

Follow these five steps to browse, customize, and receive your branded merchandise. Whether you're ordering for an event, a department, or a recognition program, this guide walks you through the entire process.

YOUR ORDERING JOURNEY

1. Browse	2. Build	3. Approve	4. Checkout	5. Receive
Find your store & explore products	Configure color, quantity & artwork	Review and approve your proof	Finalize through your purchasing system	Track delivery & provide feedback

STEP 1: BROWSE & SHOP

Find your store and start exploring products

Navigate to your store — Go to your institution's marketplace or portal and select the branded merchandise tile. You'll be redirected to your dedicated store.

Browse or search — Explore product categories or use the search bar to find specific items by name, type, or keyword.

Need something custom? — Can't find what you're looking for? Reach out to your account team for a personalized quote on any item.

STEP 2: BUILD YOUR PRODUCT

Configure color, quantity, and artwork

Choose your specs — Select "Build Product," then pick a color, enter your quantity (note any minimums), and choose your imprint type and location.

Add your artwork — Upload a custom graphic or use the comments field to indicate imprint text (e.g., "Celebrating 50 Years").

Save or continue — Add to cart, then keep shopping or save and continue. Set your delivery date and either save as a quote or submit the order.

For additional questions, contact service@myfwsshop.com

STEP 3: REVIEW & APPROVE

Sign off on your proof before production begins

Watch for your proof — You'll receive a digital mockup by email from artwork@myfwsshop.com.

Approve or request changes — Review artwork, colors, and placement. Request edits or approve to move forward.

Production begins — Once your proof and payment are confirmed, your order moves into production.

STEP 4: CHECKOUT

Finalize through your preferred payment method

Pay your way — Pay by credit card, enter the email of the party responsible for payment, or submit now and pay later.

Use Pay Later if needed — Your account manager can send a payment link by email, or you can pay through your Order History.

Order is locked in — Once payment clears, your order is queued for shipping.

STEP 5: RECEIVE YOUR ORDER

Track delivery and share your experience

Tracking by email — You'll get a shipping confirmation with tracking details and a copy of your invoice.

Delivery to your door — Carriers handle the rest — keep an eye on tracking for your estimated arrival.

Share your feedback — A short survey will follow delivery so we can keep improving.

Thank you for choosing us as your promotional products partner.

For additional questions, contact service@myfwsshop.com