S3 – Web to Print Ordering System Getting Started Guide



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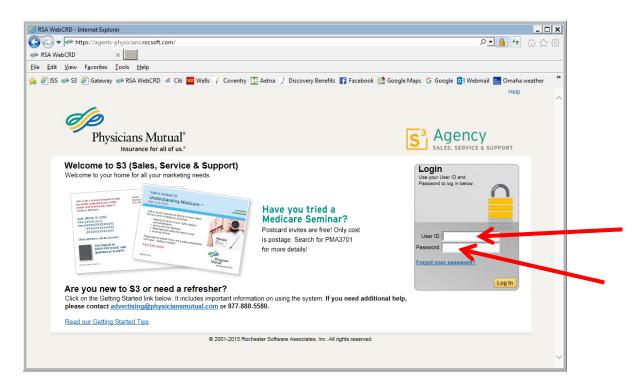
If you need additional help, please contact the Advertising Support Team at advertising@physiciansmutual.com or 877-888-5580.

Welcome to S3!

S3 is our sales, service and support system for all your marketing needs. It is a browser-based ordering system, enabling users to order, manage, and reorder documents and items at our in-house print facility.

Logging In

Initial Login



Go to S3 (S3.physiciansmutual.com) to access the system.

User ID: Agents, Division Managers and Assistant Division Mangers will use NPN Initial password: Password1

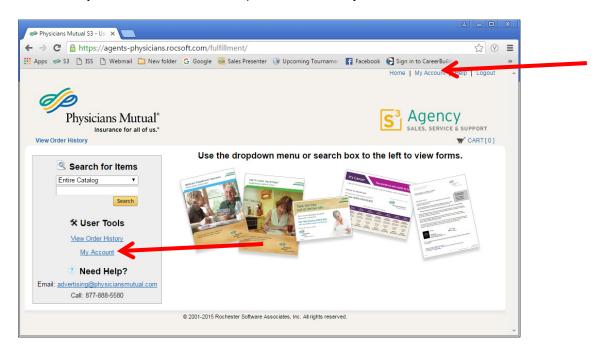
All information in the My Account screen is populated from an agent's DMS account. If any of the information is not correct, agent must request changes in DMS first. Agent should contact the DOC to make changes with the Contracting area to update DMS. Anytime a change is made to DMS contact information, it will populate the next day in S3.

Please note:

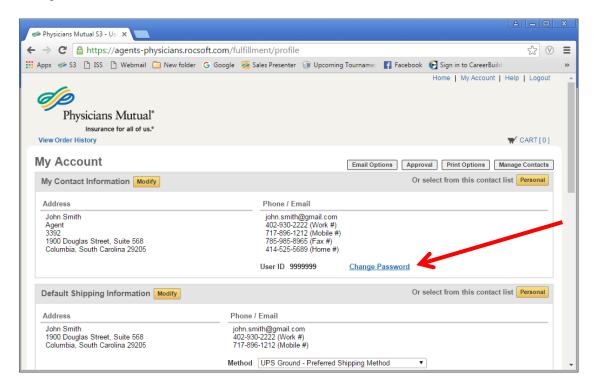
- Work phone and fax number must be the office numbers.
- Address in the "My Contact Information" section must be the Division Office address.

Reset Password During Initial Setup

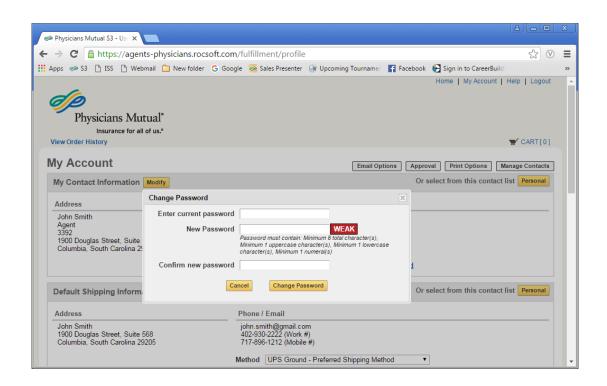
At this time you also need to set a new password. Click My Account.



Click the Change Password Link.

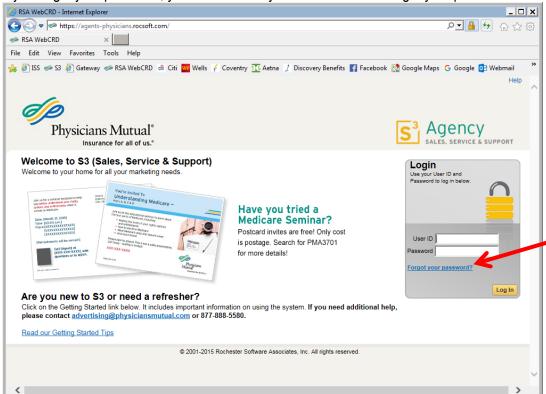


Once you click the link, a pop up message will appear. Password must contain: Minimum 8 total character(s), Minimum 1 uppercase character(s), Minimum 1 lowercase character(s), Minimum 1 numeral(s)

