

CustomPoint Self Registration

To access the CustomPoint User Self Registration page for Health Net, copy and paste the URL:

<https://custompoint.rrd.com/xs2/?Option=2&username=hntest&password=y9dumyw9milkf&account=healthnet&datetime=8675309&Module=SR&CMPID=150702>

into the Address line of your web browser, then press Enter or click the Go button. You will then be directed to the page below to create your own User ID and Password.

SELF REGISTRATION

To create a new User Account, please select a User Type from the drop-down below. Once a user type is selected, the screen will display some default information. Modify any of the details or enter additional details for your User Account and click "Save and Login" to save the changes and automatically login, or you may click "Logout" to cancel and return to the login screen.

NOTE: Please be sure to save your username and password information for future visits to this application. You will be asked to provide those two pieces of information on the login screen.

NOTE: Passwords are case sensitive.

User Types

- CT BROKER
- AZ Broker
- AZ Sales
- CA Brokers
- CA Sales
- OR Broker
- OR Sales
- CT BROKER
- CT SALES
- WY BROKER
- WY SALES
- National Broker

Save and Login **Logout**

User will select the user Group that is applicable to their region to create the user ID and Password

CustomPoint Self Registration

SELF REGISTRATION

To create a new User Account, please select a User Type from the drop-down below. Once a user type is selected, the screen will display some default information. Modify any of the details or enter additional details for your User Account and click "Save and Login" to save the changes and automatically login, or you may click "Logout" to cancel and return to the login screen.

NOTE: Please be sure to save your username and password information for future visits to this application. You will be asked to provide those two pieces of information on the login screen.

NOTE: Passwords are case sensitive.

User Types

OR Sales

User Settings

Login ID*:

Password*: Confirm Password*:

Password Hint:

First Name*: Last Name*:

Email Address: Phone Number:

User Defined Fields

User Type: Sales

*required field(s)

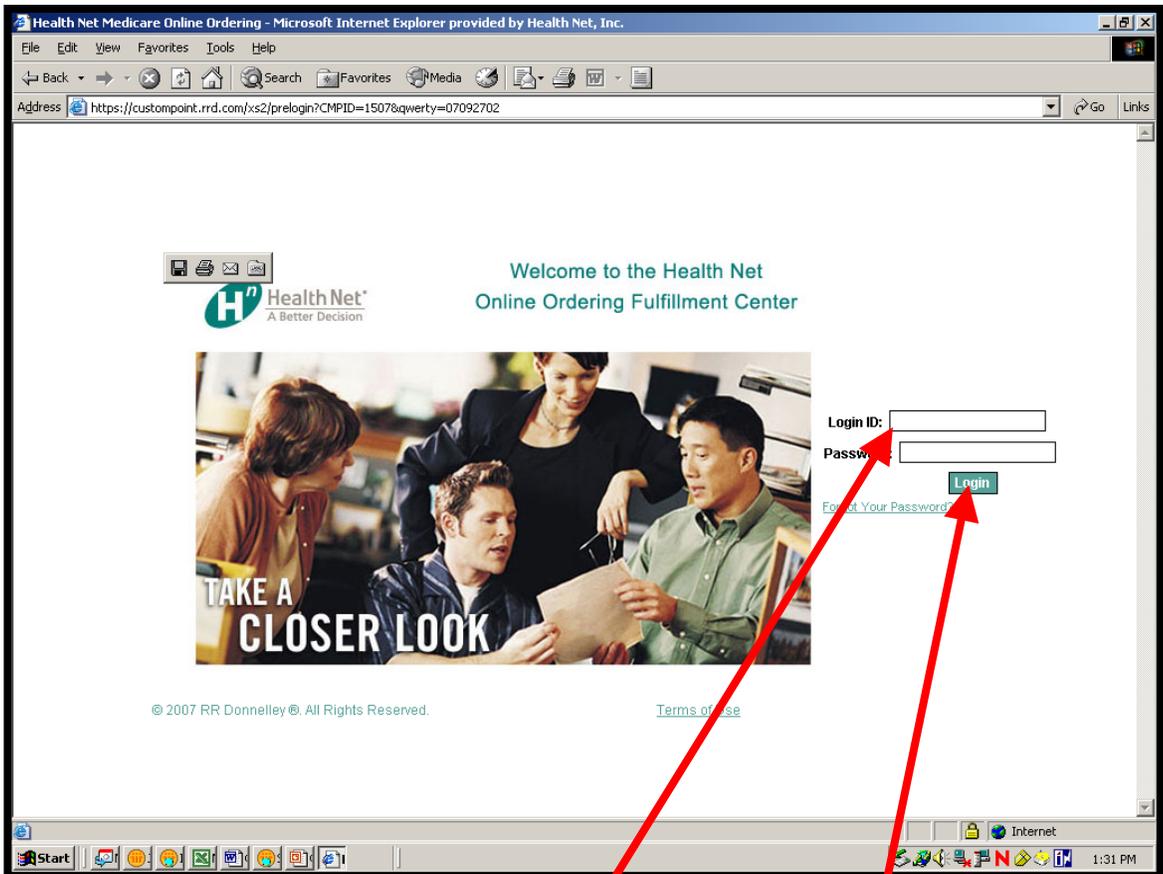
Save and Login Logout

User will need to input all of the required information into the fields above, click on the Save and Log In button to create your User ID and Password. Please make sure to write down your User ID and Password.

CustomPoint Login Page

To access the CustomPoint login page for Health Net, copy and paste the URL <https://custompoint.rrd.com/xs2/prelogin?CMPID=1507&qwerty=07072702> into the Address line of your web browser, then press Enter or click the Go button. Please save this URL as a Favorite. This URL will be utilized for all future kit or bulk material orders.

Welcome to CustomPoint



Login using your User ID and Password that was obtained from the self registration URL.

Home Page

On the left side of the screen are a list of modules and services available to you:

- **Place & Manage Orders**
- **Individual Kit Requests**
- **Check Order Status**

In the center of the screen is a message board. Please check this message board every time you log in. This message board is updated as enhancements are made to the site as well as any important messages regarding the ordering process

The screenshot displays the HealthNet website interface. At the top left is the HealthNet logo with the tagline "A Better Decision". A navigation bar includes "Main Menu", "Home", "Logout", "Cart (0)", and "Help". Below this is the "CustomPointSM powered by RR DONNELLEY" branding. The left sidebar contains three highlighted links: "Click [HERE](#) to Place an Order", "Place Order" (described as a single shopping cart for all needs), "Individual Kit Request" (for placing individual kit requests), and "Check Order Status" (to track orders). The main content area features a large banner with the text "TAKE A CLOSER LOOK" and an image of people in a clinical setting. Below the banner is a "Messages" section with a "General" tab, displaying a message titled "Message 1 of 1 - Experiencing Technical Difficulties?" dated 07/18/2007. The message text reads: "Experiencing technical difficulties with our site? Please contact the [CustomPoint Support Group](#) @ 866-888-8888. Available Monday through Friday from 7am to 5pm (EST)." On the right side, there is a "Reminders" section showing "Order Reminders" with a dropdown arrow and "Saved Orders (User and System)" with a count of 0.

CustomPoint Modules and Explanations

Listed below are all the possible modules that are available in the CustomPoint site.
Access to these modules is determined by your user id.



Place & Manage Orders

Open a saved order, access an ordering template and more.



Order Status

Track your order all the way to delivery.



Check Inventory

Inventory levels and usage trends are at your fingertips.



Manage Kits

Create a kit. We'll build it, ship it, put it to stock, or modify it at your command.



Manage Lists

Organize, delete, or add mailing lists.



Manage Catalogs

Organize catalogs to present each user group with the items they need.



Reports

On-line access to all of your Management Reports.



Administration

Authorized users can update system settings and user profiles.

Individual Kit Request

Individual Kits are orders of Open Enrollment Kits that only total a quantity of 1. Open Enrollment Kits contain applicable regional materials in a folder, which is stuffed into an envelope for mailing.

To begin placing an Individual Kit Request order, click on the **Individual Kit Request** button.

The screenshot displays the Health Net website interface. At the top left is the Health Net logo with the tagline "A Better Decision". A navigation bar includes "Main Menu", "Home", "Logout", "Cart (0)", and "Help". The page is powered by CustomPoint™ by RR DONNELLEY. On the left sidebar, there are three buttons: "Click HERE to Place an Order", "Place Order" (with subtext "Use a single shopping cart for all your needs"), and "Individual Kit Request" (with subtext "For placing Individual Kit Requests" and circled in red). Below it is "Check Order Status" (with subtext "Track your order all the way to delivery"). The main content area features a large image of people looking at a document with the text "TAKE A CLOSER LOOK". Below the image is a "Messages" section with a "General" tab and a message titled "Message 1 of 1 - Experiencing Technical Difficulties?" dated "07/18/2007". On the right sidebar, there is a "Reminders" section with a sub-section for "Order Reminders" showing "Saved Orders (User and System)" with a count of "0".

