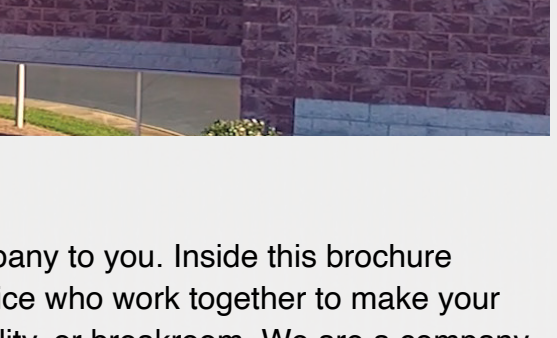


You Will Appreciate Our Service



HELLO

Thank you for giving me the opportunity to introduce our company to you. Inside this brochure you will be introduced to our specialty service teams at FSloffice who work together to make your experience better when procuring supplies for your office, facility, or breakroom. We are a company with many moving parts all designed to make our motto, "You will appreciate our service" become a reality for our customers. What we sell is not unique; how we do it is. Making service a smooth process begins with understanding what our customers' unique requirements are and customizing a program to meet those needs. To ensure you always have a positive experience, you have direct access to a team of people assigned to service your account, who know you by name, and are here to take care of your needs.

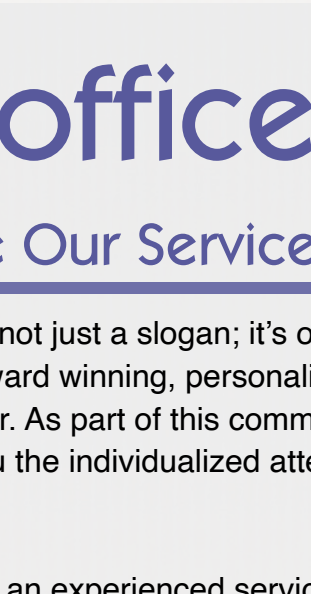
FSloffice owners are part of the day-to-day management of the company. We currently have three generations of the Godwin family involved in the daily activity of FSloffice, and we like to get to know our customers too. Thank you for giving us the opportunity to serve you.

