

Vivifyhealth

Third Party Logistics (3PL) Guide

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The difference is vivid.

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Getting Started

1.1 Introduction

This document describes how to perform various functions within the Logistics Portal. This guide can be used by employees new to working within the portal or existing employees that need a reminder of procedures.

For procedures for contract manufacturers to use when receiving Vivify's software application package and procedures for assembling kits see Appendix A: Specification Documents on page 117.

The following chapters are included in this guide:

- Chapter 1: Getting Started Introduction to contents of the guide (on this page).
- Chapter 2: Receiving Device and Kits Procedures for using the Receiving page in the Logistics Portal to receive devices, kits, and transfers (see "Receiving Kits and Devices," page 2).
- Chapter 3: Fulfillment and Replacement Procedures for storing kits and shipping parts, devices, and boxes. Procedures for creating device orders and replacing kits devices (see "Shipping and Replacing Kits and Components," page 14).
- Chapter 4: Reprocessing Kits Processes for preparing kits for use by additional patients and storing kits that aren't currently being used, including the kit reprocessing checklist (see "Reprocessing Kits," page 90).
- Chapter 5: Page Overviews Descriptions and examples of pages in the Logistics Portal (see "Page Overviews," page 103).

Receiving Kits and Devices

2.1 Introduction

This chapter contains information about the workflow for receiving kits and devices.

- Receiving Page (on this page).
- Receiving Kits for Reprocessing (see "Receiving Kits for Reprocessing," page 4).
- Receiving Kits for Transfer (see "Receiving Kits for Transfer," page 8).
- Receiving Devices (From Patients) (see "Receiving Devices (From Patients)," page 9).
- Receiving Devices Process (Purchase Order) (see "Receiving Devices Process (Purchase Order)," page 9).
- Uploading Serial Numbers (see "Uploading Serial Numbers," page 13).

2.2 Receiving Page

The Receiving page is where the Logistics technician receives kits and devices for reprocessing or transfer. The transfer option allows for kits, devices, or parts to be transferred from one logistics center to another.

To open the Receiving page, click **Logistics** and then **Receiving**. After the location is selected, the technician scans the kit number and FedEx number and then clicks **Receive**.

Vivify Health Logistics	Logistics - Devices - Kits	- Customers Reports	s Billing Rules		abrown	Log off	Help
Dashboard Orders	Dashboard Orders	Reprocess Shipping	Patient Pick Up 🕦 Patient I	Kit Ship Patient Kit Ship Call List			
Receive Kit for Reprocessin	Receiving Im						
Select Logistics Locatio	Reprocess Kit Number Shipping	0	FedEx Number	Receive			
Receive Device Shipment (Patient Pick Up Patient Kit Ship	Kits Received Today (s)		Oevices Received Today ()			
# 1464: (10) MGHBT1 G Viterion 10 Glucometer (Entra MyGluco 0 1201/2016 - d buckingham)	Patient Kit Ship Call List	Indianapolis Logistics Center - S 0 11:57 AM (2 hours ago) - david.nor	evelop Stored -	No devices received today.			
# 1630: (20) UA-651BLE, 767PBT-Ci-S PO# 2481	(20) UC-352BLE, (2) UA-	■ 102083 - Vivify Dev - D Indianapolis Logistics Center - S © 11:55 AM (2 hours ago) - david.nor	evelop Stored - man				
20 BloodPressure (AnD UA-65 20 Scale (AnD UC-352BLE Scale 2 BloodPressure (AnD UA-767 0 03/27/2017 - d.buckingham	1BLE BP) !) PBT-CI BP Small)	■ 102075 - Vivify Dev - D Indianapolis Logistics Center - S © 11:40 AM (2 hours ago) - david.nor	evelop Stored - man				
# 1632: DELETE		a 104367 - Vivify Dev - D	evelop				
Pending Notes (285)		5 Kits Delivered but Not Recei	ved 6				
100108 test © 08/31/2017 - mhawkins		103980 - Vivify Dev - D DeliveredToLogistics © 11:38 AM (2 hours ago) - SystemAD	evelop N				
at 100107 test © 08/31/2017 - mhawkins		DeliveredToLogistics	ersion57				
cit.dev.vivifyhealth.com/Reprocessing/Re	sceive	a 102126 - Vivify Dev - D	evelop				

The sections available on the Receiving page are as follows:

- 1. **Receive Device Shipments** Information about shipment of devices, including the number of devices, type of devices, and the date.
- 2. Kits Received Today List of the kits that have been received today, including the time and status.
- 3. Devices Received Today List of the devices received today, including the time and status.
- 4. Pending Notes Notes related to reprocessing or storing kits in the order. You can add a note with the green plus button.
- 5. Kits Delivered but Not Received Kits that are currently in the status of Delivered to Logistics, but have not yet been checked in to the warehouse (received).

On the Receiving page, options are available for Receive Kit for Reprocessing, Receive Kit for Transfer, and Receive Device.

Vivify Health Logistics	Logistics 👻	Devices 👻	Kits 👻	Customers	Reports	Billing
Dashboard Orders	Create Kits	Receiving	Repro	cess Shipp	ing Pati	ent Pick U
Receive Kit for Reprocessing Receive Kit for Reprocessing	5 *					
Receive Kit for Transfer Receive Device	5	*	Kit Numb	er		
Receive Device Shinment	17			Kits	Received Today	V O
Heceive Device Shipment	Ucometers (Po# oHealth Blood Gluce	279780019 ose Monitor)		No ki	ts received toda	у.

2.3 Receiving Kits for Reprocessing

1. Upon receiving a kit to be recycled, bring the kit into the containment area, and then inspect the kit box to make sure there is no obvious damage, which may indicate damage to the components inside the box.

Note: If the kit box is damaged, make sure the FedEx/other shipping person is present while you visually inspect the contents for damage.

2. In the Logistics Portal, click Logistics, and then click Receiving.

The Receive Kits page appears.

3. In the list, click Receive Kits for Reprocessing.

Vivify Health Logistics - Devices - Kits	Customers Reports Billing Rules	abrown Log off Help
Dashboard Orders Create Kits Receiving F	eprocess Shipping Patient Pick Up 👩 Patient Kit Ship 🧕	Fulfillment Orders 3 Patient Kit Ship Call List 🔁
Receive Kit for Reprocessing		
Receive Kit for Reprocessing Receive Kit for Transfer Receive Device	FedEx Number	Receive
Parelus Device Shipmant	Kite Bacaluad Taday	Devices Resolved Teday @
Receive Device Snipment (50)	Kits Received Today 0	Devices Received Today (6)
ell 1813: Welch Allyn 1500 BPs Weich 5 BloodPressure (Welch Allyn 1500) © 02/15/2019 - ssens	No kits received today.	No devices received today.
ell 1815: New Shrinkage report (Po# ShrinkagePo) Vivity Dev 1 Scale (AnD UC-352BLE Scale) 0 02192/019 - ropatel		
all 1824: Katie's Glucose Meter Assensia 1 Glucometer (Contour Next One) © 02/27/2019- koarnett		

4. In the **Select Logistics Location** list, click the receiving location.

In the Pending Notes area, you can click the plus sign to add a note. Pending notes are used to add information about the receiving kit, such as if a kit is missing devices or is contaminated.

Pending Notes 286	•
100109 test © 05/31/2017 - mhawkins	
100108 test © 05/31/2017 - mhawkins	
too107 test 08/31/2017 - mhawkins	
a 100106	

- 5. Scan in the kit number and the tracking number. The information will then appear in the appropriate fields.
- 6. The Receive button is selected automatically after scanning the tracking number.

Dashboard Order	s Create Kits	Receiving	Reprocess	Shipping	Patient Pick Up	Patient Kit Ship		
Receive Kits		Scanned kit number					Scanned tracking number	
Dallas Logistics Center		• 1	000001			6406144466	566	Receive

The Kits Received Today section is populated.

7. Click the kit number link from the list. (You can also click the kit number from Logistics > Reprocess.)

Vivify Health L	ogistics Logistics +	Devices 👻	Kits 👻	Customers Report	ts Billing Rule	5	abrown	Log off Help
Dashboard	Orders Create N	its Receivi	ng Reproc	ess Shipping	Patient Pick Up 274	Patient Kit Ship 1552	Patient Kit Ship Call List (1552)	
All Logistics Cen	ters		• [10	00714			✓ G0!	Actions -
2 Kits Reprocess	ing							
Kit	Customer	Days S	itatus	Status Date	Statused By	Logistics Center	Last Note	
100714	Ericsson Test	0	Shipped	03/21/2016	tparks		03/21/2016	
100714	Ericsson Test	69	Shipped	02/27/2017	k.blake		Parts	leplaced

The Reprocess page appears.

8. <u>Reprocess the Kit.</u>

2.4 Applying a Kit Return Reason

On the Receiving page in the Pending Notes section, a list of *kit return reason codes* appears so that Customer Support agents can record complaints accurately and easily.

To apply a kit return reason:

1. From the top navigation menu, click **Logistics** > **Receiving**.

The **Receiving** page appears.

2. In the Pending Notes section, click the plus (+) icon to add a new note.

Dashboard Orders Create Kits Receiving	Reprocess Shipping Fulfillment Orders	
Receive Kit for Reprocessing		
Select Logistics Location 🗸 🖌 🗸 Vit Number	Tracking Number	Receive
Receive Device Shipment 12	Kits Received Today 0	Devices Received Today 0
IO00: Summary for LP CTP Connection Wizard Test Data Por reatance Vender 200 Tablet (Verizon Tab 4 (10.1 in)) 200 SIM (V2 Consumer SIM) © 1006:2021 - Vwly API IO03: BP test test 2 BloodPressure (AnD UA-767PET-CI BP Small) 2 BloodPressure (AnD UA-767F-CP BP Wide) © 10/26/2021 - Louch	No kits received today.	No devices received today.
🛲 1004: Scale Test		
Pending Notes 1	Kits Delivered but Not Received 0	
E 100066 Reason: Frozen Screen (C) test 0 941/52022 - t.rouch	No kits.	

The New Note window appears.

Reason:	
- Select Reason	`
Enter a note that will be added to a kit when it i	s received.
Kit Number	
Enter new note	
	Close Save No

3. In the **Reason** list, select one of the following options:

Reasons

- BP Cuff Incorrect Size (C)
- Damaged at Receipt (C)
- Damaged in Use

- Error Message (C)
- Frozen Screen (C)
- Inaccurate/Fluctuating Reading (C)
- Lost/Stolen
- Not Charging (C)
- Not Delivered (C)
- Not Pairing (C)
- Not Powering On (C)
- Not Recognizing Touch (C)
- Not Transmitting (C)
- Other
- Stuck on Carrier Screen (C)
- Unable to Connect to WiFi (C)
- Unable to Log In (C)

N	ew Note	×	
K	Reason:	_	
	- Select Reason	-	
	Select Reason BP Cuff Incorrect Size (C) Damaged at Receipt (C) Damaged in Use Error Message (C) Frozen Screen (C) Inaccurate/Fluctuating Reading (C) Lost/Stolen Not Charging (C) Not Delivered (C) Not Pairing (C) Not Powering On (C) Not Recognizing Touch (C) Not Transmitting (C) Other Stuck on Carrier Screen (C) Unable to Connect to WiFi (C) Unable to Log In (C)		ric de

Note: If the reason is due to a complaint, the text (C) appears to the right of the

reason text.

- 4. Below the prompt, enter a note that will be added to a kit when it is received:
 - a. In the Kit Number box, type a kit number.
 - b. In the Enter new note box, type note text.
- 5. Click Save Note.

2.5 Receiving Kits for Transfer

On the Receiving page, 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 Receiving screen.

To receive a kit for transfer:

1. Click **Logistics** and then **Receiving**.

Vivify Health Logistics	Logistics +	Device	s ¥	Kits 👻	Customers	Reports	Billing	Rules	
Dashboard Orders	Dashboard Orders		eiving	Reproc	iess Sh	lipping	Patient Pick Up 1	Patient Kit Sh	
Receive Kit for Reprocessin	Receiving								
Select Logistics Locatio	Reprocess		Kit Numl	ber			FedEx Num	iber	

2. In the list, click **Receive Kit for Transfer**. 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.

Vivify Health Logistics	Logistics 👻	Devices 👻	Kits 🔻	Customers	Reports	Billing
Dashboard Orders	Create Kits	Receiving	Repro	cess Shippi	ing Patier	nt Pick U
Receive Kit for Reprocessin Receive Kit for Reprocessin Receive Kit for Transfer Receive Device	3 ▼ 3 13	v	Kit Numt	per		
Receive Device Shipment	37			Kits F	eceived Today	0
40 1464: (10) MGHBT1 G Viterion 10 Glucometer (Entra MyGluc © 12/01/2016 - d.buckingham	lucometers PO# oHealth Blood Gluc	279780019 ose Monitor)		No kit	s received today.	

- 3. Select the location.
- 4. Scan the kit number and FedEx number.

5. Click **Receive**. After receiving kits, the state of this option is held so you can continue to receive kits for transfer without needing to reselect the Receive Kits for Transfer option.

2.6 Receiving Devices (From Patients)

The Receiving page has an option 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.

To receive a device:

1. Click Logistics and then Receiving.

Vivify Health Logistics	Logistics 👻	Devices 🗸	Kits	-	Customers	Reports	Billing	Rules
Dashboard Orders	Dashboard Orders	;eiv	ving R	teproces	s Shipping	Patier	nt Pick Up 1	Patient Kit Sh
Receive Kit for Reprocessin	Receiving Jm							
Select Logistics Locatio	Reprocess	Ki	t Number				FedEx Num	ber
	Shipping							

2. In the list, click **Receive Device**.

Dashboard Orders Create Kits Receiving	Reprocess Shipping Patient Pick Up	Patient Kit Ship Patient Kit Ship Call List
Receive Device 🔹		
Select Logistics Location	FedEx Number	Receive
Receive Device Shipment 5	Kits Received Today 9	Devices Received Today 0
#7.434: New Tablets Samsung 10 Tablet (Verizon Tab A (8 in 32 GB)) © 07/30/2019 - ssahs	T111828 - Vivify Dev - Version59 Phoenix Logistics Center - Stored - Reprocessing customer O11:16 AM (9 minutes ago) - kkramer	No devices received today.
# 7450: (100) UA-651BLE-V PO# 1234	100531 - Vivify Dev - Version59 Phoenix Logistics Center - Received - Reprocessing	

- 3. In the Select Logistics Location list, select the location where the device is being received.
- 4. Scan the kit number and FedEx number.
- 5. Click **Receive**. After receiving device, the state of this option is held so you can continue to receive devices without needing to reselect the Receive Device option.

The device(s) appear in the Devices Received Today section. The devices are automatically in a QA Status check status.

2.7 Receiving Devices Process (Purchase Order)

When receiving devices, take the following steps:

1. Click **Devices**, and then click **Receive Devices**.

/ivify Health Logistics	Logistics 👻	Devices 👻	Kits 👻	Customers	Reports	Billing
		Dashboard				
Dashboard Kit List	Storage	POs				
Kit 103580		Devices				
Customer:	г	Parts		Tags:		
Vivify Training		Receive Devices		Note		
Default Location:	L			Status:		
Comcast			*	Stored		

2. Click a device shipment order.



The Purchase Order page appears.

4. In the Purchase Order screen, click Receive Devices.

Vivify Health Lo	gistics	Logistics 🗸	Devices 👻	Kits 👻	Customers	Reports	Billing
Dashboard	POs	Devices	Parts Re	ceive Devices			
+ Back to Purchase O	rder						
Purcha (500) UC-352BLE (500) UC-352BLE 500 Scale AnD UC-352BLE Sca MD UC-352BLE Sca AnD UC-352BLE Sca	se Or	der: 150	05: A&D dd Scale Model: AnD UC-352BL Serial Number: BT Address: Add	E Scale			

The Receive Devices page appears.

