

Use these instructions to order award replacements for LOMA designations.

- You may use one order form to request up to **five (5)** awards. Please submit another form to request additional awards.
- Fill in each student's name on the form **exactly** as it should appear on their award.
- Awards are processed at the beginning of each quarter (January, April, July, October) and should arrive within 8 weeks of processing.

There is no charge for awards requested for the following reasons:

- Award misprinted (within 6 months of mailing) — A copy of the original award may be requested to confirm the misprint.
- Received damaged award (within 6 months of mailing)
- Never received award (within 6 months of mailing)

Note: If the award is being requested for any reason other than those listed above, you must also submit payment (\$50 U.S.) for each award to be replaced before your request can be processed. Awards cannot be invoiced to your company — you must pay by credit or debit card.

After completing the form, you will receive an email confirmation that includes your total amount due and a link to complete your purchase (if applicable).

How to Order an Award

1. Click [here](#) to open the order form.
2. Enter your name.
3. Enter your company's LOMA organization number.
4. Enter your company name.
5. Enter the mailing information (address, city, state/province, postal/zip code) where the awards should be sent.
6. Enter your phone number.
7. Enter your email address.
8. Click Next.
9. Enter the student's LOMA test ID for the first student for whom you are requesting an award.
10. Enter the student's name **exactly** as it should appear on their award(s).
11. Select the award to be replaced.
12. Select the award language.
13. Select the reason for award replacement.
14. Select whether you would like to request additional awards.
15. Click Next/Submit.
16. Repeat these steps for up to four (4) additional requests.
17. Check your email for the confirmation and payment link (if applicable).

How to Complete Your Purchase (If Required)

1. Log in to [LOMA's learning system](#).
2. Search for Award Replacement in the catalog search field.
3. Click Award Replacement.



4. Update the quantity to reflect the total number of awards for which payment is due.
5. Click Add to Cart.
6. You will see a message showing that the item was added to the cart.
7. Click the cart icon in the upper right corner.
8. Review your order to verify your cart's total matches your email.
9. Click Checkout.

Provide Shipping Details

1. Verify the shipping address is correct.
 - a. If correct, click Ship to This Address.
 - b. If incorrect, click Edit.
 - i. Enter your information.
 - ii. Click Save.

Select Payment Method

1. Select Credit Card (Cybersource). Awards cannot be invoiced to your company — you must pay by credit or debit card.
2. Click Use This Payment Method.
3. Click Edit next to Billing Address to update your billing address if needed.
4. Click Save.

Place Order and Enter Payment Details

1. Review your order to make sure it is complete and correct.
2. Accept the terms and conditions in the lower right corner before clicking Place Order.
3. You will be redirected to Cybersource, a secure third-party website, for payment.
4. Enter all required fields for the credit card transaction.
5. Click Next.
6. If all of your payment details are correct, click Pay.

Order Confirmation and Receipts

You will see an order confirmation notification, order number, and receipt when the order has been processed. You will also receive an order confirmation email from support@cybersource.com.

You can also print a receipt from inside LOMA's learning system.

1. Select Purchases/Receipts from the drop-down menu next to your initials in the upper right corner of the screen.
2. Locate the transaction and click View Details.

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