Release Notes

Version 2021.01 of the Logistics Portal includes system updates to support the Logistics team and their work in the Logistics Portal. Several updates were made to consolidate kit shipping on the Fulfillment Orders page. Also, a new Kit Pickup fulfillment type was added to the Fulfillment Orders page, so these types of records can be viewed and interacted with on the same page as other record types.

The process for SIM activation was updated and improved in order to provide validation before shipping and make the SIM details visible and current on the Kit Details and Kit List page. The Kit Pool settings were updated to support new Mobi path and SIM activation options.

New Features

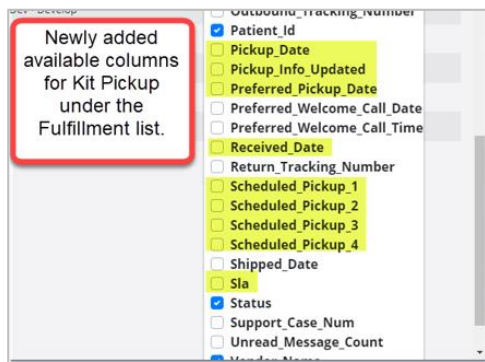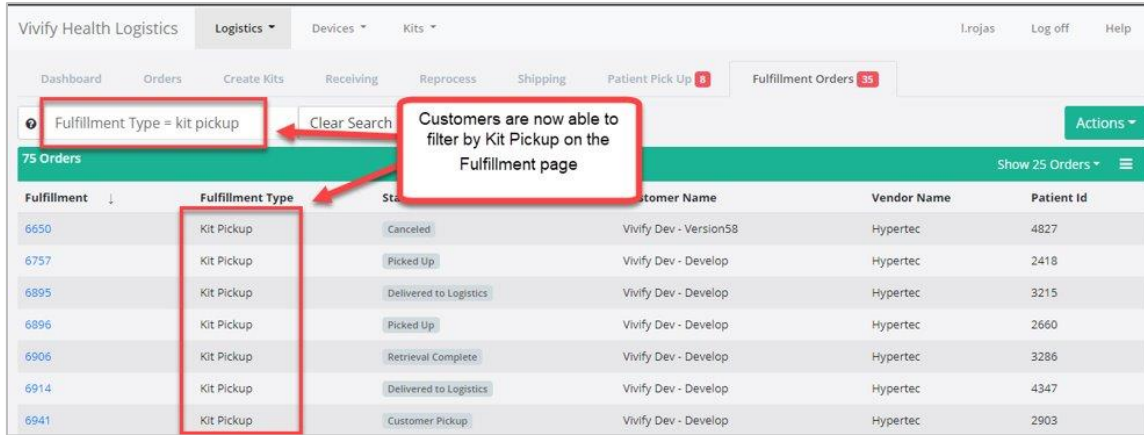| System Update	Description
Fulfillment Orders Page: Updates for Kit Pickup	A new Kit Pickup fulfillment type was created in the Logistics Portal. Pickup data was migrated, so it can be used on the Fulfillment Orders page. When a pickup order is received from the Care Team Portal, the order is saved to the Fulfillment Orders page. The Kit Pickup page was removed from the Logistics menu as this data is now on the Fulfillment List page. The Fulfillment Orders List page was updated with a filter for Pickup and new columns for Notes, Pickup Info Updated, Carrier Escalation #, Received Date, Preferred Pickup Date, Scheduled Pickup 1 to 4, Final Pickup Attempt, Pickup Date, and SLA.
Permissions Updates	Permissions were updated for the Fulfillment page, Logistics page, Logistics menu, and Logistics Dashboard due to the removal of the Patient Pickup page. These existing pages and menus will be accessible to users with the Logistics, Kit Pickup, or Fulfillment Listings roles.
Fulfillment Orders Page: Updates for Kit Shipping	Several updates were made in order to consolidate shipping functionality that existed in several locations in the Logistics Portal to a single location on the Fulfillment Orders page. The necessary events were modified to update the Fulfillment Orders page when an order is created or updated. The Ship Kit functionality was moved from the Logistics > Shipping page to the Ship Fulfillment Order page, and a Kit ID column is now available on the Fulfillment Orders page. A Kit Number text box was added to the Shipping page.

