

A Guide to ...

Ordering your 2015 Sales Kits

1 First, log into <https://custompoint.rrd.com>. Then enter your **User ID** which is your Agent Number, Writing Number, or Agency ID (for example “B123456”). Your **Password** is **health1**. Finally enter **HSpring** in the Account field. You will be directed to the Main Menu page.

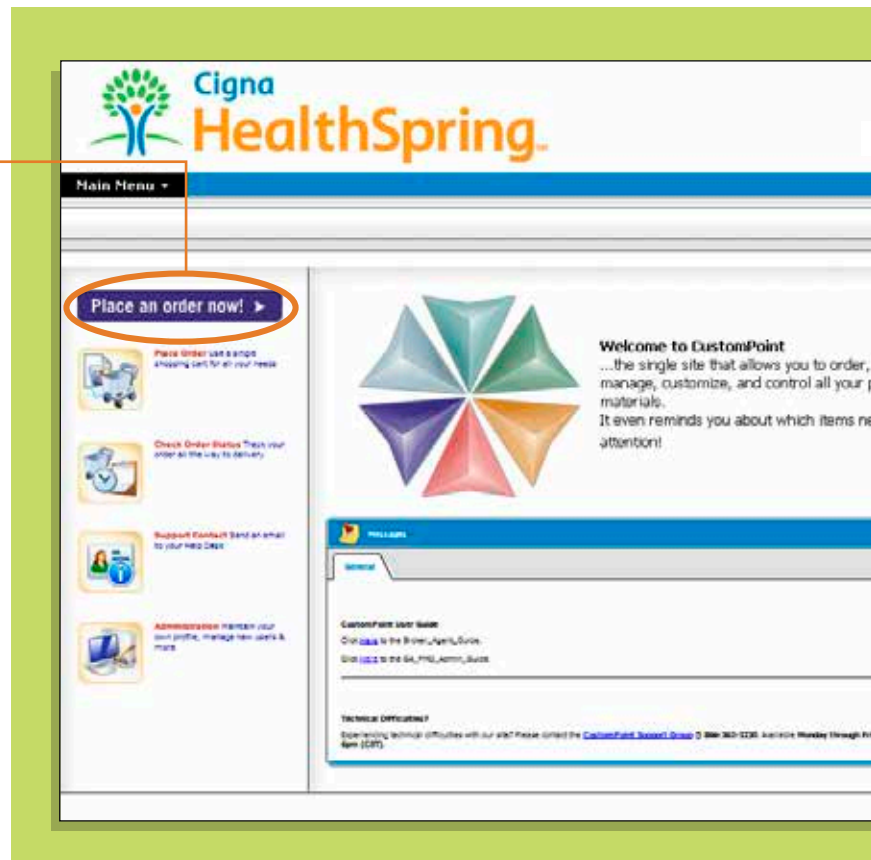
2 Click on **Place an order now!** to begin.

3 From the drop-down menu within the **Order Attribute: Product Type** box, choose **Sales Kits** and then **Continue**.

4 Find your selected item from the **Item Description** list that appears.

To order it, click the **Add to Cart** icon to its right (this icon slowly fades out when the item is successfully added). You'll have the opportunity to enter your desired quantities in [Step 5](#).

Now click **Proceed to Checkout** where you'll get a second look at your order so you can correct any errors.



! FMO's & GA's: You may order Sales Kits for only **ONE region** at a time. For example, if you place an order for the TN region, only TN materials may be ordered. If other regions appear in your cart, your order will be cancelled.

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Main Menu ▾

[Order More Items](#) [Split Selected To New Order](#) [Remove Selected From Cart](#)

Select Quantity and Unit of Measure

* required field(s)

Please enter or verify the unit of measure and order quantity for each item and click the "Update Cart" button.
To add more items to the shopping cart, click on the "Order More Items" icon. To remove items from the shopping cart, check the Select checkbox for the appropriate lines and then click the "Remove Selected From Cart" icon. Check the Select checkbox for the appropriate "Split Selected To New Order" icon if you need to save part of this order for later. When your order is complete, select one of the following: click the "Checkout" button to proceed to checkout, click the "Save Order" button to save the entire order for later, or click the "Cancel" button to cancel this order.

Select	View Image	Item #	Item Description	UOM *	Qty *	Price ¹	Avail
<input checked="" type="checkbox"/>		13_G_13_AL_13	AL COMPARISON BOOKLET <i>qty max 100</i>	EA of 1	20		
<input type="checkbox"/>		13_G_16_FLBAY_16	FL BAY COMPARISON BOOKLET <i>qty max 100</i>	EA of 1	10		
<input type="checkbox"/>		13_Z_15_FL_15	FL COMPARISON QUAD BROCHURE <i>qty max 100</i>	EA of 1	20		
<input type="checkbox"/>		13_Z_16_FLBAY_16	FL BAY COMPARISON QUAD BROCHURE <i>qty max 100</i>	EA of 1	10		

¹ Price subject to change, not to exceed price shown. Freight charges are additional. T

[View Legend](#) [Checkout](#) [Update Cart](#) [Save](#)

Select your quantities (1, 2 etc. up to 10) by typing the order amount in the **QTY** box. Any quantity restrictions will be noted in red. *Please order only what you need.* Always click **Update Cart** before you click on **Checkout**.

This same screen allows you to remove items you ordered in Step 4 or to return to the previous screen so you can order additional items.

To add items to your order

Click on **Order More Items** at the top left of the screen. Proceed as in Step 4.

To delete an item

Click in the **Select** box to the left of the item you wish to delete. Then click the red X at the top right of the screen (titled **Remove Selected from Cart**). Finally, click **Update Cart** before you click on **Checkout**.

What's the maximum I can order?

Order only what you really need.

AGENTS	10
GAs	100
FMOs	300

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The “Ship To” screen allows you to either **Select from your Personal Address Book** or **Create New Ship To**. Each new address you create can be saved to your personal address book or you can even choose to make it your default address.

AGENTS only

Once you’ve chosen your “Ship To” address, click **Next**.

FMOs and GAs only

Select the appropriate region’s “Bill To” address from the drop-down menu.

Once you’ve chosen your “Ship To” and “Bill To” address, click **Next**.

A new screen appears. Under “Order Information”, choose the appropriate “Cost Center” from the drop-down menu.

After providing any additional information that is requested, click **Next** to go to the order submission screen.

This is your last opportunity to change your order. If all is correct, click **Submit Order**.

A “Thank You” screen confirms that your order has been successfully received. You’ll see an 8-digit **Sales Reference Number**--if you don’t receive this number, your order is not complete and won’t be processed.

When can I expect my ordered items?

Orders placed prior to noon EST.	Processed for shipping the same business day
Orders placed after noon EST.	Processed for shipping the following business day
All orders are shipped UPS Ground delivery and usually arrive within 3 days.	

How do I check the status of my order?

That’s easy! Just go to the **Main Menu** and select **Order Status**. There you’ll be able to accomplish many tasks, including the UPS tracking of your order.