Release Notes Logistics

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

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.

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

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.

Figure 3: *Request Component Replacement page with closed Replacement Reason list highlighted.*
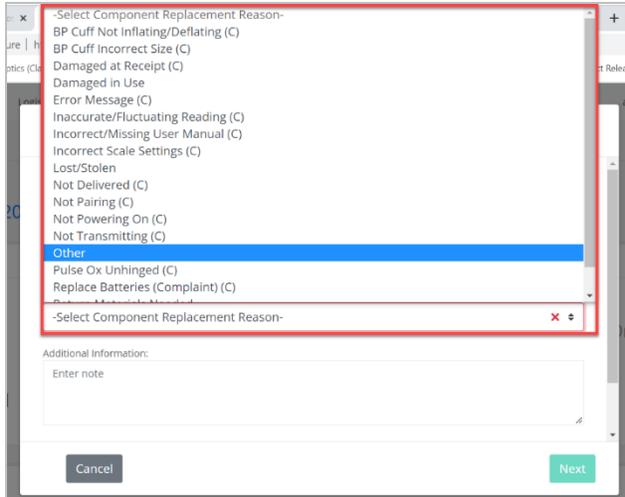
Figure 4: *Request Component Replacement page with open Replacement Reason list highlighted.*

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 *not* 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.
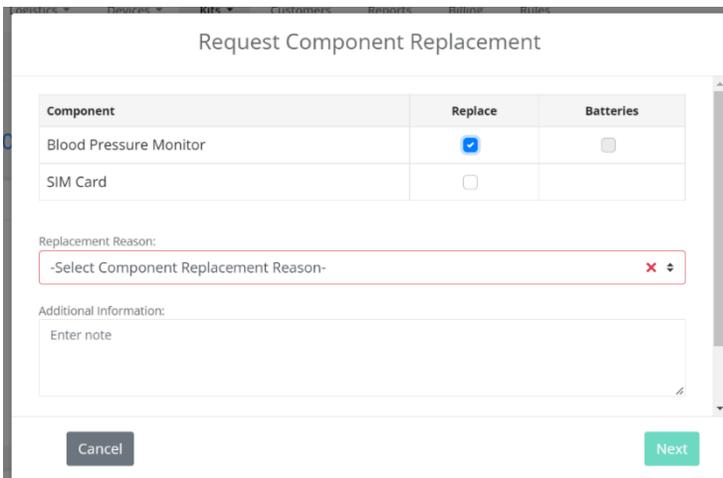

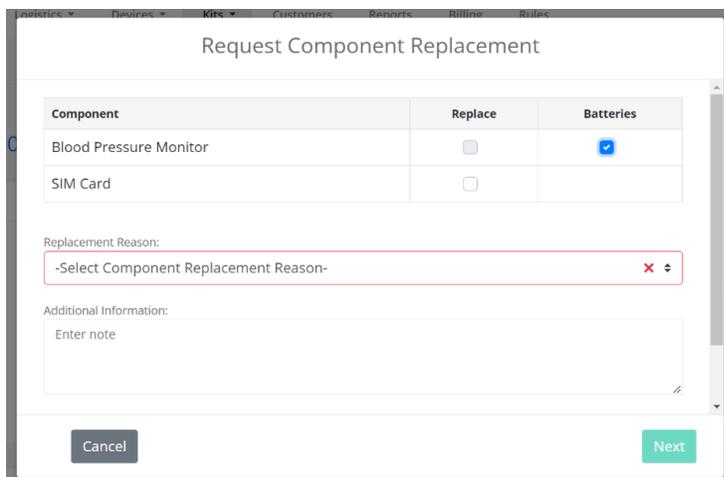**Figure 5:** *Request Component Replacement page with Replace column checkbox selected.*

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.KitId} during kit device replacement fulfillment {fulfillmentId}."**