Best regards,
Kim G. Leazer

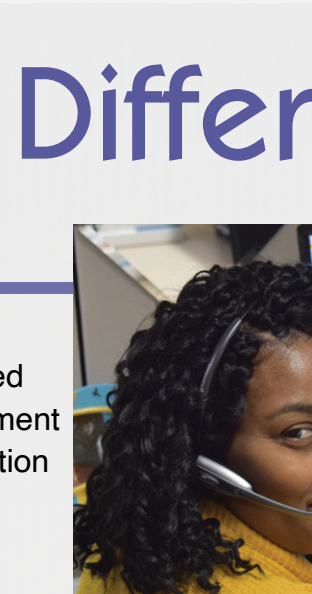
Meet Our Corporate Leadership



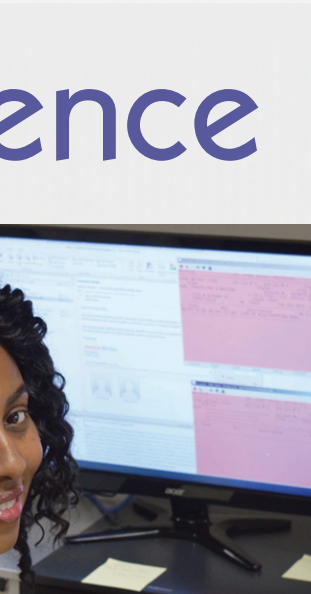
Kim Leazer
Owner, CEO



Jay Godwin
Owner, COO



Donna Jordan
Owner, President

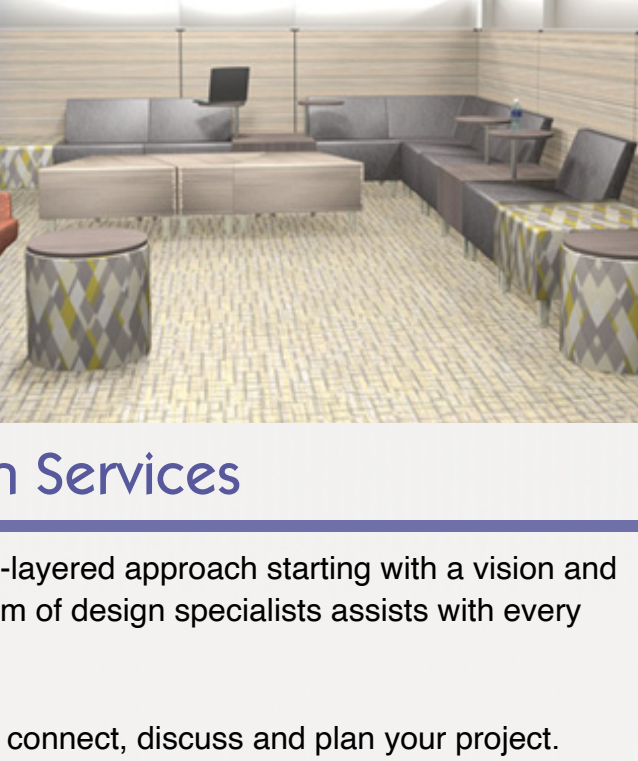


Beth Freeman
Owner, Executive VP

The FSloffice Difference

You Will Appreciate Our Service

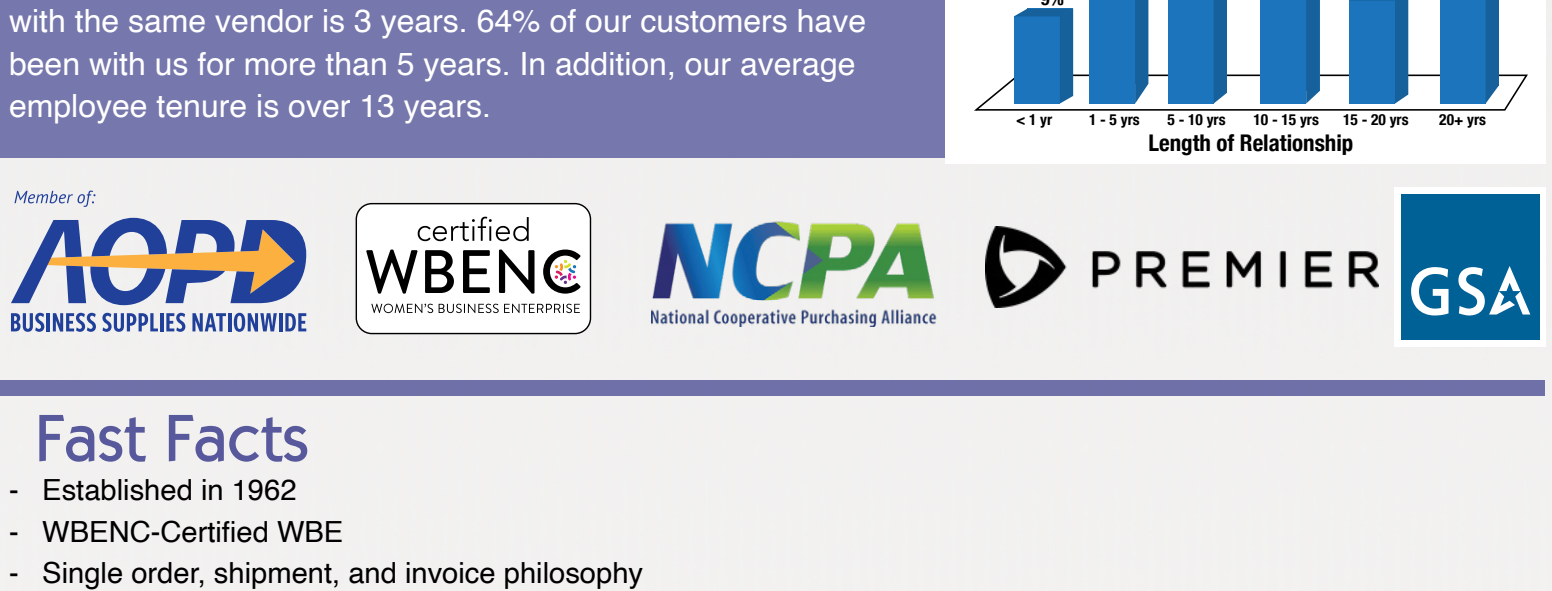
"You will appreciate our service" is not just a slogan; it's our commitment to you. We provide award winning, personalized service to each and every customer. As part of this commitment we work hard every day to give you the individualized attention you deserve.