Individual Kit Request

Click on the drop down button to select the **Plan/Kit State**. Then click on **Submit**.

Health Net - Microsoft Internet Explorer provided by Health Net, Inc.

File Edit View Favorites Tools Help

Address <http://healthnetspd.rrd.com/OrderSelectTypeForm.do> Go Links

 **Health Net**
A Better Decision

Pre-Enrollment Material Request

[Begin New Order](#) [Return](#)

Please select from the following order options. Select the Plan/State for the kits/materials required.
* Required field.

* Order Type: Individual Kit Order

* Plan/Kit State:

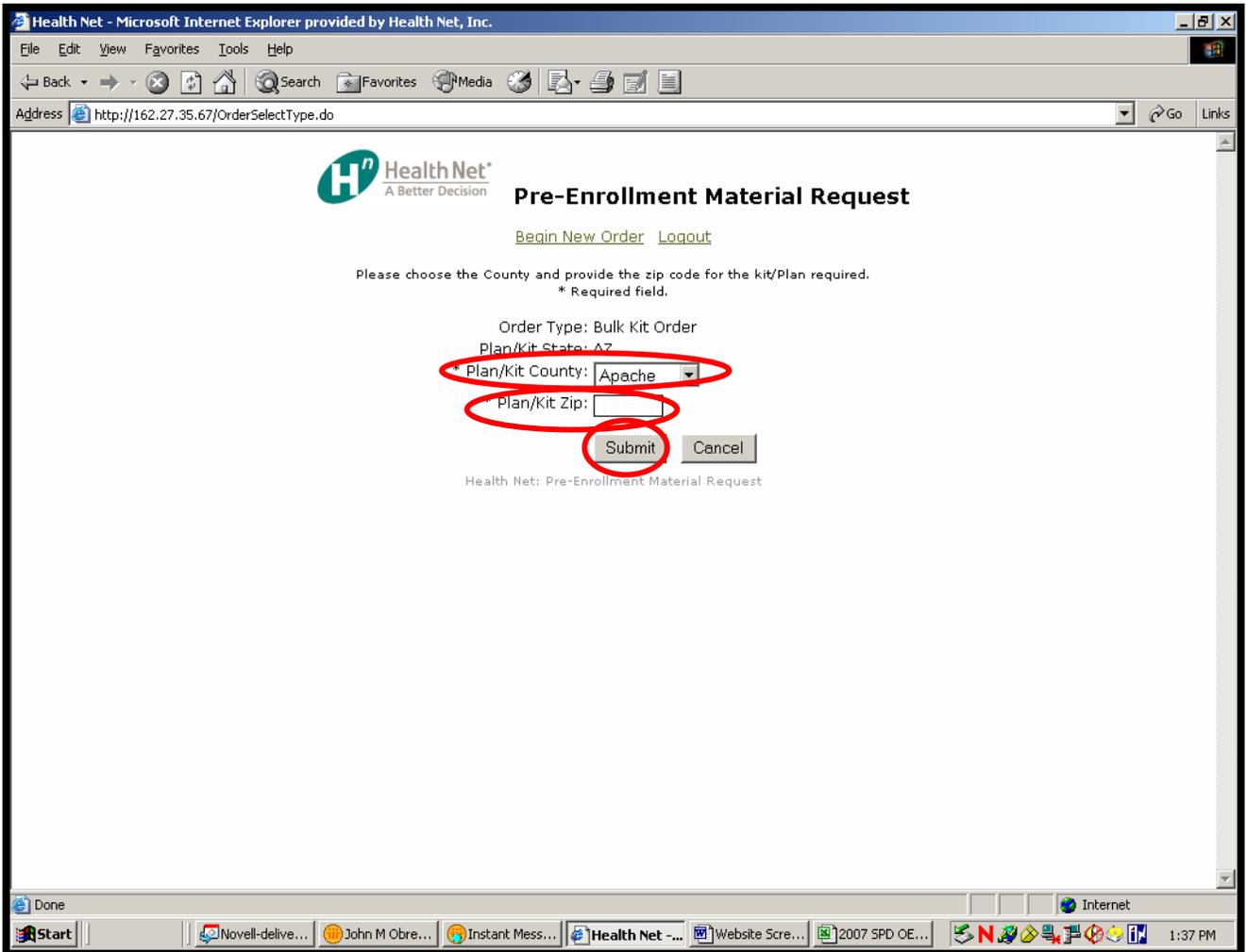
Health Net: Pre-Enrollment Material Request

Done Internet

Start | N | J | I | M | W | H | C | D | 3:08 PM

Individual Kit Request

If the kits you are ordering do not have a state specific offering but they have a county specific offering then you will be directed to this screen where you will need to input the County and Zip Code. If the kits you are requesting have a state specific offering then you will skip this screen and be directed to the next screen **Select Plan Kit Type**. Click on the drop down button to select the **County**. Then type in the applicable **Zip Code**. If you do not know the zip code, please enter in 00000. Then click **Submit**.



Individual Kit Request

Click on the drop down button to select the **Plan Kit Type**. Then click **Submit**.

Health Net - Microsoft Internet Explorer provided by Health Net, Inc.

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media

Address <http://162.27.35.67/OrderSelectType.do> Go Links

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Pre-Enrollment Material Request

[Begin New Order](#) [Logout](#)

Please choose the Plan/Kit type required.
* Required field.

Order Type: Bulk Kit Order
Plan/Kit State: AZ
Plan/Kit County: Maricopa
Plan/Kit Zip: 85208

* Plan/Kit Type: 2007 PDP

Health Net: Pre-Enrollment Material Request

Done

Start | Novell-delive... | John M Obre... | Instant Mess... | Health Net -... | Website Scre... | 2007 SPD OE... | Internet

1:47 PM

Individual Kit Request

Enter the prospect's full name, mailing address and email address in the provided spaces. This will enable your prospect to receive an automated notification when the order has been processed by RRD. Please make sure to enter information into all of the fields that have an asterisk.

Health Net - Microsoft Internet Explorer
Address: http://acux.appd01:8380/HealthNet/OrderSelectType.do

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A Better Decision

Pre-Enrollment Material Request

[Begin New Order](#) [Return](#)

Please complete all fields. Producer ID is to be used for Brokers only.
* Required field.

Individual Kit Order

Order Type: Individual Kit Order
Plan/Kit State: NY
Plan/Kit County: Niagara
Plan/Kit Zip: 14303
Plan/Kit Type: 2007 PDP/PFFS
Plan/Kit ID: EXP064 07

* Producer ID:

* Producer/TSE Name:

* Prospect First Name:

Prospect Middle Initial:

* Prospect Last Name:

Prospect Email:

Permanent Address

* Address Line 1:

Address Line 2:

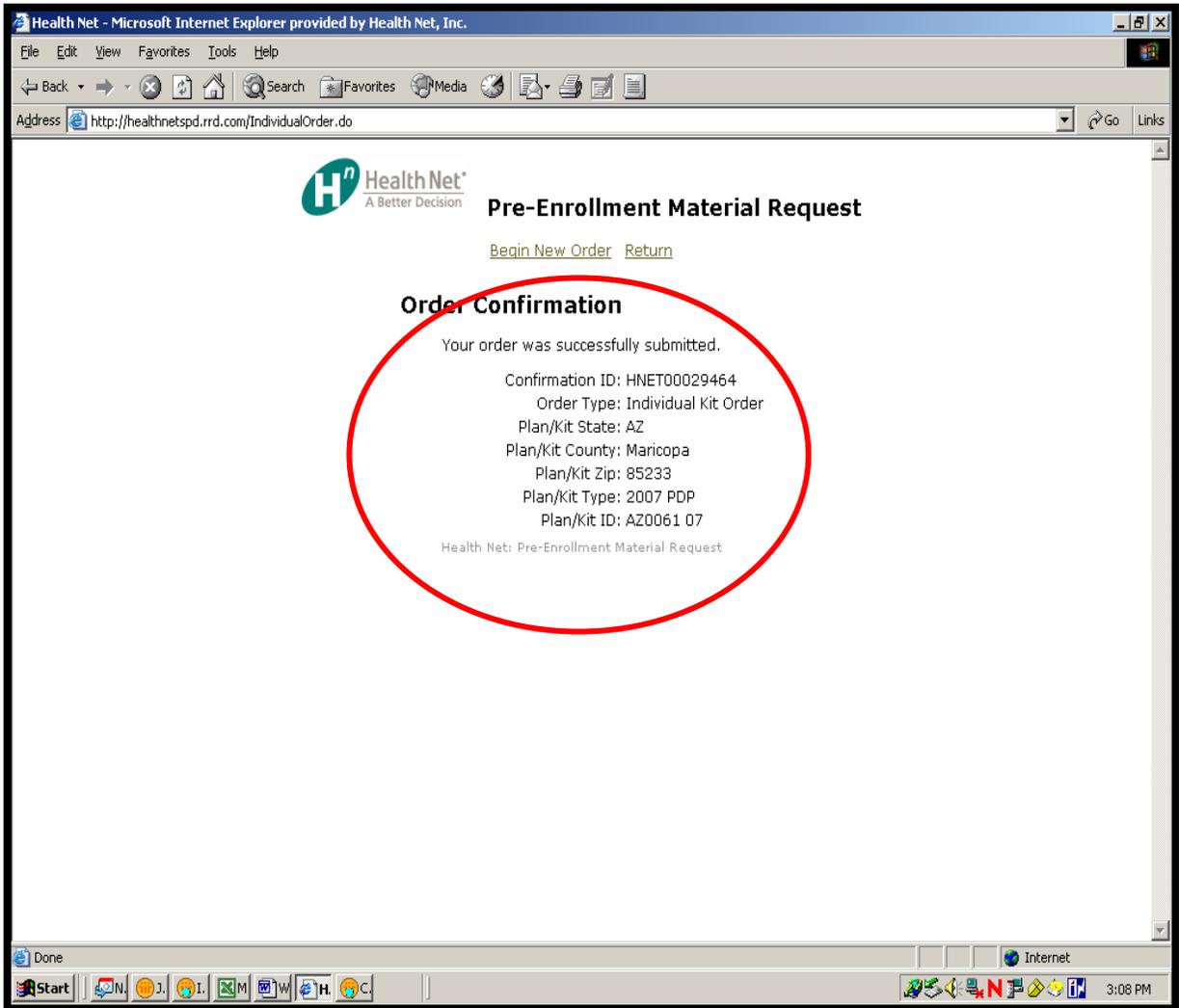
* City:

* State: NY

* Zip:

Individual Kit Request

The order has been placed. You will be given an order Confirmation ID as well as a description of the materials ordered. You can utilize this Confirmation ID to track your order through the CustomPoint ordering website. The ordering system will automatically send an e-mail to you with a confirmation that the order has been placed as well as an e-mail confirming that the order was shipped.



ORDER CONFIRMATION EMAIL SAMPLE

-----Original Message-----

From: custom.solutions@rrd.com [mailto:custom.solutions@rrd.com]

Sent: Wednesday, July 11, 2007 9:22 AM

To: **FirstName Lastname (HN requisitioner)**, custom.solutions@rrd.com (HN prospect)

Subject: **Healthnet Order Confirmation - HNET00001232**

***** ORDER CONFIRMATION *****

Thank you for placing your order. Your order has been submitted for processing.

Please save the Order ID shown below, which can be used to track the status of your order through UPS Mail Innovations. For real time status of your order, log on to <http://www.upsmi.com/>, select tracking and enter the order ID below as your tracking number. Please allow 3-5 business days before checking for tracking information through UPS Mail Innovations.

Order Information

Order ID: **00001232**
Order submitted on: 07/11/2007 08:46:47 AM
Kit ID: EXP064 07
Kit Type: 2007 PDP / PFFS
Sales Reference Number: **Pending**
Line Number: Pending

Customer / Contact Information

Prospect Name: Tony F Harmon
Prospect Email: custom.solutions@rrd.com

Ship To Address

Mail Attention: Tony Harmon
Address 1: 2500 Cabot Dr
Address 2:
City: Niagara
State/Province: NY
Postal Code: 14303
Country: USA

For questions regarding this order, please follow your designated support point of contact. This is a system generated email from an unmonitored mailbox. Please do not reply to this email.

ORDER PROCESSING CONFIRMATION EMAIL SAMPLE

-----Original Message-----

From: custom.solutions@rrd.com [mailto:custom.solutions@rrd.com]

Sent: Wednesday, July 11, 2007 10:18 AM

To: Tony Harmon

Subject: **Healthnet Order Notification - HNET00001232**

***** ORDER NOTIFICATION *****

Your order has been processed and sent to the plant for production.

Please save the Sales Reference Number shown below. You can enter this number in Order Status in CustomPoint to track your order.

Order Information

Order ID: 00001232
Order submitted on: 07/11/2007 08:46:47 AM
Kit ID: EXP064 07
Kit Type: 2007 PDP / PFFS
Sales Reference Number: **HN07071110173811 (UPSMI Tracking Number)**
Line Number: 1

Customer / Contact Information

Prospect Name: Tony F Harmon
Prospect Email: custom.solutions@rrd.com

Ship To Address

Mail Attention: Tony Harmon
Address 1: 2500 Cabot Dr
Address 2:
City: Lisle
State/Province: IL
Postal Code: 60532
Country: USA

For questions regarding this order, please follow your designated support point of contact. This is a system generated email from an unmonitored mailbox. Please do not reply to this email.

ORDER CANCELLATION EMAIL SAMPLE

-----Original Message-----

From: custom.solutions@rrd.com [mailto:custom.solutions@rrd.com]
Sent: Wednesday, July 11, 2007 10:18 AM
To: Tony Harmon
Subject: Healthnet Order Notification - HNET00001125 CANCELLED

***** ORDER NOTIFICATION *****

The shipping address provided has been processed and determined undeliverable, and as a result, your order has been cancelled! Please correct the shipping address and submit a new order.

Order Information

Order ID: 00001125
Order submitted on: 06/05/2007 03:49:08 PM
Kit ID: CTMA01 07
Kit Type: 2007 Teaser
Sales Reference Number: CANCELLED
Line Number: CANCELLED

