



Ordering Batteries Online

The VA Denver Acquisition & Logistics Center has made it possible for veterans who are authorized to receive batteries from the Department of Veterans Affairs to order their batteries online. Veterans may order a 6-month supply of each authorized type of battery.

The VA online ordering system is a Level 2 application; users are required to register through the E-Authentication credentialing process. E-Authentication is a government-managed service that makes it possible for you to use log-in IDs (identity credentials) to gain access to government services online.

At this time, your Level 2 credentials may be used to access two valuable VA sites:

| | |
|--|--|
|  <p>Currently available to order batteries for hearing aids & other prosthetic devices.</p> |  <p>Access to your medical appointment schedule, online prescription refills, and much more.</p> |
|--|--|

Additional services will be made available in the near future.

Follow these procedures to gain access to the VA site to order batteries:

Step 1 – Login

Click on the following link, or copy the link and paste it into your browser's address line to begin the process:

<http://www.va.gov/eauth/>

You should be at the following web page:



UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

VA Home About VA Organizations Apply Online Find a Facility Contact VA Search

Health Care
Benefits
Burial & Memorials
VA E-Authentication Home
E-Authentication Federation Home
Credential Service Providers
VA Application - My HealthVet
VA Application - Remote Order Entry System
E-Authentication FAQ
E-Authentication Links
Site Search

VA E-AUTHENTICATION HOME



NEW! The Remote Order Entry System (ROES) is now E-Authentication enabled! [Follow this link for more information.](#)

Still new! My HealthVet is now available through E-Authentication. [Follow this link for more information.](#)

What is E-Authentication?

Simply put, E-Authentication allows citizens and businesses to select and use government and non-government-issued electronic credentials to conduct transactions with various government agencies and departments. It is a service that makes it easier for citizens to get access to online government services. The enabling of E-Authentication services across government agencies is just starting. Once the system is fully implemented, you will be able to access any E-Authentication-enabled Federal website application with a single ID and password set. You will not be required to remember different log-in information for each government website. Right now, a single logon credential (a combination of a username and a password) issued by a participating Credential Service Provider will be able to get you onto many government web applications.

The first step is to get a Credential Service Provider (CSP) to issue you a single logon ID and a password. This one set of credentials will allow you to access online government services and conduct business with many agencies within the government. Currently, the Department of Veterans Affairs is only accepting the credentials from Operational Research Consultants. In the future, VA will be accepting other CSP's credentials as well.

E-Authentication (E-Gov initiative) is a federal-wide initiative that creates a single, uniform, and government-wide approach to identity proofing in online transactions. It sets the standards for identity verification of individuals and businesses. E-Authentication will focus on meeting the business needs of E-Gov initiatives by building the necessary infrastructure, processes, and systems for government-wide use. E-Authentication's mission is to enable trust, an inherent part of every online exchange between citizens and the government.

Click on the **VA Application – Remote Order Entry System** link on the left.

You should be at the following web page:

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

VA Home | About VA | Organizations | Apply Online | Find a Facility | Contact VA | Search

Health Care | Benefits | Burial & Memorials | VA E-Authentication Home | E-Authentication Federation Home | Credential Service Providers | VA Application - My HealthVet | VA Application - Remote Order Entry System | E-Authentication FAQ | E-Authentication Links | Site Search

VA E-AUTHENTICATION

Remote Order Entry System (ROES)

Now Available!

VA's Remote Order Entry System-Public (ROES) application allows veterans to place orders online for products and/or services available through the Denver Acquisition & Logistics Center (DALC). ROES-Public provides a convenient, secure means of using the Internet to place orders for products available through the DALC. Veterans who currently receive VA care for designated medical/physical conditions can use ROES-Public to request hearing aid batteries online. Previous methods of requesting replacement batteries (mail-in battery request card, e-mail request, phone request, etc.) will still remain in place. Additional DALC products to be made available to veterans through ROES-Public at a later time include prosthetic socks.

[Follow this link to access ROES using your ORC Level 2 credential.](#)

[For more specific information about the DALC and ROES follow this link.](#)

Español | VA Forms | Facilities Locator | Contact the VA | Frequently Asked Questions (FAQs) | Privacy Policy | Web Policies & Important Links | Annual Performance and Accountability Report | Freedom of Information Act | Small Business Contacts | Site Map | USA.gov | White House | USA Freedom Corps

Reviewed/Updated Date: January 28, 2008

Click on: [Follow this link to access ROES using your ORC Level 2 credential.](#)

You should be at the following web page:

You are not logged in | Home | FAQ | E-Authentication Home | Privacy Policy | Contact US

ORC eAuthentication

Operational Research Consultants, Inc.