- 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*).
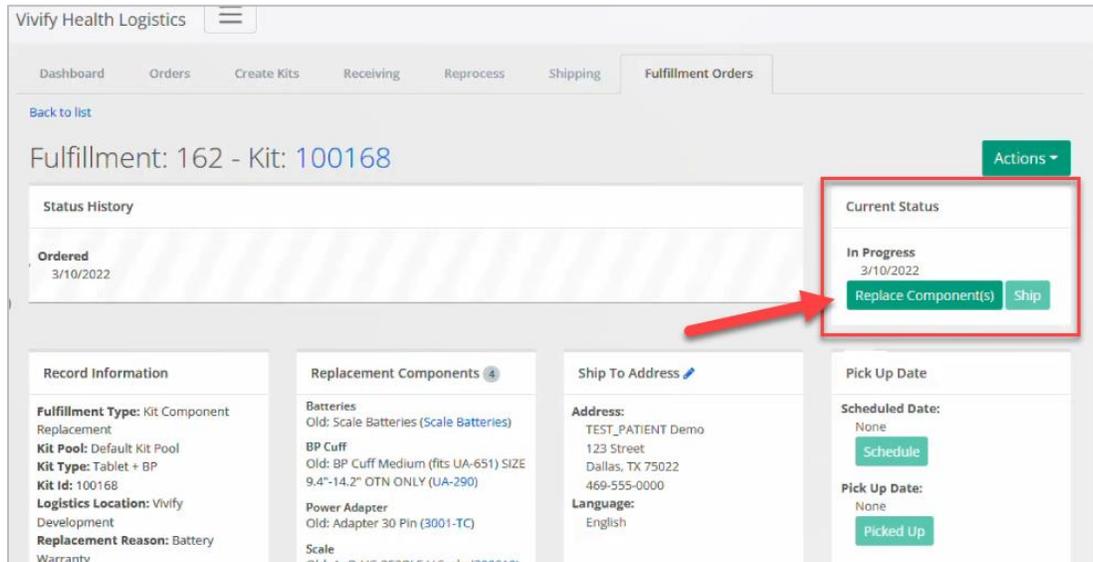

Figure 7: *Replace Components button within the Current Status tile on the Fulfillment Orders Detail page.*

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

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.

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]).

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*).

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.

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*).

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*).
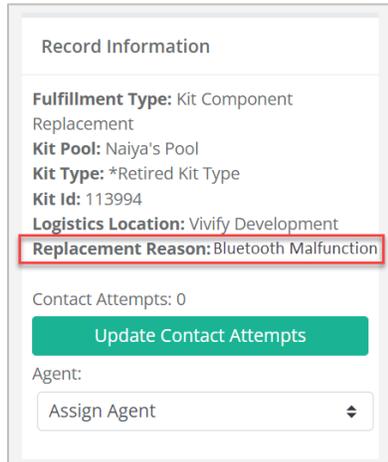

Figure 14: *Replacement Reason highlighted on a Record Information card.*

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*).
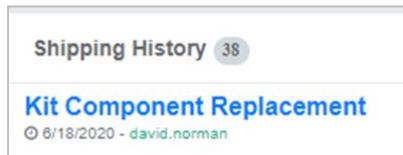

Figure 15: *Link to Kit Component Replacement.*

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.

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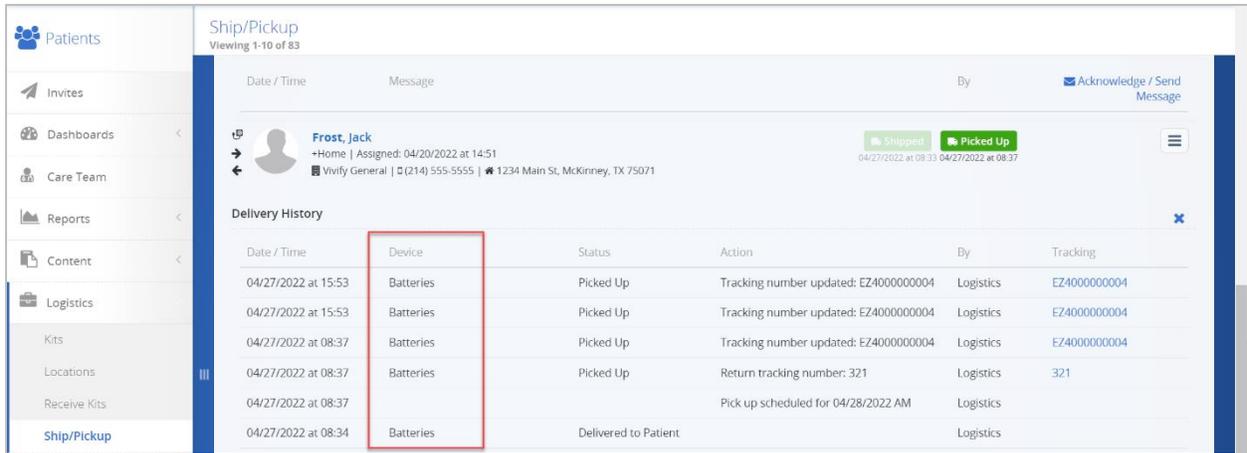
Figure 17: *Ship/Pickup page in the Care Team Portal with the device/part type rather than the model number.*