5. Do any of the following:

If you want to	Then									
Scan devices	Scan the barc	ode of the serial number	s and the Bluetooth (BT)	MAC addresses for	or the devic					
	The device information is populated in the Logistics Portal.									
	i ne device information is populated in the Logistics Portal.									
	After the devic	after the devices are added, the quantity and type of each device type appears, as well as a umber for each.								
	number for ea	ch.								
Opload a life with mul-	a. Click th	ne upload icon (🚢).								
tiple devices	The Select file to receive window appears									
	The Se		iw appears.							
	Salar	t file to receive Verizon Tab E /	(in)	, j						
	Selec	t file to receive verizon Table (a	sin)	^						
	File			I						
		Change File No file chosen								
		Choose File No file chosen								
				Cancel Save						
	b. Click C The sy	Choose File and navigat	e to the excel file on you ding of excel (.xlsx) files	r computer.	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa n for SIMs.	e to the excel file on you ding of excel (.xlsx) files	r computer. with two columns f	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa n for SIMs.	e to the excel file on you ding of excel (.xlsx) files	r computer. with two columns f	for devices					
	b. Click C The sy column	choose File and navigat estem supports the uploa n for SIMs. A Serial Number	e to the excel file on your ding of excel (.xlsx) files B IMEI	r computer. with two columns t	for devices					
	b. Click C The sy column	Choose File and navigat estem supports the uploa in for SIMs. A Serial Number 358616091332602	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602	r computer. with two columns f	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa n for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333055 358616091333097	r computer. with two columns f	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa n for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097 358616091333071	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333055 358616091333097 358616091333071	r computer. with two columns t	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa n for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097 358616091333071 358616091332842	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333055 358616091333097 358616091333071 358616091332842	r computer. with two columns f	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa n for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097 358616091333071 358616091332842 358616091332607	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333097 358616091333071 358616091332842 358616091332842	r computer. with two columns t	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097 358616091332842 358616091332842 358616091332607 358616091334269	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333097 358616091333097 358616091332842 358616091332842 358616091332842	Cancel Save	for devices					
	b. Click C The sy column	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 358616091333097 358616091333097 358616091332842 358616091332607 358616091334269 358616091332933	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333097 358616091333071 358616091332842 358616091332842 358616091332842 358616091334269 358616091332933	Cancel Save	for devices					
	b. Click C The sy column 1 2 3 4 5 6 7 8 9 10	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 35861609133097 35861609133097 358616091332842 358616091332842 358616091334269 358616091332933 358616091334137	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333097 358616091333071 358616091332842 358616091332842 358616091332842 358616091334269 358616091334137	r computer. with two columns f	for devices					
	b. Click C The sy column 1 2 3 4 5 6 7 8 9 10 11	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 35861609133097 35861609133097 358616091332842 358616091332842 358616091334269 358616091334269 358616091334137 358616091334467	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333055 358616091333071 358616091332842 358616091332842 358616091334269 358616091334269 358616091334137 358616091334467	r computer. with two columns t	for devices					
	b. Click C The sy column 1 2 3 4 5 6 7 8 9 10 11 12	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 35861609133097 35861609133097 358616091332842 358616091334269 358616091334269 358616091334137 358616091334434	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333055 358616091333071 358616091332842 358616091332842 358616091334269 358616091334269 358616091334437 358616091334434	Cancel Save	for devices					
	b. Click C The sy column 1 2 3 4 5 6 7 8 9 10 11 12 13	Choose File and navigat stem supports the uploat a for SIMs. A Serial Number 358616091332602 358616091332602 35861609133097 35861609133097 35861609133097 35861609133097 35861609133097 358616091334269 358616091334269 358616091334437 358616091334437 358616091334434 358616091334434 358616091334434	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333055 358616091333097 358616091332842 358616091332842 358616091334269 358616091334269 358616091334437 358616091334434 358616091334434	Cancel Save	for devices					
	b. Click C The sy column 1 2 3 4 5 6 7 8 9 10 11 12 13 14	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097 358616091332842 358616091332842 358616091334269 358616091334269 358616091334437 358616091334437 358616091334434 358616091334437	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333097 358616091333071 358616091332842 358616091332842 3586160913344269 358616091334437 358616091334437 358616091334434 358616091334434	Cancel Save	for devices					
	b. Click C The sy column 1 2 3 4 5 6 7 8 9 10 11 11 12 13 14 15	Choose File and navigat stem supports the uploa of for SIMs. A Serial Number 358616091332602 358616091333055 358616091333097 358616091333071 358616091332842 358616091332842 358616091334269 358616091334269 358616091334437 358616091334437 358616091334434 358616091335365 358616091337825	e to the excel file on your ding of excel (.xlsx) files B IMEI 358616091332602 358616091333097 358616091333097 358616091332842 358616091332842 3586160913344269 3586160913344269 358616091334434 358616091334437 358616091334434 35861609133455 35861609133455	Cancel Save	for devices					

If you want to	Then
ir you want to	 d. Click Save. The devices and their serial numbers are uploaded to the Logistics Portal. If you have a large set of devices, then it may take a minute or more to process. Dashboard POs Devices Parts Receive Devices 1037 devices created successfully! 1048 rows processed. 1 devices with matching serial number found! 10 devices failed validation! + Back to Purchase Order:
	Test inventory feature Test inventory feature 2 Tablet Verizon Tab E (8 in) 1039 Received Add Tablet Add Tablet Add Tablet Add Tablet
Manually add devices	a. Select the device from the menu.b. Type the serial numbers and MAC addresses for the device.c. Click Add.

Note: Leave the Pulse Oximeter (OX) in its packaging, because its serial number is not barcoded on the device.

4. Click the **POs** tab, and then click your order number in the list.

The Purchase Order page appears.

5. In the Actions menu, click Mark Complete.

Vivify Health I	Logistics	Logistics - Device	Kits 🗸	Customers	Reports	Billing		abrown	Log off
Dashboard	POs	Devices Parts	Receive Devices						
Back to list									
Purchase Orde	er: 1505 - A&D								Actions 👻
Summary: (500 PO Number: 15 Vendor: A&D Reference PO: 3 Description: (500) UC-352BLB	I) UC-352BLE 505 2469 E			Owner: VH - In Condition: Ne Logistics Cent	wentory w :er: Phoenix Log	istics Center		Edit Mark Compl	lete
Devices: Ordered 500 Notes:	Received 0	Type Scale			Model AnD UC-3	IS2BLE Scale (UC-3S2BLE) Reco	ive Devices		
HISTOPY: 02/03/2017 02/02/2017 01/09/2017 01/05/2017		Reference PO ch Summary chang Reference PO ch Purchase order o	anged from to 2469. To ed from (100) UC-352B anged from to 2465. To reated	otal kits changed f LE. Description ch otal kits changed f	from 0. Janged from (10) from 0.	0) UC-352BLE. Reference PO changed from 2465 to . Total kits changed from 0.	srock d.buckingham srock d.buckingham		

The purchase order is removed from the Purchase Order page.

6. If you want to revise the order later, click the POs tab, and then click the PO number link.

	17 POs		
	PO #	Summary	Reference PO
	1567	Test inventory report with Parts - Box	
K	1505	(500) UC-352BLE	2469
	1565	Bariatric Scale boxes	

The Purchase Order page appears where you can click Receive Devices and make any changes.

2.8 Uploading Serial Numbers

Users with Logistics role permissions can upload serial numbers when receiving devices. The user must have Login, Logistics, and Edit permissions enabled, then they can access the Devices > Receive Devices page. Uploading a list of serial numbers allows for a large group of devices to be added more efficiently.



Select file to receive AnD UA-651BLE BP	×
File: Choose File No file chosen	
Cancel Save	2

Shipping and Replacing Kits and Components

3.1 Introduction

The Fulfillment Orders page assists the Logistics team with ordering, replacing, shipping, and picking up kits and devices. This page is the central location in the Logistics Portal for replacing devices and parts and fulfilling kit ship orders. Kit Ship and Kit Pickup records appear on the Fulfillment list with the Fulfillment type of Kit Ship or Kit Pickup, so these record types can be tracked in a single location with other fulfillment types.

When a patient has a kit and needs a device to be replaced due to it being broken or lost, the Fulfillment Orders pages can be used to create the order and track the order as it goes through the process of being sent to the patient. Tracking numbers are used to sync information between the Care Team Portal and Logistics Portal. Messaging, history, and status are shared between the portals to provide details of the order to all parties involved in assisting the customer with their care management program.

This chapter includes the following:

- Fulfillment Orders Page (see "Fulfillment Orders Page," page 107).
- Shipping Kits (by Kit ID) Overview (see "Shipping Kits (by Kit ID) Overview," page 22).
- Shipping Kits (by Kit Type) Overview (see "Shipping Kits (by Kit Type) Overview," page 36).
- Managing Kit Component Replacements (see "Managing Kit Component Replacements," page 49).
- Managing Device Orders (see "Managing Device Orders," page 75).

3.2 Fulfillment Orders Page

The Fulfillment Orders page is the central location in the Logistics Portal for replacing devices and parts and fulfilling kit ship and kit pickup orders. You can create +Go device and kit component replacement orders, check an order's status, and ship or schedule orders from this page.

On the Fulfillment Orders page, users will only see fulfillment records for the Logistics Centers they have access to. Users with Vivify Support permissions will still see all records.

3.2.1 Fulfillment Orders List Page

Vivify Health Logistics	Logistics - Devices	Kits Customers Reports	Billing Rules		abrown Log off Helj
Dashboard Orders	Dashboard Orders	ng Reprocess Shipping Fulf	illment Orders 32		
Search By	Create Kits Receiving	Clear Search Active +	Go!		Actions
7500 Orders	Reprocess				Show 25 Orders •
Fulfillment 🕴	Shipping Fulfillment Orders	Status	Customer Name	Vendor Name	Patient Id
1	Device	Shipped	Vivify Dev - Version59	Ascensia	
3	Device	Shipped	Vivify Dev - Version59	Ascensia	
5	Device	Shipped	Test UHG	Ascensia	
6	Device	On Hold	Test UPMC	Ascensia	
7	Device	Delivered to Customer	Test Trinity	Ascensia	
9	Device	Delivered to Patient	Vivify Dev - Version59	Ascensia	
10	Device	Shipped	Vivify Dev - Version58	Ascensia	
12	Device	In Progress	Test Ascension	Ascensia	
13	Device	In Progress	Test Ascension	Ascensia	
14	Device	Ordered	Test OTN	Ascensia	
15	Device	Ordered	Test Trinity	Ascensia	
16	Device	Ordered	Test LIHG	Ascensia	

To open the Fulfillment Orders List, click Logistics and then click Fulfillment Orders.

Fulfillment Types

- Kit Pickup Pickup orders appear with the Fulfillment type Kit Pickup.
- Kit Ship Ship orders appear with the Fulfillment type Kit Ship.
- Kit Component Replacement Orders to replace broken or missing devices in existing kits. These orders are created on the Kit Details page from the Actions > Request Component Replacement menu.
- 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.

Filter and Sort

The filter options on the Fulfillment Orders List page allow you to customize the list to only the orders that you need to take action on. Some common filters that are used for orders are **Fulfillment Type**, **Kit ID**, or **Status**.

To filter the list, do either of the following:

• In the Filter By field, type a column title to filter by or use the down arrow to view available filter options.

0	Fulfillment	Clear Filter
287	Fulfillment ^	
Ful	Fulfillment_Type =	Status
7	Fulfillment_Type ==	Shipped
8	Fulfillment_Type >	In Progress
15	Fulfillment_Type <	Shipped
17	Fulfillment_Type !	Shipped

• In the list, to the right of any of the values in the table, click the arrow icon (•). The list will reload with the filter applied for that value. To add another filter, click the plus icon (•).

• Filter By		Clear Filter Active
286 Orders		
Fulfillment 🕴	Fulfillment Type	Status
7	Device	Shipped
8	Device	In Progress
15	Device	Shipped
17	Device	Shipped
30	Device Q	Delivered to Customer
34	Device	Shipped

Fulfillment Type	Clear Filter Active	÷	
264 Orders			
Fulfillment 🕴	Fulfillment Type	Status	
7	Device	Shipped	
8	Device	In Progress	
15	Device	Shipped	
17	Device	Shipped	
30	Device	Delivered to Customer	0
34	Device	Shipped	7
Fulfillment Typ	e == Device & Status == Deliver	Clear Filter Active	e
2 Orders			
Fulfillment 🗍	Fulfillment Type	Status	
30	Device	Delivered to Customer	
62	Device	Delivered to Customer	

List Column Options

The columns that appear on the Fulfillment Orders List page are customizable, so you can choose what information is available in the table. To customize the table, click the checkbox to the left of the column name option. Click **Save as Default** to apply the setting for every time you log in. Click out of the window to save the setting only for the current session on the page. The Fulfillment Type column shows you the type of order (Device, Kit, and Kit Component Replacement), which is helpful in determining if the order is for a +Go device or a Kit device.

3.2.2 Fulfillment Orders Detail Page

This page includes statuses, reference information, internal notes, dates, history, and other details. Logistics Portal users can review all information related to kit device orders, +Go device orders, and kit ship orders from this page.

Fulfillment Orders Detail Page (Kit Component Replacement)

Dashboard Orders Create Kits	Receiving Reprocess Shipping Fu	ulfillment Orders	
Back to list			
Fulfillment: 162 - Kit: 100)168 - jigsaw		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 di: 100168 Logistics Location: Vivify Development Replacement Reason: BP Cuff Not Inflating/Deflating Contact Attempts: 0 Update Contact Attempts Agent: Assien Acent	Batteries Old: Scale Batteries - SCALE BATTERIES (Scale Batteries) BP Cuff Old: PB Cuff Medium (fits UA-651) SIZE 9.4"-14.2" OTN ONLY - 00221 (UA-290) Power Adapter Old: Adapter 30 Pin - 3001-TC (3001-TC) Scale Old: Adapter 30 Pin - 3001-TC (3001-TC) Scale Old: Weich Allyn Weight Scale (RPM-SCALE100) - 00227(300001)	Address: Jack Frost 7201 Bishop Rd. Plano, TX 75024 +1 (817)-555-9999 Language: English	Scheduled Date: None Schedule Pick Up Date: None Picked Up

Fulfillment Orders Detail Page (Device)



Fulfillment Orders Detail Page (Kit Ship)

ulfillment: 44758 - Kit: 1	320208 - v202203			Actions -
Status History				Current Status
ordered 4/27/2022				In Progress 4/27/2022 Ship
Record Information	Devices 4		Ship To Address 🖋	Kit Ship Date
uffillment Type: kit Ship it Pool: Default Kit Pool it Type: Table: 95 P- PulseOx it Type Configuration: VW009C11 it is: 320208 gigstists: Center: Phoenic Logistics Center Outf Size: Wide Range Call Type: None Outf Size: Wide Range Call Type: None Output: Contact Attempts	Condition: New PulseOx: Nonin 9560 Onyx II Serial Num: 357287100154618 Condition: New BloodPressure: AnD UA-6518LE BP Serial Num: 32342438 Condition: New SIM: VZ Consumer SIM Serial Num: 25184418170903159448	•	Address: Jack Frost 7201 Bishop Rd. Plano, TX 75024 +1 (817)-555999 Language: English Program:	Preferred Welcome Call Date: 5/2/2022 Morning (AM) Next Scheduled Call: Schedule

Fulfillment Orders Detail Page (Kit Pickup)



This page 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:

Status Types

- 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 On Hold, users can click **Resume** to move the record back to the previous status.

- **Replacement Components** (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 Components section only appears in records with the Fulfillment types of Kit and Kit Component 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.

Note: Only the last 14 digits of FedEx bar codes will be saved in the Ship To Address card. (This does not apply to UPS and USPS numbers.)

- 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/Record Information:
 - Kit Component Replacement Fulfillment Type: Includes Kit Pool, Kit Type, Kit Id, Logistics Location, Replacement Reason, and Contact Attempts.
 - Device Fulfillment Type: Includes Contact Caregiver (Name, Phone Number, and Email of the assigned Care Team member) and Billing Information (Encounter Id, Patient DOB, Organization, Carrier Escalation #, and Support Case Number). Carrier Escalation # and Support Case Number fields can be edited.
 - Kit Ship Fulfillment Type: Includes Kit Pool, Kit Type, Kit Type Configuration, Kit Id, Logistics Center, BP Cuff Size, Scale Type, and Contact Attempts.
 - Kit Pickup Fulfillment Type: Includes Kit Pool, Kit Type, Kit Id, Logistics Center, and Contact Attempts.
- 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.

