HELLO and welcome to FSIoffice!

Thank you for ordering from FSIoffice. This guide will help you order supplies online through 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 FSIoffice 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

FSIoffice 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

FSIoffice appreciates the opportunity to provide quality products to you. Please be aware that each return costs both your company and FSIoffice 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 FSIoffice.
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. FSIoffice 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**.

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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.
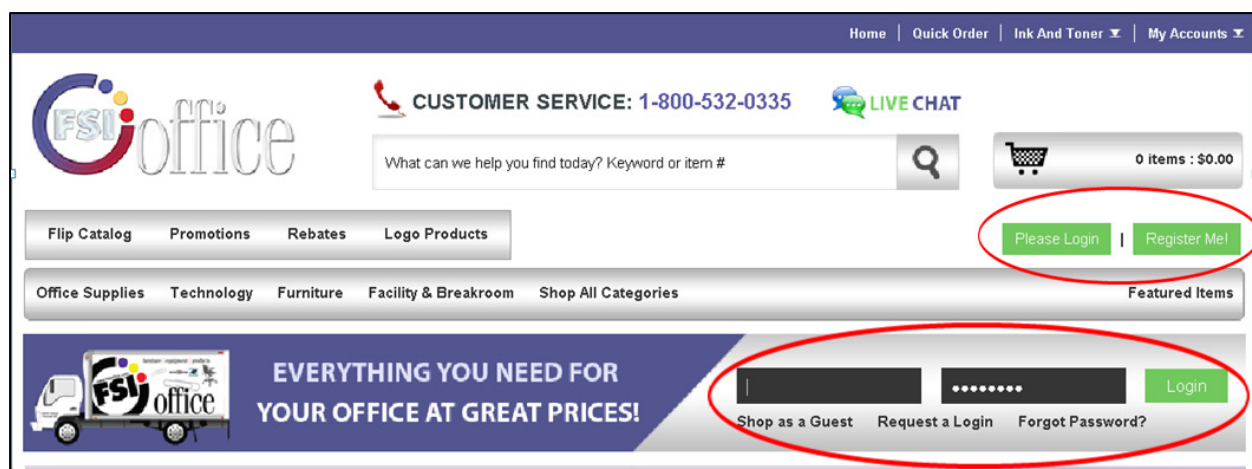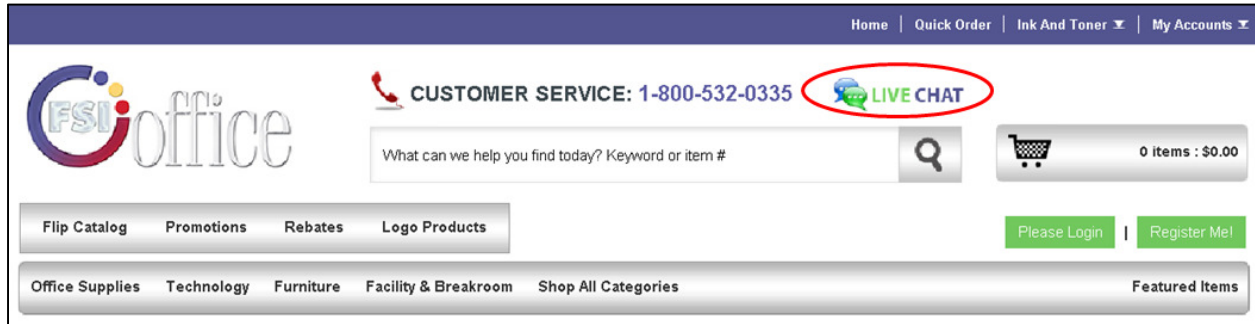

