Release Notes

Version 4.0 of the Logistics Portal provides you with new features and functionality that support your day-to-day operations, including receiving, processing, shipping, and picking up kits.

New Features

This version includes the following new features, as well as additional enhancements.

New Feature		Description
Reprocessing Checklist	VIVY-1142	A new checklist was created that replaces the PDF and print version of the form. This new checklist allows the team to complete the reprocessing of kits in a more efficient way that allows for data to sync between the Care Team Portal and Logistics Portal. It also creates an Audit History, so the devices are tracked and the actions are visible related to reprocessing.
New Statuses for Pickup Record	VIVY-1141	New statuses were added for the pickup record (device missing, retrieval canceled, and retrieval complete). The pickup record now stays open through reprocessing and cannot be closed until reprocessing is complete and all devices are accounted for.
Enhanced Search, Selection, and Mass Editing Capabilities on the Kit List	VIVY-187	Added the ability to update two or more kits at a time in the Kit List. You can also update all kits in the list with the new mass update functionality. More filter options were added to the Filter by box. The functionality to search with a comma separated list was added, for example, Kit ^

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New Feature		Description
		101810, 102555.
Devices on the Call List Page	VIVY-674	Kit ships and kit pickups on the Kit Ship Call List have a list of devices currently assigned to the kit. The list stays synced with the current devices. This allows the customer support agent to know what devices the patient is expected to have when they call them.
Transferring Kits to a New Location	VIVY-678	On the Receiving page, new options were added (Receive Kit for Reprocessing, Receive Kit for Transfer, and Receive Device). The Transfer option allows for kits, devices, or parts to be mass transferred from one logistics center to another.
Receiving Devices From Patients	VIVY-1144	The Receiving page now has an option to receive devices that can be used to receive devices returned by the patient. The device is automatically put in the QA Check status and a receive record is created. There is a card showing the devices received today on the Receiving page as well.
Pickup Canceled Option	VIVY-680	The Action menu was updated with an option for Pickup Canceled. When this status is chose, one of the following reasons are required: care team member requested cancellation, could not reach patient, or carrier lost kit, patient lost kit. This is available while the record is in Not Scheduled, Scheduled, and Picked Up statuses. After the kit is received, cancel options are no longer needed.
Shrinkage Note	VIVY-962	The Shrinkage Note on the reprocessing record now includes the condition (reason for replacing) for devices, so the reason is easily visible without running the Shrinkage report.
Lost Devices - Automated Messages	VIVY-1143	When a device is marked as lost in the Logistics Portal, a message is automatically sent to the Care Team Portal and the pickup record is updated.
Contact Caregiver	VIVY-1154	A new Contact Caregiver section was added to the Kit Pickup record. The pickup record now contains a Contact Caregiver section under Reference Information with the name, number, and email of the assigned caregiver.
Carrier Escalation	VIVY-1278	A new Carrier Escalation field was added to the Kit ship and Kit pickup pages in Reference Information. A column on the ship and pickup lists show this value, which can be searched using Carrier Escalation Num = 9876.
Pickup Record History	VIVY-1296	The pickup record history now includes missing devices. An automated

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New Feature		Description
		messages appears, for example, "{Device/part name} was marked as {Missing/Physical Damage} and replaced."
New Columns on the Kit List	VIVY-1489	A new Lost Date column was added on the Kit List. This column shows when the kit was marked as lost. A new Status Change By column was added on the Kit List. This column shows the user that last made changes to the kit.
New Fields on Create Orders Page	VIVY-1556	Three new fields were added to the Create Orders page: Patient Id, Support Case #, and Hospital/Facility. These fields are optional and only appear on the shrinkage report for orders that are marked as shrinkage.
Pickup Report Receive Date Column	VIVY-1659	The Pickup report now has a Received Date column which records the date the pickup was received into the Logistics center.
Outbound and Return Tracking Numbers	VIVY-1676	When creating an order, there are now optional fields for Outbound and Return Tracking numbers. They are visible when viewing an order and can be updated when editing. Filling in the values also makes them visible in the order list and you can search by the values there.
Customer Pickup Status	VIVY-1204	For customers that do reprocessing only, unassigning a kit from a patient now creates a new kit pickup record with a status of Customer Pickup to differentiate from normal pickup.
Logistic Message Configuration for Lost Parts Non-Serialized Devices	VIVY-1175	There are now configurations on the Edit Customer screen that control the use of messages for missing and broken devices or parts. When the values are checked, messages are sent for the case, when they are not checked, messages are not sent. If the messaging enable flag is off, these new configurations are set to false and disabled.
Automatic Sync of Kits in Customer Portals	VIVY-659	Kits are now automatically removed from the previous customer portal when the customer is changed in the Logistics Portal. If the kit is still assigned to a customer in the Care Team Portal, an error message will appear and the change will not proceed.

