# PeopleSafe - Refill with Confirmation Number Not in Process

[Process](#_Toc146625458)

[Turnaround Time](#_Toc146625459)

[Related Documents](#_Toc146625460)

**Description:** Process for when receiving a call from a member who has obtained a confirmation number (for refill) but is unable to locate a Refill Status online and the order/confirmation number does not appear on the main screen.

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| Process |

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Determine if the order has been created in the Refill Status section of the Order Placement screen. | |
| **If the order has…** | **Then...** |
| Been created | Provide the member with any status information and/or basic turnaround timeframes. |
| Not been created | 1. Wait 1 business day from time order was placed before creating a task. 2. Create an RM task with the following information:    * **Task Category:**  Order Status    * **Task Type:** Refill with Confirmation Number Not in Process. 3. **Queue:** Order Status – Participant ServicesAdvise TAT of up to two (2) business days 4. Ensure the member is set up for [Messaging Platform (027674)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=918203d3-2d76-4044-b2d9-0ced0504d471). A notification will be sent to the member when the Mail Service order is in process/shipped.   **For escalations:**  This task can be escalated, if necessary, by the [Senior Team (016311)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=9eef064d-c7d7-42f7-9026-1497496b4d51) for:   * Orders that already exist in the system and need to be expedited * Prescriptions incorrectly marked as “Refill too Soon” * Orders in a divert queue that need to be released |

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| Turnaround Time |

Refer to [Order Shipping Turn Around Time (018691)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3338f261-4696-4e84-9019-43cc2eef3352).

 **Business days do not include weekend days and holidays.**

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| Related Documents |

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

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

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

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