Customer / Contact Information

Prospect Name: Luther Atkinson
Prospect Email: custom.solutions@rrd.com

Ship To Address

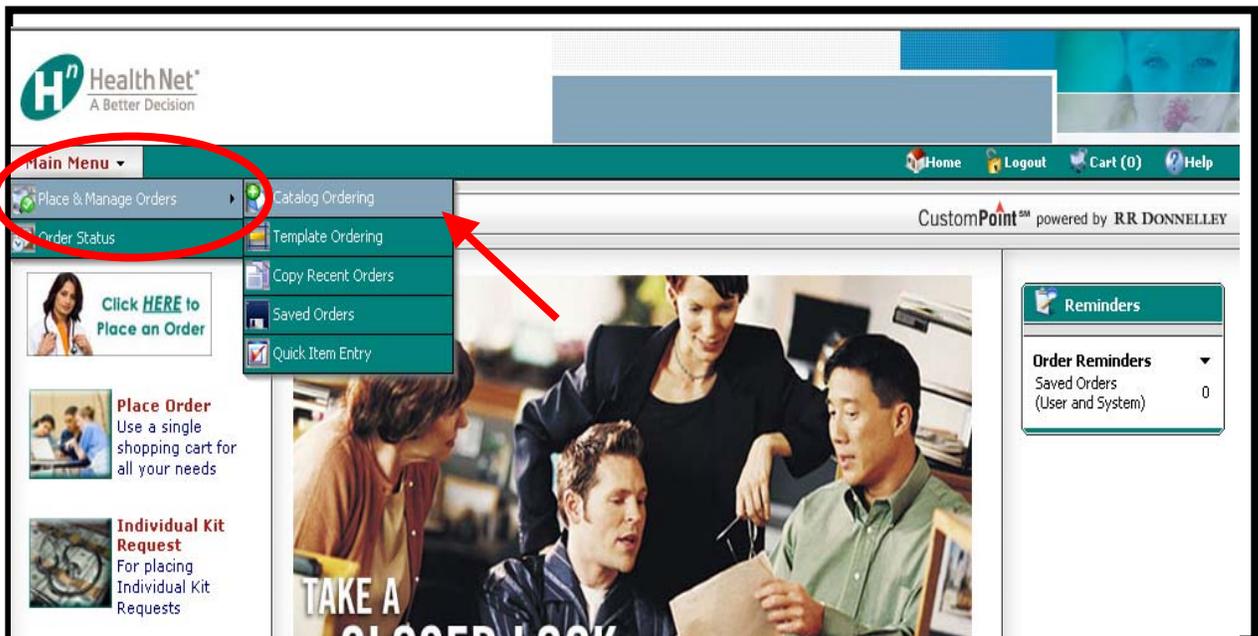
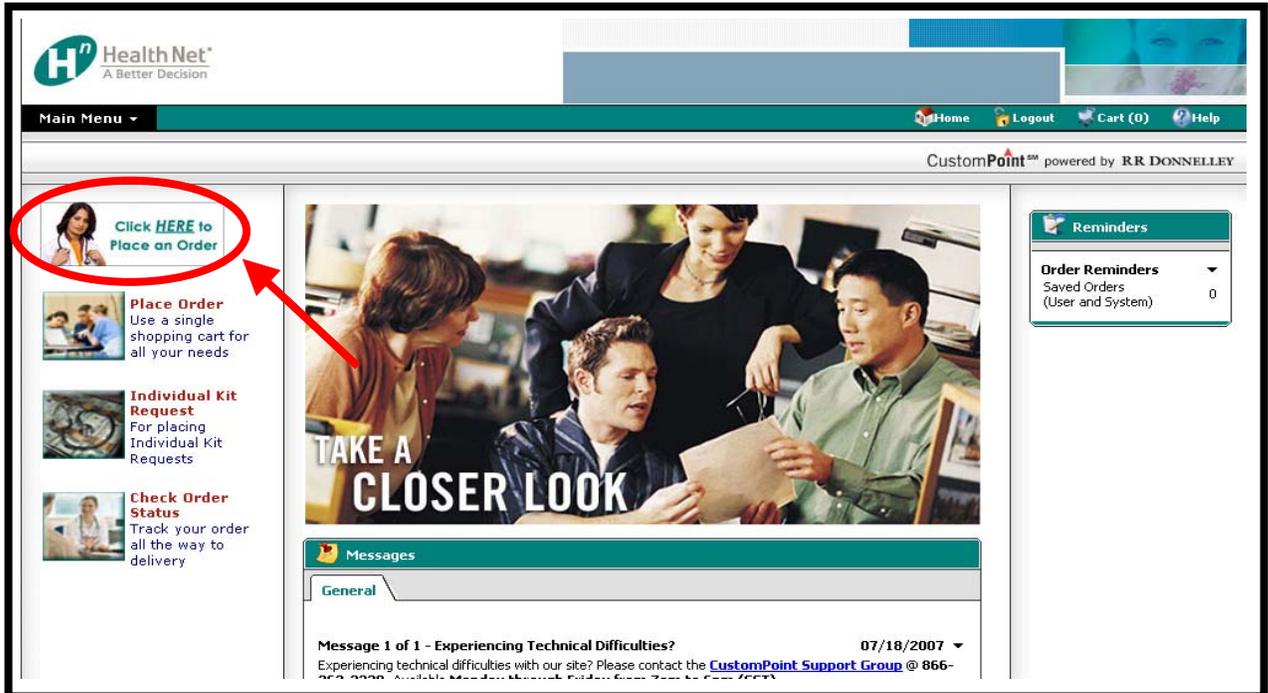
Mail Attention:
Address 1: 1153 East Street South
Address 2:
City: Suffield
State/Province: CT
Postal Code: 06080
Country: USA

For questions regarding this order, please follow your designated support point of contact. This is a system generated email from an unmonitored mailbox. Please do not reply to this email.

Placing a Bulk Material and Bulk Kit Order

Bulk Materials are orders of individual items that are not collated into Open Enrollment Kits. Instead they are shipped as separate pieces. Bulk Kits are orders of Open Enrollment Kits over 1 in quantity. Open Enrollment Kits contain applicable regional materials in a folder, which is stuffed into an envelope for mailing.

To begin placing a Bulk Material or Bulk Kit order, click on the **Click HERE to Place an Order** button or select **Catalog Ordering** from the Main Menu as shown below.



Placing a Bulk Material Order

Bulk Materials are orders of individual items that are not collated into Open Enrollment Kits. Instead they are shipped as separate pieces.

You will be directed to the product listing screen. Click on the arrow to the left of the Kit Components catalog description. After clicking on the arrow, sub catalogs will appear. Click on one of the sub catalogs, doing this will bring up the items available within that catalog on the **right hand screen**. To order these items, simply click on the **Add to Cart** icon that appears to the right of the item description. As you click on the **Add to Cart** icon for each item, items will continually be added to the shopping cart and the icon will fade.

Once you've completed your selection, click either of the two **Proceed to Checkout** buttons that appear both above and below the list of items.

Place & Manage Orders - Catalogs - Microsoft Internet Explorer provided by Health Net, Inc.

File Edit View Favorites Tools Help

Address: http://custompoint.rrd.com/xs2/placeorder?actionID=BROKER_OE_CATALOG&eventID=CATALOG_FRAME5_EVT&clearProcess=true&ttsessionId=RlpiaXlyRm9ibkZiRmlaaWJ3Rkq

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Place & Manage Orders

Main Menu Home Logout Cart (1) Help

Express Shipping
Text Only Text & Images

Searched: Kit Components for Catalog Items
Results Found: 21 - Displaying 1 - 21

Proceed to Checkout Go to Page: 1 Page 1 of 1

Item #	Item Description	Add To Cart	Item Details	Check Inv.
6011775	2007 PREENROLLMENT KIT O/E - RUBY			
6011891	2007 PDP/PFFS NATIONAL FOLDER			
6012047	2007 PEARL ENROLLMENT FORM - CT			
6012048	PDP ENROLLMENT FORM EXPANSION STATES			
6012053	2007 MEDICARE PROVIDER DIRECTORY - CT			
6012057	2007 PFFS/PDP QUICK PAY FORM			
6012162	2007 APPEALS AND GRIEVANCES DOCUMENT			
6012172	2007 SUMMARY OF BENEFITS PEARL CT			
6012175	2007 SB GREEN/NAVY/AMBER CT			
6012185	2007 SB ORANGE, # 2 WITH SECTION 3			
6012193	2007 PRE-ENROLLMENT LETTER # 2 - CT			
6012198	2007 MAIN BROCHURE - CT			
6012199	2007 WELLQUEST BROCHURE - CT			
6012222	2007 PLAN BENEFIT GRID - CT			

Start Internet 12:35 PM

Placing a Bulk Kit Order

Bulk Kits are orders of Open Enrollment Kits over 1 in quantity. Open Enrollment Kits contain applicable regional materials in a folder, which is stuffed into an envelope for mailing.

You will be directed to the product listing screen. Click on the arrow to the left of the appropriate MA/MAPD or National PDP/PFFS catalog that you will need to order Bulk Kits for. After clicking on the arrow, sub catalogs will appear. Click on the 2008 Medicare sub catalog. Next, click on the Pre Built Kits sub catalog, then click on the kit configuration you need, doing this will bring up the kit available with in that catalog on the **right hand screen**. To order your bulk kits, simply click on the **Add to Cart** icon that appears to the right of the item description. As you click on the **Add to Cart** icon for each item, items will continually be added to the shopping cart and the icon will fade.

Once you've completed your selection, click either of the two **Proceed to Checkout** buttons that appear both above and below the list of items.

Place & Manage Orders - Catalogs - Microsoft Internet Explorer provided by Health Net, Inc.

File Edit View Favorites Tools Help

Address http://custompoint.rrd.com/xs2/placeorder?actionID=BROKER_OE_CATALOG&eventID=CATALOG_FRAMES_EVT&clearProcess=true&tsessionid=VmJwaW92Wm5aZlpGTUY5aW

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Place & Manage Orders

Main Menu Home Logout Cart (1) Help

Catalog Search

- Arizona Medicare Brokers
- Arizona Medicare Sales
- CT MA MAPD Catalog - Brokers
- CT MA MAPD Catalog - Sales
- California Medicare Sales
- California Medicare Brokers
- Hawaii Broker Kits
- Healthnet Internal
- NY MA MAPD Catalog - Brokers
 - 2007 Medicare
 - 2008 Medicare
 - Kit Components
 - Pre Built Kits
 - NYUSP001 08 - 2008 Upstate NY Pearl Plan Area 1**
 - NYUSP002 08 - 2008 Upstate NY Pearl Plan Area 1
- NY MA MAPD Catalog - Sales
- National Medicare
 - 2008 Medicare
- Oregon Commercial
- Oregon Medicare Brokers
- Oregon Medicare Sales
- PDP / PFFS Catalog - Brokers
- PDP / PFFS Catalog - Sales

Current Selection: NY MA MAPD Catalog - Brokers -> 2008 Medicare -> Pre Built Kit NYUSP001 08 - 2008 Upstate NY Pearl Plan Area 1

Searched : NYUSP001 08 - 2008 Upstate NY Pearl Plan Area 1 for Catalog Items
Results Found: 14 - Displaying 1 - 14

[Proceed to Checkout](#) Go to Page: 1

Item #	Item Description	Add To Cart	Item Details
6014177	BRO(PDP)TOP 100 DRUGS		
HNNYUSP00108A	2008 Upstate NY Pearl Plan Area 1		
6011891	2007 PDP/PFFS NATIONAL FOLDER		
6011971	2007 PREENROLLMENT KIT O/E - PDP ORANGE		
6012157	MEDICARE BUCKSLIP		
6012177	NY MEDICARE BRE		
6013662	FRM(MED)2008 PFFS/PDP QUICK PAY FORM		
6013827	FLY-(MED) APPEALS & GRIEVANCES		
6013857	BRO(MEDICARE)BENEFICIARY & PROVIDER LEAF		
6014217	SB-(MED)2008 NY PFFS OPT 1,3,4 W/O SECT3		

Done Internet 11:54 AM

Placing a Bulk Material and Bulk Kit Order

At the Shopping Cart screen, for items that have a drop-down list of choices for the UOM (Unit Of Measure), select the UOM you want, then type in your quantities and click **Update Cart**. If there are restrictions on items a message in **red** will appear above the item description. For example, there may be a minimum or maximum quantity of an item that can be ordered. The system will not allow you to proceed until these restrictions are met.

