



PRINT • PROMOTION • TECHNOLOGY

PNC Wealth Management Corporate Identity Platform Help Guide

Updated October 2025

Welcome to the new PNC Wealth Management Corporate Identity Platform, powered by Ditto.

Creating Personalized Marketing Materials

This customized platform includes Print on Demand, Emails, eCards, and the Personal Data Update Site. It is designed to help PNC Wealth Management employees create and manage personalized marketing communications for clients and prospects.

Managing Your Information

Use the Personal Data Update Site to manage your personal information including your phone number, preferred first name, password, job title, designation, education, work experience, and other contact details. After you update and save your information, it will automatically sync with the Corporate Identity Platform.

Access and Support

Access the Personal Data Update Site here: <https://pnccip.dittoweb.com/>

Access the PNC Wealth Management Corporate Identity Platform here: <https://pnc.dittoweb.com>

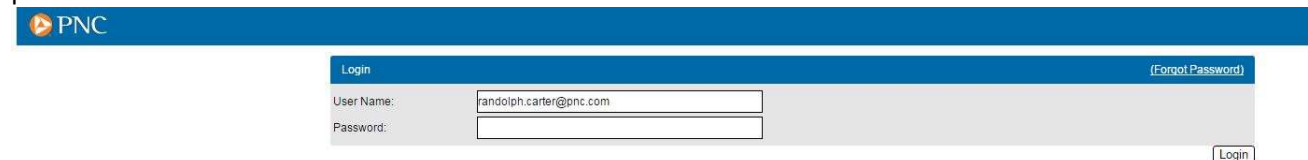
If you have any questions or need assistance, contact PNCSupport@DittoHQ.com or call **412-434-6666**.

Financial Advisors

Financial Advisors (FA) have access to update their personal information on the Personal Data Update Site (PDUS) pnccip.dittoweb.com and can also login into the PNCWM Print on Demand site pnc.dittoweb.com to place orders for print, PDF, and email products. Their assigned Client Solution Specialist (CSS) can also place orders on behalf of them upon logging into the PDUS. This section explains how the FA can access the PNCWM sites and the next section details how a CSS can access as well.

Logging into the PDUS: pnccip.dittoweb.com

First, you will need to update your information on the Personal Data Update Site. Please use the email from PNCSupport@dittohq.com with URL and login credentials to gain access. Please keep in mind that passwords are case sensitive.



The screenshot shows the PNC login interface. At the top is a blue header with the PNC logo. Below it is a white login box with a blue border. The box has a 'Login' tab on the left and a '(Forgot Password)' link on the right. Inside the box, there are two input fields: 'User Name:' with the email 'randolph.carter@pnc.com' and 'Password:'. A 'Login' button is located at the bottom right of the login box.

Password Guidelines:

- Passwords must be a minimum of 8 characters
- Passwords must contain a combination of (3) of the following: Uppercase letters, lowercase letters, numbers and/or special characters
- Passwords are unknown to other PNC employees and will be required to be reset every 90 days

Once you are logged in you will be able to edit your information. After you update your personal information, you can order your Print on Demand materials. *You will not be able to place an order for printed materials without updating your information.* From the Personal Data Update site, you can access the Print on Demand Site. See URL in next section for the Ditto Print on Demand Site.

Verify and Save
(Update Password)

PNC Employee Marketing Data

Employee Profile		Employee Info	
Name:	Jay Tucker	First Name:	Jay
User Name:	J.tucker@pnc.com	Last Name:	Tucker
Print on Demand Address:	pnc.dittoweb.com	Phone:	412-123-4566
User Image:		Fax:	
		Mailstop:	A2-YF23-01-1
		Job Title:	Financial Advisor
		Officer Title:	
		NMLS Number:	
		Address:	123 N. 5th St. Armaugh, PA 15115
			Incorrect address? Click here

PNC Investments Partner

First Name	Last Name	Address	Email
(Update) Don	Days	123 N. 4th St. Armaugh, PA 15112	donald.days@dittoweb.com
(Delete)			(Delete)

Employee Profile

Primary Designation: CPWAB Certified Private Wealth Advisor®

Secondary Designation:

Tertiary Designation:

The year I joined PNC: 2015

The month I joined PNC: March

My education: I earned a bachelor's degree in finance from Clarion University of Pennsylvania & Indiana University

