

For brokers, general producers and full-service producers

*Not intended for distribution to groups or members*

May 22, 2018

**Market: All**

## Upgrades to our Sales Ordering System Coming June 1st

In an effort to provide the latest technology and deliver faster, more efficient and user-friendly service, CareFirst BlueCross BlueShield and CareFirst BlueChoice (CareFirst) Sales Ordering System (SOS) will be upgraded June 1, 2018. Ordering print on-demand (POD) books, bulk items and looking up PDFs of sales materials will soon be easier.

### SOS upgrades include

- An enhanced experience with user-friendly features
- Compatibility with most browsers and mobile devices
- Online proofing
- Ability to build a POD book and generate a PDF to send for approval before submitting an order
- Saving orders for future submission
- Easily modify or re-order materials with convenient access to past order history
- Ability to track the order and delivery status

### SOS Training

- **Live training sessions** will be held on **June 1** (invitations will follow)
  - For those not able to participate, recorded training sessions and a user guide will be available.
- **The SOS link will be updated** on the CareFirst broker portal on **June 4**.
  - Please remember to update your saved "Favorites" or "Bookmarks" to reflect the new SOS link.

Should you have any questions, please contact your broker sales representative.

Sincerely,



Timothy Matthews  
Vice-President, Sales  
Small-Medium Group SBU