



## PFFS Kit Ordering – 2009 Quick Reference Guide

**\*\*\*\*\* Producers will be responsible for the cost of all English 2009 materials ordered through Office Depot**

### **2009 PFFS Kit Ordering Process**

- Login: [www.wellcarepro.com](http://www.wellcarepro.com)
- Click: Under Sales Tools, click on PFFS / 2009 Sales Materials / Order 2009 PFFS Sales Materials from Office Depot / Click here to access '09 sales materials button
- Click: "Design and Print" Tab at top of the Office Depot page
- Click: "Get Started Now" under File Cabinet at the middle of the page
- Login in to access Kits: Login name: 2009wellcare; Password: wellcare1
- Click: "Retrieve Pre-Configured Documents"
  - Click on the state you want to order for
  - Click on the county you want to order for
  - Click "Add to Order" for the document(s) you want to order and click "Continue"
  - Click "Continue" again
  - Click "Change Quantity" to order desired kits and save settings
  - Check the box "Please proof the document and check the box before continuing" and then click "Continue"
  - Click "Add to Cart"
  - Click "Checkout"
  - Please note any of the following in comments field:
    - Changes to contact phone # and shipping address
    - Request in store pick up
  - Enter your credit card information
  - Click "Place Order"
  - \*\* Please note - Delivery date choices are not operational for orders
  - Order # will be generated and provided
  - **Your order will not be shipped until Customer Service has spoken to you directly to confirm your order**
    - Office Depot will attempt to contact you via phone three times and via email once within 24 hours to confirm your order
    - Orders will be cancelled within 48 hours if no direct contact is made
    - You can also call Office Depot directly within 48 hours to confirm your order
  - When contacting Customer Service, please have your order # ready

### **Delivery Information**

- Orders placed will be shipped 2nd day or can be picked up at a local Office Depot Store the same day if order is placed before 3pm local time
- If you want to pick up your order at a local store you can do one of the following:
  - Request store pickup in the comments field when placing order
  - Specify store pick up and location of store when you receive confirmation call back from Office Depot
  - Call Office Depot Customer Service after placing order

### **Spending Limits**

- All users have an order limit associated to their profile. The system will notify at checkout if transaction has gone over the limit.
- Your transaction can be modified by editing kit quantity
- You cannot override quantity limits and will need to contact a PFFS administrator for questions

### **Office Depot Customer Service: 1.800.983.3376, 7:30am-12:00am EST**

- Issues with placing online orders
- Issues with accessing the virtual file cabinet for document retrieval
- Questions about an existing orders
- Immediate assistance for store pick up orders