



Thank you for ordering from FSloffice. This guide will help you order supplies online through www.fsloffice.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.

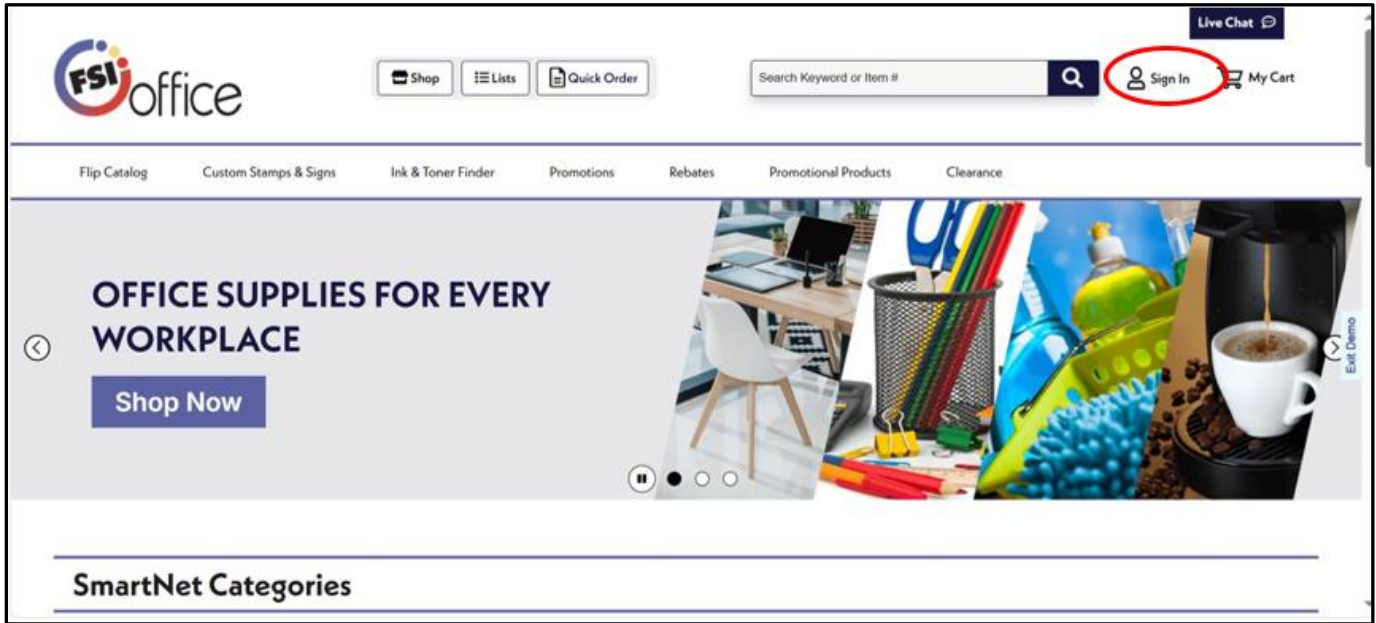
Warranty Information

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.

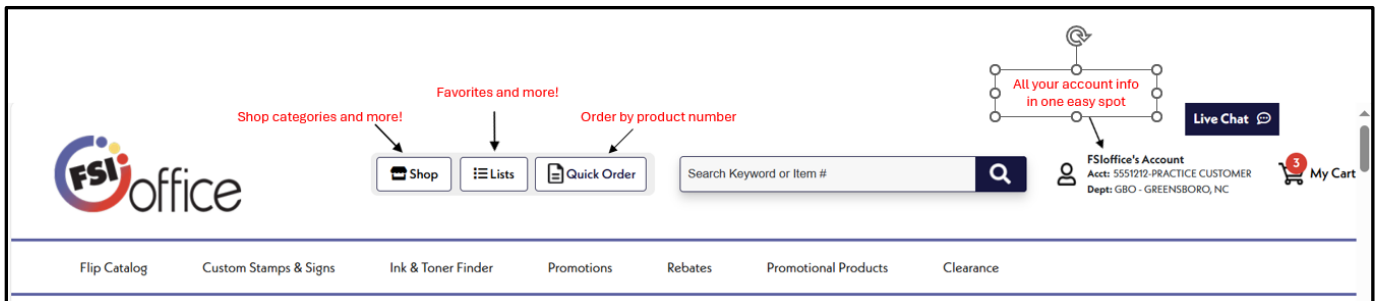
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Logging into www.fsioffice.com

At FSloffice, we're committed to making your shopping experience simple and enjoyable. To get started, log in using the username and password we've created for you. If you don't yet have login credentials, just click the "Request a Login" link in the login section. Once your request is processed, you'll receive a confirmation email letting you know your account is ready. After logging in, you're all set to start shopping!

