

Release Notes VLogistics

May 2022

The release notes describe what's new for the Logistics Portal. In version 2022.05 of the Logistics Portal, the following updates are available:

Kit Detail – Request Component Replacement	2
Kit Detail – Request Component Replacement – Replacement Reason	3
Kit Detail – Request Component Replacement – Battery Replacement	4
Kit Component Replacement Label Updates	5
Fulfillment Orders – Replace Components	6
Fulfillment Orders List Page Updates	8
Fulfillment Orders Detail Page Updates	9
Care Team Portal Ship/Pickup Page – Delivery History Parts and Devices1	1
Device Audit Note for Kit Component Request1	2
Receiving - Kit Return Reasons1	2
Internal Part Numbers1	4
Service Kit Specification IDs and Kit Type Configuration Mapping1	7
FedEx Tracking Numbers Trimmed to the Last 14 Digits for EasyPost1	7
Resend API Request – Kit Ship Record Types 1	8
API Integration2	20
Fixes2	20

Kit Detail – Request Component Replacement

Logistics Portal users can now replace parts assigned to a kit. This allows the patients to receive the necessary replacements and for all records to be linked to the kit. On the Kit > Kit Detail page, in the **Action** menu, Logistics Portal users can select **Request Component Replacement** (see *Figure 1*). In Request Component Replacement window, each component's label has been updated to show the device type instead of the device name (see *Figure 2*). All active parts (non-serialized devices) and devices (serialized devices) currently included in the kit now display so that they can be selected for replacement. All devices and parts are listed in alphabetical order.

The Request Component Replacement window has the following updates:

- The Support Case Number field is now required.
- The **Comment** field has been renamed to **Additional Information**.
- The Additional Information field is now optional.
- The parts list has been added to the confirmation page.
- On the confirmation page, the Comment label has been updated to Additional Information.
- The option to request a replacement BP cuff or hose has been removed so that all complaints related to those components are sent via replacing the serialized BP monitor instead.

320417 - V202203					Actions
					Edit Kit
stalls					Request Component Replacement
_{Status} Shipped	Return Location Default Location, TX	Current Location With Patient	Owner v202203	^{Kit Type} Full Kit	Refresh MOBI Path Sync to Care Team Portal
Kit Pool	BP Cuff Size	Scale Size	Purchase Order		
Kits On Demand	None	None	8980		
evices 6					
	Portol724DT Pay C 🛱	Noni	2220 ft		

Figure 1: Kit Detail Page with Request Component Replacement in the Actions menu.

Component	Replace	Batteries
Blood Pressure Monitor		
GMA CABLE		
Power Adapter		
Pulse Oximeter		
Scale		
Tablet		
USB Cable		
eplacement Reason: -Select Component Replacement Reason- dditional Information: Enter note		× •
upport Case Number:		

Figure 2: Request Component Replacement window accessed from the Actions menu on the Kit Detail page.

Kit Detail – Request Component Replacement – Replacement Reason

Logistics Portal users can now choose a **Replacement Reason** from a new list menu on the Request Component Replacement page (see *Figures 3 and 4*). The Replacement Reason list shows its options in alphabetical order and is a required field. Each option that has the **IsComplaint** flag set to **True** will also contain the text **(C)** to denote it as a complaint.

Component	Benjage	Patteries
component	Replace	batteries
SIM Card		
Tablet		
Replacement Reason: -Select Component Replace	ement Reason-	× ÷
Replacement Reason: -Select Component Replace 	ement Reason-	X ¢
Replacement Reason: -Select Component Replace idditional Information: Enter note	ment Reason-	X ¢
Replacement Reason: -Select Component Replace Idditional Information: Enter note	ment Reason-	X ¢

Figure 3: Request Component Replacement page with closed Replacement Reason list highlighted.



Figure 4: Request Component Replacement page with open Replacement Reason list highlighted.

Kit Detail - Request Component Replacement - Battery Replacement

In the Request Component Replacement window, Logistics Portal users now have an easier way to select replacement batteries for existing kit devices. When the user selects the **Batteries** checkbox next to a device, the checkbox will appear on the confirmation page and the subsequent Fulfillment Detail page as **(Device Type) Batteries.** Note: The following component types will <u>not</u> appear in the list of requestable components: Batteries, Documents, Guide, Label, Letter, Manual, User Guide, User Insert.

A device and its batteries can no longer be selected simultaneously for replacement (see *Figures 5 and 6*). This avoids confusion on what the agent should select and what the contract manufacturer should fulfill.

Devices *	Kits Customers Repr	orts Rilling Ri	2411
	Request Componen	it Replacemen	t
Component		Replace	Batteries
Blood Pressure Mon	itor		
SIM Card			
-Select Component Additional Information:	Replacement Reason-		X \$
Enter note			4
			_
Cancel			Next

Figure 5: Request Component Replacement page with Replace column checkbox selected.

lics Devices Kits Customers	Reports Billing Rul	es
Request Comp	onent Replacement	
Component	Penjace	Pattorios
Blood Pressure Monitor		
SIM Card		
Replacement Reason:]
-Select Component Replacement Reason-		X \$
Additional Information:		
Enter note		
		,
		11
Cancel		Next

Figure 6: Request Component Replacement page with Batteries column checkbox selected.

Kit Component Replacement Label Updates

Various versions of the phrase "**Kit Device Replacement**" have been renamed to "**Kit Component Replacement.**" This is to clarify that all components are included. The changes were as follows:

- The menu item which creates the replacement request has been updated to **Request Component Replacement.**
- The title of the replacement dialog box has been updated to **Request Component Replacement** (each card in the wizard has been updated as well).
- The Request Device Replacement page's old 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.") has been updated to "No component replacement request was created."
- When a user successfully creates a request, the message "Device replacement request created." has been updated to "Component replacement request created."
- When a user fails to create a request, the message "Error creating Device replacement request." has been updated to "Error creating Component Replacement request."
- The Fulfillment Type Kit Device Replacement (in the Record Information card) has been updated to Kit Component Replacement.
- In the Kit Audit Notes, the creation message has been updated to "Component replacement request created."
- The shrinkage report now includes the summary message "Removed from kit {kit.Kitld} during kit device replacement fulfillment {fulfillmentld}."

