



Release Notes

Version 2020.04 of the Logistics Portal provides updated functionality for tracking kit ships, pickups, and fulfillment orders via the new EasyPost microservice. This background microservice processes tracking numbers received and relays data to the appropriate record for shipping, pickup, and fulfillment. A new Go Devices report was added to assist with billing and tracking device fulfillment orders. The kit device replacement records were updated to support data flow and messaging to the Care Team Portal. Also, performance improvements were made to address load times and improve the user experience.

New Features

Version 2020.04 of the Logistics Portal includes the following new features:

New Feature	Description
Replacement Device History Syncs to Care Team Portal	Replacement device history in the Logistics Portal is now visible on the Ship/Pickup page in the Care Team Portal, so the team can follow the progress of the patient receiving their device. The replacement device order information syncs automatically to the Care Team Portal, so records are always current in both locations.
Device Fulfillment Orders Tracking Numbers – EasyPost Microservice	Outbound and return tracking numbers are visible for device fulfillment orders for each device in the record. Any updates to the tracking numbers in the Logistics Portal will update the tracking numbers in the Care Team Portal.
Kit Device Replacement Tracking Numbers – EasyPost Microservice	The EasyPost microservice updates kit device replacement records based on outbound and inbound tracking numbers. Kit device replacement records are not created if the system can't find patient data from the Care Team Portal.
Kit Ship/Pickup Tracking Numbers – EasyPost Microservice	Kit ships and pickups were updated to use the EasyPost microservice. When a kit is marked as shipped, a tracker is created for the outbound tracking. When the pickup record is created, a tracker is created for the return tracking number.
Messaging for Kit Device Replacement Records	Kit device replacement records now include messaging between the portals. The Logistics Portal Operations team and the Care Team Portal team can send messages related to records and status of replacement.

Kit List Page: Filter by Inactive Devices	The Kit List page has a new filter category for Inactive Devices.
Kit Ship Page: Filter by Shipped Date	The Kit Ship page has a new filter category, so users can filter by Shipped Date.
Logistics Portal Report: +Go Device Orders	A new Logistics Portal report was created for customers with +Go Device orders. A search feature is available in the new +Go Devices Report.

Replacement Device History Syncs to the Care Team Portal

Device replacement delivery history is visible in the Care Team Portal on the Ship/Pickup page, so the team can follow the progress of the patient receiving their device (see [Example 1](#)). The statuses, actions, tracking numbers, dates, and other details sync from the Logistics Portal to the Care Team Portal (see [Example 2](#)).

Example 1: Care Team Portal – Delivery History with Device Replacement Details and Tracking Number

The screenshot shows the 'Ship/Pickup' page for a patient named John Parker. The page displays a 'Logistics' section with a table of delivery history. A red box highlights the 'Device' column in the table, and a red arrow points to it from the patient's name.

Date / Time	Device	Status	Action	By	Tracking
04/02/2020 at 19:27	Contour Next One	In Progress	Tracking number updated: E22000000002	Logistics	E22000000002
03/04/2020 at 14:45	Contour Next One	Ordered	Order number updated: 542	Logistics	
03/04/2020 at 14:43	Contour Next One	Order Pending	Order pending patient EULA acceptance.	Niu, Aidi	

Example 2: Logistics Portal Fulfillment Detail Page – History

The screenshot shows the 'Fulfillment: 542 - Vivify Dev - Develop' page. The status history shows 'Ordered' on 3/4/2020 and 'In Progress' on 3/4/2020. The current status is 'Shipped' on 4/3/2020, marked as 'Complete'. The history log, highlighted with a red box, contains the following entries:

- Status changed from 'InProgress' to 'Shipped'. (7:28 PM (yesterday) - System)
- Return Tracking Number changed from 'null' to 'E22000000002'. (7:27 PM (yesterday) - david.norman)
- Outbound Tracking Number changed from 'SytYh5t6rbtg' to 'E22000000002'. (7:27 PM (yesterday) - david.norman)
- Return Tracking Number changed from '' to 'null'. (03/06/2020 - k.kramer)
- Outbound Tracking Number changed from '' to 'SytYh5t6rbtg'. (03/06/2020 - k.kramer)

Device Fulfillment Tracking Numbers – EasyPost Microservice

Outbound and return tracking numbers are visible for device fulfillment orders for each device in the record (see [Example 3](#)). Any updates to the tracking numbers in the Logistics Portal will update the tracking numbers in the Care Team Portal (see [Example 4](#)). Tracking numbers are linked to the FedEx tracking number.

Example 3: Device Replacement Tracking Numbers in Care Team Portal

The screenshot shows the 'Ship/Pickup' page for patient Parker, John. The delivery history table is as follows:

Date / Time	Device	Status	Action	By	Tracking
04/02/2020 at 19:27	Contour Next One	In Progress	Tracking number updated: E22000000002	Logistics	E22000000002
03/04/2020 at 14:45	Contour Next One	Ordered	Order number updated: 542	Logistics	
03/04/2020 at 14:43	Contour Next One	Order Pending	Order pending patient EULA acceptance.	Niu, Aidi	

Example 4: Device Replacement Tracking Numbers in Logistics Portal

The screenshot shows the Vivify Health Logistics portal interface. At the top, there are navigation tabs for Dashboard, Orders, Create Kits, Receiving, Reprocess, Shipping, Patient Pick Up (8), Patient Kit Ship (18), Fulfillment Orders (4), and Patient Kit Ship Call List (18). The main content area displays details for a fulfillment order: 'Fulfillment: 542 - Vivify Dev - Develop'. The status history shows 'Ordered' (3/4/2020) and 'In Progress' (3/4/2020). The current status is 'Shipped' (4/3/2020) with a 'Complete' button. The 'Ship To Address' section includes a 'Track' field with the value 'E22000000002', highlighted by a red box and a red arrow. Other sections include Reference Information (Contact Caregiver: Niu, Aidi), Billing Information (Encounter Id: 2640), and a History log of status changes.

Kit Device Replacement Tracking Numbers – EasyPost Microservice

The EasyPost microservice updates kit device replacement records based on outbound and inbound tracking numbers. Kit device replacement records are updated as follows:

If we received EasyPost status	Records are updated to
Delivered (outbound tracking number)	Delivered to Patient (Fulfillment Record)
In Transit	Picked Up (Fulfillment Record)
Delivered (return tracking number)	Delivered to Logistics (Fulfillment Record)

Kit device replacement records are not created if the system can't find patient data from the Care Team Portal. If a user attempts to replace a device that is not assigned to a patient, or the Logistics Portal cannot communicate with the Care Team Portal, the system displays an error message.

The error message dialog box contains the following text:

Request Device Replacement - Error

Customer: Vivify Dev - Develop
 Kit Number: 105960
 Error Message: Unable to find patient data for this kit. We are either unable to communicate with the Care Team Portal or this kit is not assigned to a patient. No device replacement request was created.

A 'Close' button is located at the bottom right of the dialog.

Example 5: Fulfillment Order Detail Page with Status History

The screenshot displays a fulfillment order detail page for 'Welcome Home Health'. At the top, there is a 'Status History' section with a progress bar showing three stages: 'Ordered' (11/12/2019), 'In Progress' (1/30/2020), and 'Shipped' (1/30/2020). A red box highlights this progress bar. To the right, the 'Current Status' section shows 'Delivered to Patient' (4/2/2020) with a green 'Complete' button, also highlighted by a red box. Below these are several panels: 'Reference Information' (Contact Caregiver, Billing Information), 'Devices/Parts' (Vendor: Ascensia, various Glucometer and Strips items), 'Ship To Address' (John2 Johnson, 738 Flower Alley #735), and 'History' (Status changed from 'Shipped' to 'DeliveredToPatient', Outbound Tracking Number changed, Address changes). At the bottom left, there is an 'Internal Vivify Notes' section with a plus icon and 'No notes.' text.

