aetna®

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.

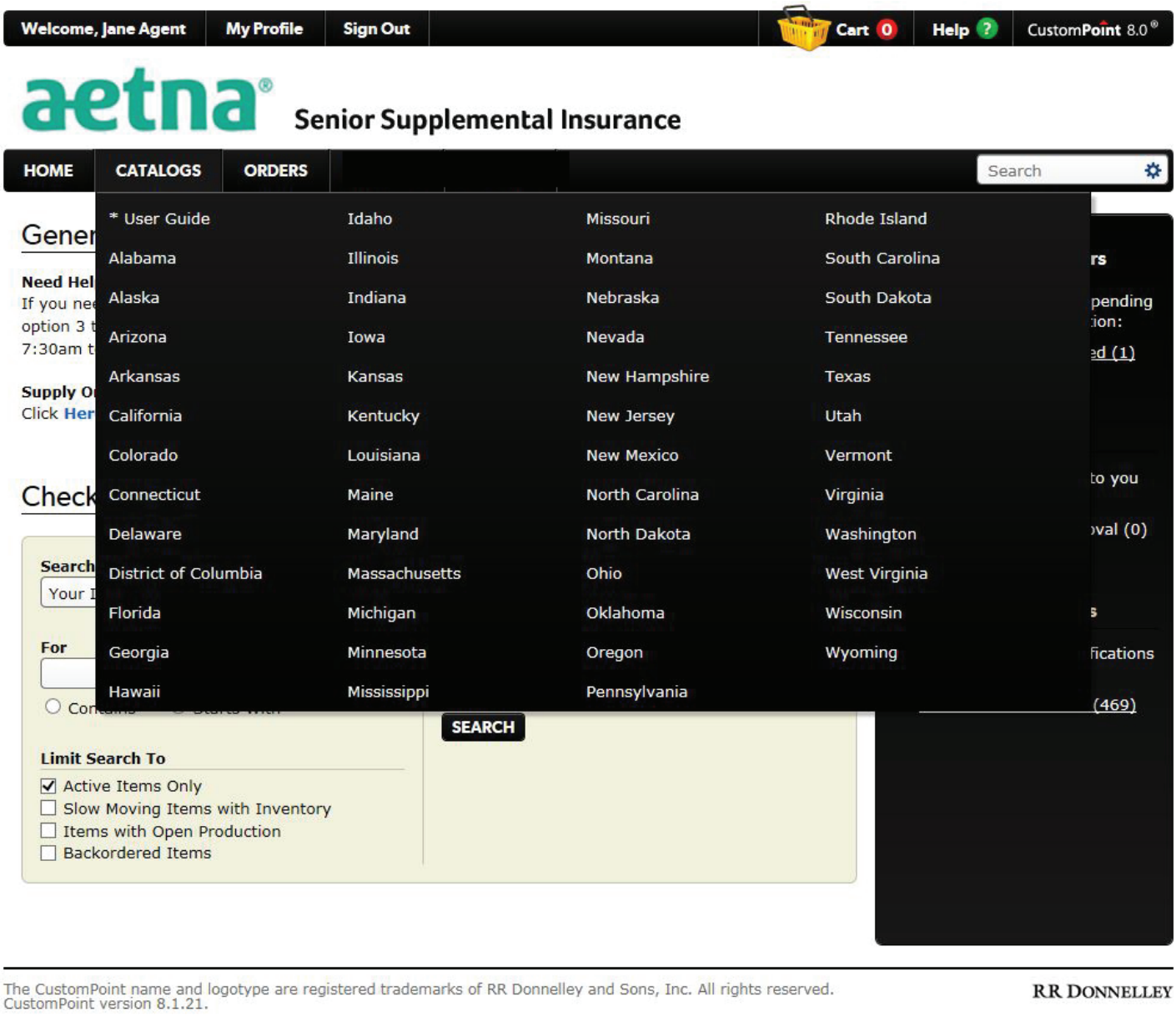
If you have a question about any of the items, call the Agent Services Team at 800 264.4000, Monday through Friday, 8:00 am - 4:30 pm CST.

Fulfillment administered by Donnelley Financial Solutions in Charlotte, NC.

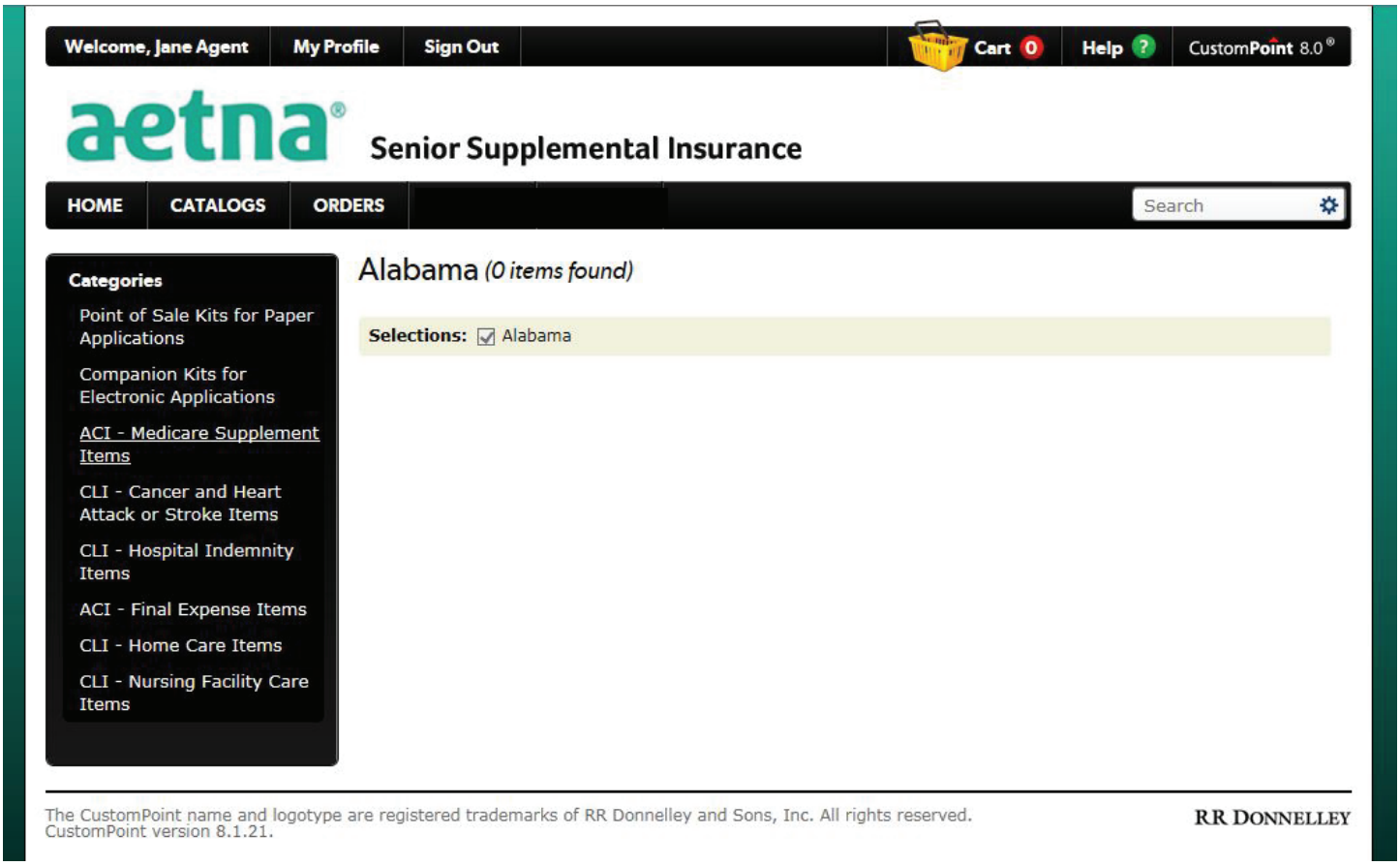
The first page you will see is the Home page.