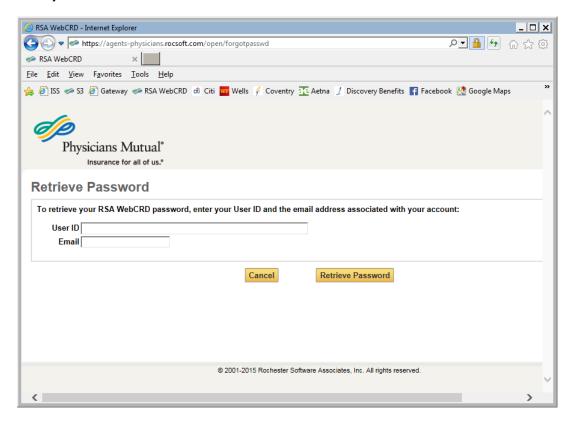


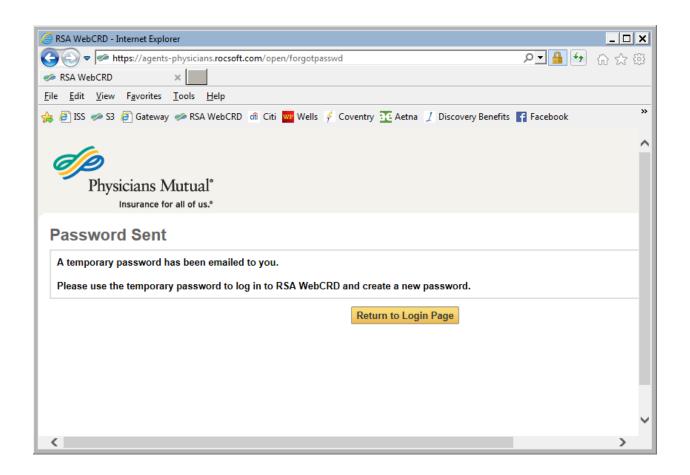
Forgot Your Password

If you forget your password, you can reset on your own. Click the Forgot your password link.



Enter your user ID and email. Click Retrieve Password.



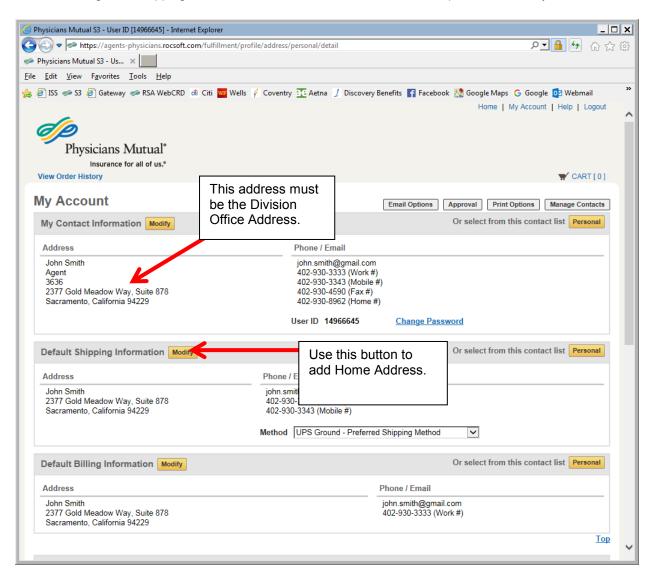


My Account

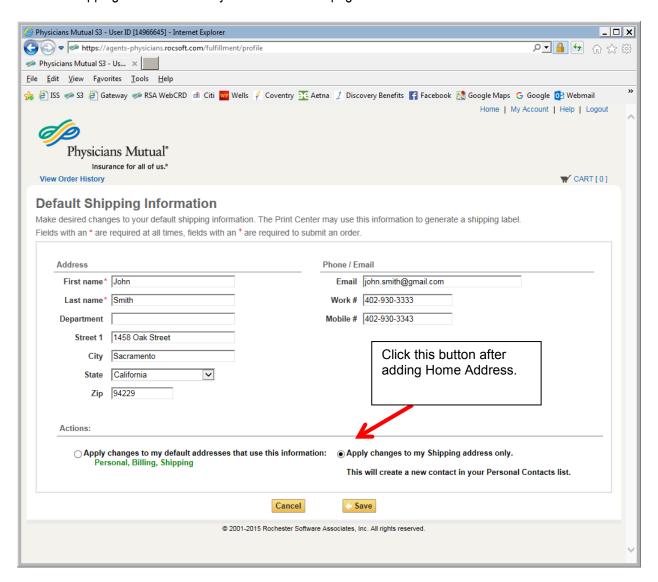
The My Account section allows you to manage your shipping addresses and contact information. The contact information shown will be used to populate all variable data catalog items.

As a reminder: My Contact Information is populated from an agent's DMS account. If changes are needed in the system, agent must request update in DMS first. The My Contact Information address should always stay as the Division Office Address.

You can change the Shipping Information to include a home address to ship to. Click Modify.

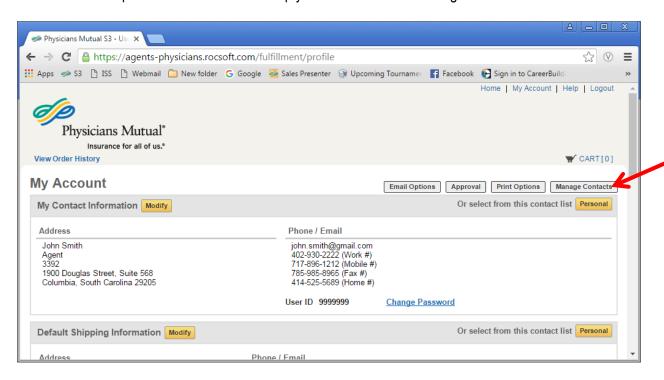


Add your Home Address and click Apply changes to my Shipping address only. This will allow you to choose between shipping addresses once you are in the Cart page.

