



Release Notes

Version 2020.02 of the Logistics Portal provides you with new features and system updates that support your day-to-day operations, including enhancements to the Fulfillment Orders page, a new Ship Fulfillment Orders page, new processes for replacing kit devices, and updates to the Reprocessing Checklist.

New Features

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

New Features	Description
Fulfillment Orders Page	The Fulfillment Orders page was updated with additional columns (Kit Number and Support Case Number). Also, when you click the number in the Fulfillment column, a new Fulfillment Orders Detail page will appear.
Fulfillment Orders Detail Page	The previously released Fulfillment Orders Details page now has a layout similar to the Kit Details page. This page includes statuses, reference information, internal notes, dates, history, and other details. Logistics Portal users can review all the information related to kit device orders and +Go device orders from this page.
Ship Fulfillment Orders Page	A new Ship Fulfillment Order page is available from the Fulfillment Orders Detail page. This new page allows Logistics Portal users to edit shipping information before sending a replacement device or part to the patient.
Replacing a Kit Device (Fulfillment Orders Detail Page)	On the Fulfillment Orders Detail page, a new process was added for replacing devices. The new process provides users with a quick way to replace a device that is part of a kit

New Features	Description
	order that is in progress.
Replacing a Kit Device (Kits Page)	On the Kit Detail page, a new process was added for replacing devices and parts. When a replacement is requested, the device order is saved on the Fulfillment Order page with the Fulfillment Type of Kit Device Replacement.
Kit Detail Page	The styles of the buttons and navigation menus on the Kit Detail page have been updated to be consistent with other recent changes in the Logistics Portal. The actions on this page are also now consistent with other experiences in the Logistics Portal.
Reprocessing Checklist - Inactive Devices	The Reprocessing Checklist was updated to include a section for inactive devices. This new section provides a way to account for inactive devices separately from active devices.

Fulfillment Orders Page

The Fulfillment Orders page was updated with additional columns (Kit Number and Support Case Number). You can decide which columns you want to set as the default by using the menu. The Fulfillment Type column shows you the type of order (Device, Kit, and Kit Device Replacement), which is helpful in determining if the order is for a +Go device or a Kit device. Also, when you click the number in the Fulfillment column, the updated Fulfillment Orders Detail page will appear.

Example 1: Fulfillment Orders Detail Page

Fulfillment	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id	Support Case Num	Kit Id
129	Kit Device Replacement	Ordered	Vivify Dev - Develop	Hypertec			104438
130	Kit Device Replacement	Called	Vivify Dev - Develop	Hypertec			105192
132	Kit Device Replacement	Shipped	Vivify Dev - Develop	Hypertec			105194
215	Kit Device Replacement	Scheduled	Vivify Dev - Develop	Hypertec	2008	123456	105192
216	Kit Device Replacement	Received	Vivify Dev - Develop	Hypertec	2008	Supnum12	105192
265	Kit Device Replacement	In Progress	Vivify Dev - Develop	Hypertec	2007	SupNum123	105196

Fulfillment Types

- **Device** – Orders for +Go devices from vendors Ascencia and Hypertec. These orders are created on the Fulfillment Orders List page from the **Actions>Create Device Order** menu.
- **Kit Device Replacement** – Orders to replace broken or missing devices in existing kits. These orders are created on the Kit Detail page from the **Actions>Request Device Replacement** menu.

Fulfillment Orders Details Page

The previously released Fulfillment Orders Details page was updated with a layout similar to the Kit Details page (see [Example 2](#) and [Example 3](#)). This page has all information related to fulfillment orders and assists the team with ordering and shipping devices to patients. As the order progresses through the process of being fulfilled, the status appears at the top of the page where it is easily visible and actionable.

