



**Senior Supplemental Insurance**

Aetna Health and Life Insurance Company  
Aetna Life Insurance Company (select products)  
American Continental Insurance Company  
Continental Life Insurance Company

## **How to Order Supplies and Download Forms User Guide**

Please follow these simple instructions to place your order for Senior Supplemental sales support materials.

If you have a question about any of the items, call the Agent Services Team at 800 264.4000, Monday through Friday, 8:00 am - 4:30 pm CST.

Fulfillment administered by Donnelley Financial Solutions in Charlotte, NC.

The first page you will see is the Home page.

1. To place an order, start by selecting your desired state from the Catalogs dropdown menu.

**Caution:** Please use the navigation within the system and not the Back or Forward buttons of your web browser. Failure to do so will result in an error.

The screenshot shows the Aetna Senior Supplemental Insurance website interface. At the top, there is a navigation bar with links for 'Welcome, Jane Agent', 'My Profile', 'Sign Out', a shopping cart icon with '0' items, 'Help', and 'CustomPoint 8.0'. Below this is the Aetna logo and the text 'Senior Supplemental Insurance'. A main navigation bar contains 'HOME', 'CATALOGS', and 'ORDERS'. A search bar is located on the right side of this bar. The 'CATALOGS' dropdown menu is open, displaying a grid of state names: Idaho, Missouri, Rhode Island, Alabama, Illinois, Montana, South Carolina, Alaska, Indiana, Nebraska, South Dakota, Arizona, Iowa, Nevada, Tennessee, Arkansas, Kansas, New Hampshire, Texas, California, Kentucky, New Jersey, Utah, Colorado, Louisiana, New Mexico, Vermont, Connecticut, Maine, North Carolina, Virginia, Delaware, Maryland, North Dakota, Washington, District of Columbia, Massachusetts, Ohio, West Virginia, Florida, Michigan, Oklahoma, Wisconsin, Georgia, Minnesota, Oregon, Wyoming, and Hawaii, Mississippi, Pennsylvania, and Wyoming. Below the state list is a 'SEARCH' button. To the left of the dropdown, there are sections for 'General', 'Need Help?', 'Supply Order', and 'Check Out'. At the bottom of the dropdown, there is a 'Limit Search To' section with checkboxes for 'Active Items Only', 'Slow Moving Items with Inventory', 'Items with Open Production', and 'Backordered Items'. The footer contains the text: 'The CustomPoint name and logotype are registered trademarks of RR Donnelley and Sons, Inc. All rights reserved. CustomPoint version 8.1.21.' and the RR DONNELLEY logo.

2. The **Categories** for that state (i.e. point of sale kits, companion kits, etc.) will then show on the left side of the page.

The screenshot shows the Aetna Senior Supplemental Insurance website interface. At the top, a navigation bar includes links for 'Welcome, Jane Agent', 'My Profile', and 'Sign Out', along with a shopping cart icon showing 0 items, a 'Help' link, and the 'CustomPoint 8.0' logo. Below this is the Aetna logo and the text 'Senior Supplemental Insurance'. A secondary navigation bar contains 'HOME', 'CATALOGS', and 'ORDERS' tabs, and a search bar with a settings gear icon. On the left, a 'Categories' sidebar lists various insurance options. The main content area displays 'Alabama (0 items found)' and a 'Selections:' bar with a checked checkbox for 'Alabama'. At the bottom, a footer contains copyright information for RR Donnelley and Sons, Inc. and the RR DONNELLEY logo.

Welcome, Jane Agent   My Profile   Sign Out   Cart 0   Help ?   CustomPoint 8.0®

**aetna** Senior Supplemental Insurance

HOME   CATALOGS   ORDERS   Search

**Categories**

- Point of Sale Kits for Paper Applications
- Companion Kits for Electronic Applications
- ACI - Medicare Supplement Items
- CLI - Cancer and Heart Attack or Stroke Items
- CLI - Hospital Indemnity Items
- ACI - Final Expense Items
- CLI - Home Care Items
- CLI - Nursing Facility Care Items

Alabama (0 items found)

Selections:  Alabama

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3. Pick a Category and the available items (i.e. sales kits by product) to order will show in the center of the page.