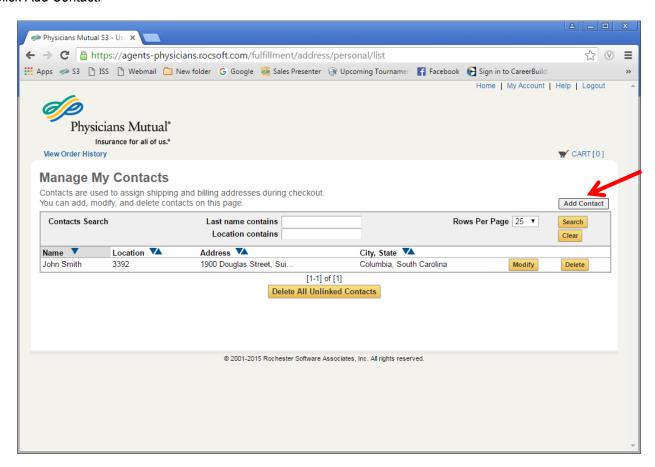


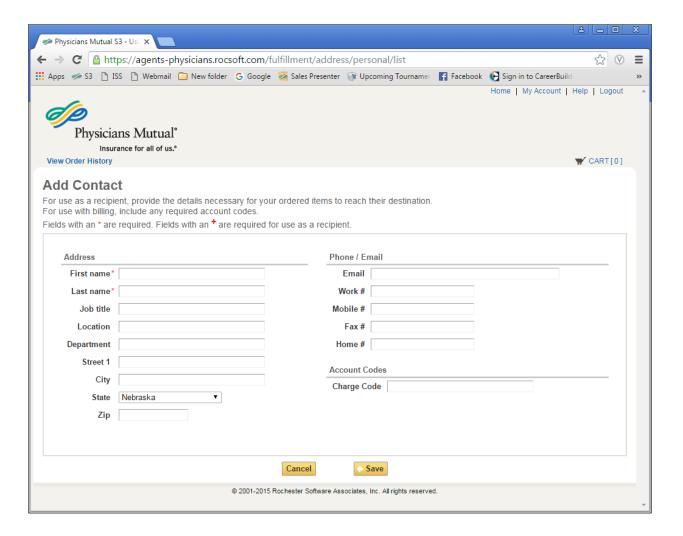
Manage Contacts

You can add multiple contact addresses to ship your materials. Click Manage Contacts.



Click Add Contact.





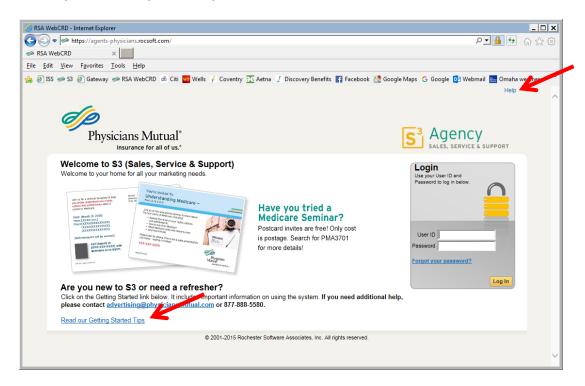
Session Activity

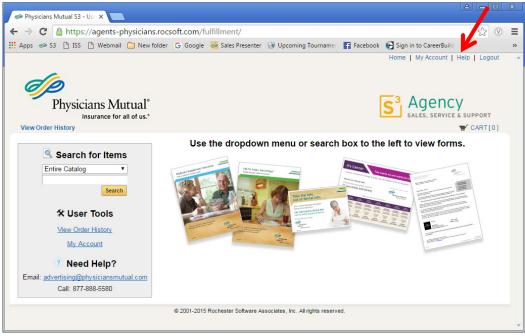
You are automatically logged out of S3 if there is no activity for 60 minutes.

Using Online Help

The Help link at the top of each page opens online help in a new tab of your browser. The online help window shows a topic that explains the current page (such as the Ordering Home page or the Cart page). You can click toolbar buttons at the top of the Help window to navigate to other topics, search for information, and print topics.

Please Note: Some items shown in the help link may not be available in our site settings. Please use the Getting Started Tips for more specific help related to our site.