Meet Your Team

West Team [\(Update Team\)](#)

Name	Title	Email
Karen Smith	Client Solution Specialist	karen.smith@pnc.com
Ty Smith	Client Solution Specialist	tyler.smith@pnc.com
Rochelle Hoover	PNC Wealth Management Relationship Strategist*	rochelle.hoover@pnc.com

Main Street Branch [\(Update Team\)](#)

Name	Title	Email
Lisa Hoover	Client Solution Specialist	lisa.hoover@pnc.com
Sheryl Hoover	Client Solution Specialist	Sheryl.Hoover@pnc.com
Sandy Hoover	PNC Wealth Management Relationship Strategist*	sandra.hoover@pnc.com
Becky Hoover	PNC Mortgage Representative	rebecca.hoover@pnc.com
Terri Hoover	PNC Branch Manager	terri.hoover@pnc.com
Debi Hoover	PNC Workplace Banker	debra.hoover518@pnc.com
David Hoover	PNC Business Banker	david.hoover@pnc.com

Logging into the Print on Demand Site: pnc.dittoweb.com

In your web browser, please add the below URL as a trusted site, and save it to your favorites. You will also need to allow pop-ups to use this site. It is recommended that Chrome, Edge, or Firefox browsers should be used to navigate this site.

Log-In Information

Your username and password (the password is case sensitive) and is the same as the PDUS.

Help

PNC
WEALTH MANAGEMENT

Sign in to your account

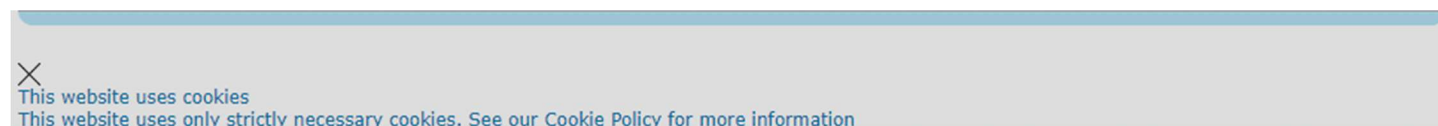
Already a member?
Sign in to your account

Email

Password

[Forgot your password?](#) [Sign In](#)

Once logged in you'll need to acknowledge the use of cookies on the site. At the bottom of the page there will be a blue text with a large black X. Click on the large black X to close out this message and accept cookies.



Client Solution Specialist

Client Solution Specialists access differs from an FA user. You will be able to place orders on behalf of your assigned FAs using the Personal Data Update Site: PNCCIP.dittoweb.com

Logging into the PDUS

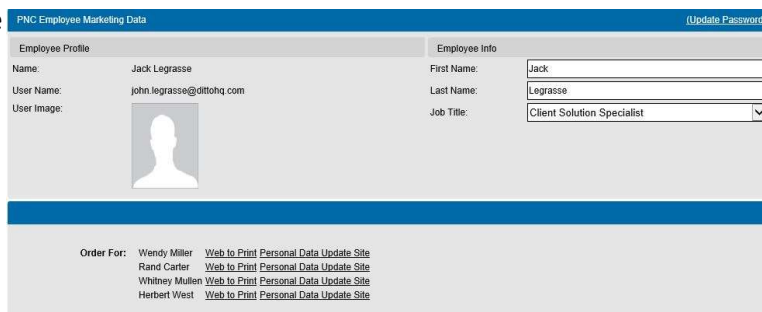
First, you will need to update your information on the Personal Data Update Site. Please use the email from PNCSupport@dittohq.com with URL and login credentials to gain access. Please keep in mind that passwords are case sensitive.



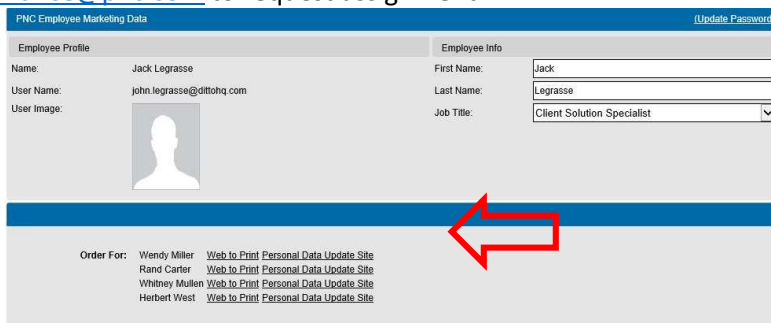
Password Guidelines:

- Passwords must be a minimum of 8 characters
- Passwords must contain a combination of (3) of the following: Uppercase letters, lowercase letters, numbers and/or special characters
- Passwords are unknown to other PNC employees and will be required to be reset every 90 days

After logging into your account, you will see a homepage with your information and a list of users you order on behalf of at the



Next, please select the name of the user you would like to place an order for by clicking the links next to their name. You will only be able to see names for the users you have been approved to order on behalf of. If you do not see any FA's to order on behalf of please reach out to your regional coordinator and pncwmsalesperformance@pnc.com to request assignment.



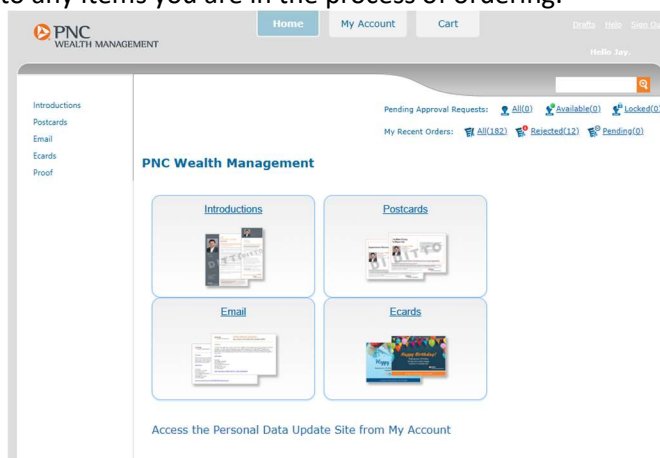
Clicking the "Web to Print" link will launch that user's print on demand site in a new tab, as seen below. You can only launch one user's site at a time. Also, you will only be able to access a user's Print on Demand site through the Personal Data Update Site.

From the print on demand site, you will now be able to place an order on behalf of the user you support. For example, if you select 'Fact Sheets' you will be able to place a new order on behalf of the user with their information.

Placing an Order on the Print on Demand Site: pnc.dittoweb.com

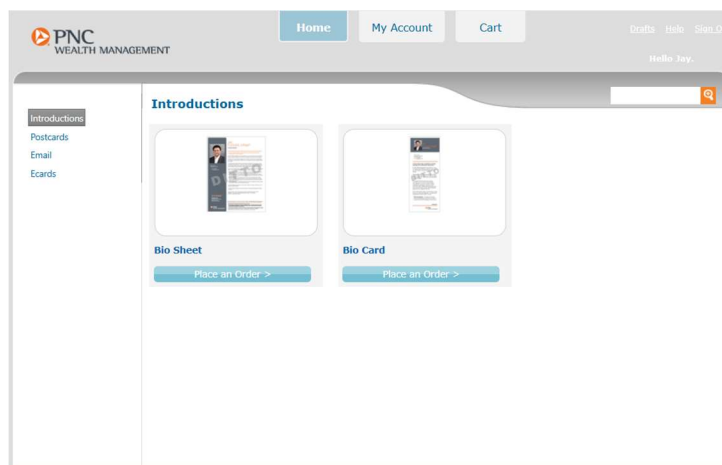
Below is the home page that you will see upon entering the Print on Demand site. From here you can place an order for various items.

The "My Account" tab at the top will allow you to update addresses and see an order history, while the "Cart" tab will take you to any items you are in the process of ordering.



Placing a PDF/Print Order

You will see the product catalog listed on the home page. You can access materials by clicking on the squares or on the left side bar. Once the product is selected, you will be able to customize your piece. Step 1.) Selecting Category – For example, when placing an order for Bio Sheets or Bio Cards, click on the Introductions thumbnail category to take you to the associated products.



Step 2.) Selecting Product – Click “Place an Order” to begin the customization process. If you are experiencing difficulties placing an order, please remember that information in the Personal Data Update Site needs to be updated before placing an order.

Step 3.) Customizing Product – As needed you will enter in the information for customizable products, and then click 'Next'.

Step 4.) After customizing you will be able to select “Quantity”, “Delivery Method”, and see a “Proof”. After you have reviewed the proof and confirm everything is accurate, click 'Proof is approved' then 'Add to Cart'.