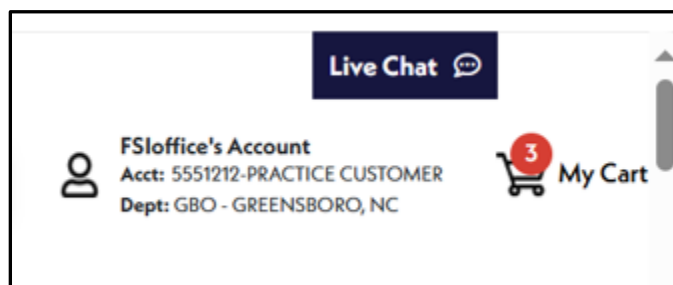


Below is a list of convenient tools to use while shopping on our site.



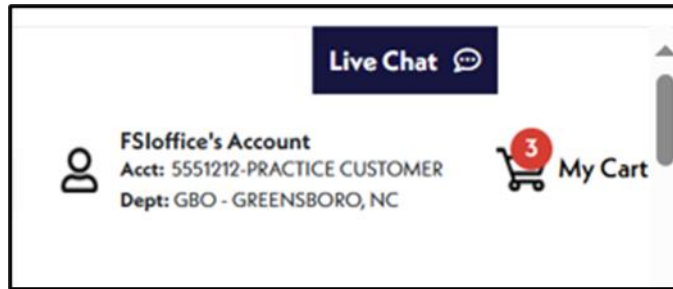
Live Chat

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



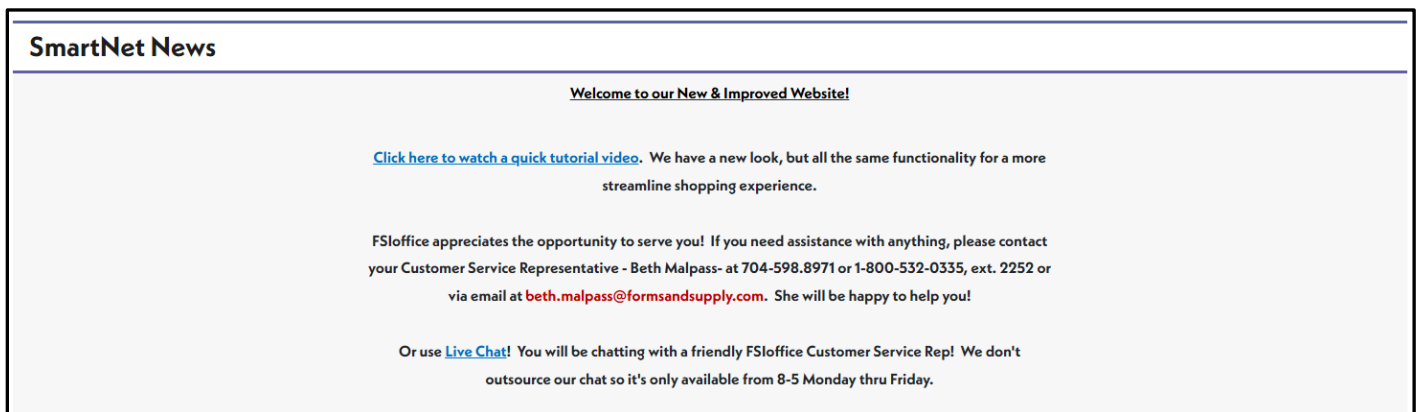
Account Information

When you begin shopping, you will see your account information located at the top of the page throughout your shopping experience.



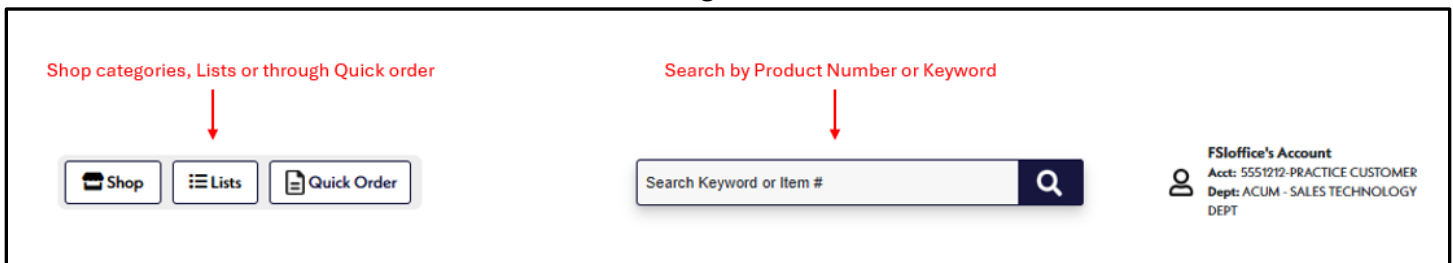
Customer Service Information

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.