Shipping Validation Checks	Before a kit is shipped, validations are performed to check the SIM, device IMEI number on the tablet, and MobiControl path. These validations prevent kits from being shipped without the SIM being set up or with an incorrectly matched tablet. Note: For the SIM validation to occur, the kit pool setting Ignore Sim Validation must be disabled.
Kit Pickup Detail Page	For the Kit Pickup Detail page, messaging and address audit functionality were added. Logistics Portal users can send and receive messages to and from the Care Team Portal. From the Care Team Portal, messages can be seen or sent from the Ship/Pickup page. The Kit Pickup Detail page now uses data from fulfillment tables.
Verizon Microservice	The Verizon microservice has a ThingSpace API that processes SIM activations. The request to activate is submitted and then the Verizon microservice receives a callback event from Verizon when the activation is completed. This process was tied in to add a call to the Logistics Portal's SIM status web service to mark the kit as active if the activation event was successful. On the Kit Details page, SIM Status, SIM Status Date, and SIM Activation Date are now available. This data is also available on the Kit List page if selected as column options in the menu. On the Kit Details page, the SIM status is reset to blank when a device is replaced, when reprocessing a kit, or when a device is deleted.
ThingSpace Microservice	ThingSpace is a Verizon tool that helps manage devices, including SIM cards and connectivity. This microservice was integrated within our existing services to communicate and update status changes of SIM cards. The Thingspace microservice receives external events callback from Verizon, so the status of the SIM can be updated. The ThingSpace query retrieves the SIM status by IMEI number.
VI-Mobi Microservice	To validate that the tablet is setup correctly prior to completing the kit build or being shipped, a new VI-Mobi microservice was created. On the Kit Details page, the Mobi path is now visible for the kit. Also, Logistics Portal users can refresh the path from the Actions menu. When refreshing the path, the value is updated using the VI-Mobi microservice. On the Kit List page, if the column is selected, the Mobi Path will be visible in the list. This column (if selected) will also appear when the list is export to Excel. In Kit Ship Report, the current Mobi path now appears in the Mobi Path column.
Kit Pool Settings	Settings were added on the Customers > Kit Pool page for the Expected Kit Mobi Path and Ignore SIM Validation.
Logistics Reports	The Billing, Monthly Billing, Kit Pickup, and Kit Ship reports were updated to use the new data structure. The Kit Sync report was updated with columns to identify kits with an incorrect Mobi path.
Hypertec API	The Hypertec Ship API has support for Verizon SIM validation and Mobi validation.

Fulfillment Orders Page: Updates for Kit Pickup

A new Kit Pickup fulfillment type was created in the Logistics Portal (see Example). Pickup data was migrated, so it can be used on the Fulfillment Orders page. When a pickup order is received from the Care Team Portal, the order is saved to the Fulfillment Orders page (see Example). The Kit Pickup page was removed from the Logistics menu as this data is now on the Fulfillment Orders List page (see Example).

The Fulfillment Orders List page was updated with a filter for Kit Pickup fulfillment type and new columns for Notes, Pickup Info Updated, Carrier Escalation #, Received Date, Preferred Pickup Date, Scheduled Pickup 1 to 4, Final Pickup Attempt, Pickup Date, and SLA (see Example).

Example: Kit Pickup Fulfillment Type on the Fulfillment Orders Page

Example: Pickup Order Request from Care Team Portal Received on Fulfillment Orders Page
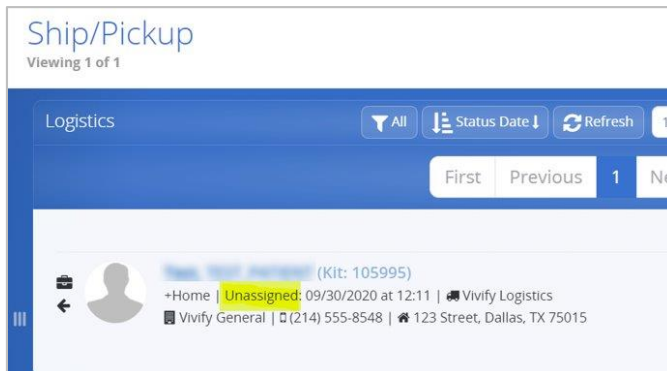
Example: Patient Kit Pickup Page Removed from the Logistics Portal