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.
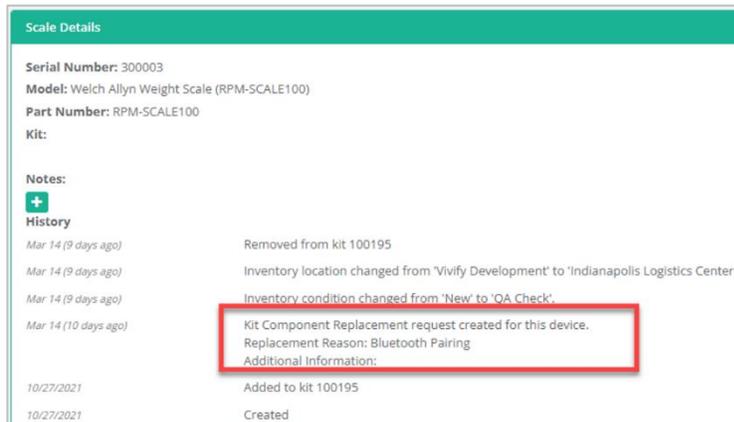

Figure 18: *Device audit note highlighted on a Device Details page.*

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*).
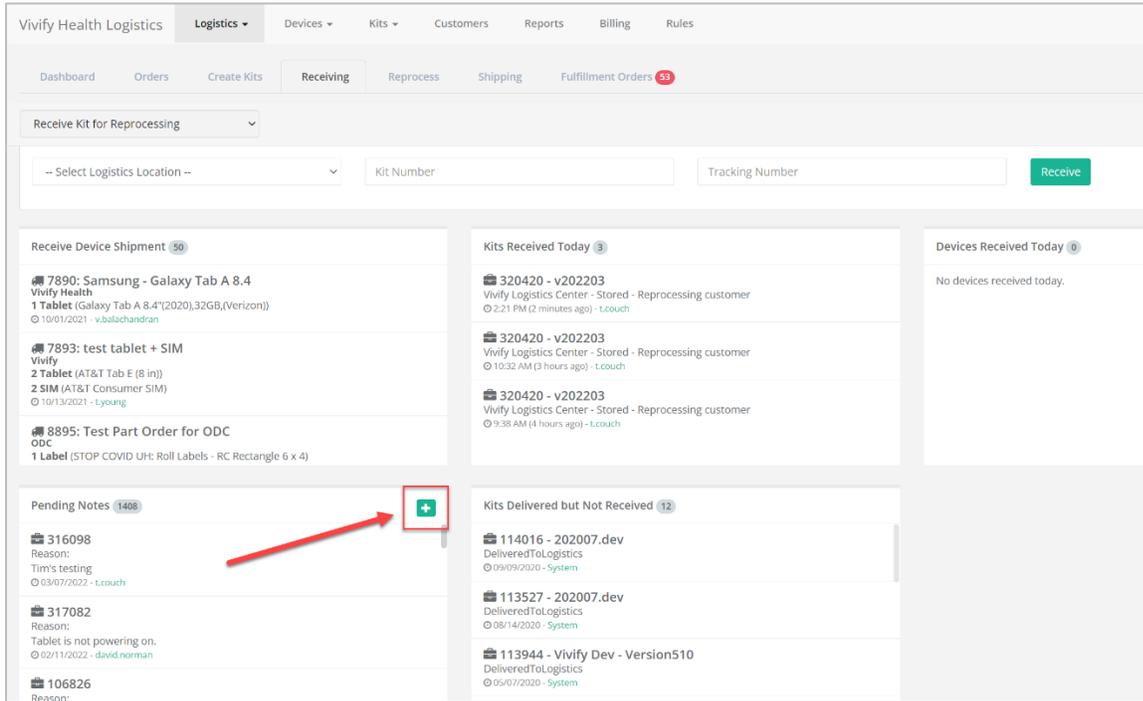