Searching for Products

The Navigation menu



Once a search is populated, you will have the option to narrow down your search using the filter center located at the top of the search results page. Narrow down your search and continue shopping.

The screenshot shows the FSI Office website search results for the keyword 'pen'. At the top, there is a search bar and navigation links like 'Shop', 'Lists', and 'Quick Order'. Below the search bar, there are navigation tabs: 'Flip Catalog', 'Custom Stamps & Signs', 'Ink & Toner Finder', 'Promotions', 'Rebates', 'Promotional Products', and 'Clearance'. The search results are displayed in a grid format, showing three items from uni-ball Corporation. A filter center is located at the top of the search results, with buttons for 'All Filters', 'Category', 'New Product', 'Brand Name', 'Product Type', and 'Packaged Quantity'. A red arrow points to the 'Brand Name' filter. A dropdown menu is open for 'Brand Name', showing a list of brands with their respective item counts: Pilot (181), uni-ball™ (133), Paper Mate (122), BIC (91), EnerGel (80), Sharpie (61), Zebra (54), Pentel (52), Integre (36), Zebra Pen (31), Schneider (12), FriXion (12), Pentonic (11), G2 (11), Business Source (10), uni@ (7), So-Mine (4), Serve (3), Acroball (3), PRECISE (2), Uni-Ball (2), VBall (2), Parker (2), EasyTouch (1), and U Brands (1). A red arrow points to the 'Brand Name' dropdown menu.

Your Favorites List

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  to add to favorites.

The screenshot shows the FSI Office website search results for the keyword 'pen'. At the top, there is a search bar and navigation links like 'Shop', 'Lists', and 'Quick Order'. Below the search bar, there are navigation tabs: 'Flip Catalog', 'Custom Stamps & Signs', 'Ink & Toner Finder', 'Promotions', 'Rebates', 'Promotional Products', and 'Clearance'. The search results are displayed in a grid format, showing three items from uni-ball Corporation. A filter center is located at the top of the search results, with buttons for 'All Filters', 'Category', 'New Product', 'Product Type', 'Ink Color', and 'Recycled'. A red arrow points to the 'Brand Name' filter. A dropdown menu is open for 'Brand Name', showing a list of brands with their respective item counts: Pilot (181), uni-ball™ (133), Paper Mate (122), BIC (91), EnerGel (80), Sharpie (61), Zebra (54), Pentel (52), Integre (36), Zebra Pen (31), Schneider (12), FriXion (12), Pentonic (11), G2 (11), Business Source (10), uni@ (7), So-Mine (4), Serve (3), Acroball (3), PRECISE (2), Uni-Ball (2), VBall (2), Parker (2), EasyTouch (1), and U Brands (1). A red arrow points to the 'Brand Name' dropdown menu.

When in your favorites section, check the box next to the name. Click “Add to Favorites” and your items will be sent to your favorites list.

Add to Favorites Lists
✕

Create a new Favorites List or add to an existing list.

- New List**
- Carolyn's Favorites**
Copied from Darla's Shared List
- Jeanine**
Test List
- Test list for multiples**
Test List

Add to Favorites Lists

Cancel

In “Favorite List” you may add/edit items, delete, copy a list, create a new list or share a list with others.

Create New List

Search:

Edit	Share	Copy	Delete
		Copy	
Edit	Share	Copy	Delete

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.

Favorite List Management
Create Favorites Lists to save and organize your frequently purchased items.

Show entries

Name	Items	Com
2025 Calendars/Planners	33	Stock
Carolyn's Favorites	15	Copi
Dan	1	
FSI Clearance Items	19	
FSI Green/Eco Catalog	3120	
Jeanine	7	Test l
Test list for multiples	1	Test l


The shopping list will be displayed and then you can sort and refine your results by using the “Category” button

Carolyn's Favorites
Copied from Darla's Shared List

[My Lists](#) [Shared Lists](#) [Category](#)

[Print](#)

Select



ACCO Brands Corporation
At-A-Glance Planner - Monthly
AAG7013005 | ★★★★★ 2

- Business-oriented to handle your

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. When you are finished you may add those items to your favorites list or to your cart.