Reprocessing Checklist

The Kit Reprocessing Checklist enables the Logistics team to track each component of the kit and record its status. After each component is accounted for, the reprocessing actions can be performed, and then the checklist is signed by the logistics technician and the quality control technician. Each checklist has an Audit History feature that includes all the actions taken and who performed them. With the checklist, the team can also mark a device as replaced, which will help keep track of

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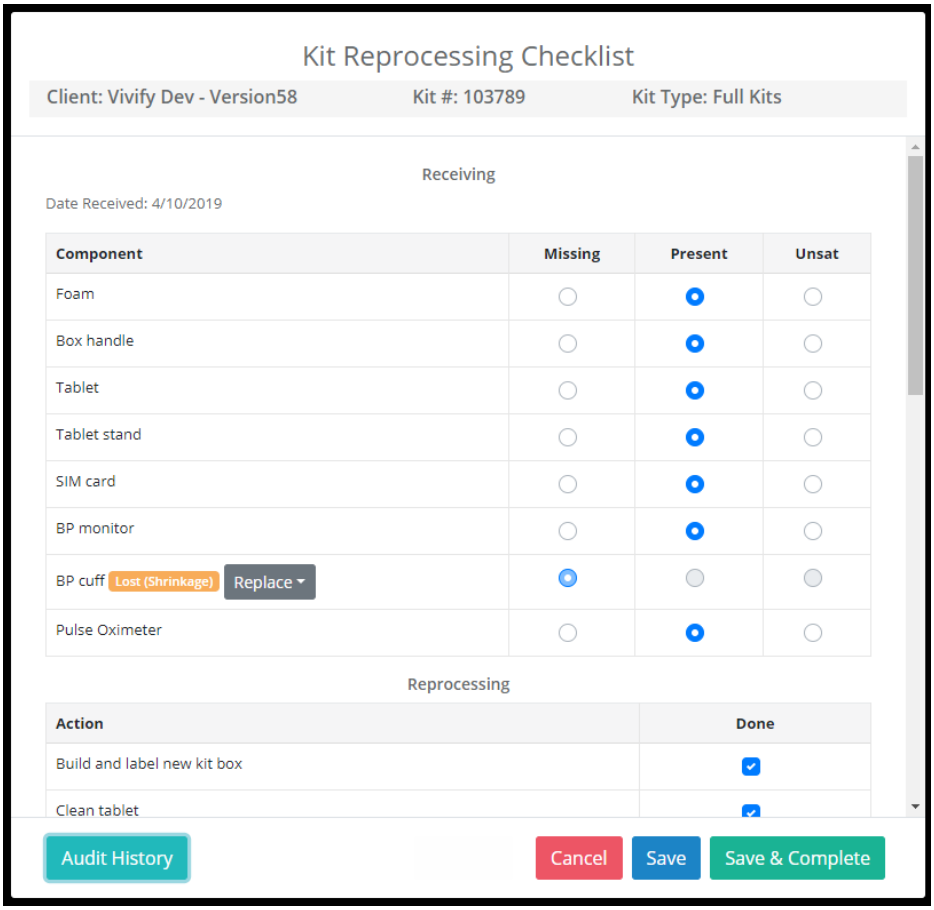
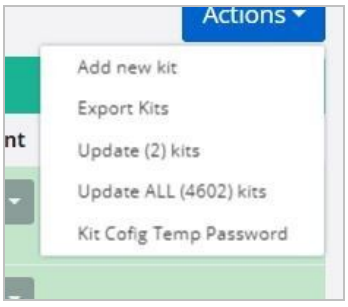
device locations during kit reprocessing. For example, if a device or a component has physical damage, the status will appear on the checklist.



Enhanced Search, Selection, and Mass Editing Capabilities on the Kit List

On the Kit List page, you can now update two or more kits or update all the kits in the list. These new options are available in the Actions menu.



More filter options were added to the **Filter by** list. To see a list valid values, click in the Filter by box.

