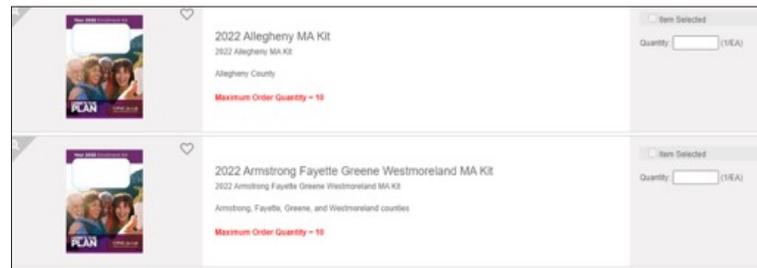


Converge

This secure online portal gives you access to printed sales materials, including enrollment kits, summary of benefits, seminar PowerPoints, plan compare guides, and more. All printed sales materials are free of charge for agents to order.



Access

- Visit upmchp.klicorders.com to log in.
- New users can set up their account by visiting the login screen and clicking the **Create an account** button.
- Make sure to select the appropriate region that you sell in: EPA, WPA, or both.
- You can reset your password anytime by following the **Forgot your password?** prompt on the login screen. You will receive an email from klicorders@taylorcommunications.com to reset your account.

Order

- Use the **Browse products** button to search for an item by region, year, and product type. You can also type in a keyword/description in the search engine bar at the top of your screen.
- For each product you would like to order, enter the quantity, then click on the **Add selected items to cart** button.
- When you are ready to place your order, click the shopping cart icon located at the top of any page. From there, you can revise quantities, remove items from your cart, continue shopping, or check out.

Check out

- From the shopping cart page, enter/select the shipping address.
- The shipping method has a default of UPS Ground. You will not be able to request overnight shipping through this site. If you need materials overnighted, contact your broker manager.
- Confirm your order information is correct, then select **Place Order**.
- You will receive a confirmation email with your order summary shortly after you submit your order. Please keep in mind that the average delivery time is approximately five business days from when the order is placed.

Ordering tips:

- Access **My Account** from the navigation bar to manage your profile and saved shipping information.
- Click the **Order History/Check Status** button on the homepage to view and track your orders.
- Select the **Hold This Order** function to save items in your shopping cart for future checkout.

Questions?

If you have any questions on an order, email HPFulfillment@standardregister.com.



Converge also allows you to customize lead-generating marketing materials like self-mailers, fliers, and digital ads. Simply personalize the piece of your choosing with your name, contact information, and headshot. You can then either pay for printed copies to be shipped directly to you or request a free digital download of the finished piece.

Customize

- Use the **Browse products** button, then select **Broker Marketing Materials**.
- From there you can choose to personalize fliers, self-mailers, digital ads, and more.
- Once you've selected the piece, customize the design by filling in the fields on the left. The preview will begin to update as you fill in the fields.

Order

- Select **View Proof PDF** to review the finished piece before placing your order.
- For printed copies, select the quantity, then click **Add to Cart**. Digital downloads will default to a quantity of one.
- Click the shopping cart icon located at the top of any page. From there, you can revise quantities, remove items from your cart, continue shopping, or check out.

Check out

- From the shopping cart page, enter/select the shipping address and payment information.
- The shipping method has a default of UPS Ground. You will not be able to request overnight shipping through this site. If you need materials overnighted, contact your broker manager. **Digital downloads will be emailed to you within 24 hours of order confirmation.**
- Confirm your order information is correct, then select **Place Order**.

Tip: Some pieces are applicable only to specific counties. Double-check the product's description before personalizing.

Please note: Payment is required for orders of printed personalized materials. Digital downloads are available free of charge.