

Frankenmuth Insurance Print on Demand

To help you and your staff get the most out of our Print on Demand (POD) experience, we've compiled a list of helpful hints for placing orders for marketing materials, as well as additional tips for navigating other exciting features of the POD site.

Q. What is the difference between "Agent Materials" and "Policyholder Materials"?

A. "Agent Materials" are digital PDFs of our current product sell sheets for use within your agency. You can easily download them and use them for staff training on Frankenmuth Insurance products. Files are up-to-date to ensure you are using the most recent version.

"Policyholder Materials" are customizable product brochures with areas to add your agency logo and contact information for the presentation of a product to customers.

Q. What is the "Promo Special" and how does it work?

A. We're pleased to provide 50 prints of each marketing piece at no cost to your agency. Your first order of 50 prints for each piece under "Policyholder Materials" is FREE using a unique promo code. The promo code is displayed within the item description and can be used one time per piece for the discount at checkout in 2018.

Q. What quantities are available for printed brochures with agency logo and contact info on them?

A. The set quantities are 50, 100, 150, 200 and 250. These quantities were selected for ease of ordering and best price. Please contact our team for assistance with orders for quantities of 250 pieces or larger.

Q. Is there a cost for shipping?

A. No, all shipping costs for orders placed in 2018 will be covered by Frankenmuth Insurance.

Q. What is the standard delivery time for an order?

A. The standard delivery time for an order is 7-10 business days.

Q. What should I do if the site "times out" and I'm asked to enter a username and password?

A. The POD site is set up as "single sign-on" and knows which agency you are when you sign in from iBIS. Simply close the window and return to iBIS to access the POD site again. If you continue to experience this, please contact our team to let us know so we can work to resolve this issue.

Q. When entering my agency information for a printed piece under "Policyholder Materials" what is the best image file format and size for an agency logo?

A. The formats accepted are: JPG, JPEG, and/or PNG. The optimal size dimensions are 850 x 400 pixels.

Please note, the logo will be automatically scaled to fit the fixed logo area on the back panel of the brochure.

Q. Can I preview the inside of a brochure prior to ordering?

A. Yes, after entering your agency info and logo, select the "Next Step" button and you will see a "Proof" button. Here, you will view a preview of both sides to approve the brochure prior to "Checkout."