You now have the option to **Order More Items**, **Remove** an item, **Cancel** the order, **Save** the order or proceed to **Checkout**. To **Remove** an item, make sure you first select the item you want to remove by clicking in the small checkbox to the left of the Item #, then click **Remove Selected From Cart**.

After changing the unit of measure or quantity, be sure to click on the Update Shopping Cart.

Please Be Sure To Double Check Your Shopping Cart For Accuracy!

Select the **Checkout** button when you are ready to continue placing your order.

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Place & Manage Orders

Home Logout Cart (2) Help

Order More Items Split Selected To New Order Remove Selected From Cart

Select Quantity and Unit of Measure

**required field(s)*

Please enter 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 lines and click the "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 Order" button to cancel this order.

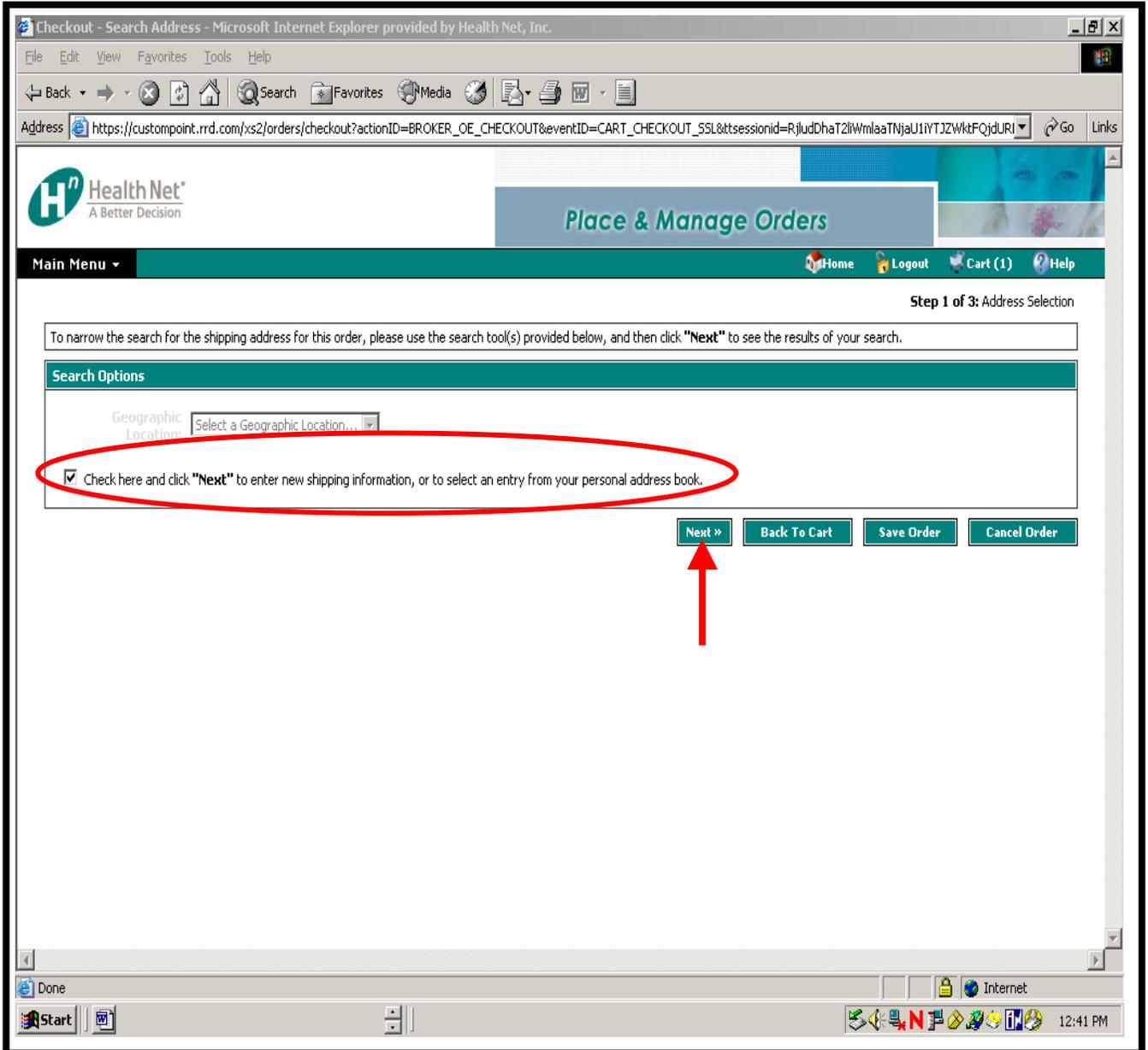
Select	View Image	Item #	Item Description	UOM*	Qty*	Avail	View/Modify
<input type="checkbox"/>		6006692	ENV-(LRG)#9 BRE,EXPRESS SCRIPTS	EA of 1	1		
<input type="checkbox"/>		6011595	SB-(IND)HMAZ,SP,HMO, 2007 HN RUBY/GREEN	EA of 1	1		

[View Legend](#)

Checkout Update Cart Save Order Cancel Order

Checkout Process – Step 1 of 5: Enter in Shipping Address

Click on the check mark box to enter in a new ship to address. If you have previously used the system and have shipping address information saved, then proceed to Slide 19. Click the Next button to continue.



Checkout Process – Step 2 of 5: Enter in Shipping Address

Please type in the ship to information, ship to name, address line 1, City, State, Zip, and Country. Click **Next** and proceed to Slide 21.

Checkout - Create New Ship To - Microsoft Internet Explorer provided by Health Net, Inc.

File Edit View Favorites Tools Help

Address <https://custompoint.rrd.com/xs2/orders/checkout?ttsessionid=TW5naUZITONjaWJaOW8yNnFpRlpCaU5yRmhERkplZQ==>

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Place & Manage Orders

Main Menu Home Logout Cart (1) Help

Step 1 of 3: Address Selection

Please select an address from your personal address book or enter the shipping information for a new ship to location. Click "Next »" to continue.

Note: You currently have 2 addresses saved to your personal address book.

Create New Ship To

Select From Personal Address Book:

Create New Ship To

Ship To Name *:

Ship To Name 2 :

Address Line 1 *:

Address Line 2 :

City *:

State*:

Zip*:

Country *:

Save this address to my personal address book

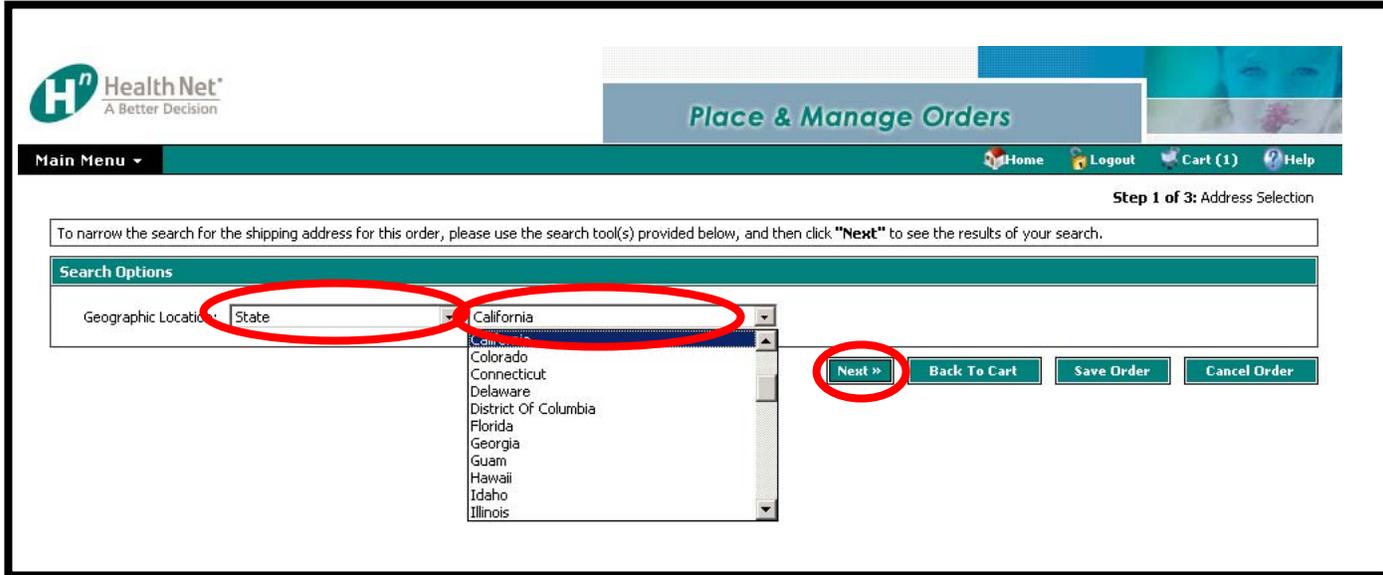
Make this address my personal address default