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

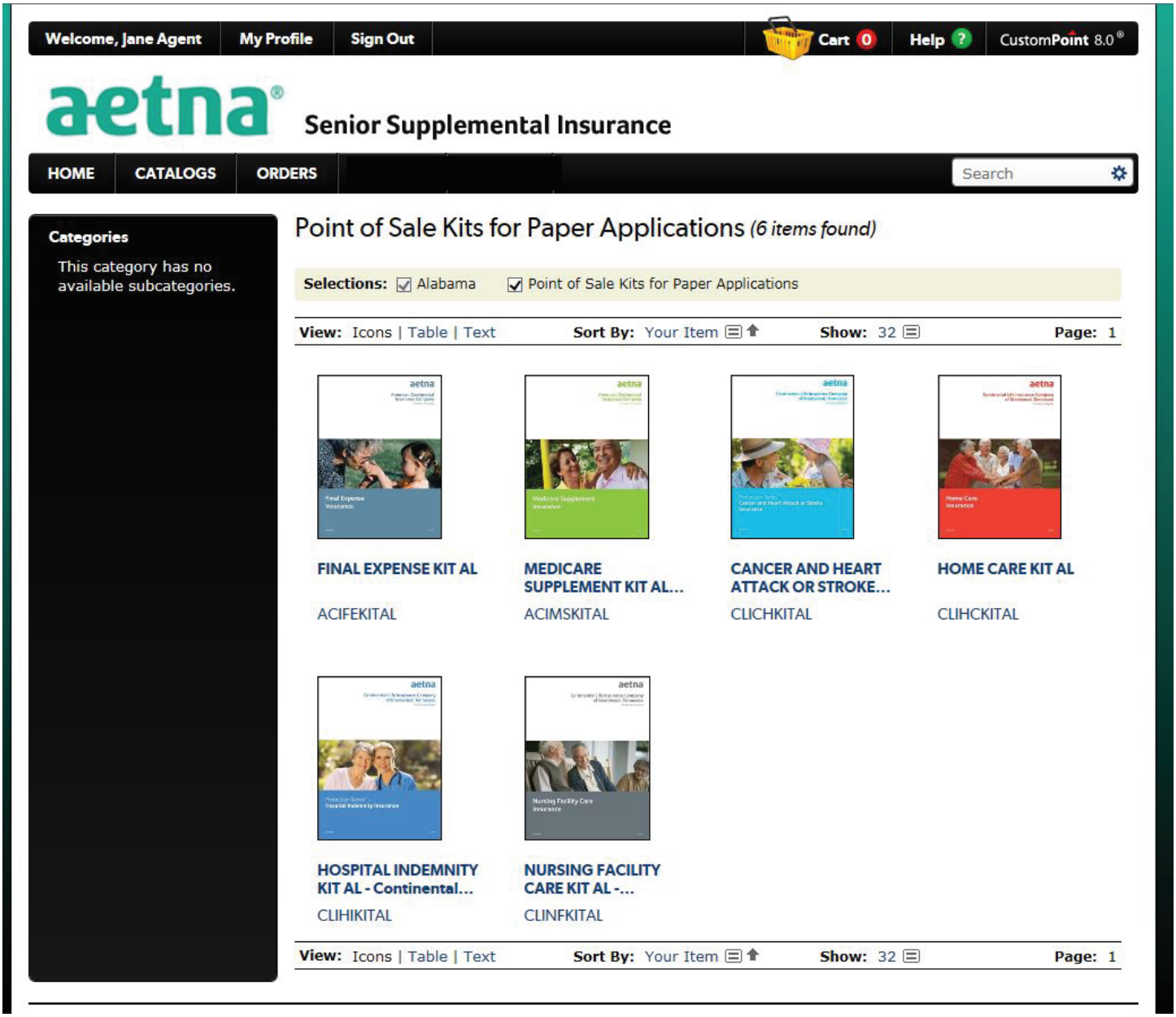
Caution: Please use the navigation within the system and not the Back or Forward buttons of your web browser. Failure to do so will result in an error.



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.