The screenshot shows the Aetna Senior Supplemental Insurance website interface. At the top, there is a navigation bar with links for 'Welcome, Jane Agent', 'My Profile', 'Sign Out', 'Cart 0', 'Help', and 'CustomPoint 8.0'. Below this is the Aetna logo and the page title 'Senior Supplemental Insurance'. A secondary navigation bar includes 'HOME', 'CATALOGS', 'ORDERS', and a search bar. On the left, a 'Categories' sidebar indicates that the current category has no available subcategories. The main content area is titled 'Point of Sale Kits for Paper Applications (6 items found)'. It features a 'Selections' bar with checkboxes for 'Alabama' and 'Point of Sale Kits for Paper Applications', both of which are checked. Below the selections bar, there are controls for 'View' (Icons | Table | Text), 'Sort By' (Your Item), 'Show' (32), and 'Page' (1). The products are displayed in a grid of six items, each with a thumbnail image, a title, and a product code:

- FINAL EXPENSE KIT AL** (ACIFEKITAL)
- MEDICARE SUPPLEMENT KIT AL...** (ACIMSKITAL)
- CANCER AND HEART ATTACK OR STROKE...** (CLICHKITAL)
- HOME CARE KIT AL** (CLIHCKITAL)
- HOSPITAL INDEMNITY KIT AL - Continental...** (CLIHKITAL)
- NURSING FACILITY CARE KIT AL -...** (CLINKITAL)

At the bottom of the product grid, there are additional controls for 'View', 'Sort By', 'Show', and 'Page', identical to the ones above.

NOTE: To choose a different Category in the same state, uncheck the box next to the category name in the Selections bar. To choose a different state Catalog, go back to the Catalogs dropdown menu.

4. Click on the item desired, then add to cart.

Welcome, Jane Agent   My Profile   Sign Out   Cart 0   Help ?   CustomPoint 8.0®

# aetna® Senior Supplemental Insurance

HOME   CATALOGS   ORDERS  

**Categories**  
This category has no available subcategories.

## Point of Sale Kits for Paper Applications (6 items found)

**Selections:**  Alabama    Point of Sale Kits for Paper Applications

**View:** Icons | Table | Text   **Sort By:** Your Item ↑   **Show:** 32   **Page:** 1

**Ordering Options**

Units: KT of 1

Qty:

Check Current Availability

**ADD TO CART**

**MEDICARE SUPPLEMENT KIT AL - American Continental Insurance Company**

Your Item: ACIMSKITAL

ACIFEKITAL   ACIMSKITAL   CLICHKITAL   CLIHCKITAL

**HOSPITAL INDEMNITY KIT AL - Continental Insurance Company**

CLHIKITAL

**NURSING FACILITY CARE KIT AL - Continental Insurance Company**

CLINFKITAL

**View:** Icons | Table | Text   **Sort By:** Your Item ↑   **Show:** 32   **Page:** 1

If a kit is chosen, the list of components will appear below the kit.

Welcome, Jane Agent   My Profile   Sign Out   Cart 0   Help ?   CustomPoint 8.0®

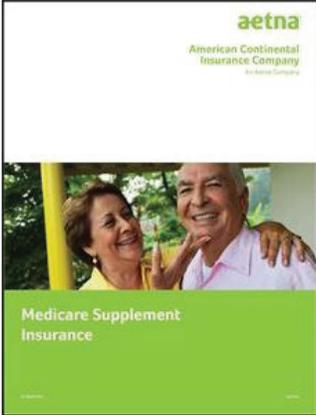
# aetna® Senior Supplemental Insurance

HOME   CATALOGS   ORDERS  

Back To Results

## MEDICARE SUPPLEMENT KIT AL

Your Item: ACIMSKITAL



Medicare Supplement Insurance

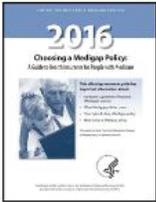
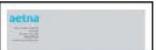
[Show Full Size Image](#)

