

## HELLO and welcome to FSloffice!

Thank you for ordering from FSloffice. This guide will help you order supplies online through [www.fsioffice.com](http://www.fsioffice.com) - *Your Single Source for all your office needs!*

## Things you may need to know before ordering

### Customer Service

We are committed to maintaining the highest degree of integrity, service and technical advancements to meet the ever-changing needs of our customers. At FSloffice you will be partnered with a dedicated Customer Service Representative who will be happy to assist you with any of your needs. Your CSR's contact information is listed on the home page in the "Your News & Information" section.

### Delivery

FSloffice drivers are highly trained and skilled employees who know that our customers are our first priority. That is why we strive for next day delivery *in areas where applicable*.

### Return Policy

FSloffice appreciates the opportunity to provide quality products to you. Please be aware that each return costs both your company and FSloffice a minimum of \$30.00 to process. Please evaluate this and in the event a product needs to be returned, follow our return policy as stated:

1. All merchandise returned must be in the original carton with all packing intact, unmarked, and in new resalable condition.
2. All merchandise must be returned within 21 days of the invoice date to avoid a restock penalty.
3. Defective merchandise must be returned within 21 days of the invoice date.
4. Special order merchandise, including furniture, is not subject to return except in case of error by FSloffice.
5. Shortages must be reported within 10 days of the invoice date.
6. Damaged merchandise should be refused.
7. Concealed damaged merchandise should be reported immediately.

### Warranty Information

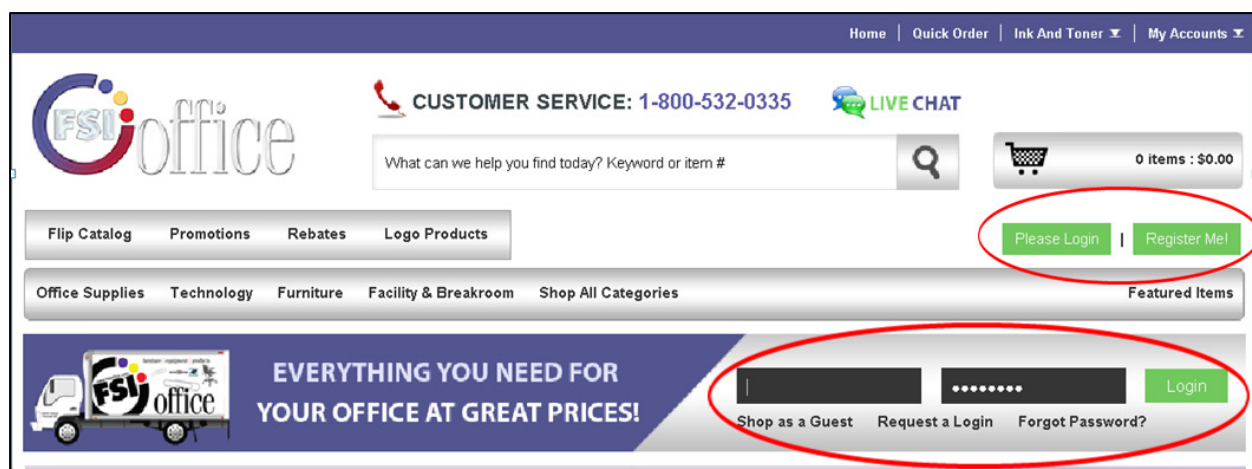
The manufacturer's standard warranty shall apply. FSloffice guarantees items offered to be free from any and all defects in material, packaging, and workmanship and agrees to replace defective items promptly. **Click here for a list of Manufacturer Phone Numbers.**

## Table of Contents

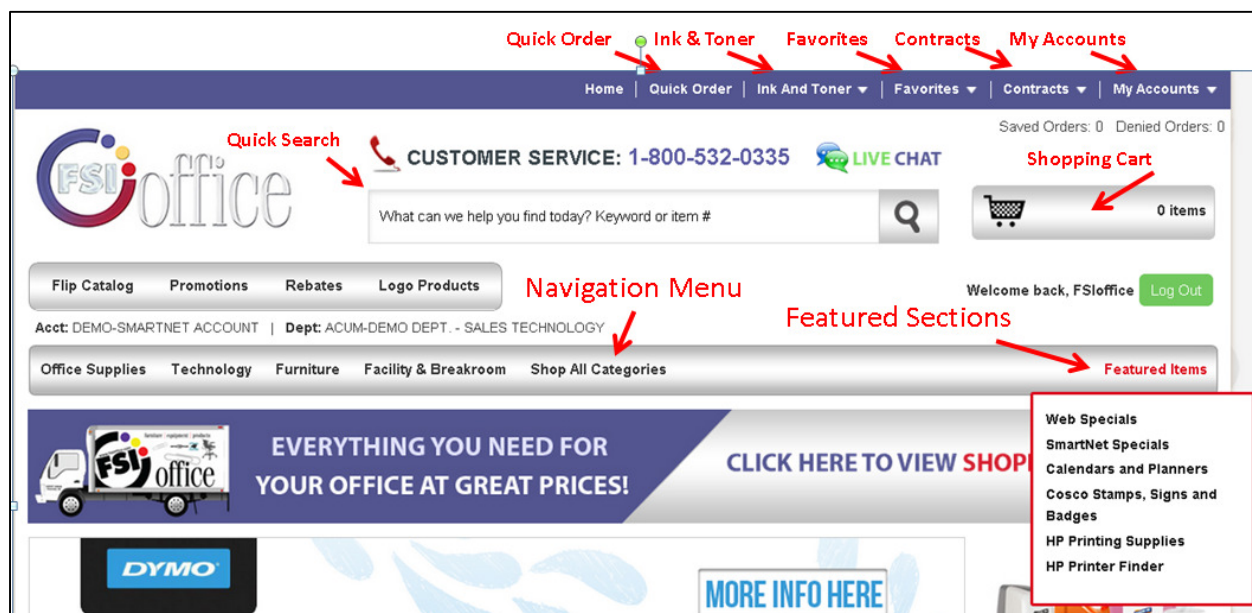
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## Logging into www.fsioffice.com

At FSIOffice, we strive to make your shopping experience easy and enjoyable. Login to the website by using the username and password we have created for you. If you do not have a login, you may request it by clicking on the “Request a Login” link located in the login section. Your request will be processed and you will receive an email that confirms your account has been set-up.