*required field(s)

Done Internet 12:51 PM

Checkout Process – Step 3 of 5: Address Search Options

Search for previously saved shipping addresses using the search tools of either Geographic Location of State or Zip. If you select state, you will be given another drop down list of states to choose from. Click **Next** to continue.



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Place & Manage Orders

Main Menu ▾ Home Logout Cart (1) Help

Step 1 of 3: Address Selection

To narrow the search for the shipping address for this order, please use the search tool(s) provided below, and then click "Next" to see the results of your search.

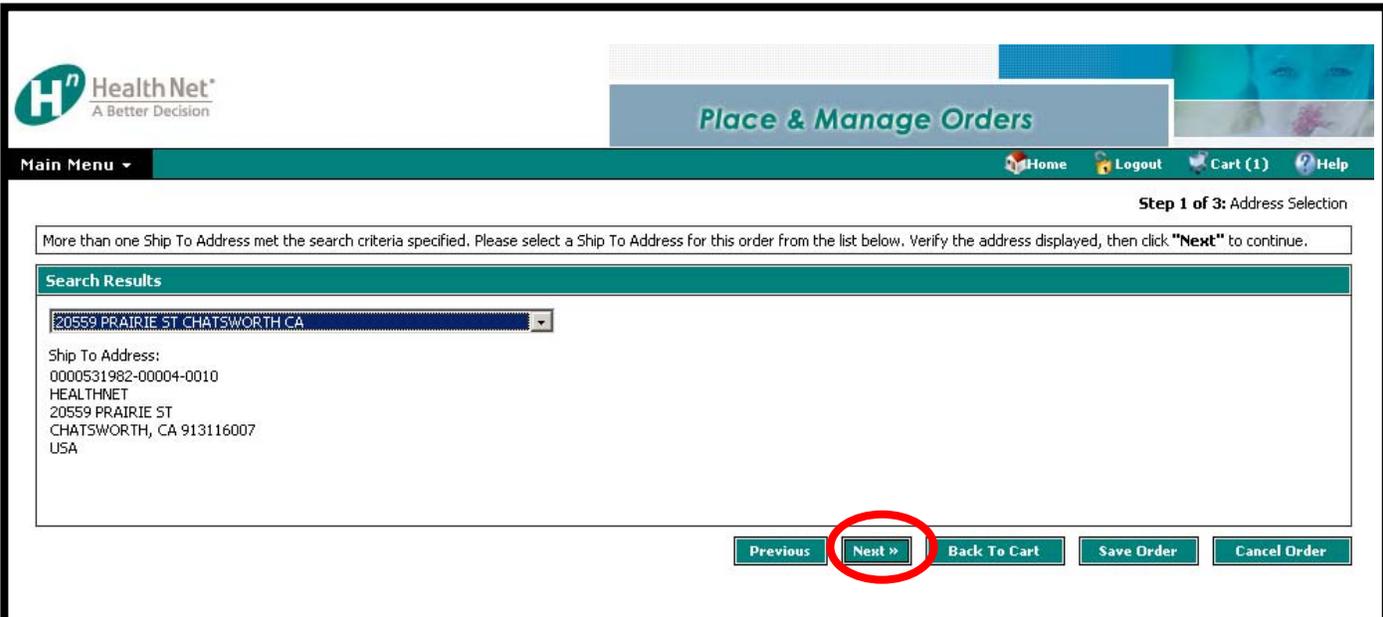
Search Options

Geographic Location: State ▾ California ▾

- California
- Colorado
- Connecticut
- Delaware
- District Of Columbia
- Florida
- Georgia
- Guam
- Hawaii
- Idaho
- Illinois

Next > Back To Cart Save Order Cancel Order

Depending on the search criteria you selected, the address search results may be a single address or a drop-down list of multiple addresses from which you select an address. Verify the address that displays, then click **Next** to continue.



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Place & Manage Orders

Main Menu ▾ Home Logout Cart (1) Help

Step 1 of 3: Address Selection

More than one Ship To Address met the search criteria specified. Please select a Ship To Address for this order from the list below. Verify the address displayed, then click "Next" to continue.

Search Results

20559 PRAIRIE ST CHATSWORTH CA ▾

Ship To Address:
0000531982-00004-0010
HEALTHNET
20559 PRAIRIE ST
CHATSWORTH, CA 913116007
USA

Previous Next > Back To Cart Save Order Cancel Order

Checkout Process – Step 4 of 5: Order Information

Your Name, Email 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**.



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Place & Manage Orders

Main Menu ▾ Home Logout Cart (1) Help

Step 2 of 3: Order Information

Please enter the additional information requested. Click "Next" to continue.

Order Information

Order Information	Ship To Address
Order Title*: HN TEST	HEALTH NET
Purchase Order #*: 4800005804	21281 BURBANK BLVD
	WOODLAND HILLS, CA 913677073
	USA
Customer/Contact Information	Ship To Attention Name - Phone #*: HN TEST
Your Name*: HN Test	
Your Email*: hntest@vrrd.com	
Your Phone*: 555-555-5555	

*required field(s)

« Previous **Next »** Back To Cart Save Order Cancel Order

Checkout Process - Step 5 of 5: Order Summary

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 submitted.

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Place & Manage Orders

Main Menu ▾ Home Logout Cart (1) Help

Step 3 of 3: Order Summary

Submit Order

Please review the following order information. If everything is correct, press "**Submit Order**." Otherwise, click "**« Previous**" to change shipping information or click "**Back to Cart**" below to change line item information.

Order Header Details	
Order Information Order Title: HN TEST Purchase Order #: 4800005804	Customer Contact Information Name: HN Test Email: hntest@rrd.com Phone: 555-555-5555
Ship To Address HEALTH NET 21281 BURBANK BLVD WOODLAND HILLS, CA 913677073 USA Ship To Attention Name - Phone #: HN TEST	Shipping Information

Order Line Details				
#	Item #	Item Description	Qty Ordered	UOM
1	6006692	ENW-(LRG)#9 BRE, EXPRESS SCRIPTS	1	EA of 1

« Previous **Back To Cart** **Save as Template** **Save Order** **View Details** **Submit Order** **Cancel Order**

Thank You for Your Order!

The Thank You screen confirms that your order has been successfully submitted for processing by Moore Wallace. A unique 8-digit **Sales Reference Number** will be generated. **Note: if you do not receive a Sales Reference Number, your order is not complete and cannot be processed.**

From this screen you can click **Back to Place & Manage Orders Home**, **Back to Catalog Ordering**, **Order Status Home**, or **Printable Order Confirmation**.



Place & Manage Orders

Main Menu ▾



Thank you for submitting your order.

This is a Demo Order Only.

Your Sales Reference Number is **12703330**.
Please save this number. You can use it later to check your order in our Order Status module.
You may also wish to [print this order confirmation](#) for your records.
Again, thank you for your business.

Order Header Details

Order Information

Order Title: Healthnet Test

Customer Contact Information

Name: HN Test
Email: HNTEST@rrd.com
Phone: 555-555-5555

Ship To Address

HEALTH NET
21281 BURBANK BLVD
WOODLAND HILLS, CA 913677073
USA

Shipping Information

Ship To Attention Name - Phone #: Healthnet Test

Order Line Details

#	Item #	Item Description	Qty Ordered	UOM
1	6006692	ENV-(LRG)#9 BRE, EXPRESS SCRIPTS	1	EA of 1

[Back to Place & Manage Orders Home](#)

[Back to Catalog Ordering](#)

[Quick Copy](#)

[Printable Order Confirmation](#)

Checking the Status of an Order

Checking the status of an order is simple using CustomPoint. Simply click on the **Order Status** button/picture or select **Order Status** from the Main Menu.