Kit Ship/Pickup Tracking Numbers – EasyPost Microservice

Kit ships and pickups were updated to use the EasyPost microservice. When a kit is marked as Shipped, a tracker is created for the outbound tracking. When the pickup record is created, a tracker is created for the return tracking number. The EasyPost microservice will monitor the tracking number status and update the record in the Logistics Portal when a tracking update is received. Kit ship and pickup records are updated as follows:

If we received EasyPost status	Records are updated to
Delivered (outbound tracking number)	Delivered to Patient (Kit Ship Record)
In Transit	Picked Up (Kit Pickup Record)
Delivered (inbound tracking number)	Delivered to Logistics (Kit Pickup Record)

Example 6: Kit Pickup Detail Page with Status History

Messaging for Kit Device Replacement Records

Kit device replacement records now include the ability to send messages between the portals. The Operations team and the Care Team Portal team can send messages related to records and status of replacement (see [Example 7](#) and [Example 8](#)). When a message is sent from the Care Team Portal to the Logistics Portal, the unread message counts on the Fulfillment table and on the Fulfillment tab are incremented (see [Example 9](#)).

Example 7: Kit Device Replacement Messaging on Ship/Pickup Page in Care Team Portal

Date / Time	Device	Status	Action	By	Tracking
04/02/2020 at 13:54	AnD UA-767PBT-Ci BP Small	Delivered to Logistics	Tracking number updated: EZ4000000004	Logistics	EZ4000000004
04/02/2020 at 13:53	AnD UA-767PBT-Ci BP Small	Delivered to Logistics		Logistics	
04/02/2020 at 13:52	AnD UA-767PBT-Ci BP Small	Shipped	Tracking number updated: 123	Logistics	123
04/02/2020 at 13:42	AnD UA-767PBT-Ci BP Small	Shipped	Tracking number updated: 123	Logistics	123
04/02/2020 at 13:41	AnD UA-767PBT-Ci BP Small	In Progress		Logistics	
04/02/2020 at 13:38	AnD UA-767PBT-Ci BP Small	Ordered		Logistics	
04/02/2020 at 13:38			Shipping information added: 1566 Logistics Lane, Plano TX 75204, 19725559748	Logistics	

Date / Time	Message	By	Action
04/02/2020 at 14:06	When is this shipment expected to arrive?	HoI, IT	Acknowledge / Send Message
04/02/2020 at 15:00	Tomorrow.	Logistics	

Example 8: Kit Device Replacement Messaging on Fulfillment Detail Page in Logistics Portal

Fulfillment: 661 - Kit: 103857 - Vivify Dev - Develop

Status History: Ordered (4/2/2020) → In Progress (4/2/2020) → Shipped (4/2/2020)

Current Status: Delivered to Logistics (4/2/2020)

Status: Delivered to Logistics (2 Days)

Replacement Devices: 1 (BloodPressure: New: AnD UA-767PBT-CI BP Small (\$160800328))

Ship To Address: Stanley Pewter, 1566 Logistics Lane, Plano, TX 75204, +1 (214) 559-748

Pick Up Date: None (Schedule, Picked Up)

Reference Information: Contact Caregiver: Cook, Hol (+1 (201) 555-0123)

Internal Vivify Notes: No notes.

History: Outbound Tracking Number changed from '123' to 'EZ4000000004'. Status changed from 'Shipped' to 'DeliveredToLogistics'. Return Tracking Number changed from '123' to 'EZ4000000004'.

