



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.

Welcome, Jane AgentMy ProfileSign Out

 Cart 0

 Help ?

CustomPoint 8.0®

 Senior Supplemental Insurance

HOME

CATALOGS

ORDERS

General Information

Need Help? If you need assistance, please call 1-800-541-7300, Monday through Friday, 9:00am to 7:30am EST. [Click Here](#) for more information.

Supply Order

Check Order Status

* User Guide

Alabama

Alaska

Arizona

Arkansas

California

Colorado

Connecticut

Delaware

District of Columbia

Florida

Georgia

Hawaii

Idaho

Illinois

Indiana

Iowa

Kansas

Kentucky

Louisiana

Maine

Maryland

Massachusetts

Michigan

Minnesota

Mississippi

Missouri

Montana

Nebraska

Nevada

New Hampshire

New Jersey

New Mexico

North Carolina

North Dakota

Ohio

Oklahoma

Oregon

Pennsylvania

Rhode Island

South Carolina

South Dakota

Tennessee

Texas

Utah

Vermont

Virginia

Washington

West Virginia

Wisconsin

Wyoming

SEARCH

Limit Search To

☒ Active Items Only


☐ Slow Moving Items with Inventory


☐ Items with Open Production

☐ Backordered Items

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.

Welcome, Jane AgentMy ProfileSign Out

 Cart 0Help ?CustomPoint 8.0®

Senior Supplemental Insurance

HOMECATALOGSORDERS

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.

Welcome, Jane AgentMy ProfileSign Out

 Cart 0Help ?CustomPoint 8.0®

 Senior Supplemental Insurance

HOMECATALOGSORDERS

Search


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 | TextSort By: Your Item ↑Show: 32Page: 1




FINAL EXPENSE KIT AL
ACIFEKITAL




MEDICARE SUPPLEMENT KIT AL...
ACIMSKITAL



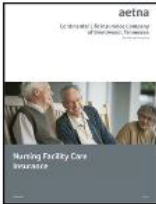
CANCER AND HEART ATTACK OR STROKE...
CLICHKITAL



HOME CARE KIT AL
CLIHCKITAL



HOSPITAL INDEMNITY KIT AL - Continental...
CLIHKITAL




NURSING FACILITY CARE KIT AL -...
CLINKITAL


View: Icons | Table | TextSort By: Your Item ↑Show: 32Page: 1

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 AgentMy ProfileSign Out

 Cart 0Help ?CustomPoint 8.0®

 Senior Supplemental Insurance



HOMECATALOGSORDERS


Search

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


**FINAL EXPENSE**
ACIFEKITAL


Ordering Options
Units: KT of 1
Qty:
Check Current Availability
ADD TO CART



**MEDICARE SUPPLEMENT KIT AL - American Continental Insurance Company**
Your Item: ACIMSKITAL

CLICHKITAL

CLIHKITAL


**HOSPITAL INDEMNITY KIT AL - Continental...**
CLIHKITAL


**NURSING FACILITY CARE KIT AL -...**
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 AgentMy ProfileSign Out


 Cart 0

 Help ?

CustomPoint 8.0®

 Senior Supplemental Insurance

HOME CATALOGS ORDERS

Search 

[Back To Results](#)

MEDICARE SUPPLEMENT KIT AL

Your Item: ACIMSKITAL



 Show Full Size Image

American Continental Insurance Company

Units: KT of 1 Quantity: 1

ADD TO CART

Kit Components

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



NAIC GUIDE

02110



HIPAA FORM ACI

ACIMP01003



REPLACEMENT MEDSUP

ACIMS01001



OUTLINE MEDSUP AL

ACIMS01063AL



Aetna

American Continental Insurance Company



Aetna

American Continental Insurance Company



Aetna

American Continental Insurance Company



Aetna


American Continental Insurance Company

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.



Aetna
American Continental Insurance Company
An Aetna Company


Units: KT of 1 Quantity:

ITEM IS IN CART

Categories

Alabama

- Point of Sale Kits for Paper Applications





Medicare Supplement Insurance

Show Full Size Image

Components

Icons | Table | Text

Sort By: Your Item 

Show: 64 

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.*

Welcome, Jane AgentMy ProfileSign Out

 Cart 1


 Help ?

CustomPoint 8.0®


 **Senior Supplemental Insurance**

HOME CATALOGS ORDERS

Search

 Shopping Cart Contents (1 Item)

☐



MEDICARE SUPPLEMENT KIT AL
Your Item: ACIMSKITAL
Units: KT of 1 Qty:

Show Kit Contents

Remove Item

Availability TBD

UPDATE CART

SAVE ORDER

More Cart Options

CONTINUE SHOPPING


CHECK OUT


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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 AgentMy ProfileSign Out

 Cart 1Help ?CustomPoint 8.0®

 Senior Supplemental Insurance

HOMECATALOGSORDERS

Search

 Delivery Options

Step 1 of 3

Address Source

Manually Enter Address

Enter Address Here

Ship To Name *Ship To Name 2

Address Line 1 *Address Line 2

Address Line 3

City *State *Zip *

Country *Phone

Ship To Attn and Phone Number *

VALIDATE

☐ Add to Address Book☐ Is Default Address

SAVE ORDERCANCEL

BACKNEXT

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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 AgentMy ProfileSign Out

 Cart 1Help ?CustomPoint 8.0®

 **Senior Supplemental Insurance**

HOMECATALOGSORDERS

Search

 Order Details

Step 2 of 3

Customer Information

Name *

Jane Agent

Phone Number *

1234567890

Email Address *

Shipping Information

Carrier/Service Level

Standard Shipping Method

Order Information

Ordering on Behalf of (Enter Name) *

John Doe

Agent Writing Number *

123456

SAVE ORDERCANCEL

BACKNEXT


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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 AgentMy ProfileSign Out

 Cart 1


Help ?