My Account | Government Services | Recent Updates | General Info | Help

Login | Create Account | Forgot ID/Password

ORC is an E-Authentication Credential Service Provider approved by the U.S. Government Agency GSA to issue credentials for accessing Government Services.

You are attempting to access VA - ROES

Current User

User ID: [Forgot User ID?](#)

Password: [Forgot Password?](#)


Log In


New User

New Users click below to register for your ORC eAuthentication Credential.

Register

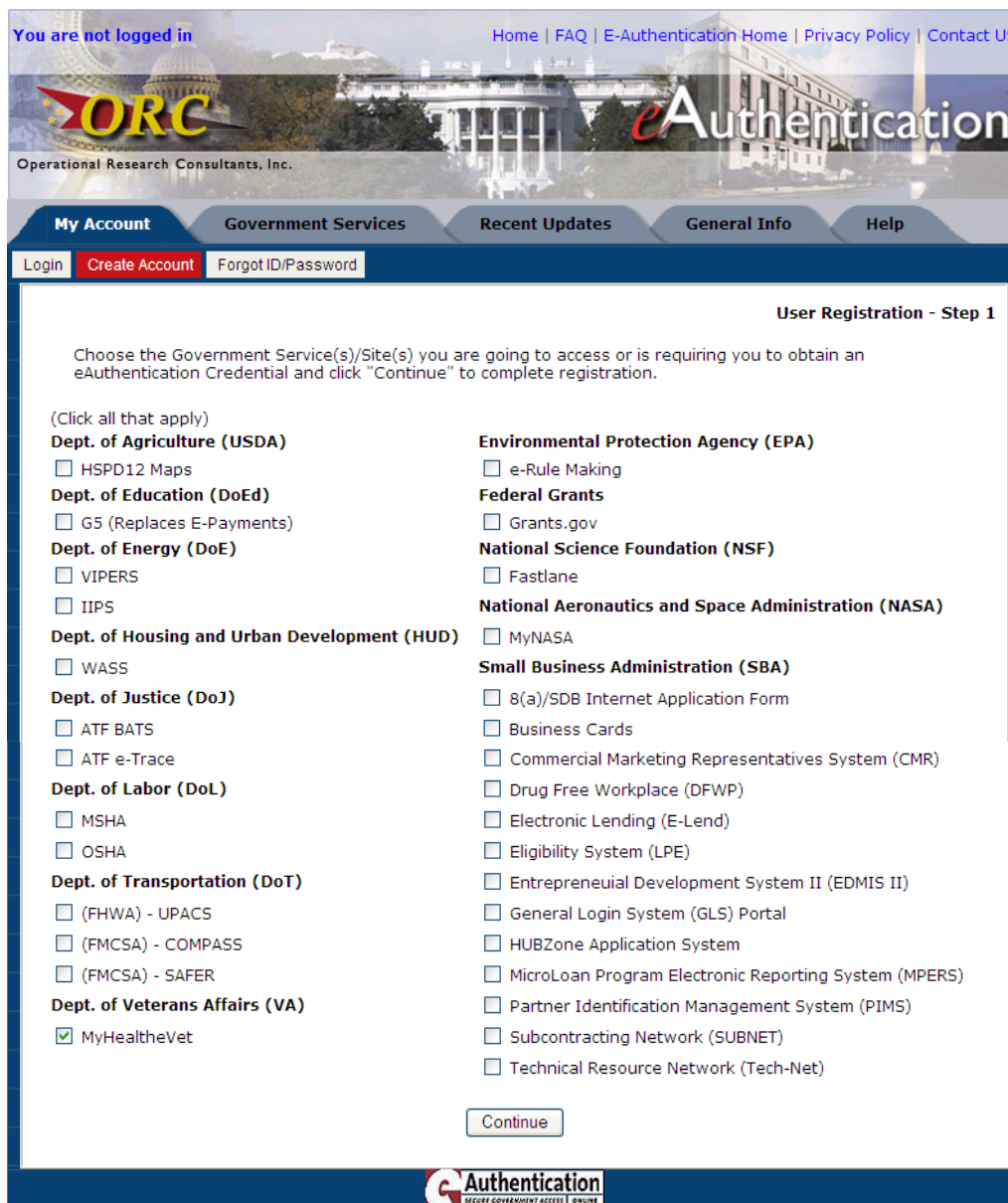
Authentication
SECURE GOVERNMENT ACCESS | ONLINE

If you have a current Level 2 credential, enter your “User ID” and “Password”, click on the  button, and skip to **Step 3** of this guide.

