

## CustomPoint On-line Ordering System Job Aid

The on-line fulfillment process is a self service for agents to order their supplies on-line. The process allows the agents the freedom to place an order and track order status without Blue Cross acting as the interceder.

Agents are assigned product User Ids according to appointment. The on-line ordering site is updated around the first and fifteenth of the month. Since access is based on when an agent is assigned a Producer number (not effective date of appointment), it is possible a new agent will not have access to order supplies for 2 weeks.

Example: agent is assigned a producer number on 6/1/2012; the agent will not have access to the ordering site until after 6/15/2012.

- Agents without access should email [Producer.Help@bcbsnc.com](mailto:Producer.Help@bcbsnc.com) to submit their order. The email should include the form number, quantity and delivery address.
- Orders submitted by 3:00 PM will be processed for delivery that day.
- Orders submitted after 3:00 PM will be processed for delivery the next business day.

## Log-on Information

<http://custompoint.rrd.com>

USER GROUP NAME = PRODUCER GROUP

**ID= PRODUCER**

PASSWORD= BCBSNC123

ACCOUNT = BCBSNC

USER GROUP NAME = INDIVIDUAL (Under 65, Dental, Med Supp and Part D)

**ID=INDIVIDUAL**

PASSWORD= BCBSNC123

ACCOUNT = BCBSNC

USER GROUP NAME = MED ADVANTAGE GROUP

**ID= MAADVANTAGE**

PASSWORD= BCBSNC123

ACOUNT = BCBSNC

## How to Submit an Order

Use the log-in that is affiliated with the product being ordered.

(Example: If ordering Med Supp Brochures; log in with the individual user id and password – case sensitive).

- Use the log-in that is affiliated with the product being ordered. (Ex. If ordering Dental Blue Brochures; log in with the Individual user id and password – case sensitive).
- From the home page click Place Order
- Three options to enter an item: enter item number, enter description, or catalog ordering.

- If the form number is available, enter the number in the item number field; click search.
  1. Click on add to cart
  2. When all items are in the cart, click Proceed to Checkout
  3. Under the quantity column, enter the number needed for each item.
  4. Click update cart (the availability of the item will appear in the Avail column)
  5. Verify everything is correct then click Checkout
  6. Enter the agent's name and demographic information
  7. Click next
  8. Enter the producer number, name, e-mail address (for updates), telephone number, and Ship to Attention
  9. Click next
  10. Producer validation - If producer is not appointed to sell product; error message will appear.
  11. Submit the order
  12. Receive order confirmation e-mail.
- Enter the item description in the description field; click search.
  1. Follow steps 1-12 above.
- Click Catalog Ordering link
- Search for the item on the left panel
  1. Follow steps 1-12 above

You may also review [Custom Point user guide](#) for complete ordering and tracking instructions.

## Supply Order Forms

### **USER GROUP NAME = INDIVIDUAL (Under 65, Dental, Med Supp and Part D)**

Under 65 Health Producer Enrollment Kit	K206
Dental Blue for Individuals Brochure	BE40b
Dental Blue for Seniors Brochure	U8848b
Guide to Medicare	K753
Health Programs Brochure	U6968A
HSA Individual Producer Brochure	U3359A
Medicare Supplement Application	D157
Med Supp Producer Brochure	L1098B
Outline of Med Supp	D98
Part D Producer Enrollment Kit	U3563

### **USER GROUP NAME = MAADVANTAGE**

Med Advantage Kits	K204
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### **USER GROUP NAME = PRODUCER\***

Blue Options 1-2-3 Group Kit	BO123GroupKit
HRA Group Kit	HRAGroupKit
HSA Standard Group Kit	HSAGroupKit
PPO Standard Group Kit	PPOGroupKit

\*Specific items may be reviewed in the catalog at <http://custompoint.rrd.com>