At FSloffice you are partnered with an experienced service team including your personal customer service representative and a dedicated account manager. FSloffice customer service representatives attend training seminars throughout the year to guarantee you receive the best service possible.

We buy direct from manufacturers and stock 85% of what we sell in our own distribution facility allowing for efficient and reliable delivery, often the very next day, using a well maintained fleet of company owned delivery vehicles and our own uniformed drivers who work in your area every day. By removing the middleman, we provide a full spectrum of services from the team you'll come to know and trust.

The combination of service before, during and after your order is placed makes our commitment to you unique which is why we love to say "You will appreciate our service"!



Office Furniture Design & Installation Services

Designing the right workflow for your workspace requires a multi-layered approach starting with a vision and culminating with execution. From start to finish, the FSloffice team of design specialists assists with every step of your workplace interior design journey.

FSloffice furniture specialists host a full-collaboration meeting to connect, discuss and plan your project. Hearing directly from you, the customer, enables our team to develop a creative design especially for you. Your post-review feedback is incorporated into a final plan complete with a proposal and quote.

About Us

From a humble beginning in 1962, FSloffice has become one of the largest independent office supply dealers in the United States. Headquartered in Charlotte, NC, FSloffice is a third-generation family-owned company.

At FSloffice our focus, experience, and structure provide your organization with a program designed specifically to meet your needs. We are unique in our industry and offer distinctive benefits to you.

Our expertise in the office supply industry provides you with a simple consolidated ordering system (SmartNet), superior customer service, and competitive pricing. FSloffice is a proud member of AOPD, the world's largest network distributor of office products. AOPD's sole purpose is to offer national purchase agreements with nationwide distribution. By utilizing local distributors, AOPD is more responsive and flexible to customer needs.

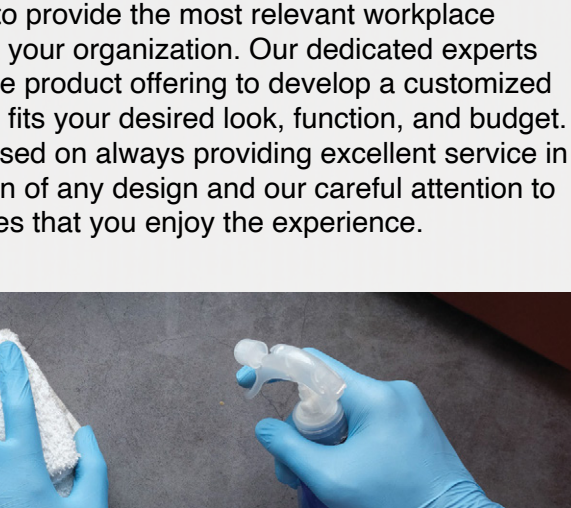
Order The Way You Want

FSloffice is constantly working to bring you the greatest products at the best prices. You can access all of our current catalogs, flyers, and promotions on the FSloffice website. Online ordering is easier than ever with Shop.FSloffice.com. Browse 24/7 and place your order whenever you're ready.

If you prefer to speak with one of our friendly customer service representatives you can place your order via phone as well. We are also happy to accept your order via fax or email.

LONGSTANDING PARTNERSHIPS

FSloffice is proud of our partnerships with our customers and our employees. The office products industry average tenure with the same vendor is 3 years. 64% of our customers have been with us for more than 5 years. In addition, our average employee tenure is over 13 years.



