# Order Tracking from Chicago or Wilkes-Barre Facilities– Scandata Tool

[Process](#_Toc168566096)

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**Description:** Steps to research the status of mail orders in effort to provide members with real time updates on their medications order status.

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| Process |

The Scandata tool can be utilized when the member is asking for real-time update of the mail order status and PeopleSafe does not provide clear information.

**Examples:**

* When order is pending in PeopleSafe and member is asking for ship date
* When the order tracking in PeopleSafe shows shipped but UPS or USPS tracker shows that it is still awaiting the package
* When it is not clear if the order left our facility or not (ship status)

Follow the steps below:

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| **Step** | **Action** | |
| **1** | Determine if the mail order is being filled in Chicago or Wilkes Barre.    Select the appropriate link for each mail order pharmacy:   * Chicago: <http://ibmm720mj09nfzd/PPSlookup/> * Wilkes Barre: <https://ppa3dpswpw12v.corp.cvscaremark.com/AdhocReports/WBP_SD_PPS_Lookup/default.aspx> | |
| **2** | In the Order/Tote/Carton Number field, type five zeros (00000) followed by the order number in the box, then click on Refresh. | |
| **3** | The Scandata tool will provide updates depending on the order status, which can be checked in PeopleSafe. | |
| **If…** | **Then…** |
| Order status is packed or shipped | Confirm the following:   * Status: Shipped * Date Shipped: * Final Ship Method: * Tracking Number: * Address: * PPS and Eruosort are Prescription Processing Systems which may provide additional information depending on order status if it is packed but not shipped. |
| The order is not in Packed or Shipped status | Check PeopleSafe for order status updates and follow standard process to expedite order as needed.  **Example:** Order is too soon to refill. |

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| Bookmark Scandata Link |

Follow the steps below:

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| **Step** | **Action** |
| **1** | Copy and paste the link into Google Chrome. Click on the star icon to bookmark the tab.    **Tip:** Rename the file to easily locate as Chicago Order Lookup or WB Order Lookup. |

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| Related Documents |

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

**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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