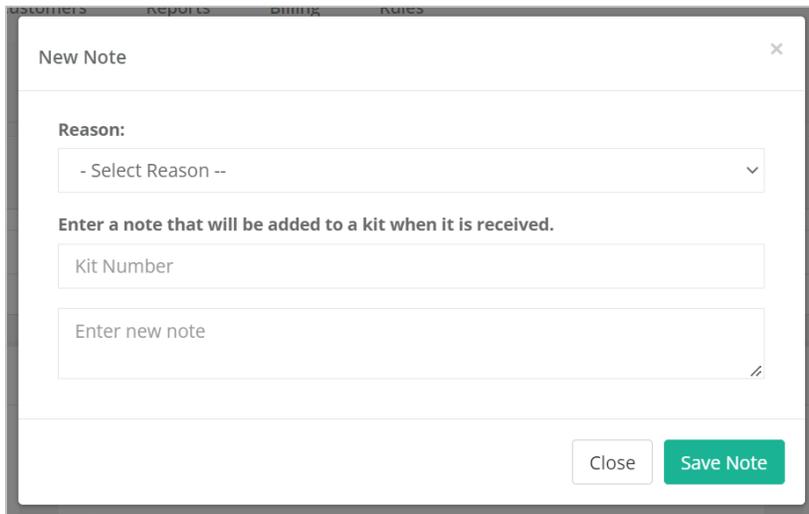**Figure 19**: *Receiving page with the Add Notes button highlighted.*

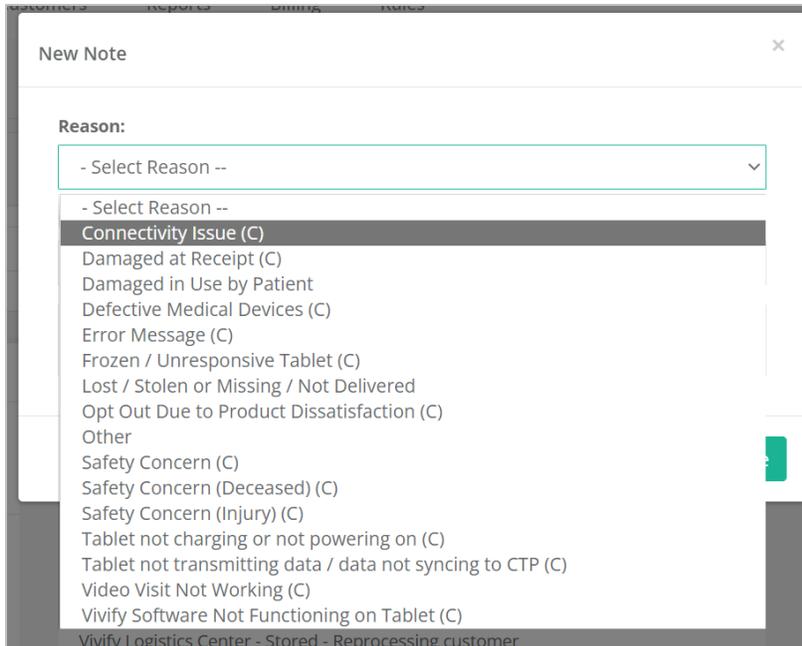**Figure 20**: *New Note window with the new Reason list.*

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.

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

- Device Linking
- Ship Confirmation
- Device Receipt
- Device Status

- Fulfillment Request (Component Replacement)
- Fulfillment Request (Device Order)
- Pickup Order Alert
- Kit Detail

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*).