3.2.3 Ship Fulfillment Order Page

On the Fulfillment Orders Detail page, click Ship to open the Ship Fulfillment Order page.



Ship Fulfillment Order Page

The same fields are required as when shipping kits. At the bottom of the screen, you can see all the fulfillment records that have been shipped today, along with relevant details.

Vivify Health Logistics - Devices - Kits -	Customers Reports Billing Users Rules	abrown Log off Help
Dashboard Orders Create Kits Receiving Reproce	ss Shipping Fulfillment Orders	
Ship Fulfillment Order		
1233	FedEx 🗸 Tracking Number	FedEx
Name:	Attention:	Country:
David Norman	Attention	Country
Address Line 1:	Address Line 2:	City:
1234 Main St	Address 2	Mckinney
State:	Zip Code:	Phone Number:
TX	75071	214-555-5555
Phone Number 2:	Email:	
Phone 2	Email	
Ship Cancel		
Fulfillment Orders Shipped Today		
No orders shipped today.		

Shipping Page (Ship Fulfillment Order Option)

After shipping the fulfillment order, the Shipping page appears. Users can do one of the following actions:

- Scan a kit number to populate the Kit Number field.
- Type a kit number into the Kit Number field.
- Select a shipping container from the Select Shipping Container list menu.

After doing one of the actions described above, users can click Fetch to search for the desired results.

Dashboard	Orders	Create Kits	Receiving	Reprocess	Shipping	Fulfillment Orders
Fulfillment Order	shipped succes	sfully!				
Scan a kit number	r or enter a fulf	illment id or select a	shipping contai	ner to ship kits		
Kit Number	or	Fulfillm	nent l	or	Select Shippi	ng Container 🗸 Fetch

3.3 Shipping Kits (by Kit ID) Overview

Kits are customized based on the needs of the patients and their health monitoring program. Kits are built by the logistics team and shipped to the patient or to the hospital to distribute. When a patient completes their program, they return their kit to the logistics center where it is cleaned and reprocessed or stored.

This section includes the following:

- Shipping Kits (by Kit ID) (see "Shipping Kits (by Kit ID)," page 23).
- Shipping VHM Stored Kits (see "Shipping VHM Stored Kits," page 26).

• Sending Logistics Messages (see "Sending Logistics Messages," page 31).

3.3.1 Shipping Kits (by Kit ID)

Kits can be shipped in two locations: Shipping page and Fulfillment Orders page. The Shipping page is for when you need to scan in a kit rather than working in the kit ship record. The Fulfillment Orders page contains the list of kit ship records for review and shipping processes.

Shipping a Kit on the Fulfillment Orders Page

1. In the menu, click Logistics > Fulfillment Orders or click the Fulfillment Orders tab.

The Fulfillment Orders page appears.

2. In the **Search** box, search for the kit by Kit ID number, Status, or other identifying information. For more information about search options, see Searching, Filtering, and Sorting on the Fulfillment Orders List page.

Vivify Health Logisti	CS Logistics -	Devices - Kits - Custom	ers Reports Billing F	Rules	abrown Log off Help
Dashboard Ord	lers Create Kits	Receiving Reprocess	Shipping Patient Pick Up	Fulfillment Orders 37	
• status = ordered		Clear Search Active +	Go!		Actions
26 Orders - Filter: Kit Sh	ip Fulfillment Type				Show 25 Orders ▼ 🗧
Fulfillment 🕴	Fulfillment Typ	e Status	Customer Name	Vendor Name	Patient Id
3842	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	5978
3849	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6008
3854	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6013
3855	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6014
3889	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6383
3898	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6420
3902	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	373

3. In the Fulfillment list, click the number to open the Fulfillment Detail page.

The Fulfillment Details page appears.

4. In the Current status area, click In Progress.

Vivify Health Logistics	Logistics -	Devices - Kits -	Customers R	eports Billing	Rules	abrown Log o	ff Help
Dashboard Orders	Create Kits	Receiving Reproce	ss Shipping	Patient Pick Up	Fulfillment Orders 37		
Back to list Fulfillment: 39	907 - Kit:	103826 - Vivify	Dev - Devel	ор			Actions 🔻
Current Status							
Ordered							
In Progress							
Record Information		Devices 5		Ship To A	ddress 🥒	Kit Ship Date	
Fulfillment Type: Kit Ship Kit Pool: California Pool		Tablet: Verizon Tab E (8 Serial Num: 354736072 Condition: New	in) 2318992	Address: Patient T	estHome	Preferred Welcome Call Date: 7/1/2020	
Kit Type: Full Kit (Wide Cuff) Kit Id: 103826 🖨 Logistics Center: 🖋)	Scale: AnD UC-352BLE S Serial Num: 516040249	cale	Plano Rd Plano, Tx +1 (214)-5	75024 555-5000	Wercome Call: Schedule	
Contact Attempts: 0 Update Contact	Attempts	Condition: New PulseOx: Nonin 3230 BT	Smart	English Install Met technicia	hod: n dispatch	_	

5. In the Current Status area, click Ship.

Vivify Health Logistics Logistic	- Devices - Kits - Customers	Reports Billing Rules	abrown Log off Help
Dashboard Orders Create	Kits Receiving Reprocess Shipp	ping Patient Pick Up Fulfillment Orders	57
Back to list Fulfillment: 3907 - F	(it: 103826 - Vivify Dev - De	evelop	Actions *
Status History			Current Status
Ordered 6/26/2020			In Progress 10/5/2020 Ship
Record Information	Devices s	Ship To Address 🖋	Kit Ship Date
Fulfillment Type: Rit Ship Kit Pool: California Pool Kit Type: Full Kit Wilde Cuff) Kit di: 103326 @ Logistics Conter: # Contact Attempts: 0 Update Contact Attempts	Tablet: Writen Tab E (8 In) Serial Num: 354736072318992 Condition: New Scale: AnD UC-3528LE Scale Serial Num: 516402492 Condition: New PulseOx: Nonin 3230 81 Smart	 Address: Patient TestHome Plano Rd Plano Rd Plano Tx 75024 + 1 (214):555000 Language: English Install Method: technician dispatch 	Preferred Welcome Call Date: 77/2020 Morning (AM) Welcome Call: Schredule

The Ship Kit page opens in the Shipping tab.

6. Verify the shipping information for the kit. A carrier list is available on both the Kit and Fulfillment Shipping pages. The default carrier will appear as the first option in the list. For example, for US postal codes, the default carrier in the list will appear as FedEx for both outbound and return tracking numbers. If a Canadian postal code is applied, then the carrier list default displays Purolator for both carriers. When typing the outbound tracking number, pressing ENTER switches the focus to the return tracking to maintain the workflow. The address cards on the records display the carrier and allow it to be changed.

Dashboard Orders Create Kits	Receiving	Reprocess Shipping Patient Pick Up	Fulfillment Ord	ders 37			
ihip Kit							
103826	To Patient	✓ FedEx	✓ Tracking Num	ber FedEx	← Return Tracking Number		
Name:		Attention:		Country:			
Patient TestHome		Attention		Country			
Address Line 1:		Address Line 2:		City:			
Plano Rd		Address Line 2		Plano			
State:		Zip Code:		Phone Number:			
Тх		75024		12145555000			
Phone Number 2:		Email:					
Phone Number		Email					

7. Click Ship.

A confirmation message appears. The kit status is automatically changed to Shipped and it appears on the Fulfillment Orders page.

Shipping a Kit on the Shipping Page

1. In the Logistics menu, click Shipping.

The Shipping page appears.

Vivify Health Logistics	Logistics 👻	Devices 👻	Kits v Customers Reports Billing Rules	abrown	Log off	Help
Dashboard Orders	Create Kits	Receiving	Reprocess Shipping Patient Pick Up Fulfillment Orders 57			
Ship Kit	~					
Scan a kit number or select a s	hipping container t	o ship kits.				
Kit Number		or	Select Shipping Container 🗸 Fetch			
Kits Snipped Today						
No kits shipped today.						

- 2. In the list, click **Ship Kit** or **Ship Fulfillment Order**.
- 3. Scan the kit number or select a shipping container, and then click **Fetch**.

The Ship Kit page appears.

ivify Health Logistics Logistics -	Devices - Kits - Customers F	Reports Billing Rules	abrown Log off Help		
Dashboard Orders Create Kits	Receiving Reprocess Shipping	Patient Pick Up Fulfillment Orders	0		
Ship Kit					
417232	Select Logistics Location 🗸 🗸	Carrier 🗸 Tracking Number	Carrier 🗸 Return Tracking Number		
Name:	Attention:	Country:			
Name	Attention	Country	Country		
Address Line 1:	Address Line 2:	City:			
Address Line 1	Address Line 2	City			
State:	Zip Code:	Phone Nur	mber:		
State	Zip Code	Phone N	lumber		
Phone Number 2:	Email:				
Phone Number	Email				

- 4. Type the shipping information for the kit, including the Logistics Location, Carrier, Tracking Number, Name, and Address.
- 5. Click Ship.

A confirmation message appears. The kit status is automatically changed to Shipped and it appears on the Fulfillment Orders page.

To follow the kit ship record as is progresses, do the following:

1. In the menu, click **Logistics** > **Fulfillment Orders** or click the Fulfillment Orders tab.

The Fulfillment Orders page appears.

- 2. In the Search box, search for the kit you shipped by Kit ID number or Status.
- 3. In the list, click the number to open the kit ship record. Review the status and kit details.

To view details about the kit, do the following:

1. In the menu, click **Kits** > **Kits** List.

The Kits List page appears.

- 2. In the **Filter** box, filter the list by Kit ID number or Status.
- 3. In the list, click the number to open the kit details page. Review the status and kit details.

3.3.2 Shipping VHM Stored Kits

1. The 3PL vendor receives a shipping order on the Orders page of the Logistics Portal.

Vivify Heal	th Logistics	Logistics - Devices -	Kits 🗸 Customers Reports Billi	ng			abrown	Log off
Dashboar	d Order	s Create Kits Receiv	ing Reprocess Shipping Patient Pick	Up Patient Kit S	ihip			
			Filter by			• Go!		Actions -
3 Orders								≡
Order #	Total Kits	Customer	Summary	Created Date	Logistics Location	Created By	Completed	Date
1568	5	VH - Inventory	Test inventory report	03/06/2017	Phoenix Logistics Center	mhawkins		
1568 1560	5	VH - Inventory Vivify Training	Test inventory report (5) VHK14 TESTING	03/06/2017 02/06/2017	Phoenix Logistics Center Phoenix Logistics Center	mhawkins d.buckingham		

- 2. After receiving the order:
 - a. Select the **Kits** > **Kit** List tab.
 - b. In the Filter by box, type the kit number, and then click Go.
 - c. Click the kit number.

The kit details page appears.

Vivify Health Logistics	Logistics - Devices -	Kits - Customers Re	ports Billing		abrown Log off
Dashboard Kit List	Storage				
Back to list					
Kit 103580 vivif	y Training				Actions -
Details					
status Stored	Default Location Comcast	Current Location Phoenix Logistics Center	Owner VH - Inventory	Purchase Order	Rented Yes till 10/20/2017
Devices					•
AT&T Tab E (8 in) @	AnD UC-	352BLE Scale 🗊	Nonin 3230 BT Smart 🗈	AnD UA-6	51BLE BP û
Tablet: 353608070579555 SM-T377A	Scale: 5160 D05FB84Er UC-352BLE	200999 2CFD	PulseOx: 502078757 001C05FFCCE4 9132-004	BloodPress D05FB8019 UA-651BLE	ure: 5140903333 171

- d. Click Actions and then Edit Kit to change the Customer for the kit(s) you are pulling from storage and preparing to ship.
- 3. From the Customer list, select the customer to whom you are shipping the kit, as in the following example.

٧	/ivify Health L	ogistics	Logistics 👻	Devices 👻	Kit	s *	Customers	Reports	Billing			abrown	Log off
	Dashboard	Kit List	Storage										
	Kit 103580												
I	Customer:					Та	gs:				Owner:		
	Vivify Trainin	g			*	1	Note				VH - Inventory		*
	PBS Demo PBS Demo Bi	ahamas			*	Sta	atus:				Rented:		
ľ	Samsung Der	mo			_		Stored			*	Rented		
	Sentrian Den UPMC Demo	10									Rent End Date:		
	VA Demo										10/20/2017		
	VH - Demo Po VH - Operatio	ool ons											
	Vivify Default	Content											
	Vivity Demo												

- 4. Click **Save** (hidden under the menu in the graphic above).
- 5. Turn on the tablet(s), press and hold the gear icon, input the Settings password (9729), and select **Kit Pairing**, as illustrated in Pair and Test.

The following screen displays.

	Kit Pairing	(
Portal URL:	develop.dev.vivifyhealth.com	
Kit Num:	100165	Refresh
IMEI Num:	990004903135675	
Manual Registrat	tion Devices Clear Kit D	ata PolyCom

- 6. Tap **Refresh**.
- 7. Verify that the Kit Type and Kit Pool are correct.

Vivify Health Logistics Logistics - Devices -	Customers	Reports Billi	ng Rules			abrown	Log off	Help
Dashboard Kit List Storage								
Kit 104512								
Customer:	Tags:				Details:			
Vivify Dev - Develop 🔹	Note				Kit Details			
Owner:	Kit Type:				BP Cuff Size:			
Vivify Dev - Develop 🔻	Full Kits			•	None			٣
Scale Size:	Return Location:				Status:			
None	Vivify Health			•	Provisioning			٣
Kit Pool:								
Dallas Pool 🔻								
Rented	1							
Rent End Date:								
mm/dd/yyyy								
Save								

8. Note the kit number and in the Actions menu, click Mark Complete.

ivify Health Lo	ogistics Lo	gistics - Devices -	Kits - Customers	Reports	Billing	abrown Log off
Dashboard	POs De	vices Parts R	eceive Devices			
ack to list						
Purchase Order:	1505 - A&D					Actions -
Summary: (500) U PO Number: 150: Vendor: A&D Reference PO: 24 Description: (500) UC-352BLE	JC-352BLE 5		Owner: VH - 1 Condition: N Logistics Cen	wentory w ser: Phoenix Log	íptics Center	Edit Mark Complete
Devices:	Possived	Tuno		Madal		
500 Notes:	0	Scale		AnD UC-3	ISZBLE Scale (UC-352BLE) Receive D	evices
02/03/2017		Reference PO changed	from to 2469. Total kits changed	from 0.		srock
02/02/2017		Summary changed fro	m (100) UC-352BLE. Description c	anged from (10	0) UC-352BLE. Reference PO changed from 2465 to . Total kits changed from 0.	d.buckingham
01/09/2017		Reference PO changed	from to 2465. Total kits changed	from 0.		srock
01/05/2017		Purchase order create	d			d.buckingham

Ship Direct to Patient

1. In the menu, click Logistics > Fulfillment Orders or click the Fulfillment Orders tab.

The Fulfillment Orders page appears.

2. In the **Search** box, search for the kit by Kit ID number, Status, or other identifying information. For more information about search options, see Searching, Filtering, and Sorting on the Fulfillment Orders List page.

ivify Health Logistics	Logistics - Devices -	Kits 👻 Custom	eers Reports Billing R	rules	abrown Log off Help
Dashboard Orders	Create Kits Receivir	ng Reprocess	Shipping Patient Pick Up	Fulfillment Orders 37	
Status = ordered	Clear Sea	arch Active 🗢 🕶	Go!		Actions 🕶
6 Orders - Filter: Kit Ship Ful	fillment Type				Show 25 Orders 👻 🚍
Fulfillment 🕴	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id
3842	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	5978
3849	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6008
3854	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6013
3855	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6014
3889	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6383
3898	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	6420
3902	Kit Ship	Ordered	Vivify Dev - Develop	Hypertec	373

3. In the Fulfillment list, click the number to open the Fulfillment Detail page.

The Fulfillment Details page appears.
4. In the Current status area, click In Progress.