The screenshot shows the Health Net CustomPoint website. The top navigation bar includes 'Main Menu', 'Home', 'Logout', 'Cart (0)', and 'Help'. The main content area features a large banner with the text 'TAKE A CLOSER LOOK' and an image of three people reviewing a document. On the left sidebar, there are three buttons: 'Click HERE to Place an Order', 'Place Order', and 'Check Order Status'. The 'Check Order Status' button is circled in red. Below the banner is a 'Messages' section with a 'General' tab and a message titled 'Message 1 of 1 - Experiencing Technical Difficulties?' dated 07/18/2007. On the right sidebar, there is a 'Reminders' section with a dropdown for 'Order Reminders' showing 'Saved Orders (User and System)' with a count of 0.

You have several different options available to you to find order status information. You may use the “quick” **Search** method (described below), the Advanced Search link (includes a “date-range” search option) or you can use additional options on the Order Activity tab, as shown on the next page.



Searching your order using the “quick” **Search** option allows you to quickly find the status of your order simply by entering:

- **Sales Ref #**
- **Order #**
- **Requisition #**
- **Item #**
- **Invoice #**

To Search using “quick” Search, select Sales Ref #, Order #, Requisition #, Item #, or Invoice # 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 on the order.

The Address Information tab shows the Shipping Address and Bill To Address on 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.

On the Order Activity screen, you may View All Activity which will provide order statistics, or you may view orders based on User by clicking the magnifying glass icon in the View User Activity column in the bottom of the screen. Other search options are available to you in the Search Criteria section.

HealthNet
A Better Decision

Order Status

Main Menu Home Logout Help

Order Status **Order Activity**

Order statistics for the past 45 days are displayed below. To view all user order activity, click the **"View All Activity"** button. In order to view user activity, enter the appropriate search criteria and click **"Search"**, with the user in the result set, simply click the **"View User Activity"** icon. You can also click the **"View All Users"** button and scroll or page thru the list of users returned to find the user, then click the **"View User Activity"** icon for the appropriate user.

Statistics

Include demo orders

Number of Active Users: 9 Number of Orders: 82 Number of Orders per Day: 1.82

Number of Line Items: 206 Number of Line Items per Order: 2.51 Number of Special Order Requests: 1

Refresh **View All Activity**

Search Criteria

User ID: Profile ID: Shared ID Description:

Last Name: First Name:

begins with contains begins with contains

Search **View All Users**

Searched Users - 69 Results Found: Displaying 1 - 20 of 69

Go to Page: 1 Page 1 of 4

User ID	Profile ID	User Name	View User Activity
BAANESTAD	BAANESTAD	Aanestad, Brad	
GAPPROVER	GAPPROVER	Approver, Group	
BBECKWITH	BBECKWITH	Beckwith, Bob	
SBELONGE	SBELONGE	Belonge, Scott	
JBLACK	JBLACK	Black, Jennifer	

Routing and Approval -User

When a user places an order that requires approval, the order confirmation will reflect a note that indicates the order is being routed to the approver.

The screenshot shows the HealthNet website interface. At the top left is the HealthNet logo with the tagline "A Better Decision". To the right is a navigation bar with "Place & Manage Orders" and icons for Home, Logout, Cart (0), and Help. Below the navigation bar is a green banner with the text "Thank you for submitting your order". A red circle highlights a note: "NOTE: Your order has been routed to CP APPROVER at missy.bottcher@rrd.com for approval. Once CP has approved your order it may be routed to additional approvers before it can be processed. An email will be sent to you once the order has passed its final level of approval and is submitted for processing." Below the note, it says "Your Routing ID is R12767888" and provides instructions on how to track the order and print the confirmation. The page is divided into sections: "Order Header Details" and "Order Line Details".

Order Header Details

Order Information Order Title: Routing and Approval Test	Customer Contact Information Name: CP Tester Email: missy.bottcher@rrd.com Phone: 555-555-5555
Ship To Address RRD 640 S 51ST AVE PHOENIX, AZ 850434736 USA Ship To Attention Name - Phone #: Routing and Approval Test	Shipping Information Carrier: NEXT DAY AM

Order Line Details

#	Item #	Item Description	Qty Ordered	UOM
1	6010279	ENW-(ING)10X13,OUTER,MA-PD,MA	10	EA of 1
2	6011594	SB-(ING)HNAZ,SP,PPO, 2007 HN VIOLET	10	EA of 1
3	6010582	FLY-(ING)HNAZ,A&G AND DRUG LST EXCEPTION	10	EA of 1

Navigation links:

- [Back to Place & Manage Orders Home](#)
- [Back to Catalog Ordering](#)
- [Quick Copy](#)
- [Order Status Home](#)
- [Printable Order Confirmation](#)

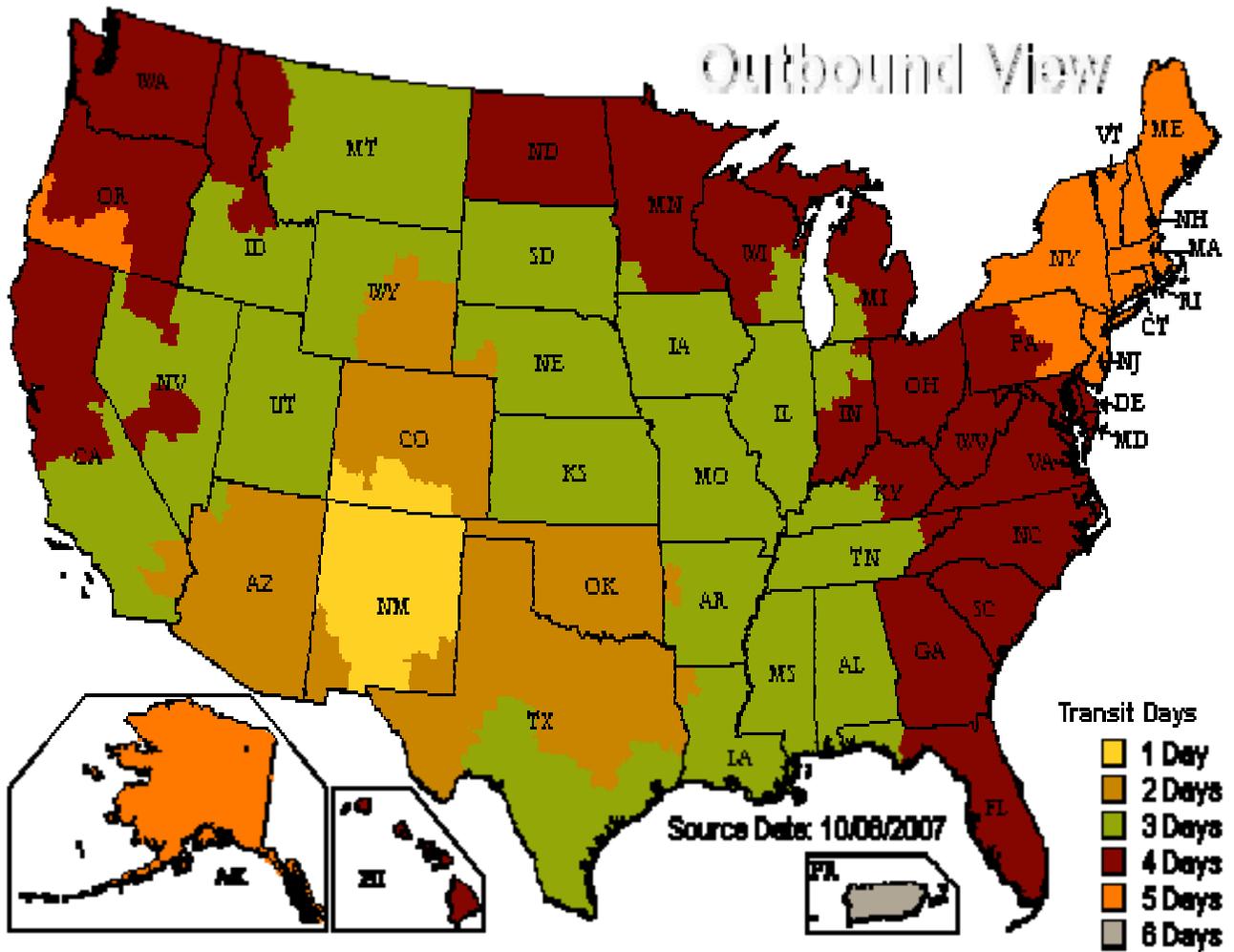
Complete Order and Delivery Lifecycle

This assumes shipping method is 'Standard Shipping' and that order was received by RRD by 11:00 a.m. local facility time. If order is received by RRD after 11:00 a.m., add one day to both minimum and maximum days.

