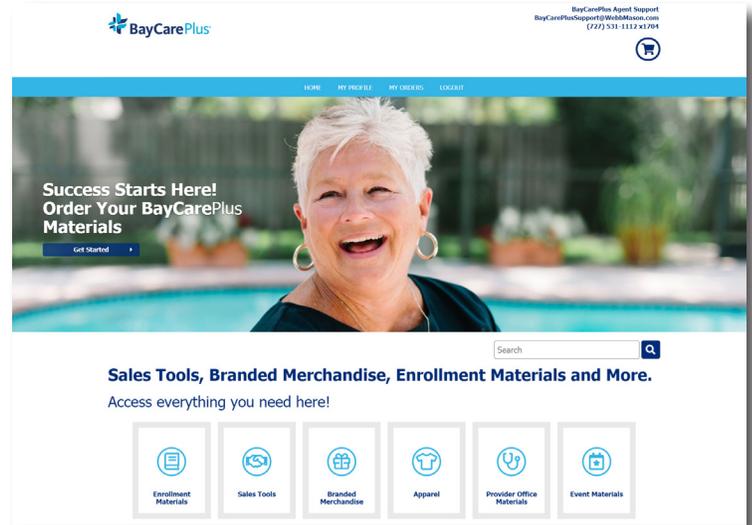
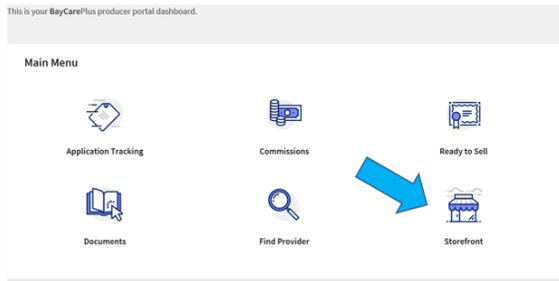


GETTING STARTED

All agent's will have access to the 2021 Digital Storefront through their BayCarePlus Producer Portal starting 09/01/2021.

1. Log into your Portal at <https://producer.baycareplus.org/>
2. Click the "Storefront" icon to launch your one-stop shop to all things BayCarePlus.



PLACING YOUR ORDER

To view the catalogs, scroll down on the [HOME](#) page and select a catalog.

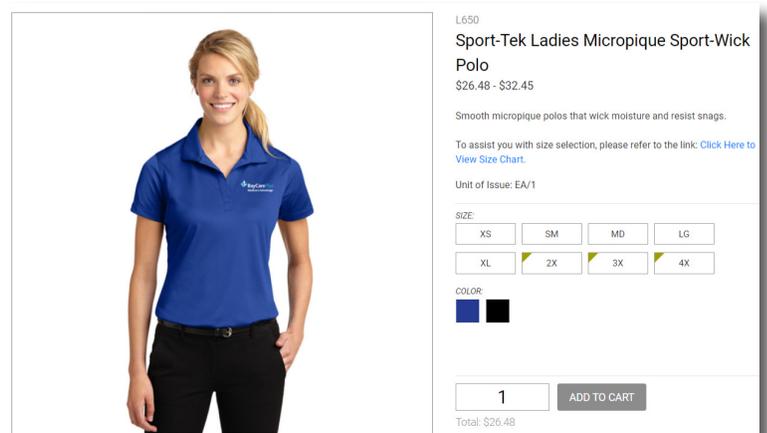
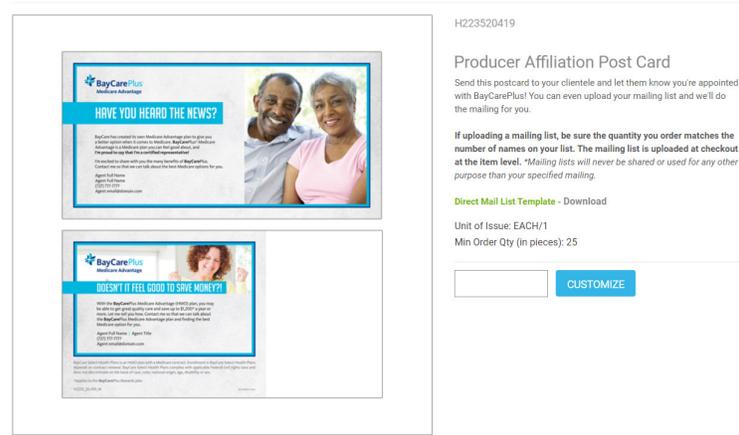
Once you have selected a catalog, you will see various items within the selected catalog. When you click on an item you will see the item name, information, available inventory (if applicable), and the price per quantity.