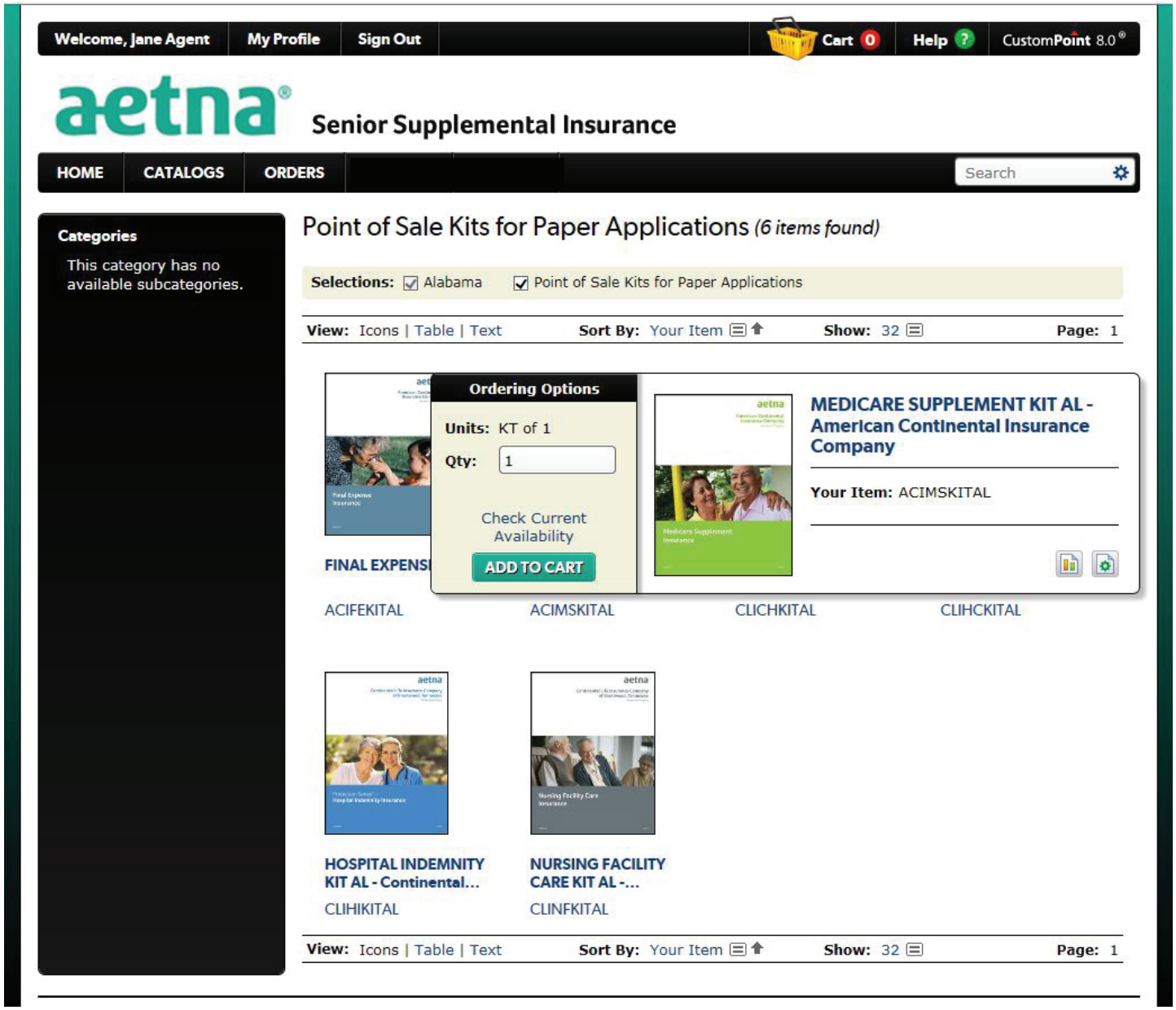


3. Pick a Category and the available items (i.e. sales kits by product) to order will show in the center of the page.

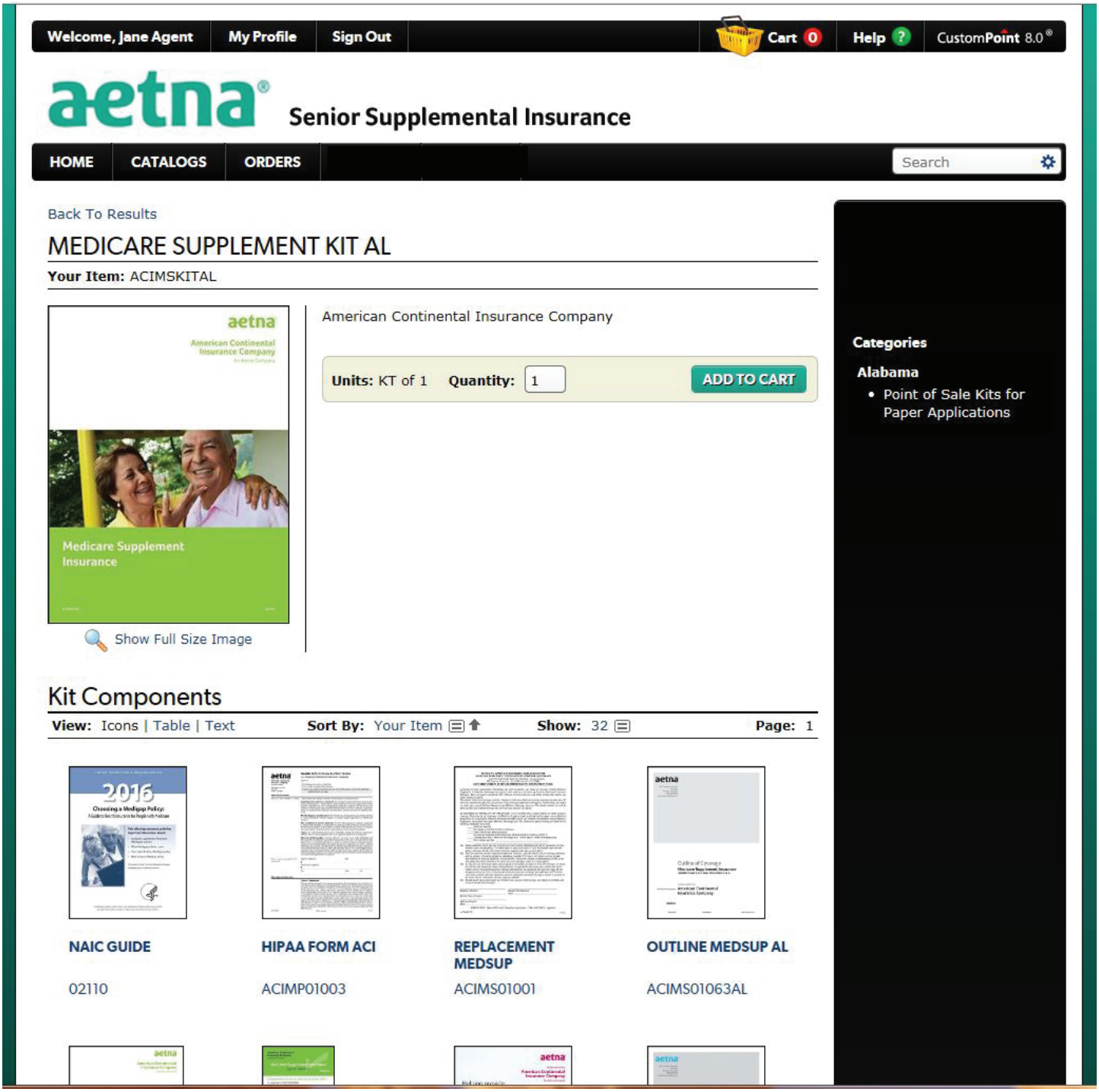


NOTE: To choose a different Category in the same state, uncheck the box next to the category name in the Selections bar. To choose a different state Catalog, go back to the Catalogs dropdown menu.