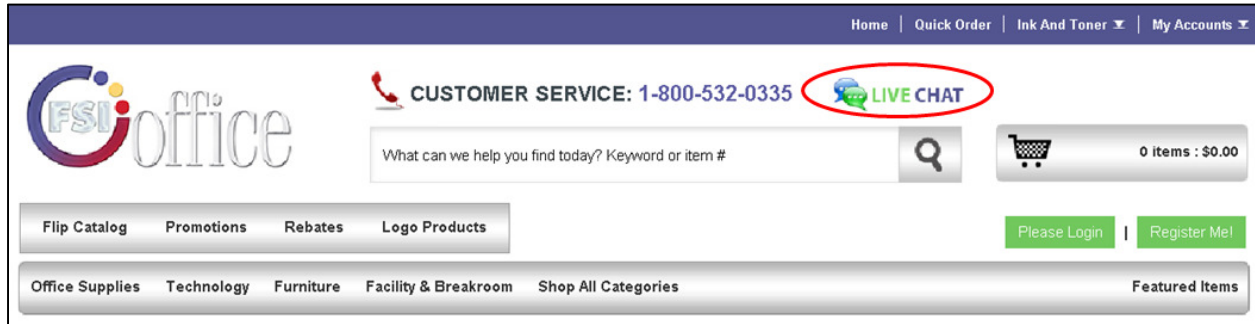


Once you have logged into the site, you will begin shopping. Below is a list of convenient tools to use while shopping on our site.



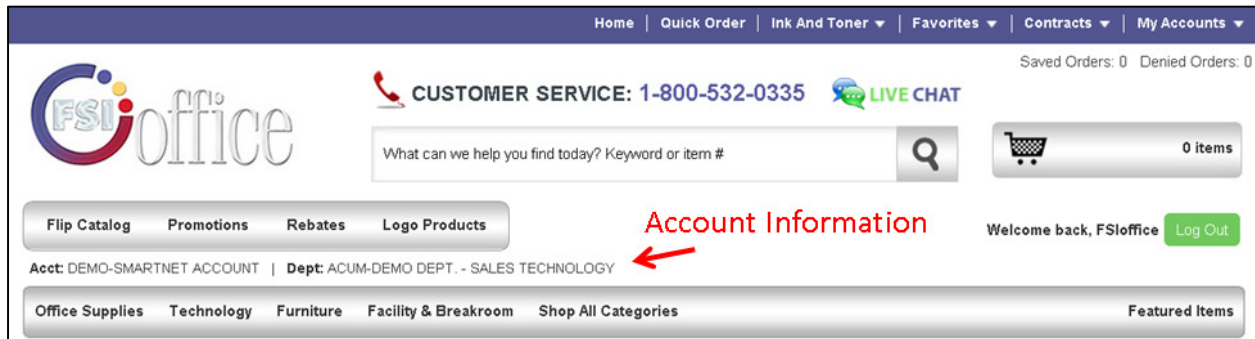
## Live Chat

If at any time you have a question or need help in placing an order, you may click on LIVE CHAT and speak to one of our experienced Customer Service Representatives.



## Account and Customer Service Information

When you begin shopping, you will see your account information located at the top of the page throughout your shopping experience. This is helpful to note should you need to contact a Customer Service Representative at any time.

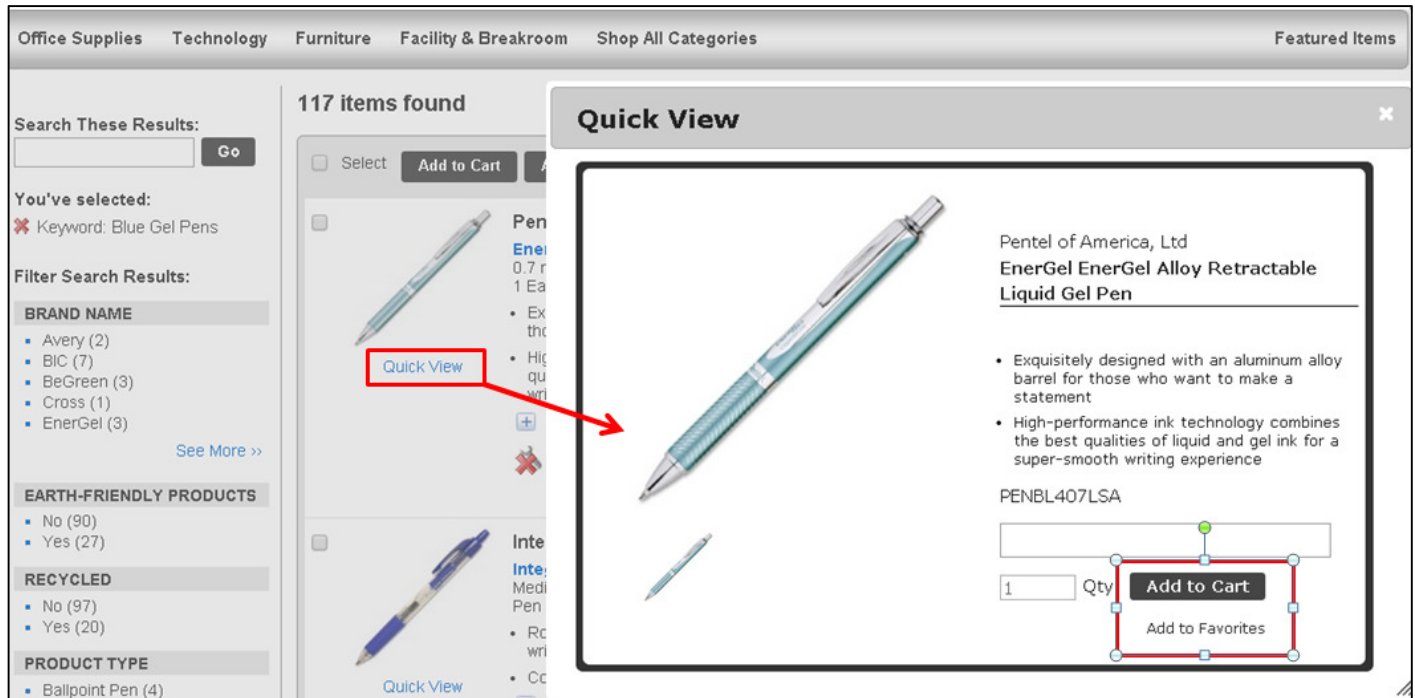


On the Home page in the middle of the page, you can find your Customer Service Representative's contact information and a link to their email should you need help for any reason.



