# Locating a CIF in theSource

[Process](#_Toc157760828)

[Related Documents](#_Toc157760829)

**Description:** This work instruction explains how to locate a CIF within theSource.

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| Process |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Obtain the Client information. | |
| **If…** | **Then…** |
| Working in PeopleSafe | Find Client Codeor Client Name: |
| Working in RxClaim/AS400 | Find Level 1 code from CAS or Carrier from RxClaim/AS400: |
| Working in Compass | Find Client Code and Name in the Member Snapshot Landing Page under Client and Process Information. |
| **2** | Access **theSource** in Google Chrome to search for the CIF.  Paste or type the Client information in the search field.  **Note:** If searching by Client Name and no results are returned, search using the Client Code.    **Note:** You can narrow your search to client content only by selecting the “Client” option within the drop down list of search options.    **Result:** A list of documents matching the Client information displays. | |
| **3** | Select the appropriate **CIF**.  **Result:** The **CIF** document displays. | |
| **4** | Reference the table below: | |
| **Feature** | **Description** |
| **Expand All / Collapse All** | Used to open or close **all** of the fields. |
| **Up/Down arrow** | Click the arrow to open or close a section. |

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| Related Documents |

**Parent SOP:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/cs/groups/public/@pnp/@all/@6700/documents/sop/y2fs/bc0w/~edisp/call-0049.pdf)

**Abbreviations / Definitions**: [Mail Service/Customer Care Abbreviations, Definitions, and Terms](https://aetnao365.sharepoint.com/sites/AlexissSandbox/Shared%20Documents/General/AppData/Local/Microsoft/Windows/INetCache/Content.Outlook/PBBY2EI3/CMS-2-017428)

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