If you **do not** have a Level 2 credential, click on the  button and continue to **Step 2**.

Step 2 – Registration

Choose the government agencies you want to access:



The screenshot shows the "User Registration - Step 1" page. At the top, it says "You are not logged in" and provides navigation links: Home | FAQ | E-Authentication Home | Privacy Policy | Contact US. The page features the ORC logo (Operational Research Consultants, Inc.) and the eAuthentication logo. Below the navigation bar, there are tabs for "My Account", "Government Services", "Recent Updates", "General Info", and "Help". Under "My Account", there are links for "Login", "Create Account", and "Forgot ID/Password". The main content area is titled "User Registration - Step 1" and contains the following text: "Choose the Government Service(s)/Site(s) you are going to access or is requiring you to obtain an eAuthentication Credential and click 'Continue' to complete registration." Below this text, there is a list of government agencies and services, each with a checkbox. The agencies listed are: Dept. of Agriculture (USDA), Dept. of Education (DoEd), Dept. of Energy (DoE), Dept. of Housing and Urban Development (HUD), Dept. of Justice (DoJ), Dept. of Labor (DoL), Dept. of Transportation (DoT), and Dept. of Veterans Affairs (VA). The VA section has a checked box for "MyHealtheVet". Other services listed include: Environmental Protection Agency (EPA), Federal Grants, National Science Foundation (NSF), National Aeronautics and Space Administration (NASA), and Small Business Administration (SBA). At the bottom of the list, there is a "Continue" button.

User Registration - Step 1

Choose the Government Service(s)/Site(s) you are going to access or is requiring you to obtain an eAuthentication Credential and click "Continue" to complete registration.

(Click all that apply)

| | |
|---|--|
| Dept. of Agriculture (USDA) <input type="checkbox"/> HSPD12 Maps | Environmental Protection Agency (EPA) <input type="checkbox"/> e-Rule Making |
| Dept. of Education (DoEd) <input type="checkbox"/> G5 (Replaces E-Payments) | Federal Grants <input type="checkbox"/> Grants.gov |
| Dept. of Energy (DoE) <input type="checkbox"/> VIPERS <input type="checkbox"/> IIPS | National Science Foundation (NSF) <input type="checkbox"/> Fastlane |
| Dept. of Housing and Urban Development (HUD) <input type="checkbox"/> WASS | National Aeronautics and Space Administration (NASA) <input type="checkbox"/> MyNASA |
| Dept. of Justice (DoJ) <input type="checkbox"/> ATF BATS <input type="checkbox"/> ATF e-Trace | Small Business Administration (SBA) <input type="checkbox"/> 8(a)/SDB Internet Application Form <input type="checkbox"/> Business Cards <input type="checkbox"/> Commercial Marketing Representatives System (CMR) <input type="checkbox"/> Drug Free Workplace (DFWP) <input type="checkbox"/> Electronic Lending (E-Lend) <input type="checkbox"/> Eligibility System (LPE) <input type="checkbox"/> Entrepreneurial Development System II (EDMIS II) <input type="checkbox"/> General Login System (GLS) Portal <input type="checkbox"/> HUBZone Application System <input type="checkbox"/> MicroLoan Program Electronic Reporting System (MPERS) <input type="checkbox"/> Partner Identification Management System (PIMS) <input type="checkbox"/> Subcontracting Network (SUBNET) <input type="checkbox"/> Technical Resource Network (Tech-Net) |
| Dept. of Labor (DoL) <input type="checkbox"/> MSHA <input type="checkbox"/> OSHA | |
| Dept. of Transportation (DoT) <input type="checkbox"/> (FHWA) - UPACS <input type="checkbox"/> (FMCSA) - COMPASS <input type="checkbox"/> (FMCSA) - SAFER | |
| Dept. of Veterans Affairs (VA) <input checked="" type="checkbox"/> MyHealtheVet | |

At this time, veterans must check the **MyHealtheVet** box to register for access to the VA online ordering system.