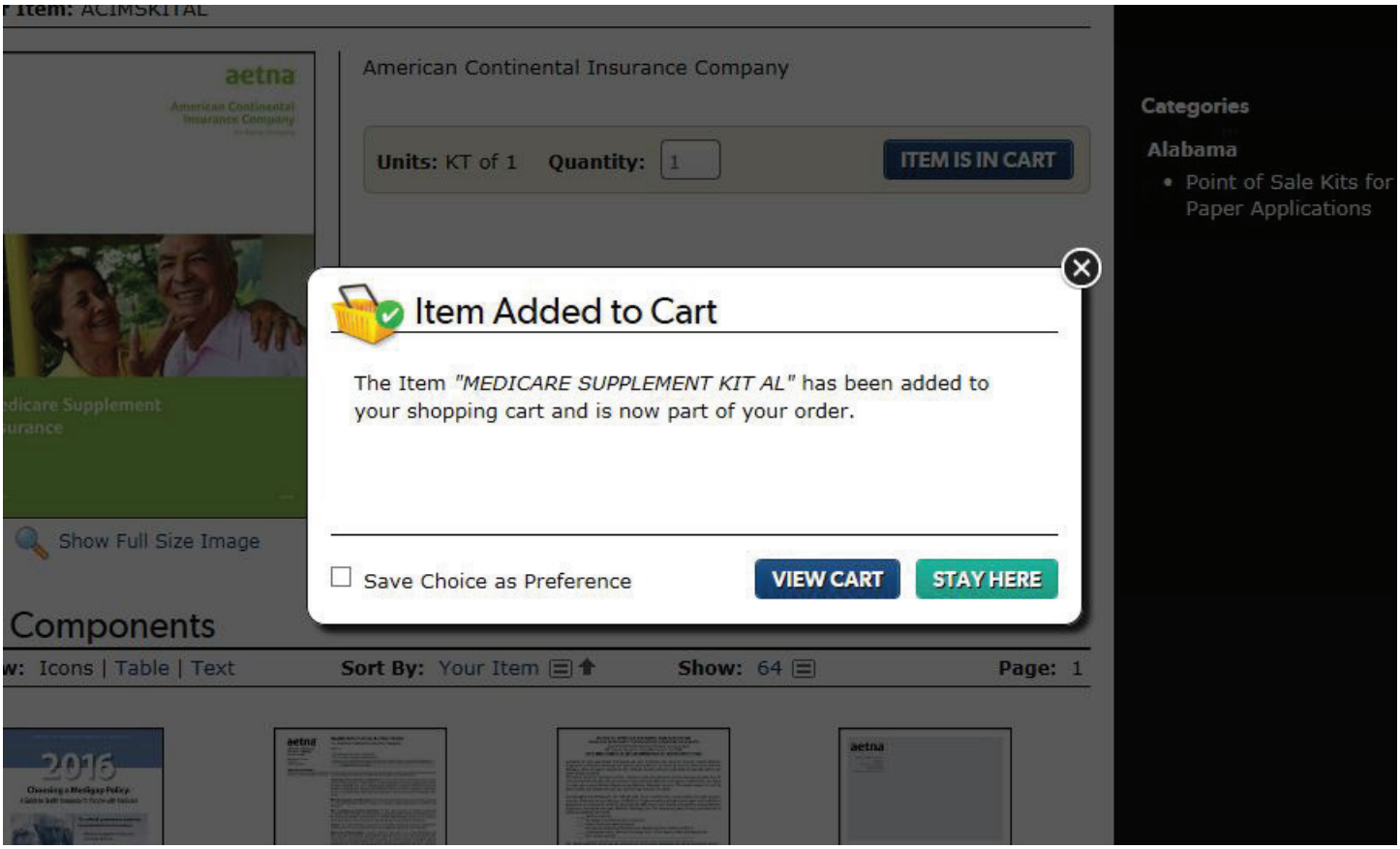
4. Click on the item desired, then add to cart.



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



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.



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.

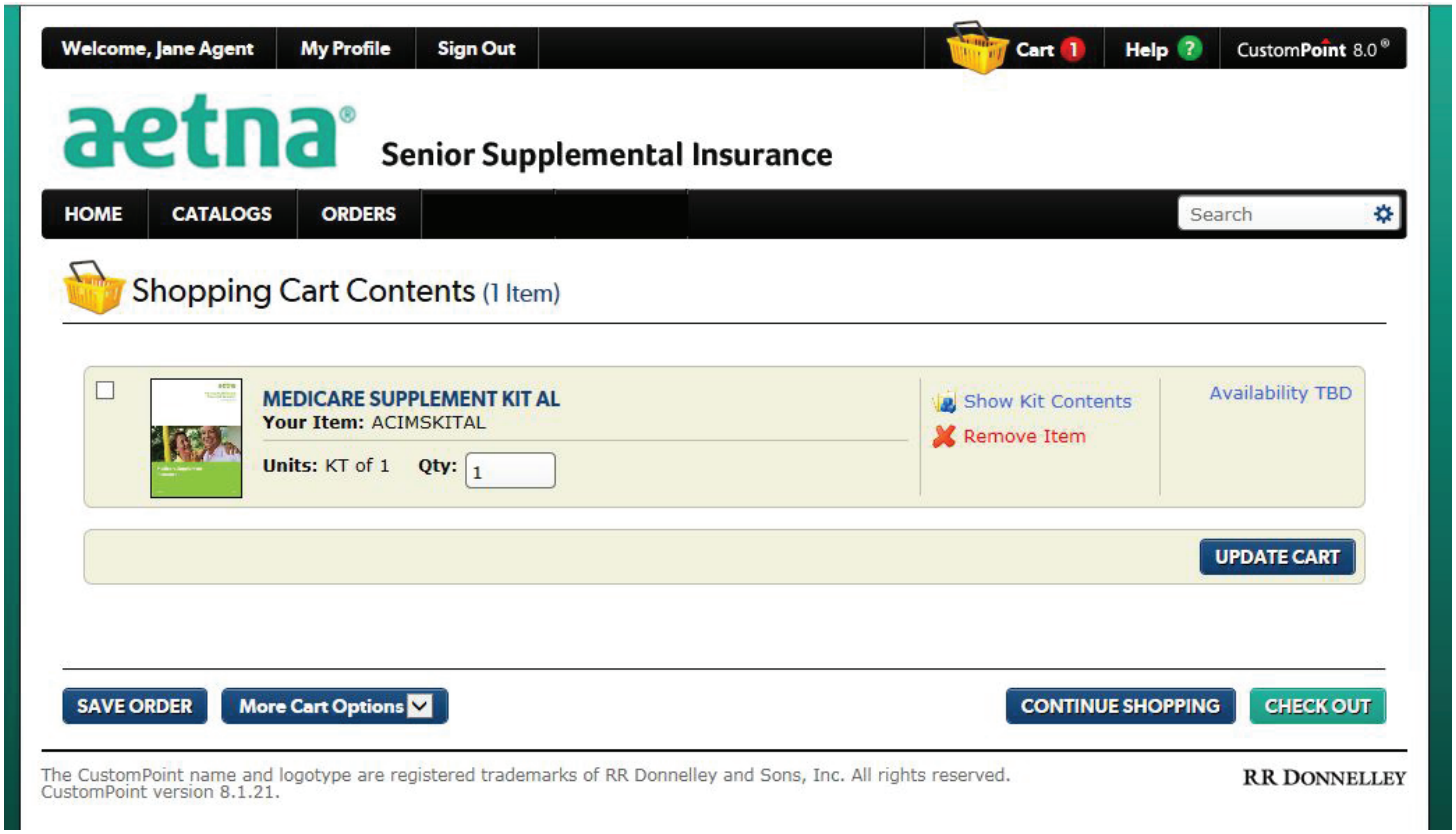
You now have the option to **Save Order, Continue Shopping**, **Remove Item** or **Check Out**.