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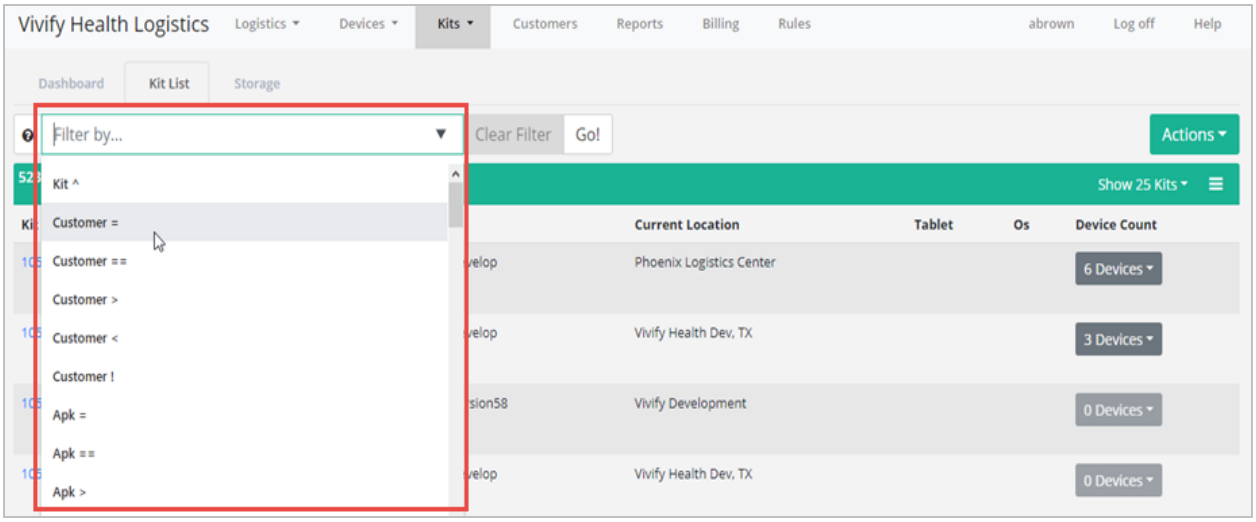
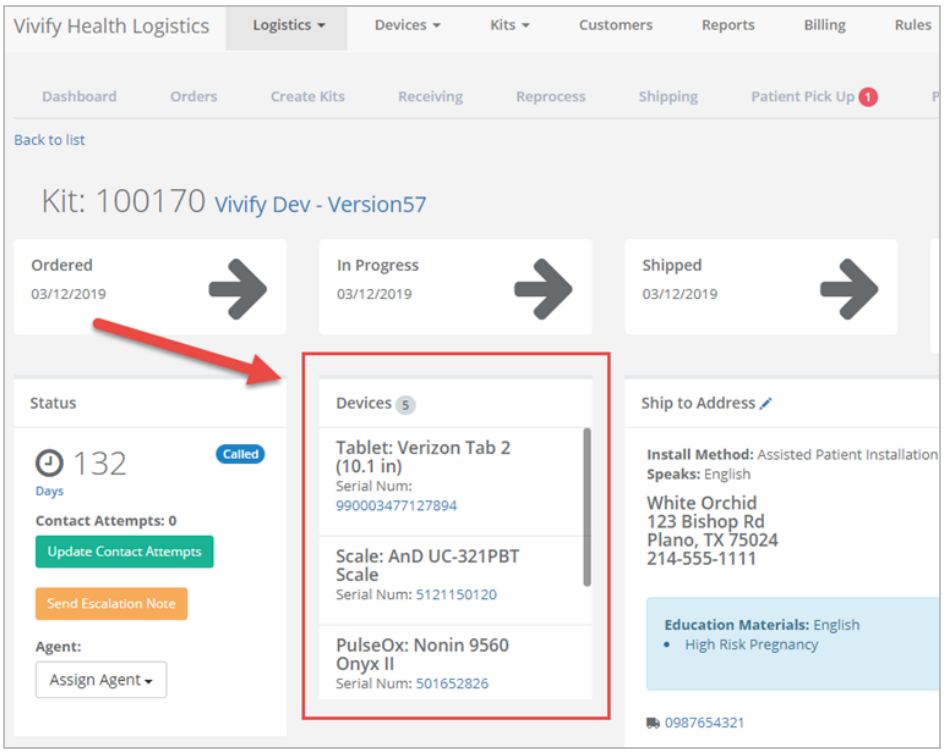
The functionality to search with a comma separated list was added, for example, Kit ^ 101810, 102555.



Devices on the Call List Page

Kit ships and kit pickups on the Patient Kit Ship Call List have a list of devices currently assigned to the kit. The list stays synced with the current devices. This allows the customer support agent to know what devices the patient is expected to have when they call them.



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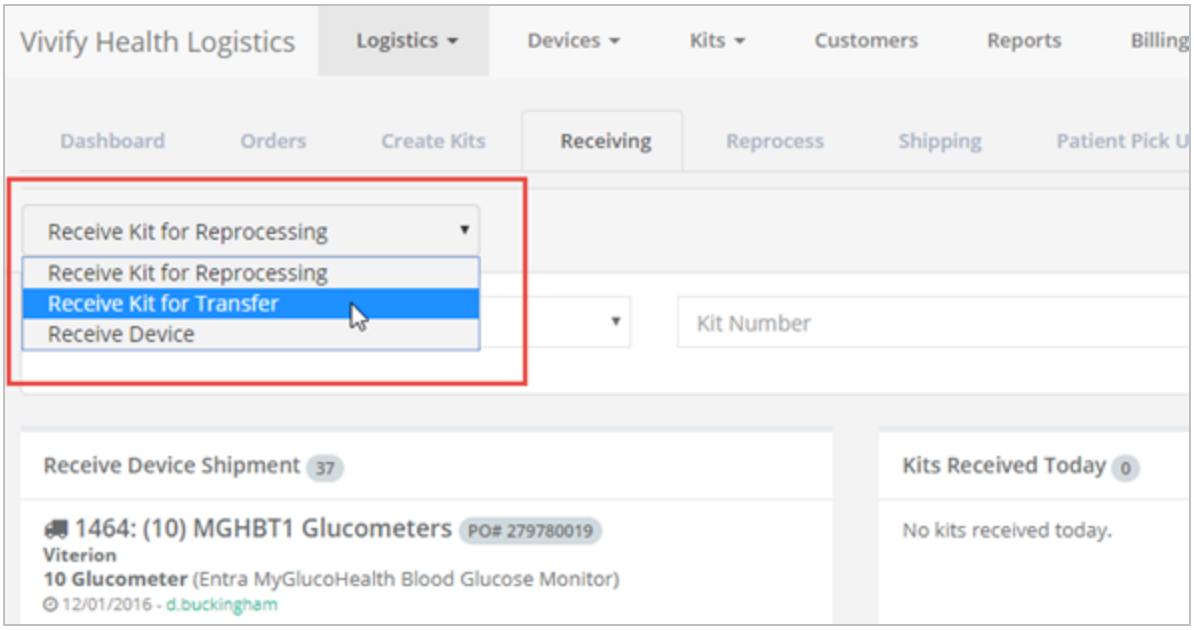
Transferring Kits to a New Location