Once you have logged into the site, you will begin shopping. Below is a list of convenient tools to use while shopping on our site.
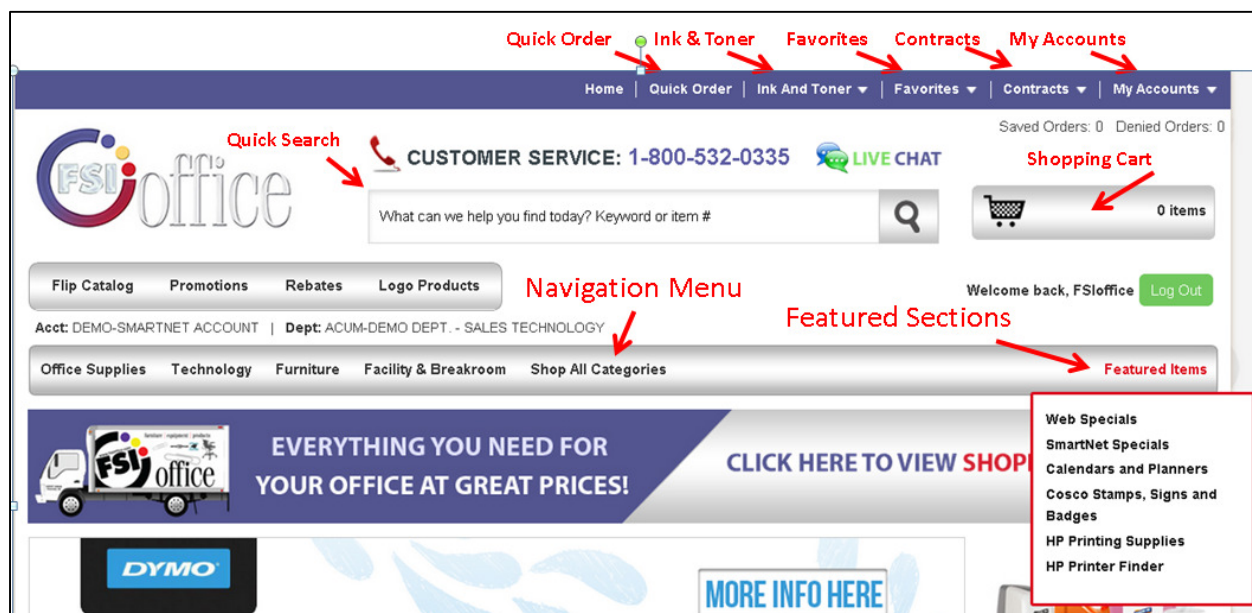
Live Chat

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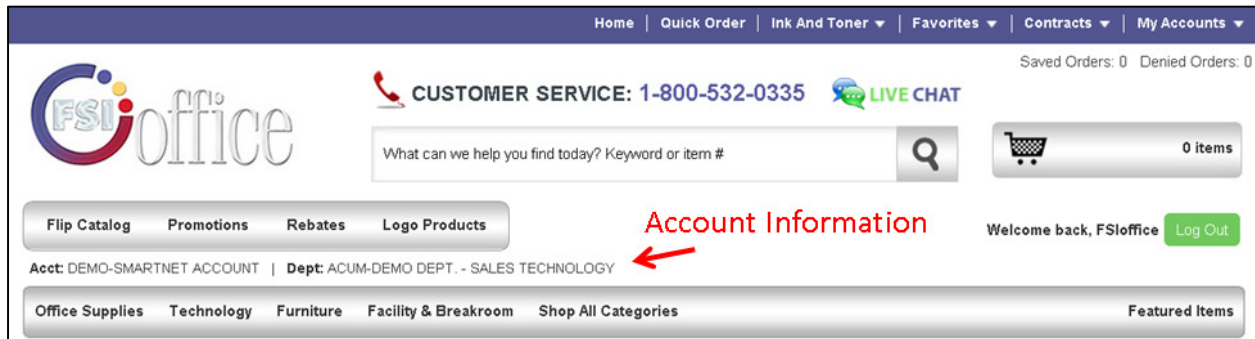
On the Home page in the middle of the page, you can find your Customer Service Representative's contact information and a link to their email should you need help for any reason.