- On the Fulfillments Orders List page, the filter title **Kit Device Replacement Fulfillment Type** has been updated to **Kit Component Replacement Fulfillment Type**.
- On the Fulfillments List page in the Fulfilment Type column, the value **Kit Device Replacement** has been updated to **Kit Component Replacement** and will now be searchable in the **Search By** box.
- The Agent Mass Assignment feature has been updated to work with new fulfillment type names.
- The Agent Mass Update feature has been updated to include the name of the type in the error prompt for fulfillment type validation.
- On the Fulfillments List page, the **Export** feature has been updated to reflect the new name in the output Excel file. For the Fulfillment Type column, the new value is **Kit Component Replacement**.
- On the Shipping page, the result grid at the bottom of the page lists **Fulfillment Type** as one of its columns. The value **Kit Device Replacement** has been updated to **Kit Component Replacement**.
- On the Logistics dashboard, the card titled **Kit Device Replacement Fulfillment Orders** has been updated to **Kit Component Replacement Fulfillment Orders**.

Fulfillment Orders – Replace Components

The Fulfillment Orders Detail page (Kit Component Replacement record) now supports replacing parts while the fulfillment record status is still **In Progress.** The **Replace** button has been updated to **Replace Component(s)** (see *Figure 7*).

ivify Health Logistics 📃			
Dashboard Orders Creat	e Kits Receiving Reprocess	Shipping Fulfillment Orders	
Back to list			
F <mark>ulfillmen</mark> t: 162 - K	it: 100168		Actions -
Status History			Current Status
Ordered 3/10/2022			In Progress 3/10/2022 Replace Component(s) Ship
Record Information	Replacement Components (4	Ship To Address 🖋	Pick Up Date
Fulfillment Type: Kit Component Replacement Kit Pool: Default Kit Pool Kit Type: Tablet + BP Kit Id: 100168 Logistics Location: Vivify Development Replacement Reason: Battery	Batteries Old: Scale Batteries (Scale Batteries) BP Cuff Old: BP Cuff Medium (fits UA-651) SIZE 9.4*.14.2* OTN ONLY (UA-290) Power Adapter Old: Adapter 30 Pin (3001-TC) Scale	Address: TEST_PATIENT Demo 123 Street Dallas, TX 75022 469-555-0000 Language: English	Scheduled Date: None Schedule Pick Up Date: None Picked Up

Figure 7: Replace Components button within the Current Status tile on the Fulfillment Orders Detail page.

In the Replace Components window, the header text of the replacement window has been updated from **Replace Devices** to **Replace Components** (see *Figure 8*).

	100100	nicitype. rapiec + bi
Component		Replace
BP Cuff		Replace
Power Adapter		Replace
		Replace
Scale Batteries		Replace

Figure 8: Sample Replace Components window.

In the Replace [Component Type] window, the following updates were made:

- The top label of the Replace [Component Type] window has been updated to **Why are you replacing this Component?** The bottom label has been updated from **New Device** to **New Component** (see *Figure 9*).
- The QA Check (Devices Only) inventory condition has been updated to QA Check.
- The item **Replacement Batteries** no longer appears on the kit detail page. Now we mark batteries as replaced on the component card and create entries in the fulfillment history to indicate this.

Replace Tablet
Why are you replacing this Component?
QA Check
Comment:
New Component:
Scan serial num or Part Num
Cancel Replace

Figure 9: Sample Replace [Component Type] window.

Fulfillment Orders List Page Updates

A new column labeled **Included Components** has been added to the Fulfillment Orders page to show the active devices and parts in an order so that it can be searched for and included in reporting (see *Figure 10*). This is included for each order type (kit ship [everything in the kit], kit pickup, device order [everything in the device order]).

Vivify Health Lo	gistics Logistics - Device	s ▼ Kits ▼ Custo	omers Reports Bil	ling Rules		abrown Log off Help
Dashboard	Orders Create Kits Rec	eiving Reprocess	Shipping Fulfillmen	t Orders 🛐		
Search By	Clear Se	earch Active 🗢 🕶	Go!			Actions
115 Orders - Filter:	Kit Component Replacement Fulfillr	nent Type				Show 25 Orders 👻 🚍
Fulfillment 🕴	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id	Included Components
41208	Kit Component Replacement	In Progress	v202201	Hypertec	2476	Tablet
41271	Kit Component Replacement	Shipped	v202201	Hypertec	2503	SIM Card Tablet
41273	Kit Component Replacement	On Hold	v202201	Hypertec	2503	Tablet
42424	Kit Component Replacement	Picked Up	v202201	Hypertec	54	Tablet
42431	Kit Component Replacement	On Hold	United Healthcare	Hypertec	1167	Tablet
42448	Kit Component Replacement	On Hold	Test OTN	Hypertec	14727	SIM Card
43533	Kit Component Replacement	On Hold	v202203	Hypertec	162	Blood Pressure Monitor Scale
43534	Kit Component Replacement	On Hold	v202203	Hypertec	163	Blood Pressure Monitor Scale
43537	Kit Component Replacement	On Hold	v202203	Hypertec	168	Pedometer
43541	Kit Component Replacement	On Hold	v202203	Hypertec	169	Pedometer
43555	Kit Component Replacement	In Progress	v202203	Hypertec	177	Batteries SIM Card USB Cable
43565	Kit Component Replacement	Shipped	v202203	Hypertec	177	Scale
43576	Kit Component Replacement	On Hold	Test OTN	Hypertec	14740	Scale

Figure 10: Included Components column within the Fulfillment Orders page.