Vivify Health Logistics	Logistics - Devices	• Kits •	Customers	Reports	Billing	Rules	abrown Lo	og off	Help
Dashboard Orders	Create Kits Receiv	ring Reproce:	ss Shippin	ig Patie	nt Pick Up	Fulfillment Orders 37			
^{Back to list} Fulfillment: 390	7 - Kit: 1038	26 - Vivify	Dev - Dev	elop				Action	ns 🕶
Current Status									
Ordered									
In Progress									
Record Information	D	evices 5			Ship To Ac	ddress 🥜	Kit Ship Date		
Fulfillment Type: Kit Ship Kit Pool: California Pool	Tal	elet: Verizon Tab E (8 i ial Num: 354736072	n) 318992	^	Address: Patient Te	stHome	Preferred Welcome Call Date: 7/1/2020		
Kit Type: Full Kit (Wide Cuff)	Co	ndition: New			Plano Rd	75024	Morning (AM)		
Logistics Center: /	Sci	le: AnD UC-352BLE Sc ial Num: 516040249	ale	- 11	+1 (214)-5	555-5000	Welcome Call:		
Contact Attempts: 0	Co	ndition: New	-	- 11	English		Schedule		
Update Contact Atte	mpts Pul	seOx: Nonin 3230 BT	Smart		Install Meth technician	hod: n dispatch			

a. Verify the Welcome video plays.



- b. Verify all batteries are in the devices.
- c. Verify the tablet charge is at least 50 percent.
- d. Verify the cellular connection.

5. In the Current Status area, click Ship.

Vivify Health Logistics	gistics • Devices • Kits • Customer	s Reports Billing Rules	abrown Log off Help
Dashboard Orders (reate Kits Receiving Reprocess Sł	hipping Patient Pick Up Fulfillment Ore	Jers 37
Back to list Fulfillment: 3907	- Kit: 103826 - Vivify Dev - [Develop	Actions ~
Status History			Current Status
Ordered 6/26/2020			In Progress 10/6/2020 Ship
Record Information	Devices (5)	Ship To Address 🖋	Kit Ship Date
Fulfillment Type: Kit Ship Kit Pool: California Pool Kit Type: Full Kit (Wide Cuff) Kit Id: 10326: 0 Logistics Center: / Contact Attempts: 0 Update Contact Attempt	Tablet Verizon Tob E B in Serial Num: 354736072318992 Condition: New Scale: AnD UC-352BLE Scale Serial Num: 5160402492 Condition: New PulseOx: Nonin 3230 81 Smart	Address: Palient TestHome Plano Rd Plano, Tx 75024 +1 (214)5555000 Language: English Install Method: technician dispatch	Preferred Welcome Call Date: 77/1/2020 Morning (AM) Welcome Call: Schedule

The Ship Kit page opens in the Shipping tab.

6. Verify the shipping information for the kit. In the Tracking Number and Return Tracking Number boxes, type tracking numbers for the kit. A carrier list is available on both the Kit and Fulfillment Shipping pages. The default carrier will appear as the first option in the list. For example, for US postal codes, the default carrier in the list will appear as FedEx for both outbound and return tracking numbers. If a Canadian postal code is applied, then the carrier list default displays Purolator for both carriers. When typing the outbound tracking number, pressing ENTER switches the focus to the return tracking to maintain the workflow. The address cards on the records display the carrier and allow it to be changed.

ivify Health Logistics Logistics - Devices	✓ Kits ✓ Customers Reports Billing Rules	abrown Log off Hel			
Dashboard Orders Create Kits Recei	iving Reprocess Shipping Patient Pick Up Fulfillm	nent Orders 🛐			
Ship Kit					
103826 To	Patient - FedEx - Trackin	ng Number V Return Tracking Number			
Name:	Attention:	Country:			
Patient TestHome	Attention	Country			
Address Line 1:	Address Line 2:	City:			
Plano Rd	Address Line 2	Plano			
State:	Zip Code:	Phone Number:			
Тх	75024	12145555000			
Phone Number 2:	Email:				
Phone Number	Email				

7. Click Ship.

A confirmation message appears. The kit status is automatically changed to Shipped and it appears on the Fulfillment Orders page.

3.3.3 Sending Logistics Messages

If messaging is enabled, Logistics portal users can initiate messages as well as respond to messages sent from the Care Team portal. Messages appear on the Fulfillment Orders Details page, where you can also view the kit status and kit history.

Sending Messages to the Care Team

To send a message:

1. Click Logistics > Fulfillment Orders, and then click an number in the Fulfillment column.

The Fulfillment Order Detail page appears.

2. In the Messages to Care Team area, click

The Enter Message window appears.

3. In the Enter new message box, type the message you want to send to the Care Team.

& What is the status of this	Enter Message
order? © 9:10 AM (5 minutes ago) - Nai Mark As Read	Enter new message

4. Click Send Message.

The message appears above any previous messages with the time that you sent the message and Logistics as the sender

of the message.



Marking a Message as Read

When you have an unread message, a red circle with the number of messages will appear next to the Messages to Care Team area. It is important to mark a messages a read, so the Care Team knows that you are aware of their message. This also informs

other members of the Logistics team that you have working to resolve the issue sent by the Care Team, so the work is not duplicated.



Note: Once a kit is in the Shipped status, you don't have to respond to messages that request changes as it's too late for modifications. If the kit is in Ordered or In Progress status, then address the needs of the request.

To mark a message as read, in the **Messages to Care Team** area, click **Mark As Read** below the message you want to acknowledge.



In the Care Team portal on the Kit Ship/Pickup page, the Care Team member can see that the message was read in the Message History area.

Logistics		Tilter By	CRefresh 103933		Active 🕈 🗙 😧
elivery History	HARVER METERS		03/2	Ordered ISV/2018 at 10:06	lark as Processing
Date / Time	Action		Ву		Tracking
03/29/2018 at 10:06	Assisted Patient Installation		Patel, Naiya MD		
03/29/2018 at 10:06	Status changed to Ordered		Patel, Naiya MD		
essages					
Date / Time	Message			Ву	Send Message
04/03/2018 at 09:10	What is the status of this kit? is it too late to make any	changes to this order? Read by	Logistics 4/3/2018	Patel, Naiya	MD
04/03/2018 at 09:16	We have not yet started on this order, you can make o you.	hange. please send us a new	message for the changes you want.	Thank Logistics	
				Decision Alter	

Sorting the Kit List by Unread Messages

If the Unread column is enabled, the number of unread messages will appear in the kit list. This is helpful to quickly identify which kits need your attention as they have a pending message from the Care Team that a Logistics user has not yet marked as read.

Vivify Healt	th Logistics	Logistics 👻	Devices 👻	Kits 👻	Customers	Reports	Billing	Rules		abrown	Log off	Help
Dashboard	d Orders	Create Kits	Receiving	Reproc	cess Ship	ping Pati	ent Pick Up	267	Patient Kit Ship 1546	Patient Kit Sł	hip Call List (1546)	
All Logistics	Centers		٠	Filter b	y					Active 🔻 👻	Go!	
845 Patient I	Kits to Ship											
Kit	Status	Contact Attempts	Welco	me Call		Customer		Davs	Created Date	Agent	Columns Save as default	
103928	Cancelled	0				Vivify Dev - De	evelop	1	12:04 PM (yesterday)		O ID	
103930	Ordered	0				Vivify Dev - De	evelop	5	Mar 29 (5 days ago)		Kit Status	
103929	Ordered	0				Vivify Dev - De	evelop	6	Mar 29 (6 days ago)		Current Status	Date
103932	Cancelled	0				Vivify Dev - De	evelop	6	Mar 29 (6 days ago)		Welcome Call	
103933	Ordered	0				Vivify Dev - De	evelop	6	Mar 29 (6 days ago)		Days	
103934	Ordered	0				Vivify Dev - De	evelop	8	Mar 27 (8 days ago)		City Created Date	
103758	Cancelled	0				Vivify Dev - De	evelop	8	Mar 26 (8 days ago)		Agent	ite
103936	Cancelled	0				Vivify Dev - De	evelop	8	Mar 26 (8 days ago)		Called Date	
103937	Ordered	0				Vivify Dev - De	evelop	11	Mar 23 (11 days ago)		Completed Da	te
103938	Shipped	0				OTN		11	Mar 23 (11 days ago)		Notes	03011
103939	Shipped	0				Vivify Dev - De	evelop	11	Mar 23 (11 days ago)		History	
103940	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Kit Status	guage
103941	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days 20)		Education Mat Patient Id	erials
103942	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Install Method Organization	
103943	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Speaks	
103944	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Date	come Call
103756	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Time	come Call
103945	Shipped	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Unread	er
103946	In Progress	0				Vivify Dev - De	evelop	12	Mar 22 (12 days ago)		Go!	
402047		-				White Day D			May 34 (42 Jaur ana)			

To enable the Unread column, in the Columns menu on the list page, click Unread and then click Go!.

Click the column title (Unread) to sort the table by unread messages.

Vivify Heal	th Logistics	Logistics 👻	Devices -	Kits 👻	Customers	Reports	s Billing	; Ri	ules		abrown	Log o	ff Help
Dashboar	d Orders	Create Kits	Receiving	Reproc	ess Ship	ping	Patient Pick U	ip 267	Patient Kit S	hip 1546	Patient Kit Ship	o Call List	1546
All Logistic	s Centers		•	Filter by	/						Active 🔹 🗸	50!	
845 Patient	Kits to Ship											_	=
Kit	Status	Contact Attempts	Welcome	Call	Cu	istomer		Days	Created Date	Agent	Logistics Center		Unread
102250	Ordered	0			Vi	vify Dev - Dev	elop	71	01/22/2018				572
102247	In Progress	0			Vit	vify Dev - Dev	elop	71	01/22/2018				200
102299	Ordered	0			Vit	vify Dev - Dev	elop	71	01/22/2018				161
102203	Ordered	0			Vit	vify Dev - Dev	elop	71	01/22/2018				103
102276	Ordered	0			Vit	vify Dev - Dev	elop	71	01/22/2018				50
102295	Ordered	0			Vi	vify Dev - Dev	elop	71	01/22/2018				23
103995	Ordered	0			Vi	vify Dev - Dev	elop	95	12/29/2017				12
102290	Ordered	0			Vit	vify Dev - Dev	elop	71	01/22/2018				10

3.3.4 Resending an API Request

On the Fulfillment Orders Detail page for Kit Ship records, Logistics Portal users can resend API requests to contract manufacturers via the Actions menu.

To resend an API request:

- 1. From the top navigation menu, click **Logistics** > **Fulfillment Orders**.
- 2. On the Fulfillment Orders page, in the Actions menu, click Resend API Request.

Note: **Resend API Request** is only accessible when the record is in On Hold or Ordered status and the last API request either failed to send or was rejected.

Dashboard Orders Create Kits	Receiving Reprocess Shippir	rg Fulfillment Orders	
Back to list Fulfillment: 1247 - Kit: N	lo Kit Assigned - jigsav	v	Actions -
Status History Ordered 3/31/2022			Current > rus On Hold 3/31/2022 Resume 'Ordered 5/bip Canceled >
Record Information Fulfillment Type: Kit Ship Kit Pool: ODC: KoD Kit pool Kit Type: Kit Kit Kit Type: Cafiguration: VVO80511 Logistics Center: Optim Distribution Center P Guff Szez: Medium Scale Type: Normal Contract Attempts: 0	Devices (0)	Ship To Address Address: Christine Hoang 123 Main St Dallas, TV 75219 +1 (817)-555-1234 Language: English Program:	Kit Ship Date Preferred Welcome Call Date: 4/5/2022 Morning (AM) Next Scheduled Call: Schedule
Update Contact Attempts Agent:			

Note: If the Resend API Request option is unavailable, it will be grayed out.

Back to list The API request for this record has been resubmitt	Receiving Reprocess Shipping Fullilities	nt Orders வ	eived.	x
Fulfillment: 43608 - Kit: 3	320171 - v202203			Actions -
Status History			Current Status	View Kit
Ordered 4/6/2022	On Hold 4/5/2022		Ordered 4/6/2022 In Progress	Resend API Request Place On Hold Ship Canceled
Record Information	Devices (2)	Ship To Address 🥜	Kit Ship Date	
Fulfiliment Type: kit Ship Kit Pool: Middon Kit Number Kit Type: Table Configuration: VivV01C1 Kit Type Configuration: VivV01C1 Kit Stype: None Configure: None Contact Attempts: 0 Update Configure: Natempts	Table: Weiten Tab (16 116) Serial Nave: 11961705171642 Condition: Used SMI V2 Consumer SM SMI V2 Consumer SM Smith Nor B66619157072243949 Condition: Used	Address: Jack Frost 2016 Bahop Rd. Plano, TX 75024 + 1 (817) 555-9999 Language: Fragman:	Preferred Welcome Call C 4-011/2022 Morning (AM) Next Scheduled Call: Schedule	Date:

3. If the order is accepted, then the fulfillment status changes to Ordered, the Internal Notes card shows that the API was sent again, and the outcome appears in the notes as *Accepted* or *Rejected*.

A confirmation message appears to confirm that the request has been submitted successfully.

3.4 Shipping Kits (by Kit Type) Overview

Kit Ship orders can be created without a kit assigned, so the process of assigning a kit can be done on the Fulfillment Orders Detail page. After assigning the kit, you also have the option to change the kit type or remove the kit from the record.

A kit pool configuration setting is available to control selecting by kit number or kit type, so this method can be used for specific customers while leaving the existing process for the rest of the customers.

In this section:

- Assigning a Kit to a Record (see "Assigning a Kit to a Record," page 36).
- Editing the Logistics Center (see "Editing the Logistics Center," page 37).
- Removing a Kit from a Kit Ship Record (see "Removing a Kit from a Kit Ship Record," page 39).
- Applying the Request by Kit Type Kit Pool Configuration (see "Applying the Request by Kit Type Kit Pool Configuration," page 46).
- Managing Kit Type Configurations (see "Managing Kit Type Configurations," page 40).
- Kit Type Master List Overview (see "Kit Type Master List Overview," page 42).
- Adding a New Kit Type to the Kit Type Master List (see "Adding a New Kit Type to the Kit Type Master List," page 43).
- Editing the Kit Type Master List (see "Editing the Kit Type Master List," page 45).
- Applying the Request by Kit Type Kit Pool Configuration (see "Applying the Request by Kit Type Kit Pool Configuration," page 46).

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• Adding a Network Carrier to a Kit Pool (see "Adding a Network Carrier to a Kit Pool," page 48).

3.4.1 Assigning a Kit to a Record

Logistics Portal users can assign a kit to the kit ship record, so the kit can be shipped to the patient.

To assign a kit to a kit ship record:

1. On the Current Status card of the Kit Ship record, click Assign Kit.

Fulfillment: 3969 - Kit: No Kit Assigned - Vivify Dev - Develop	Actions -
Status History	Current Status
Ordered 7/28/2020	In Progress 7/28/2020 Assign Kit

The Assign Kit window appears.

2. Scan or type the Kit Id, and then click **OK**. The validation checks if the kit is assigned to the requested customer, is in the Stored status, does not have an open Ship record, matches the kit type requested, matches the kit pool requested, and is not assigned to a patient in the Care Team Portal. An error message appears in red if any of these conditions fail.

Assign Kit	×
Please enter the Kit ld you would like to assign to this record:	
Kit Id:	
Cancel	ж

The kit is assigned to the record in the In Progress status in both the Care Team Portal and Logistics Portal. The devices of the assigned kit are visible, and a line appears in the kit's Shipping History card on the Kit Details page. Also, the action is recorded in the Care Team Portal and Logistics Portal history.

3.4.2 Editing the Logistics Center

You can change the Logistics center on Fulfillment records. When the kit moves to Shipped status, this option is no longer available. When the Logistics center is changed, the action is recorded in the Logistics Portal history and the Care Team Portal history.

