

The future of Chewy healthcare in CSRB 2.1

Short term solutions, long terms
wins & a northstar vision

chewy

A short term solution and long term vision

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Team: CSRB

Vertical: Enerprise Customer Service

Date: 12/1/2022

OVERVIEW

Why it matters to Agents

In the current state of CSRB agents have very limited information into Vet Diet and pharmacy orders. Agents don't have an easy solution to see where Rx items are in terms of the approval process or who needs to take action: Chewy, CSR, Pharmacy or Vet/ Clinic.

Top 3 Pain Points

Lack of information and no where to turn

Limited prescription information. GenCS
Agents cannot reach out to Specialty teams

No visibility into status information

Inability to provide accurate vet diet/ Rx
information to a CST.

Cognitive overload & manual processes

Usage of 2-3 tools to try to answer Vet
Diet/ Rx order questions

Providing solutions so our CSR's can

Be presented with the Vet Diet information they need to solve order issues with Vet Diet/ Rx orders. How might we:

- Understand approved or rejected healthcare item status
- View prescription item statuses: CST/ Provider Action(s) needed
- Gain insight into the total number of refills for the prescription
- Gain insight into the number of Rx refills remaining
- See Vet Diet authorization expiry date
- Get visibility into Vet Diet/ Rx authorizations and blocks

“ Not always able to see how many refills are on file for vet diet order in CSTt's acct. Original BO Vet Diet tab is most helpful. If that can come back, we could help better. CSR's are constantly giving out misinformation due to confusion and lack of updates. ”

~CSRB GenCS Agent Quote

OVERVIEW

The Current VAMS, HMS & CSRB Agent experenice

Presently, the existing Vet Diet/ Rx agent experience is very time consuming. There is good info inside of Vams and HMS but CSRB is very limiting and confusing. In order to provide accurate information to our Customers our agents may be using a combination of 3 tools to provide insight such as Vet Diet prescriptin status, vet diet item status, Rx expiration and total (remaining) amount of refills left on a given authorization. This leads to **agent and customer frustration** and a potential **dissatisfying** Chewy Customer Service experience.

- 1 **CSRB** - Customer Service Buddy
- 2 **VAMS** - Veterinary Authorization Management Service
- 3 **HMS** - Healthcare Management Service

This screenshot shows the CSRB interface for a customer named Mariela O'Hara. It includes a 'Tags' section, 'Customer Details', and a list of orders. A red circle '1' highlights the 'Vet Diet Order Issue' card, which indicates that the authorization expires in 15 days. Other cards show 'Most Recent Order' and 'Upcoming Autoship'.

This screenshot shows the HMS interface with a table of 'Rx Pending Orders'. A red circle '3' highlights the search field. The table lists various orders with columns for Order ID, Purchase Date, Customer, Customer ID, Last Updated, Status, Autoship, Price, and State. The status for most orders is 'Pending Vet Action'.

Order ID	Purchase Date	Customer	Customer ID	Last Updated	Status	Autoship	Price	State
1075265497	05/10/2022	M0kyat ADMzubuGr	255813319	05/10/2022	Pending Vet Action		\$48.35	MA
1075265521	05/10/2022	ZhGzWqU PQmcxzsPE	152388545	05/10/2022	Pending Vet Action		\$107.88	MA
1075265527	05/10/2022	TmnSHSo xsDzPjQK	155316383	05/10/2022	Pending Vet Action		\$19.36	MA
1075265540	05/10/2022	cZdriBG hWDZrGqUA	152388123	05/10/2022	Pending Vet Action		\$49.99	MA
1075265538	05/10/2022	aScghjf QigQzpxug	155316721	05/10/2022	Pending Vet Action		\$150.97	MA
1075265546	05/10/2022	XiDgaGL HYDrdmXpO	155314336	05/10/2022	New		\$2.92	MA
1075265578	05/10/2022	AtRLnbQ ZXlgbcsBq	155317006	05/10/2022	Pending Vet Action		\$0.15	MA
1075265591	05/10/2022	xsPOWSI eeQRrdAIN	155314717	05/10/2022	Pending Vet Action		\$163.53	MA
1075265597	05/10/2022	NHOYpAW TxauawcEF	155317209	05/10/2022	Pending Vet Action		\$0.14	MA
1075265615	05/10/2022	SNsVDXh OUXoKHior	155313759	05/10/2022	New		\$113.80	MA
1075265610	05/10/2022	FEgVAsh SYNVPJkCK	152384351	05/10/2022	New		\$68.99	MA

This screenshot shows the VAMS interface for customer #156165253. It includes a 'Customer Overview' section with registration details and a 'Vet Diet Rx's' tab. The 'Existing Vet Diet Rx's' table lists items with columns for ID, Item Number, Item Name, Provider, Approver, Pet, Pet ID, Prescription Date, Expiration Date, Refills, and Status. A red circle '2' highlights the 'Vet Diet Rx's' tab.

ID	Item Number	Item Name	Provider	Approver	Pet	Pet ID	Prescription Date	Expiration Date	Refills	Status
9720857	147675	Blue Buffalo Natural Veterinary Diet K+M Kidney + Mobility Support Grain-Free Dry Cat Food	Kwails Clinic of Pets	Kwails	Lebron	83203968	2022-10-03	2022-10-04	[unlimited]	EXPIRED
9720832	69629	Hill's Prescription Diet z/d Skin/Food Sensitivities Original Flavor Dry Dog Food	Kwails Clinic of Pets	Kwails	Lebron	83203968	2022-09-28		[unlimited]	VALID