The Fulfillment Orders page now includes a column for the **Replacement Reason** so that it can be searched and included in reporting (see *Figure 11*).

/ivify Healt	h Logistics	Logistics •	Devices T	Kits • Customers	Reports	Billing Rule	c	abrown Log off
ivity ricali	Logistics	Logistics	Devices	Customers	Reports	Dining Kure	-	000000000000000000000000000000000000000
Dashboard	Orders	Create Kits	Receiving	Reprocess Shi	pping Fulfillm	ent Orders 53		
Search E	sy		Clear Search	Active 🗢 🕶 G	0!			Actio
15 Orders - I	ilter: Kit Compor	nent Replaceme	ent Fulfillment Ty	ре				Show 25 Orders 🕶
Fulfillment	Fulfillment Typ	æ	Status	Customer Name	Vendor Name	Patient Id	Included Components	Replacement Reason 🕴
43555	Kit Component	Replacement	In Progress	v202203	Hypertec	177	Batteries SIM Card USB Cable	BP Cuff Not Inflating/Deflating
43668	Kit Component	Replacement	In Progress	v202203	Hypertec	176	Tablet	BP Cuff Not Inflating/Deflating
43681	Kit Component	Replacement	In Progress	v202203	Hypertec	194	SIM Card	BP Cuff Not Inflating/Deflating
43683	Kit Component	Replacement	Ordered	v202203	Hypertec	188	USB Cable	BP Cuff Not Inflating/Deflating
43534	Kit Component	Replacement	On Hold	v202203	Hypertec	163	Blood Pressure Monitor Scale	Inaccurate/Fluctuating Reading
43674	Kit Component	Replacement	Called	v202203	Hypertec	202	SIM Card	Incorrect Scale Settings
43533	Kit Component	Replacement	On Hold	v202203	Hypertec	162	Blood Pressure Monitor Scale	Lost/Stolen
43565	Kit Component	Replacement	Shipped	v202203	Hypertec	177	Scale	Lost/Stolen
43576	Kit Component	Replacement	On Hold	Test OTN	Hypertec	14740	Scale	Lost/Stolen
43670	Kit Component	Replacement	Shipped	v202203	Hypertec	174	SIM Card	Lost/Stolen
43677	Kit Component	Replacement	Picked Up	v202203	Hypertec	202	Tablet	Lost/Stolen
43684	Kit Component	Replacement	In Progress	v202203	Hypertec	163	Blood Pressure Monitor Tablet	Lost/Stolen
43679	Kit Component	Replacement	In Progress	v202203	Hypertec	157	Blood Pressure Monitor	Not Powering On

Figure 11: Replacement Reason column highlighted within the Fulfillment Orders page.

The Fulfillment Orders page now features a new column labeled **Complaint** (see *Figure 12*). This shows whether a record is tied to a complaint so that it can be searched and included in reporting. If the Replacement Reason tied to the record is flagged as a complaint, the value is **Yes.** Otherwise, the value is **No.** This column only populates for Kit Component Replacement records. This column is included in the Excel export.

Vivify Healt	th Logistics •	Devices *	Kits * Custo	mers Report	s Billing	Rules	abrown Log o	ff Help
Dashboard	d Orders Create Kits	Receiving	Reprocess	Shipping	Fulfiliment Ord	ders 53		
Ø Search	Ву	Clear Search	Active 🗢 👻	Go!				Actions -
115 Orders -	Filter: Kit Component Replacen	ent Fulfillment	Гуре				Show 25 O	rders 🕶 🔳
Fulfillment	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id	Included Components	Replacement Reason 🕴	Complaint
43555	Kit Component Replacement	In Progress	v202203	Hypertec	177	Batteries SIM Card USB Cable	BP Cuff Not Inflating/Deflating	Yes
43668	Kit Component Replacement	In Progress	v202203	Hypertec	176	Tablet	BP Cuff Not Inflating/Deflating	Yes
43681	Kit Component Replacement	In Progress	v202203	Hypertec	194	SIM Card	BP Cuff Not Inflating/Deflating	Yes
43683	Kit Component Replacement	Ordered	v202203	Hypertec	188	USB Cable	BP Cuff Not Inflating/Deflating	Yes
43534	Kit Component Replacement	On Hold	v202203	Hypertec	163	Blood Pressure Monitor Scale	Inaccurate/Fluctuating Reading	Yes
43674	Kit Component Replacement	Called	v202203	Hypertec	202	SIM Card	Incorrect Scale Settings	Yes
43533	Kit Component Replacement	On Hold	v202203	Hypertec	162	Blood Pressure Monitor Scale	Lost/Stolen	No
43565	Kit Component Replacement	Shipped	v202203	Hypertec	177	Scale	Lost/Stolen	No
43576	Kit Component Replacement	On Hold	Test OTN	Hypertec	14740	Scale	Lost/Stolen	No
43670	Kit Component Replacement	Shipped	v202203	Hypertec	174	SIM Card	Lost/Stolen	No
43677	Kit Component Replacement	Picked Up	v202203	Hypertec	202	Tablet	Lost/Stolen	No
43684	Kit Component Replacement	In Progress	v202203	Hypertec	163	Blood Pressure Monitor Tablet	Lost/Stolen	No
43679	Kit Component Replacement	In Progress	v202203	Hypertec	157	Blood Pressure Monitor	Not Powering On	Yes

Figure 12: Complaint column within the Fulfillment Orders page.

Fulfillment Orders Detail Page Updates

Fulfillment Orders Detail Page – Replacement Components Card

The Fulfillment Orders Detail page (Kit Component Replacement record) now includes new components to clarify what is included in the order and how the order should progress. The **Devices/Parts** card has been renamed to **Replacement Components** (see *Figure 13*).

