

The LandAmerica Design Center: FAQ

Q) Who can order inventoried print and promotional items?

- A) Each branch office will have a dedicated “Super User”. Generally, this person will be your Sales Coordinator. Super users will have access to inventoried items and internal budgets; they can place orders for the individual Sales Representatives who will not have access to these items.

Q) How do I order inventoried print material?

- A) To better serve you and your clients, all inventoried print items are moving to our new warehouse providers with online order capabilities. These systems will be fully automated in the next two months. All booklets previously stored at Fiserve have been moved and are available for order through the online order system link on the LDC home page. Please click the “Inventory Items” link on the home page to view the current offerings.

Folders and jackets currently stored at Data Guide along with any remaining print material from Britannia will be moved next. A complete list of these items will be sent to all “Super Users”. For now, please order these items by filling out a project request form and emailing it to jmcartor@landam.com or fax to Jennifer at (818) 252-4555.

Q) How do I order marketing flyers?

- A) The LDC has created an online ordering library of marketing flyers called “Print on Demand” (POD). On this site, hosted by our print vendor, B&B, you will be able to pick from a variety of flyers and easily customize the piece with your photo and contact information. The final product is both high quality and cost effective. Click “Print on Demand” on the home page to take a look at the current offerings. We are in the process of adding to the available list of flyers, so make sure to check back frequently for new materials.

Q) Who can order Print-On-Demand marketing materials?

- A) Any Sales Representative or Super User can order “POD” materials. Please note that you will need your correct unit number to place any orders.

Q) Can I order flyers from the Print on Demand system with multiple rep information?

- A) Currently, the print on demand system will only allow single rep. contact information. However, all POD flyers are also available through the LDC. If you would like to add additional reps to a flyer, please email your request to the West Region Marketing Project Manager, Jennifer McArtor - jmcartor@landam.com or send a fax to Jennifer at (818) 252-4555.

Q) How do I set up my contact information on the POD site?

- A) Each user on the B&B system will need to complete a user profile. The profile information will include your name, address, title, phone numbers, photograph, and unit number. The system will store this information for you as your default information. If you chose to upload a photograph, it will take 24 hours for your image to become active so we encourage you to register as soon as possible. Once registered and activated, you will be able to quickly add your (stored) contact information to any piece in the library and view an instant soft proof. Once you are happy with your proof, you will be able to send your order directly to print.

To register please click on the “Print-On-Demand” link on the home page and follow the prompts.

The LandAmerica Design Center: FAQ (*Continued*)

Q) How long will my POD order take to print and ship?

- A) This will depend upon the time of day that you place your order. It will take two or three working days from the time the order is placed until the order ships. For instance, an order placed Monday afternoon will print on Wednesday and ship on Thursday.

Standard Shipments will be sent via FedEx or UPS Ground – please allow 5 days for shipping transit time. Rush shipping options are available for a premium up-charge. Due to the increased cost of rush shipping, we ask that you plan your orders in advance and limit rush shipping requests to market driven emergencies only. Please be aware that all PCM's will have access to detailed cost reports including a record of rush shipping requests.

Q) How will I know my POD order is on the way?

- A) When you place the initial order you will receive an order confirmation via email. Once your order ships, you will receive a shipping confirmation email with a tracking number.

Q) How do I order promotional items?

- A) To better serve you and your clients, all inventoried promotional items are moving to our new warehouse provider with online order capabilities. The online order system will go live by mid-July. A complete list of all items currently available will be sent to all "Super Users". For now, please order these items by filling out a project request form and emailing it to jmcartor@landam.com or fax to Jennifer at (818) 252-4555.

Procurement Resources has negotiated very aggressive, enterprise wide, contract pricing for all new promotional item orders. They have also negotiated lower quantity requirements for many products. If you would like pricing, or would like to place an order for a new promotional item, please contact Winnie Pitts at wpitts@landam.com or by phone at (804) 267-8318. You may also order standard LandAmerica branded items through www.BrandLandAm.com. Please be aware that all new promotional items orders must go through Winnie and that all vendors will be informed that they cannot produce any materials without a formal purchase order.

Q) How do I place an order for a custom design piece?

- A) Please contact your west region Marketing Project Manager, Jennifer McArtor. Jennifer can be reached at (818) 549-5289 or through email at jmcartor@landam.com.

Q) How do I order Commercial marketing and promotional products?

- A) All commercial products have been removed from the LDC site and moved to the BrandLandAm site. Please order commercial products through www.brandlandam.com or by completing a project request form and emailing it to Charles Taylor at charlestaylor@landam.com.

Q) Are there any system requirements for using the online ordering systems?

- A) The "Inventory Items" system is only available through Internet Explorer. www.BrandLandAm.com is only available through a LandAmerica based server.