Messages to Care Team: 1 (Tomorrow. 3:00 PM (yesterday) - Logistics. When is this shipment expected to arrive? 2:06 PM (yesterday) - Hol, IT. Mark As Read)

Example 9: Unread Message Count (Fulfillment Records)

Vivify Health Logistics | Logistics | Devices | Kits | Customers | Reports | Billing | Rules | abrown | Log off | Help

Dashboard | Orders | Create Kits | Receiving | Reprocess | Shipping | Patient Pick Up (8) | Patient Kit Ship (18) | Fulfillment Orders (3) | Patient Kit Ship Call List (18)

Filter By... | Clear Filter | Active | Go! | Actions

Fulfillment	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id	Unread Message Count
8	Device	Shipped	VH - Inventory	Ascensia		0
30	Device	Delivered to Customer	Welcome Home Health	Ascensia		0
34	Device	Shipped	Welcome Home Health	Ascensia		0
41	Device	Delivered to Patient	Welcome Home Health	Ascensia		0

Kit List Page: Filter Inactive Devices

In order to improve the workflow for replacing devices in kits while the patient still has the kit, kits can now be filtered by inactive devices which makes it easier to manage the kits that have devices that are missing.

Example 10: Kit List Page Filtered by Inactive Device Count

Dashboard Kit List Storage

Inactive_Device_Count == 1 Clear Filter Go! Actions

7 Kits Show 25 Kits

Kit	Status	Apk	Customer	Current Location	Tablet	Os	Inactive Device Count
100061	Stored	3.22.10	Vivify Dev - Develop	Phoenix Logistics Center	AT&T Tab 3 (7 in)	4.2.2	1 Devices
102159	Reprocessing		Vivify Dev - Develop	Indianapolis Logistics Center			1 Devices

Kit Ship Page: Filter By Shipped Date

The Kit Ship page has a new filter category for Shipped Date to help Logistics find kits faster.

Example 11: Kit Ship Page with Shipped Date Filter

2 Patient Kits to Ship

Kit	Status	Contact Attempts	Welcome Call	Customer	Days	Created Date	Agent	Shipped Date	Logistics Center
102252	Shipped	0		Vivify Dev - Develop	8	Mar 12 (8 days ago)		Mar 12 (8 days ago)	
102248	Shipped	0		Vivify Dev - Develop	8	Mar 12 (8 days ago)		Mar 12 (8 days ago)	

+Go Devices Report

A new +Go Devices report is accessible on the Reports tab in the Logistics Portal (see [Example 12](#)). The report assists with appropriately billing customers as it loads data for fulfillment records of fulfillment type device (device replacement orders will not be included in this report). Specifically, the report loads device fulfillment record data from the following:

- Care Team Portal orders (will include a Care Team Portal order ID and patient ID)
- Logistics Portal orders (new device orders from the new device order wizard)

The Logistics Portal Reports user role is required to view this report.

The default date for this report is last month. The report includes a search feature, which allows you to download a report that includes orders with only specified criteria (see [Example 13](#)). The following keywords are available: today, yesterday, tomorrow, thisweek, lastweek, thismonth, lastmonth, thisyear, lastyear. The following search options are available:

- Created Date. operators equal (=), less than (<), greater than (>)
- Completed Date. operators equal (=), less than (<), greater than (>)
- Shipped Date. operators equal (=), less than (<), greater than (>)

- Delivered Date. operators equal (=), less than (<), greater than (>)
- Customer. operators equal (=)
- Patient ID. operators equal (=)
- Fulfillment ID. operators equal (=)
- CTP Order ID. operators equal (=)
- Status. operators equal (=)

