

Frequently Asked Questions

Why can't I access the storefront?

Typically, it takes 2-4 days to gain Storefront access once you've become certified to sell SCAN.

How can I update or change my personal information (name, mailing address, or phone)?

To update your personal information, click the "Edit Profile" icon on the upper right corner of the page. Or, contact the SCAN Sales Support Team. It may take 1 to 2 business days to be corrected in the system.

How do I add sales events to a flyer?

You must first review the "Sales Job Aid CMS Event Reporting" document you received from your SCAN BAE. This guides you through the process of registering your events with SCAN. Once approved, the events will be uploaded to the storefront for you to include on any event flyer layout. PLEASE NOTE: Under no circumstance are you allowed to change, edit, or manipulate the content of any SCAN produced flyers.

How do I access and use my Virtual Garage?

Click the icon in the top navigation to access your Virtual Garage. Customized materials (SCAN Enrollment form, flyers) can only be added to your garage once you have placed an order.

How do I keep track of an item in my Virtual Garage that has been updated by CMS?

Items in your Virtual Garage are automatically updated with the most recent version, when applicable. You do not need to re-order.

What items can I add to my Virtual Garage?

All materials can be downloaded or added to the digital garage except the Provider Directories.

What if I'm trying to order an item on the storefront and it's out of stock or not available?

Contact the SCAN Sales Support Team. They will be able to provide you with an estimated date when the item(s) you wish to order will be back in stock. We appreciate your patience.

Questions?

Contact the SCAN Sales Support Team for help at 1-888-445-2038.

You may also contact your SCAN Broker Account Executive for questions or assistance.

