

CustomSource Online User Tip Sheet

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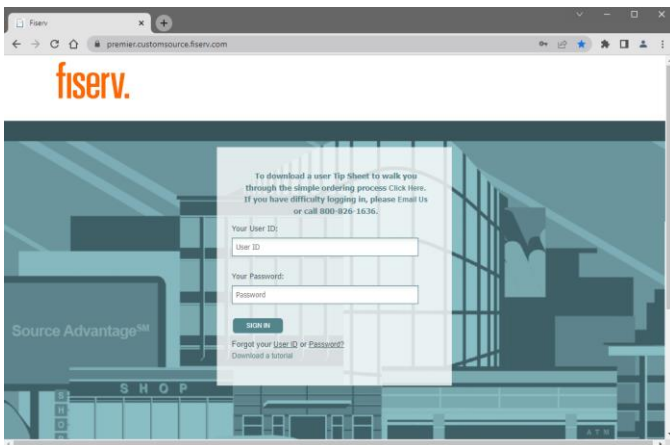
If you have not received your login email, please contact FOServices@fiserv.com or your Sales Support Representative to have one sent to you.

Below is an example of your log in screen.

Passwords and user IDs are case sensitive.

TIP: If you forget your User ID or password, click the links on the login page to retrieve your information.
Note: If you are a site administrator, this feature is disabled for security purposes. Site administrators should FOS_SourceAdv_SalesSupport@fiserv.com for login assistance.

Enter <https://premier.customsource.fiserv.com> into the address field. You will see the screen below.



Navigate

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

Shop: view items available for ordering

Click for Catalogs: expand/collapse the catalog drawer to access items available for ordering

Reporting: if authorized, view online reports

My Orders: review previous orders

My Account: change your personal information or password

Logout: click here to end your online ordering session



Ordering

Click on the catalog icons to access the items, or at any time, the catalog drawer to access your full catalog list. If you are an administrator and you do not see the icons, simply click on **Shop**.

You will see the catalog icons on the main screen, or at any time in the catalog drawer to the left. Simply click the drawer to expand/collapse.

Select one of the catalogs, and the available items – both inventory and customizable – will appear. Depending on your view, you will see the item name, code, the available number of packages (for inventory items), and the price per package. Clicking the item image will show you a larger image of the item or take you into a detailed view of the item.

Select the order quantity and either press [Add](#) or [Customize](#), depending on whether this item requires further information for customization, such as a business card or cash ticket.

Inventory Items: Simply enter the quantity needed and add the item to your shopping cart.

Customizable Print Items: You will be prompted to provide imprint information. You must follow the 3-step workflow before you can add it to your shopping cart.

To complete your order, click **CHECKOUT** in the top navigation bar. Follow the prompts and enter the required information. Click **PLACE THIS ORDER NOW** to complete the order.

To avoid errors, please make sure that you carefully review all parts of your order (quantity, item, shipping, billing) before clicking on the submit button.

Order Confirmation

You will receive an email confirmation once the order has been successfully submitted stating the quantity and description of the item(s) ordered along with an order number for tracking purposes.

If you find any mistakes with your order or need to cancel, please contact FOS_SourceAdv_SalesSupport@fiserv.com immediately. Order cancellations are not guaranteed to be stopped if appropriate time is not provided.

Your order total will not include the price of shipping. These costs will be present when you are invoiced.

Track Order

If your package has not been received within the normal amount of time (depending on shipping method), contact FOS_SourceAdv_SalesSupport@fiserv.com for assistance. Please have your order number available for reference.