After choosing **MyHealtheVet**, click on the  button.

Fill in the Required Information:

You are not logged in [Home](#) | [FAQ](#) | [E-Authentication Home](#) | [Privacy Policy](#) | [Contact US](#)

ORC **eAuthentication**
Operational Research Consultants, Inc.

My Account | **Government Services** | **Recent Updates** | **General Info** | **Help**

[Login](#) | [Create Account](#) | [Forgot ID/Password](#)

[View/Print Instructions](#) User Registration - Step 2

You require a Level 2 Credential

** - Field is required*

First Name: * **M.I.:** **Last Name:** * **Date of Birth:** *
Month: Day: Year:


Place of Birth
City: * State: * Or Region:
Country: *

Social Security Number (last 4 digits): * Example: ###-##-6789

Business Address and Phone Number
Job Title: Company Name: *
Address Line 1: *
Address Line 2:
City: * State: * Or Region:
Zip/Postal Code: * Country: *
Phone Number: * Extension: For US Ex: 800-555-1234

Home Address and Phone Number
Address Line 1: *
Address Line 2:
City: * State: * Or Region:
Zip/Postal Code: * Country: *
Phone Number: * Extension: For US Ex: 800-555-1234

Email: * Confirm Email: *

 **eAuthentication**
SECURE GOVERNMENT ACCESS ONLINE

After you have filled in all required information, click on the button.

Confirm Your Information:

You are not logged in [Home](#) | [FAQ](#) | [E-Authentication Home](#) | [Privacy Policy](#) | [Contact US](#)



Operational Research Consultants, Inc.

My Account | **Government Services** | **Recent Updates** | **General Info** | **Help**

[Login](#) | [Create Account](#) | [Forgot ID/Password](#)

User Registration - Step 3

ORC eAuthentication User Confirmation

Please confirm that the following information is correct, then click the **Continue** button at the bottom when finished.

You are requesting Level 2 access credentials

First Name: Karlyn **M.I.:** M **Last Name:** Schlundt

Date of Birth: September 15, 1936 **Place of Birth:** Two Rivers, WI US

SSN: 2003
Job Title: Production Supervisor

Business Address and Phone Number:
Company Name: Mirro Aluminum
1622 Washington Street
Manitowoc, WI 54220 US
920-303-3003

Home Address and Phone Number
1234 Forrest Avenue
Two Rivers, WI 54241 US
920-720-7220

Primary Email: WisconsinVeteran@aol.com



Check the information carefully!

If you need to change anything, click on the button.

If all the information is correct, click on the button.

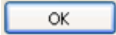
Create Your User ID:

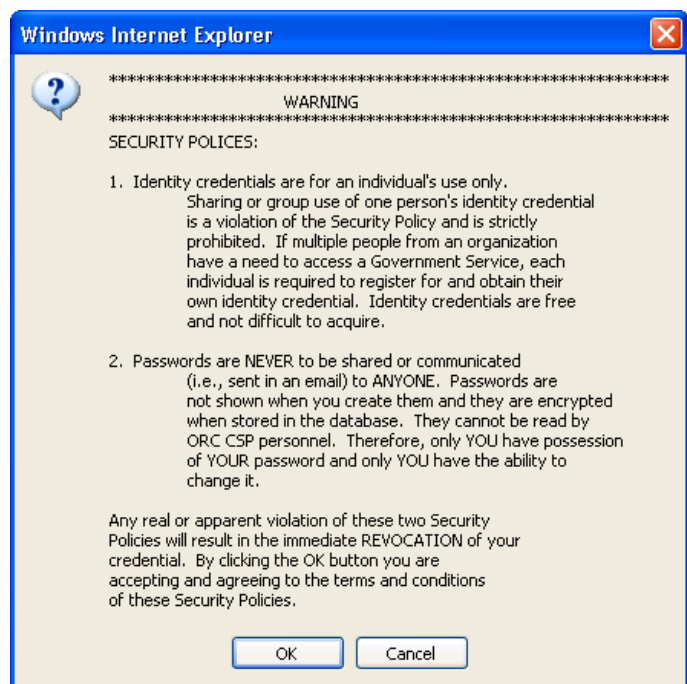
You will use this information when accessing any website credentialed through the eAuthentication system.