Step 5.) If “PDF Download Only” is selected, you will be brought to the checkout page where you are able to finalize your order.

Name	Units	Price
Bio Sheet	Total: 1 Item	\$10.00 USD

Subtotal \$10.00 USD

[Continue Shopping](#) [Checkout](#)

Step 6.) If “Shipping” is selected, you will be brought to the shipping address page.

Shipping Address - PNC Investments

Display Name: Ditto

Person Name: Ditto Test

Company: Ditto

Address Line 1: P1-PPP23-P

Address Line 2: 1020 Ridge Avenue

City: Pittsburgh

Country: United States

State/Province: Pennsylvania

Zip/Postal Code: 15233

Address Reference:

Phone: 412-434-6666

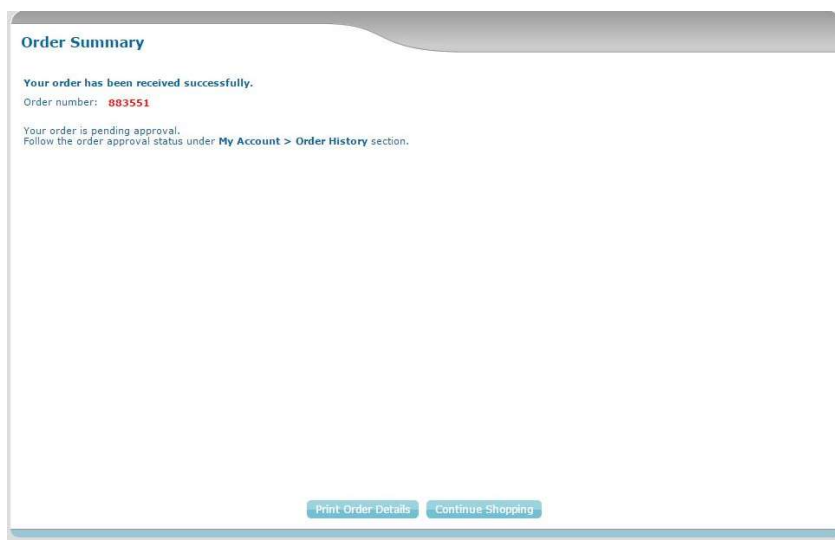
Fax:

* Indicates a required field

[Cancel](#) [Submit](#)

The Cart shows a summary of the items you have customized. Here you can go back and edit items, delete them, or continue placing your order. The Order Summary page details your shipping address, shipping method and order items. **Important: You must include a mailstop for your address for Interoffice Shipping (use 'Address Line 1')**

Step 7.) Once you have completed your order by clicking “Checkout,” you will receive an on-screen confirmation of your order as well as an email confirmation that your order has been received. **Please note that any customized order must go through an approval process prior to it being available for download.**



Downloading a PDF

Once you've placed your order for a PDF download and the order has been approved (if applicable) you'll click on "My Account" on the Print on Demand Site pnc.dittoweb.com and then click on "Order History."

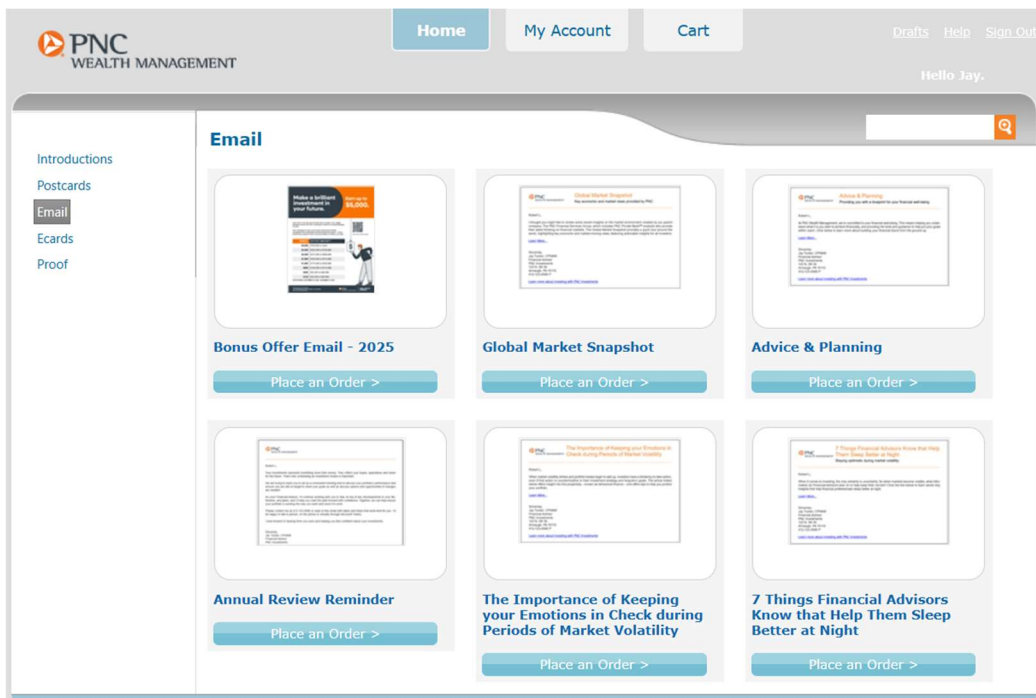
Once on the "Order History" page you'll click on the order number to view your order and download your PDF.

