

GORE® Vents Online Store Training Guide

Online Store

July 2023



Together, improving life



What's Inside This Training Guide

- **Step-by-step instructions for navigating and using the redesigned GORE® Vents Online Store**
- **Tips and tricks for a simpler buying experience**
- **Key sections in this guide:**
 - Logging-in & Passwords
 - Navigating the Site
 - Adding Items to Your Cart
 - Cart Checkout
 - Order History
 - My Account
 - Get Support

Logging in to Your Account

How to Sign Into the Online Store

CURRENT ONLINE STORE CUSTOMERS:

1. Go to: <http://ventsstore.gore.com/>
China: <http://ventsstore.gore.cn>
2. If you already have a username and password, enter your existing login credentials to access the online platform.
3. Click the "Sign In" button.

NOTE: After 30 minutes of inactivity in the online store, your session will expire, and you will be signed out.

NEW ONLINE STORE CUSTOMERS: If you are a new customer and need to set up your online account, including username and password, please contact a Gore customer support Associate at: <https://www.gore.com/ventsstorecontact>.



For optimal viewing, use Google Chrome, Microsoft Edge, Mozilla Firefox or Safari when accessing the online store.

Select your language
English

WELCOME TO THE VENTS STORE

Together, improving life

1 Email

1 Password

3 Sign In

[Forgot Password?](#)

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Logging in to Your Account

How to Reset Your Password

Go to:

<http://ventsstore.gore.com/>

China: <http://ventsstore.gore.cn>

1. Click on "Forgot Password."
2. Enter your email and click the "Send Reset Link" button.
3. Check your inbox for an email from "W.L. Gore & Associates"
4. Click on the "Change Password" button in the email to reset your password. The link in the email will expire after 24 hours.



Select your language
English

WELCOME TO
THE VENTS
STORE

Email

Password

Sign In

[Forgot Password?](#) 1

Legal Notice
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Select your language
English

FORGOT
YOUR
PASSWORD?

Enter the email address associated with your account, and we'll email you a link to reset your password.

Email 2

Send Reset Link



3

Hi Amanda,

There was a request to change your GORE® Vents Order Service password. Please click the button below to change your password. If you did not make this request, please [Contact Us](#).

Change Password 4

Thank you,
The Gore Vents Team

Place orders anytime at:
<https://ventsstore.gore.com/>



Logging in to Your Account

How to Reset Your Password (cont.)

1. After you click the “Change Password” button in the email, update your password to a new one that meets the specified requirements. Once you have entered your new password, click the “Get Started” button.
2. Click the “Return to Sign In” button to enter your username and new password.

Note: While you are logged into the online store, you can change your password without having to reauthenticate. See page 21 of this guide for instructions on changing your password while logged in.

Select your language 選擇您的語言 言語を選択 언어 선택

English

UPDATE YOUR PASSWORD

Enter a Password

Confirm Your Password

- Between 8-20 characters
- 1 uppercase character
- 1 lowercase character
- 1 number
- No more than 2 repeated characters

Additional guidelines:

- The password must have a minimum of 5 unique characters.
- If using special characters, it must be one of the following: !"#%&'()*+,-./:;<>=@[^_`{}|?`
- You can not include portions of your profile information.
- Cannot be a previously used password.

Get Started 1

Contact Us

Select your language 選擇您的語言 言語を選択 언어 선택

English

YOU'RE ALL SET

Your password has been successfully reset. Please try logging in again.

Return to Sign In 2

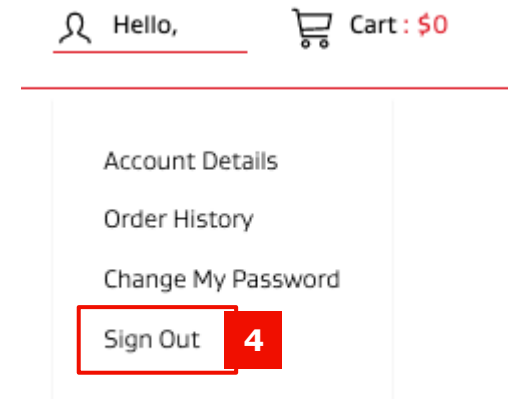
You will be redirected in 8.

Contact Us

Navigating the Online Platform

Using the Global Header

1. Once you are logged into the online store, you will see a top navigation bar called the "Global Header." This global header includes quick links to various sections of the online store.
2. You can click on the GORE logo in the top left corner of any page to go back to the homepage at any time.
3. To reach the support team, click on "Contact Us" in the global header.
4. To sign out of the online store, click on "Hello, [First Name]" in the top right of the global header and then click on "Sign Out" in the dropdown menu.