The screenshot shows the 'User Registration - Step 4' page for ORC eAuthentication. The page title is 'ORC eAuthentication User ID Creation'. It features three input fields: 'User ID(1):*' with the value 'newusername', 'Password(2):*' with masked characters, and 'Confirm Password(2):*' also masked. Below these are two notes: (1) User ID may only contain letters, numbers, and the following special characters: @ \$ ^ _ - = . ~ | { } [] ; (2) Your password must be at least 8 Characters long and include at least one Special Character, one Number, and one Capital letter. There are also fields for 'Secret Question:*' (What is your favorite movie?) and 'Secret Answer:*' (Gone with the Wind) with a corresponding 'Confirm Secret Answer:*' field. A 'Submit' button is at the bottom left. The page includes a navigation bar with 'My Account', 'Government Services', 'Recent Updates', 'General Info', and 'Help'. A footer contains the 'Authentication' logo with the tagline 'SECURE GOVERNMENT ACCESS ONLINE'.

After filling in all of the required information, click on the  button.

The following window will appear:

If you understand and agree to the statements in the window, click on the  button.



Printing the Registration Form:

You are not logged in Home | FAQ | E-Authentication Home | Privacy Policy | Contact US

ORC eAuthentication
Operational Research Consultants, Inc.

My Account Government Services Recent Updates General Info Help

Login Create Account Forgot ID/Password

User Registration - Step 4

ORC eAuthentication Registration Print Instructions

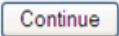
Your User ID (newusername) been successfully created in the eAuthentication system.

To **Complete** the Level 2 Credential Registration Process, you **MUST**:

1. Print out the two pages displayed after clicking on the "Continue" button (make sure printer orientation is portrait before printing).
2. Follow the Instructions on the first printed page

Continue

eAuthentication
SECURE GOVERNMENT ACCESS | ONLINE

Click on the  button to print the registration paperwork.

The first page to print outlines the steps you must take to complete the registration process.

Unless you live in the Fairfax, VA area, you must take the second page (below) to a Notary to have your signature verified before mailing the form to ORC.

If you live in or near Fairfax, VA, you may take Page 2 to the ORC with your required ID.

ORC eAuthentication Registration Instructions (Level 2)
(Page 1)

To receive the Level 2 credential you requested, you MUST complete **all** of the following steps:

1. **Activate** your account by accessing your email account for the Activation Instructions.
 - a. If you did not receive the activation email:
 - 1) verify that the email address you provided on the Registration Form (next page) is valid,
 - 2) check your SPAM folder
 - 3) verify that you are not blocking/filtering emails from CSP_DoNotReply@orc.com. You must add this email address to your allowable list of emails; we will NOT reply to your automated blocking as this account is system generated and not manned.)
 - b. To receive another activation email, go to "Help" tab. Click on the "On-Line Help" link, and choose the "Account Activation" category.
2. **Verify** your identity (in person) to an ORC representative or a Notary Public, sign the form, and have your signature notarized (or authenticated by the ORC representative).
3. **Copy** a valid, non-expired, Government issued, **photo ID** (i.e., driver's license, military ID, etc.) containing your picture, full legal name, signature and home address. If the photo ID does not contain your home address, a copy of a second valid ID (i.e., voter registration card, utility bill, etc.) containing your full legal name and address must be provided. All forms of identification must match names exactly.
4. **Send** the completed Registration Form (next page only) and the copy of your ID(s) (from step 3) to ORC via certified mail, UPS, or Federal Express at the following address:

ORC, Inc.
11250 Waples Mill Road
South Tower, Suite 210
Fairfax, VA 22030
Attn: CSP Registration



ORC eAuthentication Registration Instructions (Level 2)
(Page 2)

User ID: newusername

Full Legal Name: Karlyn M. Schlundt **Date of Birth:** September 15, 1936
SSN (Last 4 digits): 2003 **Place of Birth:** Two Rivers, WI US
Primary Email: WisconsinVeteran@aol.com

Home Address and Phone Number: **Business Address and Phone Number:**
1234 Forrest Avenue Two Rivers, WI 54241 US Mirro Aluminum
920-720-7220 1622 Washington Street Manitowoc, WI 54220
US
920-303-3003

Notary - Please verify the identity of the individual applying for this ORC Credential and witness the signature.

| | |
|--|---|
|  Notary Stamp | <input type="text" value="Karlyn M. Schlundt"/> Requestor Name: |
| | <input type="text"/> Requestor Signature: |
| | <input type="text"/> Notary/RA/LRA Name: |
| | <input type="text"/> Notary/RA/LRA Signature: |
| | <input type="text"/> |
| | <input type="text"/> |

Date: **Date of Commision:**

You will receive your credentials in an e-mail. The process takes approximately one week. Contact the Help Desk if you do not receive a response by the end of one week.