On the Receiving page, new options were added (Receive Kit for Reprocessing, Receive Kit for Transfer, and Receive Device). The Transfer option allows for kits, devices, or parts to be mass transferred from one logistics center to another.

In order to transfer a kit, the user will ship the kit as normal and then receive the kit on the Receive screen. There is now a list on this page that provides the ability to receive kits for transfer. After receiving kits, the state of this option is held so you can continue to receive kits for transfer without needing to reselect the option.

The act of receiving the kit for transfer updates the current location, adds a receive record to the kit, but correctly does not create a reprocessing record.



Receiving Devices From Patients

The Receiving page now has an option to receive devices that can be used to receive devices returned by the patient. The device is automatically put in the QA Check status and a receive record is created. Also, on the Receiving page, a card showing the devices received today is available.

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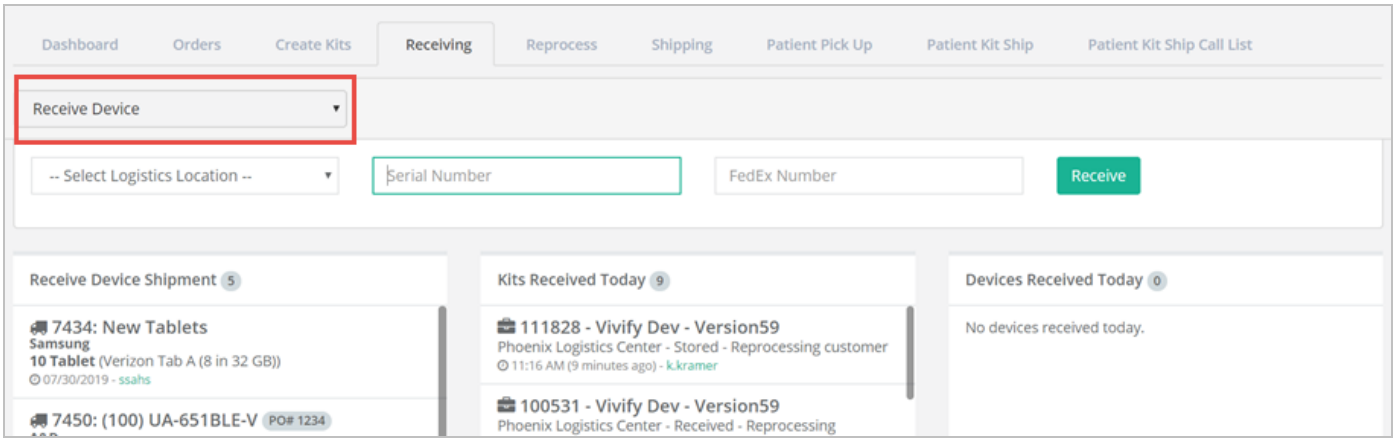
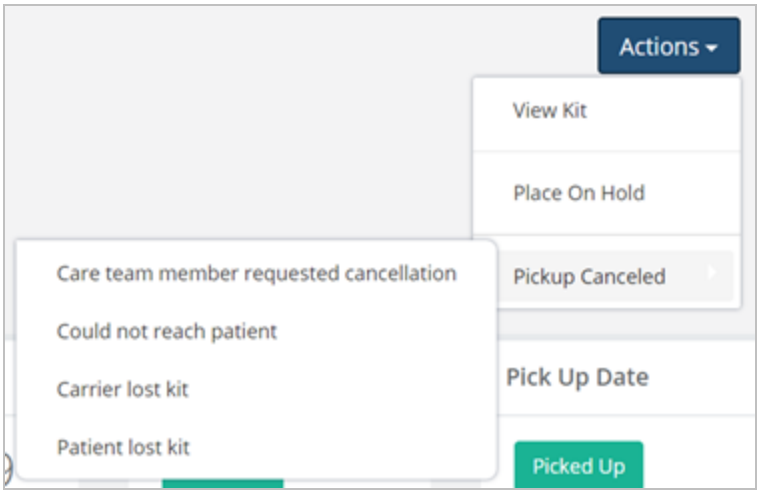


Pickup Canceled Option

The Actions menu was updated with an option for **Pickup Canceled**. When this status is chose, one of the following reasons are required: Care team member requested cancellation, Could not reach patient, Carrier lost kit, or Patient lost kit. This is available while the record is in Not Scheduled, Scheduled, and Picked Up statuses. After the kit is received, the cancel options are no longer needed.