When viewing the order you can click on the green "Download" button to download the PDF.

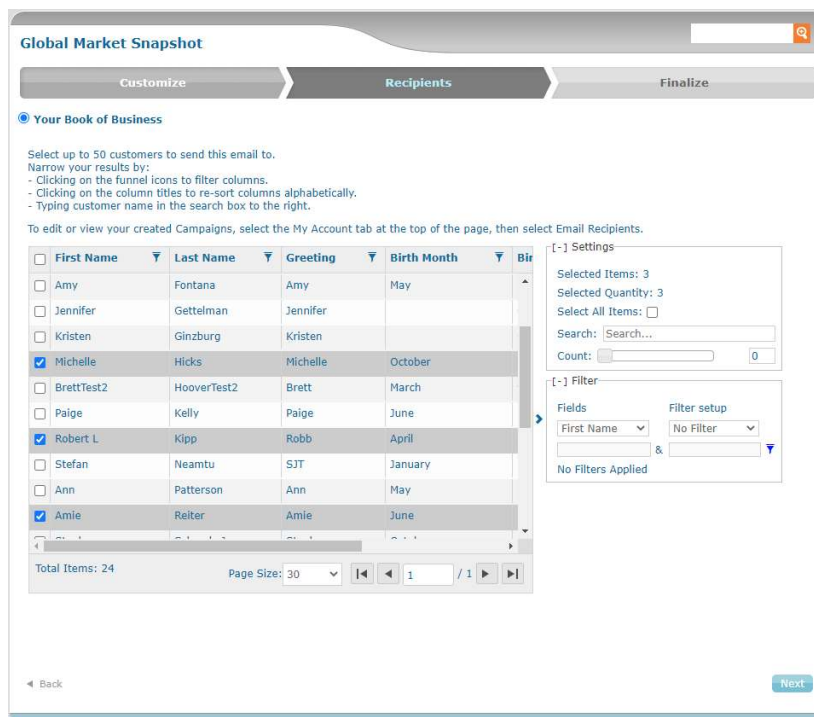


Placing an Email or Ecard Order

Click on "Email" or "Ecards" on the left side of the page or from the tiles on the home page. You'll then be able to review the email and ecard products then "Place an Order" on the email or ecard that you'd like to send.



Once you've selected the email/ecard you'd like to send, you'll select recipients from your Book of Business in the next step. You'll checkmark the box to the left of the recipient's name(s) that you'd like to include in your email or ecard order. You can also search and filter by using the settings and filter menu to the right side of the Book of Business list. Once you've made your selection(s) you'll click on "Next."



Once you've clicked on "Next" you can confirm the quantity of emails ordered and send a proof to yourself. It is recommended to send a proof to yourself so all email content and links can be confirmed

prior to sending to customers. You'll input your email address in the "Send Email Proof to" field and click on "Send Email Proof." Once you've reviewed the proof email you'll click on "Add to Cart" to add the email to your cart.

Global Market Snapshot

Customize Recipients Finalize

Number of Recipients: 3
Total Quantity: 3 Items
Fixed Price: \$0.00 USD
Price Per Item: \$0.08 USD
Price Per Recipient: \$0.08 USD
Total Price: \$0.23 USD

If you are logged out before approving the proof- you will be able to reach your order in the 'Drafts' link, at the top of the page.

