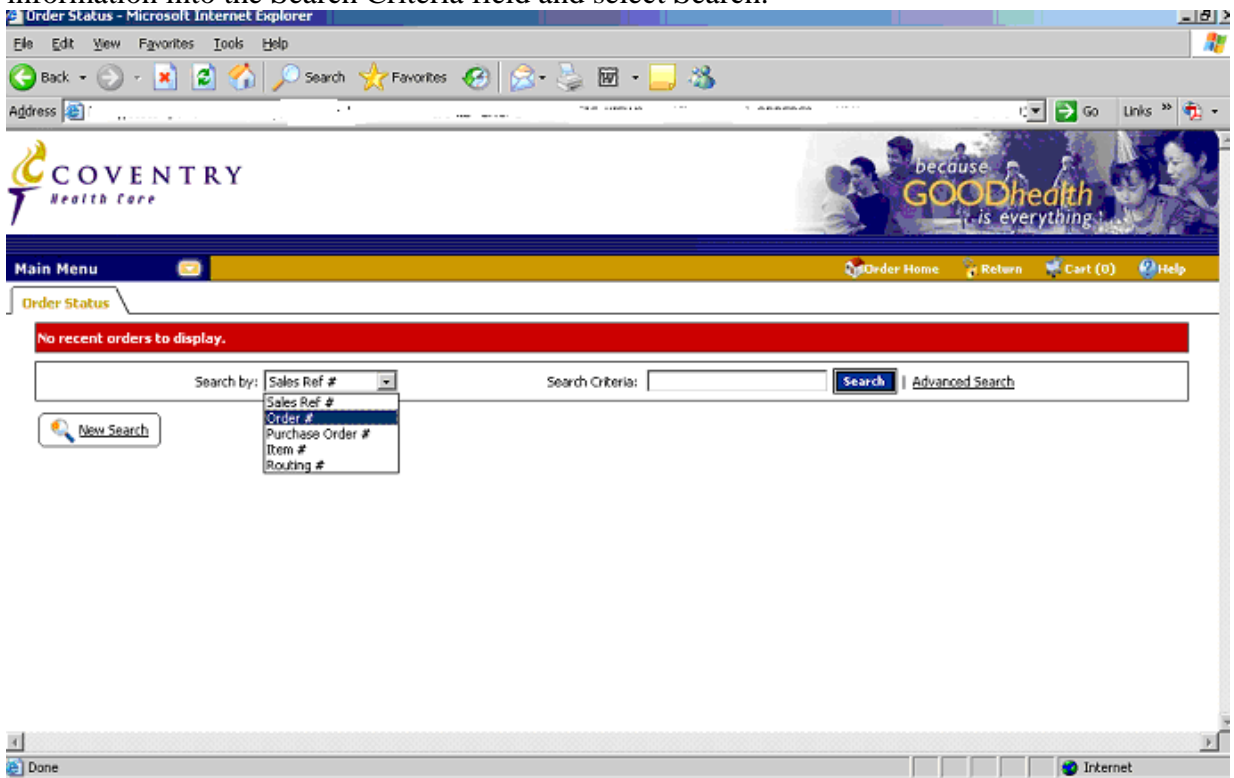


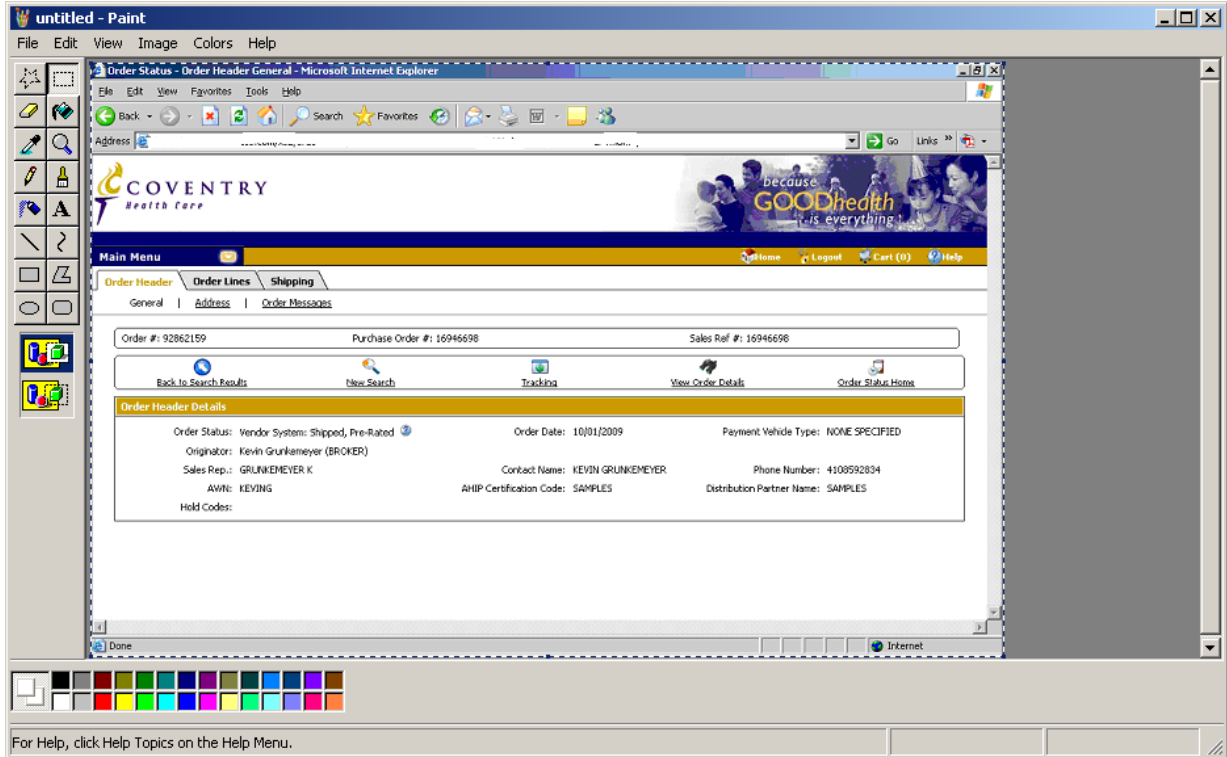
To check the status of an order, log in and select the 'Order Status' module, below on the left.