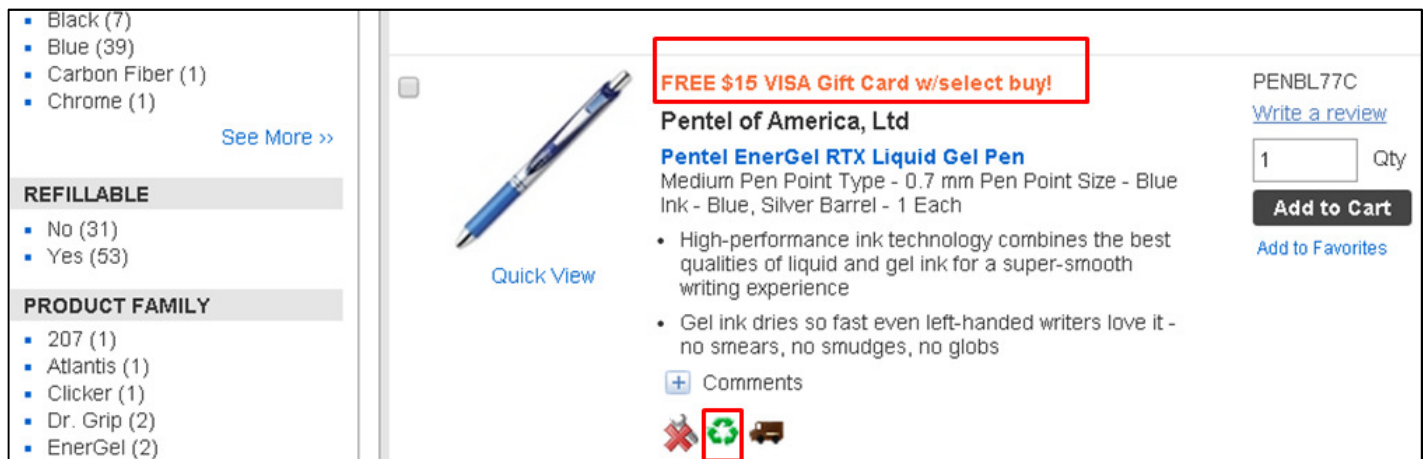
## Introducing New Options!

While shopping, you will enjoy a few conveniences that will help you shop smarter and faster. One of these tools is called “Quick View”. Click on the “Quick View” any time you see it while searching. You can add to your cart or to your favorites list from the Quick View screen.

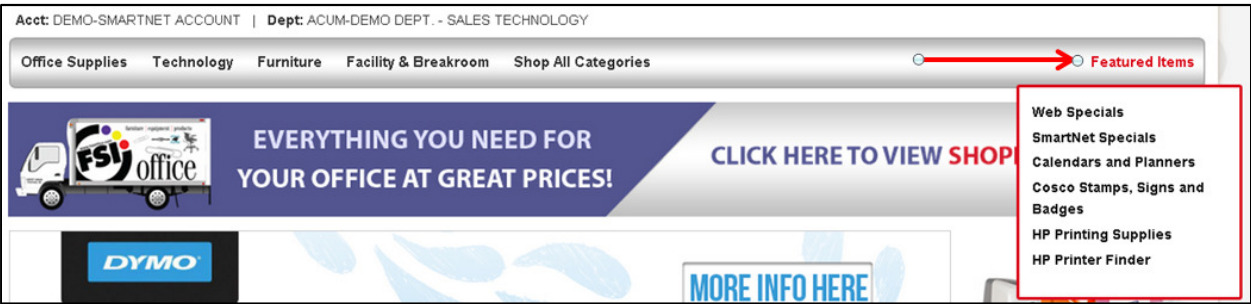


There are also small icons below each item description. Hover over each icon to see what that icon represents.

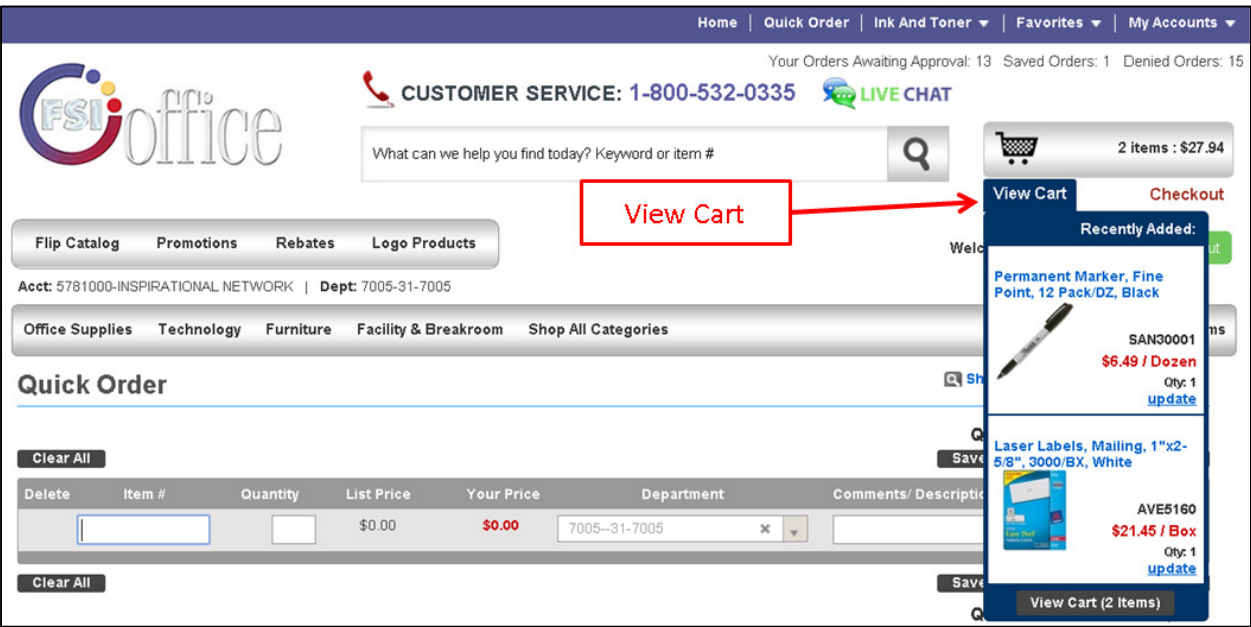
For example, a recycle sign means the product is made with recycled material. You will find your Material Safety Data Sheets in this section. You may also see that a product has a rebate attached to it. Click on the rebate verbiage and you will be able to print the rebate sheet for your convenience.