A Vet Diet order lifecycle

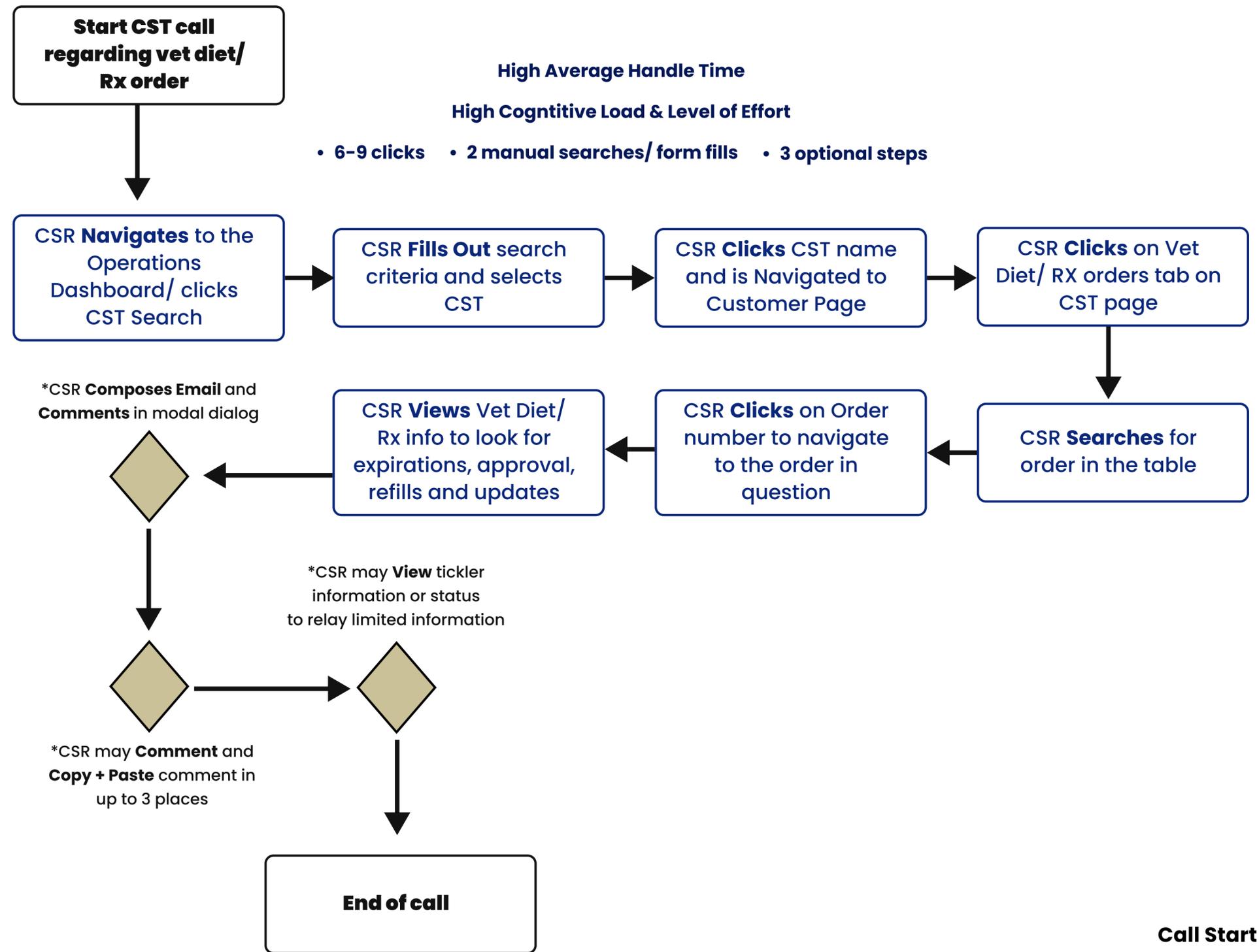
There are also more hurdles to jump through to place a Vet Diet order than a regular customer order: a vet visit for diagnosis, vet approval for the order and prompt delivery before existing food supply runs out.

Anything that creates a communication vacuum or confusion is more likely to negatively impact the customer experience. The main point of friction in the Vet Diet order lifecycle is obtaining and maintain a veterinarian's authorization. This introduces timing and outcome uncertainty and creates anxiety and increased contacts from pet parents.

The current VAMS user journey

The current process to **search a customer, find an order, navigate to pertinent information** in multiple tabs, **locate applicable information** and **relay it to the CST** is approximately 6-9 click not including Oracle login and Operations Dashboard navigation.

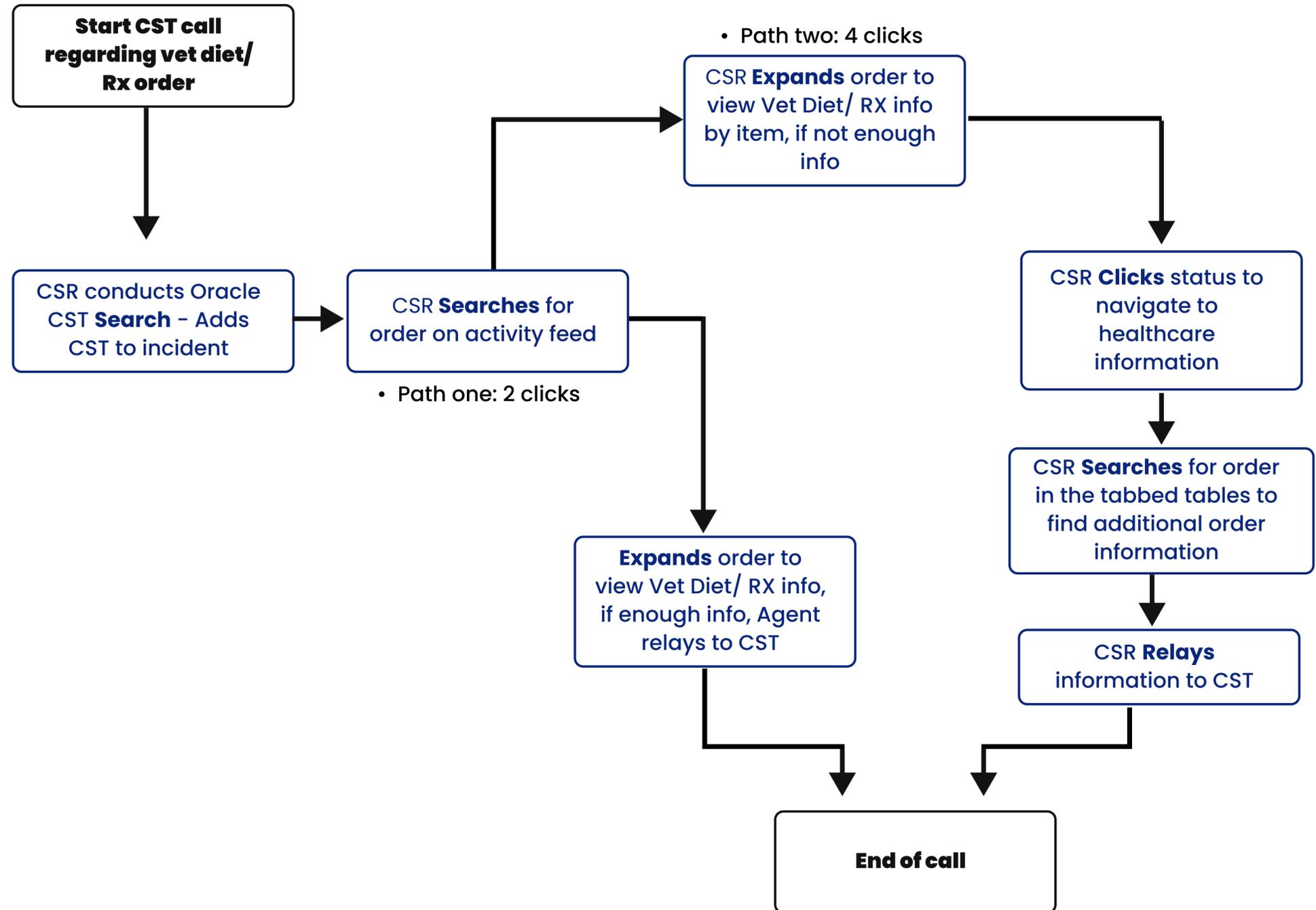
The available information may not help the CST understand where a prescription item is at or what they need to do to get their order processed when there may be a problem due to this important information being shown in HMS, whereas the majority of the other Vet Diet/ Rx info is found in VAMS.



Our proposed CSRB user journey

The proposed happy path process to search a customer, add to incident, search on the activity feed for an order, expand an order and relays information to the CST will reduce 2-4 clicks per incident.