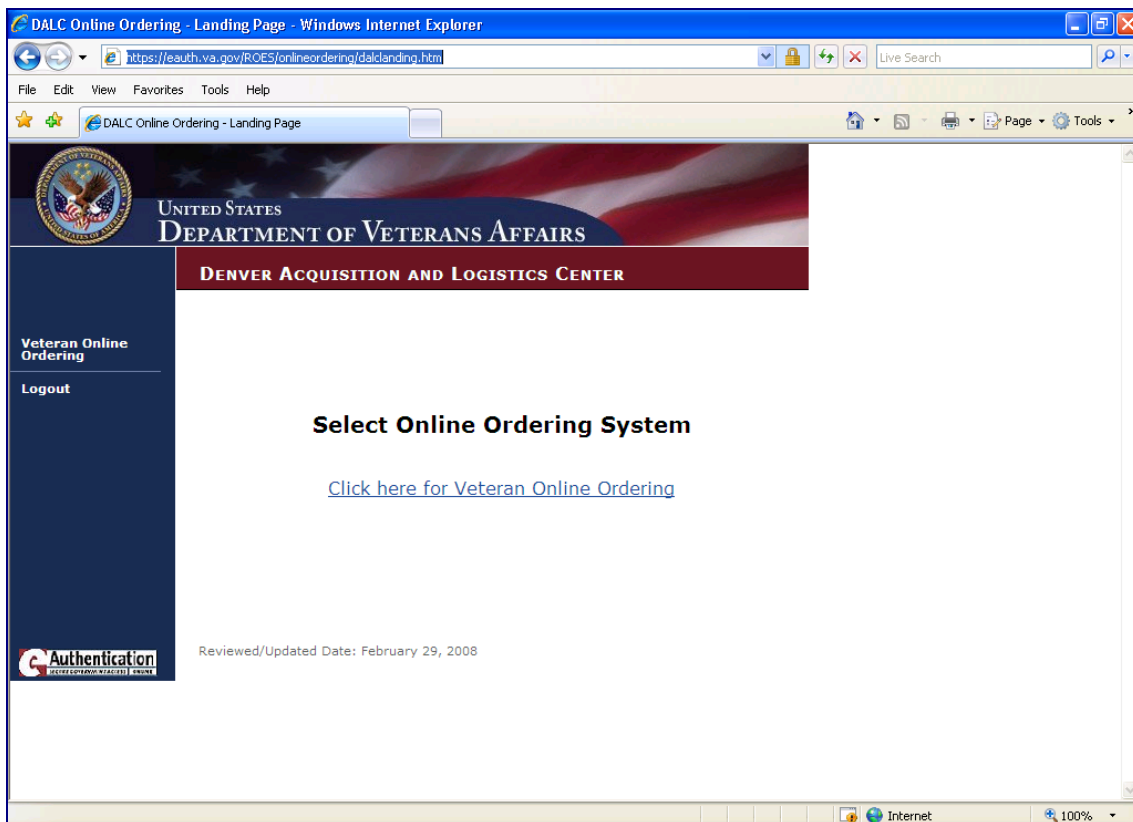
After receiving your credentials, you can  and move on to **Step 3**.

Step 3 – Accessing the VA Online Ordering System

After logging into the system, click on the [VA ROES](#) link:



The following web page will open:



To order batteries:

- Click on the [Click here for Veteran Online Ordering](#) link
- Read the information concerning the online ordering site
- Click on the **Order Batteries** link on the left
- The following page will open:

Department of Veterans Affairs - Denver Acquisition and Logistics Center Request for Hearing Aid Batteries

Enter Last Name: *

Enter Last 4 numbers of SSN: *

Enter Date of Birth (MM/DD/YYYY): *

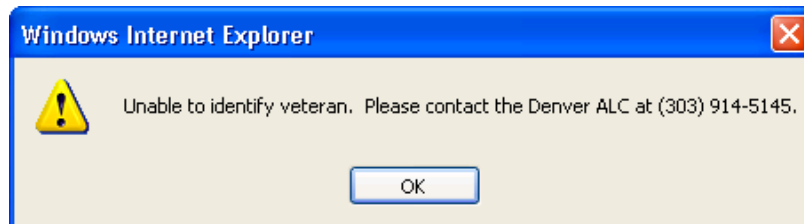
Enter E-mail (Optional):

* Required Field

[Previous Page](#)

Fill in the required information and click on the button.