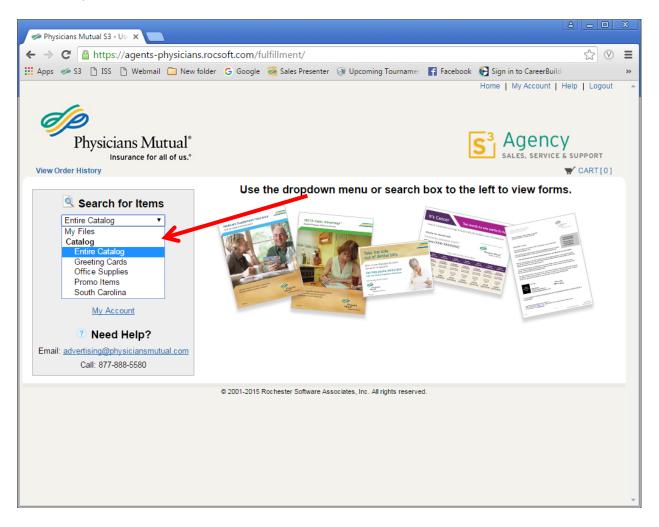


Search for Items

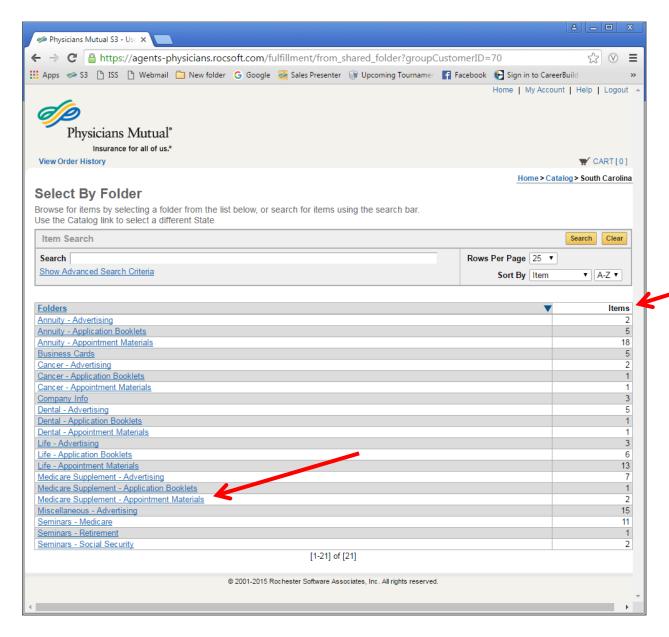
You can search for items two ways.

Search by Browsing Folders

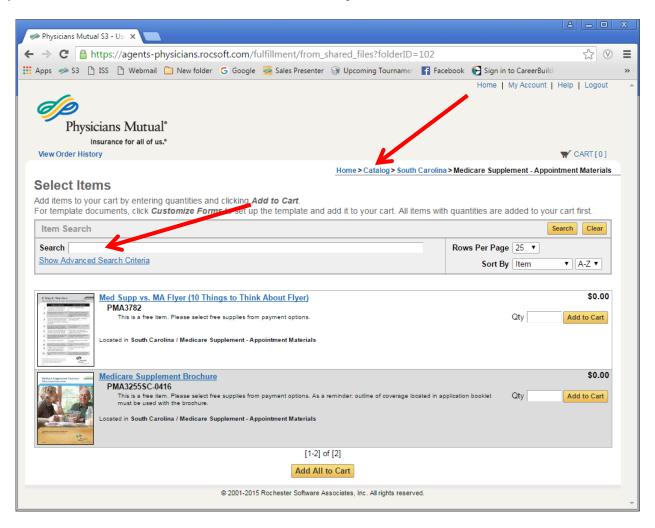
Use the dropdown menu to select a section to browse.

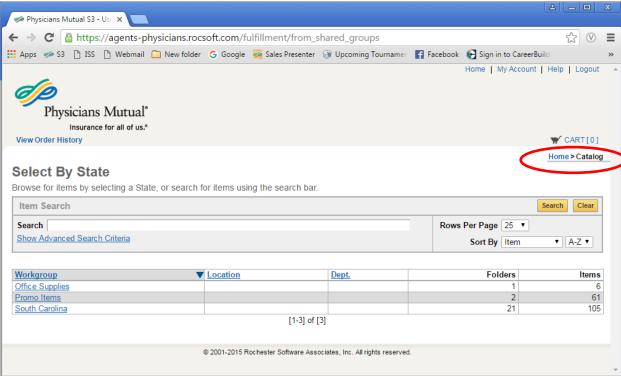


You will then see a folder menu to select from. You can see the number of items within each folder.



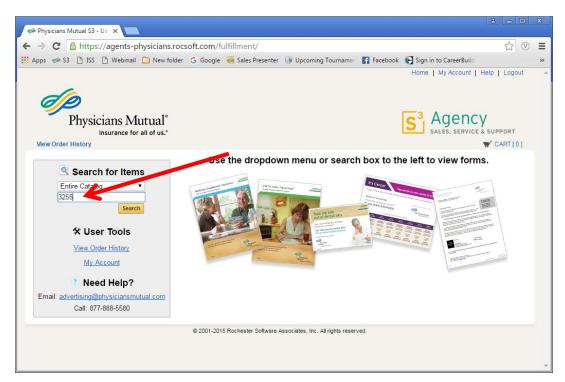
If you use the search box within the folder menu (Example: Medicare Supplement – Appointment Materials) it will only find items in that folder. You need to click back to Catalog to search all sections.