RRD Facility	Destination	Minimum Days	Maximum Days
Allentown	CT, NY, PA	2	4
Phoenix	AZ	2	4
Portland	OR and WA	2	4
Portland	NE WA	3	5
Temecula	Northern CA	3	5
Temecula	Southern CA	2	4
Temecula (Expansion States)	HI	4	6
Temecula (Expansion States)	NM	4	6
Temecula (Expansion States)	Southern TX	4	6
Temecula (Expansion States)	Northern TX	5	7
Temecula (Expansion States)	WA	4	6

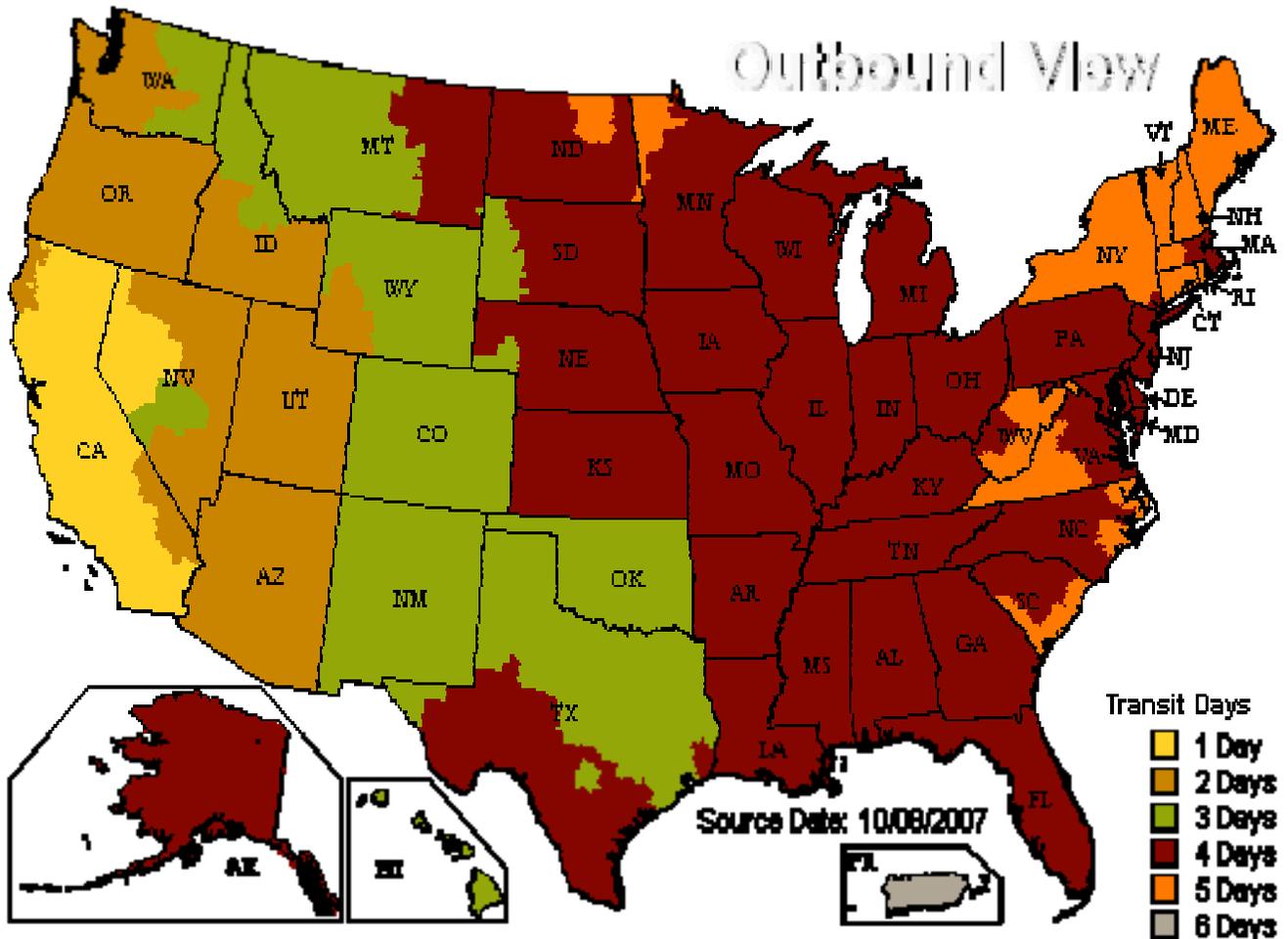
RRD PHOENIX, ARIZONA

Outbound Shipping – Transit Days



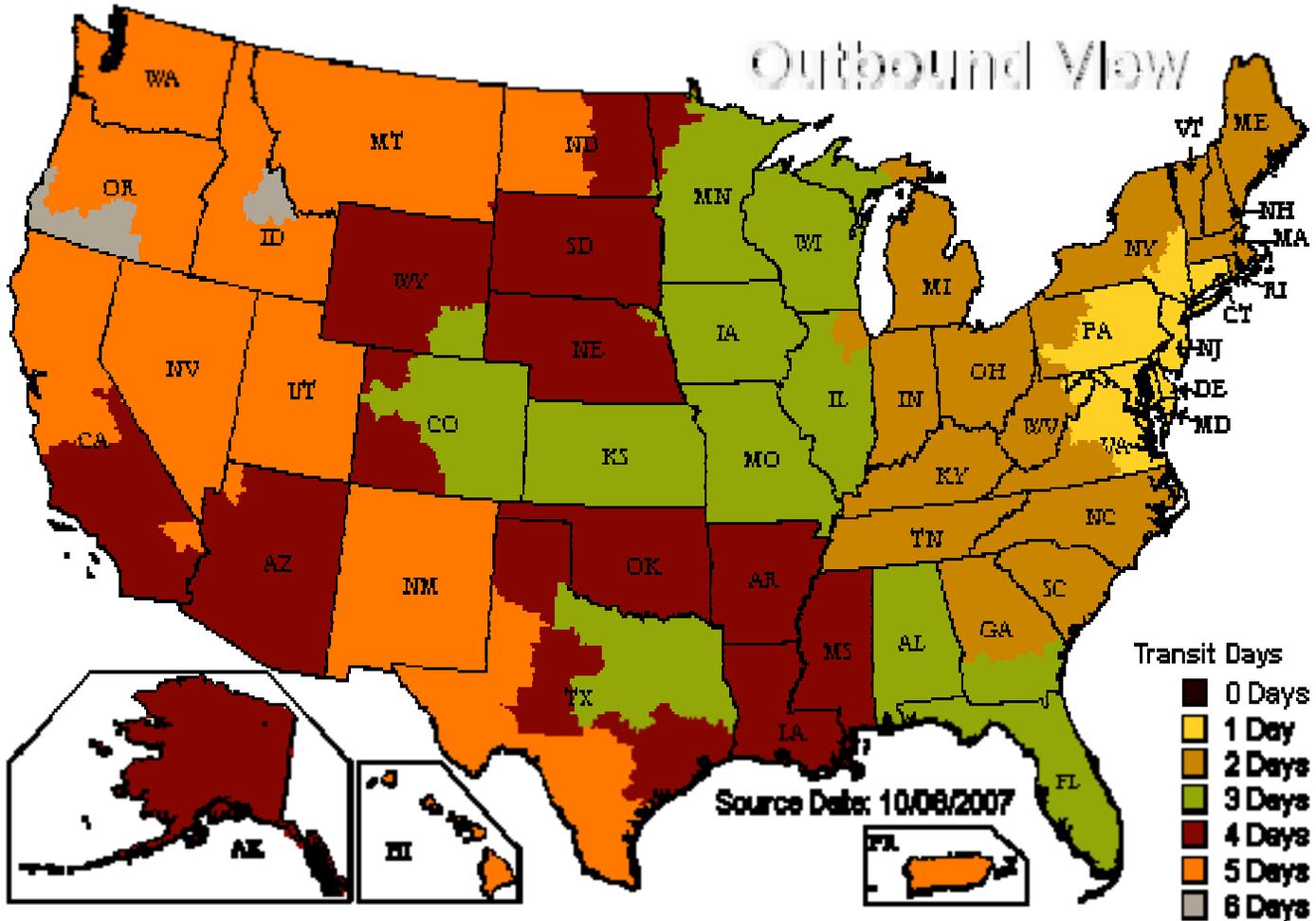
RRD TEMECULA, CALIFORNIA

Outbound Shipping – Transit Days



RRD ALLENTOWN, PA

Outbound Shipping – Transit Days



RRD PORTLAND, OREGON

Outbound Shipping – Transit Days