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.
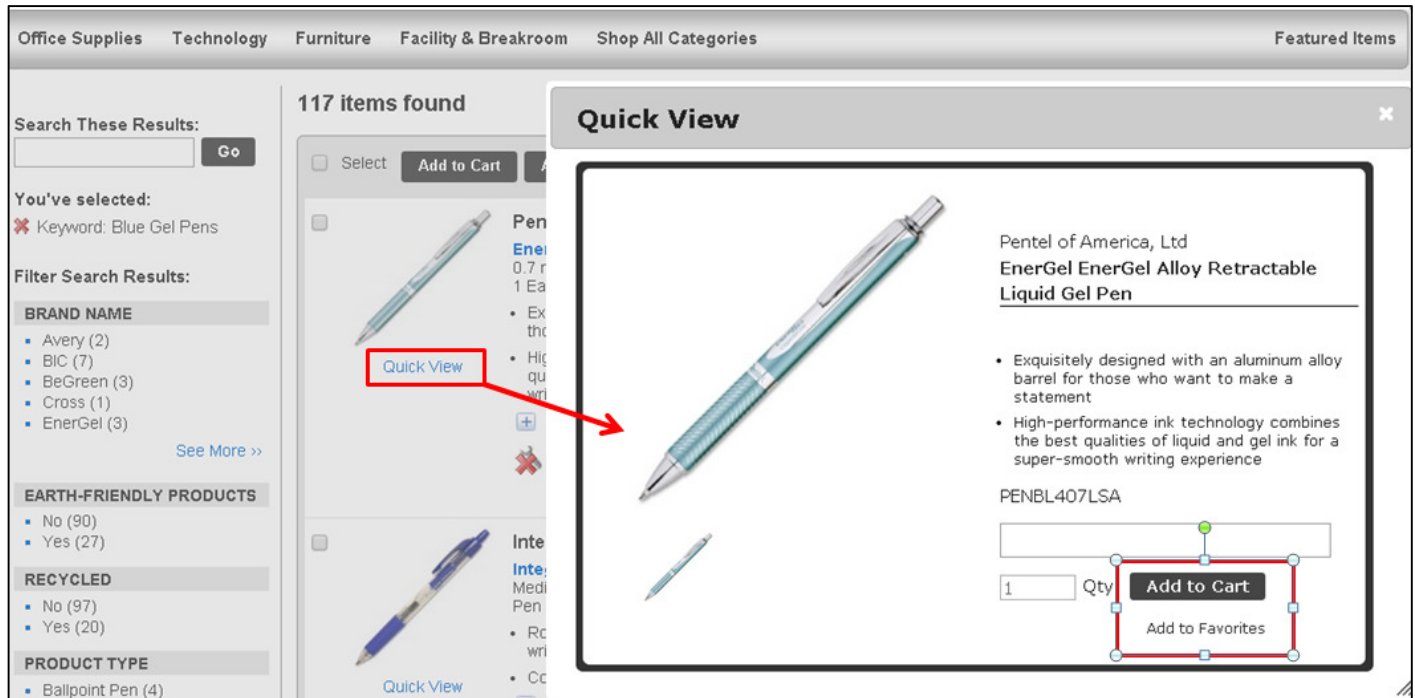
There are also small icons below each item description. Hover over each icon to see what that icon represents. For example, a recycle sign means the product is made with recycled material. You will find your Material Safety Data Sheets in this section.   You may also see that a product has a rebate attached to it. Click on the rebate verbiage and you will be able to print the rebate sheet for your convenience.