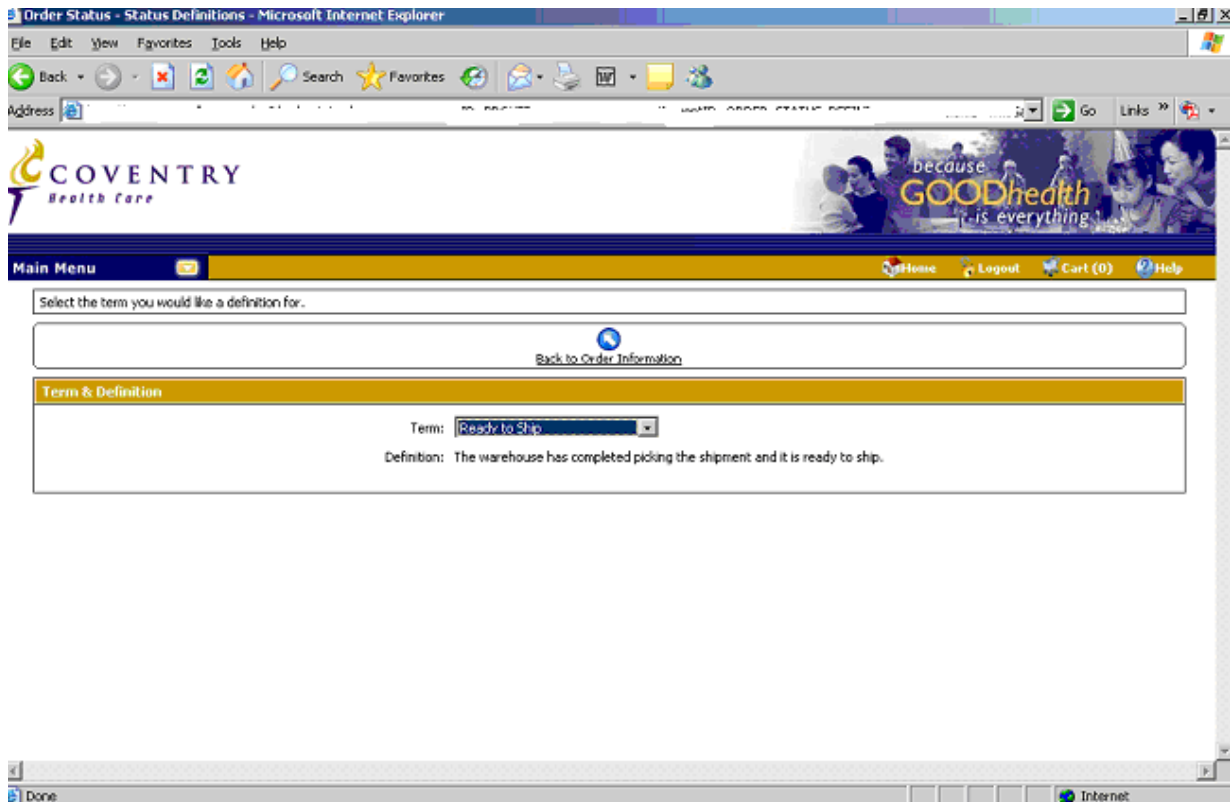
You automatically see any orders that you have placed in the last 45 days. To do a search, be ready with one of the following pieces of information listed below in the drop down box. The most commonly used search criteria would be Sales Reference #, or Order. Insert this information into the Search Criteria field and select Search.



After selecting Search, you will see the below screen. The order status shows up under Line Status. If you have questions in regards to terminologies under Line Status, click the question mark. To see more order details; click View Order Details (binocular icon).



Clicking on question mark next to Line Status will give you a drop down list to choose from, along with definitions. To go back, click Back to Order Information (arrow icon).



By clicking the View Order Details icon, a pop up screen will appear.

Order Header Details
Order Number: 92862159
Sales Reference Number: 16946698

Order Information
Purchase Order #: 16946698
AWN: KEVING
AHIP Certification Code: SAMPLES
Distribution Partner Name: SAMPLES

Customer Contact Information
Name: KEVIN GRUNKEMEYER
Email: kevin.grunkemeyer@rrd.com
Phone: 4108592834

Order Messages
 This order contains 2 kit(s).

Ship To Address
 RR DONNELLEY
 849 INTERNATIONAL DR
 SUITE 100
 LINTHICUM, MD 210902210
 USA
Ship To Attention: KEVIN G

Shipping Information
Carrier: Standard Shipping Method
Requested Shipping Date: 10/01/2009

Order Line Details

#	Item #	Item Description	Qty Ordered	UOM
1	AR10PREKIT	2010 Part D Pre-enrollment Kit	5	KT of 1
	AR10PE01	Advantra Rx Sales Kits 2010 - Region 1 for ME & NH	1	KT of 1
2	AR10PREKIT	2010 Part D Pre-enrollment Kit	5	KT of 1
	AR10PE22	Advantra Rx Sales Kits 2010 - Region 22 for TX	1	KT of 1

To get the tracking information on an order which has shipped, exit out of the Order Details pop up screen. Then click Tracking (icon of a white and blue square with green dot in center).