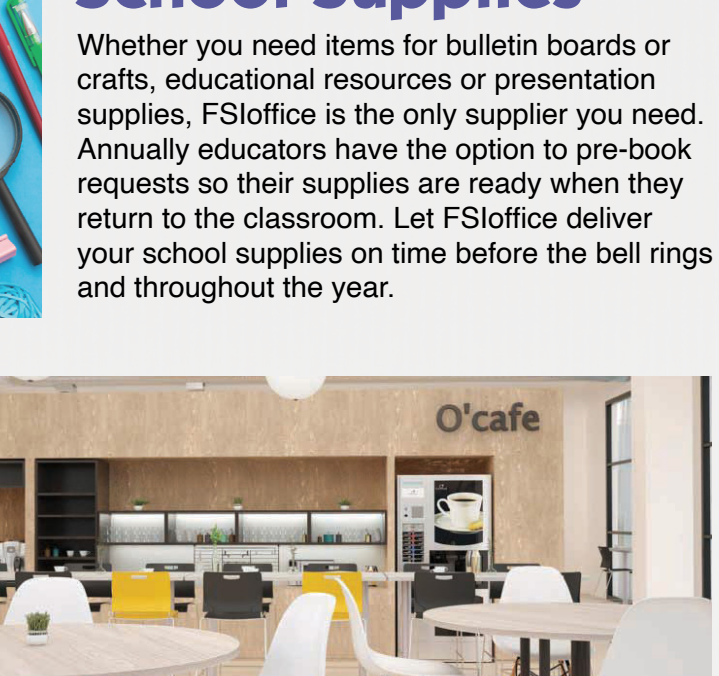
Fast Facts

- Established in 1962
- WBENC-Certified WBE
- Single order, shipment, and invoice philosophy
- Nine distribution sites to best service you
- 120,000 sq. ft. of warehouse, distribution, showroom, and office space
- Average employee tenure 13 years
- One of the area's Top 5 Largest Women-Owned Companies for 2021 and 2022
- 2022 AOPD Top Contracting Dealer
- 2017 MasterVision Independent Dealer of the Year
- Awarded 2012 President's award by HON
- Awarded as a "World Class Quality Vendor" every year since 1997 by Southeastern Freight Lines
- Service area covering NC, SC, GA, VA, and TN

Order Processing

No one wants to receive an order that is incomplete or incorrect. Your FSloffice team fills over 98% of our orders from stocked merchandise with a pull-pack-ship process accuracy rate exceeding 99.75%.

Also, return rate processing errors are consistently below 1% affirming the level of care and perfection demonstrated by each order processor. We pick, sort, pack, and send your order to you carefully. At every step in the process we have trained FSloffice employees working hard to be as accurate as possible along the way.



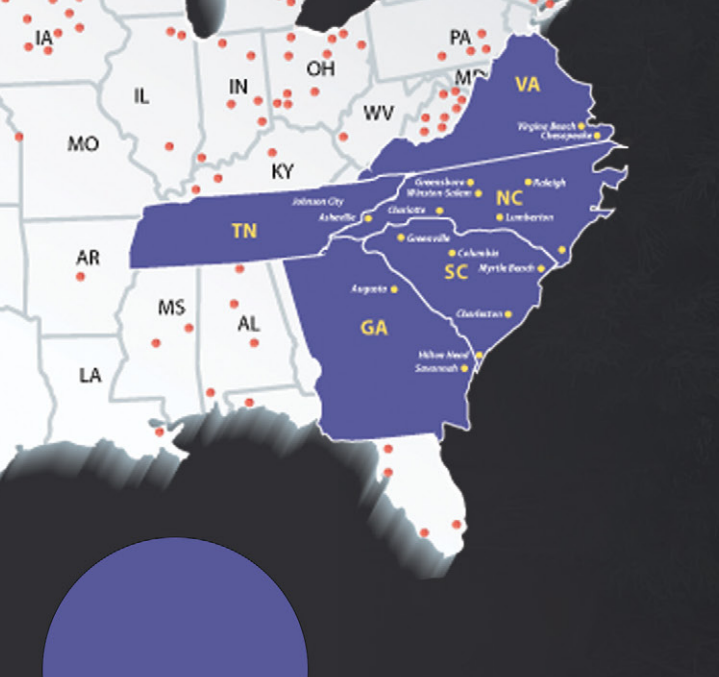
Reliable Distribution & Delivery

To ensure local, personalized service on every level, FSloffice maintains a fleet of company-owned distribution vehicles operated by uniformed FSloffice employees. All of our drivers have been drug and background checked. We maintain a high standard when it comes to driving safety and how your order is handled from our warehouse to your business.