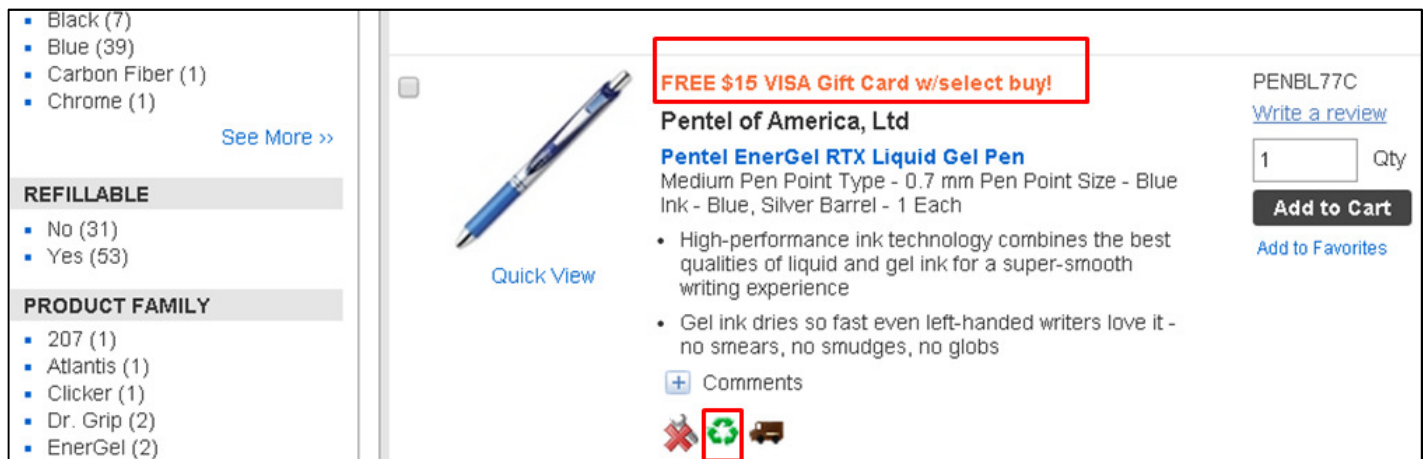
Searching is a breeze with our new "Featured Items" section. You will find several links to some popular websites. These links will help you find an item faster, and you can add them to your shopping cart easily.
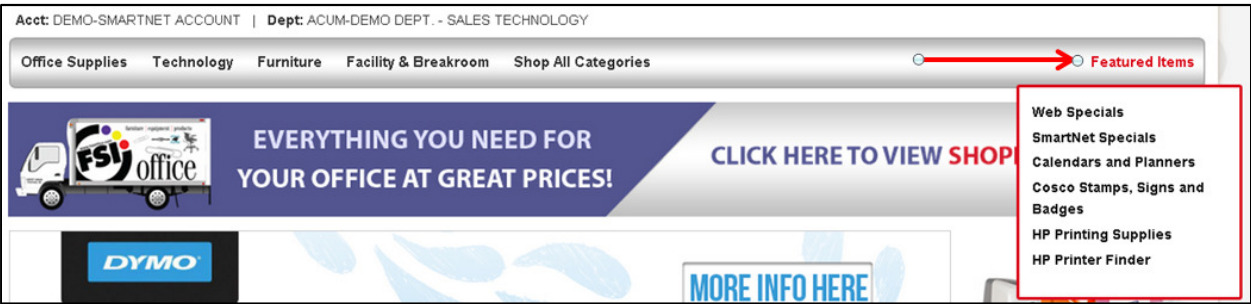
You can view the last four items you added to your cart at any time for your convenience.
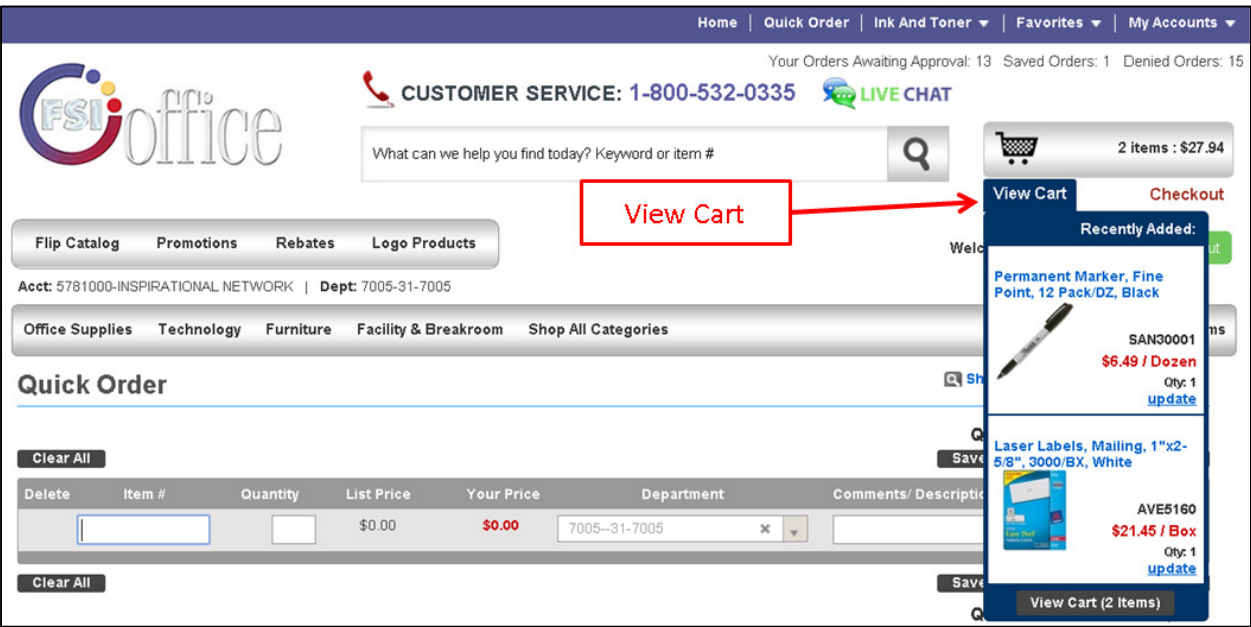
Searching for Products