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

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

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

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

Figure 26: *Internal part numbers on the Devices > Device Details page.*
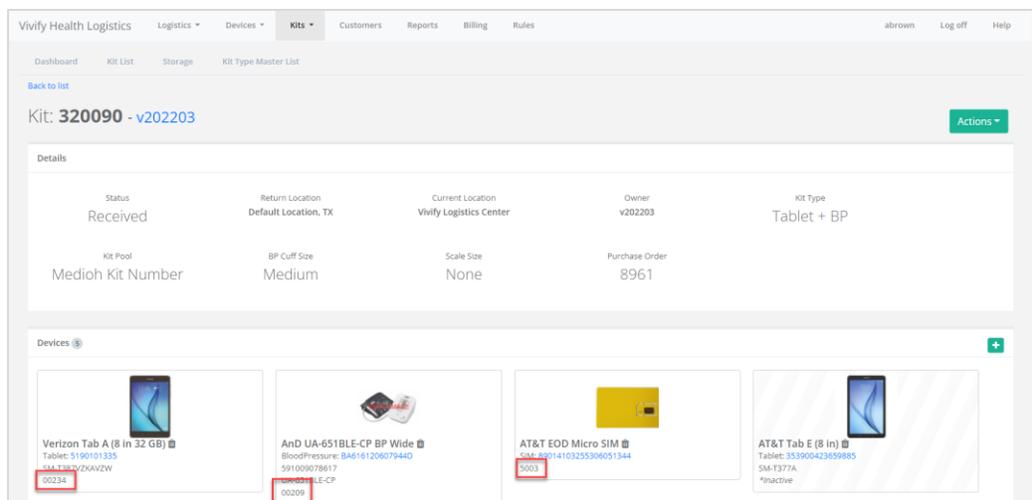
Figure 27: *Internal part numbers on the Kits > Kit Details page.*

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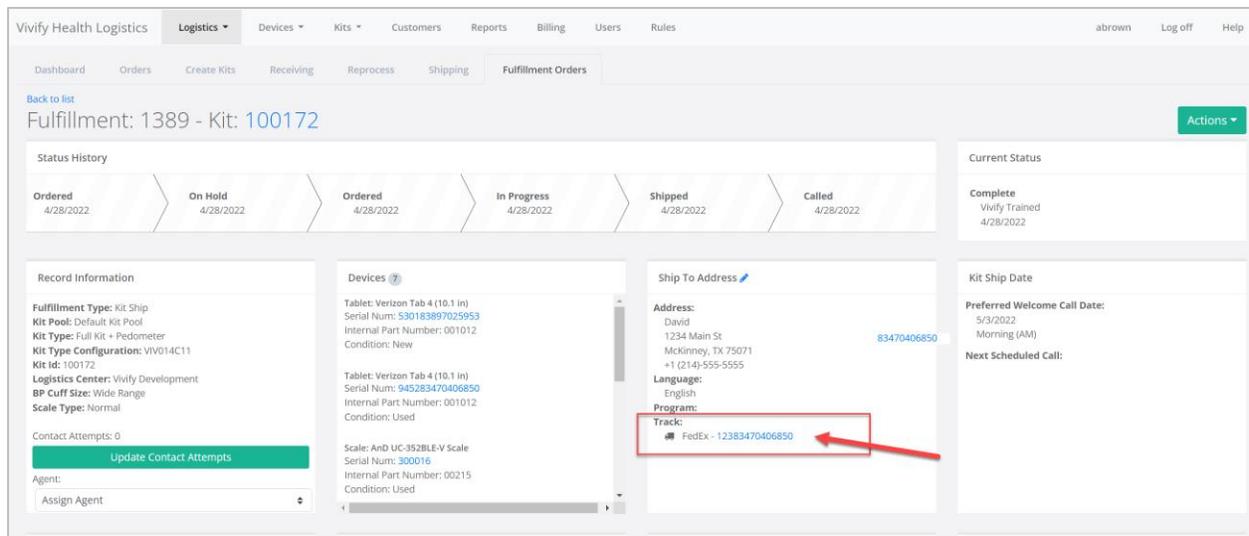
Figure 28: *FedEx tracking number appears with 14-digits on the Ship To Address card.*