Shrinkage Note

The **Shrinkage Note** on the reprocessing record now includes the condition (reason for replacing) for devices, so the reason is easily visible without running the Shrinkage report.

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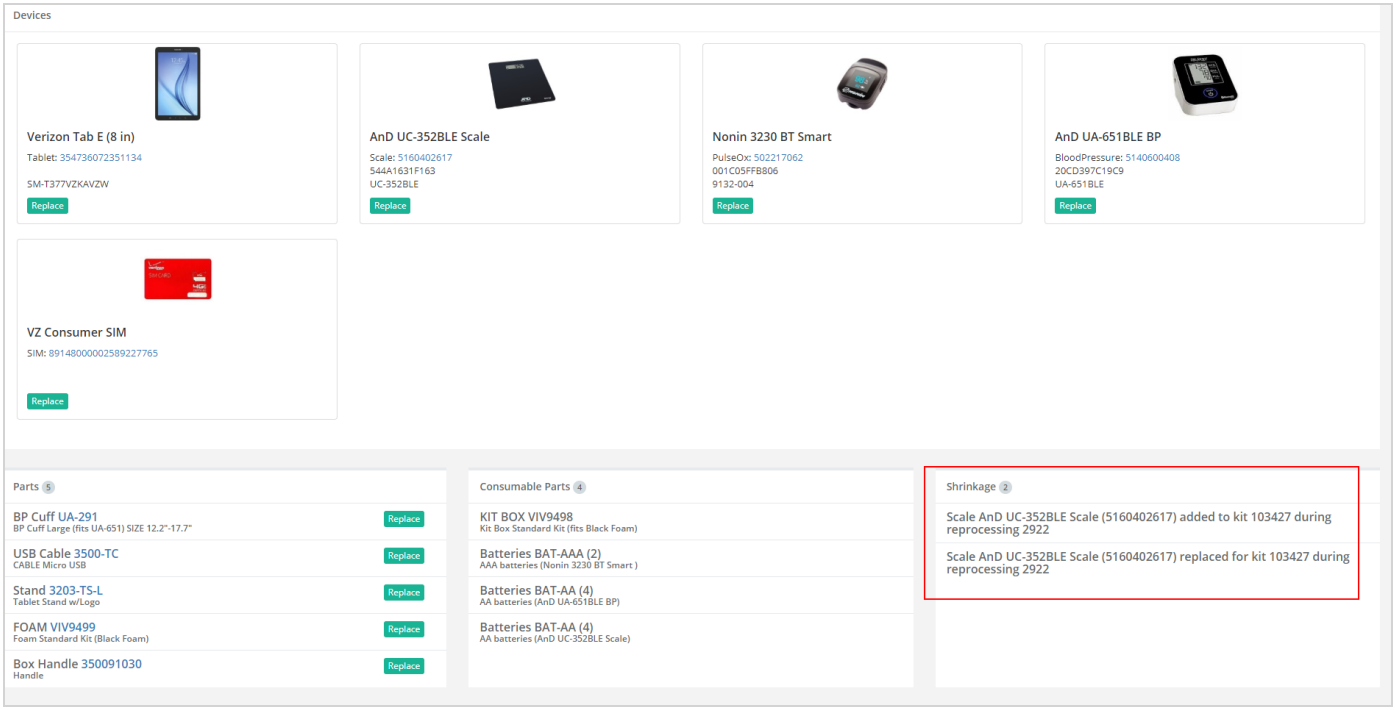

New Statuses for Pickup Record

New statuses were added for the pickup record (device missing, retrieval canceled, and retrieval complete).

- **Device Missing** – Automatically assigned when the device is marked as lost during reprocessing. The following message appears on the patient's profile history: "Kit “{Kit #}” was returned to Vivify Logistics without all of the required devices. Vivify Logistics will attempt to retrieve all missing devices."
- **Retrieval Canceled** – Either the patient doesn’t have the device or the communication attempts with the patient were unsuccessful. The following message appears on the patient's profile history "Device retrieval for Kit “{Kit #}” was canceled: {Cancel Reason}."
- **Retrieval Complete** – Manually assigned when all device have been received. The following message appears on the patient's profile history "The missing devices for Kit “{Kit #}” were successfully retrieved."