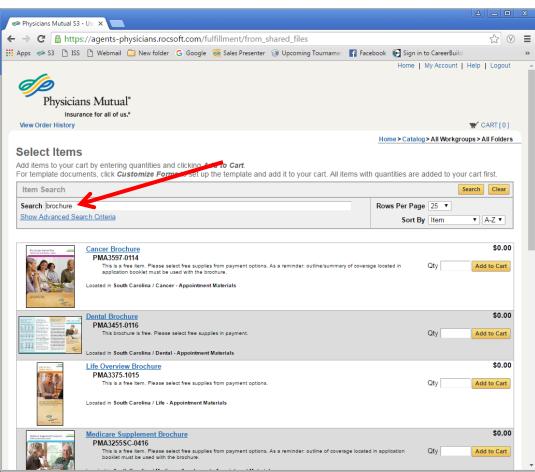




Search by Keyword or Form Number

You can also search by keyword or form number.





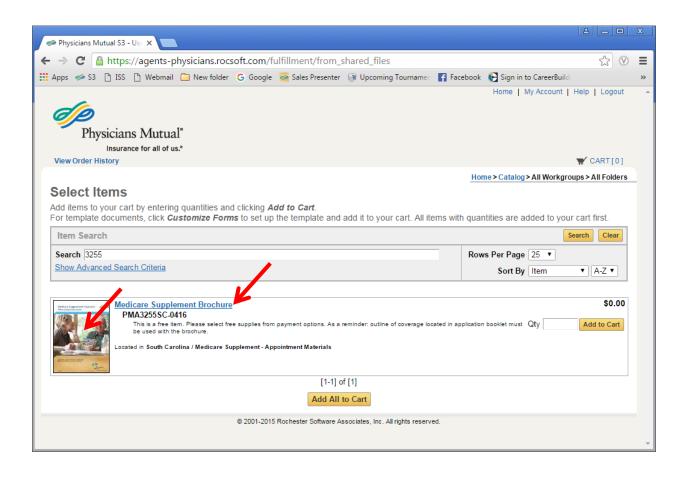
Viewing an Item

Thumbnail

You can view a proof of the item by clicking the thumbnail image.

Title Link

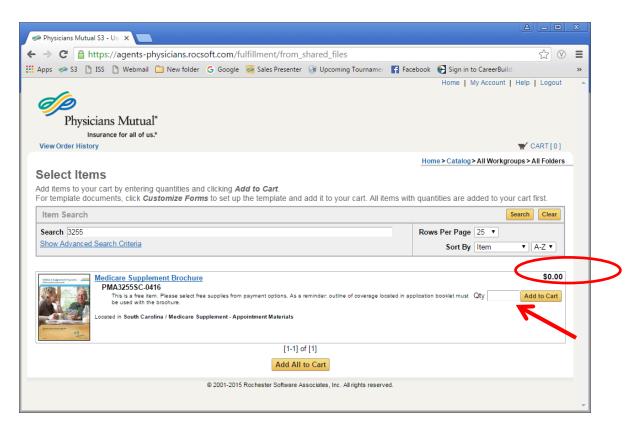
You can view the date the item was added to the catalog by clicking the title link. If the item is an in-stock item, the quantity on hand will be shown.



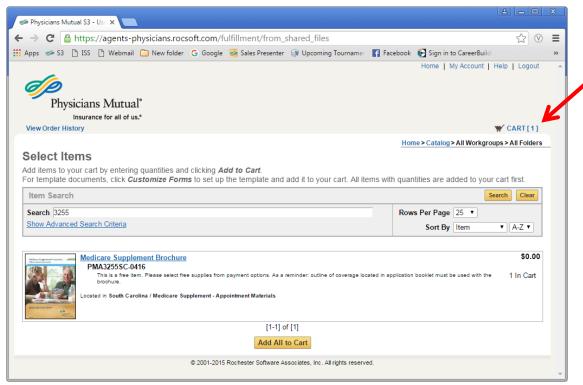
Placing An Order

Items with No Cost

Items that are free or paid for by the company will be listed as \$0.00. Add the quantity that is needed in the box and hit Add to Cart.

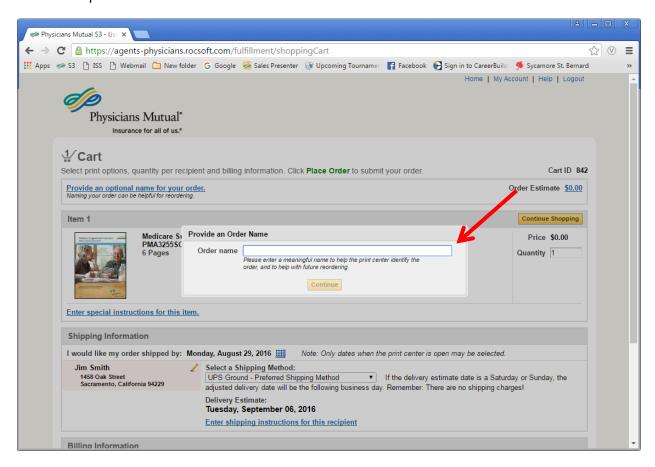


Click the cart link.



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You will need to provide an Order Name.