Send Email Proof to:
E-mail address:

[Back](#)

Also, it is recommended that you place orders for emails separately from PDF/Print orders. Once you've clicked "Add to Cart" you'll be brought to the "Shopping Cart" where you can review your order and checkout. Click on "Checkout" to Proceed.

Shopping Cart

Shopping Cart Items - To Check Out Now

☒ Select all

	Name	Units	Price
☒	Global Market Snapshot Edit	Recipients 3 Quantity Per Recipient: 1 Items Total: 3 Items	\$0.23 USD X

Subtotal \$0.23 USD

On the "Checkout – Order Summary" a billing address will prepopulate, and you'll click on "Next" to proceed and enter the final checkout phase.

The last page of the "Checkout – Order Summary" process will allow you to review your final order details and to send the email(s) you'll click on "Checkout." Once checked out your email will send to your recipient(s) within a few moments.

Checkout - Order Summary

Address Details > **Payment & Submission**

Ordered Items

Name	Units	Price
 Global Market Snapshot	Recipients 3 Quantity Per Recipient: 1 Items Total: 3 Items	\$0.23 USD

Subtotal: \$0.23 USD

Tax: \$0.02 USD

Total: \$0.25 USD

< Back Checkout

My Account

From the My Account Tab you can review your Order History, Addresses, and Email Recipients. There is also a link to access the Personal Data Update Site (pnccip.dittoweb.com)

PNC WEALTH MANAGEMENT Home **My Account** Cart Drafts Help Sign Out

Hello Jay.

My Account

This page allows you to view your order history, edit your personal information, and set your default billing and shipping information.

Order History
Review your past or pending orders.

Addresses
Manage your addresses.

Email Recipients
Manage Email Recipients.

Personal Data Update Site
Manage Variable Print Data

Order History

By clicking on “Order History” you can view the status of your previous orders, download PDFs, and reorder (if applicable).

Order History

Order ID: View: All orders

[Advanced Search](#)

[Clear search results](#)

Orders List

Order#	Order Date	Total Amount	Status	
471479	6/6/2022	\$0.09 USD	Shipped	Show receipt
652369	5/12/2022	\$0.09 USD	Shipped	Show receipt
822369	5/12/2022	\$0.09 USD	Shipped	Show receipt
145069	5/12/2022	\$0.09 USD	Shipped	Show receipt
689319	3/25/2022	\$10.70 USD	Rejected	Show receipt
335219	2/7/2022	\$10.70 USD	Rejected	Show receipt

From the “Order History” list you can click on the specific order number that you’d like to see additional details, download PDFs, and place a reorder.

On the “Order Details” page you can view what the order contained, check shipping/approval status, download a PDF, and reorder.



Order Details

Order#: 433427 [Show receipt](#)

✓ Approved by robb kipp on 3/4/2021

Payment details: Invoice

Purchase details

Product	Units	Price	Download
 Bio Sheet Reorder	Total: 50 Items	\$64.00 USD	

Delivery details

Address	ID	Product Name	No. of Units	Status	Tracking
Delivery 1 Test User	274639	Bio Sheet	50 Items	Delivered	Standard Shipping Date: 3/5/2021

Click on the thumbnail to view the proof.

Click on “Reorder” to add a reorder to you cart. Please note that emails cannot be reordered.

Click on the green download button to download a PDF (if applicable).

Review shipping information under “Delivery Details”

Email Recipients

Under “Email Recipients” you can view your entire Book of Business (BOB) and create campaigns.

PNC provides Ditto with an updated Book of Business file monthly. Once processed by the system and new customers/recipients will be added to your BOB and any customers that have left the bank will be removed.

Email Recipients

Email Recipients for Jay Tucker

First Name: Last Name: Preferred Name (For Greeting): Birth Month:

Any

Name	First Name	Last Name	Preferred Name (For Greeting)	Birthday	Recipient Type
☐ Shannon Black	Shannon	Black		January 1	User-Entered Prospect/Customer
☐ Allison DeWitt	Allison	DeWitt		January 1	User-Entered Prospect/Customer
☐ Jennifer Gettelman	Jennifer	Gettelman			User-Entered Prospect/Customer

By clicking on a customer’s name, you can update their birthday information and add a preferred name that will populate when they receive an email from the Ditto site.