

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

Design Owner: Nelle Vance

Product Owner: Chuck Carletta

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 Managment Service
- 3

HMS – Healthcare Management Service

Mariela O'Hara

4 ORDERS SINCE 2017

0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

Tags

Customer Details

Pet Profiles

Activity Feed

Autoship

Orders

Returns

Gifts & Promotions

Healthcare

November 2022

Vet Diet Order Issue

Most Recent Order

Upcoming Autoship

Order #1241146383

Order #1241146383

Order #1241146383

chewy HMS

Rx Pending Orders

Rx Replacement Orders

Vets

Clinics

Create Verbal

Rx Pending Orders

Search

Field to Search

Status

Purchase Start Date

Purchase End Date

Search

Order ID	Purchase Date	Customer	Customer ID	Last Updated	Status	Autoship	Price	State
1075265497	05/10/2022	M0kyakT 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 xsDzPjQQK	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 QigQZpuxg	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	xsPOWSl eeQRdAIN	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	SNsVDXn OUXoKHfIOR	155313759	05/10/2022	New		\$113.80	MA
1075265610	05/10/2022	FEGvAsH SYNVPJkCK	152384351	05/10/2022	New		\$68.99	MA

Rows per page: 50

1-50

chewy VAMS

Site

Store

Operations

Operations Dashboard

Find Customers

Customer #156165253

CUSTOMER #156165253

Change

Switch to Customer

More

Customer Overview

Customer No: 156165253

Logon ID: kwallace1.inv@chewy.com

Status: ACTIVE

Register Type: Registered

Registration: 2021-08-20 at 21:41 PM

Registration Update: 2022-01-24 at 12:40 PM

Last Session: 2022-08-10 at 12:28 PM

Last Ordered: 2022-04-04 at 00:04 AM

General

Pets

Vets

Address Book

Order History

Recurring Orders

Vet Diet Rx's

Ticklers

Existing Vet Diet Rx's

Showing 1 to 10 of 37

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	Kwalls Clinic of Pets	Kwalls	Lebron	83203968	2022-10-03	2022-10-04	[unlimited]	EXPIRED
9720832	69629	Hill's Prescription Diet z/d Skin/Food Sensitivites Original Flavor Dry Dog Food	Kwalls Clinic of Pets	Kwalls	Lebron	83203968	2022-09-28		[unlimited]	VALID