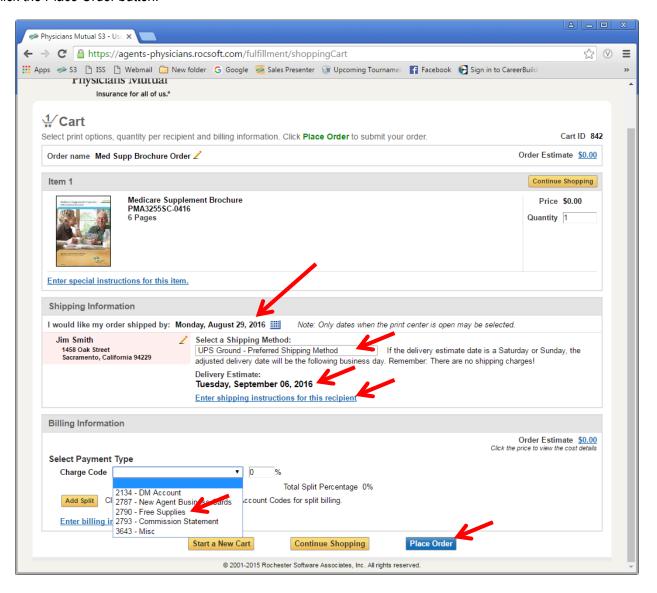


In the cart, you will be able to see when the order will be shipped and a delivery estimate.

You will need to select the shipping method. UPS Ground is the preferred shipping method. If any other method is selected, you will need to provide a reason why the item is needed earlier. You can enter shipping instructions by clicking on the link.

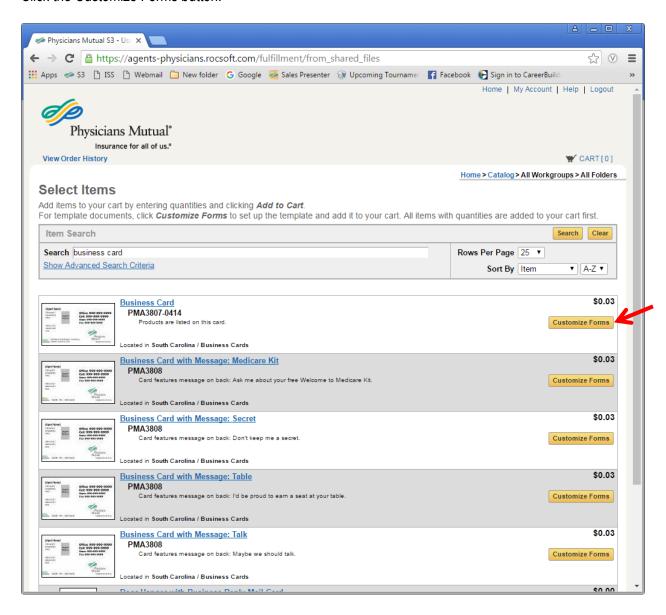
Items that are \$0 cost will use the charge code 2790 - Free Supplies.

Click the Place Order button.



Business Cards

Click the Customize Forms button.

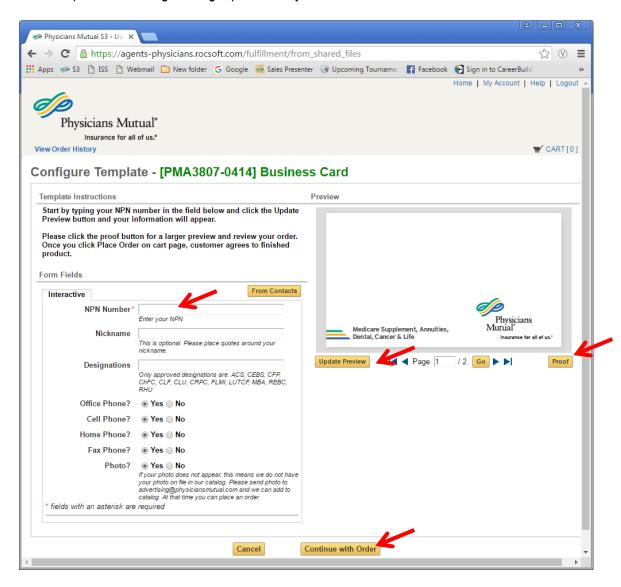


Follow the instructions below. Enter NPN and click the update Preview Button.

- Division Office Phone will appear on the 1st line
- Cell Phone will appear on the 2nd line
- Home Phone will appear on the 3rd line
- Fax will appear on the 4th line

You have the option to turn off the phones that will appear.

Click the proof button to get a larger preview of your card. Then click Continue with Order.



Once in the cart, select the quantity.

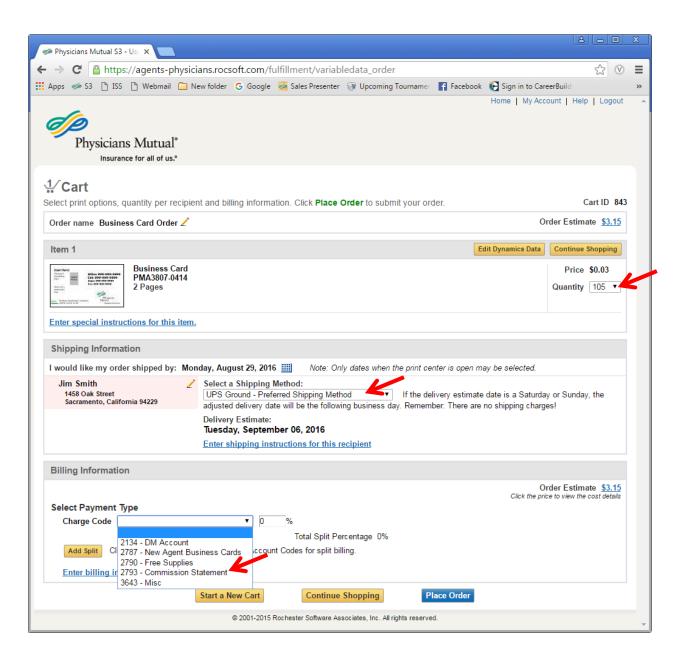
Select shipping method:

- UPS Ground is preferred.
- Two-day select can be used for new agents.