American Continental Insurance Company

Units: KT of 1   Quantity:    [ADD TO CART](#)

### Kit Components

View: [Icons](#) | [Table](#) | [Text](#)   Sort By: Your Item ↑   Show: 32   Page: 1

 <p><b>NAIC GUIDE</b></p> <p>02110</p>	 <p><b>HIPAA FORM ACI</b></p> <p>ACIMP01003</p>	 <p><b>REPLACEMENT MEDSUP</b></p> <p>ACIMS01001</p>	 <p><b>OUTLINE MEDSUP AL</b></p> <p>ACIMS01063AL</p>
			

#### Categories

Alabama

- Point of Sale Kits for Paper Applications

After Adding to Cart, you have an option to stay on that page to order more items or view cart in order to proceed with checking out.

The screenshot displays a product page for 'MEDICARE SUPPLEMENT KIT AL' from American Continental Insurance Company. The product details show 'Units: KT of 1' and a 'Quantity' of 1. A dark blue button labeled 'ITEM IS IN CART' is visible. A white modal dialog box with a shopping cart icon and a green checkmark is centered on the screen, titled 'Item Added to Cart'. The message inside the modal reads: 'The Item "MEDICARE SUPPLEMENT KIT AL" has been added to your shopping cart and is now part of your order.' Below the message, there is a checkbox labeled 'Save Choice as Preference' and two buttons: 'VIEW CART' (dark blue) and 'STAY HERE' (teal). The background shows a sidebar with 'aetna' and 'American Continental Insurance Company' logos, a 'Categories' section for 'Alabama' with a sub-item 'Point of Sale Kits for Paper Applications', and a 'Components' section with options like 'Icons | Table | Text'. At the bottom, there are sorting and display options: 'Sort By: Your Item' with an upward arrow, 'Show: 64' with a list icon, and 'Page: 1'.

At the Shopping Cart screen, type in your quantities desired and click Update Cart. If your order contains any quantities above the maximum allowed (25 of any one item), it will be routed through the Agent Services team for release. You will receive an email once the order has been approved.

You now have the option to **Save Order, Continue Shopping, Remove Item** or **Check Out**.

**After entering your quantity, be sure to click on the Update Cart.**

**Please Double Check Your Shopping Cart For Accuracy!**

Select the Check Out button when you are ready to continue placing your order.

**Tip:** You may include items that the system says are on backorder in your shopping cart. Those items will ship separately as soon as available.

The screenshot shows the Aetna Senior Supplemental Insurance shopping cart. At the top, there is a navigation bar with links for 'Welcome, Jane Agent', 'My Profile', 'Sign Out', 'Cart 1', 'Help', and 'CustomPoint 8.0'. Below this is the Aetna logo and the text 'Senior Supplemental Insurance'. A secondary navigation bar contains 'HOME', 'CATALOGS', 'ORDERS', and a search bar. The main content area is titled 'Shopping Cart Contents (1 Item)'. It features a single item: 'MEDICARE SUPPLEMENT KIT AL' with 'Your Item: ACIMSKITAL'. The item has a quantity of 1 and is measured in 'Units: KT of 1'. There are buttons for 'Show Kit Contents', 'Remove Item', and 'Availability TBD'. An 'UPDATE CART' button is located at the bottom right of the item list. At the bottom of the page, there are buttons for 'SAVE ORDER', 'More Cart Options', 'CONTINUE SHOPPING', and 'CHECK OUT'. The footer contains the text: 'The CustomPoint name and logotype are registered trademarks of RR Donnelley and Sons, Inc. All rights reserved. CustomPoint version 8.1.21.' and the 'RR DONNELLEY' logo.

When checking out, you will have an option to create a new delivery address or select from your saved address book. Complete the delivery details and click Next.