R	eplacement components 4
Bat	tteries
Old	d: Scale Batteries (Scale Batteries)
BP	Cuff
Old	d: BP Cuff Medium (fits UA-651) SIZE
9.4	"-14.2" OTN ONLY (UA-290)
Por	wer Adapter
Old	: Adapter 30 Pin (3001-TC)

Figure 13: Replacement Components list on the Kit Component Replacement record.

Fulfillment Orders Detail Page – Record Information Card

On the **Record Information** card of the Fulfillment Orders Detail page (Kit Component Replacement record), the **Replacement Reason** is now visible (see *Figure 14*).

Ful	fillment Type: Kit Component
Rep	lacement
Kit	Pool: Naiya's Pool
Kit	Type: *Retired Kit Type
Kit	ld: 113994
Log	istics Location: Vivify Development
Rep	placement Reason: Bluetooth Malfunction
Cor	ntact Attempts: 0
	Update Contact Attempts
Age	nt:

Figure 14: Replacement Reason highlighted on a Record Information card.

Fulfillment Orders Detail Page – Shipping History Card

On the **Shipping History** card of the Fulfillment Orders Detail page (Kit Component Replacement record), there is now a backfill link to existing kit component replacement records so that users can troubleshoot issues with existing records and/or kits (see *Figure 15*).



Figure 15: Link to Kit Component Replacement.

Fulfillment Orders Detail Page – Status Stepper and Workflow Changes

The Fulfillment Orders Detail page for Kit Component Replacement records has been updated to include the new components. This clarifies what is included in the order and how the order should progress, mainly via the status stepper (see *Figure 16*).

• For Kit Component Replacement records that contain only unrecoverable components (and indicate this in the Replacement Reason), the card for the Called status will be updated to include a

Complete button instead of the **Schedule** and **Picked Up** buttons. Since the components in this case are unrecoverable, it auto-completes via EasyPost.

• For Kit Component Replacement records that contain recoverable components (or indicate this in the Replacement Reason), the order will proceed as normal, including the retrieval aspect of the order after the component is shipped.

Kit component replacement records that include non-serialized components, such as USB cables, are now considered by the delivery status instead of by device receipt. We will never have a receiving record (Device Receipt API) for non-serialized components. This means that when a replacement record contains only non-serialized components, such as a USB cord, the final delivery status for the return tracking number automatically closes the record.

/ivify Health Logistics Logistics -	Devices 👻 Kits 👻 Customers Re	ports Billing Users Rules	c.hoang Log off Help
Dashboard Orders Create Kits	Receiving Reprocess Shipping	Fulfillment Orders	
Back to list			
Fulfillment: 1236 - Kit: 10	00183		
Status History			Current Status
Ordered On Hold 3/30/2022 3/30/2022	Ordered In Progress 3/30/2022 3/30/2022	Shipped Delivered to Logistics 3/30/2022 3/30/2022	Complete 3/30/2022
Record Information	Replacement Components 1	Ship To Address	Pick Up Date
Fulfillment Type: Kit Component Replacement Kit Pool: Default Kit Pool Kit Type: Tablet + BP + PulseOx Kit Id: 10183	USB Cable Old: Tablet USB Cable (EP-DG925UBE) New: Tablet USB Cable (EP-DG925UBE)	Address: Christine Hoang 123 Main St Dallas TX 75219	Scheduled Date: None Pick Up Date:
Logistics Location: Vivify Development Replacement Reason: Power Malfunction		+1 (817) 555-1234 Language: English	None
Contact Attempts: 0 Update Contact Attempts		Track: III FedEx - 987 FedEx - EZ400000004	
Agent:			

Figure 16: Replace Components card with a non-serialized component that has automatically moved to Complete status.

Care Team Portal Ship/Pickup Page – Delivery History Parts and Devices

On the Ship/Pickup page in the Care Team Portal, the Delivery History has been updated to show the part and device type instead of the exact model number (see *Figure 17*).

Patients		Viewing 1-10 of 83					
Invites		Date / Time	Message			Ву	Acknowledge / Send Message
Dashboards	<	P Frost, Jack	¢		Bu Shipped	R Picked Up	
a Care Team		 → +Home As ♥ Vivify Ger 	signed: 04/20/2022 at 14:51 ieral 0 (214) 555-5555 🖨 12	134 Main St, McKinney, TX 75071	04/27/2022 at 08:33 0	94/27/2022 at 08:37	
Reports	2	Delivery History					×
			Device	Status	Action	By	Tracking
) Content	<	Date / Time				59	THECKIND
) Content	<	04/27/2022 at 15:53	Batteries	Picked Up	Tracking number updated: EZ4000000004	Logistics	EZ400000004
) Content Logistics	<	04/27/2022 at 15:53 04/27/2022 at 15:53	Batteries Batteries	Picked Up Picked Up	Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004	Logistics Logistics	EZ400000004 EZ4000000004
Content Logistics Kits	<	Date / Irme 04/27/2022 at 15:53 04/27/2022 at 15:53 04/27/2022 at 08:37	Batteries Batteries Batteries	Picked Up Picked Up Picked Up	Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004	Logistics Logistics Logistics	EZ400000004 EZ400000004 EZ400000004
Content Logistics Kits Locations	K	Date / Iime 04/27/2022 at 15:53 04/27/2022 at 15:53 04/27/2022 at 08:37	Batteries Batteries Batteries Batteries Batteries Batteries Batteries Batteries	Picked Up Picked Up Picked Up Picked Up	Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004 Return tracking number: 321	Logistics Logistics Logistics Logistics	EZ400000004 EZ400000004 EZ400000004 321
Content Logistics Kits Locations Receive Kits	<	Date / lime 04/27/2022 at 15:53 04/27/2022 at 15:53 04/27/2022 at 08:37 04/27/2022 at 08:37 04/27/2022 at 08:37	Batteries Batteries Batteries	Picked Up Picked Up Picked Up Picked Up	Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004 Tracking number updated: EZ4000000004 Return tracking number: 321 Pick up scheduled for 04/28/2022 AM	Logistics Logistics Logistics Logistics Logistics	EZ400000004 EZ400000004 EZ400000004 321

Figure 17: Ship/Pickup page in the Care Team Portal with the device/part type rather than the model number.