This update includes sections for the following information:

- **Status History and Current Status:** Status History shows the progress the order has completed through the various states, including the date of transition. Current Status shows the date the order entered into its current status and gives an option to process the order to the next step in the workflow. The following status types are supported: Ordered, In Progress, Shipped, Delivered to Patient, Delivered to Customer, Delivered to Logistics, Called, Scheduled, Picked Up, Received, Complete, Canceled, On Hold. Each status has a button that allows you to move the record to the next step in the process. When a record is placed in On Hold status, the Resume button can be used to move the record back to the previous status.
- **Replacement Devices (Fulfillment Type Kit):** Lists the type of device that has been requested to be replaced and includes the old and new model and serial number. Clicking the device serial number opens the Device details page where you can view the history of the device and other information. The Replacement Device section only appears in records with the Fulfillment Type of Kit and Kit Device Replacement.
- **Devices/Parts (Fulfillment Type Device):** Lists the vendor, type of device or part, and amount that is included in the order. The Devices/Parts section only appears for the Fulfillment Type of Device.
- **Ship To Address:** Lists the address, language, and tracking number for the order. Clicking the tracking number opens the FedEx site.
- **Pick Up Date:** Shows the retrieval dates of the old device and the Scheduled Date and Pick Up Date, with options to reschedule and mark as picked up (if the order has shipped).
- **Reference Information:** Includes Billing Information (Encounter ID, Organization, Carrier Escalation, and Support Case Number) and Contact Caregiver (Name, Phone Number, and Email of the assigned Care Team member). Carrier Escalation number and Support Case number can be edited.
- **Internal Vivify Notes:** Comments or information about the order.
- **History:** History information related to the current fulfillment record, including status changes, pick up dates and times, and any changes made to the order information.

Example 2: Fulfillment Detail Page (Kit)

Vivify Health Logistics **Logistics** Devices Kits Customers Reports Billing Rules abrown Log off Help

Dashboard Orders Create Kits Receiving Reprocess Shipping Patient Pick Up Patient Kit Ship **Fulfillment Orders** Patient Kit Ship Call List

Back to list

Fulfillment: 389 - Kit: 103781 - Vivify Dev - Develop Actions

Status History

Ordered 2/4/2020 → In Progress 2/6/2020 → Shipped 2/6/2020 → Called 2/6/2020 → Scheduled 2/6/2020

Current Status

Picked Up 2/6/2020

Status

Picked Up

9 Days

Contact Attempts: 0

Update Contact Attempts

Agent: Assign Agent

Replacement Devices

Tablet
New: Verizon Tab E (8 in) (358616091187683)

PulseOx
New: Nonin 3230 BT Smart (502428381)

Ship To Address

Address:
David Norman2
1234 Main St
Plano, TX 75070
+1 (214) 763-7045

Language:
English

Track:
9876

Pick Up Date

Scheduled Date:
2/6/2020
Morning (AM)

Reschedule

Pick Up Date:
2/6/2020
12:00 am

Picked Up

Reference Information

Contact Caregiver:

Internal Vivify Notes

No notes.

History

Status changed from 'Scheduled' to 'PickedUp'.
Feb 5 (9 days ago) - david.norman

Example 3: Fulfillment Detail Page (Device)

Vivify Health Logistics **Logistics** Devices Kits Customers Reports Billing Rules abrown Log off Help

Dashboard Orders Create Kits Receiving Reprocess Shipping Patient Pick Up Patient Kit Ship **Fulfillment Orders** Patient Kit Ship Call List

Back to list

Fulfillment: 7 - VH - Dev Inventory Actions

Status History

On Hold 10/31/2019 → Ordered 11/1/2019 → On Hold 1/15/2020 → Ordered 1/29/2020 → In Progress 2/3/2020

Current Status

Shipped 2/3/2020

Complete

Reference Information

Contact Caregiver:

Billing Information:
Encounter Id:
Organization:
Carrier Escalation #:
Support Case Number:

Devices/Parts

Vendor: Ascensia

Glucometer : Contour Next One
Quantity: 1

Ship To Address

Address:
TestFirst TestLast
q
Qq, AL 12345
111-111-1111

Track:
111

History

Tracking number changed from " to '111'.
Feb 3 (14 days ago) - d.britton

Status changed from 'InProgress' to 'Shipped'.
Feb 3 (14 days ago) - d.britton

Status changed from 'Ordered' to 'InProgress'.
Feb 3 (14 days ago) - d.britton

Status changed from 'OnHold' to 'Ordered'.
01/29/2020 - d.britton

Tracking number changed from '999999999999' to '.
01/28/2020 - t.couch

Tracking number changed from '1234567890' to '0000000000'.
01/28/2020 - t.couch

Internal Vivify Notes

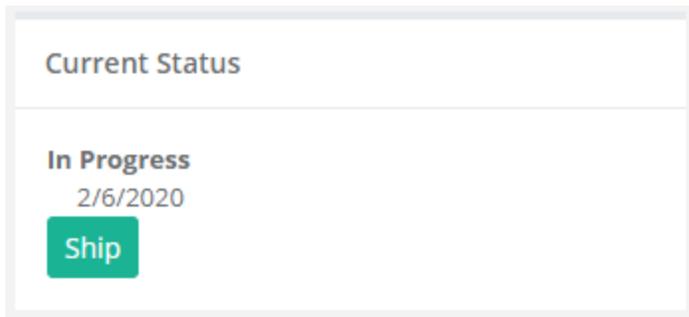
This test should be on top for next test for the notes
Feb 3 (14 days ago) - t.couch

Ship Fulfillment Order Page

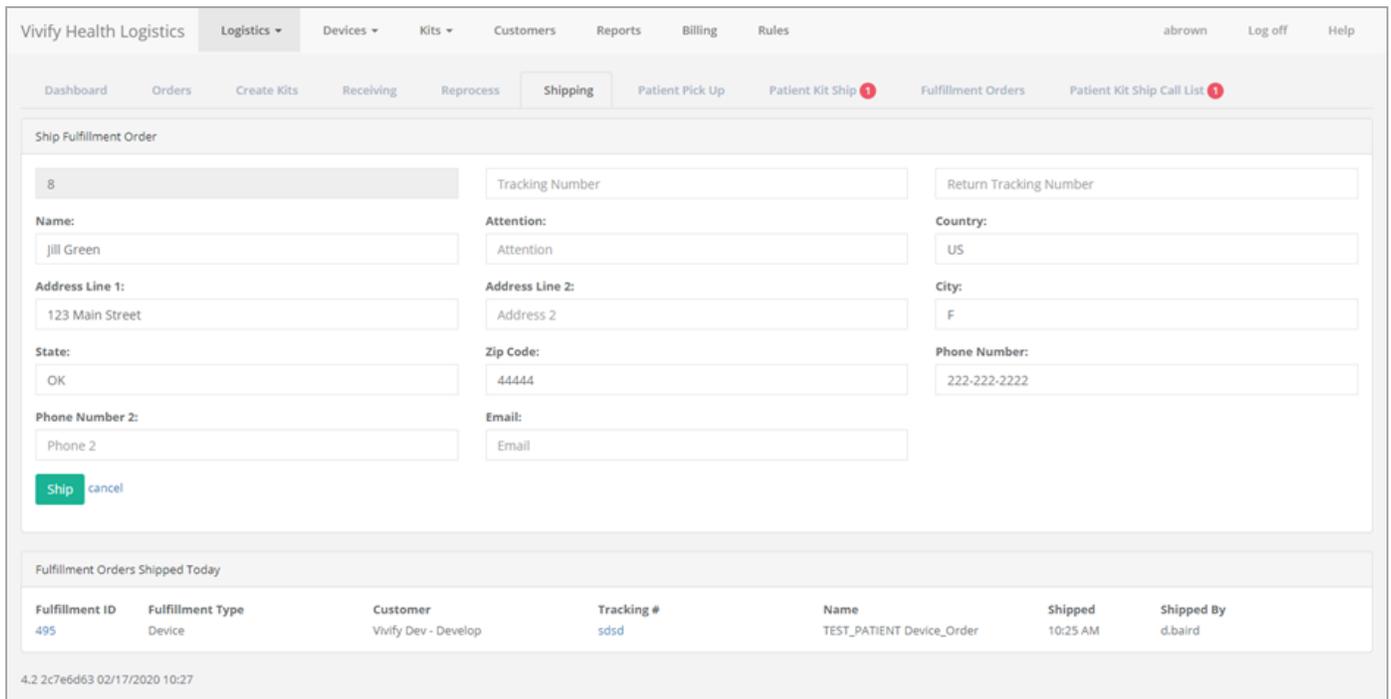
On the Fulfillment Orders Detail page, clicking **Ship** opens the Ship Fulfillment Order page (see [Example 4](#) and [Example 5](#)). The same fields are required as when shipping kits. At the bottom of the screen, the user can see all the fulfillment records that have been shipped today, along with relevant details.