Customer Comments

sticky

Added by admin

on 2022-10-06 at 8:41 AM

test comment 10/06/2022

Added by admin

on 2022-10-06 at 8:41 AM

test autoship customer comment 4/26/2022

Added by admin

on 2022-04-26 at 1:51 PM

test customer comment 3/25/2022

Added by admin

A Vet Diet order lifecycle

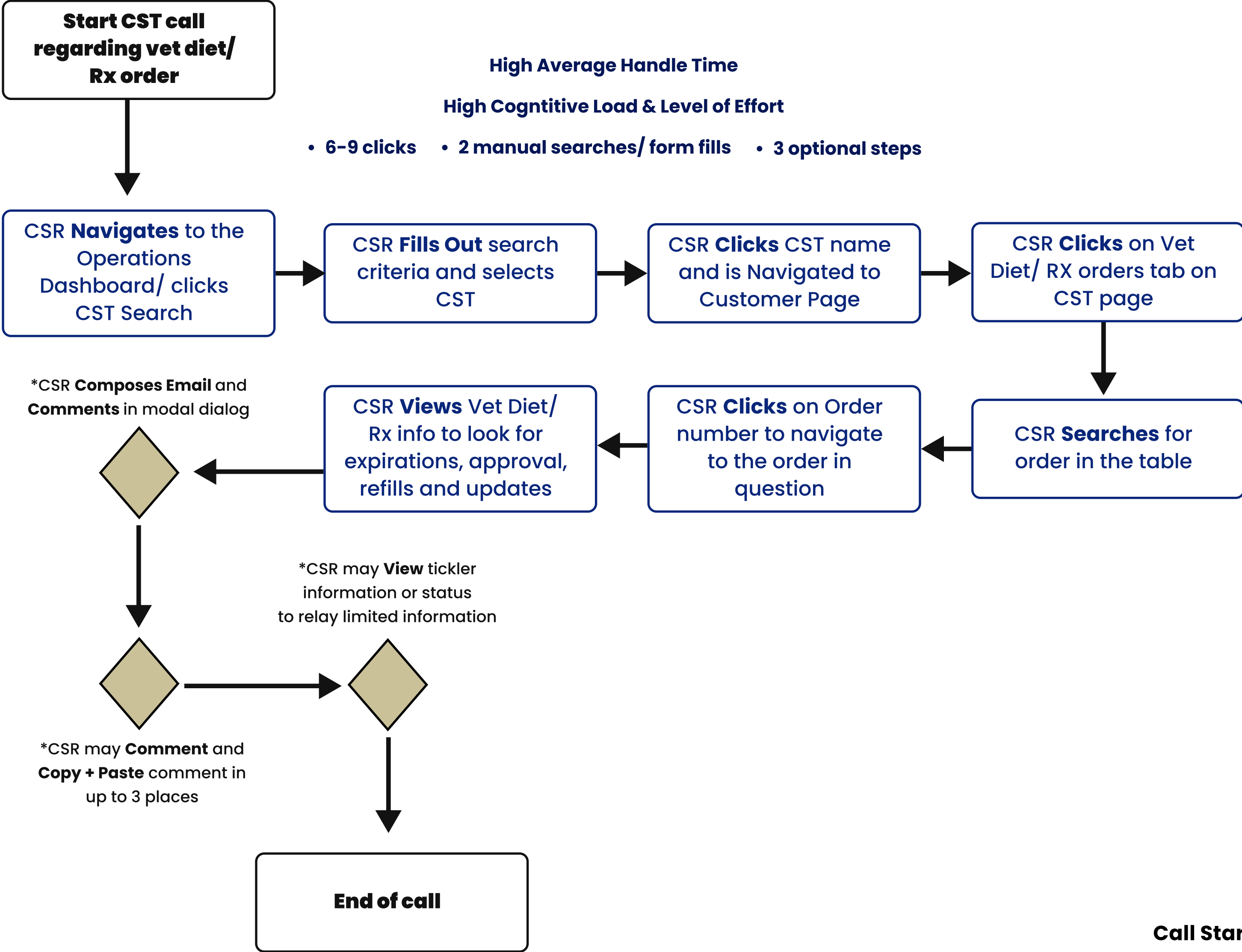
There are also more hurdles to jump through to place a Vet Diet order than a regular customer order: a vet visit for diagnosis, vet approval for the order and prompt delivery before existing food supply runs out.

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.