Device Audit Note for Kit Component Request

On the Devices > Device Details page, in the **History** section, a history item now appears showing that the device was attached to a replacement request (see *Figure 18*). When a Kit Component Request is created for serialized devices, the component request, the replacement reason, and any additional information will be included in the device history.



Figure 18: Device audit note highlighted on a Device Details page.

Receiving – Kit Return Reasons

On the Receiving page in the **Pending Notes** section, a list of reason codes is available for Customer Support agents adding notes for kit returns (see *Figure 19* and *Figure 20*). These reason codes are

intended to help the agents accurately and easily record complaints. If the reason is due to a complaint, an indicator (C) is visible to the right of the reason text (see *Figure 21*).

Vivify Health Logistics	ogistics 👻	Devices 👻	Kits 👻 Cu	stomers	Reports Billing R	tules				
Dashboard Orders	Create Kits	Receiving	Reprocess	Shi	pping Fulfillment Orders 53					
Receive Kit for Reprocessing	~									
Select Logistics Location		~	Kit Number				Tracking Number		Receive	
Receive Device Shipment 50				Ki	ts Received Today 3				Devices Received Today 0	
 7890: Samsung - Galaxy Ta Vivify Health 1 Tablet (Galaxy Tab A 8.4"(2020),32 0 10/01/2021 - v.balachandran 	縛 7890: Samsung - Galaxy Tab A 8.4 Vivify Health 1 Tablet (Galaxy Tab A 8.4*(2020).32GB,(Verizon)) 0.1001/201. Auderbandran			Vit O	■ 320420 - v202203 Wwly Logistics Center - Stored - Reprocessing customer Ø 2:21 PM (2 minutes ago) - Loouch			No devices received today.		
7893: test tablet + SIM Vivify 2 Tablet (AT&T Tab E (8 in)) 2 SIM (AT&T Consumer SIM)				Vir O	320420 - v202203 Vivify Logistics Center - Stored - Reprocessing customer 01032 AM (3 hours ago) - Loouch					
© 10/13/2021 - Lyoung	ODC	6 x 4)		Vir O	320420 - v202203 Vivify Logistics Center - Stored - Reprocessing customer O 9.38 AM (I hours ago) - Lcouch					
Laber (STOP COVID On, KOIL Laber	is - Ke Rectarigie	0 X 4)								
Pending Notes 1408				Ki	ts Delivered but Not Received 12					
aligned and a second a s	/				114016 - 202007.dev eliveredToLogistics 09/09/2020 - System					
a 317082 Reason: Tablet is not powering on.				De	113527 - 202007.dev eliveredToLogistics 08/14/2020 - System					
© 02/11/2022 - david.norman 106826 Reason:				De O	113944 - Vivify Dev - Version eliveredToLogistics 05/07/2020 - System	510				

Figure 19: Receiving page with the Add Notes button highlighted.

New Note		×
Reason:		
- Select Reason		~
Enter a note that will be added to a kit when it is received.		
Kit Number		
Enter new note		
		h
	Close Save No	ote

Figure 20: New Note window with the new Reason list.

New Note ×	
Reason:	
- Select Reason 🗸	
- Select Reason	
Connectivity Issue (C)	
Damaged at Receipt (C)	
Damaged in Use by Patient	
Defective Medical Devices (C)	
Error Message (C)	
Frozen / Unresponsive Tablet (C)	
Lost / Stolen or Missing / Not Delivered	
Opt Out Due to Product Dissatisfaction (C)	
Other	1
Safety Concern (C)	
Safety Concern (Deceased) (C)	' .
Safety Concern (Injury) (C)	
Tablet not charging or not powering on (C)	
Tablet not transmitting data / data not syncing to CTP (C)	
Video Visit Not Working (C)	
Vivify Software Not Functioning on Tablet (C)	

Figure 21: Reason list with options that specify if a reason is a compliant (C).

Internal Part Numbers

All parts and devices now have internal part numbers so that there is a consistent and documented method to refer to all components. Several APIs were updated to use the internal part number to transfer data regarding the components according to the documentation.

Fulfillment Request (Component Replacement)

The following APIs will utilize the internal part number instead of the LP part number:

- Device Linking
- Ship Confirmation
- Fulfillment Request (Device Order)
- Device Receipt
- Pickup Order Alert
- Device Status
- Kit Detail

٠

Internal part numbers are now visible in several locations in the Logistics Portal so that Logistics Portal users can refer to this number to correlate components with the Master Parts List (see *Figure* 22 - 27).

