Navigating Around the Site
Once you have been redirected to the Shop Orange site from Fuel, you are taken directly into the Home page. From the Home page, locate the catalog you would like to access either from the category (catalog) boxes shown on the Home page, or by clicking on the catalog drawer on the left side of the screen. You can click the Shop link under the Shop Orange logo, in the navigation bar, at any time to return to the main Home page. You can also pull the category drawer out at any time to navigate between categories. To minimize the category drawer, click on “Click for Catalogs”.

You can search for an item by clicking on the Shop link at the top of the screen. A search box will appear. You can type in an item code or product description for your search.

The following areas are part of the main site layout. By clicking on these areas on the top navigation bar, you will have access to all of the functions the site has to offer.

- **Home** - Takes you to the category boxes
- **Shop** - Takes you to the category boxes
- **My Account** - Change your personal information including credit card library
- **My Orders** - Review previous order history to include order confirmations and tracking
- **Logout** - Be sure to log out after each session to protect your personal information

Placing Your Order
Please note. There are a few items on our site with a minimum quantity needed to order and others that have special shipping requirements.

Shop Orange has two types of products. Stocked items and Custom Produced items.

**Stocked Items:**
The in stock items are bulk stocked and distributed from our New Berlin, WI facility. The in stock items will show a stock level on hand for each item. When selecting a shipping method, please keep this in mind. Orders that show as in stock will ship same day if placed Monday-Friday by the 2pm Central cut off time. Orders placed after the 2pm Central cutoff, during weekends or during U. S. Holidays will ship the next business day. Most orders will deliver in approximately 2-5 business days, to the final destination, when ground shipping is selected.

**Custom Print orders:**
Custom produced items, like food items, business cards and name badges, are sent to production when your order is placed. When placing an order for custom produced items, you may see a message prompting you to choose the quantity needed to order, and a box that prompts you to click on the word **Customize**. This will take you into a template where you can customize the item. There are specific instructions on how to use the template listed on the site. The proofing feature allows you to proof the order before it is sent directly to production. Customized orders will ship approximately 7-10 business days from time of order, plus shipment time. Most orders will deliver in approximately 2-5 business days, to the final destination, when ground shipping is selected.

**Order Confirmation**
Email confirmations of order placement and tracking are sent to your Fiserv email address.

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Client Care Contact Information
800-826-1636 or companystore@fiserv.com

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