If the following dialog box appears, please contact us at the number in the box:



Assuming everything matches, you will see your information on the next page.

- Verify that we have your correct mailing address —
- Make sure you see your hearing aids on the list —

Please send us an e-mail to inform us if any of the following apply:

- There are hearing aids on the list that are no longer in use —
- You own and use hearing aids that are not on the list —
- The serial numbers listed do not match the numbers on your aid(s) —

Department of Veterans Affairs - Denver Acquisition and Logistics Center Request for Hearing Aid Batteries

Name: SCHLUNDT, KARLYN M

Address: 1234 FORREST AVE
TWO RIVERS, WI 54241


If address is not correct, please contact the Denver ALC at 303-914-5145 or send an email to DALC.CSS@VA.GOV for changes prior ordering batteries.

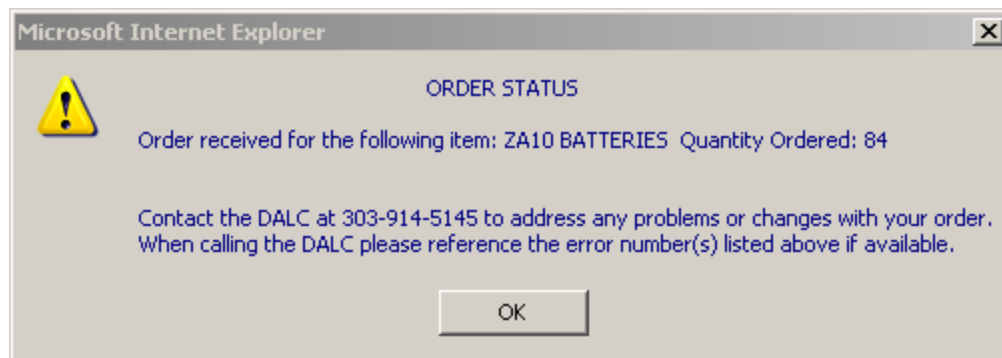
| Issue Date | Battery | Make | Model | Serial Number | Date Last Ordered | Check to Order Batteries |
|------------|---------|---------|---------------|---------------|-------------------|-------------------------------------|
| 10-12-04 | ZA312 | STARKEY | AXT ITE DE MS | 011392309 | 10-03-07 | <input checked="" type="checkbox"/> |
| 10-12-04 | ZA312 | STARKEY | AXT ITE DE MS | 011392308 | 10-03-07 | <input checked="" type="checkbox"/> |

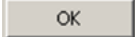
Home

Submit Your Order

Check the boxes in the far right column for each type of battery that your need.

When you have checked all the batteries you need at this time, click the  button. You should see the following dialog box:



Click on the  button to complete the transaction.

You will be back at the order page.

Note the change in the “Check to Order Batteries” column.

Each line item ordered changes to “* Recently Ordered”

Department of Veterans Affairs - Denver Acquisition and Logistics Center

Request for Hearing Aid Batteries

Name: SCHLUNDT, KARLYN M

Address: 1234 FORREST AVE
TWO RIVERS, WI 54241

If address is not correct, please contact the Denver ALC at 303-914-5145 or send an email to DALC.CSS@VA.GOV for changes prior ordering batteries.

| Issue Date | Battery | Make | Model | Serial Number | Date Last Ordered | Check to Order Batteries |
|------------|---------|---------|---------------|---------------|-------------------|--------------------------|
| 10-12-04 | ZA312 | STARKEY | AXT ITE DE MS | 011392309 | 03-12-08 | * Recently Ordered |
| 10-12-04 | ZA312 | STARKEY | AXT ITE DE MS | 011392308 | 03-12-08 | * Recently Ordered |

* - Item has been ordered in the past 5 months and is not available for reorder at this time.
If you feel this is in error or your battery supply is not sufficient please contact the DALC at 303-914-5145.

Click on the key to close the ordering application.

Thank you for utilizing the VA’s online Remote Order Entry System (ROES).