Vivify Health Logistics Logistics - Devices	▪ Kits ▪ Customers Reports Billing	Rules	abrown Log off Help
Dashboard Orders Create Kits Recei	ving Reprocess Shipping Fulfillment Orders	3	
Back to list Fulfillment: 44754 - Kit: 316	002		Actions -
Current Status			
Ordered 4/26/2022			
In Progress			
Record Information	Devices 4	Ship To Address 🥒	Kit Ship Date
Fulfillment Type: Kit Ship	Tablet: Galaxy Tab A 8.4"(2020),32GB,(Verizon) Serial Num: 352250114498780	Address:	Preferred Welcome Call Date: 4/29/2022
Kit Type: Tablet + PulseOx	Internal Part Number: 00228 Condition: Used	7602 Bishop Rd.	Morning (AM)
Logistics Center: Vivify Development 🖋		Plano, TX 75024 +1 (817)-555-1234	Next Scheduled Call:
BP Cuff Size: Medium Scale Type: Normal	Scale: ADJ UC-352BLE Scale Serial Num: 514050025	Language: English	Schedule
Contact Attempts: 0	Internal Part Number: 00125 Condition: New	Program:	
Update Contact Attempts	BloodPressure: AnD UA-651BLE BP		
Agent:	Serial Num: 5191005090 Internal Part Number: 00124		
Assign Agent 🗘	Condition: New		
	٠		
Reference Information	Internal Vivify Notes 1	History	Messages to Care Team 0
Contact Caregiver:	Order acknowledged by Hypertec. Ø Apr 26 (10 days ago) - System	Patient accepted EULA in portal automation.dev.vivifyhealth.com.	This customer has messaging disabled.

Figure 22: Internal part numbers on the Fulfillment Detail page for Kit Ship record types.

Vivify Health Logistics - Devices -	Kits - Customers Reports Billing	Rules	abrown	Log off Help
Dashboard Orders Create Kits Receiving	g Reprocess Shipping Fulfillment Orders	53		
Back to list				
Fulfillment: 44770 - Kit: 32009	90 - v202203			Actions -
Status History			Current Status	
Ordered 5/5/2022			On Hold 5/5/2022 Resume 'Ordered'	
Record Information	Replacement Components 1	Ship To Address 🖋	Pick Up Date	
Fulfillment Type: Kit Component Replacement Kit Type: Tablet + BP Kit di - 320090 Logistics Location: Yivify Logistics Center Replacement Reason: Damaged in Use Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Tablet Old: AT&I Tab E (8 in) - (85390042365885) New: Verizon Tab A (8 in 32 GB) <mark>- 00234 (</mark> 2190101335)	Address: Jack Frost Z001 Bishop Rd. Plano. TX 75024 +1 (81 755-9999 Language: English	Scheduled Date: None Schedule Pick Up Date: None Picked Up	

Figure 23: Internal part numbers on the Fulfillment Detail page for Kit Component Replacement record types.

ify Healt	h Logistics Logistics -	Devices - Kits -	Customers	Reports	Billing Rules		abrown	Log off	Help
Dashboard	POs Devices	Parts Receive Device:	5						
Choos	e		← Filter b	/			• Go!	Ac	ctions -
247925 Parts	1								
Id	Part Number	Internal Part Number	Part Type	Is Consumable	Name	Purchase Order Owner	Location	Condition	Kit
253037	AAA Batteries	00169	Batteries	True	AAA Batteries		Vivify Development	New	320208
253025	AAA Batteries	00169	Batteries	True	AAA Batteries		Vivify Development	New	320202
253023	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253022	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253021	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253020	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253019	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253018	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253017	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253016	Blood Pressure Monitor Batteries		Batteries	True	Blood Pressure Monitor Batteries	8989	Vivify Development	New	
253026	3002-TC		Box Handle	False	Adapter Micro USB		Vivify Development	New	32020
253065	UA-420	00223	BP Cuff	False	BP Cuff Wide (fits UA-651BLE-V) SIZE 8.6"-16.5"		Optum Distribution Center	New	32042
253064	UA-420	00223	BP Cuff	False	BP Cuff Wide (fits UA-651BLE-V) SIZE 8.6"-16.5"		Vivify Development	New	32034
253063	UA-420	00223	BP Cuff	False	BP Cuff Wide (fits UA-651BLE-V) SIZE 8.6"-16.5"		Vivify Development	New	32035
253062	UA-420	00223	BP Cuff	False	BP Cuff Wide (fits UA-651BLE-V) SIZE 8.6"-16.5"		Vivify Development	New	32035

Figure 24: Internal part numbers on the Devices > Parts page.

ify Health Logistic	S Logistics - Devices - K	its 👻 Customers	Reports Billi	ng Rules			abrown	Log off Help
Dashboard POs	Devices Parts Receive	Devices						
ablet		~						Action
9889 Tablets								
Serial Num	Model	IMEI	Part Number	Internal Part Number	Owner	Location	Condition Kit	Created
555291668575020	Galaxy Tab A 8.4"(2020),32GB,(Verizon)	555291668575020	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575019	Galaxy Tab A 8.4"(2020).32GB,(Verizon)	555291668575019	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575018	Galaxy Tab A 8.4"(2020).32GB,(Verizon)	555291668575018	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575017	Galaxy Tab A 8.4"(2020).32GB.(Verizon)	555291668575017	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575016	Galaxy Tab A 8.4"(2020),32GB,(Verizon)	5552916685750106	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575015	Galaxy Tab A 8.4"(2020),32GB,(Verizon)	555291668575015	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575014	Galaxy Tab A 8.4"(2020).32GB.(Verizon)	555291668575014	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575013	Galaxy Tab A 8.4"(2020),32GB,(Verizon)	555291668575013	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)
555291668575012	Galaxy Tab A 8.4"(2020),32GB,(Verizon)	555291668575012	SM-T307UZNAVZW	00228	VH - Inventory	Vivify Development	New	May 4 (2 days ago)

Figure 25: Internal part numbers on the Devices > Devices list page.

