

Frequently asked appointment scheduling questions

- How do I get set up in the CVS scheduling appointment system or add users to my scheduling website?
- Download Carrier supplier set up sheet located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>. Fill in information needed and email to tammy.beuparlant@cvshealth.com. If additional assistance is needed email tammy.beuparlant@cvshealth.com
- How do I create my appointment request in the scheduling system?
- **If it is a carrier scheduling appointments:** Refer to the document “Creating initial appointment all Carrier version” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers> .
- **If it is a supplier scheduling their own appointments:** Refer to the document “Creating initial appointment-supplier version” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers> .
- How do I delete a Purchase order or update a quantity delivering on the appointment request I created?
- Instructions can be found on Page 18 in “Carrier supplier eAPPT user book” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>
- How do I add additional purchase orders to my existing appointment?
- Instructions can be found on Page 17 in “Carrier supplier eAPPT user book” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>
- I cannot keep original appointment-how to I resubmit for a different date and time?
- Instructions can be found on Page19 in “Carrier supplier eAPPT user book” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>
- How do I cancel a delivery appointment if I will no longer be delivering it, or load is not ready yet and not sure of when it will be
- Instructions can be found on Page 20 in “Carrier supplier eAPPT user book” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>
- How do I add an email to my account for notifications, or turn off email notifications?
- Instructions can be found on Page 23 in “Carrier supplier eAPPT user book” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers>
- How do I request a multi stop load for CVS Distribution Center locations ?
- Refer to the document “How to submit 2 stop appointment request” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers> .

- What do I do if I get one these validation codes on the side of my purchase order when requesting an appointment. (*x *C *D % ? !!!)

!	O	N	D	Hot	PO #	Pro #	Supplier Name
					3666134		CORP
*		Y			3666134		UNITED EXCHANGE CORP -45
!!!		Y			3666272		UEC

- Recheck the purchase order information you are entering to make sure typed correctly. If the information is correct but supplier name does not populate-type the supplier name into supplier name box. After the request is submitted, the DC will review all purchase orders and approve or refuse based on the information they have.
- What should I do if I am going to be more than one hour late for my appointment?
- Call DC using DC contact list supplied at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers> . If the DC states they cannot take appointment late resubmit the appointment request asking for an alternative date and time
- How do I add users to my web scheduling sight?
- Notify the CVS appointment system admin with new users full name and email as well as the carrier name on the account you want to add to tammy.beauparlant@cvshealth.com
- I have not received an approved or refused notification back within 24 business hours of when I submitted my request. What do I do?
- Search for appointment request in the scheduling system. Instructions to search can be found on Page 15 in “Carrier supplier eAPPT user book located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers> . Check status on request. If it is approved, note date and time. If it is still in submitted status, call DC to find out why it isn’t scheduled. DC phone number will appear underneath the ship to address of the online detail form.
- What can I do if I am not getting the notification emails?
- Instructions can be found on Page 23 in “Carrier supplier eAPPT user book” located at <http://cvssuppliers.com/information-carriers-delivering-cvs-distribution-centers> . Use the instructions to edit your email address or the types of emails you would like to receive. If this does not fix the issue, email tammy.beauparlant@cvshealth.com