

State of NC - FSIOffice SMARTNET INTERNET CATALOG

How do I login?

Go to the Forms and Supply, Inc. website, www.fsioffice.com. In the left column under **Order Online**, enter your Username and Password and then just click on the "Login" button.

Can I change my password? Clicking on "Update My Info" under "My Account" will allow password and contact information changes. Please do not change "Shared" logins setup for your account.

How do I begin an order? First, select the department number you wish to charge (*if applicable*) **BEFORE** you start your order. Click on "**Change Dept. Number**" under Member Sign On.

Quick Order – Access to over 60,000 items!

If you already know the stock numbers of the items that you need, you can click here. This will bring you to a blank template that you can key directly in to. You can key in Mfr Prefix, Item #, or just the Item # with no prefix, quantity, and even a line item comment (who the item is for). If you don't know the prefix, key in the item number and it will search for your choices in our database.

Search Center or Browse Catalog- Search by keyword or item number. Filter down to specific item requirements. If you type in a stock# and it does not come up, **try it in Quick Order**. Quick Order will bring up all items in our system, not just our catalog items. Try out the Compare feature to quickly compare product details!

My Favorites –You can add any item to this page to have quick order access. 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!

Favorites Speed Order - Combines your "Quick Order" template with the items you order most often out of your "My Favorites" listing! The fastest way to order!

Once the item you want appears, you can click on "Add to Favorites" to add to your personal list, "Buy Now" to purchase and check out, or "Add to Cart" and continue shopping. You can check on your order at any time by clicking on "View" under the heading "Shopping Cart" (yellow block, lower right hand column). Note that State of NC Contract item prices will be displayed in a [blue font](#).

Is there a way to find toners, papers, etc for my printers?

Yes, you can use either the *Machine Matching Tool* or *HP Printing Supplies* to help you find what you need.

Can I order Custom Stamps and Nameplates?

Yes, you can click on Xstamper and build your own! Preview right on your screen!

Can I make changes to my order?

You can make changes at any time by clicking on "View Cart". Deleting Items: If you view cart in *Exploded View*, a Delete button is found beside each item. If in *Streamline View*, place a check mark in the box on the left of the item(s) you wish to delete. At the top of your cart, click on the drop-down menu beside "Add Selected Items to Favorites List" and highlight "Remove Selected Items" and make sure you click on "Go!" To delete an entire order, click on "Delete Order." To change a quantity, just click in the quantity block, type in your quantity and click on the "Update" button.

How do I complete my order?

When you are ready to check out, click on "Order" under "Shopping Cart" (yellow block, lower right hand column). Fill in all of the pertinent information. This will display your entire order, dollar amounts, total, shipping info, and comment lines. If you are a credit card customer, make sure you enter your Name on Credit Card! Click "**Submit Order**" to complete the transaction. It will be either submitted to FSI or sent to your approver for approval.

Can I put my order on hold and come back to it?

Just click on "View" under "Shopping Cart". This will display your entire order, dollar amounts, total, shipping information, and comment lines. Click "Hold Order" to place the order on hold. You can then click on Held Orders when you are ready to open and complete the order. Click on the Order # to open.

Can I look at my previous orders?

By clicking on "order history", under "My Orders", you can bring up past orders. You can simply view items, or you also have the option to re-order from this screen or add the items to your "My Favorites" list.

How do I logout? Click "logout" under "Member Sign On" to exit the system.

Need additional help? Click on HELP for detailed instructions or click on Contact Us and we'll get right back to you! If you have product questions, please contact your FSI Customer Service Representative – they'll be glad to help!