VVII y Health LOgistics Logistics Devices Receive Devices Back to list Tablet Details Inventory Owner: VH-Inventory Owner: VH-Inventory Part Number: 555291668575020 Owner: VH-Inventory Model: Galaxy Tab A 8-(7020).32GB.(Verizon) Owner: VH-Inventory Part Number: SM-T307UZNAVZW Coration: Nww Internal Part Number: 00228 Purchase Order: 9994 Kit: Notes:	
Dashboard POs Devices Parts Receive Devices Jack to list Tablet Details Serial Number: 555291668575020 Model: calaxy Tab A8.47(2020).326.8(verizon) Part Number: 0228 Internal Part Number: 00228 Internal Part Number: 0028 Internat Number: 0028 Internat Number: 0028 Internal Part Number	негр
Dashboard POs Devices Pashboard POs Parts Receive Devices Ack to list Tablet Details Serial Number: 555291668575020 Model: Galaxy Tab, A8 4/2020).3268.(Verizon) Park Number: S55291068575020 Internal Park Number: 00228 Internal Park Number: 00228 Internal Park Number: 00228 Kit: Notes:	
ack to list Tablet Details Serial Number: 555291668575020 Model: Galaxy Tab A 8.4"(2020),32GB,(Verizon) Owner: VH - Inventory Part Number: SM-T307UZNAVZW Internal Part Number: 00228 INTERNAL PART NUMBER: 00288 INTERNAL PART NUMBER: 00288 INTERNAL PART NU	
Tablet Details Serial Number: 55291668575020 Inventory Model: Galaxy Tab A 8.4*(2020),32GB,(Verizon) Owner: VH - Inventory Part Number: 5M-T307UZNAVZW Location: VM/fy Development Internal Part Number: 00228 Condition: New MHI: 555291668575020 Purchase Order: 9994 Kit: Notes:	₽ 174
Tablet Details Serial Number: 555291668575020 Inventory Model: Galaxy Tab A 8.4"(2020),32GB,(Verizon) Owner: VH - Inventory Part Number: SM-T307UZNAVZW Location: Vivify Development Internal Part Number: 00228 Purchase Order: 9994 Kit: Notes:	P Lui
Serial Number: 555291668575020 Inventory Model: Galaxy Tab A 8.4"(2020).32GB,(Verizon) Owner: VH - Inventory Part Number: SM-T307U2NAVZW Location: Vwify Development Internal Part Number: 00228 Condition: New INE: SS5291668575020 Purchase Order: 9994 Kit: Notes:	
Jackar Multimet: 3552 910007 3240 Internol 7 Model: Galaxy Tab A.8.4/2020,325B.(Verizon) Owner: VH - Inventory Part Number: SM-T307UZNAVZW Location: Vivify Development Internol Part Number: 00228 Condition: New IME: 555291668575020 Purchase Order: 9994 Kit: Notes:	_
Part Number: 5M.T307UZNAVZW Location: Vivify Development Internal Part Number: 00228 Condition: New IME: 555291668575020 Purchase Order: 9994 Kit: Notes:	
Internal Part Number: 00228 IMEr: 555291668575020 Kit: Notes:	
IME: 555291668375020 Purchase Order: 9994 Klt:	
Kit: Notes:	
Notes:	•
•	
History	
May 4 (2 days ago) Created a.niu	

Figure 26: Internal part numbers on the Devices > Device Details page.

Mark Mark Later a sur					
fy Health Logistics Logistics *	Devices * Kits * Custome	rs Reports Billing Rules		abrov	vn Log off
ashboard Kit List Storage	Kit Type Master List				
ck to list					
it: 320090 - v202203					Actions
Petails					
Status	Return Location	Current Location	Owner	Kit Type	
Received	Default Location, TX	Vivify Logistics Center	v202203	Tablet + BP	
Kit Pool	BP Cuff Size	Scale Size	Purchase Order		
Medioh Kit Number	Medium	None	8961		
levices (5)					
100					
	<	and in the second se	C III		
Verizon Tab A (8 in 32 GB)	AnD UA-651BLE-CP BloodPressure: BA61612	BP Wide AT&T E	DD Micro SIM @ 4103255306051344	AT&T Tab E (8 in) 1 Tablet: 353900423650885	
SM.T387VZKAVZW	591009078617	5003		SM-T377A	
00234	00209			*inactive	

Figure 27: Internal part numbers on the Kits > Kit Details page.

Service Kit Specification IDs and Kit Type Configuration Mapping

The Logistics Portal now has mapping via API for service kit specification IDs. For component replacement fulfillment, these IDs are included in the API request (products list). The IDs were added so that there is a clear indication of the specification to be used by contract manufacturers. The specifications outline all necessary components that must be included in the kit. For serialized devices, the API maps to the specification IDs. For non-serial components, the API maps to the internal part number.

The remaining kit type configurations were added to the Logistics Portal mapping so that they can successfully be ordered and processed as requests for kit ships. This mapping includes support for kit types VIV002, VIV003, VIV004, VIV005, VIV009, VIV010, VIV012, VIV013, and VIV014. This ensures that when requests are made, they are mapped to the correct configuration.

FedEx Tracking Numbers Trimmed to the Last 14 Digits for EasyPost

On the Fulfillment Order Detail page (Kit Ship record) in the **Ship To Address** card, only the last 14 digits of entered FedEx barcodes will be saved. FedEx labels are scanned in by Logistics by their full 35-digit barcode and sent to EasyPost for tracker creation. Since EasyPost can only accept 14-digit tracking codes, the full codes will be trimmed down to the last 14 digits.

Note: UPS and USPS numbers will not be affected by this change.



Figure 28: FedEx tracking number appears with 14-digits on the Ship To Address card.

Resend API Request – Kit Ship Record Types

On the Fulfillment Orders Detail page for Kit Ship records, a new **Resend API Request** button is available in the **Actions** menu (see *Figure 29*). This button is only accessible when the record is in **On Hold** or **Ordered** status and the last API request either failed to send or received a rejection. By selecting this button, the Logistics Portal user can resend the API request to the contract manufacturer. If the order is accepted, then the fulfillment status is changed to Ordered. The **Internal Notes** card is updated to show that the API was resent, and the outcome (accepted or rejected) is visible in the notes.