After shipping the fulfillment order, the page loads the default Shipping page with the menu set to Shipping Fulfillment Order. The user can switch between shipping kits and fulfillment orders with this menu (see [Example 6](#)).

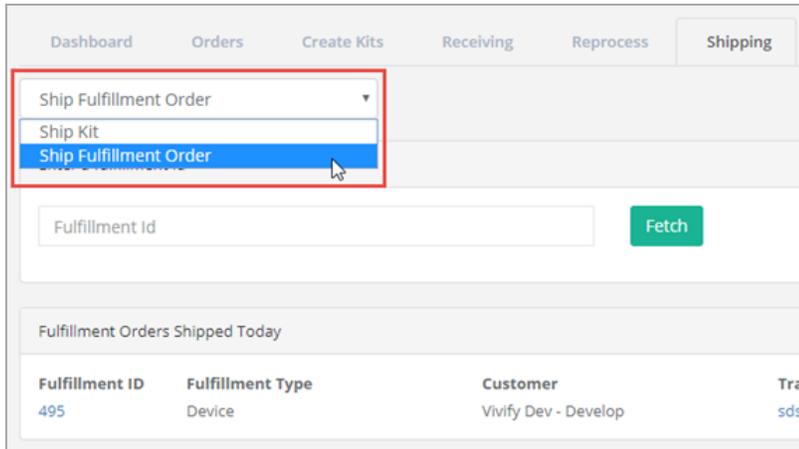
Example 4: Fulfillment Orders Detail Page – Ship Button



Example 5: Ship Fulfillment Order Page



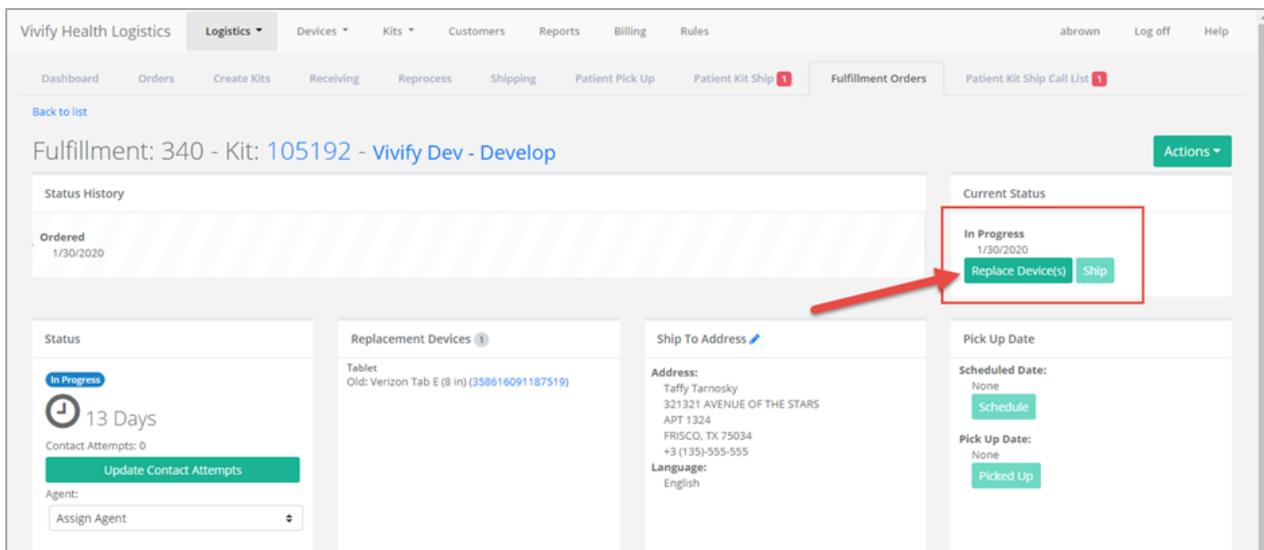
Example 6: Shipping Page (Ship Fulfillment Order Option)



Replacing a Kit Device (Fulfillment Orders Detail Page)

On the Fulfillment Orders Details page, Logistics Portal users can replace a kit device if the order status is In Progress. The new device is added to the kit using the **Replace** window (see [Example 7](#)). After you replace the device, the new serial number appears in the Replacement Devices section and the **Replace Device(s)** button is disabled (see [Example 8](#)). This action marks the old device as inactive but the device remains assigned to the kit for tracking purposes (see [Example 9](#)). When a device is replaced with this process, a history note is added to the Fulfillment Order page and the Kit Details page. For more information, see [Replacing a Kit Device](#).