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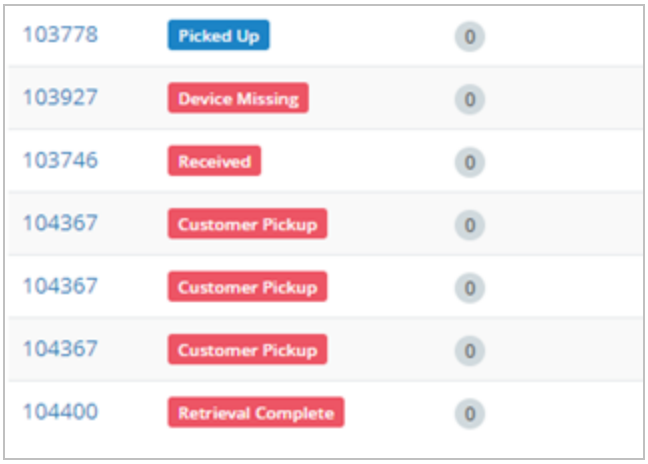
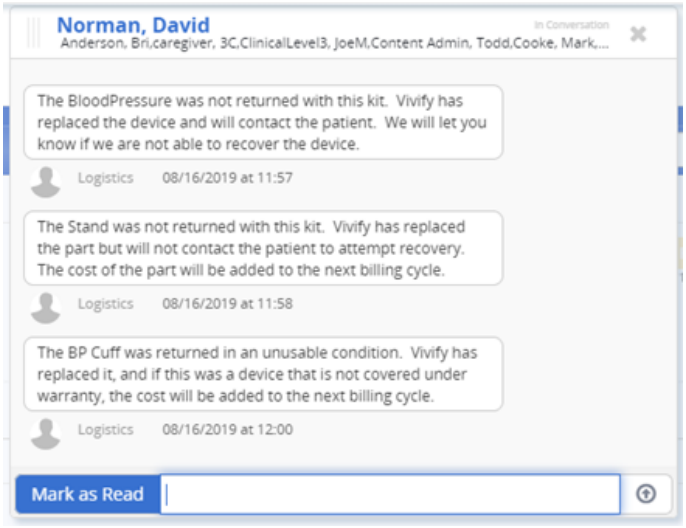


Lost Devices - Automated Messages

When a device is marked as lost in the Logistics Portal, a message is automatically sent to the Care Team Portal and the pickup record is updated.



Contact Caregiver

A new **Contact Caregiver** section was added to the Kit Pickup record. The pickup record now contains a Contact Caregiver section under Reference Information with the name, number, and email of the assigned caregiver.

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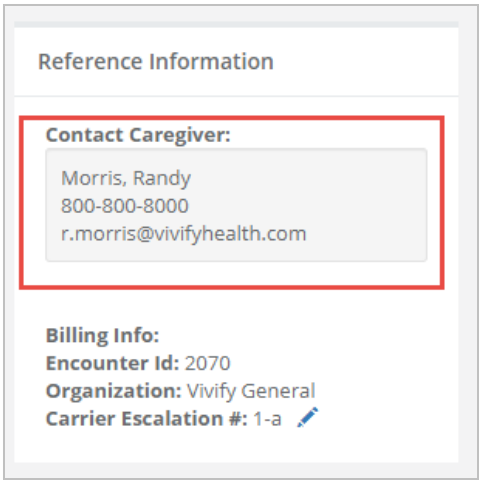
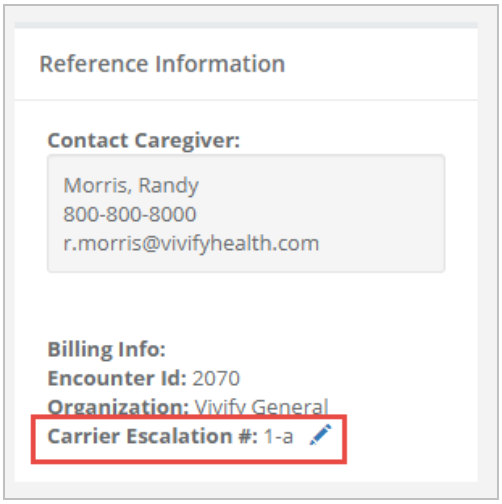


Carrier Escalation

A new **Carrier Escalation** field was added to the Kit Ship and Kit Pickup pages in Reference Information. A column on the ship and pickup lists shows this value, which can be searched using Carrier Escalation Num = 9876.



Pickup Record History

The pickup record history now includes missing devices. An automated messages appears, for example, "{Device/part name} was marked as {Missing/Physical Damage} and replaced."