Discover and Navigate

Homepage

The Homepage of the online store provides quick links to your order history and your available products.

1. Scroll past the header and the shipping information to view your available products.
2. Scroll down below the available products to view your order history.

1

GORE® Automotive Vents GORE Part Number: VE2029 Your Part Number: [REDACTED] Ships from: United States Of America Minimum order quantity: 40000	Unit of Measure	Unit Price \$1,700	Select a Quantity ▾
GORE® Automotive Vents GORE Part Number: VE2031 Ships from: United States Of America Minimum order quantity: 20000	Unit of Measure	Unit Price \$1,700	Select a Quantity ▾
GORE® Automotive Vents GORE Part Number: VE2035 Ships from: United States Of America Minimum order quantity: 20000	Unit of Measure	Unit Price \$1,700	Select a Quantity ▾
GORE® Automotive Vents GORE Part Number: VE2037 Ships from: United States Of America Minimum order quantity: 20000	Unit of Measure	Unit Price \$1,700	Select a Quantity ▾

Add to Cart

2

Order History

[View Full Order History](#)

Order Placed	GORE Order Number	PO Number	Total	Status ⓘ
06/06/23			\$1,700	Order Sub... Order Details

Add Items to Cart

Choose Your Shipping Address

1. Before adding items to your cart, verify that your shipping address is correct on the Homepage. Your available products will change depending on the shipping address, so you must select an address before adding items to your cart.
2. If you need to change your shipping address from the one shown on the Homepage, click on "Select a Different Address."
3. When you click on "Select a Different Address," a box will appear on the right side of the screen.
4. Use the radio buttons to select one of the visible addresses or use the search bar to find additional addresses.
5. When you've made your selection, click on the "Select Address" button.
6. Exit the box at any time by clicking on the "X" in the upper right corner of your screen.
7. If you need to add, remove, or edit any of your shipping addresses, click on "Contact Us" link in the global header and fill out the form to request changes.

WELCOME TO THE GORE® VENTS ONLINE ORDER SERVICE

For authorized purchasers of GORE® Vents.



The screenshot displays the 'Select An Address' dialog box. At the top, there is a search bar (4) and a close button (6). Below the search bar, there are several radio button options for different shipping addresses. A 'Select a Different Address' button (2) is located at the bottom left of the dialog. A 'Select Address' button (5) is located at the bottom right. A 'Contact Us' link (7) is visible in the background text. The main content area shows a 'Shipping Address:' field (1) and a warning message: 'Products displayed below can be shipped to the currently selected address. Selecting a different address will clear your cart and may result in different products available to purchase.'

Add Items to Cart

Selecting and Adding Items

1. Once you've selected your shipping address, you can add items to your cart. To add items, click on the "Select a Quantity" dropdown menu next to the item(s) you wish to purchase. If you are purchasing rolled goods, you will have a free form entry field where you can input a quantity.
2. Select an item quantity to see the unit price. Prices may vary depending on the quantity you're purchasing.
3. Choose a quantity for the item you want to order.
4. Once you've made your selection(s) in the dropdown menu(s), click on the "Add to Cart" button.

GORE® Automotive Vents GORE Part Number: VE2029 Your Part Number:09205 Ships from: United States Of America Minimum order quantity: 40000	Unit of Measure	Unit Price	1 Select a Quantity ▾
GORE® Automotive Vents GORE Part Number: VE2029 Your Part Number:09205 Ships from: United States Of America Minimum order quantity: 40000	Unit of Measure	Unit Price	2 Select a Quantity 40,000 60,000 100,000
GORE® Automotive Vents GORE Part Number: VE2029 Your Part Number:09205 Ships from: United States Of America Minimum order quantity: 40000	Unit of Measure	Unit Price	3 Quantity 40,000 ▾

GORE® Automotive Vents GORE Part Number: VE2029 Your Part Number: <input type="text"/> Ships from: United States Of America Minimum order quantity: 40000	Unit of Measure	Unit Price	Quantity 40,000 ▾
GORE® Automotive Vents GORE Part Number: VE2031 Ships from: United States Of America Minimum order quantity: 20000	Unit of Measure	Unit Price	Select a Quantity ▾
GORE® Automotive Vents GORE Part Number: VE2035 Ships from: United States Of America Minimum order quantity: 20000	Unit of Measure	Unit Price	Select a Quantity ▾
GORE® Automotive Vents GORE Part Number: VE2037 Ships from: United States Of America Minimum order quantity: 20000	Unit of Measure	Unit Price	Select a Quantity ▾
			4 Add to Cart

Cart Checkout

Reviewing and Editing Your Cart

1. Once you have added products to your cart, review your order by clicking on the “Cart” icon in the upper right-hand corner of the global header.
2. On the Review Cart page, you can review the details of your items, including price, size, quantity, estimated lead time, estimated ship date and order total.
3. While on the Review Cart page, you can edit your order. Increase or decrease the quantity of a product using the “Quantity” dropdown next to each item.
4. Use the “Remove” button to delete products from your cart.
5. See the next pages for how to adjust shipping dates, shipping method or selecting a different shipping address.