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

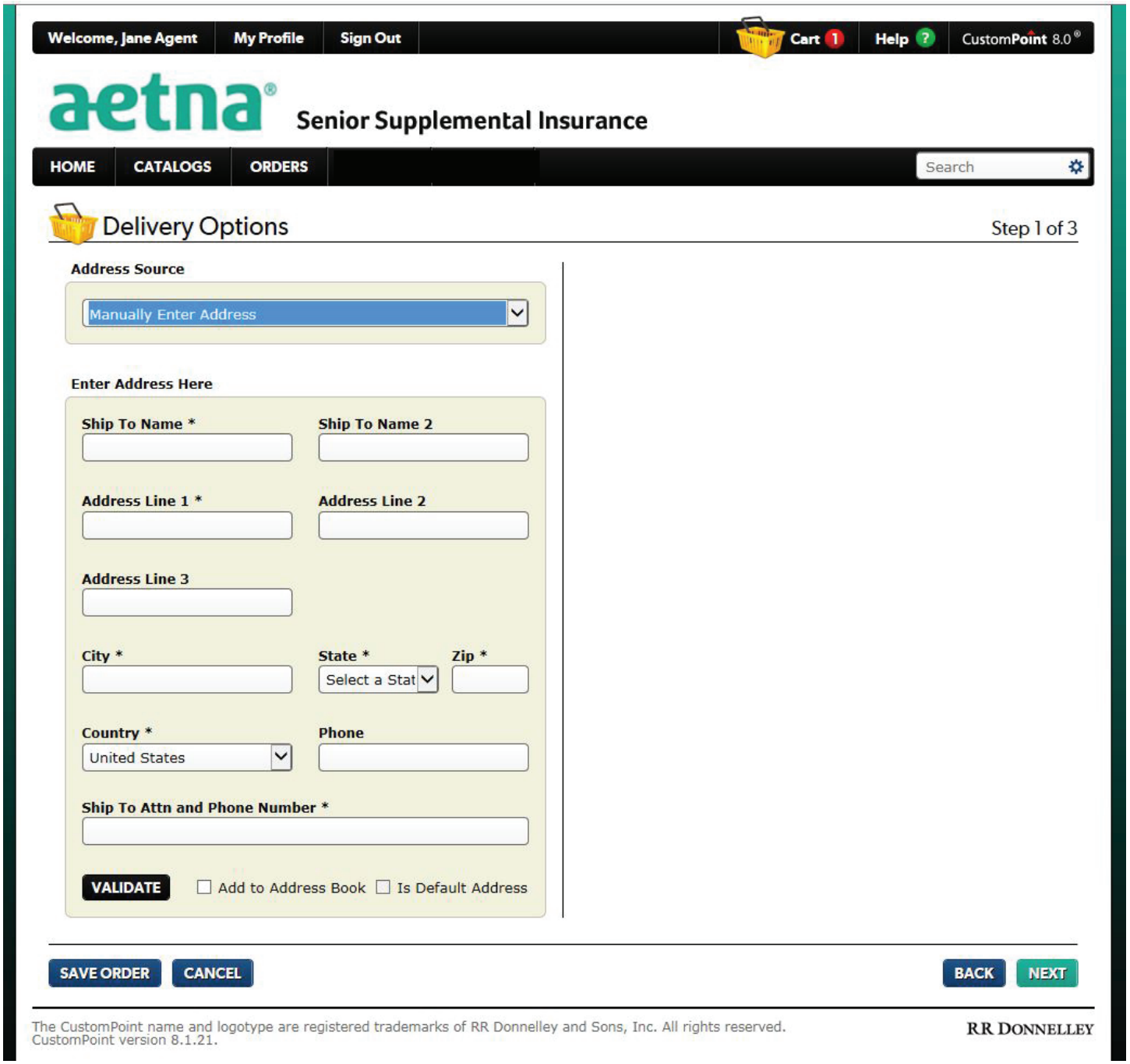
Please Double Check Your Shopping Cart For Accuracy!

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.