To edit the logistics center:

- 1. In the menu, click Logistics > Fulfillment Orders.
- 2. On the Fulfillment Detail page, in the **Record Information** section, click the Logistics Center edit icon. If the kit is in a Shipped status, the edit icon is not available.

Vivify Health Logistics Logistics -	Devines - Kiis Customer Update Logistics Center	es Revorts Billing Bules .	abrown Log off Help
Back to list Fulfillment: 3770 - Kit Develop	Please select the Logist 10 ⁴⁵ Indianapolis Logistics Cen	tics Center: ter 🔶	Actions •
Status History Ordered 3/23/7020		Cancel OK	Current Status In Progress 5/19/2020 Ship
Record Information Fulfilment Type: Kit Ship Kit Pool: EPase Pool Kit Type: Medium BP Cuff2 Kit Hondstan Logistics Center: Indianapolis Logistics Center # Contact Attempts: 0 Update Contact Attempts Agent:	Devices Scale: AnD UC352BLE Scale Serial Num: 5160502857 Condition: Lost (Shrinkage)	Ship To Address * Adress: Mendoza Melissa* 5203 Poplar Dr New York, CO 10015 41 (682) 555761 Language: English Issail Method: technician dispatch Program:	Kit Ship Date Preferred Welcome Call Date: 3/26/2020 Morning (AM) Welcome Call: Schedule

The Update Logistics Center window appears.

- 3. In the list, select the Logistics center you want to apply to the record.
- 4. Click OK.

The Logistics Center is updated and the action is recorded in the Logistics Portal history and the Care Team Portal history.

3.4.3 Removing a Kit from a Kit Ship Record

You can remove the kit assigned to a Kit Ship record, so it can be modified if there is a need to send a different kit. If the record is in the Ordered or In Progress status, a remove icon is visible next to the Kit Id field. After selecting this option, the kit returns to the Stored status in the Logistics Portal and the Available status in the Care Team Portal.

To remove a kit from a kit ship record:

- 1. In the menu, click Logistics > Fulfillment Orders.
- 2. On the Fulfillment Detail page, in the **Record Information** section, click the Kit Id remove icon. The remove (trash can) icon is visible if the kit is in the Ordered or In Progress status.



The Remove Kit window appears.

3. In the confirmation window, select **OK**.

The kit is removed from the record. The kit is returned to the Stored status in the Logistics Portal and the Available status in the Care Team Portal. The following note is added to the Logistics Portal history: "Kit 123456 was removed from this record." The following note is added to the Care Team Portal history: "Kit 123456 was removed from this record and unassigned from the patient."

3.4.4 Managing Kit Type Configurations

Definitions

- **Convenience Kit**: Refers to different kit components packaged together as a finished product to be distributed to an end-user. Defined in the regulations as a device that contains two or more different medical devices packaged together and intended to remain packaged together and not to be replaced, substituted, repackaged, sterilized, or otherwise processed or modified before being used by an end user. The definition of kit also encompasses finished products that do not contain a medical device (such as a tablet with preloaded RPM Software only) or that contains a single medical (such as tablet with preloaded RPM Software only).
- **Kit Component**: Refers to any item/part composing a kit and includes: OEM medical device, OEM wellness device, OEM non-medical product (tablet, cable, batteries), packaging, and labeling materials.
- **Kit Type**: Refers to a group of kit components that can be assembled in multiple pre-defined configurations. The Kit Type Master List currently includes 14 variations.
 - Tablet Only (VIV001)
 - Full Kit + Glucose Meter + Thermometer (VIV002)
 - Tablet + Scale (VIV003)
 - Tablet + Glucose Meter (VIV004)
 - Tablet + PulseOx (VIV005)
 - Tablet + BP (VIV006)
 - Tablet + Scale + BP (VIV007)
 - Full Kit (VIV008)
 - Tablet + BP + PulseOx (VIV009)
 - Full Kit + Thermometer (VIV010)
 - Full Kit + Glucose Meter (VIV011)
 - Tablet + Scale + BP + Glucose Meter (VIV012)
 - Tablet + BP + PulseOx + Glucose Meter (VIV013)
 - Full Kit + Pedometer (VIV014)
- **Kit Configuration**: Combination of specific models/part numbers/versions of components composing a finished kit. The combinations of devices and materials in the kit spec docs are called a *kit type configurations*. Each configuration is given its own *kit type configuration ID* (such as VIV001C1).

• Kit Type Specifications: *Kit type specification documents* (also known as "kit type spec docs") list the various combinations of devices and materials that can be used for each *kit type*. Each kit type spec doc is assigned a *kit type specification ID* for reference (such as SPEC00294).

How It Works

When Care Team Portal users assign the +Home service level, the Logistics Portal determines the kit type configuration and sends that data to contract manufacturers for shipping. This information then displays in the Kit Type Configuration field on the **Fulfillment Details > Record Information** card.

-uiiiiiment: 100 - Kit:	100184 - Jigsaw		Actions
Status History			Current Status
Ordered On H 2/15/2022 2/1	old Ordered 5/2022 2/15/2022	In Progress 2/15/2022	Shipped 2/15/2022 Called
Record Information	Devices 3	Ship To Address 🖋	Kit Ship Date
Fulfillment Type: Kit Ship Kit Pool: Default Kit Pool Kit Type: Full Kit Kit Type Configuration: VIV008C11 Kit Id: 1006	Tablet: Verizon Tab 4 (10.1 in) Serial Num: 279313466433486 Internal Part Number: 001012 Condition: QA Check	Address: TEST_PATIENT test 7201 Bishop Rd. Suite e-200 Place TX 25024	Preferred Welcome Call Date: 2/18/2022 Morning (AM) Next Scheduled Call:
Logistics Center: Vivify Development BP Cuff Size: Wide Range Scale Type: Normal	BloodPressure: AnD UA-651BLES-V BP Small Serial Num: 100198 Internal Part Number: 00208	+1 (972)-555-5555 Language: English Program:	Schedule
Contact Attempts: 0	Condition: QA Check		
Update Contact Attempts Agent:	SIM: VZ Consumer SIM Serial Num: 69623882625008012819 Internal Part Number: 005004	HT FEELX - ITONTHEFLOOR	
Assign Agent 🔶	Condition: Used		

Note: The Kit Type Configuration field appears for all new orders, but this field may be blank for older orders.

Kit type configurations are determined based on the following fields:

- Configuration Name
- Network Carrier (assigned to the kit pool)
- Selected Kit Type (at the time the +Home service level was assigned)
- Selected BP Cuff size (when supported by the kit type)
- Selected Scale Type (when supported by the kit type)
- Vendor
- Return Carrier (to the kit pool)

3.4.5 Kit Type Master List Overview

The Kit Type Master List page coordinates and standardizes all types of kits in one location. The previous kit type names were migrated to the new Kit Type Master List page so that the new list contains all the updated values. As part of the kit type migration, kit type names and descriptions were updated to a standardized format, which is visible in the Care Team Portal on the Kits page.

The Kit Type Master list can only be accessed with the Vivify Logistics user role.

You can do the following:

- Adding a New Kit Type
- Editing a Kit Type

Example: Kit Type Master List

Vivify Health Log	istics Logistics - Devices -	Kits 👻	Customers	Reports	Billing	Rules			abrown	Log off	Help
Dashboard	Kit List Storage Kit Type M	aster List									
Search By			Clear Search	Go!							Actions -
15 Records									S	how 25 Reco	rds 🕶 🔳
Kit Type Name	Description						SKU	Creation Date	Created By	Last Updated Date	Last Updated By
Full Kit	Convenience Kit 008 which includes the 1 Scale • 1 Pulse Oximeter • 1 Tablet Pow	following: • 1 Ta ver Adapter • 1 T	blet, APK • 1 SIM C 'ablet Stand • 1 US	ard • 1 Blood P B Cable • Alkali	ressure Monit ne Battery	tor • 1 Blood Pressure C	uff · VIV008	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP
Full Kit + Glucometer	Convenience Kit 011 which includes the • 1 Blood Pressure Cuff • 1 Pulse Oximete	following: • 1 Ta er • 1 Tablet Pov	blet, APK • 1 SIM C ver Adapter • 1 Tal	ard • 1 Scale • 1 blet Stand • 1 U	I Glucometer ISB Cable • Alk	1 Blood Pressure Mor aline Battery	itor VIV011	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP
Full Kit + Glucometer + Thermometer	Convenience Kit 002 which includes the Monitor • 1 BP Cuff • 1 Thermometer • 1	following: • 1 Ta Tablet Power Ar	blet, APK • 1 SIM C dapter • 1 Tablet S	ard • 1 Scale • 1 tand • 1 USB Ca	I Glucometer able • Alkaline	• 1 Pulse Oximeter • 1 E Battery	P VIV002	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP
Full Kit + Pedometer	Convenience Kit 014 which includes the Monitor • 1 Blood Pressure Cuff • 1 Pede	following: • 1 Ta meter • 1 Table	blet, APK • 1 SIM C t Power Adapter •	ard • 1 Scale • 1 1 Tablet Stand	Pulse Oxime • 1 USB Cable	ter • 1 Blood Pressure • Alkaline Battery	VIV014	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP
Full Kit + Thermometer	Convenience Kit 010 which includes the Pressure Cuff • 1 Pulse Oximeter • 1 The	following: • 1 Ta rmometer • 1 Ta	blet, APK • 1 SIM C iblet Power Adapte	ard • 1 Scale • 1 er • 1 Tablet Sta	Blood Pressu and • 1 USB Ca	ure Monitor • 1 Blood able • Alkaline Battery	VIV010	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP
Tablet + BP	Convenience Kit 006 which includes the 1 Tablet Power Adapter • 1 Tablet Stand	following: • 1 Ta • 1 USB Cable •	blet, APK • 1 SIM C Alkaline Battery	ard • 1 Blood P	ressure Monit	tor • 1 Blood Pressure 0	uff• VIV006	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP
Tablet + BP + PulseOx	Convenience Kit 009 which includes the 1 Pulse Oximeter • 1 Tablet Power Adapt	following: • 1 Ta er • 1 Tablet Sta	blet, APK • 1 SIM C ind • 1 USB Cable •	ard • 1 Blood P Alkaline Batter	ressure Monit ry	tor • 1 Blood Pressure C	uff · VIV009	07/01/2021 09:35 AM	SystemAPI	07/01/2021 09:35 AM	SystemAP

Example: Customers > Kit Types Section

On the Customer detail page, in the Kit Type Name on the Kit Type section, Kit Type names can only be selected from the Kit Type Master List.

Logistics Level Full	xit Reprocessing Yes	video Canif NONE	Contract Details Kit: Price: Kit Leasing: SaaS Model:	Toronto Logistics Center	Pending Loss Days
Orders 🛞		Locations (1)		Contacts (8)	
No orders for this customer,		Location 1 / 972-555-6677 7201 Binkop Rd Plano TX 75024		No contacts for this customer.	
	_				_
Notes (8)	•	Kit Types (2)	•	Kit Pools (1)	•
No notes for this customer.		*Retired Kit Type / e Kit type used for any old Kits with outdate the databases to as to not when the fits *Retired Kit Type / Kit type used for any and Kits with outdate the database to as to not show in the fits	ted kit types. This will be soft deleted in t of available options for a customer ted kit types. This will be soft deleted in t of available options for a customer	Pool for Request by Kit Nun Request by Kit Number	nber 🗡

3.4.6 Adding a New Kit Type to the Kit Type Master List

Users with the Vivify Logistics role can add a new kit type to the Kit Type Master List.

Before adding a new kit type, verify that the appropriate documentation and specifications have been approved by the Vivify Product team.

To add a kit type to the Kit Type Master List:

- 1. From the menu, click **Kits** > **Kit Type Master List**.
- 2. On the Kit Type Master List page, in the Actions menu, click Add Kit Type.

Kit Type Master List					
Clear Search Go!				St	Actions -
	SKU	Creation Date	Created By	Last Updated Date	Last Updated By
contains the Tablet, Weight Scale, Blood Pressure Monitor, Blood f and Pulse Oximeter	VIV008	10/05/2021 09:12 AM	Vivify API	10/05/2021 09:12 AM	Vivify API

The New Kit Type window appears.

NIA VIAUNUS	NEURIN S	DIIIIIM	DUIRS
New Kit Type			
Kit Type Name:			
Kit Type Name Required			
SKIL / Part Number:			
site / furthumser.			
SKU / Part Number Required			
Description:			
			11
	Sa	ave C	ancel

- 3. Do the following:
 - a. In the Kit Type Name field, type a name for the kit type (such as Full Kit).
 - b. In the SKU/Part Number field, type the part number or SKU.
 - c. In the **Description** field, type a description of the kit's contents.

Kit Type Name:	
Full Kit	
KU / Part Number:	
110008	
escription:	
This Kit type contains t	the Tablet. Weight Scale, Blood
This for type contains t	are rabled freight beare, brood
Pressure Monitor, Blog	od Pressure Cuff and Pulse
Pressure Monitor, Blog Oximeter	od Pressure Cuff and Pulse
Pressure Monitor, Blog Oximeter	od Pressure Cuff and Pulse
Pressure Monitor, Blog Oximeter	od Pressure Cuff and Pulse
Oximeter	od Pressure Cuff and Pulse
Pressure Monitor, Blog Oximeter	od Pressure Cuff and Pulse
Pressure Monitor, Bloc Oximeter	od Pressure Cuff and Pulse
con: con: con: ch-ui.glyph-tablet fh-ui.glyph-tablet	od Pressure Cuff and Pulse
Con: h-ui-gyph-tablet h-ui-gyph-tem-weight h-ui-gyph-item-bp	od Pressure Cuff and Pulse
Con: Con: Con: Con: Con: Con: Con: Con:	od Pressure Cuff and Pulse

Both the New Kit Type and Edit Kit Type windows contain an **Icon** field, but it is optional and read-only. (Syncing Kit Type data from the Logistics Portal to the Care Team Portal includes the **Icon** field.)

4. Click Save.

The kit type is added to the list and the values in the columns for Creation Date and Created By are also updated.

3.4.7 Editing the Kit Type Master List

The Kit Type Master List can be edited by users with the Vivify Logistics user role.

To edit a kit type in the Kit Type Master List:

- 1. From the menu, click **Kits** > **Kit Type Master List**.
- 2. On the Kit Type Master List page, in the Kit Type Name column, click the kit type name.

Vivify Health Lo	ogistics	Logistics 👻	Devices *	Kits 🝷	Customers	Reports	Billing	Rules			abrown	Log off	Help
Dashboard	Kit List	Storage	Kit Type Mast	er List									
Search By					Clear Search	Go!							Actions -
15 Percerds													
15 Records												now 25 Recor	us • =
Kit Type Name	Descriptio	on							SKU	Creation Date	Si Created By	Last Updated Date	Last Updated By
Full Kit	Descriptio Convenier 1 Scale • 1	on nce Kit 008 which Pulse Oximeter	includes the foll • 1 Tablet Power	owing: • 1 Ta Adapter • 1 1	iblet, APK • 1 SIM Ci Tablet Stand • 1 USI	ard • 1 Blood Pr B Cable • Alkalin	ressure Monito ne Battery	r • 1 Blood Pressure Cuff •	SKU VIV008	Creation Date 07/01/2021 09:35 AM	Created By SystemAPI	Last Updated Date 07/01/2021 09:35 AM	Last Updated By SystemAPI

The Edit Kit Type window appears.

t Kit Type: Full Kit
(it Type Name:
Full Kit
,
KU / Part Number:
VIV008
Description:
This Kit type contains the Tablet. Weight Scale, Blood Pressure Monitor, Blood Pressure Cuff and Pulse Oximeter
-on: h-ui-glyph-tablet
h-ui-glyph-item-weight
h-ui-giyph-item-bp h-ui-glyph-pulseox
Delete Save Cancel

Both the Edit Kit Type and New Kit Type windows contain an **Icon** field, but it is optional and read-only. (Syncing Kit Type data from the Logistics Portal to the Care Team Portal includes the **Icon** field.)