The screenshot shows the top navigation bar of the FSI Office website. The 'Quick Order' link is circled in red. Below the navigation bar, the 'Quick Order' section contains two input fields for 'Item #' and 'Quantity'. The first 'Quantity' field is set to '1'. To the right, the 'Quick Order Subtotal' is \$0.00. Below the subtotal are four buttons: 'Add to Cart', 'Add to Cart and Save to Favorites', 'Add to Favorites', and 'Clear All'.

Shopping Cart Details

The Shopping Cart has several helpful options. You can print, save, or check out your cart. You can also add comments to items or delete them if needed.

The screenshot shows the 'Cart' section of the FSI Office website. The cart contains two items. The first item is 'Avery® Easy Peel® Address Labels with Sure Feed™ Technology - 1" Width x 2 5/8" Length - Permanent Adhesive - Rectangle - Laser - White... AVES160' priced at \$40.40. The second item is 'Sharpie Pen-style Permanent Marker - Fine Marker Point - Black Ink - Alcohol Based - 1 Each SAN300018' priced at \$11.07. Both items have a 'Comments' field and a quantity selector set to '1'. At the top of the cart, there are three buttons: 'Print', 'Save Order', and 'Empty Cart', all circled in red. On the right, the 'Order Summary' shows 'Item Total: \$51.47', 'Tax: TBD', and 'Total: \$51.47'. A 'Checkout' button is also circled in red.

Checkout

On the checkout page you will see your order details and you have the ability to do the following:

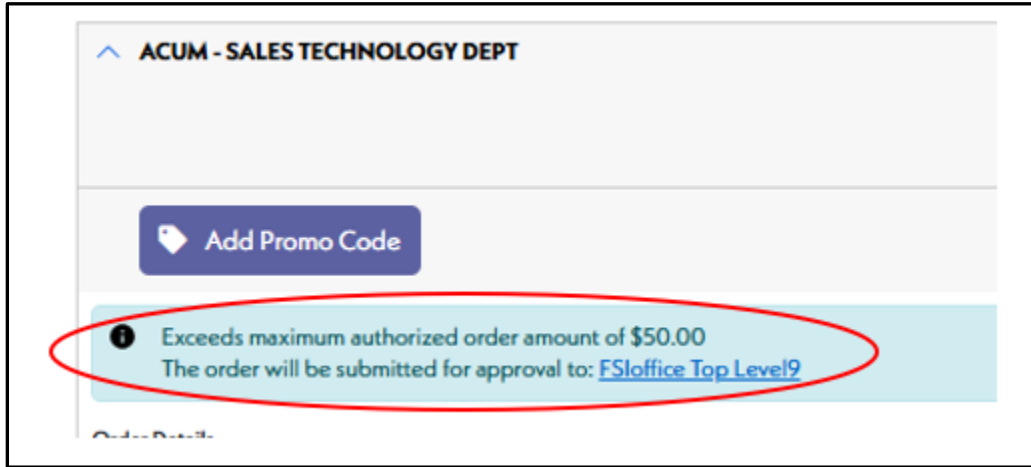
- 1) **Edit Order Details**-If you have been set up to do so, you may change your payment method, make a personal note about your order, and add a PO number.
- 2) **Edit Account Details**- If you have been set up to do so, you may switch your order to a different department or account.
- 3) **Save Order**-Put 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.
- 10) **Create a Reoccurring Order**-

The screenshot shows the FSI Office checkout interface. At the top left is the FSI Office logo. A red arrow points to the 'Home screen' link. The page title is 'Checkout'. In the top right corner, there is a 'Live Chat' icon and three buttons: 'Save Order', 'Print', and 'Continue Shopping', which are circled in red. The main content area is divided into several sections:

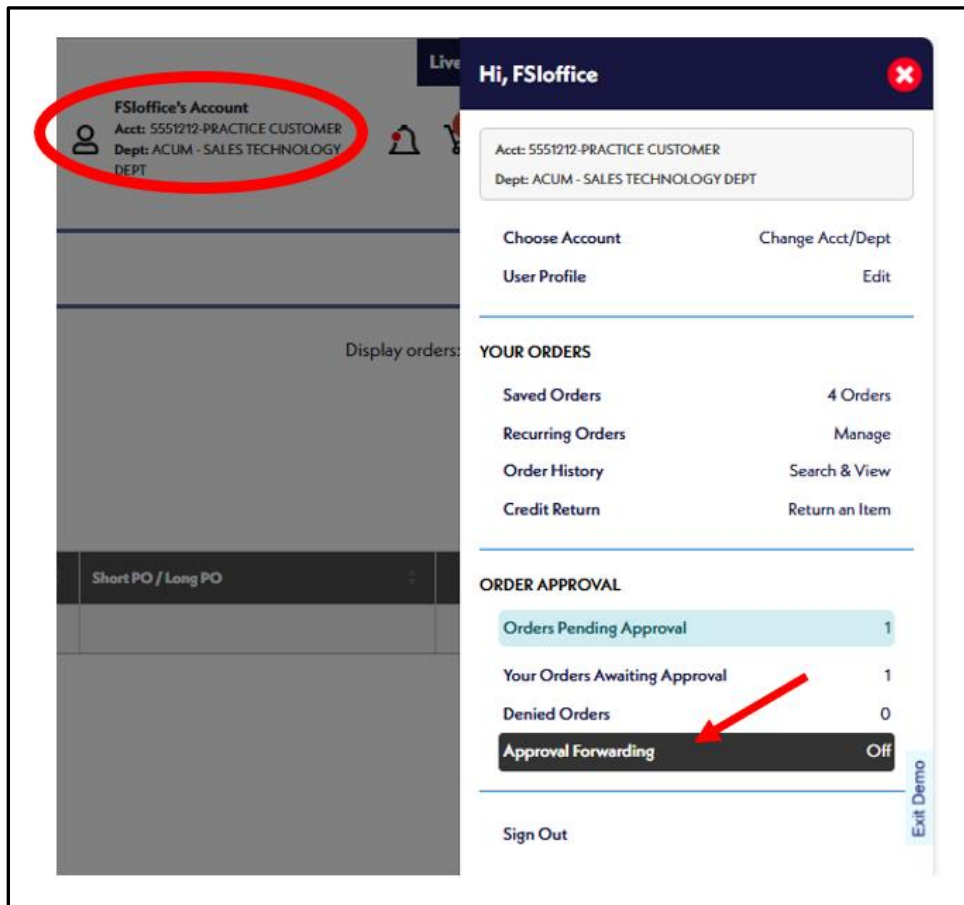
- Order Summary:** A table showing item total (\$51.47), shipping (\$0.00), subtotal (\$51.47), tax (\$0.00), and total (\$51.47). A 'Place Order' button is circled in red below the total.
- Order Details:** A section with a warning message: 'Exceeds maximum authorized order amount of \$50.00. The order will be submitted for approval to: FSIoffice.Top.Level@9'. Below this are fields for Account (PRACTICE CUSTOMER), Department (ACUM - SALES TECHNOLOGY DEPT), Shipping Address, Billing Address, Shipping Method (Over \$50 - Free Delivery), and Payment (Charge to my account). Red arrows point to 'Edit' buttons for Department, Billing Address, and Payment.
- Recurring Order:** A section with a heading 'Make ordering even easier and set up a Recurring Order.' and two options: 'Yes! Start a Recurring Order' and 'No thanks'. A red arrow points to the 'No thanks' option.
- Your Items:** A section showing 'Avery® Easy Peel® Address Labels with Sure Feed™ Technology - 1" Width x 2 5/8" Length - Permanent' for \$40.40. A red arrow points to the 'Edit Cart Items' button.

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.



Approval forwarding may be turned on if you need another person to approve orders for you while away from the office. Click on the Account Information. In the "Order Approval" section, click on Approval Forwarding to change the approver status.



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.

The screenshot displays the FSloffice user interface. On the left, a sidebar shows account information: "FSloffice's Account", "Acct: 5551212-PRACTICE CUSTOMER", and "Dept: ACUM - SALES TECHNOLOGY DEPT", which is circled in red. The main content area is titled "Hi, FSloffice" and includes a "Live" indicator and a close button. Below the header, there are options to "Choose Account" and "Change Acct/Dept", and "User Profile" and "Edit". The "YOUR ORDERS" section lists "Saved Orders" (4 Orders), "Recurring Orders" (Manage), "Order History" (Search & View, highlighted with a red arrow), and "Credit Return" (Return an Item). The "ORDER APPROVAL" section shows "Orders Pending Approval" (1), "Your Orders Awaiting Approval" (1), "Denied Orders" (0), and "Approval Forwarding" (Off). A "Sign Out" button is at the bottom, and an "Exit Demo" button is on the right side.