If the agent has to navigate from an expanded order on the activity feed to order details in the healthcare tab it's still a win as there is less cognitive effort needed to find Vet Diet/ RX order information for a CST.



How we can help our Agents to better serve our CST's

Today CS agents toggle between multiple healthcare platforms to support one customer contact. The long-term vision is to integrate all healthcare functionality into CSRB by creating smart and intuitive workflows that quickly relay pertinent information, while also suggesting next steps for the customer if necessary.

OVERVIEW

CST Panel & Activity Feed Vet Diet/Rx information

- 1 Current pharmacy Item label & tooltip
- 2 No persistent vet clinic information visible in CSRB

The screenshot displays the CST Panel & Activity Feed interface. On the left, there are sections for Customer Details, Pet Profiles, Vet Profiles, and Chewy Services. The Vet Profiles section lists two clinics: Firgrove Veterinary Clinic (marked as Preferred Clinic) and Summit Surgery Center. The activity feed on the right shows a list of orders, with the most recent order (#1241146383) expanded to show item details. The expanded order shows two items, both with a quantity of 1 and a unit cost of \$0.00. The first item is a 'Vet Diet Item' that is 'Out of Stock'. A tooltip is visible over the 'Vet Diet Item' label, displaying the clinic name (Firgrove Veterinary Clinic), whether the vet was contacted (Yes), and the pet name (Kitkat). The order status is 'D-Deposited' and the estimated delivery date is Wednesday, May 16, 2022. The interface also includes a 'Hide Actions' toggle, an 'Expand all orders' checkbox, and a 'Reset Activity Feed' button.

Customer Details

Pet Profiles

Vet Profiles EDIT

Firgrove Veterinary Clinic Preferred Clinic
14816 Meridian East
Puyallup, WA 98375
Phone: (253) 848-1563
Fax: (253) 848-0389

Summit Surgery Center
2505 S 80th St
Tacoma, WA 98409
Phone: (253) 983-1114
Fax: (253) 983-1100

Chewy Services

Upcoming Events

Hide Actions

Vet Diet Order Issue >
Authorization expires in 15 days

Most Recent Order >
Order #8977309841

Upcoming Autoship >
Order processing in 6 days

Expand all orders Reset Activity Feed

Last Customer [Call]
Order #101477567
Replaced 2 Items, Refunded 1 Item

Refund & Concession Information:
Item Refunded:
Hill's Prescription Diet k/d Kidney Care Chicken & Vegetable Stew Wet Dog Food See more

Order #1241146383 S-Shipped Items: 3 Order Total: \$57.00 Manage

Thu, Aug 18 2022 (9:05 AM PT)

Order #1241146383 S-Shipped Items: 3 Order Total: \$57.00 Manage

Thu, Aug 18 2022 (9:05 AM PT)

Order #1241146383 D-Deposited Items: 3 Order Total: \$57.00 Manage

Thu, Aug 18 2022 (9:05 AM PT)

ITEM #	Qty Ordered	Unit Cost	FXD1-Package 1 of 2
Vet diet item or product description here Vet Diet Item Out of Stock	1	\$0.00	Status: In-Transit Estimated Delivery: Wed, May 14 2022 Track Package
Item or product description here	1	\$0.00	Status: In-Transit Estimated Delivery: Wed, May 16 2022 Track Package

Order #1241146383 D-Deposited Manage

[Show More](#)

SHORT TERM SOLUTIONS

Customer Panel & Activity Feed Improvements

- 1 Vet Diet order issue association with affected order in CSRB's activity feed
- 2 Vet profiles added to customer panel

The screenshot displays a customer dashboard for Mariela O'Hara. The top navigation bar includes links for Activity Feed, Autoship, Orders, Returns, Gifts & Promotions, and Healthcare. The main content area is titled 'November 2022' and features a 'Hide Actions' section with three cards: 'Vet Diet Order Issue' (Authorization expires in 15 days), 'Most Recent Order' (Order #8977309841), and 'Upcoming Autoship' (Order processing in 6 days). Below this is a section for 'Last Customer [Call]' with order #101477567 and 'Refund & Concession Information' for a Hill's Prescription Diet k/d Kidney Care Chicken & Vegetable Stew Wet Dog Food. The 'Order History' section lists three orders, all for Order #1241146383, dated Thu, Aug 18 2022 (9:05 AM PT). The first two are 'S-Shipped' and the third is 'D-Deposited'. A yellow banner highlights the 'Order Issue Vet Diet authorization expires in 15 days' for the third order. The left sidebar shows 'Customer Details' and 'Pet Profiles' (both redacted). The 'Vet Profiles' section lists 'Firgrove Veterinary Clinic' as the preferred clinic and 'Summit Surgery Center' as another option.

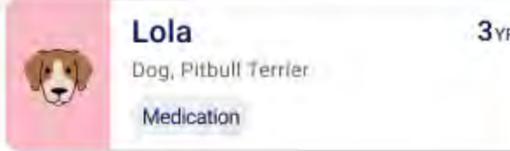
SHORT TERM SOLUTIONS

Customer Panel with Vet Diet/Rx info in live, view, and edit modes

- 1 Live view of Customer Panel
- 2 View vet/ clinic info in Customer Panel
- 3 Edit vet/ clinic info in Customer Panel

Pet Profiles

EDIT

 **Lola** 3 YRS
Dog, Pitbull Terrier
Medication

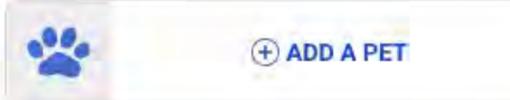
 **Lucy** 1 YRS
Dog, French Bulldog
Medication Food Allergies

 **Emmett** 2 YRS
Dog, French Bulldog
Medication Food Allergies

 **GusGus** 16 YRS
Cat, Maine Coon
INACTIVE

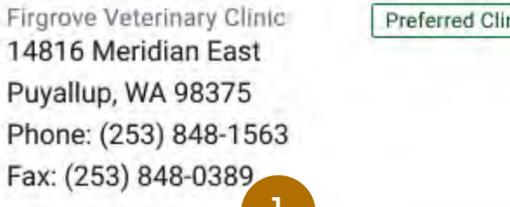
 **KitKat** 7 YRS
Cat, Chantilly-Tiffany
Medication Food Allergies

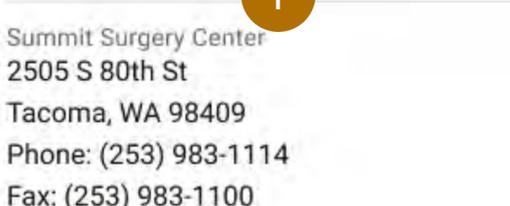
 **Scatteraxe** 8 YRS
Dog, Malamute
Medications

 + ADD A PET

Vet Profiles

EDIT

 **Firgrove Veterinary Clinic** Preferred Clinic
14816 Meridian East
Puyallup, WA 98375
Phone: (253) 848-1563
Fax: (253) 848-0389