Enter the order quantity in the box or drop-down provided and select [ADD TO CART](#) or [CUSTOMIZE](#).

To complete your order, click [CHECKOUT](#) on the top right side of your screen. Here you can review your order, adjust item quantities, select a Shipping Destination, and choose a Payment Method.

Finalize your order by clicking [Place This Order Now](#).

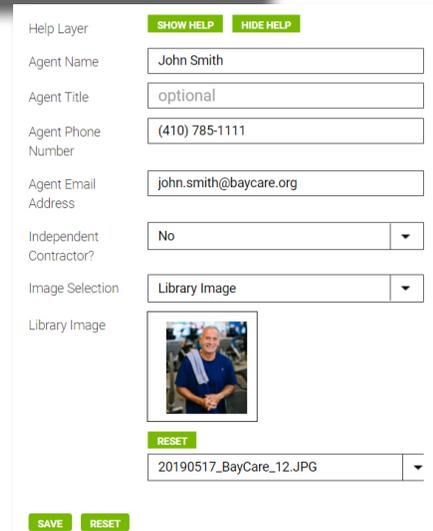
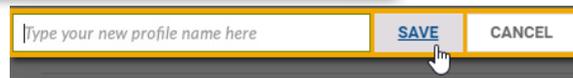
Note: The [Place This Order Now](#) button will not work until you fill out all the required information at checkout.



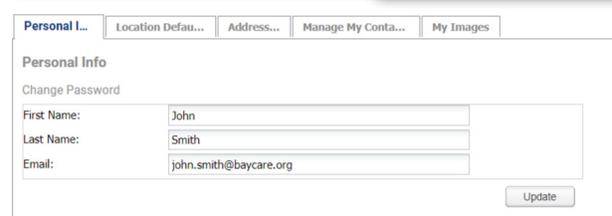
NAVIGATING THE SITE

Creating a Profile: When customizing an item, you have the option to create a [Profile](#) to save for future use.

1. Click the + button
2. Name your profile for future use & [SAVE](#)
3. Enter your information in the empty fields. When you have completed the template select [SAVE](#) to save your Profile



MY PROFILE: Change your personal information here. This includes: password, default ship-to location and default payment method.



MY ORDERS: Search and review previous orders and check the status of a current order.

Tip: If you are looking for a specific order, you can search by order number, date, or item.



ORDER CONFIRMATION

You will receive an email confirmation once the order has been successfully submitted. Your email confirmation will include your order number for tracking purposes, item description, and quantity ordered. Your order may require approval before the order is processed. This will be noted at checkout and via email. If you find any mistakes on your order, please contact Customer Service.

Once orders are approved, orders are immediately sent to production, and therefore changes and cancellations cannot be guaranteed. Please carefully review all parts of your order (quantity, item, shipping, and billing) before clicking on the [PLACE THIS ORDER NOW](#) button.

TRACKING YOUR ORDER

If your package has not been received, please check the UPS tracking number provided to you via email or via the [MY ORDERS](#) tab. If you cannot find your tracking info, reach out to Customer Service for assistance. Please have your order number available for reference.

CUSTOMER SERVICE INFORMATION

Customer Support: [Megan Montgomery](#)
Email: BayCarePlusSupport@WebbMason.com
Phone: (727) 531-1112 x1704