

## **Placing An Order**

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### **Log in to your DocStore order site**

1. Open your Web browser and go to <https://docstore.kinkos.com/naifa>.
2. Enter your login and password. Tip: Your login name is your email address. Don't know your password? Click "Forgot your Password?" link on the login page. The system will send your password to your email address.
3. Click **Select Documents From Your Online Catalog**.

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### **Add documents to your order**

1. Click on the name of a folder in the Folders list on the left to display subfolders or documents in that folder.
2. Click the plus (+) and minus (-) icons in the **Folders** list to expand and collapse folders as you browse the catalog. You can also search document titles and descriptions by keyword.
3. To view a thumbnail or PDF preview of a document, click the underlined [document name](#) link, if it is available.
4. For each document you wish to add to your order, enter the quantity needed in the box to the right of the document's description.
5. Click **Add to Cart**.
6. Continue selecting different documents from the folders in your catalog and adding them to your cart.
7. Click **Continue**.

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### **Fill in your shopping cart options**

1. If needed, you can adjust quantities, delete documents from your order, add more documents, or click **Empty Shopping Cart** to remove all items from your cart and start over.  
Select a payment method.
2. Enter your billing information in the **Payment** area of the page. Check **Same as contact** if the billing address is the same as the order contact address.
3. Click **Continue**.

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### **Enter shipping and production details**

1. Select an **Order Completion** time from the pull-down menu.  
Note: The **Order Completion** time you select does *not* include shipping or local delivery time.
2. Specify the recipient. Enter contact and address information for the person receiving the order or check **I am recipient**.
3. Select a delivery method and shipping service, if applicable.
4. Click **Continue** to go to the **Confirm Your Order** page.

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### **Confirm and place your order**

1. Review your order details carefully.
2. Click **Back to Shopping Cart** to edit documents and quantities or click the **Edit** button that corresponds to the information you want to change.
3. Click **Place Order** to complete your order and go to the order **Thank You** page, which displays your order number and details.
4. On the **Thank You** page, click **Print This Page** to print a copy of the order details for your records. The order contact will also receive a confirmation email.

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## **Additional Functions**

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### **Build your address book**

1. Click **My Account** in the upper right hand corner of the DocStore window and select **Address Book**.
2. Click **Create New Recipient** and follow the prompts to enter required information in fields.
3. Click **Update** to save your input.
4. Continue to add recipients as needed.

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### **View your order history**

1. Click **My Account** in the upper right hand corner of the DocStore window and select **Order History**.
2. Your Order History list will appear. Click on the desired order number to see details.

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## **Contacts**

For technical assistance, please call 1.800.GO.FEDEX (1-800-46-3339) or send email to [customerrelations@fedexkinkos.com](mailto:customerrelations@fedexkinkos.com).