 **Summit Surgery Center**
2505 S 80th St
Tacoma, WA 98409
Phone: (253) 983-1114
Fax: (253) 983-1100

Chewy Services

Vet Profiles

Clinic Name: Firgrove Veterinary
Vet: Susan M Shirley, DVM
Address: 14816 Meridian East
Puyallup, WA 98375
Email: wecare@firgrovevet.com
Phone: (253) 848-1563
Fax: (253) 848-0389

2

Clinic Name: Summit Specialty Clinic
Vet: Milan Milovancev, DVM
Address: 2505 S 80th St
Tacoma, WA 98409
Email: wecare@firgrovevet.com
Phone: (253) 983-1114
Fax: (253) 983-1100

Mariela O'Hara

4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Choose a vet to edit

Vet Profile
Firgrove Veterinary

Vet information

Clinic Name
Firgrove Veterinary

Vet
Susan M Shirley, DVM

Street Address
14816 Meridian East

City
Puyallup

State
WA

Zip/ Postal Code
98375

Phone
(253) 848-1563

Fax
(253) 848-0389

Set as Preferred Clinic

3

← Back

Edit Vets

SHORT TERM SOLUTIONS

Multiple ingress points to the healthcare tab

- 1 "Nudges" in Next best action accordion in CSRB activity feed
- 2 Additional Vet Diet & Rx item status and prescription status included in activity feed order cards
- 3 Vet diet order issues

Mariela O'Hara
4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Activity Feed | Autoship | Orders | Returns | Gifts & Promotions | Healthcare

November 2022

Order Number: [input] Search by Product: [input]

Hide Actions

- Vet Diet Order Issue** (1) Authorization expires in 15 days
- Most Recent Order** Order #8977309841
- Upcoming Autoship** Order processing in 6 days

Expand all orders [Reset Activity Feed](#)

Last Customer [Call] Order #101477567 **Replaced 2 Items, Refunded 1 Item**

Refund & Concession Information: Item Refunded: Hill's Prescription Diet k/d Kidney Care Chicken & Vegetable Stew Wet Dog Food [See more](#)

Order #	Status	Items	Order Total	Action
Order #1241146383	S-Shipped	3	\$57.00	Manage
Order #1241146383	S-Shipped	3	\$57.00	Manage
Order #1241146383	D-Deposited	3	\$57.00	Manage

ORDER ISSUE (3) Vet Diet authorization expires in 15 days [View Block](#)

ITEM #	Description	Status	Prescription Status	Qty Ordered	Unit Cost	Package
[img]	Vet diet item or product description here	Valid	Pending Vet Action	1	\$00.00	FXD1-Package 1 of 2
[img]	Item or product description here	Refund Pending		1	\$00.00	
[img]	Item or product description here			1	\$00.00	FXD1-Package 2 of 2

Chewy Services

Upcoming Events

SHORT TERM SOLUTIONS

Vet Diet/Rx info in the healthcare tab

1 Vet Diet order issues, blocked items/ orders and order history information included in our CSRB healthcare tab

The screenshot displays the 'Healthcare' tab in the CSRB system. At the top, a navigation bar includes 'Activity Feed', 'Autoship', 'Orders', 'Returns', 'Gifts & Promotions', and 'Healthcare'. Below this, the user profile for 'Mariela O'Hara' is shown. A prominent yellow alert banner states: 'Vet Diet Alert: Vet Diet authorization expires in 15 days'. Underneath, the 'Blocked Vet Diet Items' section contains a table with one entry: Order # 124856323, dated Jan 24, 2022, for Royal Canin Veterinary Diet Adult Hydrolyzed Protein Small Breed Dry Dog... at Firgrove Veterinary. The 'Vet Diet Order History' section follows, listing various orders with columns for ID, Item #, Item Name, Provider, Approver, Pet/ Pet ID, Prescription Date, Expiration Date, Refills, Item Status, and Prescription Status. The status column shows various states like 'Valid', 'Pending Expiry', 'Expired', and 'Canceled'.

Activity Feed Autoship Orders Returns Gifts & Promotions **Healthcare**

HEALTHCARE / CUSTOMER PROFILE / MARIELA O'HARA

Mariela O'Hara

Vet Diet Alert Hide Details

Vet Diet authorization expires in 15 days

Blocked Vet Diet Items

Order #	Order Date	Item #	Description	Quantity	Provider	Doctor	Pet
124856323	Thu, Jan 24, 2022	241300	Royal Canin Veterinary Diet Adult Hydrolyzed Protein Small Breed Dry Dog...	1	Firgrove Veterinary 14816 Meridian East Puyallup, WA 98375 Phone: 253-848-1563 Fax: 253-848-0389	Dr. Shirley	KitKat/ 89762032

Vet Diet Order History

ID	Item #	Item Name	Provider	Approver	Pet/ Pet ID	Prescription Date	Expiration Date	Refills	Item Status	Prescription Status
9720867	147675	Hill's Prescription Diet z/d Skin/Food S...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Oct 03, 2022	Oct 04, 2022	Unlimited	Valid	New
9720832	147664	Blue Buffalo Natural Veterinary Diet K...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Sep 05, 2022	Sep 09, 2022	1	Pending Expiry	Pending Customer Action
9719881	46166	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	MWalsh	KitKat/ 89762032	Sep 06, 2022	Sep 09, 2022	5	Valid	New
9719742	69645	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Aug 02, 2022	Aug 01, 2022	Unlimited	Valid	Pending Pharmacist Action
9716755	81167	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Jul 08, 2022	Oct 10, 2022	0	Expired	Pending Customer Action
9716750	81165	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Jul 08, 2022	Oct 01, 2022	2	Valid	Pending Vet Action
9715888	46166	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Jul 07, 2022	July 03, 2022	Unlimited	Valid	Pending Pharmacist Action
7142207	147669	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mar 03, 2022	Mar 03, 2022	Unlimited	Valid	Pending Vet Action
7141900	68630	Blue Buffalo Natural Veterinary Diet H...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Feb 10, 2022	Feb 8, 2022	N/A	Canceled	Denied
7129843	46166	Hill's Prescription Diet z/d Skin/Food S...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Feb 01, 2022	Feb 01, 2023	3	Valid	Pending Customer Action

SHORT TERM SOLUTIONS

Vet Diet/Rx tracking tool

1 Vet Diet/ Rx tracking tool open in the sidebar of the CSRB Healthcare tab's Customer Profile page

Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare

HEALTHCARE / CUSTOMER PROFILE / MARIA O'HARA

Mariela O'Hara

Vet Diet Order Issues

Order #	Order Date	Item #	Description	Quantity	Provider	Doctor	Pet
No order issues found							