Searching is a breeze with our new “Featured Items” section. You will find several links to some popular websites. These links will help you find an item faster, and you can add them to your shopping cart easily.



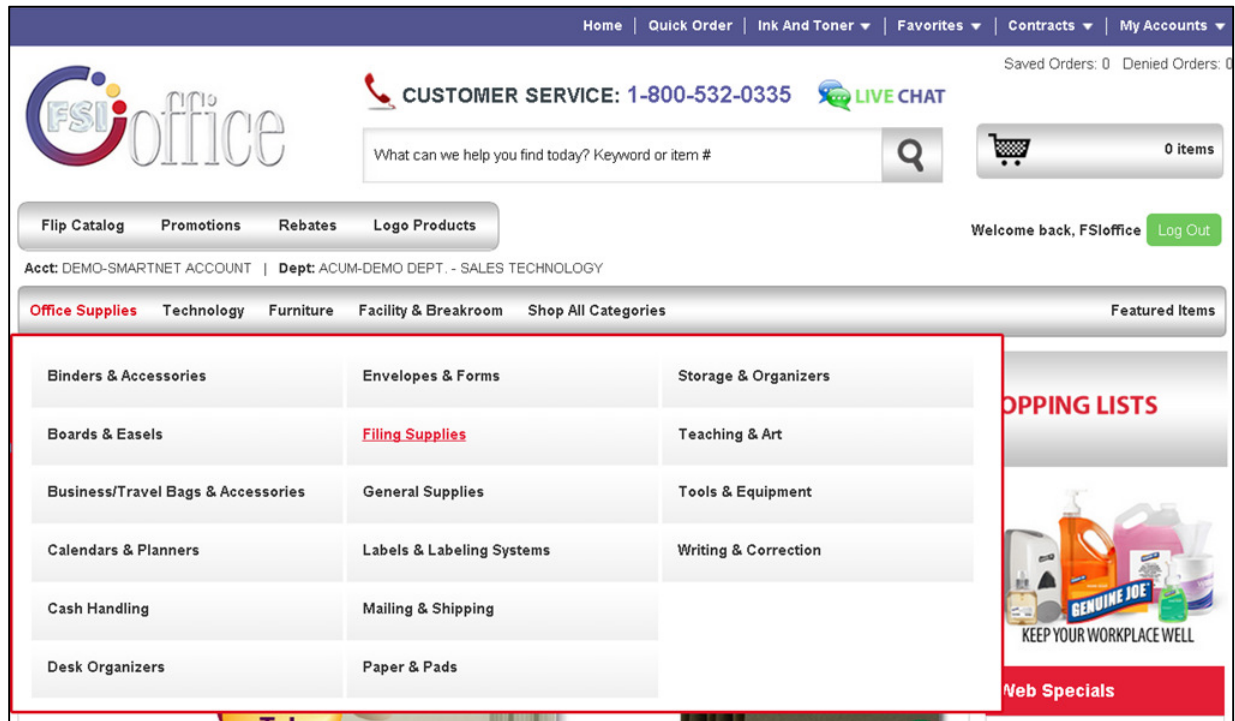
You can view the last four items you added to your cart at any time for your convenience.



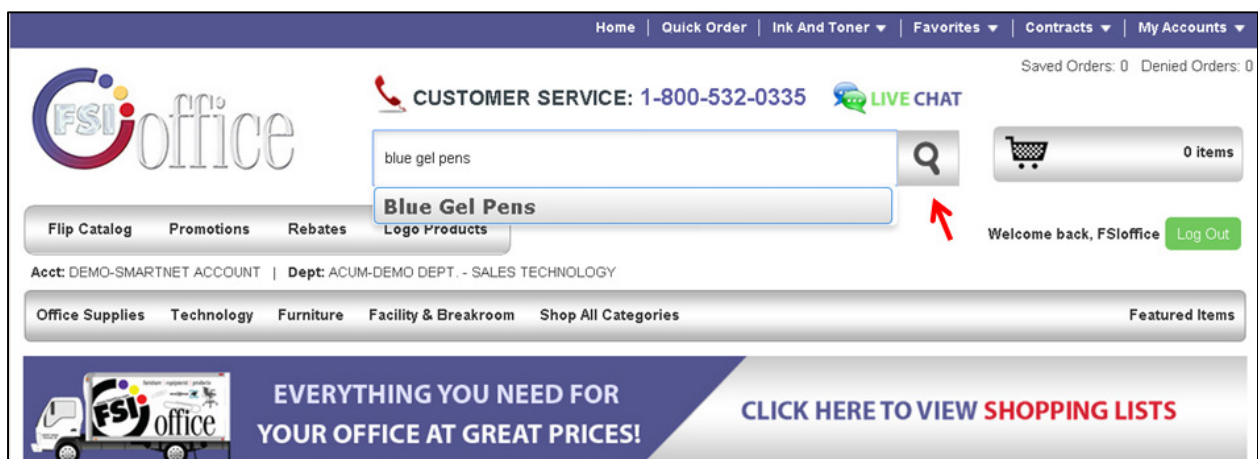


## Searching for Products

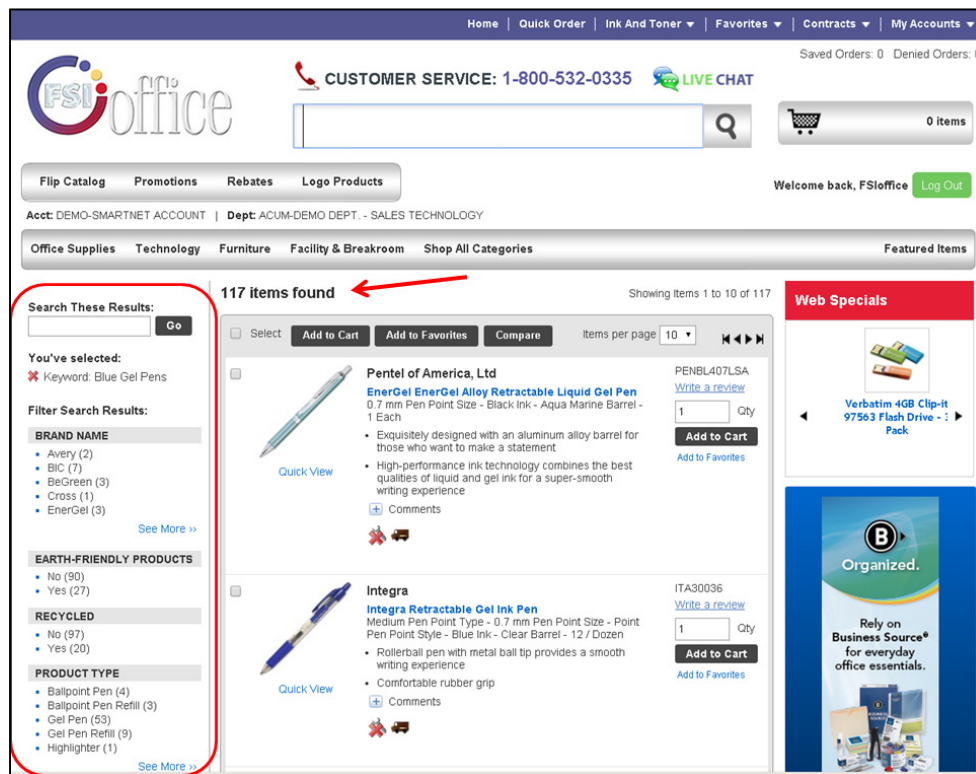
The Navigation menu is useful if you are looking for items in a general category. Hover your mouse over the main category and then click on the sub-category you would like to search.



