

ON-DEMAND FAQs

1. **Q.** Who can use On-Demand?

A. Anyone can use On-Demand. After registration, you can simply logon to our website <http://www.relius.net> from anywhere at any time to purchase only the documents you want, when you want them.

2. **Q.** Should I select yes on the checklist to get a draft Adoption Agreement?

A. No. When using the On-demand service you will only be able to submit a project once. If you request a draft AA on your first submission, and later decide that you need a final, you will have to re-enter another checklist and pay the full amount again to receive the final AA.

3. **Q.** Can I receive my document in Word and PDF format?

A. Yes. You can receive them in both Word and PDF format with no additional charge.

4. **Q.** Can I have booklets printed for my On-Demand documents?

A. Yes. Please visit our website at <http://www.relius.net/products/SPDBookletPrinting.aspx> to obtain instructions on how to process a booklet order.

Note: You will need to have a copy of your document in Word format to process a booklet order.

5. **Q.** What should I do if I forget my login information?

A. Click on the "Forgot your login information" link. It is located under the login box. Your information will be e-mailed to you at the address you used when registering for On-Demand.

6. **Q.** When and how do I pay for my On-Demand documents?

A. Payment via credit card is the only option available when using On-Demand. You will be prompted to input your credit card information after you have completed and submitted the checklist. The On-Demand system accepts Visa, MasterCard, and American Express.

7. **Q.** How do I save my checklist?

A. While in the checklist, click on the Close button. A dialogue box will appear, and you will be asked, "Do you want to save this project?" Click on yes. Your checklist will be saved, and you will be able to access it under existing projects at a later time to continue working on it.

8. **Q.** What types of documents are available through On-Demand?

A. The following types of documents are available via On-Demand:

- IDP/Volume Submitter Plans
- Corbel Prototype SFPs
- PPD Prototypes SFPs
- Cafeteria Plans
- Self-Funded

9. **Q.** Should I use an IDP or Prototype product to produce my document?

A. SunGard Corbel offers two types of prototype documents; Corbel and PPD. In order to process a Prototype Supporting Forms Package, you must have purchased the corresponding prototype plan document. The system does not generate the prototype plan for you. However, upon purchasing the plan document, you can request that an electronic format be sent to you.

Note: In addition to prototypes, we also offer volume submitter documents, whose functionality is like that of a prototype. If you would like to produce a supporting forms package for any of our prototype-formatted volume submitter products, you must first purchase the Volume Submitter Plan document. If you have not purchased any of the plan documents for the Prototype or Volume Submitter products, you must use the IDP/Volume Submitter Plan checklists to create your plans.

10. **Q.** Will I get a receipt when using On-Demand?

A. Yes. You will receive a confirmation page after you submit the project payment form. Please print this page and keep it as a receipt for your records.