Example 7: Fulfillment Orders Detail Page – Replace Device(s) Button



Replace Tablet

Why are you replacing this device?

Comment:

New Device:

Example 8: Fulfillment Order Detail Page with Old and New Tablet Serial Numbers

Fulfillment: 340 - Kit: 105192 - Vivify Dev - Develop

Status History

Ordered
1/30/2020

Status

In Progress

🕒 13 Days

Contact Attempts: 0

Update Contact Attempts

Agent:

Current Status

In Progress
1/30/2020

Replacement Devices ①

Tablet

Old: Verizon Tab E (8 in) (358616091187519)
New: Verizon Tab E (8 in) (357166095779045)

Ship To Address 📍

Address:
Taffy Tarnosky
321321 AVENUE OF THE STARS
APT 1324
FRISCO, TX 75034
+3 (135)-555-555

Language:
English

Pick Up Date

Scheduled Date:
None

Schedule

Pick Up Date:
None

Picked Up

Example 9: Kits Page – Inactive Device

Devices ②

Verizon Tab E (8 in) 📱

Tablet: 357166095779045
SM-T377VZKAVZW

AnD UC-352BLE Scale 📊

Scale: 5160502563
S44A1631EA51
UC-352BLE

Nonlin 3230 BT Smart 📱

Pulse/Ox: 50242689
001C05FF877E
9132-004

AnD UA-767PBT-CI BP Small 📱

BloodPressure: 5160800363
00091F817CE4
UA-767PBT-CI-S

VZ Consumer SIM 📱

SIM: 89148000003249558482

Polytel GMA2-A 📱

Glucometer: 00158409960
001584012211
GMA2-A

Swalve SWT1A 📱

Thermometer: 93841C100096
93E41C100096
SWT1A

Vitalograph Lung Monitor LM-4000 BLE 📱

Spirometer: 0172426
008025492891
LM-4000 BLE

Verizon Tab E (8 in) 📱

Tablet: 358616091187519
SM-T377VZKAVZW
Inactive

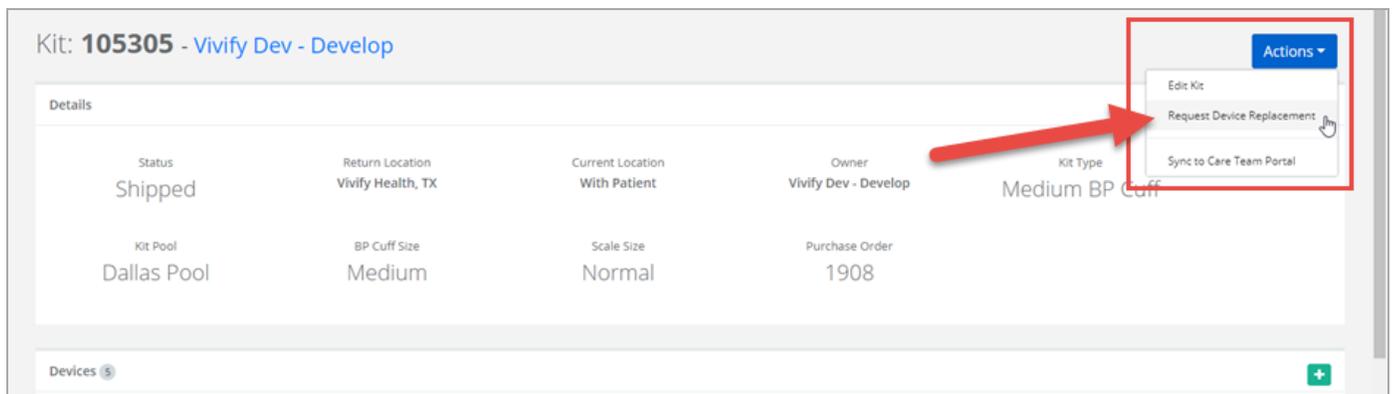
Inactive Device

Replacing a Kit Device (Kits Page)