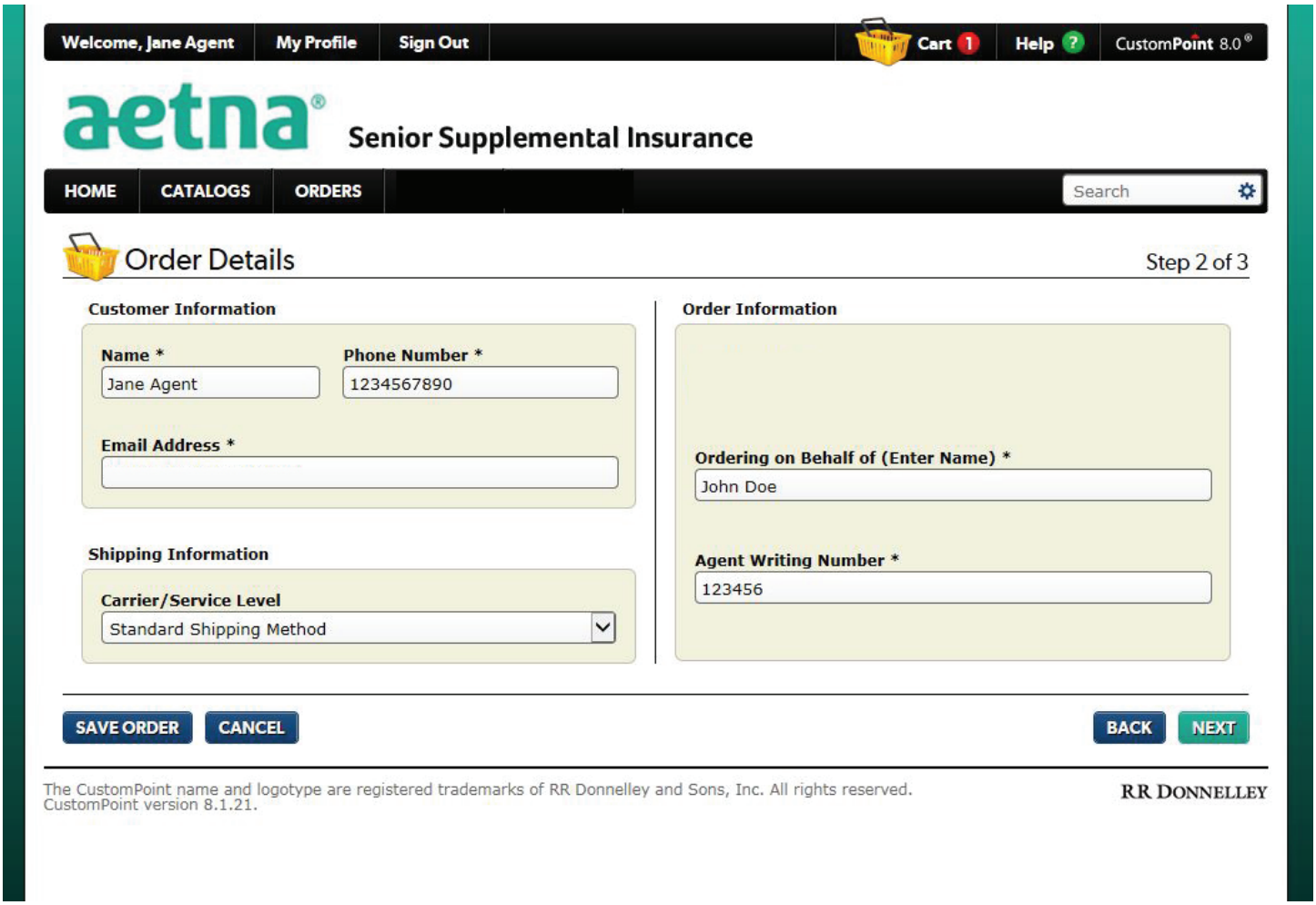
When checking out, you will have an option to create a new delivery address or select from your saved address book. Complete the delivery details and click Next.



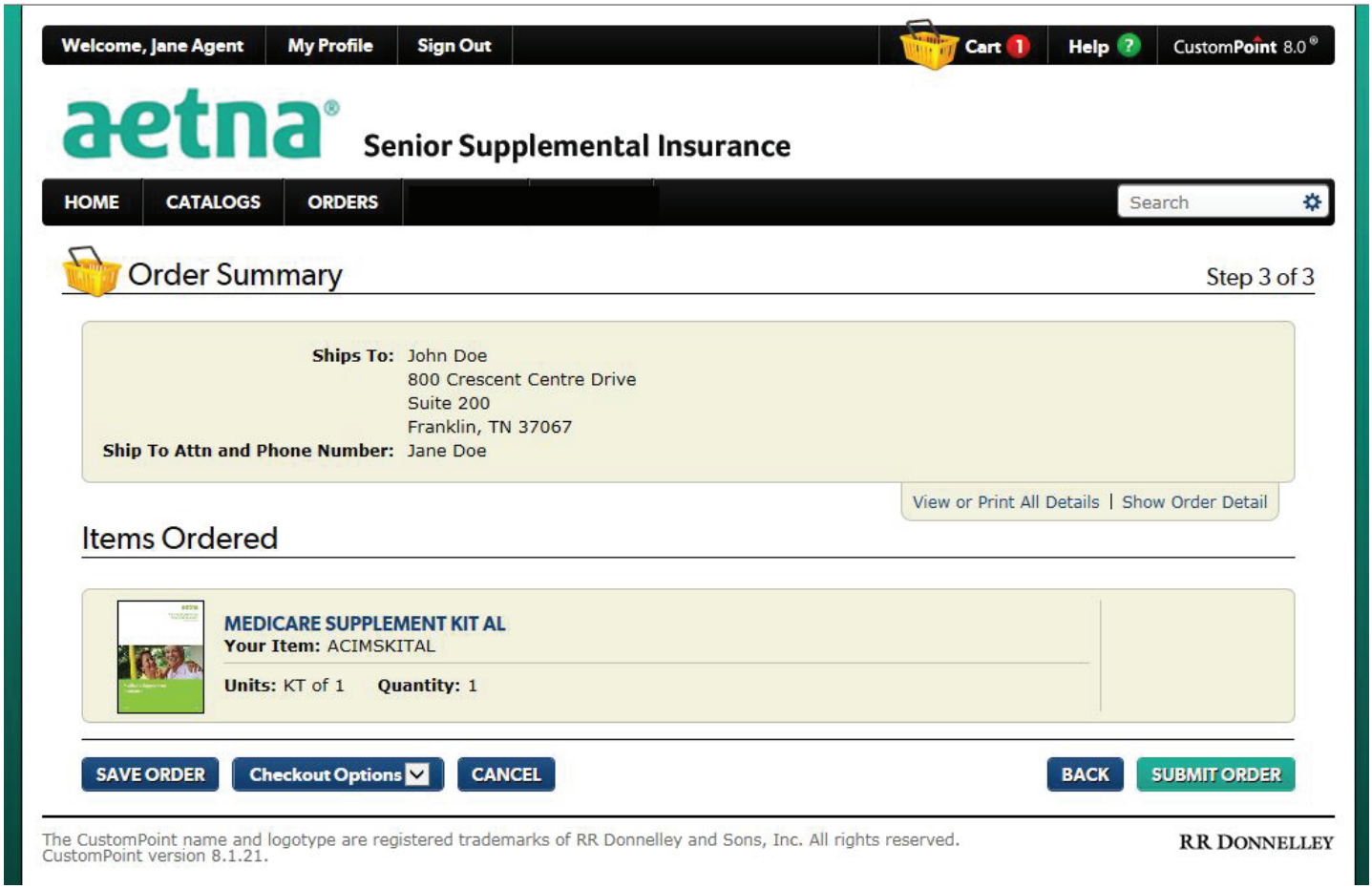
Your Name and Phone may be defaulted on the Order Information screen. Please enter any missing information. All required shipping information is marked with an asterisk (*). Click Next.