Local Service Nationwide

If your business has locations all over the country, we can maintain the same level of personalized care with our relationship through AOPD (American Office Products Distributors). AOPD is a network of locally-owned independent businesses that provide personalized service, seamless distribution, and tailored procurement solutions to improve your workflow and productivity. AOPD customers enjoy competitive pricing, extensive product selection, and accurate invoicing and reporting.



- Federal Government Agencies through GSA
- Local Public Agencies, Schools, Colleges and Non-Profits through NCPA
- Healthcare through Premier, Groupsource and OrthoForum and Vizient Contracts

Our Product Solutions

Office Supplies

If you need it, we've got it. We offer everything from pens, paper, and toner to new, cutting-edge office supplies as they emerge on the market. FSloffice supplies everything you need for your business or home office, making us your one stop shop for all the products that make your job a little easier.

Office Furniture

The FSloffice furniture team has the expertise and experience to provide the most relevant workplace solutions for your organization. Our dedicated experts use a diverse product offering to develop a customized solution that fits your desired look, function, and budget. We are focused on always providing excellent service in the execution of any design and our careful attention to detail ensures that you enjoy the experience.

Cleaning & Facility

Now more than ever it is mission-critical to take a proactive approach to provide a clean and safe facility for employees and customers. FSloffice provides a full range of cleaning and paper product solutions to fit your cleaning, disinfecting, and hand hygiene practices.

What Our Customers Are Saying

"The personal attention that I receive... it's as if I'm the only customer around!"
Mandy Dockins
Anderson County (SC)
Treasurer's Office

"I love the feeling of giving our business to another small business owner. FSloffice's customer service is one of the best I have worked with in 35 years! Quick and simple to order, and delivery too!!"
Kelly Dishongh
Greenbrier Dental Center

Custom Printing & Promotional Products

FSloffice offers a full line of promotional products to help you brand and market your business. You can label and personalize everything from apparel to coffee mugs. Need business cards or letterhead? We can customize all of these items and more. With FSloffice Print Services, we can truly be your single source for all your office needs.

School Supplies

Whether you need items for bulletin boards or crafts, educational resources or presentation supplies, FSloffice is the only supplier you need. Annual FSloffice have the option to pre-book requests so their supplies are ready when they return to the classroom. Let FSloffice deliver your school supplies on time before the bell rings and throughout the year.

Breakroom Solutions

It takes more than just pens and pencils to run your office. From office snacks to a full-line beverage selection FSloffice provides a broad range of breakroom solutions, all with one purchase.

"We have dealt with several vendors over the years. I feel that we get a personal touch with FSloffice. I can contact an assigned rep. The delivery person is very personable and comes in like he's a friend of the family, but maintains professionalism. It's a delight to order from FSloffice."
Hochelle Maple
Limestone College

"We have been with them so long, they feel like family. They know what we need and deliver our orders promptly. FSloffice is a top notch group."
Gail Lyles
South Carolina Humanities Council

OUR MISSION

We, the FSloffice family, seek to partner with our customers to provide effective and affordable solutions for their individual unique office needs, while maintaining the highest level of trustworthiness, integrity, and fulfillment. We truly want you to "appreciate our service."

office
FSIOFFICE.COM

CORPORATE OFFICE • Charlotte, NC • 800.532.0335

Asheville, NC 800.273.6815	Columbia, SC 800.794.6759	Lumberton, NC 800.286.3458	Virginia Beach, VA 800.532.0335
Charleston, SC 800.794.6759	Greensboro, NC 800.559.2869	Myrtle Beach, SC 800.794.6759	Wilmington, NC 800.286.3458
Chesapeake, VA 800.532.0335	Greenville, SC 800.759.4959	Raleigh, NC 800.532.0335	Winston-Salem, NC 800.532.0335