# Compass - View Order Image

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**Description:** Sample Mail Order Forms and the process to view a Mail Order Form originally submitted by the member.

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| Reminders |

When assisting a member with issues concerning their order, the CCR will be able to view the Home Delivery form originally submitted by the member.

The following restrictions will apply to the Home Delivery Image:

* Orders scanned in the ROCC only.
  + No prescriptions, including fax requests, will be visible to the CCR in Compass. If Rx verification is needed, contact Clinical Care Services.

**Note:** Refill, Reship and IVR orders will not have images attached. Only the original order submitted. No additional correspondence that the member attached to the form will be available.

* All Credit Card information will be blocked out.
* Forms will be viewable for 120 days.
  + After 120 days will be archived and NOT retrievable.

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| Process |

Perform the steps below:

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| **Step** | **Action** |
| **1** | From the Claims Landing Page, click the **Mail Order History** tab. |
| **2** | Click the **Order Number** hyperlink for the order in question.    **Result:** The Order Details tab displays. |
| **3** | Click the **Mail Order Form** tab to display the image of the corresponding Mail Order Form.   * If there is no available image, a message will indicate “No images found for Order <xxxxxx>.” |

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| Sample Order Forms |

We print refill information on the order form that is sent with outgoing orders. This allows members to simply identify the refills they want to order. To view an example of the Refill Order Form with sample data, see [Home Delivery Order Form Talk Tracks and Illustration (027162)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11).

However, the “initial order form” will not include personalized information about plan members or their prescriptions. The “initial order form” is used for new member kits, forms requested via Customer Care, forms downloaded from the Member Web Portal or forms sent in bulk to clients. To view an example of the initial Home Delivery Order Form, see [Home Delivery Order Form Talk Tracks and Illustration (027162)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11).

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| Related Documents |

[Customer Care Abbreviations and Definitions (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

[Home Delivery Order Form Talk Tracks and Illustration (027162)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bfbf4fbb-a1ba-4967-a7b8-6162be99ff11)

**Parent Document:** [Customer Care Internal and External Call Handling (CALL-0049)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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