Example 12: Go Devices Report

ID	Fulfillment ID	Quantity	Device / Part Type	Manufacturer	Model	Part Number	CTP Order ID	Customer	Patient ID	Status
761	528	1	Thermometer	Hypertec	Swaive SWT2A	SWT2A	406	Vivify Dev - Develop	4878	Shipped
762	529	1	PulseOx	Hypertec	Nonin 3230 BT Smart	9132-004		VH - Dev Inventory		Delivered
763	530	1	Glucometer	Ascensia	Contour Next One	Contour Next One	407	Vivify Dev - Develop	4885	Canceled
764	531	1	PulseOx	Hypertec	Nonin 3230 BT Smart	9132-004		VH - Dev Inventory		Delivered
765	532	1	Thermometer	Hypertec	Swaive SWT2A	SWT2A	408	Vivify Dev - Develop	4887	Shipped
766	533	1	Glucometer	Ascensia	Contour Next One	Contour Next One	409	Vivify Dev - Develop	4888	Canceled
767	534	1	Glucometer	Ascensia	Contour Next One	Contour Next One		VH - Dev Inventory		Canceled
768	535	1	Glucometer	Ascensia	Contour Next One	Contour Next One		VH - Dev Inventory		Shipped
769	536	1	Glucometer	Ascensia	Contour Next One	Contour Next One	410	Vivify Dev - Develop	4890	Shipped
770	537	1	Thermometer	Hypertec	Swaive SWT2A	SWT2A	411	Vivify Dev - Develop	4891	Canceled
771	538	1	Thermometer	Hypertec	Swaive SWT2A	SWT2A	412	Vivify Dev - Develop	4892	Delivered
772	539	1	Glucometer	Ascensia	Contour Next One	Contour Next One	413	Vivify Dev - Develop	4893	Delivered
773	540	1	Thermometer	Hypertec	Swaive SWT2A	SWT2A	414	Vivify Dev - Develop	4894	Delivered
775	542	1	Glucometer	Ascensia	Contour Next One	Contour Next One	416	Vivify Dev - Develop	2640	Shipped
778	545	1	Glucometer	Ascensia	Contour Next One	Contour Next One		Vivify Dev - Develop		Shipped
799	551	1	Scale	Hypertec	AnD UC-352BLE-V Scale	UC-352BLE-V	423	Vivify Dev - Develop	2007	Complete
800	551	1	Thermometer	Hypertec	Swaive SWT2A	SWT2A	423	Vivify Dev - Develop	2007	Complete

Example 13: Go Devices Report – Search

Vivify Health Logistics Logistics ▾ Devices ▾ Kits ▾ Customers **Reports** Billing Rules

Reports Files

Reprocessing Report

Kit Report

Customer Report

AT&T Kit Inventory Report

Received Devices Report

Kit Pickup Report

Patient Kit Ship Report

Inventory Report

Shrinkage Report

Billing Report

Kit Sync Report

Sim Report

+Go Device Orders

Download Report

System Updates

Version 2020.04 of the Logistics Portal includes the following system updates:

System Update	Tracking Number	Description
Assigning an Agent to a Pickup Record	VIVY-2633	When an agent was assigned for the first time for a pickup record, the API failed to create a history message and an error appeared. The system was updated so when an agent is assigned the first time, the record can be saved successfully.
Canceled Kit Ship Status	VIVY-2829	Canceled kit shipment records were updating to a status of "Processing" instead of "Stored". The kit status now returns to the "Stored" status in the Logistics Portal and the "Available" status in the Care Team Portal.
Kit Ship and Kit Pickup Order Status Sequence	VIVY-2835	In Kit Ship and Kit Pickup records, the statuses were not appearing in the correct order in some situations. The order sequence was updated, so the records appear in the correct order.
Fulfillment Ship Page – Return Tracking Number Not Required	VIVY-2866	On the Fulfillment Ship page, the return tracking number is no longer a required field. (Only the outbound tracking number is required.)
Device Serial Number	VIVY-2957	Receiving a device with a serial number used multiple times did not update the kit device replacement record. The system was updated to process the serial number even when used multiple times.
Performance Improvements – Kit Detail	VIVY-3033	Performance Improvements were implemented for the Kit Detail page.
Performance Improvements – Kit List	VIVY-3054	Performance Improvements were implemented for the Kit List export.