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.
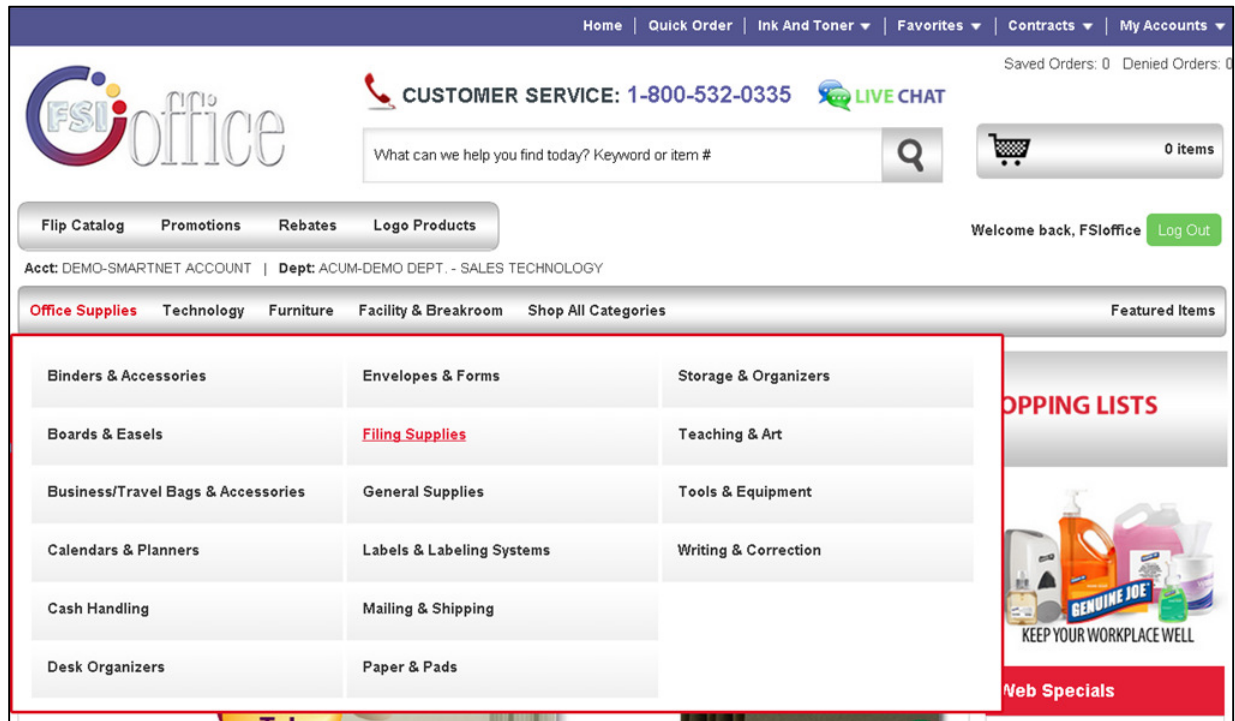
You can search for items by using the Search box located at the top of the page in the top header. Simply type in the item name, number or manufacturer and begin your search.
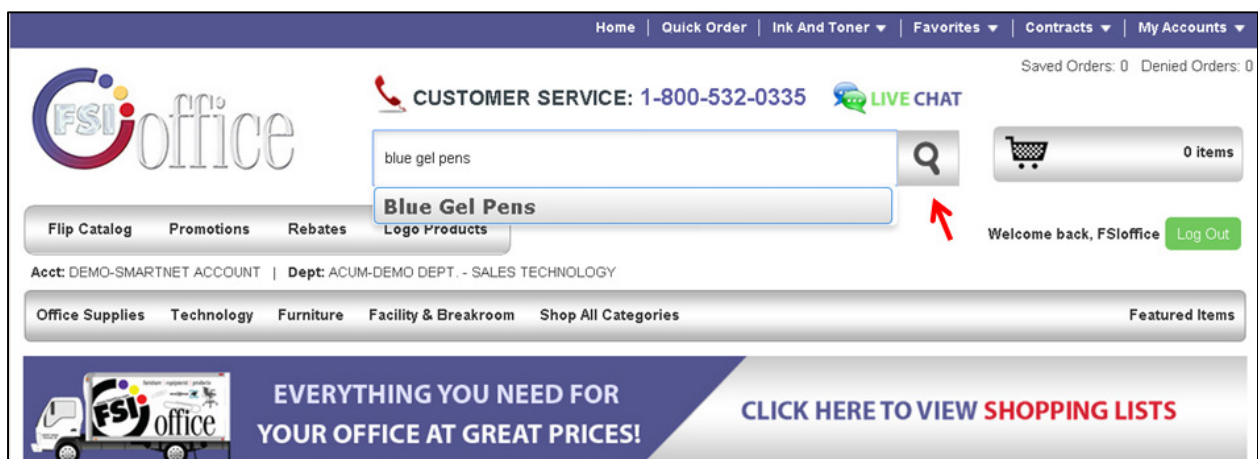
Once a search is populated, you will have the option to narrow down your search using the filter center located to the left of the search results page.
