Humana / Business Cards FAQ

Humana / Business Cards

A brief introduction and how to guide
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How to find the vendor punch-out

1. Type **Go/ipro** on your Humana intranet browser
2. Click on the **Custom Printing** Store

3. Click on **Business Cards / Letterhead – Hum Inc.** to be directed to the punch out
How to place an order

To access the training video in the Humana Learning Center:

• Visit Go/Learning center in your Humana intranet browser
• Search for Business Cards
• Click on iProcurement Training_08: Business Cards
This is your landing page

Select the appropriate item category that you would like to order from

Welcome!

Welcome to the Humana online print procurement center. Here you will find approved templates that you can quickly and easily customize with your personal information.

Don't forget to receive your requisition in iPro when you receive your order.

All Orders Are Final: Once the order is placed there will be no cancelling or changing the order. Ensure you review the proof for any errors before submitting your order.

Please reference our FAQ Guide if you have any questions.
• For this example we will look at purchasing business cards for an associate
• Select Go
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• Select one of the following options:

1. Associate Business Card
2. Associate Business Card with Bulleted Back

• An example front and back of each card type is shown
• Click **Begin to Customize** to have the following information appear on your cards:

1. **Name and Title**
2. **Address**
3. **Contact Numbers**
4. **Email Address/License Number**
5. **Logo**

![Customize Product](image)
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- Click the drop down box to select Front/Back
- Click each option individually to enter the selected information
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• Upon completion of each option listed in the example above, click Submit. After submit you will select the next option until all have been completed.
You have the option to spell check after each entry

After you have completed all options, front and or back that are applicable to you, select Customization Complete to continue.
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- Read the PDF proof agreement and click the box
- To view a proof of your card, select Proof
- For easy re-ordering save your document to “My Library”

Save and approve online proof

Click here to see a PDF proof: Proof

I agree that the PDF proof represents the content and design of the layout I have chosen, and that these elements are my approval. I also understand that contents of my document are not being scrutinized nor is any legal advice being provided. If applicable, I have consulted my legal counsel to ensure any regulatory requirements are met.

Save Your Document to "My Library"

For easy re-ordering, save your document into your personal library.

Save As: 

Additional Information
Size: 3.5” x 2”
Prints: 3-Color, 2-Sided
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- **Click Save & Email**, you will receive an email with the link

https://print.johnsongroup.com/humana/Pickup.aspx?design=96137&auth=de0f817-678-4f94-8de9-831f8b732a86

- **To proceed with your order click Save & Next**
• Select the **Quantity** of cards that you would like to order from the drop down box

• Select **Add to Cart**
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• **Review the information in your cart** to ensure all is correct
• If you need to make any changes, select **Edit**
• If correct, click **Checkout**

![Shopping Cart Image]

- **Item**: Humana Business Card
- **Quantity**: 500
- **Price Ea.**: $0.03 USD
- **Subtotal**: $16.69 USD

**Promotional Code:** [Enter Code]  [Apply]  

**Subtotal:** $16.69 USD  

**Check out** button highlighted.
• You will now be transferred to Humana iProcurement to proceed with completing your requisition

• Click Transfer Cart
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• The data from your purchase will automatically populate the requisition information.
• This will show you the approval chain (note that these are auto populated by HR).
• You will not be able to add any additional items to your cart after submitting.
• Refer to the following document How to Edit Fields within your iPro Requisition Order Quick Reference Guide to update any of the following:
  1. Accounting String
  2. Deliver To Location/Address
  3. Requestor
  4. Changing the Need By Date for Delivery
Select the **Special Information** box to read the requirement before proceeding.
• Enter Y for Yes
• Click Continue
• Click Submit
With the requisition submitted, it will automatically go to your immediate manager for approval.

Once the requisition is fully approved, a PO will be created.

To check on the requisition status, click on the Requisitions tab or look in My Requisitions on the Shop page.
How to request a new item / not currently on the punch-out

• Please email requests to theHIVE@Humana.com
• All new items must be reviewed, approved, and created by Humana’s marketing team (aka the HIVE).
• Once the HIVE approves the design and creates artwork proof, the information should be shared with Humana EPVS and Kim Berke at Deluxe (kim.berke@deluxe.com).
• Turnaround time for adding new items takes at the minimum two weeks. This includes drafting, imaging, marketing approval, and updating the punch-out.
How to request a new location for Rx Pads

- Please email requests to Technical Support at support@johnsongroup.com and include the following information for the new location:
  1. Facility ID
  2. Name
  3. Brand
  4. Address
  5. Phone Number
  6. Fax Number
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• Technical Support will obtain approval for the request via Humana EPVS (Enterprise Procurement and Vendor Services)

• The turnaround time for adding a new location is 5-7 business days.
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How to contact the vendor

• Technical Support
  • 877-843-2480
  • support@johnsongroup.com

• Customer Service
  • support@johnsongroup.com

  Or

Kim Berke | IT Business Analyst
1600 E Touhy Avenue | Des Plaines, IL 60018
P 800.332.4234 | x156083 | c 815.997.3093
kim.berke@deluxe.com
What items can be returned?

- Customizable items such as business cards are unable to be returned.
- Static and non-customizable items or items preprinted and fulfilled from inventory (i.e. preprinted pocket folders, letterhead, envelopes, and notepads) can be returned.
How to process a return

1. Ship the items to Humana. Deluxe does not pay for shipping.

   Deluxe Corporation
   Attn: Warehouse/Humana Return
   1600 Touhy Avenue
   Des Plaines, IL 60018

2. Please include the **PO number** somewhere in the package.

3. Please email support@johnsongroup.com to let them know the PO number and item being returned.
How to track an order

• Once an order is shipped, you should receive an email notification from orders@johnsongroup.com with the tracking number.

• All orders are shipped via UPS. Visit www.UPS.com, click on track a package and search using the tracking number provided.

• UPS will then show you the status of your order.

• If you have any questions or concerns about your order and its shipping status, please email support@johnsongroup.com and reference the PO number of your order along with your concern.