Select Charge Code:

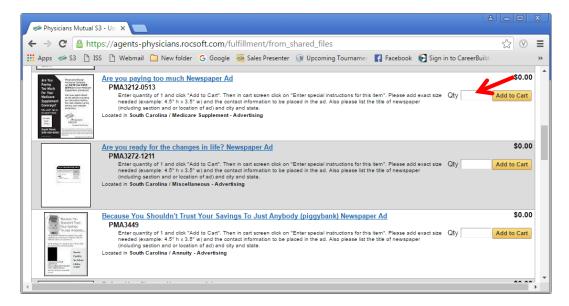
- 2787 for New Agents
- 2793 for existing agents to deduct from their commission statement.

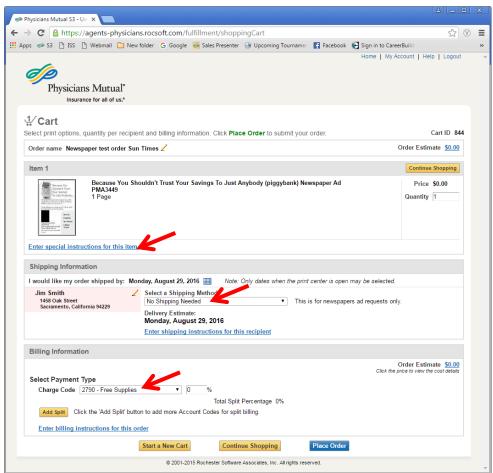
Click the Place Order button.



Newspaper Ads

Enter quantity of 1 and click "Add to Cart". Then on cart screen click on "Enter special instructions for this item". Please add exact size needed (example: 4.5" h x 3.5" w) and the contact information to be placed in the ad. Also please list the title of newspaper (including section and or location of ad) and city and state.

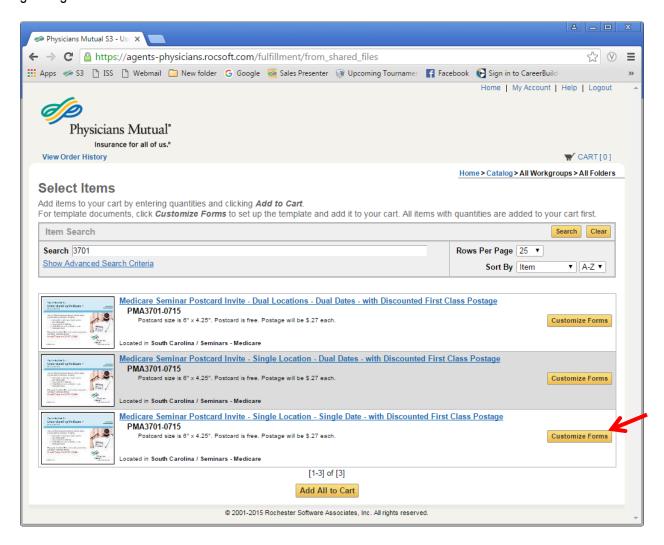




Once the order is received, the newspaper ad is setup per the specs noted and emailed to the address listed under the account.

Forms with a Mailing List

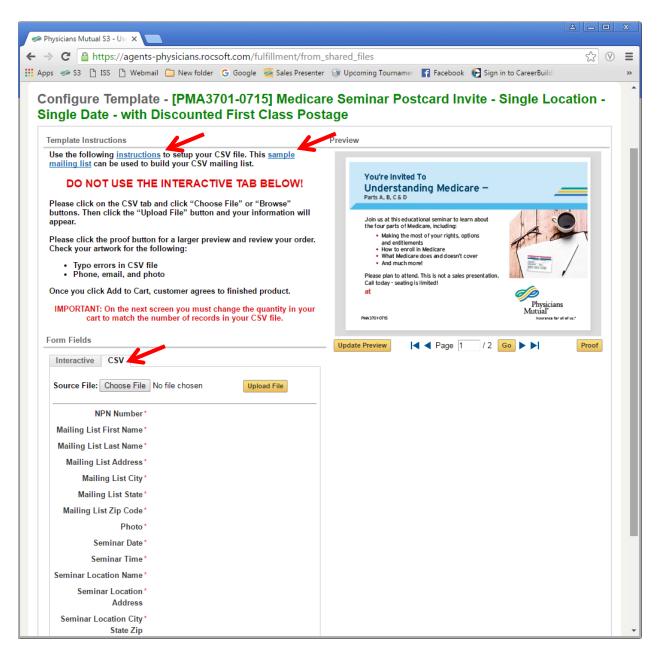
Many of the forms listed in the catalog can be mailed to a list of names. This includes letters, postcards and greeting cards. Click the Customize Forms button.