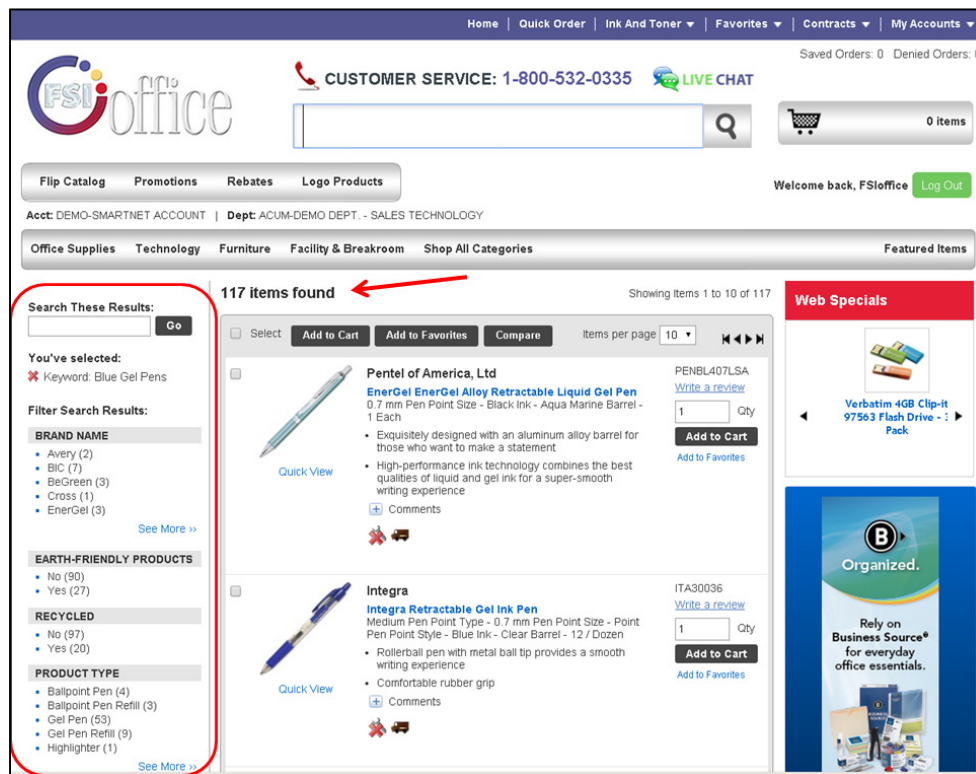
During a search you may add items to your cart or you may add them to your Favorites List. A Favorites List is a convenient way to keep your most ordered items together to reorder in a fast and easy manner. Just check the box of the item you want to order and click "Add to Favorites".
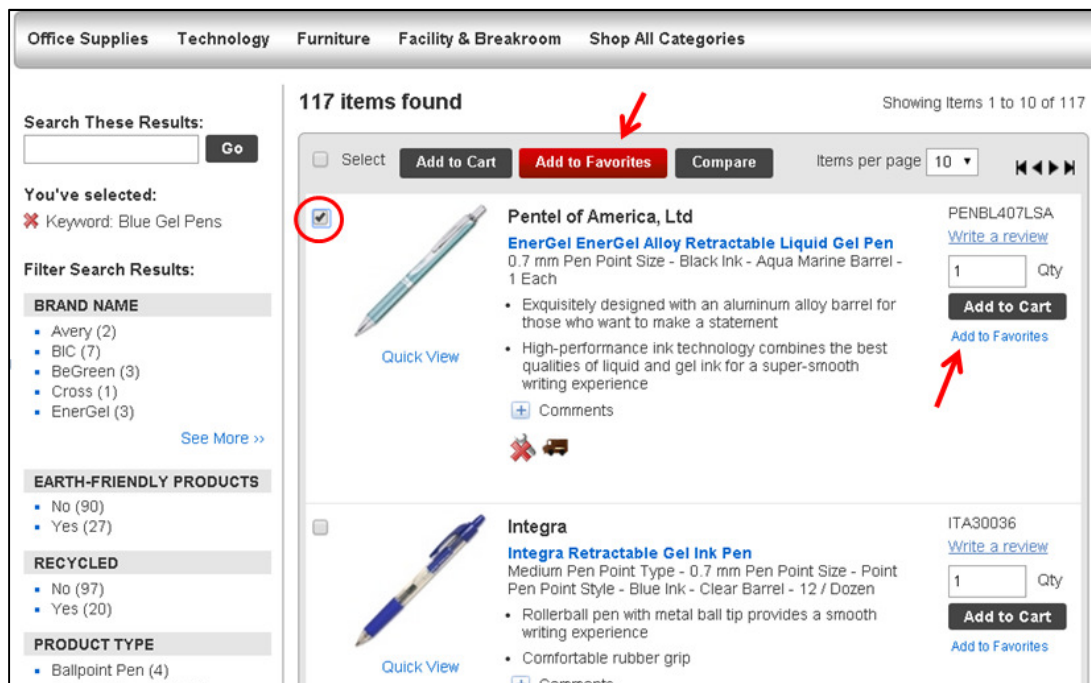
Your Favorites List

