

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:

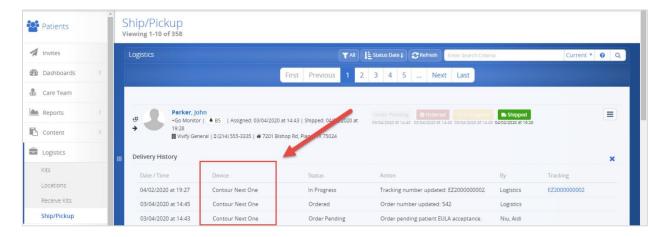
New Feature	Description	
Replacement Device History Syncs to Care Team Portal	Replacement device history in the Logistics Portal is now visible on the Ship/Pickup page in the Care Team Portal, so the team can follow the progress of the patient receiving their device. The replacement device order information 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.

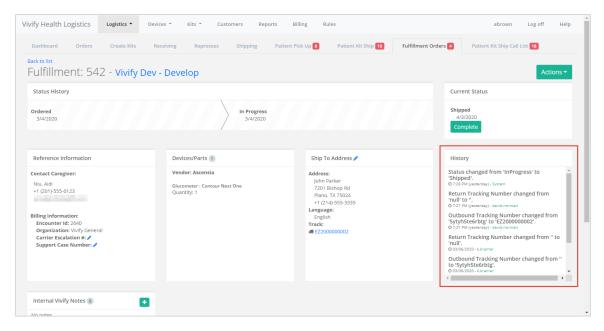
Replacement Device History Syncs to the Care Team Portal

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



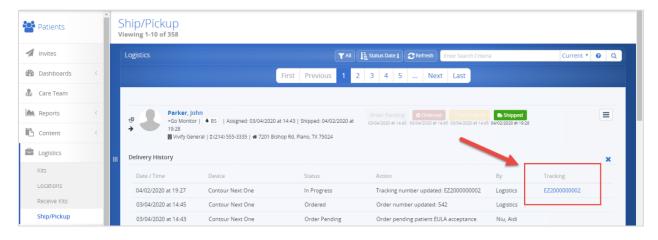
Example 2: Logistics Portal Fulfillment Detail Page – History

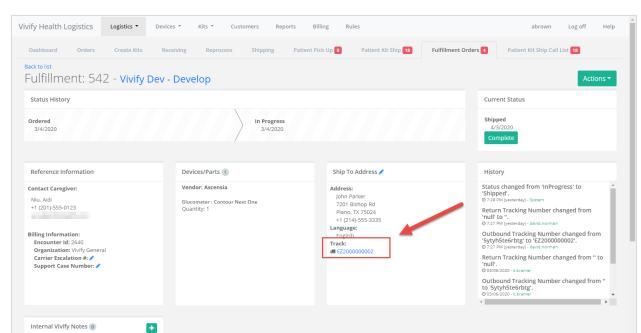


Device Fulfillment Tracking Numbers - EasyPost Microservice

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





Example 4: Device Replacement Tracking Numbers in Logistics Portal

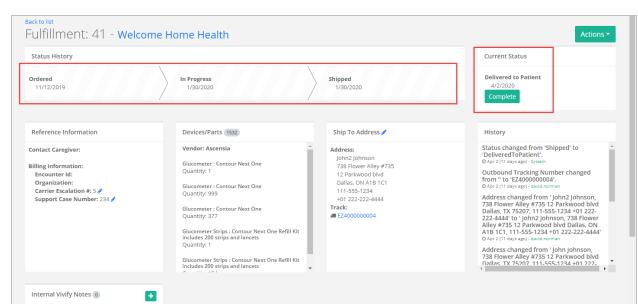
Kit Device Replacement Tracking Numbers - EasyPost Microservice

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





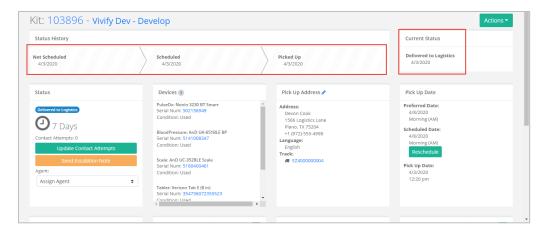
Example 5: Fulfillment Order Detail Page with Status History