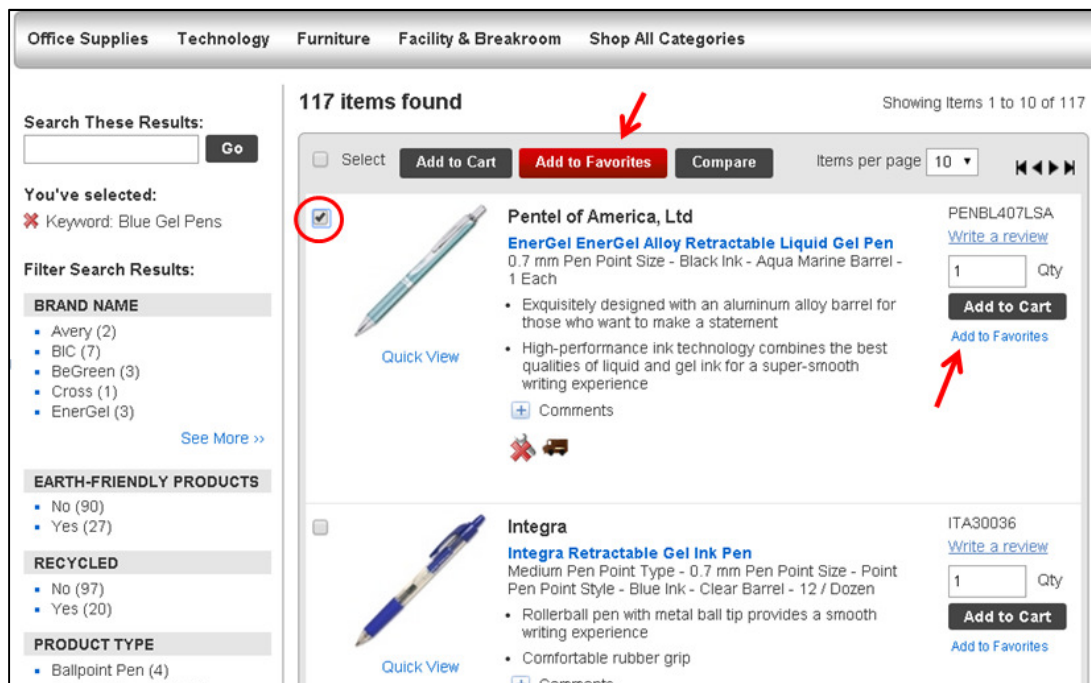
You can search for items by using the Search box located at the top of the page in the top header. Simply type in the item name, number or manufacturer and begin your search.



Once a search is populated, you will have the option to narrow down your search using the filter center located to the left of the search results page.



During a search you may add items to your cart or you may add them to your Favorites List. A Favorites List is a convenient way to keep your most ordered items together to reorder in a fast and easy manner. Just check the box of the item you want to order and click "Add to Favorites".





## Your Favorites List

When in your favorites section, you can create a new Favorites List or simply add to an existing one. Create your list name and then check the box next to the name. Click "Add to Favorites"

Acct: DEMO-SMARTNET ACCOUNT | Dept: ACUM-DEMO DEPT. - SALES TECHNOLOGY

Office Supplies Technology Furniture Facility & Breakroom Shop All Categories Featured Items

### Add Items to Favorites List

Return to Favorites Lists

Add items in the Favorites list shown below to an existing list or create a new list.

Cancel Add to Favorites Lists

Add to: Favorites List Name Comments

☒ Office Supply List

Cancel Add to Favorites Lists

Web Specials

Smead 87965 Green SuperTab Two-Pocket File Folder

Once you have added to your Favorites List, you will be taken to the Favorites List Management Screen where you will see the list you just created. If you have a Global List you will see those lists as well. (A Global List is a list created by FSloffice for your use which cannot be manipulated)

Office Supplies Technology Furniture Facility & Breakroom Shop All Categories Featured Items

### Favorites List Management

Create Favorites lists to save and organize your frequently purchased items.

Create New List

List Name	# Items	Shared				
Office Supply List	1		<a href="#">Add/Edit Items</a>	<a href="#">Delete</a>	<a href="#">Copy</a>	<a href="#">Share</a>
Comments:			Modified: 08/13/2014	Created: 08/13/2014		
Beatrice	4		<a href="#">Copy</a>			
Comments:			Modified: 07/28/2014	Created: 07/25/2014		
Demo Global list	47		<a href="#">Copy</a>			
Comments:			Modified: 08/27/2012	Created: 03/18/2011		

Create New List

Web Specials

Verbatim 4GB Clip-it 97563 Flash Drive - 3 Pack

In a list you created you may also add/edit items in your favorites, delete, copy a list or share a list with others.

Office Supplies Technology Furniture Facility & Breakroom Shop All Categories Featured Items

### Favorites List Management

Create Favorites lists to save and organize your frequently purchased items.