Vet Diet Order History

ID	Item #	Item Name	Provider	Approver	Pet/ Pet ID	Prescription Date	Expiration Date	Refills	Item Status	Prescription Status
9720867	147675	Blue Buffalo Natural Veterinary Diet K...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Oct 03, 2022	Oct 04, 2022	Unlimited	Valid	New
9720832	69629	Hill's Prescription Diet z/d Skin/Food S...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Sep 05, 2022	Sep 09, 2022	1	Pending Expiry	Pending Customer Action
9719881	46166	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	MWalsh	KitKat/ 89762032	Sep 06, 2022	Sep 09, 2022	5	Valid	New
9719742	69645	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Aug 02, 2022	Aug 01, 2022	Unlimited	Valid	Pending Pharmacist Action
9716755	81167	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Jul 08, 2022	Oct 10, 2022	0	Expired	Pending Customer Action
9716750	81165	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Jul 08, 2022	Oct 01, 2022	2	Valid	Pending Vet Action
9715888	46166	Hill's Prescription Diet i/d Digestive C...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Jul 07, 2022	July 03, 2022	Unlimited	Valid	Pending Pharmacist Action
7142207	147669	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mar 03, 2022	Mar 03, 2022	Unlimited	Valid	Pending Vet Action
7141900	68630	Blue Buffalo Natural Veterinary Diet H...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Feb 10, 2022	Feb 8, 2022	N/A	Canceled	Denied
7129843	81167	Hill's Prescription Diet z/d Skin/Food S...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Feb 01, 2022	Feb 01, 2023	3	Valid	Pending Customer Action

ID #1567653

Order Status | Pending Customer Action

Royal Canin Veterinary Diet Adult Hydrolyzed Protein Small Breed Dry Dog Food, 8.8-lb bag

Estimated Completion: **Wed, Dec 07 2022**

Order Creation: **Mon, Dec 05, 2022**

Item Status: Valid

- Order Processing** (Item #933021)
- Order Approved** (Wed, Dec 7 (4:52 PM CST))
- Pending Pharmacist Action** (Wed, Dec 7 (9:02 AM CST))
- Pending Customer Action** (Tue, Dec 6 (8:51 AM CST))
- Pending Vet Action** (Mon, Dec 5 (8:12 AM CST))
- Order Created** (Mon, Dec 5 (10:27 PM CST))

Short Term Recommendations

- **Adding missing information** to the activity feed at the bite, snack and meal approach
- **Alerting the agent to order issues** if they haven't searched for an order also showing how we are alerting them if they have searched - via the order card.
- **Providing multiple ingress points** to the healthcare tab directly from the activity feed (nudging) and directly from a CST order
- **Updating CST panel** to include missing vet info and which is clinic is primary/ preferred
- **Expanding our healthcare information** we showcase inside of CSRB to our GenCS agents to highlight Vet Diet/Rx info along with an easier table view of orders, order history and Autoship subscription orders

Short Term Wins

Starting out we will provide GenCS Agents with read-only and informative updates so we might:

- Lessen the cognitive load on the agent by providing this needed information inside of CSRB
- Lessen clicks and lower average handle times
- Provide insight into RX expiry, refills quantity, blocks and order processing time of an Rx order
- Give GenCS missing information in multiple ways

LONG TERM VISION

Long Term Healthcare Vision

1 “Best of” both worlds future state vision of Healthcare in CSRB

Note: Only licensed insurance agents will be able to see Pet Insurance information and accompanying data. This data will be hidden to our GenCS agents via agent profile settings.

Mariela O'Hara
4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Activity Feed Autoship Orders Returns Gifts & Promotions **Healthcare** 1

HOME / HEALTHCARE

Rx & Vet Diet

- Customer Search**
Find customers with CID, name, phone number or email address
- Veterinary Provider Search**
Find a vet or clinic by provider info

Order Search
Find orders with Order ID, name, phone number, credit card or other known information

Tickler Queue
Find ticklers, create or view reminders for RX orders and items

[Continue](#)

Pet Profiles

Pet Insurance

Shop Insurance

Quote consent is required to see insurance plan pricing [Quote Consent Script](#) Sales consent is required to purchase insurance plan [Sales Disclosure Script](#)

Customer gives consent Customer gives consent

[Shop Plans for Customer](#)

Vet Profiles

[EDIT](#)

Firgrove Veterinary Clinic Preferred Clinic
14816 Meridian East
Puyallup, WA 98375
Phone: (253) 848-1563
Fax: (253) 848-0389

Summit Surgery Center
2505 S 80th St
Tacoma, WA 98409
Phone: (253) 983-1114

Insured Pets (2)

	Kenzie Trupanion	Pet ID 83631787	Insurance Policy Complete Accident & Illness (P001914)	Wellness Plan Comp. Wellness Plan (P001913)	Total per month \$60.50
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[View Trupanion Portal](#)

A MORE Enriching Healthcare Dashboard

In the future state of CSRB Healthcare will have added functionality such as, the ability to get a rich history of Vet Diet/ Rx status, Vet Diet tracking action and update capability for GenCS agents. As we iteratively improve our agent experience we will continue to provide **7-Star Agent & Customer Service** Experience!

The screenshot displays a healthcare dashboard with the following sections:

- Navigation:** Activity Feed, Autoship, Orders, Returns, Gifts & Promotions, Healthcare (selected).
- HEALTHCARE / VIEW TICKLER:**
 - Tickler #124856323** (Placed Mon, Oct 12, 2021 at 11:13 PM PST)
 - Buttons: Take, Update, Close, Send Email
- Tickler Summary:**
 - Tickler-Summary: 1234567890
 - Status: **Open - Due Now**
 - Reason: Vet Diet Automation
 - Next Reminder: 69h 16m 34s ago
 - Related to: Order #124856323
 - Customer Name: Mariela O'Hara
 - Customer Phone: +1 234-567-8901
 - Last Updated: Thu, Jan 24, 2022 (12:40 PM PT)
 - Created by: OMS (Thu, Jan 24, 2022 (12:40 PM PT))
 - Comment: Order Blocked
- Blocked Rx Items:**
 - Buttons: Create Rx, Send Email
- Blocked Rx Items Table:**

Order No	Order Date	Item #	Description	Quantity	Provider	Doctor	Pet
124856323	Thu, Jan 24, 2022	Item #241300	Royal Canin Veterinary Diet Adult Hydrolyzed Protein Small Breed Dry Dog Food, 8.8-lb bag	1	Firgrove Veterinary Clinic 14816 Meridian East Puyallup, WA 98375 Phone: 253-848-1563 Fax: 253-848-0389	Dr. Shirley	KitKat/ 89762032
- Existing Vet Diet Prescriptions Table:**

ID	Item #	Item Name	Provider	Approver	Pet/ Pet ID	Prescription Date	Expiration Date	Refills	Item Status	Prescription Status
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Thu, Oct 10, 2022	Thu, Oct 10, 2022	Unlimited	Valid	New
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Mon, Oct 01, 2022	Mon, Oct 01, 2022	3	Valid	Pending Vet Action
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	MWalsh	KitKat/ 89762032	Thu, Oct 10, 2022	Thu, Oct 10, 2022	5	Valid	New
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mon, Oct 01, 2022	Mon, Oct 01, 2022	Unlimited	Valid	Pending Vet Action
- Alerts & Comments Archive:**
 - Agent Alerts, Comments (selected), Tickler Action History
 - Filter Comments by: Customer Comments
 - Sticky Note:** FLAGGED FOR DISCOUNTS. No more discounts, no more adjustments, no more concessions. (Fri, Nov 5, at 11:39 AM ET | Adam Kouns)
 - Customer Comment:** Has assistant named Katie Blagloti, Katie is authorized to act on their behalf in future calls. (Mon, Jan 31, at 10:13 PM ET | Alexia VanCleave)
 - Customer Comment:** CCI saying there were bugs in the bag. Order replaced. (Mon, Dec 13, at 1:20 PM ET | Caitlyn Derianger)
 - Customer Comment:** CCI saying there were bugs in the bag. Order replaced. (Mon, Dec 13, at 1:20 PM ET | Caitlyn Derianger)