The screenshot shows the GORE website's Review Cart page. At the top, the GORE logo is on the left, and the user name 'Hello, Test' and a shopping cart icon with 'Cart: \$2,323.2' are on the right. A red box labeled '1' highlights the cart icon. Below the header, the page title 'Review Cart' is displayed. The main content area is divided into sections for 'Shipping Address', 'Shipping Method', and a list of items. The 'Shipping Address' section shows 'Test Quill' and a 'Select a Different Address' link. The 'Shipping Method' section shows 'USA FOB Origin Collect' and an 'Edit Shipping Method?' link. The item list includes 'GORE® Automotive Vents' with a 'Quantity' dropdown set to '24,000' (highlighted by a red box labeled '3'), an 'Est. Shipping Date' of '06/26/23' with an 'Adjust Date' link, and a price of '\$0.0968 / x'. A 'Remove' button (highlighted by a red box labeled '4') is located at the bottom left of the item list.

Cart Checkout

Checking Out

1. Once you have reviewed and updated your cart and made any necessary changes, check the box at the bottom of the screen to accept the Terms and Conditions.
2. Click the "Checkout" button.

NOTE: Be sure to change to the shipping address before adding items to your cart, as some products are not available for certain addresses. If you change the shipping address after selecting and adding products, your items will disappear from the cart, and you will need to start over.

GORE® Automotive Vents

Quantity: 24,000

Est. Shipping Date: 06/26/23

GORE Part Number: VE0017GMC
Your Part Number:
Ships From: United States Of America
Minimum Order Quantity: 24000

[Adjust Date](#)

[Remove](#)

Sub-Total:	\$1,000.00
Estimated Tax:	\$1,000.00
Total:	\$2,000.00

1 Review Cart > 2 Checkout

I agree to the [Terms and Conditions](#)

Checkout

Cart Checkout

Checking Out

1. On the Checkout page, you can view your cart summary, including products, quantity, subtotal, estimated tax (if applicable) and order total.
2. In order to pay via terms, add a unique PO number to the box on the checkout page.
3. When you have entered your payment details and reviewed your final order summary, click the "Submit Order" button to place your order.

The screenshot shows the checkout process with three red boxes highlighting key elements:

- 1**: A red box highlights the **Cart Summary** on the right side of the page. It lists: GORE@ Automotive Vents, GORE Part Number: VE0017GM, Your Part Number: [blurred], Qty: 24,000. Below this, it shows Sub-Total: [blurred], Estimated Tax: [blurred], and Total: [blurred]. A note at the bottom states: "Total does not include applicable shipping costs".
- 2**: A red box highlights the **Enter a PO Number:** input field, which contains the placeholder text "PO Number (Required)".
- 3**: A red box highlights the **Submit Order** button at the bottom right of the page.

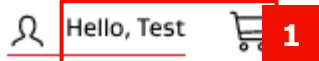
Other visible elements include the **Checkout** title, **Billing Address:** Test Quill (with blurred details), **Payment Options:** "Pay with Purchase Order (NET 30 DAYS)" (selected) and "Pay with Credit Card", and **Email Notification:** "Email Notification (Optional)" with a sub-note: "Send order notifications to others by entering their email addresses (separated by commas)".

At the bottom, there is a navigation bar with "Review Cart" (checked), "Checkout" (active), and "I agree to the Terms and Conditions" (checked).

Order History

Navigating the Order History Page

1. To access your order history, click "Hello, [First Name]" in the global header and select "Order History."
2. On the Order History page, you can view the status and details of all your previous orders.
3. To view the details of a specific order, click "Order Details" for that order.