Create New List

List Name	# Items	Shared				
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Comments:			Modified: 08/13/2014	Created: 08/13/2014		
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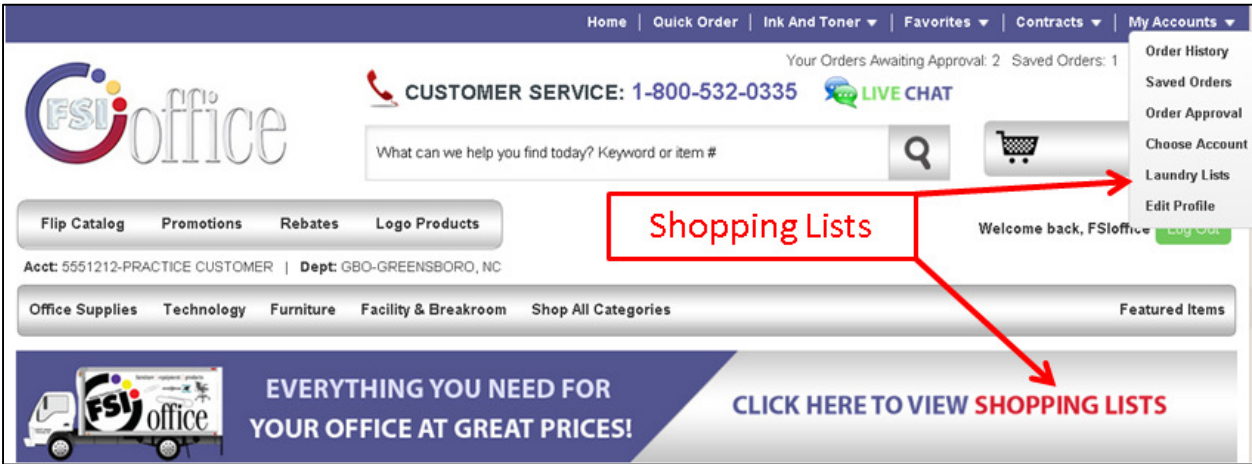
Create New List

Web Specials

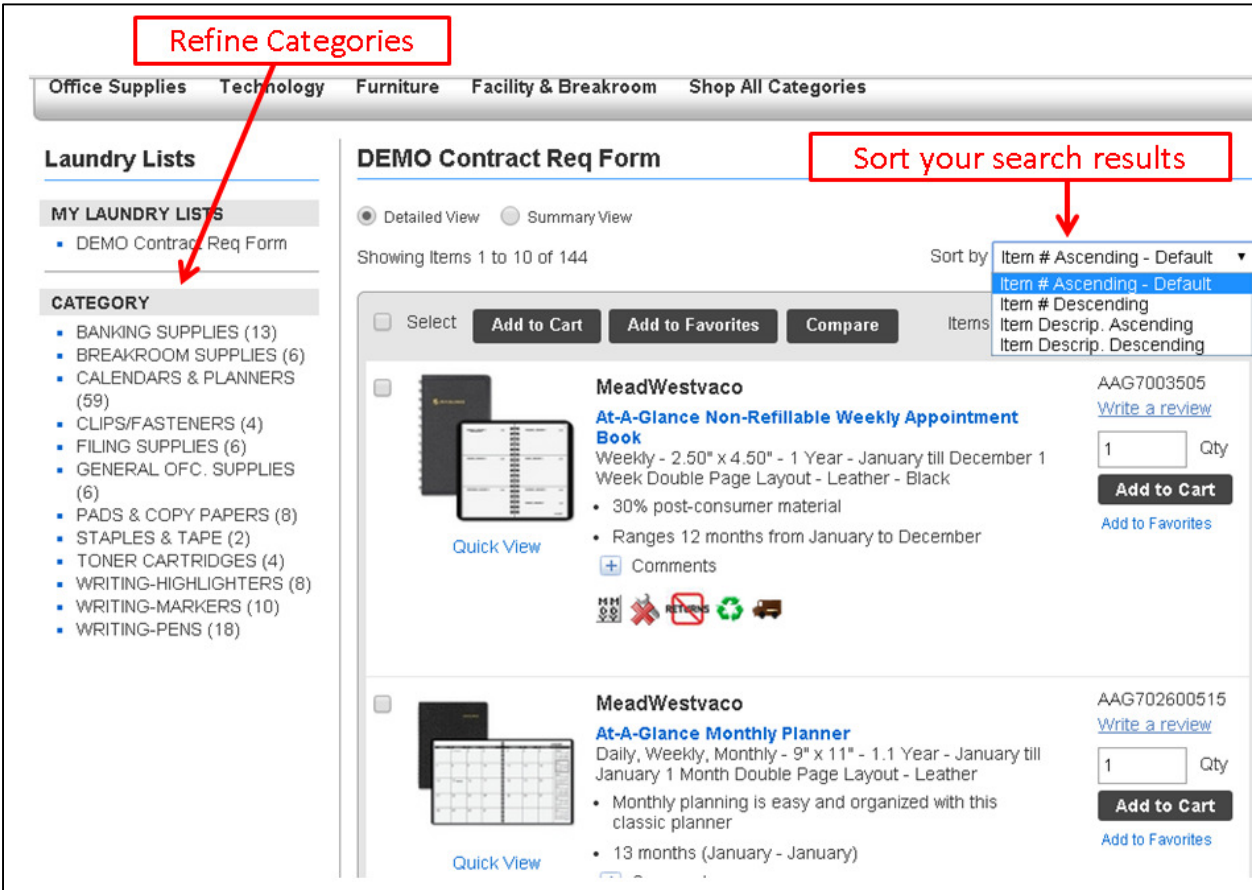
Verbatim 4GB Clip-it 97563 Flash Drive - 3 Pack

# Shopping Lists

If you have a Shopping list, also known as a Laundry List, you will be able to order from those lists. Click on the list name and begin shopping.

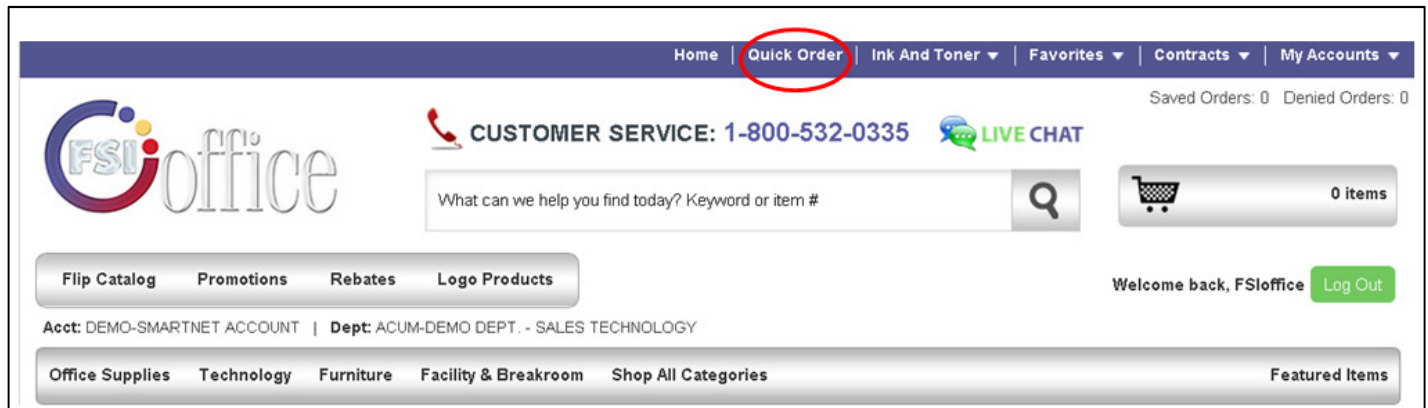


The shopping list will be displayed and then you can sort and refine your results by using the Search Center.