Long Term Recommendations

- **Advanced Vet Diet/ Rx order search** inside CSRB with more data points and criteria explicit to healthcare
- **Vet/ provider search** (ability to add a vet/ verify clinic information)
- Tickler queue and the ability to **resolve order issues**
- **Ability** for Gen CS Agents **to communicate** with our Vet Diet agents
- View and filter **Vet Diet and Rx information by pet**
- Ability to **notify** and **communicate** with CSTs Re: **Orders with prescription items** set to expire
- Ability to **track prescription orders and their statuses** similarly to shipment tracking

Long Term Wins

- Keeping our agents in CSRB
- Bringing ALL agents the ability to see real time Vet Diet tracking information
- More effective communication and note taking system (VAMS agents still rely heavily on this)
- Expanded email templates
- Expanded email communication system and notifications capability for RX items needing pharmacy or CST action
- Lessen dependencies on specialty teams
- Lessen dependencies on Oracle

Next Steps and considerations in our continued journey

What's next?

- Continued validation of short term and long term healthcare vision with our Product Partners
- Tech feasibility with Engineering Partners
- Planning a phased iterative approach to take us from P0 to our Northstar vision
- User Testing with GenCS and Vet Diet/ Rx Agents

✓ User Testing - - 0%

✓ Planning Iterative Approach - 0%

✓ Tech Feasibility with Partners - 0%

✓ Validation - 0%

✓ UX Vision Work - - 100%

Summary

Our current Activity Feed and Autoship tabs currently display limited Vet Diet/ Rx information. The information GenCS agents do have isn't the most useful and could be more enriching and informative.

As we scale closer to our Northstar vision we are providing Agents an easier way to parse information along with features to help get to the bottom of delayed or canceled orders due to prescription expiration, status issues and more

Phase 1

Phase 1 of our healthcare initiatives will improve GenCS agent and Customer experiences by allowing our agents to problem solve in an a quick and efficient manner leading to quantifiable cost savings.

Quantifiable cost savings

Phase 2

Phase 2 will level up our healthcare experiences by tooling our agents with a more enriching capabilities and status updates to communicate more effectively and problem solve more-quickly.

Less clicks & lower AHT!

APPENDIX

- **Appendix 1:** Activity Feed – Current state with orders collapsed
- **Appendix 2:** Activity Feed – Current state with orders expanded
- **Appendix 3:** Activity Feed – Rx order block
- **Appendix 4:** Activity Feed & Customer Panel – New Vet Diet & Prescription Statuses
- **Appendix 5:** Healthcare Tab – New Vet Diet/Rx order
- **Appendix 6:** Customer Profile Page in Healthcare tab – Vet Diet/ Rx info by Customer
- **Appendix 7:** Single Vet Diet/ Rx Order – Tickler view
- **Appendix 8:** Customer Panels – Live, view and edit examples

Mariela O'Hara

4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Tags

Customer Details

Pet Profiles

Vet Profiles

Firgrove Veterinary Clinic
14816 Meridian East
Puyallup, WA 98375
Phone: (253) 848-1563
Fax: (253) 848-0389

Preferred Clinic

Summit Surgery Center
2505 S 80th St
Tacoma, WA 98409
Phone: (253) 983-1114
Fax: (253) 983-1100

EDIT

Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare

November 2022

Order Number

Search by Product

Hide Actions

Vet Diet Alert

Vet Diet authorization expires in 15 days

Most Recent Order

Order #1241146383

Upcoming Autoship

Order processing in 6 days

Order #124114638

Tue, Dec 07, 2022 (3:11 PM PT)

S-Shipped

Items: 1

Order Total: \$57.13

Manage

Order #108703944

Fri, Dec 02, 2022 (4:21 PM PT)

S-Shipped

Items: 1

Order Total: \$64.12

Manage

Order #108387632

Thu, Dec 01 2022 (9:05 AM PT)

D-Deposited

Items: 3

Order Total: \$81.45

Manage

Order #108387632

D-Deposited

Items: 3

Order Total: \$81.45

Manage

Show More

Activity Feed **current state** with collapsed orders

Mariela O'Hara

4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Tags

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Fax: (253) 983-1100

Chewy Services

Upcoming Events

Activity Feed | Autoship | Orders | Returns | Gifts & Promotions | Healthcare

November 2022

Order Number

Search by Product

Hide Actions

Vet Diet Order Issue

Authorization expires in 15 days

Most Recent Order

Order #8977309841

Upcoming Autoship

Order processing in 6 days

Expand all orders

Reset Activity Feed



Last Customer [Call]

Order #101477567

Replaced 2 Items, Refunded 1 Item

Refund & Concession Information:

Item Refunded:

Hill's Prescription Diet k/d Kidney Care Chicken & Vegetable Stew Wet Dog Food

See more

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

S-Shipped

Items: 3

Order Total: \$57.00

Manage

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

S-Shipped

Items: 3

Order Total: \$57.00

Manage

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

D-Deposited

Items: 3

Order Total: \$57.00

Manage



ITEM #

Vet diet item or product description here

Vet Diet Item Out of Stock

Qty Ordered

Unit Cost

1

\$00.00

FXD1-Package 1 of 2

Status: In-Transit

Estimated Delivery: Wed, May 14 2022

Track Package



Clinic Name: Firgrove Veterinary Clinic
Vet Contacted: Yes
Pet Name: Kitkat

Qty Ordered

Unit Cost

1

\$00.00

Pharmacy Item label & tooltip



ITEM #

Item or product description here

Qty Ordered

Unit Cost

1

\$00.00

FXD1-Package 2 of 2

Status: In-Transit

Estimated Delivery: Wed, May 16 2022

Track Package

Order #1241146383

D-Deposited

Items: 3

Order Total: \$57.00

Manage

Show More

Activity Feed **current state** with expanded Rx order and tooltip hover/ click state

Mariela O'Hara

4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Tags

Customer Details

Pet Profiles

Vet Profiles

Firgrove Veterinary Clinic
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Preferred Clinic

EDIT

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Fax: (253) 983-1100

Chewy Services

Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare

November 2022

"Nudge" Ingress point to healthcare order & block information with Next Best Actions

Hide Actions

Vet Diet Order Issue

Authorization expires in 15 days

Order Number

Search by Product

1 800 8 8

Filtered items 0 of 1000

Most Recent Order

Order #8977309841

Upcoming Autoship

Order processing in 6 days

Expand all orders

Reset Activity Feed



Last Customer [Call]

Order #101477567

Replaced 2 Items, Refunded 1 Item

Refund & Concession Information:

Item Refunded:

Hill's Prescription Diet k/d Kidney Care Chicken & Vegetable Stew Wet Dog Food

See more

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

S-Shipped

Items: 3

Order Total: \$57.00

Manage

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

S-Shipped

Items: 3

Order Total: \$57.00

Manage

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

D-Deposited

Items: 3

Order Total: \$57.00

Manage



Order Issue Vet Diet authorization expires in 15 days. **Alert Ingress point through Vet Diet/ RX**

Show Details

Order #1241146383

Thu, Aug 18 2022 (9:05 AM PT)

S-Shipped

Items: 3

Order Total: \$57.00

Manage

Show More

Activity Feed **Vet Diet/ RX order block** in collapsed order state with multiple ingress points to healthcare info

Mariela O'Hara

4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare



Tags

Customer Details



Pet Profiles



Vet Profiles

EDIT

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Tacoma, WA 98409
Phone: (253) 983-1114
Fax: (253) 983-1100

Vet Profile addition to CST Panel

Chewy Services



Upcoming Events



November 2022

Order Number

Search by Product



Hide Actions

Vet Diet Order Issue >
Authorization expires in 15 days

Most Recent Order >
Order #8977309841

Upcoming Autoship >
Order processing in 6 days

Expand all orders

Reset Activity Feed



Last Customer [Call] Order #101477567
Replaced 2 Items, Refunded 1 Item

Refund & Concession Information:
Item Refunded:
Hill's Prescription Diet k/d Kidney Care Chicken & Vegetable Stew Wet Dog Food [See more](#)

Order #1241146383 **S-Shipped** Items: 3 Order Total: \$57.00 [Manage](#)

Thu, Aug 18 2022 (9:05 AM PT)

Order #1241146383 **S-Shipped** Items: 3 Order Total: \$57.00 [Manage](#)

Thu, Aug 18 2022 (9:05 AM PT)

Order #1241146383 **D-Deposited** Items: 3 Order Total: \$57.00 [Manage](#)

Thu, Aug 18 2022 (9:05 AM PT)

ORDER ISSUE [View Block](#)
Alert Ingress point through Vet Diet/ RX
Vet Diet authorization expires in 15 days

ITEM #	Vet diet item or product description here	Item Status	Prescription Status	Qty Ordered	Unit Cost	FXD1-Package 1 of 2
	Vet Diet Item Out of Stock	Valid	Pending Vet Action	1	\$00.00	Status: In-Transit Estimated Delivery: Wed, May 14 2022 Track Package
	Refund Pending			1	\$00.00	

ITEM #	Item or product description here	Qty Ordered	Unit Cost	FXD1-Package 2 of 2
		1	\$00.00	Status: In-Transit Estimated Delivery: Wed, May 16 2022 Track Package

Activity Feed & CST Panel with **NEW Vet Diet/ RX** order in expanded order state



NEW Customer Profile Page
under Healthcare Tab

Mariela O'Hara

Vet Diet Alert

[Hide Details](#) ^

Vet Diet authorization expires in 15 days

Blocked Vet Diet Items

Order #	Order Date	Item #	Description	Quantity	Provider	Doctor	Pet
124856323	Thu, Jan 24, 2022	241300	Royal Canin Veterinary Diet Adult Hydrolyzed Protein Small Breed Dry Dog...	1	Firgrove Veterinary 14816 Meridian East Puyallup, WA 98375 Phone: 253-848-1563 Fax: 253-848-0389	Dr. Shirley	KitKat/ 89762032

Vet Diet Order History

ID	Item #	Item Name	Provider	Approver	Pet/ Pet ID	Prescription Date	Expiration Date	Refills	Item Status	Prescription Status
9720867	147675	Hill's Prescription Diet z/d Skin/Food S...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Oct 03, 2022	Oct 04, 2022	Unlimited	Valid	New
9720832	147664	Blue Buffalo Natural Veterinary Diet K...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Sep 05, 2022	Sep 09, 2022	1	Pending Expiry	Pending Customer Action
9719881	46166	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	MWalsh	KitKat/ 89762032	Sep 06, 2022	Sep 09, 2022	5	Valid	New
9719742	69645	Hill's Prescription Diet I/d Digestive C...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Aug 02, 2022	Aug 01, 2022	Unlimited	Valid	Pending Pharmacist Action
9716755	81167	Hill's Prescription Diet I/d Digestive C...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Jul 08, 2022	Oct 10, 2022	0	Expired	Pending Customer Action
9716750	81165	Hill's Prescription Diet I/d Digestive C...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Jul 08, 2022	Oct 01, 2022	2	Valid	Pending Vet Action
9715888	46166	Hill's Prescription Diet I/d Digestive C...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Jul 07, 2022	July 03, 2022	Unlimited	Valid	Pending Pharmacist Action
7142207	147669	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mar 03, 2022	Mar 03, 2022	Unlimited	Valid	Pending Vet Action
7141900	68630	Blue Buffalo Natural Veterinary Diet H...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Feb 10, 2022	Feb 8, 2022	N/A	Canceled	Denied
7129843	46166	Hill's Prescription Diet z/d Skin/Food S...	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Feb 01, 2022	Feb 01, 2023	3	Valid	Pending Customer Action

NEW Vet Diet/ Rx information on Customer Profile page

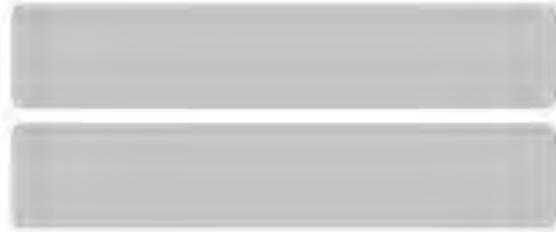


Tags

Customer Details



Pet Profiles



Vet Profiles

EDIT

Firgrove Veterinary Clinic
14816 Meridian East
Puyallup, WA 98375
Phone: (253) 848-1563
Fax: (253) 848-0389

Preferred Clinic

Summit Surgery Center
2505 S 80th St
Tacoma, WA 98409
Phone: (253) 983-1114
Fax: (253) 983-1100

Chewy Services



HOME / HEALTHCARE

Rx & Vet Diet

Customer Search

Find customers with CID, name, phone number or email address

Order Search

Find orders with Order ID, name, phone number, credit card or other known information

Veterinary Provider Search

Find a vet or clinic by provider info

Tickler Queue

Find ticklers, create or view reminders for RX orders and items

Rx & Vet Diet additions to healthcare tab

Continue

Note: Insurance information will only appear based on user permissions - only accessible to licensed insurance agents

Pet Insurance

Shop Insurance

Quote consent is required to see insurance plan pricing

[Quote Consent Script](#)

Customer gives consent

Sales consent is required to purchase insurance plan

[Sales Disclosure Script](#)

Customer gives consent

[Shop Plans for Customer](#)

Insured Pets (2)

[View Trupanion Portal](#)

Pet Photo	Pet Name	Pet ID	Insurance Policy	Wellness Plan	Total per month
	Kenzie Trupanion	83631787	Complete Accident & Illness (P001914)	Comp. Wellness Plan (P001913)	\$60.50
	Rukkus Lemonade	937720017	Preventative Plus Plan (P002067)	Preventative Plus Plan (P002067)	\$48.92