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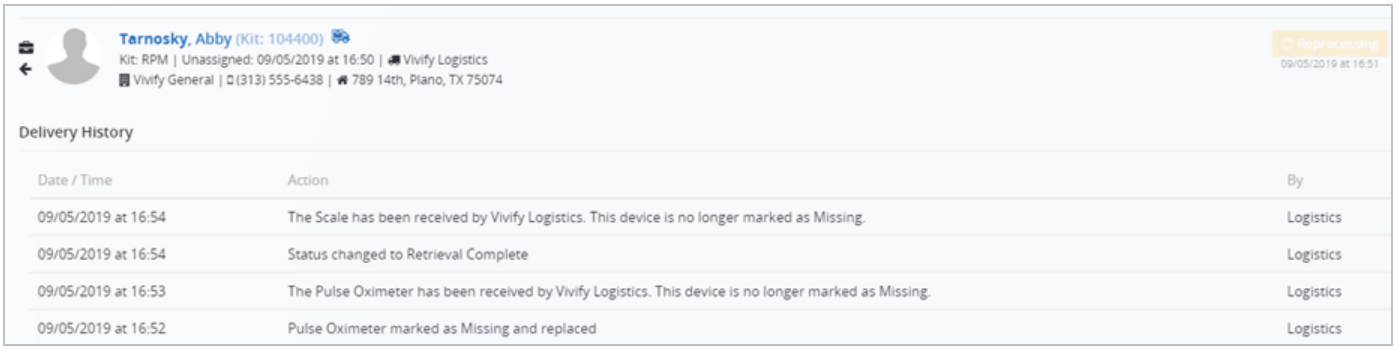
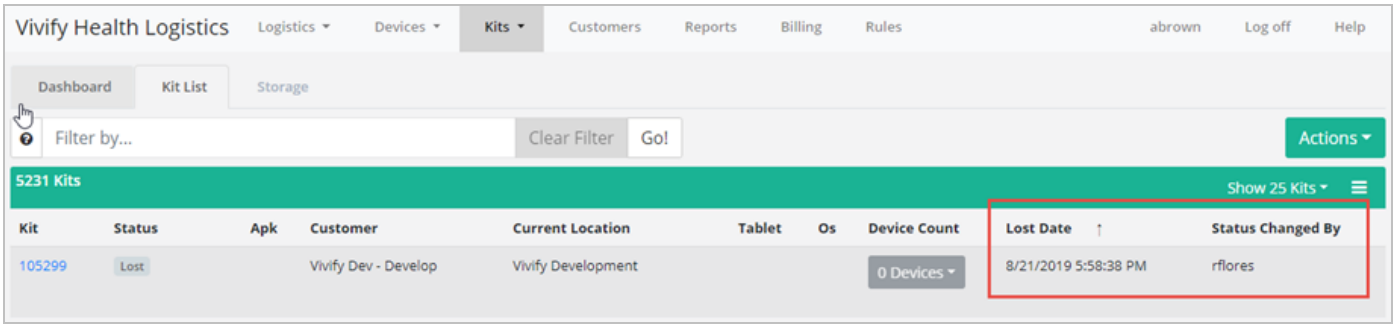


New Columns on the Kit List

A new **Lost Date** column was added on the Kit List. This column shows when the kit was marked as lost.

A new **Status Change By** column was added on the Kit List. This column shows the user that last made changes to the kit.



New Fields on Create Orders Page

Three new fields were added to the Create Orders page: Patient Id, Support Case #, and Hospital/Facility. These fields are optional.

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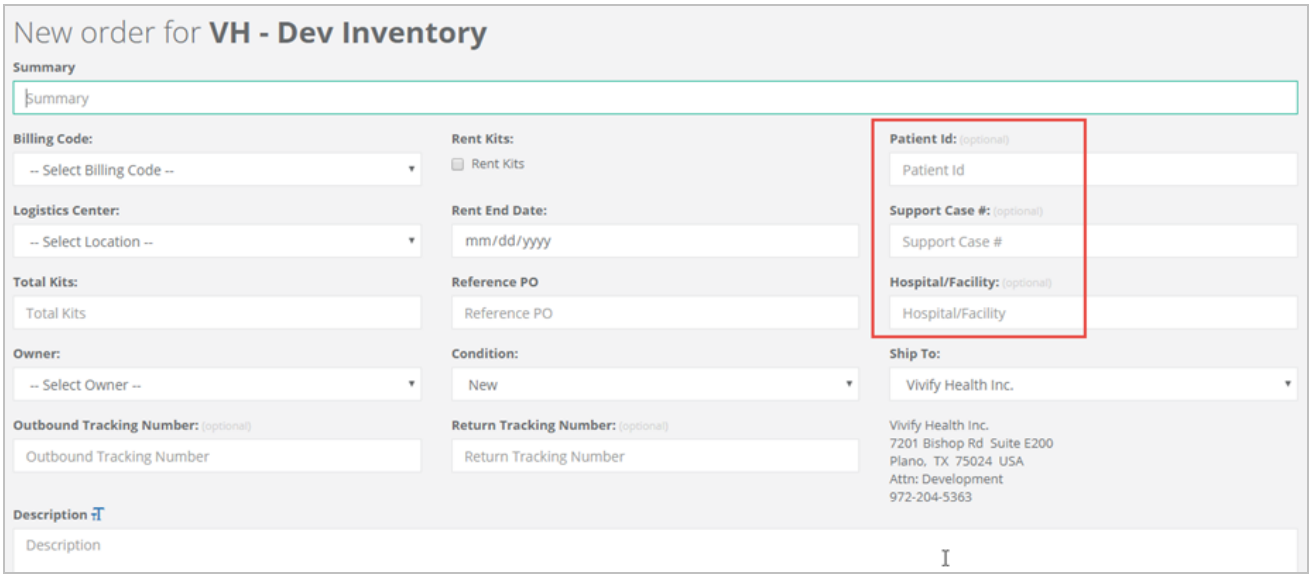
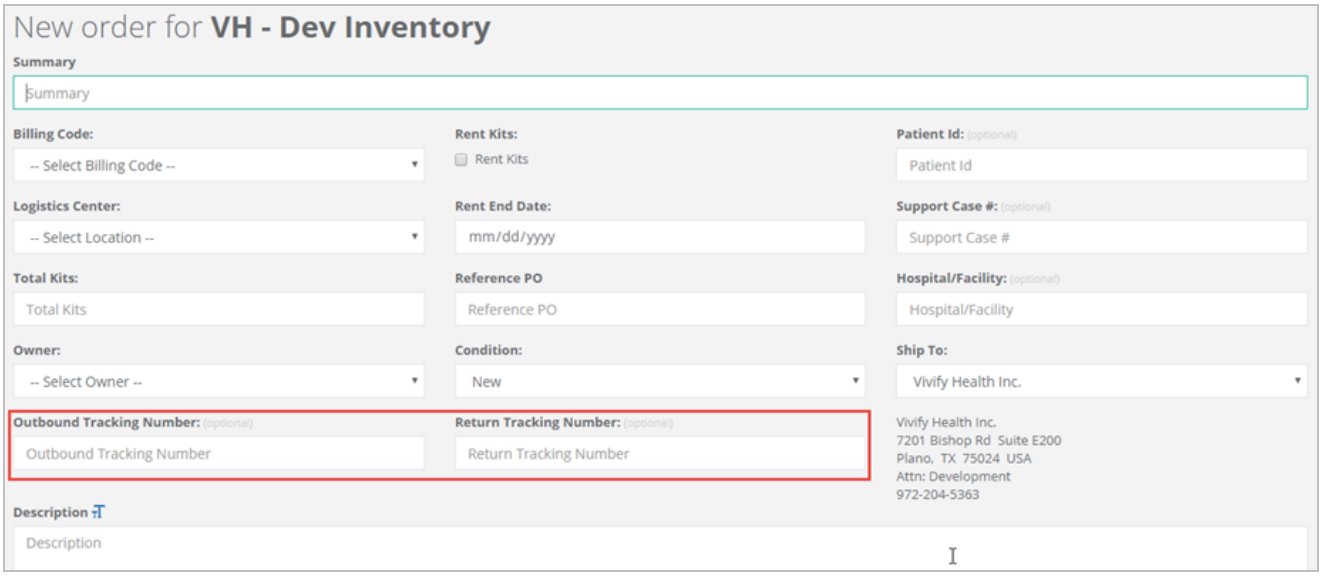