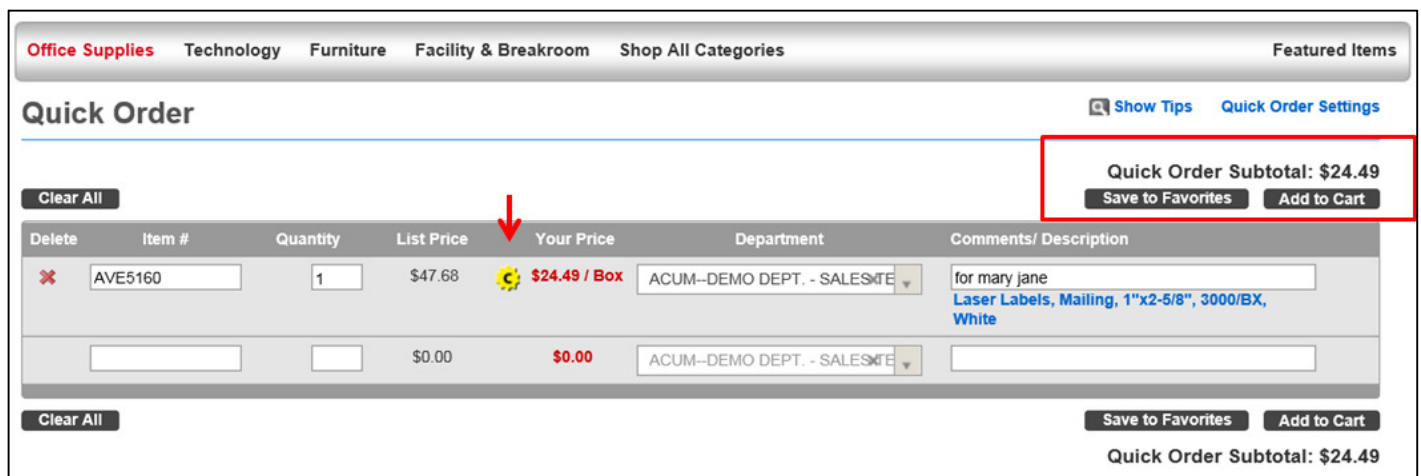


## Quick Order

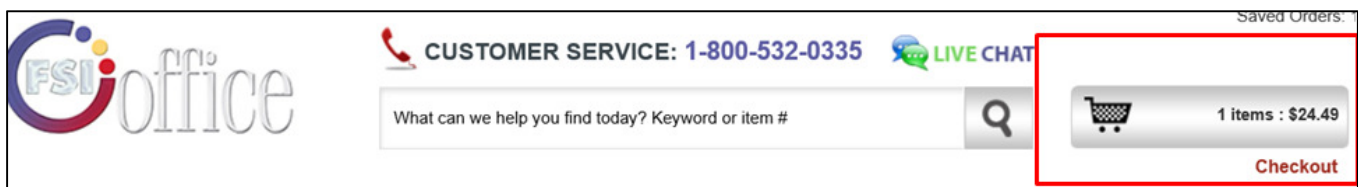
If you already know the item of the product you need you may use the “Quick Order” feature located on the top the page in the header.



Type in the item number, quantity and then add a personal comment if you prefer. Hit the enter button on your keyboard to go to the next line. When you are finished you may add those items to your favorites list or to your cart. You will also see your subtotal, departments if you are set up to order for multiple departments, and the contract symbol if you are set up on a contract.



Once you have added the items to your cart, you will see the total item and dollar amount in your cart at the top of the page in the header.



## Shopping Cart Details

The Shopping Cart detailed view has many options for you to choose from while shopping. Here are a few important options you will need to know.

The screenshot shows the 'Shopping Cart' page with various navigation and action buttons. Red arrows point to specific features:

- Continue Shopping**: Points to the 'Continue Shopping' button at the top left.
- Save Order**: Points to the 'Save Order' button at the top left.
- Checkout**: Points to the 'Checkout' button at the top right.
- Print**: Points to the 'Print' button at the top right.
- Change Departments**: Points to the 'Dept:' dropdown menu for the first item.
- Empty Cart**: Points to the 'Empty Cart' button at the bottom left.

The cart contains two items:

Item #	List Price	Your Price	Quantity	Packaging	Ext Price	Remove
AVE5160 Avery Easy Peel Address Label Comments: for mary jane Dept: ACUM-DEMO DEPT. - SALES TECHNOLOGY	\$47.68 / Box	\$24.49 / Box	1	3000	\$24.49	X
SAN30001 Sharpie Permanent Fine Point Marker Comments: Dept: ACUM-DEMO DEPT. - SALES TECHNOLOGY	\$16.44 / Dozen	\$6.79 / Dozen	1	12	\$6.79	X

Subtotal: \$31.28

When you are ready to check out, you may click the Checkout button.

The screenshot shows the top of the FSI Office website. The 'Checkout' button is circled in red in the top right corner, next to the 'View Cart' button. The website includes a search bar, a 'LIVE CHAT' button, and a navigation bar with links to 'Home', 'Quick Order', 'Ink And Toner', 'Favorites', 'Contracts', and 'My Accounts'.