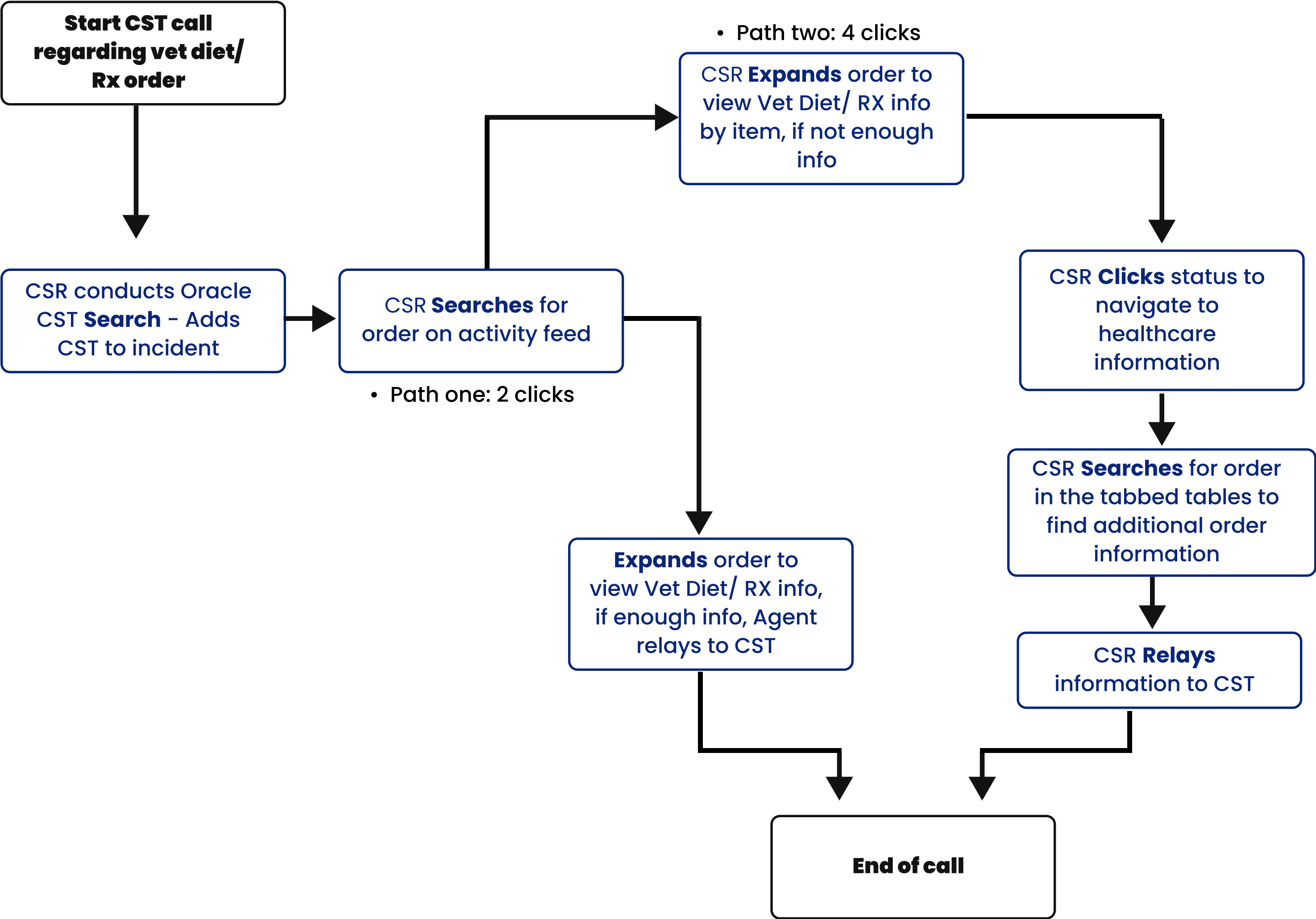
The available information may not help the CST understand where a prescription item is at or what they need to do to get their order processed when there may be a problem due to this important information being shown in HMS, whereas the majority of the other Vet Diet/ Rx info is found in VAMS.



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 reduces 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

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

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

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

Qty Ordered

Unit Cost

1

\$00.00

Vet Diet Item

Out of Stock

Clinic Name: Firgrove Veterinary Clinic

Vet Contacted: Yes

Pet Name: Kitkat

FXD1-Package 1 of 2

Status: In-Transit

Estimated Delivery: Wed, May 14 2022

Track Package

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

Canceled

Order Total: \$57.00

Manage

Show More

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

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

Summit Surgery Center
2505 S 80th St
Tacoma, WA 98409

EDIT

Preferred Clinic

2

Activity FeedAutoshipOrdersReturnsGifts & PromotionsHealthcare

November 2022

Order NumberSearch 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]

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Item Refunded:

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See more

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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

1

Show Details

Order #1241146383

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

S-Shipped

Items: 3

Order Total: \$57.00

Manage


Show More

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

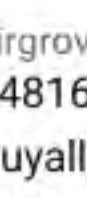
INACTIVE



KitKat 7 YRS

Cat, Chantilly-Tiffany


[Medication](#) [Food Allergies](#)



Scatteraxe 8 YRS

Dog, Malamute

[Medications](#)



[+ ADD A PET](#)

Vet Profiles

[EDIT](#)

Firgrove Veterinary Clinic

14816 Meridian East

Puyallup, WA 98375

Phone: (253) 848-1563

Fax: (253) 848-0389

1

Summit Surgery Center

2505 S 80th St

Tacoma, WA 98409

Phone: (253) 983-1114

Fax: (253) 983-1100

Chewy Services

<h2>Vet Profiles</h2>	
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
	<div>Preferred Clinic</div>
<div>2</div>	
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