COVENTRY Health Care

Main Menu Home Logout Cart (0) Help

Order Header Order Lines Shipping

General Address Order Messages

Order #: 92862159 Purchase Order #: 16946698 Sales Ref #: 16946698

Back to Search Results New Search Tracking View Order Details Order Status Home

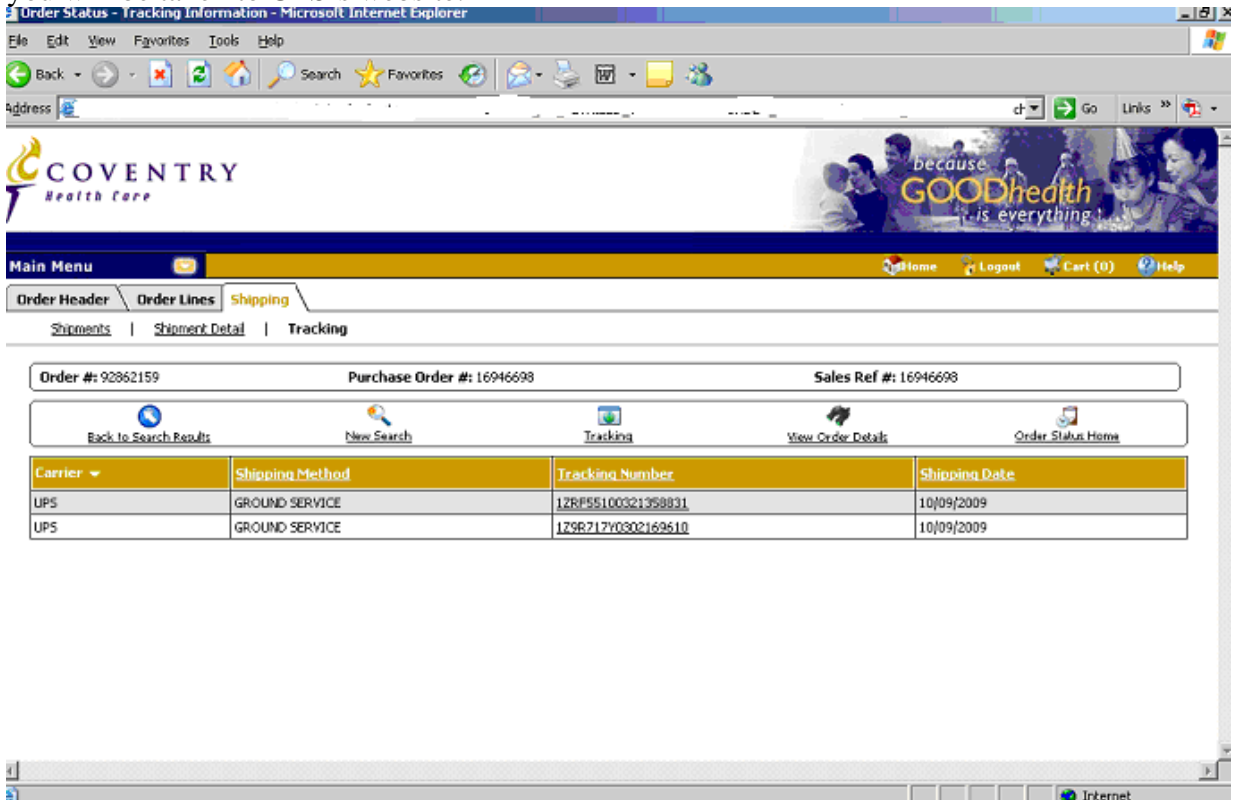
Order Header Details

Order Status: Vendor System: Shipped, Pre-Rated
 Originator: Kevin Grunkemeyer (BROKER)
 Sales Rep.: GRUNKEMEYER K
 AWN: KEVING
 Hold Codes:

Order Date: 10/01/2009
 Contact Name: KEVIN GRUNKEMEYER
 AHIP Certification Code: SAMPLES

Payment Vehicle Type: NONE SPECIFIED
 Phone Number: 4108592834
 Distribution Partner Name: SAMPLES

You will be taken to the screen below, which shows you the tracking number or numbers along with the date of shipment. For more information on shipping, click on the tracking number and you will be taken to UPS's website.



After clicking on the tracking number, you will be taken to the UPS website with the shipping details.