- Account Details
- Order History
- Change My Password
- Sign Out

2

Order History

Order Placed	GORE Order Number	PO Number	Total	Status ⓘ	
06/15/23	34675917	jwduskvs	\$3,097.6	Open	3 Order Details
12/20/22	34279797	4529318996	\$3,332	Open	Order Details
12/20/22	34279795	4529318992	\$3,064.8	Open	Order Details
12/18/22	34270523	4529318996	\$8,079.2	Open	Order Details
12/18/22	34270456	4529318992	\$35,228	Open	Order Details

Order History

Viewing Your Order Details

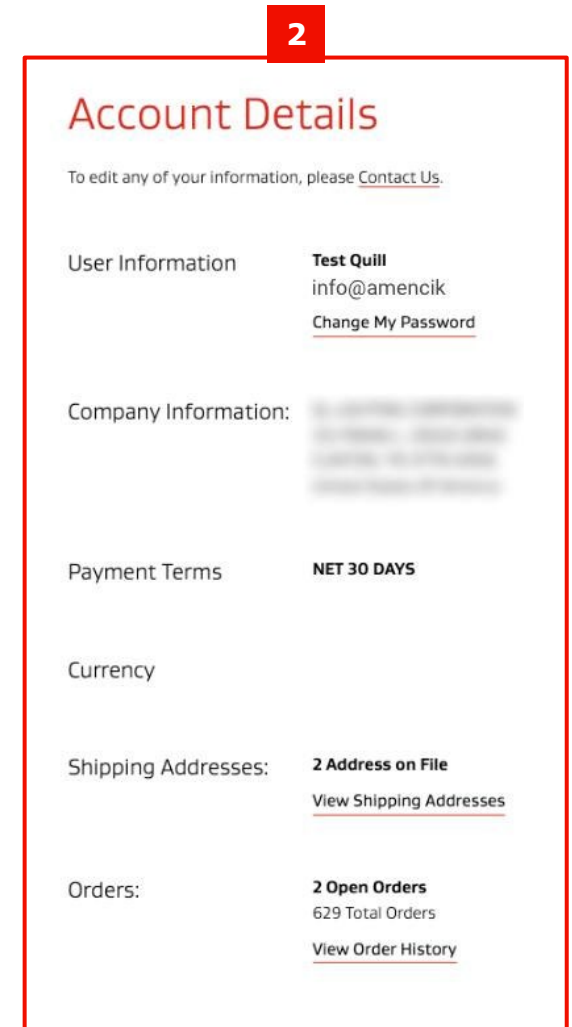
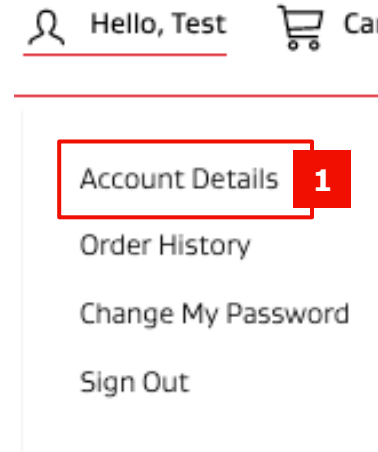
1. On the Order Details page, you will see specific information related to your orders, including the status, shipping method, shipping address, billing address, order date, and who placed the order.
2. There will be a tracking number on the order details page once the order has been shipped.
3. To print the order details, click on the "Print" button in the upper right corner of the screen.

The screenshot shows an "Order History" page. At the top left, there is a "Order History" link with a dropdown arrow. At the top right, there is a "Print" button. The main heading is "PO Number: jwduskvs". Below this, there are four columns of information: "Status" (Open), "Gore Order Number" (34675917), "Shipping Address" (blurred), and "Billing Address" (blurred). The next row shows "Order date" (06/15/23), "Shipping method" (FedEx/USA GROUND DOMESTIC/ INTERNATIONAL), and "Order placed by" (Manasa). The "Payment Method" is "NET 30 DAYS". Below this is a table with columns for "GORE® Automotive Vents", "Quantity" (32,000), "Est Shipping Date" (06/22/23), and "Status" (Open). The table also includes "GORE Part Number: VE0017GMC", "Your Part Number:", and "Ships From: United States Of America". A "Tracking Number" field is highlighted with a red box and labeled "2", showing "Currently Unavailable" with a help icon. At the bottom right, there are "Sub-Total" and "Total" fields, with a note: "Total does not include applicable shipping costs." A red box labeled "3" is positioned at the top right of the page, pointing to the "Print" button.

My Account

Viewing Your Account Details

1. To access your account details, click “Hello, [First Name]” in the global header and select “Account Details.”
2. On the Account Details page, you can view your contact information, company information, shipping addresses, and orders.

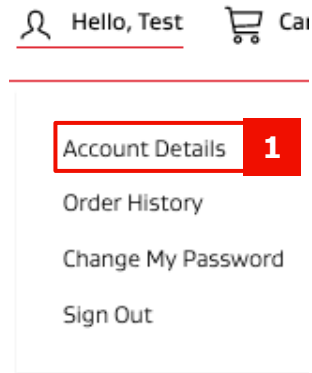


My Account (JAPANESE ONLY)

Changing Your Password: Option 1

There are two ways to change your password while logged in to the Online Store.

