're still not seeing what you want, use the "Contact US" link at the bottom of the home page to send your request to Source4. They will look at that and respond back with their thoughts on whether they can create what you're requesting. You can also get ideas of other products they offer fully customized in the *Promo Catalog* under the *NavGear -> Customized Gear* pages.

I want to customize a product. How do I do that?

- Use the "Contact US" link at the bottom of the home page to either submit your request to Source4 or give them a call to chat about it.

My order hasn't arrived yet. How do I track where it is?

- Login to your account and go to *My Account -> History* at the top of the home page to check the status of your order.
- Use the "Contact US" link if you have additional questions.

I'm having issues with my order/credit card charge. What do I do?

- Please use the "Contact US" link to chat with one of the customer service ladies at Source4 and they will figure out what's going on.

Other questions? Email Kristen Krager at kristen.krager@navigators.org.