The Patient Pick Up page has been removed from the Logistics menu as this data is now on the Fulfillment Orders page.
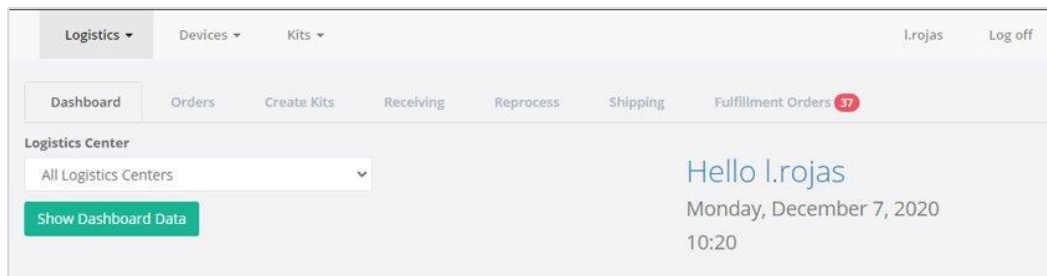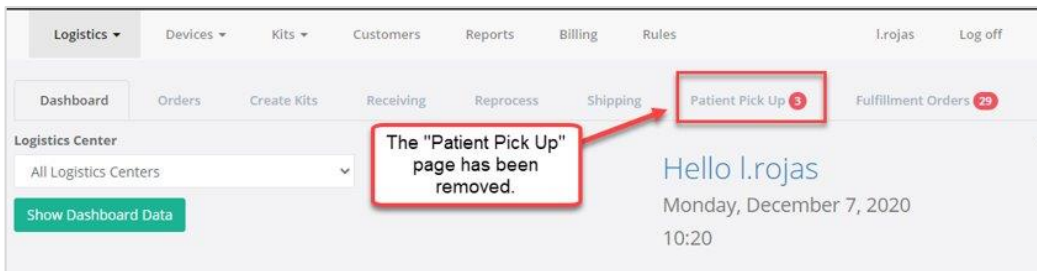
Fulfillment Orders Page: Updates for Kit Shipping

The Kit Number text box has been added to the Logistics > Shipping page.
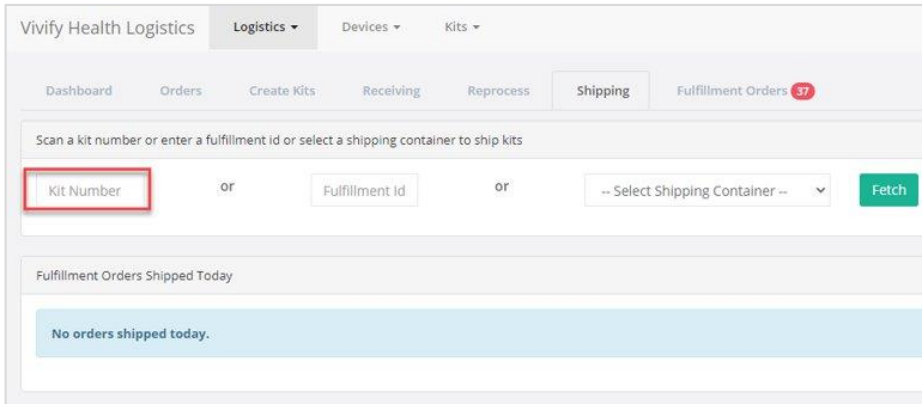
Ship Kit has been removed from the Logistics > Shipping page. The ability to scan a Kit number, enter a fulfillment Id, or select a shipping container to ship kits can now all be found within the Shipping tab.
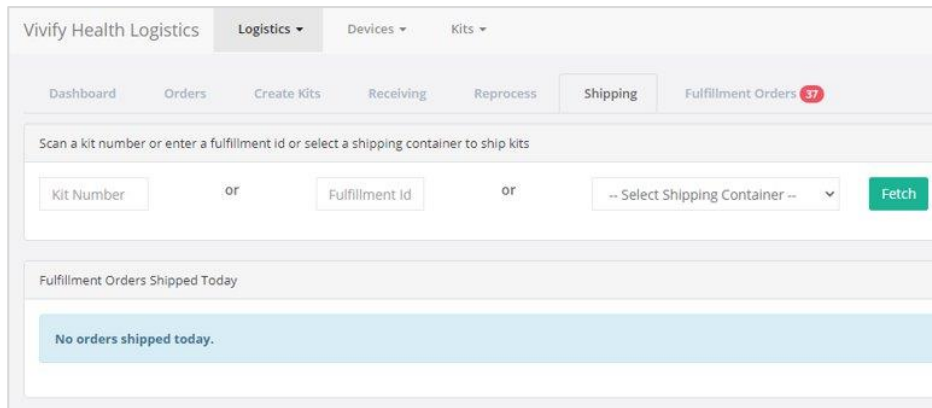
Kit Pick Up Detail Page

On the Fulfillment Orders > Kit Pickup Detail page, messaging and address audit functionality were added. Logistics Portal users can now send and receive messages to and from the Care Team Portal on this page. From the Care Team Portal, messages can be seen or sent on the Ship/Pickup page.

The Fulfillment Orders > Kit Pickup Detail page now uses data from fulfillment tables. To open this page, search for a Kit Pickup record on the Fulfillment Orders List page, and then click the record number in the list.

