SmartNet INSTRUCTIONS

Easy Search · *Super Pricing* · *Great Service* · *Faster Ordering*

FSIoffice
visit us online @ www.fsioffice.com

Let's Get Started! Go to www.fsioffice.com Enter your Username and Password , and click the "Login" button.

Personal Information: On the top of the page under "My Account" choose "Edit Profile". This will allow password, security question, and contact information changes.

Start Shopping! If you have departments, you can click "Choose Account" under "My Accounts" at the top of the page if you want to choose before you begin. You may choose to select your department at checkout, or order for multiple departments in "Quick Order" or "View Shopping Cart" prior to submitting your order!

●**Quick Order** – *Access to over 60,000 items!* If you already know the item numbers, you can click "Quick Order" located at the top of the page. This will bring you to a blank template where you can directly key in the Manufacturer Prefix and Item #, or just the Item # with no prefix. If multiple items are found, select from the available items shown. Enter quantity, department (if applicable), and an optional line item comment (who the item is for). Helpful Hint: Do not put a space between the prefix and item number.

●**Search Box**- Located at the top of the page, to the right of the FSIoffice logo, you can access items by typing in key words, item numbers, or manufacturer names. Once you click the magnifying glass or hit enter on your keyboard, you can, narrow down your search by using the filter center that appears on the left hand side of your page. You can choose from many product attributes to quickly find your desired item. Also, lists of product categories are displayed on the top of the page in the blue bar. When searching, click the box beside the item image to either "Compare Items", "Add to Favorites" or "Save Items to Cart". You can click on the image or description to view more product details. If you wish to order, enter your quantity and then choose to "Add to Cart" or "Add to Favorites". When you add an item to your cart, a brief display will show that you have added the item(s) to your cart. You can continue shopping from there.

●**My Favorites** –Located on the top of the page in the "Favorites" tab. You can manage and order from your list(s). You can manually add any item to this page to have quick order access by clicking on "Add/Edit Items" in the Manage Favorites List screen. When you are finished making changes, click on "Manage Favorites" button, located on the top and bottom of your list, to get back to your favorites lists(s). You can also copy, share and delete a list in the Manage screen. You can order all or one of these items quickly and efficiently without searching through the whole catalog. You can set up as many lists as needed. Also, use the "Comments" line to make notes that print on your order! Choose your list, by clicking on the list name and you are ready to shop! While in your Favorites, you can click the box beside the item image to either "Compare" or "Add to Cart". You can review your order at any time by clicking on "View" button in your shopping cart located in the top right hand of the page. You can delete items, change quantities and departments (if applicable), or add optional line item comments that will print under the item on your packing slip.

Need to change something? You can make changes at any time by clicking on "View Cart" in your Shopping Cart located on the top right hand side of the page. To delete an item, click the red "x" on the line item you want to delete and the item will be automatically removed from your cart. To delete the entire order click "Empty Cart". To change the quantity, the department(s), or to add a comment in the comment line, enter your change in the appropriate field and the changes will be made as the line item becomes highlighted and fades back to white.

Completing an Order: When you are ready to check out, click on the "Check Out" button in your shopping cart. To edit any order details, click on "Edit Order Details" and fill in any pertinent information. Then click "Update Changes". This will display your entire order, dollar amounts, total, shipping info, and comment lines. You now have the option to change items while in the checkout screen by clicking on the "Edit Cart Items" button. **Click "Place Order" to complete the transaction.** Once complete, the order will be either submitted to FSI or sent to your approver for approval. You may also change the department prior to check out by clicking on the "Edit Account Details" button.

Need additional help? Click on Live Chat or Contact Us and we'll get right back to you! Or click on HELP for more detailed instructions. For product questions, please contact your FSI Customer Service Rep – they'll be glad to help!
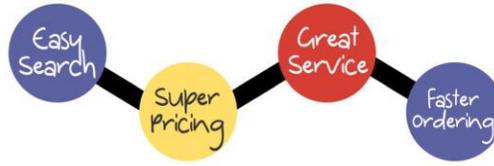
Putting an Order on Hold: To put an order on hold, click on the "Save Order" button at the bottom of the checkout screen, or anywhere that you see the "Save Order" button while shopping. When you save an order you will be prompted to create a name for that order. Type in a name for the order and click "done". When you are ready to open and complete the order, click on "Saved Orders" under "My Account" located at the top of the page. This page displays any incomplete orders that you saved. To view the items an order contains, click the **plus sign** to get your details. Or click the **Delete** button to delete your order. (You can see completed orders on your Order History page.)

Manufacturer Sites: Under "Featured Items", there are links to HP Printing Supplies, the HP Printer Finder, Cosco Stamps, Signs, & Badges, and to Calendars and Planners. All of these links allow you to search the vendor's site, select or create products, and pull down into your FSI shopping cart!

Order History: Click on "Order History" under "My Account" located in the top right hand side of the page. You can view order summaries or click "+" to view a detailed item list. Click "i" to see detailed delivery/signature info. You can also re-order one or all items or add the items to your "My Favorites" list.

Features that will Enhance Your Shopping Experience!

●**Return Request**-Click on the tab and fill in your invoice number, pertinent information about yourself and the items you want to return. Our driver will then pick up the items.

●**MSDS**-Material Safety Data Sheets are listed for your convenience under the item description should you need them. They appear as a square yellow icon with the letters "SDS" in the square.

●**Web Specials and SmartNet Specials**-We have listed the current specials for your convenience in the "Featured Items" section on the top right hand side of the page.

●**Flip Catalog**-Our flip catalog is very helpful if you do not have a hard copy at your desk. There are many features in our flip catalog that you will enjoy. Like saving comments on a page, bookmarking pages, sending a page via email placing items right into your cart from the catalog and MORE!! The flip catalog is located on the home page.

●**News-** Click on the "Home" button at the top of the page and you will see the news in the middle of the home screen. This is news pertinent to your account that may help make your shopping experience more enjoyable.

Tutorials, Videos and MORE! You can find tutorials, videos and power point presentation that will help you with just about any issue you may be having while ordering. We also have a Live Chat feature and a section to sign up for webinar trainings. Our webinars are 30 minutes long and cover everything that needs to be known about our website. All these helpful tools are on the home page under the "FAQ & SmartNet Info" tab on the Home screen.

Social Media: Yes! Please sign up for emails, join our Facebook page, stay connect through Linked In and even view videos on You Tube! We have multiple media outlets for you to join and stay connected! These are all located on our home page.

Don't forget to Log Out! Click "Log Out" located on the top right of the page to exit the system.

Need additional help? Click on Live Chat or Contact Us and we'll get right back to you! Or click on HELP for more detailed instructions. For product questions, please contact your FSI Customer Service Rep – they'll be glad to help!