Note: Standard Shipping Method is UPS Ground.

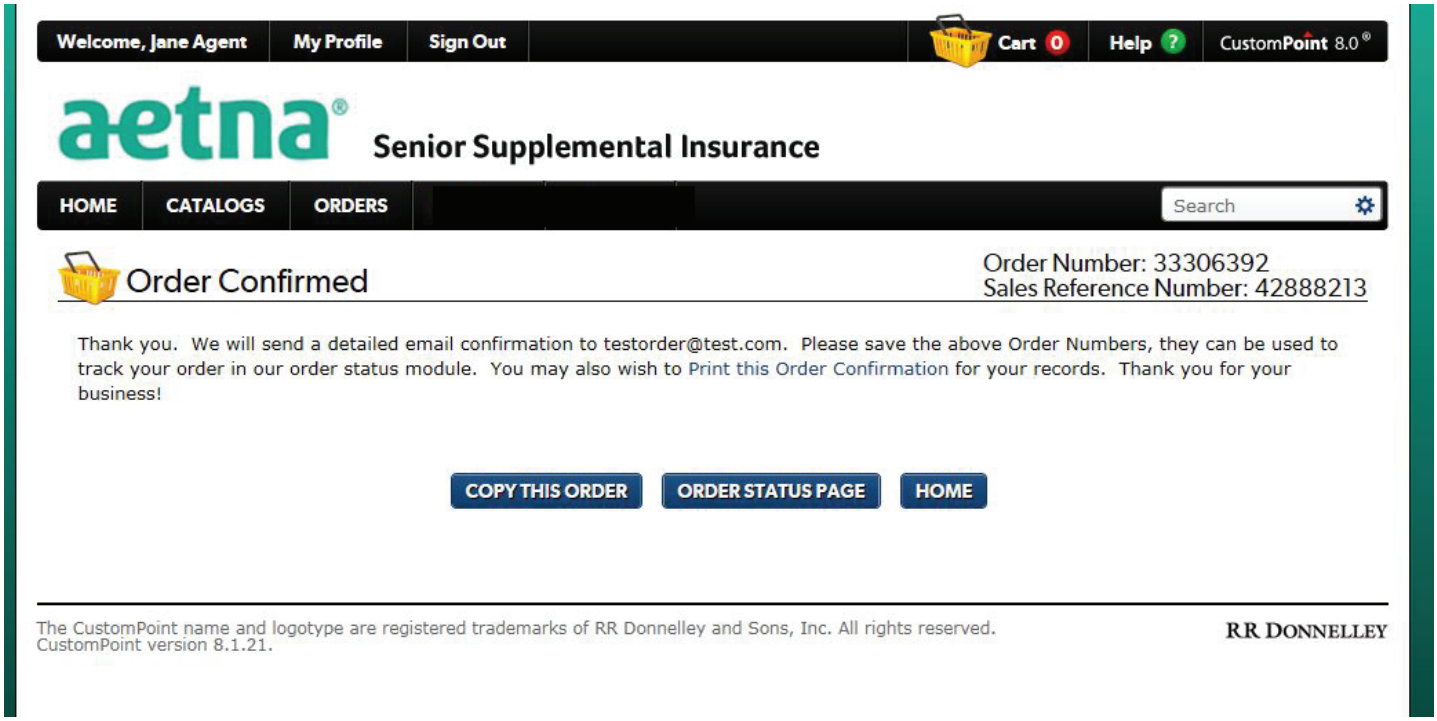
Tip: System generated order confirmation and ship notice emails will be sent to the email address entered on this screen.



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.

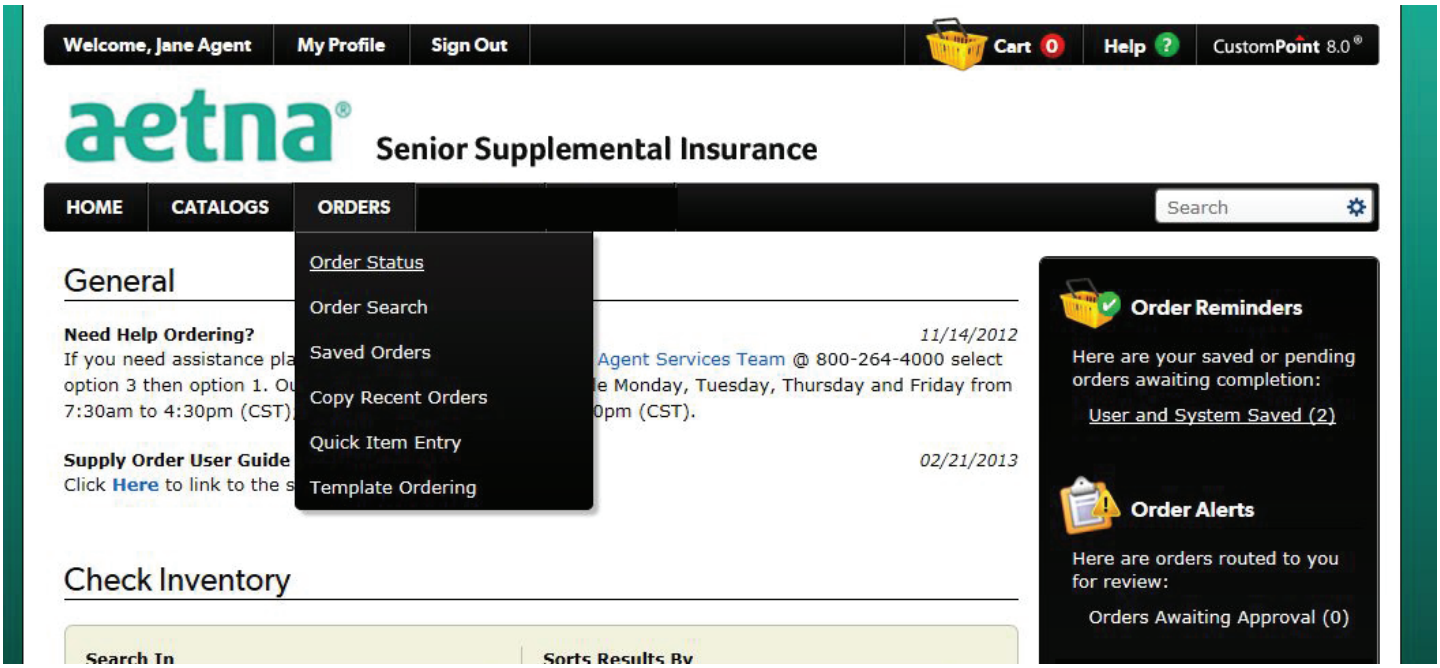


The Thank You screen confirms that your order has been successfully submitted for processing by the warehouse. A unique 8-digit **Sales Reference Number** will be generated. That number will be used later to track your shipment. **Note: If you do not receive a Sales Reference Number, your order is not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