Example: Kit Pickup Detail Page

Example: Kit Pickup Detail Page – Messaging Functionality

Shipping Validation Checks

Before a kit is shipped, validations are performed to check the SIM, device IMEI number on the tablet, and MobiControl path. These validations prevent kits from being shipped without the SIM being set up or with an incorrectly matched tablet IMEI number or MobiControl path.

SIM Validation Check Before Shipping

Before a kit is shipped, the SIM is validated on the Fulfillment Orders > Kit Ship Fulfillment Detail page. The kit pool setting **Ignore Sim Validation** must be disabled for the Verizon SIM check to occur. This validation prevents kits from being shipped without an active SIM.

IMEI Validation Check Before Shipping

Before a kit is shipped, the IMEI of the device is validated on the Fulfillment Orders > Kit Ship Fulfillment Detail page. When a Logistics Portal user clicks **Ship**, the system automatically checks the IMEI number in the record to match the path information from MobiControl. The following conditions apply:

- If the value in Expected Mobi Path field is blank for the kit's kit pool, then validation does not occur.

- If it doesn't match, then an error message appears.

- If the kit doesn't have a tablet, then an IMEI validation error appears.

Mobi Path Validation Check Before Shipping

Before a kit is shipped, the Mobi path is validated on the Fulfillment Orders > Kit Ship Fulfillment Detail page. When a Logistics Portal user clicks **Ship**, the system automatically checks the path in the record to match to the kit pools expected path. The following conditions apply:

- If the path does not match, then it is automatically refreshed and revalidated.

- If the kit pool has no Mobi path, then no validation occurs, and the kit can be shipped.

- If the kit's path does not match the expected path, then an error message appears.

Verizon Microservice

SIM activation happens through the Verizon microservice.

The primary way activation occurs is through the Care Team Portal, which occurs during the kit sync process started from the Logistics Portal. A kit sync is started during the create kit process when devices are added. New kits with a valid tablet and SIM card are activated for the initial kit sync/creation. The activation request won't be sent to the Verizon microservice until the kit has both a tablet and a SIM. Existing kits may trigger a second activation if the iccid associated with a kit is updated.

A secondary way activation occurs is through the Verizon microservice web page. After the kit is built and synched, you can add the kit number on the page to force a fresh activation.

Verizon Microservice – Activation Updates

The Verizon microservice has a ThingSpace API that processes SIM activations. Activations occur asynchronously. The request to activate is submitted, and then the Verizon microservice receives a callback event from Verizon when the activation is completed. This process was tied in to add a call to the Logistics Portal's SIM status web service to mark the kit as active if the activation event was successful (see Example). If the activation is not successful, the error is logged in the Verizon microservice, which is existing functionality. When an activation request is sent to Verizon microservice, if the current device status is already active, then the Logistics Portal is called to update the kit status.

On the Kit Details page, SIM Status, SIM Status Date, and SIM Activation Date are now available. The SIM Status, SIM Status Date, and the SIM Activation Date on the Kit Details page will be updated from Verizon as they are processed. The SIM status is reset to blank when a device is replaced, when reprocessing a kit, or when a device is deleted (see Example). This SIM data is also available on the Kit List page if selected as column options in the menu (see Example).

Example: Kit Details Page – SIM Status Updated to Active

A call was added to the Logistics Portal's SIM status web service to mark the kit as active if the activation event was successful. If the activation is not successful, the error is logged in the Verizon microservice.

Example: Kit Details Page – SIM Information Removed During Reprocessing, Deleting, or Replacing

The SIM Status, SIM Status Date, and SIM Activation Date will be removed from the kit record when a tablet or a SIM device is reprocessed. Also, the SIM status is reset to blank on the Kit record when a device is replaced or when a device is deleted.

Example: Kit Details Page – SIM Updates Recorded in History

SIM updates will appear in the History section, which include status changes, activations, removals, and other update related details.