- 3. Do any of the following:
 - a. In the Kit Type Name box, type a name for the kit type (such as Full Kit).
 - b. In the SKU/Part Number box, type the part number or SKU.
 - c. In the **Description** box, type a description of the contents of the kit.
- 4. Click Save.

The kit type is updated in the list and the values in the columns for Last Updated Date and Last Updated By are also updated.

3.4.8 Applying the Request by Kit Type Kit Pool Configuration

Logistics Portal users can apply the Request by Kit Type configuration setting to control selecting by kit number or kit type. This method can be applied to specific customers while leaving the existing process in place for the rest of the customers.

This configuration is only available for Logistics Portal users with Vivify Support permissions, and is accessible for users with the Vivify Support role on the Customers page in the Kit Pools area.

To apply the Request by Kit Type configuration:

1. Click the **Customer** tab.

A table of customer names appears.

2. In the table, click a customer name.

The Customer page appears with details about that customer's configurations.

3. In the Kit Pools section, click the plus (+) icon to add a new kit pool or the edit (🖍) icon to make changes to the current kit

pool.

Orders 2 (3) Kfts Orders 1762 Orders 3 Demo kit for HyperTec Orders 1266 OctorEzo16 1	Locations 1	Contacts
Notes 💿 🛨	Kit Types 1	Kit Pools 1
No notes for this customer.	Default / Default kit type for this customer	Default Annound this customer

The Kit Pool Customer page appears.

- 4. Select Enable Request by Kit Type to apply the setting.
 - If this configuration is disabled, then kits can be assigned by Kit ID.
 - If this configuration is enabled, then kits can be assigned by Kit Type.

Example : Enable Request by Kit Type Configuration Option in the Customers > Edit Kit Pool Window

lame:	Billing Account Number:	Enable Request by Kit Type
California Pool	CA001	Ship to Patient
Description:	Sort Order:	✓ Rick IIn from Patient
Pool for all kits that reside in california	2	
	Default Customer Location:	Ship to Customer
	Vivify Health Dev	✓ Does Reprocessing
lite		Store For Customer
Vivify West	~	Auto Complete Kit Ship
		Default Pool
		Default Selected in Care Team Portal

Example : Enable Request by Kit Type Configuration Option in the Customers > New Kit Pool Window

Name:		
Name		
Description:		
Description		
		1
Logistics Options		
Ship To Customer		Reprocessing
Ship To Patient		Store for Customer
Pick Up from Patient		 Auto Complete Kit Ship
Default Customer Location:		Billing Account Number:
Select Location	\sim	Billing Account Number
Sort Order		Logistics Location Type:
Sort Order		Select Logistics Location Typ
Site		Network Carrier:
Select Site	~	Select Network Carrier 🗸 🗸
Expected Kit Mobi Path		
Select Mobi Path	\sim	
		 Default Pool Default Selected in Care Team Portal
		☐ Ignore Sim Validation
	-	Enable Request by Kit Type

3.4.9 Adding a Network Carrier to a Kit Pool

Logistics Portal users must select a network carrier for each kit pool. A migration script ensures that all existing kit pools are assigned a carrier.

To add a network carrier to a kit pool:

1. Click the **Customer** tab.

A table of customer names appears.

2. In the table, click a customer name.

The Customer page appears with details about that customer's configurations.

3. In the **Kit Pools** section, click the **plus** (+) icon to add a new kit pool.

The New Kit Pool window appears.

Name:	
Name	
Description:	
Description	
	1.
Logistics Options	
Ship To Customer	Reprocessing
Ship To Patient	 Store for Customer
Pick Up from Patient	Auto Complete Kit Ship
Default Customer Location:	Billing Account Number:
Select Location	✓ Billing Account Number
Sort Order	Logistics Location Type:
Sort Order	Select Logistics Location Typ
Site	Network Carrier:
Select Site	✓ Select Network Carrier ✓
Expected Kit Mobi Path	Select Network Carrier
Coloct Mobi Dath	Verizon
Select Mobi Path	T-Mobile
	Rogers (Canada)
	Parious
	Default Selected in Care Team Portal Ignore Sim Validation
	 Enable Request by Kit Type

- 4. In the New Kit Pool window, in the Network Carrier list menu, select one of the following options:
 - AT&T
 - Verizon
 - T-Mobile
 - Rogers (Canada)
 - Various
- 5. Click Save.

3.5 Managing Kit Component Replacements

Logistics Portal users can replace parts and devices assigned to a kit and apply a reason for the replacement. This allows the patients to receive the necessary replacements and for all records to be linked to the kit. 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.

Parts and devices are tracked with internal part numbers, which allows for easy correlation with the Master Parts List.

In this section:

- Replacing Kit Components (see "Replacing Kit Components," page 50).
- Tracking Component Replacement Reasons (see "Tracking Component Replacement Reasons," page 57).
- Requesting Replacement Batteries (see "Requesting Replacement Batteries," page 59).
- Viewing Replacement Device History (see "Viewing Replacement Device History," page 65).
- Viewing Internal Part Numbers (see "Viewing Internal Part Numbers," page 66).
- Viewing Tracking Numbers (see "Viewing Tracking Numbers," page 68).
- Kit Device Replacement Messaging (see "Kit Device Replacement Messaging," page 71).
- Mass Assigning Agents to Records (see "Mass Assigning Agents to Records," page 73).
- Exporting the Fulfillment Orders List (see "Exporting the Fulfillment Orders List," page 74).

3.5.1 Replacing Kit Components

Devices within kits are sometimes broken or missing and need to be replaced. The device can be replaced from the Kit Details page or from the Fulfillment Orders Detail page for orders in progress. This process is different from the process within the Reprocessing Checklist.

Replacing Kit Components (Kit Details Page)

On the Kit Details page, in the Actions menu, you can click **Request Component Replacement** to replace a device or part. This process has three steps: choosing the device to replace, confirming shipping information, and confirming the order.

To replace a device in a kit on the Kit Details page:

- 1. In the top navigation menu, click **Kits** > **Kit List**.
- 2. In the Kit List, search for the kit with the device you want to replace, and then click the kit number.

The Kit Details page appears.

3. On the Kit Details page in the Actions menu, click **Request Component Replacement** to begin the process for replacing a device or part.

ack to list				
Kit: 100201				Actions 🕶
				Edit Kit
Details				Request Component Replacement
Status	Return Location	Current Location	Owner	Refresh MOBI Path
Stored	Default Location, TX	Vivify Logistics Center	jigsaw	Ful Sync to Care Team Portal Gluco se Meter 1
				Thermometer

The Request Component Replacement window appears.

- 4. In the Request Component Replacement window, do the following:
 - a. Select the box of the component that needs to be replaced.

Note: If you are selecting batteries as the components to replace, see the topic Requesting Replacement Batteries for more details.

b. In the Additional Information box, type a note to explain why the device is being replaced.

c. In the **Support Case Number** box, type the coordinating number for the support case.

Component	Replace	Batteries
SIM Card		
Tablet		
dditional Information: Enter note		
upport Case Number:		4

5. Click Next.

The Request Component Replacement - Shipping Information window appears. The address will be populated automatically if the information is available in the Care Team Portal. If the address does not transfer, type the details manually.

Client: jigsaw	Kit #: 100199	Kit Type: T	ablet Only
First Name:		Last Name:	
Pedro	~	Almodovar	~
Address Line 1:			
7890 Canyon Way			 Image: A set of the set of the
Address Line 2: (optional)			
Address Line 2			
City:			
Albuquerque			~
State:		Zip Code:	

6. Click Next.

The Request Component Replacement - Confirmation window appears.

R	equest Component Replacement - Confirmation
Customer:	jigsaw
Kit Number: Address:	100199 Pedro Almodovar 7890 Canyon Way Albuquerque, NM 87101 +1 (890) 553-0978
Order:	
1 1	SIM Card Tablet
Replacement Reason: Additional Information:	Not Transmitting (C)
Support Case #:	48390587623456
Cancel	Previous

7. Review all of the information for the component replacement request and then click Confirm.

After confirmation, the window closes and the Kit Details page is visible again. A green banner appears at the top of the page with a success message to inform you that the request was placed and a record is created in the history to track the request.

Replacing Kit Components (Fulfillment Orders Detail Page)

When a Kit Component Replacement order is In Progress, the **Replace Component(s)** button is available. All requested devices must be marked as replaced before users can select **Ship**.

To replace a device in a kit on the Fulfillment Orders page:

- 1. In the top navigation menu, click Logistics > Fulfillment Orders.
- 2. On the Fulfillment Order list page, click the number of the In Progress record for the device you want to replace.

The Fulfillment Order Detail page appears.

3. Click Replace Component(s).

Dashboard	Orders	Create Kits	Receiving	Reprocess	Shipping	Fulfillment Orders		
Back to list								
Fulfillme	nt: 109	- Kit: 10	0053 - j	igsaw				Actions 🕶
Status History								Current Status
Ordered 2/22/2022								In Progress 2/23/2022 Replace Component(s) Ship
Record Informa	ation		Replacement	Components 4		Ship To Address 🥜	-	Pick Up Date
Fulfillment Type: Replacement Kit Pool: Default H Kit Type: Tablet C	: Kit Componer Kit Pool Dnly	ıt	Batteries Old: Pulse Oxim OXIMETER BATT Batteries)	eter Batteries - PU ERIES (<mark>Pulse Oxim</mark>	LSE eter	Address: Frank FrankDemo2 7201 Bishop Rd Plano, TX 75024		Scheduled Date: None Schedule

If the kit contains more than one component, the Replace Components window opens so that you can choose which device to replace.

	Replace Components	
Client: jigsaw	Kit #: 100053	Kit Type: Tablet Only
Component		Replace
BP Cuff		Replace
Pulse Oximeter Batteries		Replace
Scale Batteries		Replace
SIM		Replace
		Clos

The Replace Components window appears.

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

- 4. In the Replace Components window, do the following:
 - a. In the Why are you replacing this Component? list, select QA Check, Physical Damage, or Purchased.
 - b. In the **Comment** box, type the reason for the replacement, such as the device is broken.

Note: For more details on replacement reasons, see the topic Tracking Component Replacement Reasons.

- c. In the New Component box, scan or type the serial number of the new device.
- 5. Click **Replace**. The scale is replaced and a confirmation message appears: "Process completed successfully." If it fails, an error message appears: "No component replacement request was created."
- 6. Click OK.



Dashboard Orders Create Kits	Receiving Reprocess Shipping	Fulfillment Orders	
Back to list			
Fulfillment: 1271 - Kit: 10	00180 - jigsaw		Actions -
Status History			Current Status
Ordered 4/1/2022	On Hold 4/1/2022	Ordered 4/1/2022	Shipped 4/1/2022 Call
Record Information	Replacement Components 2	Ship To Address 🖍	Pick Up Date
Fulfillment Type: Kit Component Replacement Kit Poeb: Default Kit Pool Kit Type: Ful Kis - Thermometer Kit di: 100180 Logistist E Locatio: Vivily Development Replacement Reason: Replace Batteries (Complaint)	Tablet New: Verzon Tab 4 (10.1 in) - SMT537VYKA (790549574099080) USB Cable Old: Cable Micro USB - 00340 (3500-TC)	Address: Christine Hoang 123 Main St Dallas, TX 75219 +1 (817) 555-1234 Language: English Track:	Scheduled Date: None Schedule Pick Up Date: None Picked Up
Contact Attempts: 0		(# USPS - 1234567890 USPS - 0987654321	
Update Contact Attempts		000010 0001021	

The new and old scale serial numbers are visible in the Replacement Components section.

 After replacing a device, the kit (Kits > Kit List > Kit Details page) will show the replaced device as inactive. The fulfillment history and kit detail history are updated.

	-	New Device	
AT&T Tab E (8 in) @ Tablet: 358616091228925 SM-T377A	AnD UC-352BLE Scale Scale: 6151113169 As186A9FE082 UC-352BLE	Nonin 3230 BT Smart Pulse0x: 50/240542 001C05FR8886 9132-004	AnD UA-767PBT-Ci BP Small BioodPressure: 5160800328 0000918917C53 UA-767PBT-Ci-S
Marcine Salar	-	Old Device	
VZ Consumer SIM 🗊	AnD UC-352BLE Scale	Nonin 3230 BT Smart 🛍	
SIM: 89148000002589210621	Scale: 5160402389 544A1631EEB4 UC-352BLE	PulseOx: 502425553 001C05FF899A 9132-004	

3.5.2 Tracking Component Replacement Reasons

Logistics Portal users can choose a replacement reason from the **Replacement Reason** list menu on the Request Component Replacement page. The Replacement Reason list shows its options in alphabetical order and is a required field.

Note: Component replacement is described in detail in the topic Replacing Kit Components.

Complaints

Many replacement reasons are also *complaints* (any communication that alleges a problem in one of our medical devices after its release). Regardless of how complaints are received, they are recorded in Zendesk as one of the first steps in the Corrective and Preventative Actions (CAPA) process. This process investigates root causes to ensure that complaints do not recur.

If an option in the Replacement Reason list is a complaint, the text (C) appears next to it to denote it as such.

× ×	-Select Component Replacement Reason-	+
	BP Cuff Not Inflating/Deflating (C)	
ure h	BP Cuff Incorrect Size (C)	
atics (Cla	Damaged at Receipt (C)	t Releas
_	Damaged in Use	_
Losie	Error Message (C)	
	Inaccurate/Fluctuating Reading (C)	
	Incorrect/Missing User Manual (C)	
	Incorrect Scale Settings (C)	
	Lost/Stolen	- A
	Not Delivered (C)	
	Not Pairing (C)	
20	Not Powering On (C)	
	Not Transmitting (C)	
	Other	
	Pulse Ox Unhinged (C)	1.00
	Replace Batteries (Complaint) (C)	
	- Bus Idea Idea	
	-Select Component Replacement Reason- X *	1.1
11	Additional Information:	- 10
	Enter note	- 18
		- 11
	4	
		1
	Consol	
	- concer	
	Additional Information: Enter note	

Where to Find Replacement Reasons

Record Information Card

Replacement reasons appear on the Record Information card of the Fulfillment Orders Detail page of Kit Component Replacement records.

Reco	rd Information
Fulfillr	nent Type: Kit Component
Replace	ement
Kit Poo)l: Naiya's Pool
Kit Typ	e: *Retired Kit Type
Kit ld:	113994
Logisti	cs Location: Vivify Development
Replac	ement Reason: Bluetooth Malfunction
Contac	t Attempts: 0
	Update Contact Attempts
Agent:	
Assig	gn Agent 🔶

Shrinkage Note

Replacement reasons may also appear in the Shrinkage Note on the reprocessing record, making this information readily available without running the Shrinkage Report (for example: *Removed from kit {kit.KitId} during kit device replacement fulfillment {fulfillmentId}*.).

Devices			
Verizon Tab E (8 in) Table: 55/300/2351134 58-1377/02442W Rose	ADDUC-352BLE Scale Sale: 516000017 Sale(31716) UC-95084 Teproc	Nonin 3230 BT Smart Puelos sozzardes orisolos 9180-00	AnD UA-65 IBLE BP BiodePressure 5 14000500 2003970 FIGS U-65 TIGL Figure
VZ Consumer SIM Site: 8014000002380227785			
Parts 5	Consumable Parts 4		Shrinkage 2
BP Cuff Large (fits UA-651) SIZE 12.2"-17.7"	Replace KIT BOX VIV9498 Kit Box Standard Kit (fits Black Foam)		Scale AnD UC-352BLE Scale (5160402617) added to kit 103427 during reprocessing 2922
USB Cable 3500-TC CABLE Micro USB	Replace Batteries BAT-AAA (2) AAA batteries (Nonin 3230 BT Smart)		Scale AnD UC-352BLE Scale (5160402617) replaced for kit 103427 during reprocessing 2922
Stand 3203-TS-L Tablet Stand w/Logo	Replace Batteries BAT-AA (4) AA batteries (AnD UA-651BLE BP)		L
FOAM VIV9499 Foam Standard Kit (Black Foam)	Replace Batteries BAT-AA (4) AA batteries (AnD UC-352BLE Scale)		
Box Handle 350091030 Handle	Replace		

3.5.3 Requesting Replacement Batteries

In the Request Component Replacement window, Logistics Portal users can now select replacement batteries for existing kit devices more easily. When a user selects the **Batteries** checkbox next to a device, a 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, and User Insert.

