General

How do I contact you if I have questions or concerns?

Customer service is available to answer any of your questions. Customer service can be reached at 855-536-7675 or by emailing orders@5Forms.com.

How do I make a change to my order?

Once an order is submitted, you will not be able to make changes online. In most cases, the order will be cancelled and you will need to resubmit a new order online; contact customer service for assistance 855-536-7675. (Additional Fees May Apply)

How do I register?

Locate the "Create an account" box on the Login screen and complete the required fields for registration. Wait for your confirmation email stating your registration is successful before you attempt logging in.

Order History

How do I track my order once it's entered the system?

For your convenience, an estimated delivery date will be provided at the time of checkout before your order is placed. You will also receive an email confirmation which contains the estimated ship date. After you have received your initial order confirmation, you also have the option of logging into the site at any time to check the status using the Order History/Status tab. Once your order has shipped from our facility, you will receive an email shipping confirmation which contains the carrier and tracking number.

What if my order is waiting for manager approval?

Some sites will require manager approval before the order is processed. If your company's site is set up this way, once your order is placed you will receive an email stating that it has been sent for manager approval. At the same time the site's set approver will receive notice that an order is waiting. After the manager's decision has been made, you will receive an updated email to notify you if the order has been approved or declined. If the order has been approved, you can log into the site and check the progress using the Order History/Status tab.

Where can I view past order history?

Order History Status conveniently stores your historical data for ease of look-up and order tracking.

My Account

Why do I need to notify Corporate Graphics International of a change to my e-mail address?

All email addresses are validated and once registered will need to be updated via Corporate Graphics International personnel for security reasons.

How do I change "My Account" password?

Once logged into the site, click on the button labeled "My Account" click on the "Change Password" button on the top upper right of the screen and update your password as desired.

How do I update my stored imprint information?

My Account features will allow you to modify your information. Click on "Stored Text" next to your name and a window will appear showing stored text prompts. Be sure to save your changes once complete.

How do I place orders on behalf of other people that work in my department?

Click on the My Account tab. This feature will allow you to order on behalf of others by selecting "+ Add New". Enter a Display Name for how this stored text profile should appear in the dropdown list. Create as many stored text profiles as you need to make ordering more convenient. There will be an area located at the top of the screen labeled "Stored Text Profile For". Once you have created more than one profile, you can select which stored text profile you would like to use for your order. Please open the "PDF Instructions" file at the bottom of the screen if you need further instructions.