Welcome, Jane Agent   My Profile   Sign Out    Cart 1   Help ?   CustomPoint 8.0®

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HOME   CATALOGS   ORDERS    

 Delivery Options Step 1 of 3

**Address Source**

**Enter Address Here**

<b>Ship To Name *</b>	<b>Ship To Name 2</b>	
<input type="text"/>	<input type="text"/>	
<b>Address Line 1 *</b>	<b>Address Line 2</b>	
<input type="text"/>	<input type="text"/>	
<b>Address Line 3</b>		
<input type="text"/>		
<b>City *</b>	<b>State *</b>	<b>Zip *</b>
<input type="text"/>	<input type="text" value="Select a Stat"/>	<input type="text"/>
<b>Country *</b>	<b>Phone</b>	
<input type="text" value="United States"/>	<input type="text"/>	
<b>Ship To Attn and Phone Number *</b>		
<input type="text"/>		

**VALIDATE**    Add to Address Book    Is Default Address

**SAVE ORDER**   **CANCEL** **BACK**   **NEXT**

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Your Name and Phone may be defaulted on the Order Information screen. Please enter any missing information. All required shipping information is marked with an asterisk (\*). Click Next.

**Note: Standard Shipping Method is UPS Ground.**

**Tip:** System generated order confirmation and ship notice emails will be sent to the email address entered on this screen.

Welcome, Jane Agent   My Profile   Sign Out    Cart 1   Help ?   CustomPoint 8.0®

# aetna® Senior Supplemental Insurance

HOME   CATALOGS   ORDERS    

 Order Details Step 2 of 3

<p><b>Customer Information</b></p> <p><b>Name *</b> <input type="text" value="Jane Agent"/></p> <p><b>Phone Number *</b> <input type="text" value="1234567890"/></p> <p><b>Email Address *</b> <input type="text"/></p> <p><b>Shipping Information</b></p> <p><b>Carrier/Service Level</b> <input type="text" value="Standard Shipping Method"/> </p>	<p><b>Order Information</b></p> <p><b>Ordering on Behalf of (Enter Name) *</b> <input type="text" value="John Doe"/></p> <p><b>Agent Writing Number *</b> <input type="text" value="123456"/></p>
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Please check the order information to confirm accuracy. After validating the order information on the summary page, click Submit Order. Your order has now been placed.

Welcome, Jane Agent   My Profile   Sign Out    Cart 1   Help ?   CustomPoint 8.0<sup>®</sup>

# aetna<sup>®</sup> Senior Supplemental Insurance

HOME   CATALOGS   ORDERS    

## Order Summary Step 3 of 3

**Ships To:** John Doe  
800 Crescent Centre Drive  
Suite 200  
Franklin, TN 37067

**Ship To Attn and Phone Number:** Jane Doe

[View or Print All Details](#) | [Show Order Detail](#)

### Items Ordered



**MEDICARE SUPPLEMENT KIT AL**  
**Your Item:** ACIMSKITAL

**Units:** KT of 1   **Quantity:** 1

[SAVE ORDER](#)   [Checkout Options](#)    [CANCEL](#)   [BACK](#)   [SUBMIT ORDER](#)

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The Thank You screen confirms that your order has been successfully submitted for processing by the warehouse. A unique 8-digit **Sales Reference Number** will be generated. That number will be used later to track your shipment. **Note: If you do not receive a Sales Reference Number, your order is not complete and cannot be processed.**

# aetna® Senior Supplemental Insurance

## Order Confirmed

Order Number: 33306392  
Sales Reference Number: 42888213

Thank you. We will send a detailed email confirmation to testorder@test.com. Please save the above Order Numbers, they can be used to track your order in our order status module. You may also wish to Print this Order Confirmation for your records. Thank you for your business!

[COPY THIS ORDER](#)   [ORDER STATUS PAGE](#)   [HOME](#)

# Checking the Status of an Order

Checking the status of an order is simple using this website. Use the Orders dropdown menu, then select **Order Status**.