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

Tags

Customer Details

Pet Profiles

Vet Profiles

Firgrove Veterinary Clinic

14816 Meridian East

Puyallup, WA 98375

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Tacoma, WA 98409

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Fax: (253) 983-1100

EDIT

Preferred Clinic

Chewy Services

Upcoming Events

Activity FeedAutoshipOrdersReturnsGifts & PromotionsHealthcare

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 ordersReset Activity Feed

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

Refund & Concession Information:
Item Refunded:
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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

View Block

ITEM #	Item Status	Prescription Status	Qty Ordered	Unit Cost	
Vet diet item or product description here Vet Diet Item Out of Stock	Valid	Pending Vet Action	1	\$00.00	FXD1-Package 1 of 2 Status: In-Transit Estimated Delivery: Wed, May 14 2022 Track Package
Item or product description here Refund Pending			1	\$00.00	
Item or product description here			1	\$00.00	FXD1-Package 2 of 2 Status: In-Transit Estimated Delivery: Wed, May 16 2022 Track Package

Order #1241146383

S-Shipped

Items: 3

Order Total: \$57.00

Manage

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

Activity Feed

Autoship

Orders

Returns

Gifts & Promotions

Healthcare

1

HEALTHCARE / CUSTOMER PROFILE / MARIELA O'HARA

Mariela O'Hara

Vet Diet Alert

Vet Diet authorization expires in 15 days

Hide Details

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 FeedAutoshipOrdersReturnsGifts & PromotionsHealthcare

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
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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
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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

Tags

Customer Details

Pet Profiles

Vet Profiles

Activity FeedAutoshipOrdersReturnsGifts & PromotionsHealthcare

HOME / HEALTHCARE

Rx & Vet Diet

Pet Insurance

Insured Pets (2)

Customer Search

Veterinary Provider Search

Order Search

Tickler Queue

Continue

Shop Plans for Customer

View Trupanion Portal

Firgrove Veterinary Clinic

14816 Meridian East

Puyallup, WA 98375

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2505 S 80th St

Tacoma, WA 98409

Phone: (253) 983-1114

Preferred Clinic

EDIT

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

Kenzie

Trupanion

Pet ID

83631787

Insurance Policy

Complete Accident & Illness (P001914)

Wellness Plan

Comp. Wellness Plan (P001913)

Total per month

\$60.50

LONG TERM VISION

A MORE Enriching Healthcare Dashboard

In the future state of CSRB Healtcare 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!

Activity FeedAutoshipOrdersReturnsGifts & PromotionsHealthcare

HEALTHCARE / VIEW TICKLER

Tickler #124856323

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

TakeUpdateCloseSend Email

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

Comment

Order Blocked

Blocked Rx Items

Create RxSend Email

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

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	Invalid	Pending Pharmacist Action

Alerts & Comments Archive

Agent AlertsCommentsTickler Action History

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 Blagioti, Katie is authorized to act on their behalf in future calls.

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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.

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

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

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

D-Deposited

Items: 3

Order Total: \$81.45

Manage

Show More

Mariela O'Hara

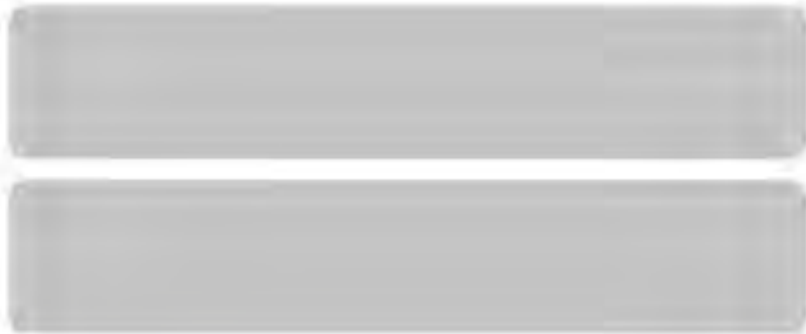
4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFTCARDS

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

Chewy Services



Upcoming Events



Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare

November 2022

Order Number

Search by Product

Find products by name or type

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



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

Qty Ordered Unit Cost
1 \$00.00

FXD1-Package 1 of 2

Status: In-Transit

Estimated Delivery: Wed, May 14 2022

Track Package



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

Cancelled

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
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

Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare

November 2022
"Nudge" Ingress point to healthcare order & block information with Next Best 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
	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

Tags

Customer Details

[Redacted Customer Details]

Pet Profiles

[Redacted 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

Vet Profile addition to CST Panel

Chewy Services

[Redacted Chewy Services]

Upcoming Events

[Redacted 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

ORDER ISSUE

Vet Diet authorization expires in 15 days

[View Block](#)

Alert Ingress point through Vet Diet/ RX

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

	ITEM # Item or product description here	Qty Ordered 1	Unit Cost \$00.00	FXD1-Package 2 of 2 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


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	<div>Valid</div>	New
9720832	147664	Blue Buffalo Natural Veterinary Diet K...	Firgrove Veterinary Clinic	NVance	Emmett/ 98323440	Sep 05, 2022	Sep 09, 2022	1	<div>Pending Expiry</div>	Pending Customer Action
9719881	46166	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	MWalsh	KitKat/ 89762032	Sep 06, 2022	Sep 09, 2022	5	<div>Valid</div>	New
9719742	69645	Hill's Prescription Diet I/d Digestive C...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Aug 02, 2022	Aug 01, 2022	Unlimited	<div>Valid</div>	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	<div>Expired</div>	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	<div>Valid</div>	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	<div>Valid</div>	Pending Pharmacist Action
7142207	147669	Royal Canin Veterinary Diet Adult Hydr...	Firgrove Veterinary Clinic	Admin	KitKat/ 89762032	Mar 03, 2022	Mar 03, 2022	Unlimited	<div>Valid</div>	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	<div>Canceled</div>	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	<div>Valid</div>	Pending Customer Action

NEW vet Diet/ Rx information on Customer Profile page

Mariela O'Hara

4 ORDERS SINCE 2017
0 BLOCKS, 0 PROMOS, 0 RETURNS, 0 GIFT CARDS

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

Chewy Services

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

Rx & Vet Diet additions to healthcare tab

Continue

Pet Insurance

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

Shop Insurance

Quote consent is required to see insurance plan pricing

☐ Customer gives consent

Quote Consent Script

Sales consent is required to purchase insurance plan

☐ Customer gives consent

Sales Disclosure Script

Shop Plans for Customer

Insured Pets (2)

View Trupanion Portal



Kenzie
Trupanion

Pet ID
83631787

Insurance Policy
Complete Accident & Illness (P001914)

Wellness Plan
Comp. Wellness Plan (P001913)

Total per month
\$60.50



Rukkus
Lemonade

Pet ID
937720017

Insurance Policy
Preventative Plus Plan (P002067)

Wellness Plan
Preventative Plus Plan (P002067)

Total per month
\$48.92

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

Mariela O'Hara

4 ORDERS SINCE 2017

0 BLOCKS, 9 PROMOS, 0 RETURNS, 0 GIFTCARDS

Tags

Customer Details

[Redacted Customer Details]

Pet Profiles

[Redacted 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

Activity Feed Autoship Orders Returns Gifts & Promotions Healthcare

HEALTHCARE / ORDER #1241146383 / TICKLER #1248567890

Tickler #1234567890

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

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

Take Update Close Send Email

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

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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
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Alerts & Comments Archive

Agent Alerts Comments Tickler Action History

Filter Comments by

Customer Comments

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Sticky Note

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No more discounts, no more adjustments no more concessions

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

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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

CCI said order should be free

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

Customer Comment

CCI said order should be free

Future State with tickler functionality inside of CSRB

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
Dog, Pitbull Terrier
3 YRS

Medication




Lucy
Dog, French Bulldog
1 YRS

Medication Food Allergies




Emmett
Dog, French Bulldog
2 YRS

Medication Food Allergies




GusGus
Cat, Maine Coon
16 YRS

INACTIVE




KitKat
Cat, Chantilly-Tiffany
7 YRS

Medication Food Allergies



Scatteraxe
Dog, Malamute
8 YRS

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@firgrovevet.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@firgrovevet.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