You can replace batteries from either the Kit page or the Fulfillment Orders Detail page.

From the Kit Page

To request replacement batteries from the Kit page:

- 1. In the top navigation menu, click **Kits** > **Kit List**.
- 2. In the list, search for the kit with the device you want to replace, and then click the kit number.

The Kit Details page appears.

3. On the Kit Details page in the Actions menu, click Request Component Replacement to begin the process for replacing a device or part.

Back to list				
Kit: 100201				Actions -
				Edit Kit
Details				Request Component Replacement
Statue	Return Location	Current Location	Owper	Refresh MOBI Path
Stored	Default Location, TX	Vivify Logistics Center	jigsaw	Full Sync to Care Team Portal Gluco Se Meter i Thermometer

The Request Component Replacement window appears.

- 4. In the Request Component Replacement window, do the following:
 - a. Select the checkbox for the batteries that need to be replaced.

Note: Users can no longer select a device and its batteries for replacement simultaneously. This reduces confusion on what the agent should select and what the contract manufacturer should fulfill.

b. In the Additional Information box, type a note to explain why the batteries are being replaced.

c. In the **Support Case Number** field, type the coordinating number for the support case.

Devices • Kits •	Request C	omponei	nt Replac	cement		
Component		Rej	place		Batteries	
SIM Card						
Tablet						
-Select Component I Additional Information: Enter note	Replacement Rea:	son-			>	(\$
Support Case Number:						
Enter Support Case Nu	mber (required)					
Cancel					Ν	ext

5. Click Next.

The Request Component Replacement - Shipping Information window appears. The address will be populated automatically if the information is available in the Care Team Portal. If the address does not transfer, type the details manually.

Client: jigsaw	Kit #: 100199	Kit Type: 1	Tablet Only
First Name:		Last Name:	
Pedro	✓	Almodovar	✓
Address Line 1:			
7890 Canyon Way			
Address Line 2: (optional) Address Line 2			
City:			
Albuquerque			~
State:		Zip Code:	

6. Click Next.

The Request Component Replacement - Confirmation window appears.

R	equest Component Replacement - Confirmation
Customer:	jigsaw 100100
Address:	Pedro Almodovar 7890 Canyon Way Albuquerque, NM 87101 +1 (890) 553-0978
Order:	
1 1	SIM Card Tablet
Replacement Reason: Additional Information:	Not Transmitting (C)
Support Case #:	48390587623456
Cancel	Previous

7. Review all of the information for the component replacement request and then click **Confirm**.

After confirmation, the window closes and the Kit Details page is visible again. A green banner appears at the top of the page with a success message to inform you that the request was placed and a record is created in the history to track the request.

From the Fulfillment Order Page

To request replacement batteries from the Fulfillment Order Detail page:

- 1. In the top navigation menu, click **Logistics** > **Fulfillment Orders**.
- 2. On the Fulfillment Order list page, click the number of the In Progress record of a device you want to replace.

The Fulfillment Order Detail page appears.

3. Click Replace Component(s).

Dashboard	Orders	Create Kits	Receiving	Reprocess	Shipping	Fulfillment Orders	
Back to list							
Fulfillme	nt: 109	- Kit: 10	0053 - ji	gsaw			Actions 👻
Status History							Current Status
Ordered 2/22/2022							In Progress 203/0022 Replace Component(s) Ship
Record Inform	ation		Replacement C	omponents 4		Ship To Address 🖋	Pick Up Date
Fulfillment Type Replacement Kit Pool: Default Kit Type: Tablet	e: Kit Componer Kit Pool Only	ιt	Batteries Old: Pulse Oxime OXIMETER BATTE Batteries)	ter Batteries - PUL RIES (Pulse Oximet	SE	Address: Frank FrankDemo2 7201 Bishop Rd Plano, TX 75024	Scheduled Date: None Schedule

If there is more than one device in the kit, the Replace Components window opens, so you can choose which device to replace.

TICS VIEWICES VIEW	Customers Reports Billing	USERS KIIIES
	Replace Components	
Client: jigsaw	Kit #: 100053	Kit Type: Tablet Only
Component		Replace
BP Cuff		Replace
Pulse Oximeter Batteries		Replace
Scale Batteries		Replace
SIM		Replace
		Close

The Replace Components window appears.

Replace Scale Batteries
Why are you replacing this Component?
QA Check
Comment:
Enter new note
New Component:
Scan serial num or Part Num
Cancel Replace

- 4. In the window, do the following:
 - a. In the Why are you replacing this Component? list, select QA Check, Physical Damage, or Purchased.
 - b. In the **Comment** box, type the reason for the replacement, such as the device is broken.
 - c. In the New Component box, scan or type the serial number of the new device.
- 5. Click **Replace**. The component is replaced and a confirmation message appears.
- 6. Click OK.

3.5.4 Viewing Replacement Device History

Device replacement delivery history is visible in the Care Team Portal on the Ship/Pickup page, so the team can follow the progress of the patient receiving their device. The statuses, actions, tracking numbers, dates, and other details sync from the Logistics Portal to the Care Team Portal.



👺 Patients	Ship/Pickup Viewing 1-10 of 358
A Invites	Logistics
🙆 Dashboards <	First Previous 1 2 3 4 5 Next Last
a Care Team	
📠 Reports <	Parker, john
Content <	19.25 19.25 19.25 19.24 19.24 19.24 19.24 19.24 19.24 19.24 19.25 1
Logistics	Delivery History
Kits	Date / Time Device Status Action By Tracking
Locations	04/02/2020 at 19:27 Contour Next One In Progress Tracking number updated: E22000000002 Logistics E22000000002
Receive Kits	03/04/2020 at 14:45 Contour Next One Ordered Order number updated: 542 Logistics
Ship/Pickup	03/04/2020 at 14:43 Contour Next One Order Pending Order pending patient EULA acceptance. Niu, Aidi

Example: Logistics Portal Fulfillment Detail Page - History


3.5.5 Viewing Internal Part Numbers

All parts and devices are assigned internal part numbers as a consistent and documented way to reference any component.

Internal part numbers appear in several locations in the Logistics Portal so that users can correlate these numbers to the Master Parts List.

Locations

Internal part number locations include:

• On the Fulfillment Detail page of Kit Ship record types

· · · · · · · · · · · · · · · · · · ·			Current Status
Drdered In Proj 10/28/2021 10/2	ress Shipped 8/2021 10/28/2021	Called 10/28/2021	Complete Vivify Trained 10/28/2021
Record Information	Devices 2	Ship To Address 🥒	Kit Ship Date
Fulfilment Type: Kit Ship (it Poot: Default Kit Pool (it Type: Tablet Only (it Type: Configuration: VIV001C1 (it id: 10019) Gogistics Center: Vivify Development 3P Cuff Size: None icale Type: None	Tablet: Verzon Tab 4 (10.1 in) Serial Num: 277102631775043 Internal Part Number: SMT537WKA Condition: Used SIM: VZ Consumer SIM Serial Num: 80119661077748514948 Internal Part Number: 5004 Condition: Used	Address: Julian Pennington 507 Exchange St. Porticand, ME 04103 +1 (214) 807-2009 Language: English Program: Track:	Preferred Welcome Call Date: 11/2/2021 Morning (AM) Next Scheduled Call:
Update Contact Attempts			

• On the Fulfillment Detail page of Kit Component Replacement record types

rammene 55 Ne. h	00051 - jigsaw		Actions 🔻
Current Status			
Ordered 2/4/2022 In Progress			
Record Information	Replacement Components 1	Ship To Address 🖋	Pick Up Date
Fulfillment Type: Kit Component Replacement Kit Pool: Default Kit Pool Kit type: Tablet Only Kit di: 100051 Logistics Location: Vivify Development Replacement Reason: Contact Attempts: 0 Update Contact Attempts Agent:	SIM Old: VZ Consumer SIM - 5004 87103756866389805760)	Address: Frank Mazzini 7201 Bishop Rd. Plano, TX 75024 +1 (469) 555-0000 Language: English	Scheduled Date: None Schedule Pick Up Date: None Picked Up

• On the Parts page (found under the **Devices** menu option)

D	ashbo	ard PC)s Devices	Parts	Receive Devic	es					
	Ch	oose			← Filter	by				Act	ions -
203	Parts										
	Id	Part Number	Internal Part Number	Part Type	ls Consumable	Name	Purchase Order	Owner	Location	Condition	Kit
	184	AAA Batteries	00169	Batteries	True	AAA Batteries			Vivify Development	New	100032
	200	350091030	00267	Box Handle	False	Handle			Vivify Development	QA Check	100028
	176	350091030	00267	Box Handle	False	Handle	1017		Vivify Development	New	100201
	163	350098030	00267	Box Handle	False	Handle (Black)			Indianapolis Logistics Center	New	100197
	202	UA-280	UA-280	BP Cuff	False	BP Cuff Medium (fits UA-767) SIZE 9.4"-14.2" OUT OF STOCK			Vivify Development	New	100015
	198	UA-291B	00222	BP Cuff	False	BP Cuff Large (fits UA-651) SIZE 12.2"-17.7" (Bulk Packaging) OUT OF STOCK			Vivify Logistics Center	New	100017
	197	UA-280	UA-280	BP Cuff	False	BP Cuff Medium (fits UA-767) SIZE 9.4"-14.2" OUT OF STOCK			Vivify Development	New	100028
	196	UA-279	UA-279	BP Cuff	False	BP Cuff Small (fits UA-767-S) SIZE 6.3"-9.4"			Vivify Logistics Center	New	100159

• On the Devices list page (found under the **Devices** menu option)

ashboard POs	Devices P	arts Receive D	evices						
blet		~				-	Go!		Action
Tablets									
Serial Num	Model	IMEI	Part Number	Internal Part Number	Owner	Location	Condition	Kit	Created
532523	Verizon Tab 4 (10.1 in)	358638035994271	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Logistics Center	QA Check		03/29/202
277102631715043	Verizon Tab 4 (10.1 in)	277102631715043	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	New	100018	02/03/202
277102631775043	Verizon Tab 4 (10.1 in)	277102631775043	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	Used	100199	10/06/202
818926872193751	Verizon Tab 4 (10.1 in)	818926872193751	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	New	100198	10/06/202
068308463468538	Verizon Tab 4 (10.1 in)	068308463468538	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Logistics Center	QA Check		10/06/202
652030391503735	Verizon Tab 4 (10.1 in)	652030391503735	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	Used	100196	10/06/202
530183897025953	Verizon Tab 4 (10.1 in)	530183897025953	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Logistics Center	New	100172	10/06/202
400603769637684	Verizon Tab 4 (10.1 in)	400603769637684	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	QA Check	100194	10/06/202
520678129156307	Verizon Tab 4 (10.1 in)	520678129156307	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	Used	100193	10/06/202
111640941638825	Verizon Tab 4 (10.1 in)	111640941638825	SMT537VYKA	SMT537VYKA	jigsaw	Vivify Development	Used	100192	10/06/202

• On the Device Details page (found under the **Devices** menu option)

Dashboard POs	Devices Parts Receive Devices	
Back to list		💉 Edit
Tablet Details		
Serial Number: 277102631715 Model: Verizon Tab 4 (10.1 in) Part Number: SMT537VKA (Internal Part Number: SMT53 IMEI: 277102631715043 Kit: 100018 Notes:	5043 Inventory Owner; jigsaw Location: Vivity Development Condition: New Purchase Order: 1011	
03/28/2022	Added to kit 100018	choang
03/28/2022	Removed from kit 100012	c.hoang
02/03/2022	Added to kit 100012	f.stadler
02/03/2022	Created	f.stadler

• On the Kit Details page (found under the **Kits** menu option)

ails					
status Stored	Return Location Default Location, TX	Current Location Vivify Logistics Center	Owner jigsaw	Full Kit + Glucose Meter + Thermometer	
^{ка Роол} Default Kit Pool	BP Cutt Size Medium	scale Size Normal	Purchase Order 1010	MOBI Path	
res (§					
tzon Tab 4 (10.1 in) ä kes 570508730631543 15377776	SHENZHEN CREATIVE P Pulse0te: 4343246 PC60-NW 100127	C60-NW VZ Con: Site: 3004 5004	sumer SIM 🔒 3901916621657745	Polytel GMA2-A @ GlucoseMeter: 54534523532 GMM2-A GMM2-A	
alve SWT1A @ mmometer: 43141233612					

APIs Using Internal Part Numbers

Many APIs now use internal part numbers instead of Logistics Portal part numbers to transfer component-related data.

These APIs include:

- Device Linking
- Ship Confirmation
- Device Receipt
- Device Status
- Fulfillment Request (Component Replacement)
- Fulfillment Request (Device Order)
- Pickup Order Alert
- Kit Details

3.5.6 Viewing Tracking Numbers

Outbound and return tracking numbers are visible for device fulfillment orders, kit device replacement orders, and kit ship/pickup. Any updates to the tracking numbers in the Logistics Portal will update the tracking numbers in the Care Team Portal.

This topic includes the following:

Device Fulfillment Tracking Numbers – EasyPost Microservice

Outbound and return tracking numbers are visible for device fulfillment orders for each device in the record. Tracking numbers are linked to the FedEx tracking number.

Example: Device Replacement Tracking Numbers in Care Team Portal

Patients	Ship/Pic Viewing 1-10	ckup of 358						
1 Invites	Logistics			TA	Enter Search Crite	ria	Current 🔻	0 Q
Dashboards			Firs	t Previous 1 2	3 4 5 Next Last			
💩 Care Team								
Reports		Parker, John +Go Monitor I	BS Assigned: 03/04/2020 at 14:4	3 Shipped: 04/02/2020 at	Order Pending O Ordered O in Progress	🕞 Shipped		
Content	•	19:28 Vivify Gener	al 🛙 (214) 555-3335 🕷 7201 Bishop Ri	l, Piano, TX 75024	09/04/2020 at 16:45 09/04/2020 at 14:45 09/04/2020 at 14:	-5 04/02/2020 at 19:20	2	
Logistics	III Delivery H	listory						×
Kits	Date / T	ime	Device	Status	Action	Ву	Tracking	
Locations	04/02/2	020 at 19:27	Contour Next One	In Progress	Tracking number updated: EZ200000002	Logistics	EZ200000002	
Receive Kits	03/04/2	020 at 14:45	Contour Next One	Ordered	Order number updated: 542	Logistics		
Ship/Pickup	 03/04/2	020 at 14:43	Contour Next One	Order Pending	Order pending patient EULA acceptance.	Niu, Aidi		

Example: Device Replacement Tracking Numbers in Logistics Portal

Vivify Health Logistics Logistics • D	evices * Kits * Customers Reports	Billing Rules	abrown Log off Help
Dashboard Orders Create Kits	Receiving Reprocess Shipping Patient	Pick Up 8 Patient Kit Ship 18 Fulfillment O	rders 4 Patient Kit Ship Call List 18
Back to list Fulfillment: 542 - Vivify De	v - Develop		Actions -
Status History			Current Status
Ordered 3/4/2020	In Progress 3/4/2020		Shipped 4/3/2020 Complete
Reference Information	Devices/Parts 1	Ship To Address 🧪	History
Contact Caregiver: Niu, Aldi +1 (201):555-0123 Billing Information: Encounter Idi: 2640 Organization: Why General Carrier Escalation #: / Support Case Number: /	Vendor; Ascensia Glucometer : Contour Next One Quantity: 1	Address: John Parker 7201 Bishop Rd Paino: Tx 75024 +1 (214):55:3335 Language: English Tracl: ₩ EZ2000000002	Status changed from 'inProgress' to Status changed from 'inProgress' to Deputy of the status of thes
Internal Vivify Notes 0			
-			

Kit Device Replacement Tracking Numbers – EasyPost Microservice

The EasyPost microservice updates kit device replacement records based on outbound and inbound tracking numbers. Kit device replacement records are updated as follows:

If we received EasyPost status	Records are updated to
Delivered (outbound tracking number)	Delivered to Patient (Fulfillment Record)

If we received EasyPost status	Records are updated to
In Transit	Picked Up (Fulfillment Record)
Delivered (return tracking number)	Delivered to Logistics (Fulfillment Record)

Kit device replacement records are not created if the system can't find patient data from the Care Team Portal. If a user attempts to replace a device that is not assigned to a patient, or the Logistics Portal cannot communicate with the Care Team Portal, the system displays an error message.