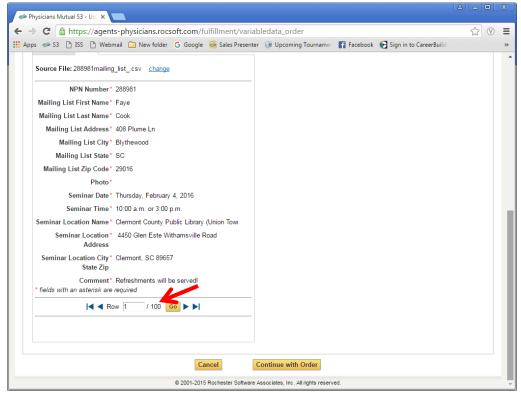
Each form has instructions to follow regarding the mailing list preparations. Also there is a sample mailing list that can be downloaded. The list of names must be formatted as a CSV file before uploading.

Click the CSV tab. Do not use the interactive tab!

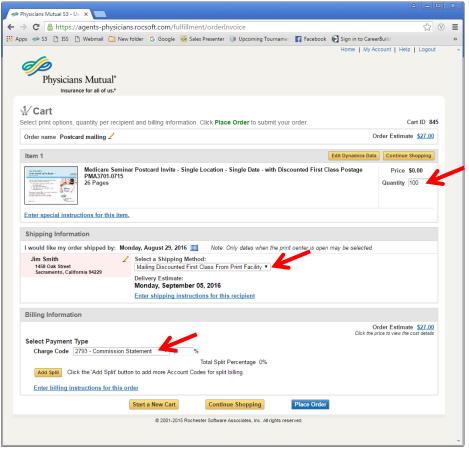
Follow the instructions on screen.



Important: The quantity in your cart must match your number of records in the uploaded CSV file. The list below, for example, has 100 records.



In cart, change quantity to 100. Select Mailing Discounted First Class from Print Facility. Select Commission Statement for payment. Click Place Order.



Forms with a Customer Mailing List

Forms can also be mailed to a customer list. Find the item you want to mail to your customer on S3. You do not need to add the item to you cart at this time instead, agent needs to send email to:

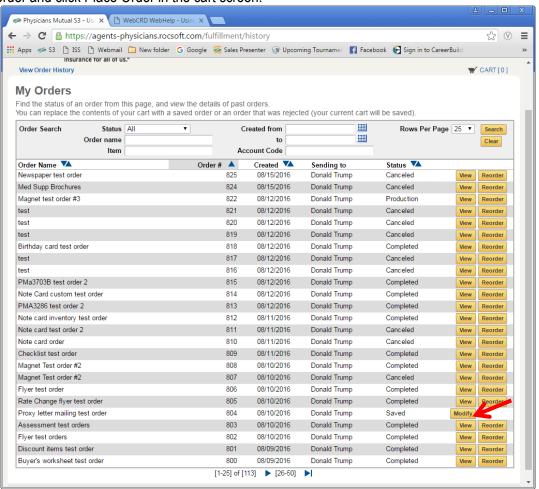
S3customerorder@physiciansmutual.com

Agent needs to specify:

- NPN number
- PMA number to mail
- type of customers
- whether to merge households
- First Class or Standard postage
- Agent Photo: Yes or No

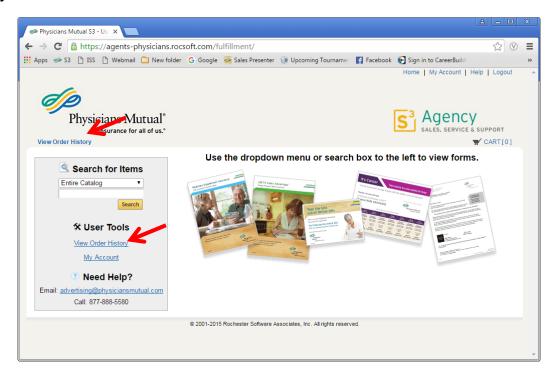
Advertising Support Team will receive the mailing list from the Agency Business Analysis area. The Advertising Support Team will start the order in S3 for the agent and notify the agent when the order is available for review.

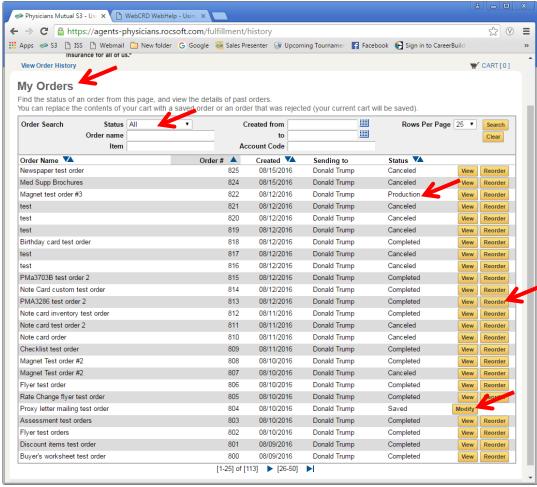
Agent can then log into S3 and view order history. An existing order will be saved and the agent will click modify to review the order and click Place Order in the cart screen.



View Order History

Use the View Order History link on the main page to view the status of your orders, view submitted orders, modify saved or rejected orders, reorder orders, and cancel orders. Once you click View Order History, the name of the page is **My Orders**.





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