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 Senior Supplemental Insurance

HOME CATALOGS ORDERS

Search

 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.**

[Welcome, Jane Agent](#) [My Profile](#) [Sign Out](#)  **Cart 0** [Help ?](#) **CustomPoint 8.0®**

 **Senior Supplemental Insurance**

[HOME](#) [CATALOGS](#) [ORDERS](#) 

 **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](#)

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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 displays the Aetna Senior Supplemental Insurance website interface. At the top, a navigation bar includes links for 'Welcome, Jane Agent', 'My Profile', 'Sign Out', a shopping cart icon with '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 bar and a settings gear icon. The 'ORDERS' dropdown menu is open, showing options: 'Order Status', 'Order Search', 'Saved Orders', 'Copy Recent Orders', 'Quick Item Entry', and 'Template Ordering'. On the left, under the 'General' section, there is a 'Need Help Ordering?' link and a 'Supply Order User Guide' link. The main content area shows a message from the 'Agent Services Team' dated 11/14/2012, stating that the team is available Monday through Friday from 7:30am to 4:30pm (CST). Below this, a date '02/21/2013' is visible. On the right, there are two dark blue boxes: 'Order Reminders' with a shopping cart icon and 'Order Alerts' with a clipboard icon. The 'Order Reminders' box states 'Here are your saved or pending orders awaiting completion:' and includes a link 'User and System Saved (2)'. The 'Order Alerts' box states 'Here are orders routed to you for review:' and shows 'Orders Awaiting Approval (0)'. At the bottom, there is a section for 'Check Inventory' with a search bar and a 'Sorts Results By' dropdown.

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

aetna Senior Supplemental Insurance

HOME CATALOGS ORDERS Search ⚙️

General

Need Help Ordering?
If you need assistance please call 800-264-4000 select option 3 then option 1. Our hours of operation are Monday through Friday from 7:30am to 4:30pm (CST).

Supply Order User Guide
Click [Here](#) to link to the supply order user guide.

Order Status
Order Search
Saved Orders
Copy Recent Orders
Quick Item Entry
Template Ordering

11/14/2012
Agent Services Team @ 800-264-4000 select option 3 then option 1. Our hours of operation are Monday, Tuesday, Thursday and Friday from 7:30am to 4:30pm (CST).

02/21/2013

Order Reminders
Here are your saved or pending orders awaiting completion:
[User and System Saved \(2\)](#)

Order Alerts
Here are orders routed to you for review:
Orders Awaiting Approval (0)

Check Inventory

Search In Sorts Results By

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

The screenshot shows the Aetna Senior Supplemental Insurance website. At the top, there is a navigation bar with links for 'Welcome, Jane Agent', 'My Profile', 'Sign Out', 'Cart', '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 'ORDERS' tab is selected, and the 'Order Status' sub-tab is active. A message states: '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.' The search form includes a 'Search by:' dropdown set to 'Sales Ref #', a 'Search Criteria:' input field, and a 'Search' button. There are also date pickers for 'Order Date From' (09/12/2016) and 'To' (10/12/2016), and a 'Restrict by:' section with radio buttons for 'Only My Online Orders' (selected) and 'All Orders'. Below the search form, it says 'Recent Orders - 1 Results Found: Displaying 1 - 1 of 1'. A table displays the search results:

| Order # | Sales Ref # | Order Date | Order Status | Order Detail | Tracking |
|----------|-------------|------------|-----------------------------|-------------------|----------|
| 33306392 | 42888213 | 10/12/2016 | In Warehouse/Ready to Print | i | |

At the bottom of the table, there are 'Go to Page: 1' and 'Page 1 of 1' controls. 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.

The screenshot displays the Aetna CustomPoint 8.0 administration interface. The top navigation bar includes 'Welcome, Jane Agent', 'My Profile', 'Sign Out', a shopping cart icon with '0' items, a 'Help' link, and 'CustomPoint 8.0'. A secondary menu bar contains 'HOME', 'CATALOGS', 'ORDERS', and a search bar. The 'ORDERS' section is active, showing 'Order Status' and 'Order Activity' tabs. A warning message states: '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.' The search form includes fields for 'Search by:' (Sales Ref #), 'Search Criteria:', 'Order Date From:' (09/12/2016), 'To:' (10/12/2016), and 'Restrict by:' (radio buttons for 'Only My Online Orders' and 'All Orders'). A 'Search' button and a link to 'Advanced Search' are also present. Below the search form, it indicates 'Recent Orders - 1 Results Found: Displaying 1 - 1 of 1'. A table lists the order details:

| Order # | Sales Ref. # | Order Date | Order Status | Order Detail | Tracking |
|----------|--------------|------------|-----------------------------|--------------|----------|
| 33306392 | 42888213 | 10/12/2016 | In Warehouse/Ready to Print | | |

Below the table, there are 'Go to Page: 1' and 'Page 1 of 1' controls. A footnote at the bottom explains: '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.'