

## PRINT ON DEMAND - FREQUENTLY ASKED QUESTIONS

### What is print on demand?

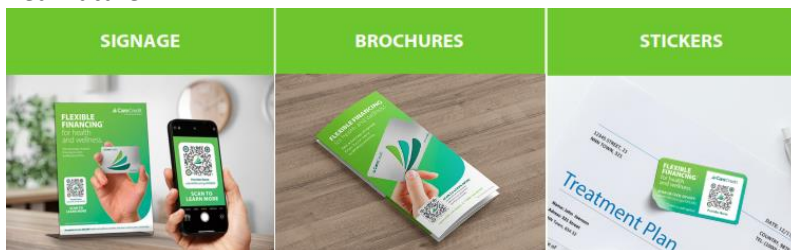
With this service, you can order free, customized CareCredit marketing materials which include your practice or business name and your location's custom link and QR code.

### What is my custom link and QR code?

When you share your custom link and QR code, it makes it easy for your patients or clients to learn about and see if they prequalify for the CareCredit credit card, and pay their bill—all on their own device. This allows your team to offer financing options without taking time away from care-focused conversations. **Learn More at [carecredit.com/customlink](https://carecredit.com/customlink)**

### What types of marketing materials can be customized with my custom link and QR code?

Signage, brochures and stickers - all with a new design! Additional marketing materials will be available in the near future.



### What are the maximum quantities per item I can order?

- Brochures: 5 packs (50 brochures per pack)
- Premium Counter Sign (Size: 5.5"x 8"): 2 signs
- Cardboard Easel Sign (Size: 5.5" x 8"): 4 signs
- Sticker Sheets: Quantity per order is 25 sheet of sticker (15 sticker per sheet)

### How many items can be ordered at one time?

The maximum order quantity is 7 items. This max is different than the max quantities per item (i.e. 2 premium signs, 4 easel signs, 5 packs of brochures, 25 sticker sheets).

### Do I need to pay for these customized marketing materials?

There is no charge for these marketing materials! Please keep in mind quantities are limited.

### There are 4 different brochures to choose from. How will I know which one to order?

Each brochure features different CareCredit promotional financing options. Select the brochure for the CareCredit promotional financing options that your location offers:

- 6 months
- 6 and 12 months
- 6, 12 and 18 months
- 6, 12, 18 and 24 months

## HOW TO USE

### How do I access print on demand?

1. Visit [carecredit.com/ordersupplies](https://carecredit.com/ordersupplies) and log in to Provider Center
2. Select the box that reads **Print on Demand: New QR Code Marketing Materials**
3. On the next page, select “**Get Started**” and then you’ll be on the Print on Demand landing page. Scroll down and select the marketing materials you would like to customize.

**Step-by-step instructions are available.**

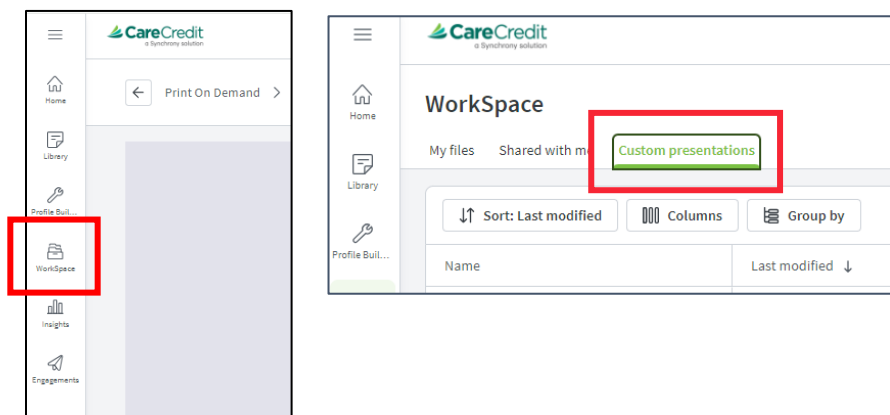
### Who can I contact if I need help placing an order?

- For technical issues, please email [Customer Service](#) and include a description of your issue in the subject line. You will receive a response within 24 hours.
- For additional, non-technical questions, contact your CareCredit representative or call CareCredit Provider Support at 800-859-9975, option 6.

### Can I view my order history?

Unfortunately, at this time you are not able to view your order history. However, within the print on demand portal, in your “**Workspace**”, you can see a list of materials you already customized and you can re-send these materials to print.

Once you’re logged in to print on demand, on the left-hand side of the screen, select “**Workspace**” and then click on “**Custom presentations**.”



## ORDER CONFIRMATIONS AND SHIPPING

### Once I place my order, how do I know it went through?

You will receive an order confirmation email when your order is successfully sent to print. You will receive another email when your order has shipped.

### How will I know when my order is complete?

You will receive an order confirmation email when your order is successfully sent to print. You will receive another email when your order has shipped.

### Once my order ships, will I receive tracking information?

Order tracking will be available in the future. However, you will receive an email when your order has been received and another when it has shipped.

**How long will it take to receive my print on demand order?**

Once you place an order, you will receive your customized marketing materials in approximately 2 weeks or sooner.

**Will there be anything on the outside of the shipping box that says CareCredit marketing materials are inside?**

Yes, you will see a CareCredit sticker on the outside of the box noting marketing materials are enclosed.

**What if I need to cancel my order after it's been placed?**

If you need to cancel your order, call Provider Services at 800-859-9975, option 6. Please have our Order Number available, which can be found in the confirmation email you would have received.

**ORDERING OTHER CARECREDIT MARKETING MATERIALS****Can I still order or download marketing materials through Provider Center?**

Yes, you can continue to order or download other ready-to-use marketing materials in Provider Center.

**If I order brochures through print on demand and then I order brochures through Order Supply (via Provider Center), will the same custom QR code be on both?**

- Brochures ordered through print on demand will include your location's custom link and QR code.
- Brochures ordered through Order Supply (via Provider Center) will have a QR code that takes your patient or client to [carecredit.com/apply](https://carecredit.com/apply). This experience is not associated with your location or Merchant ID number.
- Both QR codes will allow your patient or client to see if they pre-qualify and apply for the CareCredit credit card.

**Can I customize marketing materials in Spanish?**

At this time, the customized marketing materials are only in English. Spanish materials will be available later this year.

**HAVE MORE QUESTIONS? CALL US!**

CareCredit Provider Support: 800-859-9975, option 6.