# Manufacturer Coupons/Co Pay Cards (Compass versus PeopleSafe)

[General Information](#_Toc157588700)

[Related Documents](#_Toc157588701)

**Description:** Provides a reminder that if you have been trained for the Compass system to refer to those titled documents. There are system differences between the capabilities of Compass and PeopleSafe related to accepting Manufacturer Copay Assistance Cards and manufacturer coupons for Mail Order requests.

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| General Information |

If you have been trained using the Compass system, would you please search using the following in theSource: **Compass - <topic name>**

**Example:** Compass - Viewing, Adding, and Editing Coordination of Benefits (COB)

** Compass users should not be accessing or comparing information from PeopleSafe documents.**

One of the major differences between the Compass system and PeopleSafe is the ability to accept Manufacturer Copay Assistance Cards for Mail Order. Currently, PeopleSafe users **cannot** use this feature.

If you receive a call asking to apply a manufacturer coupon/co pay card to a Mail Order account and you are using

* **Compass:**  Refer to [Compass - Viewing, Adding, and Editing Coordination of Benefits (COB) (058048)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=50aa7279-263d-4b4e-9905-096e4fa3f2a0) or [Compass - Manufacturer Copay Assistance Cards (063965)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=8eb849ae-eaa3-4d01-bbf8-195b9cd4bdbf).
* **PeopleSafe:** Refer to [Manufacturer Coupons (004784)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=43587366-52c2-46d9-97cc-06c649e45152)

**Note:** At this time PeopleSafe system users **cannot transfer these phone calls** to Compass system users to accommodate these requests.

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| Related Documents |

[Log Activity/Capture Activity Codes (005164)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=bdac0c67-5fee-47ba-a3aa-aab84900cf78)

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

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