## Checkout

You will be brought to the checkout page where you will see your order details. On the Checkout page you have the ability to do the following:

- 1) **Edit Order Details**-If you have been set up to do so, you may change your payment method, make a personal note about your order, and add a PO number.
- 2) **Edit Account Details**- If you have been set up to do so, you may switch your order to a different department or account.
- 3) **Save Order**-Put your order on hold until a later date.
- 4) **Continue Shopping**-add to your current cart.
- 5) **Edit Cart Items**-Edit your current cart.
- 6) **Home Screen**-Go back to the home screen at any time during checkout.
- 7) **Enter Promo Code**-Place a promo code in the box and click “apply” to receive the promotion. \*Eligible customers only.
- 8) **Order Approval Notice**-If your order is being sent to an approver, the notice will appear prior to placing the order.
- 9) **Place Order**-Click when ready to submit your order.

The screenshot shows the 'Checkout - Order Review' page in the FSioffice system. Red boxes and arrows highlight key features and actions:

- Home Screen:** A red arrow points to the home icon in the top left navigation bar.
- Edit Account Details:** A red arrow points to the 'Edit Account Details' button located above the 'Review Order Details' section.
- Enter a Promo Code:** A red arrow points to the 'Enter Promotion Code' input field and the 'Apply' button.
- Order Approval Notice:** A red arrow points to a yellow banner at the top of the main content area that states: 'Your order requires approval. Dept: GBO (GREENSBORO, NC). The order will be submitted for approval to: Demo Account and FSioffice Mid-Level'.
- Review Order Details:** This section contains account, shipping, and billing information. A red arrow points to the 'Edit Order Details' button at the top right of this section.
- Place Order:** A red arrow points to the 'Place Order' button in the 'Order Summary' box on the right side of the page.
- Save Order:** A red arrow points to the 'Save Order' button in the bottom right area.
- Continue Shopping:** A red arrow points to the 'Continue Shopping' button in the bottom right area.
- Edit Items in Cart:** A red arrow points to the 'Edit Cart Items' button at the bottom of the page.

**Order Summary:**

Please review your order, and then click Place Order to submit it.  
Need help? Call 800-532-0335 for assistance.

Item #	Packaging	Qty
AVE5160	3000	5

Comment: Jeanine



## Order Approval

Some orders are subject to an approval process because of the settings desired by your company. Your approver will receive an email stating an order is ready for approval. Upon review, the approver will finalize the order and submit it, at which time you will both receive an email stating the order was submitted.

Your Purchase details appear below. You may view your order status [here](#) or you may contact us directly.

Order Information		Submission Information	
Status:	Order Submitted	Submitted By:	Inspirational Network Demo
Reference #:	2871594-0	Email:	<a href="#">.com</a>
Order Date:	Jul 23, 2014 8:31 AM	Phone #:	
Account #:	5781		
Department:	7005 - 31-7005		
Bill To:		Ship To:	
		Attention: Blank Attention	

#	Item #	Description and Comments	List Price	Price	Qty	Unit	Ext
1	AVE5160	Laser Labels, Mailing, 1"x2-5/8", 3000/BX, White	\$47.68	\$21.45	2	BX	\$42.90
2	FSICS8511	Smartchoice Copy & Multipurpose Paper	\$167.27	\$27.55	1	CT	\$27.55
3	APDHFLTR15	Smartchoice Hanging Folder	\$31.67	\$4.31	1	BX	\$4.31

Approval forwarding may be turned on if you need another person to approve orders for you while away from the office. Click on the arrow located next to the words "Orders Pending Approval" to access this tool.

The screenshot shows the FSioffice website interface. At the top, there is a navigation bar with links: Home, Quick Order, Ink And Toner, Favorites, Contracts, and My Accounts. Below this, a status bar indicates: Saved Orders: 0, Denied Orders: 0, and Orders Pending Approval: 2 (with a red arrow icon). The main header features the FSioffice logo, a customer service phone number (1-800-532-0335), and a LIVE CHAT button. A search bar is present with the placeholder text "What can we help you find today? Keyword or item #". To the right of the search bar is a shopping cart icon showing "0 items". Below the search bar, there are buttons for Flip Catalog, Promotions, Rebates, and Logo Products. At the bottom left, it says "Acct: 5551212-PRACTICE CUSTOMER | Dept: ACUM-SALES TECHNOLOGY DEPT". At the bottom right, it says "Welcome back, FSioffice" with a Log Out button.

As an approver, there are many options for you to view, edit, approve, deny, or change the order. Located at the top right hand side of the screen in green, you will be able to see the number of orders awaiting approval when you log in. Click on the icon and it will display the Pending Approval tab in the Order Approval screen.

Home | Quick Order | Ink And Toner | Favorites | Contracts | My Accounts

FSIoffice

CUSTOMER SERVICE: 1-800-532-0335 LIVE CHAT

What can we help you find today? Keyword or item #

0 items

Welcome back, FSIoffice Log Out

Acct: 5551212-PRACTICE CUSTOMER | Dept: ACUM-SALES TECHNOLOGY DEPT

Office Supplies | Technology | Furniture | Facility & Breakroom | Shop All Categories

Featured Items

### Order Approval

Need Help | Show Legend | Order Approval Settings

Your Orders | **Pending Approval** | Approval History

**Edit** **View** **Approve/Deny buttons** → **Approve** **Deny**

**Pending Approval**

	Status	Edit	View	SubmittedBy	Department	Order Date	Short PO / Long PO
<input type="checkbox"/>	+			FSIoffice End User Demo	GBO (GREENSBORO, NC)	8/13/2014	
Order not processed -Exceeds maximum authorized order amount of \$0.01							
<input type="checkbox"/>	+			FSIoffice End User Demo	GBO (GREENSBORO, NC)	8/13/2014	
Order not processed -Exceeds maximum authorized order amount of \$0.01							

**Check to Quick Approve or Quick Deny** **Approve** **Deny**

## Order History

Your Order History will display all orders within the past year. From your Order History you can view, search, add items to a cart or favorites list and print from your past orders.

Search | **History**

Clicking the **Print** button produces an Adobe Acrobat document. You will need Adobe Reader (a free download) to view this document.

Get ADOBE READER

**Print** **Expand** **Add To Favorites** **Show legend** **Add To Cart**

	View	Order #	Dept	Total	Status	PO	Order Date	Invoice Date	Ordered By	Attent
<input type="checkbox"/>		2898832-0	310	\$869.480		693	8/13/2014		Melanie Benson	

**View**

	Line	Item #	Description	Qty	UOM	Sell Price	Add To
<input type="checkbox"/>	100	FSICS8511	PPR,CPY,8-1/2X11,20#,92 BRIGHT	30	Carton	\$27.150	<b>Add</b>

**Expand** **Print** **Add To Favorites** **Add To Cart**

**Check to add to Favorites or Cart**