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*).
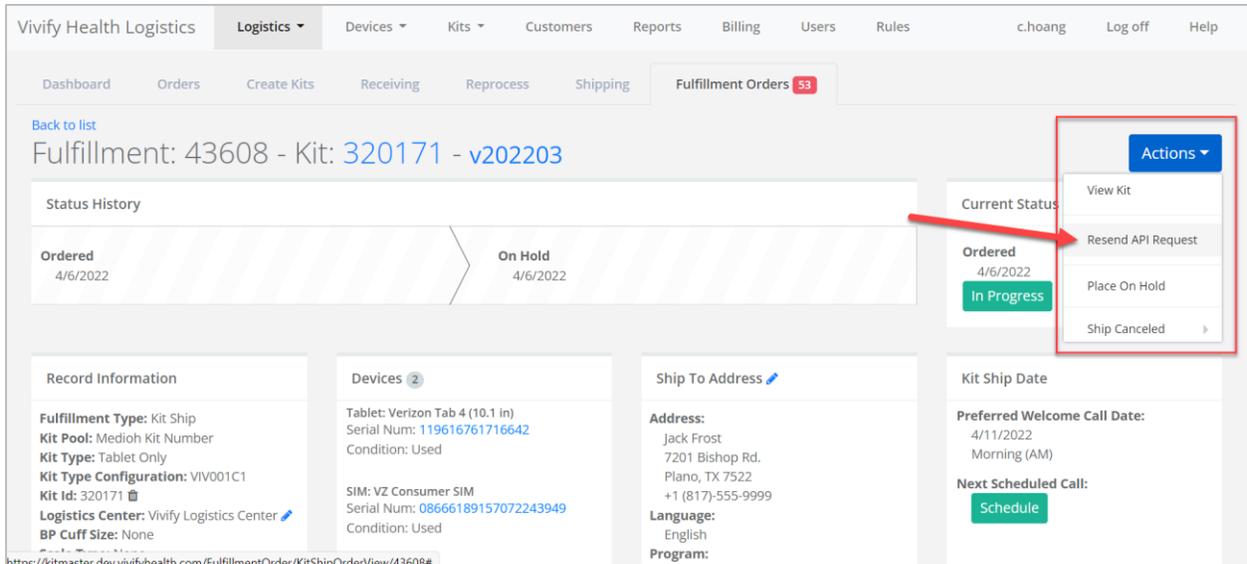
Figure 29: *Resend API Request button in the Actions menu.*
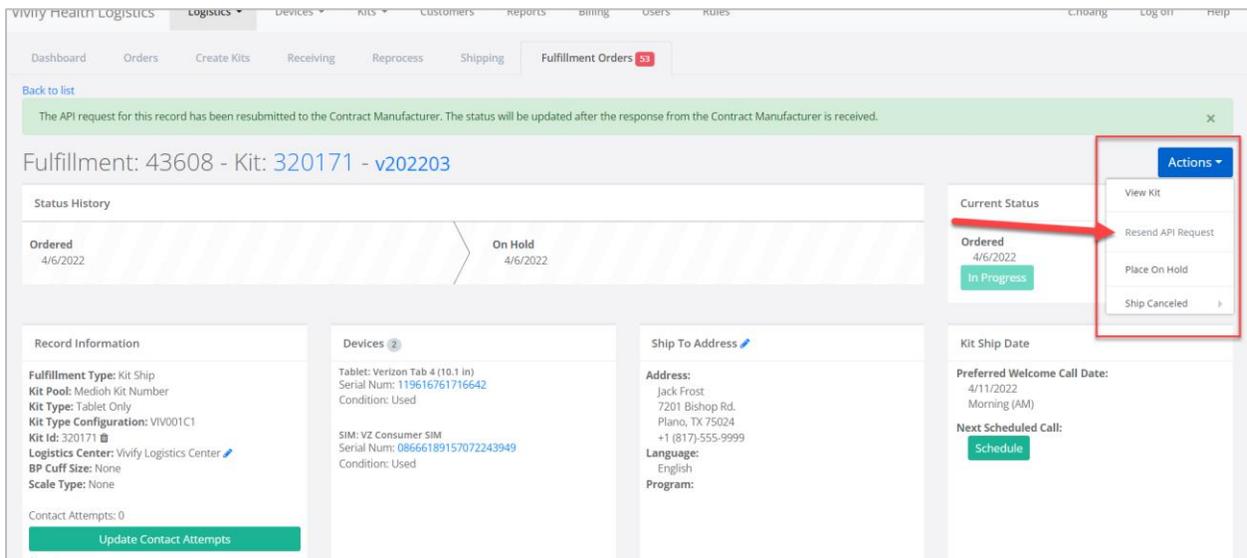
Figure 30: *Confirmation message and Resend API Request button when not accessible in the Actions menu.*

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.