1. Click on "Account" in the global header and select "Account Details" in the dropdown menu.
2. On the account details page, click "Change My Password."
3. Enter your current password, then enter a new password that meets the specified requirements.
4. Click the "Change Password" button to save your changes.
5. If you need assistance changing your password or have any other questions about your account, click "Contact Us" or [go to this page](#) to contact our support team.



Account Details

To edit any of your information, please [Contact Us](#).

User Information

Test Quill
info@amencik

[Change My Password](#)

Company Information:

Payment Terms

NET 30 DAYS

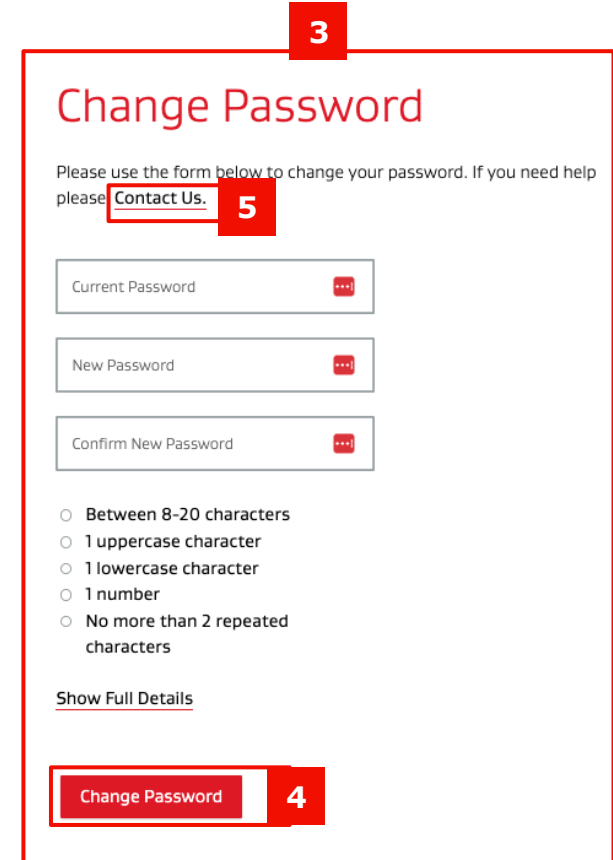
Currency

Shipping Addresses:

2 Address on File
[View Shipping Addresses](#)

Orders:

2 Open Orders
629 Total Orders
[View Order History](#)

A screenshot of the "Change Password" form, enclosed in a red border. At the top right, a red square with the number "3" is present. The form title is "Change Password". Below the title is a paragraph: "Please use the form below to change your password. If you need help please [Contact Us](#)." The "Contact Us" link is highlighted with a red box and a red square with the number "5". There are three password input fields: "Current Password", "New Password", and "Confirm New Password", each with a red "x" icon on the right. Below the fields are five radio button options for password requirements: "Between 8-20 characters", "1 uppercase character", "1 lowercase character", "1 number", and "No more than 2 repeated characters". Below these options is a link "Show Full Details". At the bottom of the form is a red "Change Password" button, highlighted with a red box and a red square with the number "4".

My Account

Requesting Support from Gore

Frequently Asked Questions (FAQs)

1. Gore has compiled a list of answers to the most Frequently Asked Questions (FAQs) by online store users. To access the FAQs, scroll to the bottom of any page on the online store and click "Frequently Asked Questions" in the footer.
2. Scroll through the questions to find your answer.
3. If you don't see the answer to your questions, please contact a Gore representative by clicking on "Contact Us" in the footer or global header of any page.
4. Our dedicated representatives will assess your question and return to you as quickly as possible.

The screenshot shows the Gore website footer and a contact form. The footer contains links for 'Contact Us' (marked with a red '3'), 'Frequently Asked Questions' (marked with a red '1'), 'Privacy Notice', 'Terms & Conditions', 'Legal Notice', and 'Terms of Use'. The 'Frequently Asked Questions' section (marked with a red '2') features a lightbulb icon and a list of questions: 'Are all products listed in stock?' and 'How do I check the status of an open order or look at previous orders?'. The 'Contact Us' form (marked with a red '3') includes fields for 'Subject*', 'GORE Order Number', 'PO Number', 'Customer Information*' (with sub-fields for Email, Name, Company, and Phone), 'Venting Type*', and 'Message*'. A red 'Submit' button is at the bottom of the form.