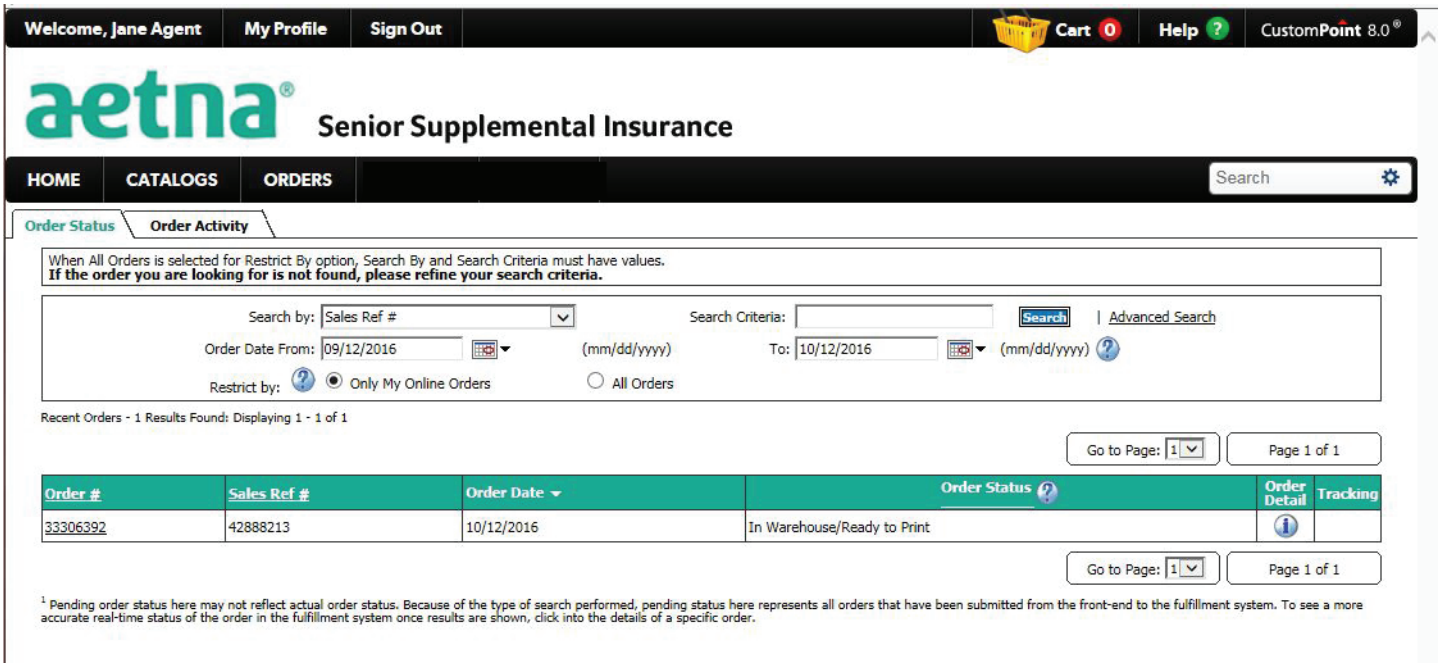


Checking the Status of an Order

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



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



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**.

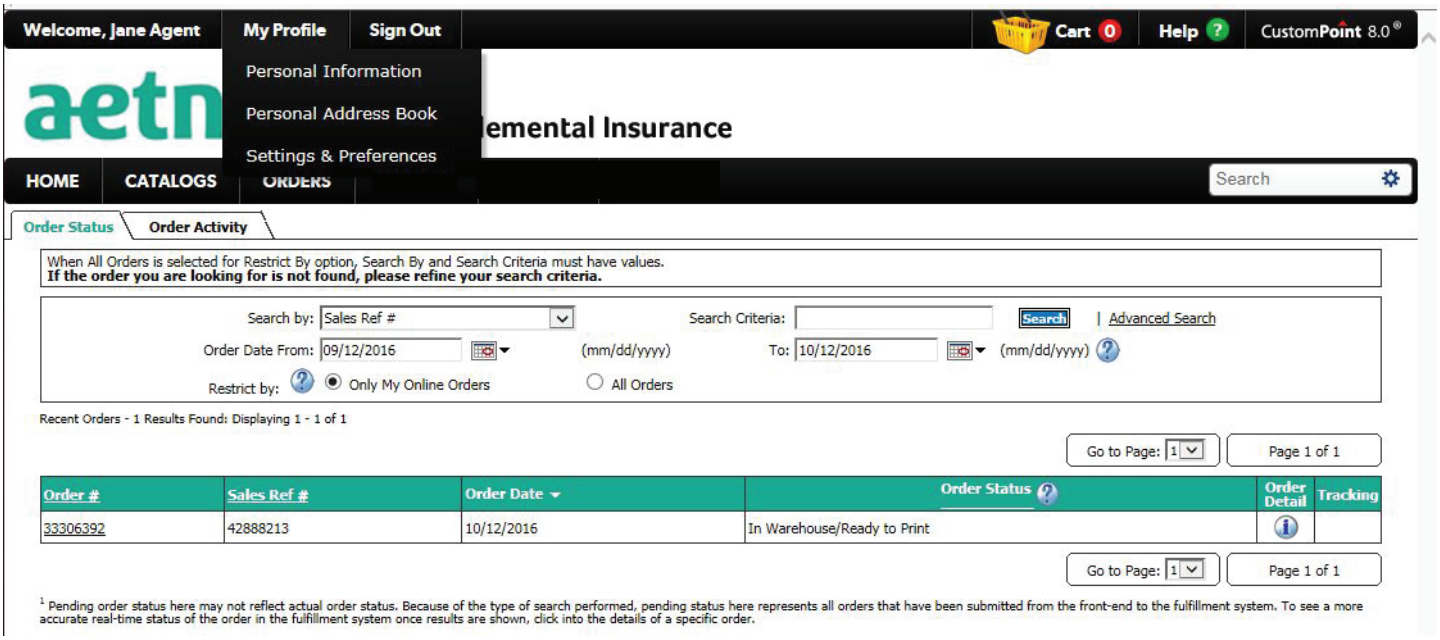
There are three tabs on the search results page:

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.