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)

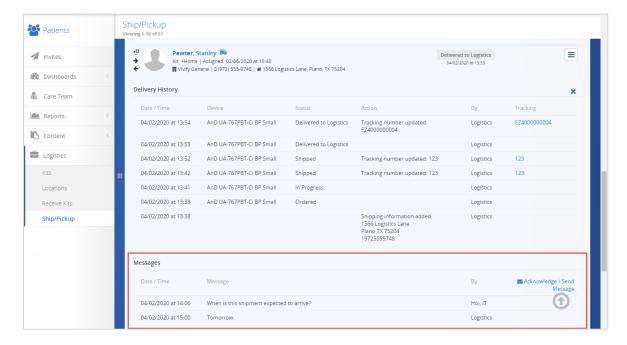
Example 6: Kit Pickup Detail Page with Status History

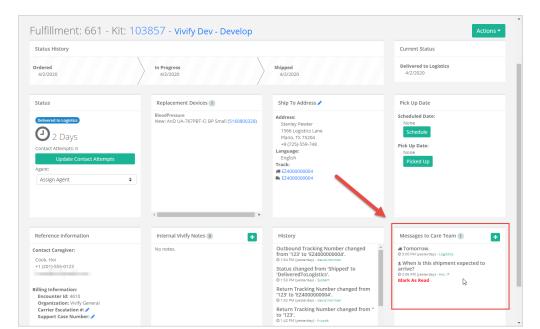


Messaging for Kit Device Replacement Records

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).

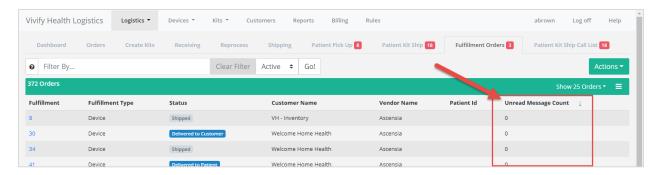
Example 7: Kit Device Replacement Messaging on Ship/Pickup Page in Care Team Portal





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

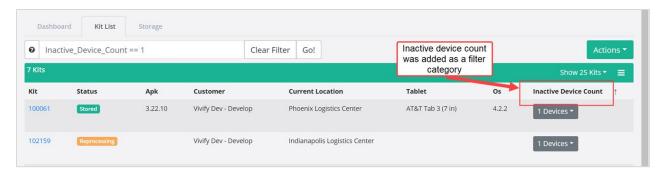
Example 9: Unread Message Count (Fulfillment Records)



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



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



+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)

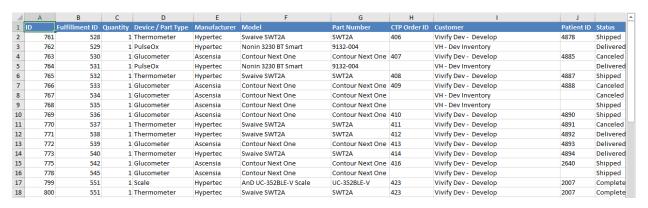
The Logistics Portal Reports user role is required to view this report.

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:

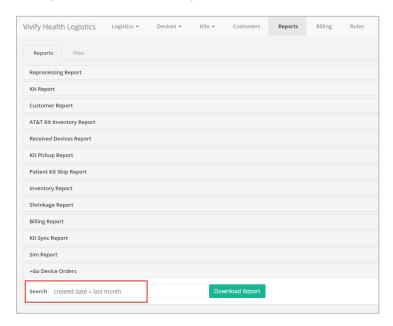
- Created Date. operators equal (=), less than (<), greater than (>)
- Completed Date. operators equal (=), less than (<), greater than (>)
- Shipped Date. operators equal (=), less than (<), greater than (>)

- 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



Example 13: Go Devices Report - Search



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.