The screenshot shows the Aetna Senior Supplemental Insurance website interface. At the top, there is a navigation bar with links for 'Welcome, Jane Agent', 'My Profile', 'Sign Out', 'Cart 0', 'Help ?', and 'CustomPoint 8.0®'. Below this is the Aetna logo and the text 'Senior Supplemental Insurance'. A secondary navigation bar contains 'HOME', 'CATALOGS', and 'ORDERS', along with a search box and a settings icon. The 'ORDERS' dropdown menu is open, listing options: 'Order Status', 'Order Search', 'Saved Orders', 'Copy Recent Orders', 'Quick Item Entry', and 'Template Ordering'. The 'Order Status' option is highlighted. On the left, under the 'General' section, there is a 'Need Help Ordering?' section with instructions and a 'Supply Order User Guide' link. Below that is a 'Check Inventory' section with search and sort options. On the right, there are two notification boxes: 'Order Reminders' with a shopping cart icon and 'Order Alerts' with a clipboard icon. The 'Order Reminders' box shows a date of 11/14/2012 and a message about the Agent Services Team. The 'Order Alerts' box shows a date of 02/21/2013 and a message about orders awaiting approval.

You have several different options to find order status information. You may use the “quick” **Search** method (described below).

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Order #	Sales Ref #	Order Date	Order Status	Order Detail	Tracking
33306392	42888213	10/12/2016	In Warehouse/Ready to Print	<a href="#">i</a>	

Below the table, there are 'Go to Page: 1' and 'Page 1 of 1' buttons. A footnote at the bottom states: '1 Pending order status here may not reflect actual order status. Because of the type of search performed, pending status here represents all orders that have been submitted from the front-end to the fulfillment system. To see a more accurate real-time status of the order in the fulfillment system once results are shown, click into the details of a specific order.'

Searching your order using the Search By option allows you to quickly find the status of your order by entering:

- **Sales Ref #** (the unique 8 digit number the system generated for your order)
- **Order #**
- **Item #**
- **Invoice #**

To Search using “quick” Search, select Sales an (option from the dropdown list), enter the corresponding information, then click **Search**.

There are three tabs on the search results page:

- 1.Order Information**
- 2.Address Information**
- 3.Tracking Information**

The Order Information tab provides details about the items that were placed in the order.

The Address Information tab shows the Shipping Address and Bill To Address in the order.

The Tracking Information tab is helpful in checking the delivery status of an order, and includes a Tracking Number link that will take you directly to the carrier’s website.

## Using the Administration Module

To change your Profile Information, select the My Profile button from the menu bar as shown below.

Welcome, Jane Agent
My Profile   Sign Out
 Cart 0   Help ?   CustomPoint 8.0®

Personal Information

Personal Address Book

Settings & Preferences

Mental Insurance

HOME   CATALOGS   ORDERS
Search

Order Status
Order Activity

When All Orders is selected for Restrict By option, Search By and Search Criteria must have values.  
**If the order you are looking for is not found, please refine your search criteria.**

Search by: Sales Ref # ▼

Order Date From: 09/12/2016 ▼ (mm/dd/yyyy)

Restrict by: ?  Only My Online Orders    All Orders

Search Criteria:  Search | [Advanced Search](#)

To: 10/12/2016 ▼ (mm/dd/yyyy) ?

Recent Orders - 1 Results Found: Displaying 1 - 1 of 1

Go to Page: 1 ▼
Page 1 of 1

Order #	Sales Ref #	Order Date ▼	Order Status <span style="font-size: 12px;">?</span>	Order Detail	Tracking
33306392	42888213	10/12/2016	In Warehouse/Ready to Print	<span style="font-size: 12px;">i</span>	

Go to Page: 1 ▼
Page 1 of 1

<sup>1</sup> Pending order status here may not reflect actual order status. Because of the type of search performed, pending status here represents all orders that have been submitted from the front-end to the fulfillment system. To see a more accurate real-time status of the order in the fulfillment system once results are shown, click into the details of a specific order.