Outbound and Return Tracking Numbers

When creating an order, there are now optional fields for **Outbound** and **Return Tracking Numbers**. They are visible when viewing an order and can be updated when editing. Filling in the values also makes them visible in the order list and you can search by the values there.



Pickup Report Receive Date Column

The Kit Pickup report now has a **Received Date** column which records the date the pickup was received in the Logistics center.

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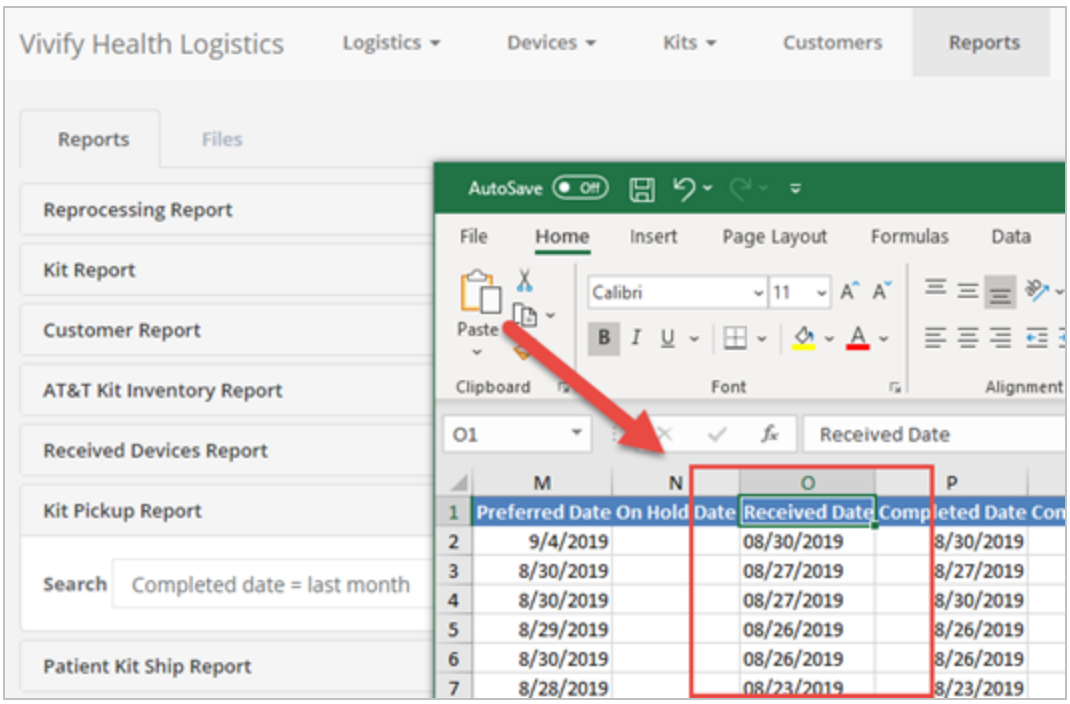

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