A confirmation message appears after selecting this button, so the Logistics Portal user is aware that the request was submitted (see *Figure 30*).

Vivify Health Logistics	stics • Devices •	Kits 👻 Cust	comers Reports	Billing Use	rs Rules	c.hoang	Log off	Help
Dashboard Orders Cre	ate Kits Receiving	Reprocess	Shipping F	ulfillment Orders 53				
Back to list Fulfillment: 43608	- Kit: 32017	'1 - v20220	3				Actio	ons 🕶
Status History						Current Status	View Kit	
Ordered		On Hold				Ordered	Resend API Req	uest
4/6/2022		4/6/20	22			4/6/2022 In Progress	Place On Hold	
							Ship Canceled	•
Record Information	Devices 2		Ship	To Address 🥜		Kit Ship Date		
Fulfillment Type: Kit Ship Kit Pool: Medioh Kit Number Kit Type: Tablet Only Kit Type Configuration: VIV001C1 Kit Id: 320171 @ Logistics Center: Vivify Logistics Cent BP Cuff Size: None	Tablet: Verize Serial Num: ' Condition: U SIM: VZ Const Serial Num: (Condition: U	n Tab 4 (10.1 in) 119616761716642 sed umer SIM 886661891570722439 sed	49 Langu Progr Progr	ss: Frost 1 Bishop Rd. 10, TX 7522 817)-555-9999 Iage: Iish am:		Preferred Welcome Call Date: 4/11/2022 Morning (AM) Next Scheduled Call: Schedule		

Figure 29: Resend API Request button in the Actions menu.

NVITY HEALTH LOGISTICS LOGISTICS - Devi	ces т клся т customers керогся в	ming users Rules	c.noa	пд содоп негр
Dashboard Orders Create Kits R	eceiving Reprocess Shipping Fulfillme	nt Orders 53		
Back to list				
The API request for this record has been resubmitted	to the Contract Manufacturer. The status will be updated af	ter the response from the Contract Manufacturer is receive	d.	×
Fulfillment: 43608 - Kit: 32	.0171 - v202203			Actions -
Status History			Current Status	View Kit
Ordered	On Hold		Ordered	Resend API Request
4/6/2022	4/6/2022		4/6/2022 In Progress	Place On Hold
				Ship Canceled >
Record Information	Devices 2	Ship To Address 🧪	Kit Ship Date	
Fulfillment Type: Kit Ship	Tablet: Verizon Tab 4 (10.1 in) Serial Num: 119616761716642	Address:	Preferred Welcome Call Day 4/11/2022	te:
Kit Type: Tablet Only	Condition: Used	7201 Bishop Rd.	Morning (AM)	
Kit Type Configuration: VIV001C1	SIME V7 Concurrent SIME	Plano, TX 75024	Next Scheduled Call:	
Kit Id: 320171 Logistics Center: Vivify Logistics Center	Serial Num: 08666189157072243949	+1 (817)-555-9999 Language:	Schedule	
BP Cuff Size: None	Condition: Used	English		
Scale Type: None		Program:		
Contact Attempts: 0				
Update Contact Attempts				

Figure 30: Confirmation message and Resend API Request button when not accessible in the Actions menu.

API Integration

APIs were updated or created to support integrating the Logistics Portal with contract manufacturers.

- **Reprocessing Complete API** A new Reprocessing Complete API was created for Medioh that informs Vivify Health when reprocessing is complete so that all records can be closed after completion.
- **Kit Detail API** The Kit Detail API was updated to include the return address information so that Medioh can easily identify if the kit needs to be stored or shipped to the customer.
- **Device Receipt API** The Device Receipt API was modified to no longer close out the pickup/reprocessing record or store the kit so that we can have a separate API perform this function.

Fixes

VIVY-7751 – On the Kit Detail page, Logistics Portal users will now be prevented from saving without providing a value for the Kit Type and Kit Pool lists.
 VIVY-7775 – Several kits were saved without a kit type assigned. The existing kits were reviewed and

those that did not have a kit type were updated.

- VIVY-7935 When creating an order in Logistics Portal, the Ship To location dropdown list were showing one-time locations. This list was updated to only show customer locations that match the locations on the Customer Detail page.
- VIVY-8030 Saving fulfillment records was only working for kit component replacement records and all other fulfillment record types were producing an error. This issue occurred due to replacement reasons not being populated, the replacement reasons are now saved as expected for all record types.
- VIVY-8053 The default values were modified for the network carrier assigned to the kit pools. The original defaults did not consider the option for Various.
- VIVY-8056 The ODC API call to /DeviceReceipt failed after creating a reprocess record when attempting to remove the non-serial devices from the kit. The API was not able to get the current user ID. This issue was resolved and the DeviceReceipt API is now functioning as expected
- VIVY-8092 The Outbound Fulfillment API was leaving the product field blank if the Kit Type Configuration could not be determined. Instead of leaving the Kit Type field blank, the kit type value now displays by itself when the configuration cannot be determined. This provides the contract manufacturer with some information to operate with in this situation.
- VIVY-8121 A migration was created for both Medioh and ODC to backfill vendor product for each non-deleted part.

- VIVY-8134 The Device Linking API within the Kit Component Replacement process was previously swapping out tablets instead of replacing them. Thanks to the update, these tablets are now replaced and marked as inactive. Also, parts can now be replaced if they are of the same type (versus simply the same part number).
- VIVY-8173 When Kit Component Replacement orders go through the Device Linking API, they can now accept requests from Medioh that include all current kit components.
- VIVY-8029 When a kit ship/pickup record is marked Pending Lost, there is a 45 day timer created to
 mark the kit as Lost. If the record was set to Canceled, the Lost timer was not removed, and it was
 marking the kit Lost unexpectedly after the 45 days. The system was updated to only mark a kit as
 Lost automatically if it's in Missing or Pending Lost status.