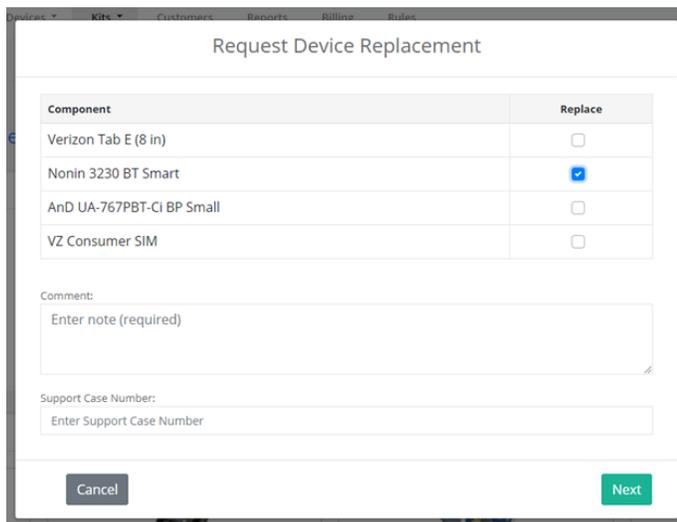
A new process was added for replacing devices and parts from the Kit Detail page. This process is different from the process that currently exists from within the Reprocessing Checklist.

On the Kit Detail page in the Actions menu, you can click **Request Device Replacement** to replace a device or part (see [Example 10](#)). This process has three steps: choosing the device to replace, confirming shipping information, and confirming the order. After confirmation, the window closes and the Kit Detail page is visible again. A green banner appears at the top of the page with a success message informing that the request was placed and a record is created in the history to track the request.

Example 10: Kits Page – Request Device Replacement Option



Example 11: Request Device Replacement Window



Example 12: Request Device Replacement – Shipping Information Window

Example 13: Request Device Replacement – Confirmation Window

Kit Detail Page Updates

The Kit Detail page was updated to be more consistent with other pages in the Logistics Portal, which includes improvements to load times, scroll bars, and actions (add/remove device, add/remove part, and add notes).

Kit: **105340** - Vivify Dev Actions ▾

Details

Status Stored	Return Location Vivify Dev 2 , TX	Current Location Phoenix Logistics Center	Owner VH - Inventory	Kit Type Dev Kit Type 2
Kit Pool Vivify Dev	BP Cuff Size None	Scale Size Normal	Purchase Order 1919	

Devices +



Verizon Tab E (8 in) 🗑
Tablet: 358616091192725
SM-T377VZKAVZW



AnD UC-352BLE Scale 🗑
Scale: 5160500590
544A16319ABF
UC-352BLE

Parts 1

Consumable Parts 1

Shipping History 0

Reprocessing Checklist – Inactive Devices

The Reprocessing Checklist has a new section for inactive devices. This section separates the devices that have been replaced in a kit from those that are still active. The inactive devices can be marked as Missing or Present for kit reprocessing. Selecting Missing triggers the Device Missing process, updates the Shrinkage report line item to Missing, and updates the condition of the device itself and the device snapshot in the pickup record to Missing. When reprocessing is completed, inactive devices are automatically deleted from the kit, but are still visible on the Kit Detail page for tracking purposes.

If there are no inactive devices, the Inactive Devices section will not be visible. If there are inactive devices, a selection is required to complete the record.

Once the checklist is complete and there are no more inactive devices in the kit, the open kit device replacement fulfillment order is closed (by marking it Received and then Complete).

Camera Reports Billing Rules

Kit Reprocessing Checklist

Client: Vivify Dev - Develop
Kit #: 104400
Kit Type: Full Kits

Receiving

Date Received: 11/4/2019

Component	Missing	Present	Unsat
Box handle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tablet Missing (Shrinkage) Replace ▾	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
BP monitor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pulse Oximeter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Weight scale Physical Damage (Shrinkage) Replace ▾	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

Inactive Device(s)	Missing	Present
AnD UA-651BLE BP (5161001369)	<input type="radio"/>	<input type="radio"/>
VZ Consumer SIM (89148000003249499042)	<input type="radio"/>	<input type="radio"/>

Reprocessing

Action	Done
Clean tablet	<input type="checkbox"/>
Clean blood pressure monitor	<input type="checkbox"/>
Clean weight scale	<input type="checkbox"/>

Audit History
Cancel
Save
Save & Complete