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"

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 FSIoffice for your use which cannot be manipulated)

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

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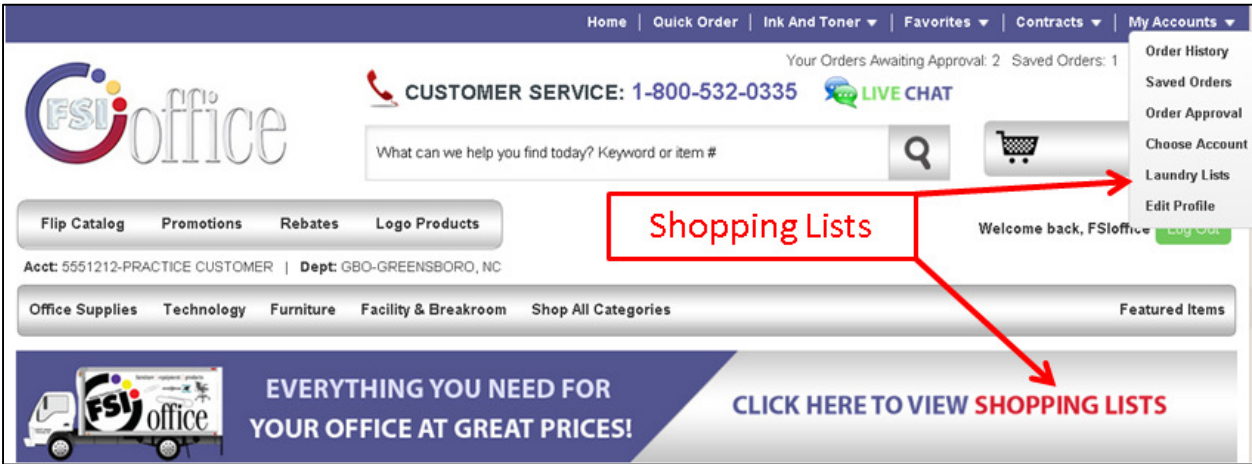
The shopping list will be displayed and then you can sort and refine your results by using the Search Center.
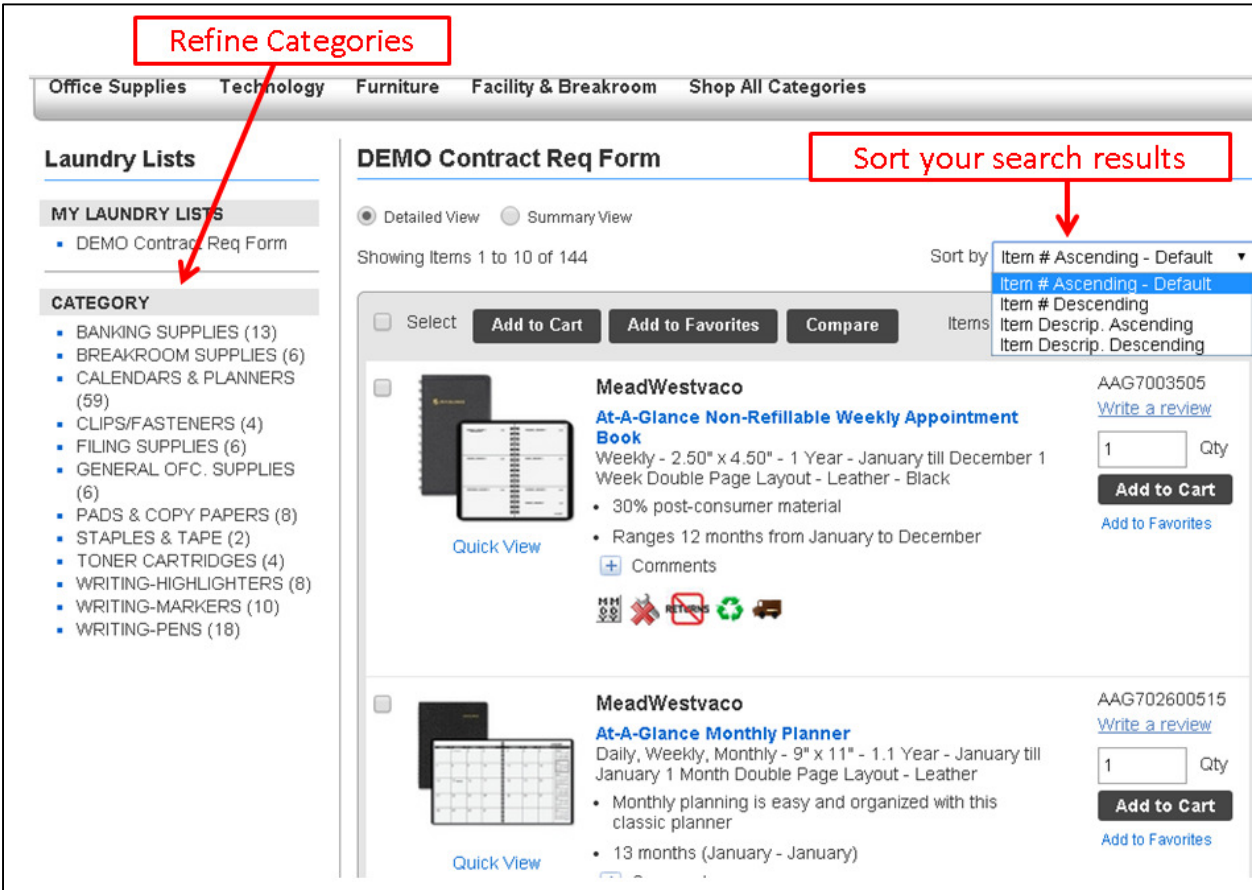
Quick Order