Example: Kit List Page – SIM Data Columns
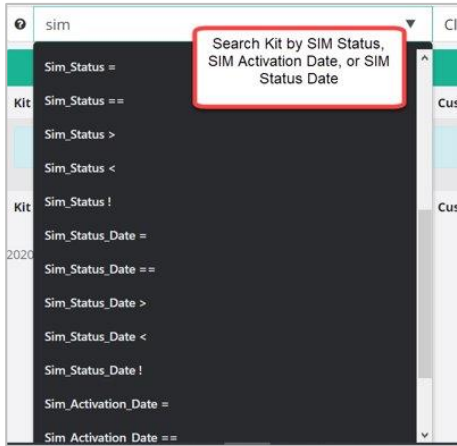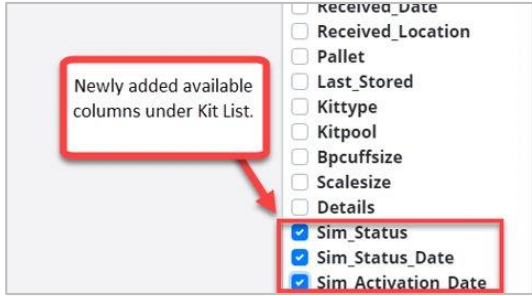
ThingSpace Microservice – Status Change Updates

The Verizon microservice was set up to receive an external events callback from Verizon, in order to update the SIM status. Examples of external events are any updates that do not occur through the ThingSpace API, such as updating a device through the Verizon web portal or updates made by Verizon support staff.

A ThingSpace call was configured to retrieve SIM Status by IMEI number from the Verizon microservice. If an invalid Kit Number or IMEI Number is entered, the request will fail. If the returned status is different than the last recorded status for that record in the Microservice table, then the record will be updated.

Example: ThingSpace Application

VI-Mobi Microservice

To validate that the tablet is setup correctly prior to completing the kit build or being shipped, a new VI-Mobi microservice was created. Also, the security configurations were updated for the Logistics Portal and MobiControl. The Mobi path is updated periodically for each of the tablet devices associated with a kit, so it displays the most current path information. Mobi API routes were updated to obtain device information via Kit ID and return device properties as a dictionary of keys/values.

Kit Pool Settings: Expected Kit Mobi Path

A new **Expected Kit Mobi Path** list has been added to the New Kit Pool and Edit Kit Pool pages. The data source of the list is the VI-Mobi microservice.

Example: Expected Kit Mobi Path Setting

Example: Kit Details Page – MOBI Path

Kit Pool Settings: Ignore SIM Validation

When the kit pool setting **Ignore Sim Validation** is disabled, the Verizon SIM status is checked on the Shipping page, so kits are not shipped without an active SIM.

This setting is accessed by clicking Customers > Select a Customer> Edit.

Example: Ignore Sim Validation Setting

Kit List Page – Mobi Path Column

On the Kit List page, if the column is selected, the Mobi Path will be visible in the list. This column (if selected) will also appear when the list is export to Excel.

Kit Ship Report – Mobi Path Column

In Kit Ship report, the current Mobi path now appears in the new Mobi Path column.

Hypertec API

The Hypertec Ship API now has support for Verizon SIM validation. The following conditions apply:

- If the kit being shipped does not have a kit pool with the **Ignore SIM validation** setting, then this validation is applied, otherwise the SIM is not validated.
- If the kit associated with the kit ship has a SIM status other than Active or does not have a SIM activation date, then the request fails with a validation message "kit sim not active."

Hypertec Ship API now has support for Mobi validation. The following conditions apply:

- If the kit associated with the kit ship is in a kit pool with a listed Mobi path, then the Mobi validation applies.
- If the kit is not in Mobi (not found, Mobi client software not installed) OR is in Mobi but the Mobi path does not match the path specified in the kit pool, then the ship request is not processed and return a validation message appears "kit invalid mobi setup."
- The IMEI number for the tablet in the kit should match the IMEI number for the kit in MobiControl. If not matching, then a validation error is returned "IMEI not matching."

The KitTypeID, KitTypeName, KitPoolID, KitPoolName, and CustomerID columns will now be received as part of the Fulfillment Order API calls from Hypertec.

Logistics Reports

The Billing, Monthly Billing, Kit Pickup, and Kit Ship reports were updated to use the new data structure.

The Kit Sync report was updated with columns to identify kits with an incorrect Mobi path.

Example: Kit Sync Report with Mobi Path

	N	O	P	Q	R	S	T	U	
1	Platform Current Location	Logistics Cuff Size	Platform Cuff Size	Logistics Scale Size	Platform Scale Size	Logistics Device Count	Platform Device Count	Expected Mobi Path	Kit Mobi Path
2	LocationTest	Small	None	Normal	Normal		0	\\Production A - Fully Locked Down	
3	With Patient	Small	None	Normal	Normal		0	\\Production A - Fully Locked Down	
4	With Patient	Small	None	Normal	Normal		0	\\Production A - Fully Locked Down	
5		None	Medium	None	Normal		0	\\Non-Production\Test	
6	Vivify Development	None	Medium	None	Normal		0	\\Non-Production\Test	
7	With Patient	None	Medium	None	Normal		0	\\Non-Production\Test	