Future State" Vet Diet/ Rx page with Rx & Insurance in Healthcare Tab



Tags

Customer Details

Pet Profiles

Vet Profiles

Firgrove Veterinary Clinic
 14816 Meridian East
 Puyallup, WA 98375
 Phone: (253) 848-1563
 Fax: (253) 848-0389

Summit Surgery Center
 2505 S 80th St
 Tacoma, WA 98409
 Phone: (253) 983-1114
 Fax: (253) 983-1100

EDIT Preferred Clinic

HEALTHCARE / ORDER #1241146383 / TICKLER #1248567890

Take ticklers, update tickler status, send email and get insight into active blocks by order

[Take](#) [Update](#) [Close](#) [Send Email](#)

Tickler #1234567890

Placed: Mon, Oct 12, 2021 at 11:13 PM PST

Tickler Summary
 1234567890

Status

Open - Due Now

Reason

Vet Diet Automation

Next Reminder

🕒 69h 16m 34s ago

Related to:

[Order #124856323](#)

Customer Name

Mariela O'Hara

Customer Phone

+1 234-567-8901

Last Updated

Thu, Jan 24, 2022 (12:40 PM PT)

Created by

OMS

Thu, Jan 24, 2022 (12:40 PM PT)

Comment

Order Blocked

Blocked Rx Items

Order #	Order Date	Item #	Description	Quantity	Provider	Doctor	Pet
124856323	Thu, Jan 24, 2022	241300	Royal Canin Veterinary Diet Adult Hydrolyzed Protein Small Breed Dry Dog...	1	Firgrove Veterinary ✓ 14816 Meridian East Puyallup, WA 98375 Phone: 253-848-1563 Fax: 253-848-0389	Dr. Shirley	KitKat/ 89762032

Existing Vet Diet Prescriptions

ID	Item #	Item Name	Provider	Approver	Pet/ Pet ID	Prescription Date	Expiration Date	Refills	Item Status	Prescription Status
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Thu, Oct 10, 2022	Thu, Oct 10, 2022	Unlimited	Valid	New
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Mon, Oct 01, 2022	Mon, Oct 01, 2022	3	Valid	Pending Vet Action
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	MWalsh	KitKat/ 89762032	Thu, Oct 10, 2022	Thu, Oct 10, 2022	5	Valid	New
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mon, Oct 01, 2022	Mon, Oct 01, 2022	Unlimited	Canceled	Pending Pharmacist Action
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Thu, Oct 10, 2022	Thu, Oct 10, 2022	1	Expired	Pending Customer Action
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Mon, Oct 01, 2022	Mon, Oct 01, 2022	2	Canceled	Pending Vet Action
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Thu, Oct 10, 2022	Thu, Oct 10, 2022	Unlimited	Valid	Pending Pharmacist Action
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mon, Oct 01, 2022	Mon, Oct 01, 2022	Unlimited	Valid	Pending Vet Action
1567653	933021	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Thu, Oct 10, 2022	Thu, Oct 10, 2022	Unlimited	Valid	Denied
1534920	83090	Pharmacy product description goes here	Firgrove Veterinary Clinic	Admin	Emmett/ 98323440	Mon, Oct 01, 2022	Mon, Oct 01, 2022	3	Valid	Pending Customer Action

Future State with tickler functionality inside of CSRB

Filter Comments by

Customer Comments ▼

Fri, Nov 5, at 11:39 AM ET | Adam Kouns

Sticky Note

FLAGGED FOR DISCOUNTS
 No more discounts, no more adjustments no more concessions.

Mon, Jan 31, at 10:13 PM ET | Alexia VanCleave

Customer Comment

Has assistant named Katie Biagiotti, Katie is authorized to act on their behalf in future calls.

Mon, Dec 13, at 1:20 PM ET | Caitlyn Derianger

Customer Comment

CCI saying there were bugs in the bag.
 Order replaced.

Mon, Dec 13, at 1:20 PM ET | Caitlyn Derianger

Customer Comment

CCI saying there were bugs in the bag.
 Order replaced.

Mon, Oct 27, at 10:13 PM ET | Mya Letisha

Customer Comment

DEI said order should be free

Mon, Oct 27, at 10:13 PM ET | Mya Letisha

Customer Comment

DEI said order should be free

Mariela O'Hara

CUSTOMER SINCE 2017

0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

[Switch to Customer](#)

Customer Tags

[EDIT](#)

Hearing Impaired

Fixed Date Autoship

Customer Details

[EDIT](#)

CID: 87823454

Status: **ACTIVE**

Email: Cobando@gmail.com

Phone: (123) 456-7890

Location: Boston, MA

Tax Exemption: Expires 10/24/23

[Reset Password](#)

[Address Book](#)

[Gift Cards & Promotions](#)

Pet Profiles

[EDIT](#)

 **Lola** 3 YRS
Dog, Pitbull Terrier
[Medication](#)

 **Lucy** 1 YRS
Dog, French Bulldog
[Medication](#) [Food Allergies](#)

 **Emmett** 2 YRS
Dog, French Bulldog
[Medication](#) [Food Allergies](#)

 **GusGus** 16 YRS
Cat, Maine Coon
INACTIVE

 **KitKat** 7 YRS
Cat, Chantilly-Tiffany
[Medication](#) [Food Allergies](#)

 **Scatteraxe** 8 YRS
Dog, Malamute
[Medications](#)

 [+ ADD A PET](#)

Vet Profiles

[EDIT](#)

Firgrove Veterinary Clinic

14816 Meridian East

Puyallup, WA 98375

Phone: (253) 848-1563

Fax: (253) 848-0389

[Preferred Clinic](#)

Summit Surgery Center

2505 S 80th St

Tacoma, WA 98409

Phone: (253) 983-1114

Fax: (253) 983-1100

Chewy Services

 Autoship

 Pharmacy

 Insurance

 Vet Diet

 Mobile App

Upcoming Events

December 25th • 5 Days

Oswalds 5th Birthday

January 4th • 16 Days

Kenzie's 3yr Adoption Anniversary

Mariela O'Hara

4 ORDERS SINCE 2017

0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Vet Profiles

Clinic Name: Firgrove Veterinary

Vet: Susan M Shirley, DVM

Address: 14816 Meridian East

Puyallup, WA 98375

Email: wecare@firgrovetvet.com

Phone: (253) 848-1563

Fax: (253) 848-0389

[Preferred Clinic](#)

Clinic Name: Summit Specialty Clinic

Vet: Milan Milovancev, DVM

Address: 2505 S 80th St

Tacoma, WA 98409

Email: wecare@firgrovetvet.com

Phone: (253) 983-1114

Fax: (253) 983-1100

[← Back](#)

[Edit Vets](#)

Vet Profile clinic view

Mariela O'Hara

4 ORDERS SINCE 2017

0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Choose a vet to edit

Vet Profile

Firgrove Veterinary

Vet information

Clinic Name

Firgrove Veterinary

Vet

Susan M Shirley, DVM

Street Address

14816 Meridian East

City

Puyallup

State

WA

Zip/ Postal Code

98375

Phone

(253) 848-1563

Fax

(253) 848-0389

Set as Preferred Clinic

[← Back](#)

[Save Changes](#)

Vet Profile addition to CST Panel