

# Resource List for Clients

Common Request	Description	Action You Can Take Prior To Calling Purchasing Power	Solution Turnaround Time
ORDERS OR EXCHANGES	Place an order, order not received, damaged, incorrect, etc.	Refer employee to call center.	3 to 5 days for new tracking number
ELIGIBILITY	Employee/Member informed they were not eligible to order due to employment status, not employed, did not meet salary requirement, did not meet tenure requirement etc.	Ensure employee/member data provided on the eligibility file is correct. If so, refer the person to the call center. If not, correct the data and provide an updated eligibility file to Purchasing Power via agreed upon file transfer process.	72 hours
DEDUCTION ISSUE	Employee/Member has question regarding their deductions or account statement.	Ensure remit files are up to date and employee/member is on the files. If so, refer the person to the call center. If not, provide a current remittance file to Purchasing Power via agreed upon file transfer process.	Can take up to 7 business days depending on the situation.
PAYROLL CHANGE	Change in payroll systems, pay frequencies, or file transmissions.	Connect with our Client Services Department.	24 to 48 hour response time
SYSTEM CHANGE	Change in TPA, Broker, or file transmissions	Connect with our Client Services Department.	24 to 48 hour response time
RETURNS	Employee/Member wants to return an item or get an update on a returned order.	Refer employee to call center, (until self-service feature launches).	48 hours to receive a return label
REFUNDS	Employee/Member is due a refund or wants an update on a refund request.	Refer employee to call center.	7 to 10 day to receive reimbursement
WARRANTIES	Employee/Member has inquiries about product warranty.	Refer employee to call center.	Same day

**For all Call Center Unresolved Requests:** Escalate to your assigned Client Services Manager