

Let's Get Started! Go to www.fsioffice.com Click on "Order Online" then enter your Username and Password (Password is Case sensitive) then 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 may see a pop-up screen as soon as you begin ordering. This screen prompts you to choose a department. Pick your department, and then start ordering. You may manually choose departments by clicking on "Choose Account" under "My Accounts" which is located at the top of each page. You can also choose to order for multiple departments at one time as you are shopping in "Quick Order" or in the shopping cart itself prior to submitting your order! Just choose your preferred department for each line item in the "department" section of each line. Please Note: Remember to click the "sort" button in your shopping cart after you have changed departments or the changes will not be saved.

- **Quick Order** –Easy 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 to simply type in each product by the Manufacturer Prefix and Item #, or just the Item # with no prefix. *Helpful Hint: Do not put a space between the prefix and item number.* If you do not use a prefix, multiple items may be found. Select from the available items that are located in the grey down arrow button (▼) beneath the line item you are on. Click on the grey arrow to display all the options. Then choose the item you are searching for. Enter quantity, department (if applicable), and any notes for your personal notes in the comment/description box, like who the item is for, budget codes, etc.

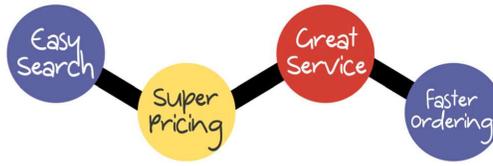
- **Search Box**- Located at the top of the page, to the right of the FSloffice logo, you can access items by typing in key words, item numbers, or manufacturer names. Once you click the magnifying glass or hit enter on your keyboard, you can narrow down your search by using the filter center that appears to the left-hand side of your page. Choose from many product attributes to quickly find your desired item. While searching, you can click the box beside the item image to either "Compare Items", "Add to Favorites" or "Add to Cart". You can also click on the image or description to view more product details. When you add an item to your cart, a brief display will appear stating 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 or bottom of your list, to get back to your favorites lists(s). You can also copy, share and delete lists in the Manage screen. There is no limit to the number of Favorites Lists you may have. Choose your favorites 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".

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 automatically be removed from your cart. To delete the entire order, click "Empty Cart". To change the quantity, department(s), or to add a comment in the comment line, enter your change in the appropriate field and the changes will be made. You will notice the change 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 may also change items in your cart 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: The “Save Order” button will place any order you are currently working on, on hold. 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 of that specific order. Place a saved order into your cart by clicking on the **“Move”** to cart button. Click the **“Delete”** button to delete your order. If you choose to copy a saved order into your shopping cart, click **“Copy”** Your saved cart will be copied into your active shopping cart and a copy will also be saved in your saved orders to order again in the future.

Manufacturer Sites: Under “Featured Items”, there are links to Custom Printed Products, HON Furniture and to Calendars and Planners. All of these links allow you to search the vendor’s site, select or create products, and then place them 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**-The fastest way to return an item is to go to your Order History and choose the item(s) you want to return from the original order. Or you can Click on the “Credit Return” button located under “My Account” at the top of the page 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 “Your News & Info” located in the middle of the home screen. This is news pertinent to your account that may help make your shopping experience more enjoyable. Your Customer Service Representative’s name and contact info is normally located in the “Your News & Info” section.

Tutorials, Videos and MORE! You can find tutorials, videos and power point presentations 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 at the bottom of the Home screen.

Social Media: Please sign up for emails, join our Facebook page, stay connected through Linked In and even view videos on You Tube! We have multiple media outlets for you to join and stay connected! All these links are located at the bottom of our home page under the “Connect With Us” section.

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!