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.
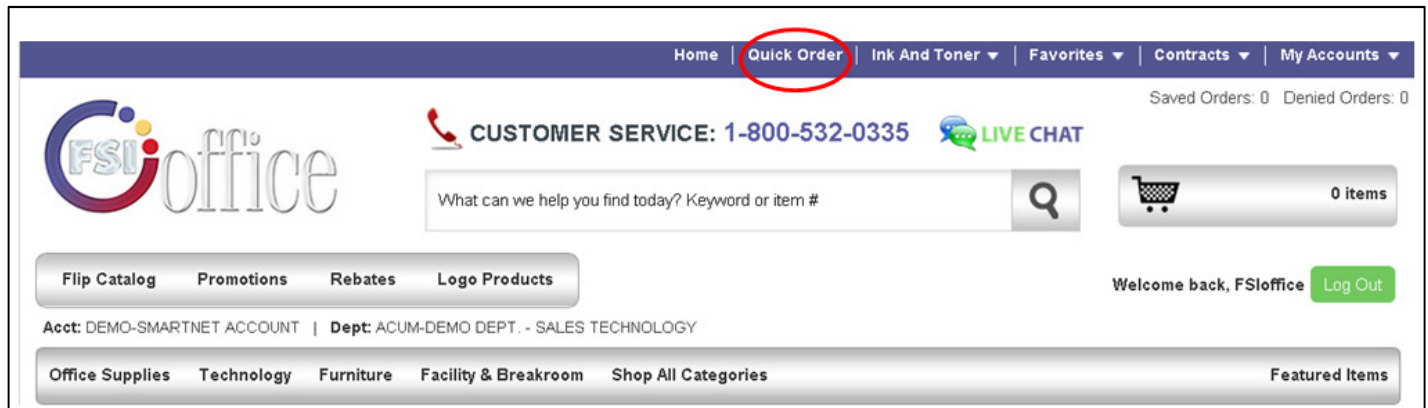
Type in the item number, quantity and then add a personal comment if you prefer. Hit the enter button on your keyboard to go to the next line. When you are finished you may add those items to your favorites list or to your cart. You will also see your subtotal, departments if you are set up to order for multiple departments, and the contract symbol if you are set up on a contract.
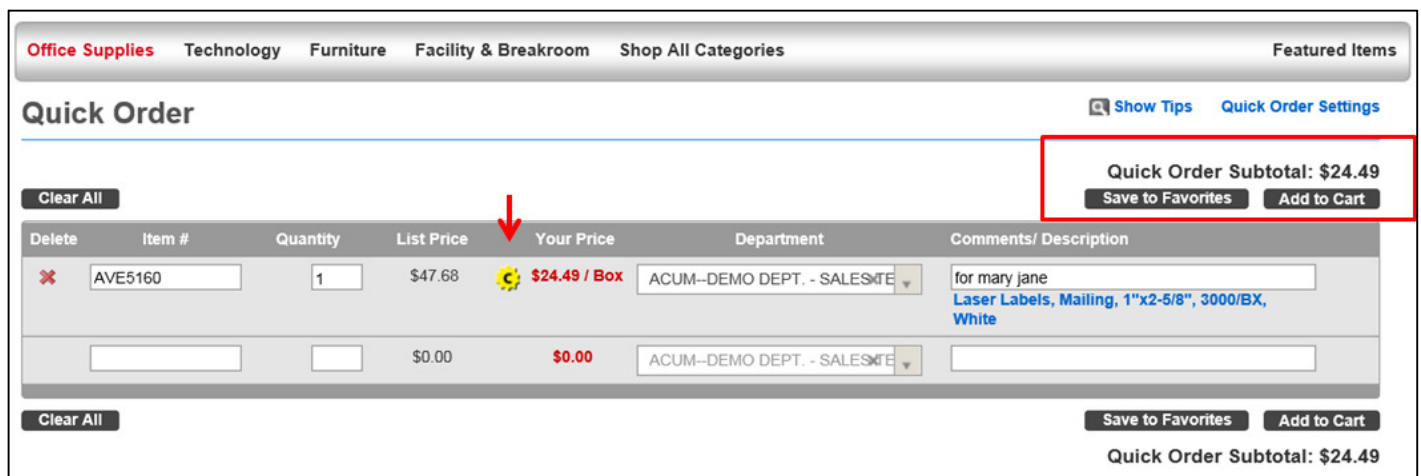
Once you have added the items to your cart, you will see the total item and dollar amount in your cart at the top of the page in the header.
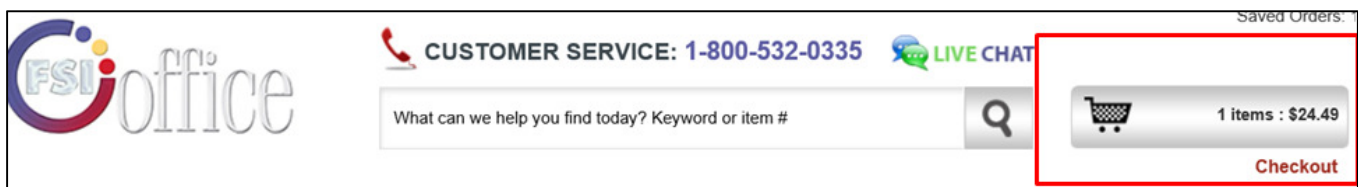
Shopping Cart Details

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.

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

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.

Order Approval

Some orders are subject to an approval process because of the settings desired by your company. Your approver will receive and 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 and 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

Status:	Order Submitted
Reference #:	2871594-0
Order Date:	Jul 23, 2014 8:31 AM
Account #:	5781
Department:	7005 - 31-7005

Submission Information

Submitted By:	Inspirational Network Demo
Email:	.com
Phone #:	

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.

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.

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.