Customer:	Vivify Dev - Develop
Kit Number:	105960
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.

Example: Fulfillment Order Detail Page with Status History

Ordered 11/12/2019 In Progress 1/30/2020 Shipped 1/30/2020 Delivered to Patient 4/2/2020 Reference Information Devices/Parts 1330 Ship To Address / Information History Contact Caregiver: Billing Information: Encounter Id: Organization: Carrier Esculation #: 5 / Support Case Number: 234 / Glucometer : Contour Next One Quantity: 509 Ship To Address / Information: Glucometer : Contour Next One Quantity: 509 History Glucometer : Contour Next One Quantity: 509 Glucometer : Contour Next One Quantity: 509 Information Information Organization Information Glucometer : Contour Next One Quantity: 509 Glucometer : Contour Next One Quantity: 509 Information Information Organization Information Glucometer : Contour Next One Quantity: 509 Glucometer : Contour Next One Quantity: 509 Information Information Address changed from '1/bin2/binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 1234 401 222: 222-44444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /binson, 738 Flower Alley #735 12 Parkwood bid Dallas, TX 7507, 111:555: 124 en 2012; 222-4444 (10 /bin) fin); 20 /binson, 738 Flo	Status History			Current Status
Reference Information Devices/Parts 1532 Ship To Address / History Contact Caregiver: Wendor: Ascensia Ship To Address / Status changed from "Shipped" to "DeliveredToPatient". Billing Information: Glucometer : Contour Next One Quantity: 10 Glucometer : Contour Next One Quantity: 999 Devices/Parts 1532 Glucometer : Contour Next One Quantity: 999 Glucometer : Contour Next One Quantity: 999 Devices/Parts 152 Glucometer : Contour Next One Quantity: 999 Glucometer : Contour Next One Quantity: 999 Devices/Parts 152 Glucometer : Contour Next One Quantity: 300 Glucometer : Contour Next One Quantity: 300 Glucometer : Contour Next One Quantity: 300 Glucometer : Strips : Contour Next One Quantity: 300 Glucometer : Strips : Contour Next One Quantity: 300 Glucometer : Strips : Contour Next One Quantity: 400 Glucometer : Strips : Contour Next One Alley 4735 12 Parkwood bivd Dallas, On Alley	Ordered 11/12/2019	In Progress 1/30/2020	Shipped 1/30/2020	Delivered to Patient 4/2/2020 Complete
Contact Caregiver: Vendor: Ascensia Address: Delawersia Status changed from "Shipped' to Delawerd [Postient". Billing Information: Glucometer : Contour Next One Dalas: ON ATB Florer Alley #735 Dubbound from "Shipped' to Delawerd [Postient". Organization: Quantity: 1 Glucometer : Contour Next One Dalas: ON ATB Florer Alley #735 Dubbound from "Shipped' to Delawerd [Postient". Support Case Number: 234 Glucometer : Contour Next One Quantity: 599 Dubbound from "Shipped' to Delawerd [Postient". Glucometer : Contour Next One Quantity: 599 Glucometer : Contour Next One Dalas: ON ATB Florer Glucometer : Contour Next One Quantity: 599 Track: 7222-24444 Glucometer : Strips : Contour Next One Address : Dalas: ON ATB Florer 222-244444 Glucometer : Strips : Contour Next One Alley #735 12 Parkwood blud Dalas, ON ATB Florer 222-24444 Glucometer : Strips : Contour Next One Alley #735 12 Parkwood blud Dalas, ON ATB Florer Address : Darabet and Park 201 222: Glucometer : Strips : Contour Next One Quantity: 11 doss and anneets Address : Darabet and Park 201 222: Glucometer : Strips : Contour Next One Refill Kit Indude: 200 strips and lancets Address : Darabet and Park 201 222: Quantity: 1 Guantity: 1 Strips = Darabet and Park 201 222:	Reference Information	Devices/Parts 1532	Ship To Address 🥒	History
Glucometer Srips : Contour Next One Refill Kit Dallac 11755-1124 Arity 2010	Contact Caregiver: Billing Information: Encounter Id: Organization: Carrier Escalation #:5 / Support Case Number: 234 /	Vendor: Ascensia Glucometer : Contour Next One Quantity: 1 Glucometer : Contour Next One Quantity: 999 Glucometer : Contour Next One Quantity: 377 Glucometer Strips : Contour Next One Refill Kit includes 200 strips and Iancets Quantity: 1 Glucometer Strips : Contour Next One Refill Kit	Address: John2Johnson 738 Flower Alley #735 12 Parkwood blvd Dallac. 00 A 181 CT 1111-555-1234 +01 222-224-444 Track: # E2400000004	Status changed from "Shipped' to "Delivered Oralization", O 47 211 day sep: -brann Outbound Tracking Number changed from "to 15240000004", O 47 211 day sep: -delivation Address changed from "john2 Johnson, 738 Flower Alley #735 12 Parkwood bivd Dallas, TX 75207, 111554-1234 of 1222- 2222-2444 O 42 211 day sep: -delivation Address changed from "John Johnson, 738 Flower Alley #735 12 Parkwood bivd Dallas, TX 75207, 111554, 1734 of 1222- 2222-2444 O 42 211 day sep: -delivation Address changed from "John Johnson, 738 Flower Alley #735 12 Parkwood bivd Dallas, TX 75707, 111555, 1734 of 1222-

Kit Ship/Pickup Tracking Numbers – EasyPost Microservice

Kit ships and pickups were updated to use the EasyPost microservice. When a kit is marked as Shipped, a tracker is created for the outbound tracking. When the pickup record is created, a tracker is created for the return tracking number. The EasyPost microservice will monitor the tracking number status and update the record in the Logistics Portal when a tracking update is received. Kit ship and pickup records are updated as follows:

If we received EasyPost status	Records are updated to
Delivered (outbound tracking number)	Delivered to Patient (Kit Ship Record)
In Transit	Picked Up (Kit Pickup Record)
Delivered (inbound tracking number)	Delivered to Logistics (Kit Pickup Record)

Example: Kit Pickup Detail Page with Status History

Status History			Current Status
Not Scheduled 4/3/2020	Scheduled 4/3/2020	Picked Up 4/3/2020	Delivered to Logistics 4/3/2020
Status	Devices s	Pick Up Address 🥒	Pick Up Date
Creteveret to Logistics	Puled-on Nenin 3230 BT Smart Serial Num: 502156949 Condition: Used BioodPressure: AnD UA-6518LE BP Serial Num: 5141008347 Condition: Used Scale: AnD UC-3528LE Scale Serial Num: 516400451 Condition: Used Tablet: Verison Tab E (B In) Serial Num: 35473807255523 Crodition: Ited	Address: Devon Cook 1566 Logistics Lane Plano, TX 75204 11 (972),555-4998 Language: English Track: # E24000000004	Preferred Date: 4/8/2020 Morning (AM) Scheduled Date: 4/8/2020 Morning (AM) Reschedule Pick Up Date: 4/3/2020 12:20 pm

3.5.7 Kit Device Replacement Messaging

Kit device replacement records include the ability to send messages between the portals. The Operations team and the Care Team Portal team can send messages related to records and status of replacement. When a message is sent from the Care Team Portal to the Logistics Portal, the unread message counts on the Fulfillment table and on the Fulfillment tab are incremented.

Patients	Vie	wing 1-10 of 17					
Invites		Pewter, S Kit: +Home	tanley 🐱 Assigned: 02/06/2020 at 10:40	tics Lano Diano TV 75204	Delive 04/0	red to Logistics 12/2020 at 13:53	
Dashboards	< 1	Vivily del	ierar 2 (372) 333-3746 W 1300 20gi	sucs carre, Plano, 1X 75204			
Care Team		Delivery History					×
Daparts		Date / Time	Device	Status	Action	Ву	Tracking
		04/02/2020 at 13:54	AnD UA-767PBT-Ci BP Small	Delivered to Logistics	Tracking number updated: EZ4000000004	Logistics	EZ400000004
		04/02/2020 at 13:53	AnD UA-767PBT-Ci BP Small	Delivered to Logistics		Logistics	
Logistics	× 1	04/02/2020 at 13:52	AnD UA-767PBT-Ci BP Small	Shipped	Tracking number updated: 123	Logistics	123
Kits	m	04/02/2020 at 13:42	AnD UA-767PBT-Ci BP Small	Shipped	Tracking number updated: 123	Logistics	123
Locations		04/02/2020 at 13:41	AnD UA-767PBT-Ci BP Small	In Progress		Logistics	
Receive Kits		04/02/2020 at 13:38	AnD UA-767PBT-Ci BP Small	Ordered		Logistics	
Ship/Pickup		04/02/2020 at 13:38			Shipping information added: 1566 Logistics Lane Plano TX 75204 19725559748	Logistics	
		Messages					
		Date / Time	Message			Ву	Acknowledge / Send Message
		04/02/2020 at 14:06	When is this shipment expected	I to arrive?		Hoi, IT	1
		04/02/2020 at 15:00	Tomorrow.			Logistics	

Example: Kit Device Replacement Messaging on Ship/Pickup Page in Care Team Portal

Example: Kit Device Replacement Messaging on Fulfillment Detail Page in Logistics Portal



Example: Unread Message Count (Fulfillment Records)

Vivify Health L	ogistics Logistics -	Devices 👻 Kits 🎽 C	Customers Reports Billing	Rules		abrown Log off Help
Dashboard	Orders Create Kits	Receiving Reprocess	Shipping Patient Pick Up 8	Patient Kit Ship 18	Fulfillment Orders 3	Patient Kit Ship Call List 18
• Filter By		Clear Filter	r Active \$ Go!	•		Actions -
372 Orders						Show 25 Orders → 🚍
Fulfillment	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id 🕇 Unrea	ad Message Count 🛛 🗎
8	Device	Shipped	VH - Inventory	Ascensia	0	
30	Device	Delivered to Customer	Welcome Home Health	Ascensia	0	
34	Device	Shipped	Welcome Home Health	Ascensia	0	
41	Device	Delivered to Patient	Welcome Home Health	Ascensia	0	

3.5.8 Mass Assigning Agents to Records

Fulfillment records can be mass assigned to agents so agents can be assigned to multiple records quickly.

To mass assign agents:

1. In the menu, click Logistics > Fulfillment Orders or click the Fulfillment Orders tab.

The Fulfillment Orders page appears.

- 2. Click to highlight the rows of the records you want to assign to an agent. You can select and assign an agent to both Kit Ship and Kit Component Replacement records at the same time.
- 3. In the Actions menu, click mass assign agents (x records). (In place of the x will be the number of records selected in the Fulfillment List table.) In the Assign Agent window, a list of agents appears.

/ivify Health Log	jistics Logistics	• Devices •	Kits 👻	Customers	Reports Billing	Rules	abrown	Log off	Help
Dashboard	Orders Create Ki	its Receiving	Reproc	ess Shippir	ng Patient Pick Up	Fulfillment Orders 36			
Fulfillment Ty	ype == Kit Device	Clear Search	Active 🕈	▼ Go!				Act	tions 🔻
43 Orders							Crea Mas	te Device Order assign agent (3 re	ecords)
Fulfillment 🕴	Fulfillment Type		Status		Customer Name	Ve	ndor Expo	rt List	
129	Kit Device Replace	ment	In Progress		Vivify Dev - Develop	Ну	pertec		
341	Kit Device Replace	ment	Picked Up		VH - Dev Inventory	Ну	pertec		
352	Kit Device Replace	ment	Picked Up		UPMC	Ну	pertec		
353	Kit Device Replace	ment	Picked Up		UPMC	Ну	pertec		
377	Kit Device Replace	ment	Picked Up		Vivify Dev - Develop	Ну	pertec	2128	
378	Kit Device Replace	ment	Picked Up		Vivify Dev - Develop	Ну	pertec	2128	

The Assign Agent window appears.

4. In the list, click the agent you want to assign to the records.

5. Click Update.

LOSI	sucs	KILS T	customers	Reports	RIIIUS	Rules	đ
As	sign Agent (3 records)						
	Assign Agent						\$
						Cancel	Update
							J

If you receive a fulfillment validation error after clicking **Update**, the error will include the name of the relevant fulfillment type for reference.

3.5.9 Exporting the Fulfillment Orders List

On the Fulfillment Orders List page, in the Actions menu, an Export List option is available. The user role Reports is required for this export feature.

To export the fulfillment orders list:

1. In the menu, click Logistics > Fulfillment Orders or click the Fulfillment Orders tab.

The Fulfillment Orders page appears.

- 2. Apply filters and select the columns to display or use the default settings.
- 3. In the **Actions** menu, click **Export List**. Selecting this option generates an Excel spreadsheet with the data currently selected on the screen. The selected columns are included and columns not selected are not included. If there is a filter applied, the export honors the filter.

Vivify Health L	ogistics Logistics	Devices Ki	ts - Customers Reports Billing	Rules a	ibrown Log off Help
Dashboard	Orders Create I	Kits Receiving	Reprocess Shipping Patient Pick Up	Fulfillment Orders 39	
Search By		Clear Search Act	ive 🗢 🕶 Go!		Actions 👻
617 Orders					Create Device Order
Fulfillment	Fulfillment Type	Status	Customer Name	Vendor Name	Mass assign agent (0 records) Export List
8	Device	On Hold	VH - Inventory	Ascensia	
30	Device	Delivered to Customer	Welcome Home Health	Ascensia	
41	Device	Delivered to Patient	Welcome Home Health	Ascensia	

The spreadsheet is downloaded to your computer.

3.6 Managing Device Orders

The Fulfillment Order page tracks the fulfillment of device orders. Orders created on this page are sent to the manufacturer through our system and a tracking number is provided (currently Ascensia and Hypertec are supported). The section describes processes for creating, editing, and deleting device orders and messaging the care team.

In this section:

- Creating a Device Order (see "Creating a Device Order," page 75).
- Editing a Device Order (see "Editing a Device Order," page 79).
- Deleting a Device Order (see "Deleting a Device Order," page 80).
- Mass Assigning Agents to Records (see "Mass Assigning Agents to Records," page 73).
- Viewing Tracking Numbers (see "Viewing Tracking Numbers," page 68).
- Viewing Replacement Device History (see "Viewing Replacement Device History," page 65).
- Exporting the Fulfillment Orders List (see "Exporting the Fulfillment Orders List," page 74).

3.6.1 Creating a Device Order

As the order is processed, our system will receive notifications from the manufacturer that will be visible on the Fulfillment Order Detail page. Creating a device order is a four-step process. Each step in the process must be completed before you can move to the next step.

- Step 1: Identify the customer and manufacturer.
- Step 2: Specify device/parts quantity, device type, and device model.
- Step 3: Designate shipping information (first name, last name, address, city, state, zip code, phone 1, and phone 2).

• Step 4: Confirmation.

ustomer	1 🗸 Glucometer 🗸 • Contour Next One 🗸 •	Remov
VH - Inventory 🗸 🕈		+ Add Devi
lanufacturer	1 ✔ Glucometer Strips ✔ ♥ Contour Next One Ref ✔ ♥	Remov
Ascensia 🗸 🕈		
	Cancel Previous Next	
Create Device Order - Shipping Information		
Jonathan 3	Create Device Order - Confirmation	
Green		
Address Line 1: 1254 Main Street	Customer: VH - Inventory	
Address Line 2:	Manufacturer: Ascensia	
Address Line 2	Address: Jonathan Green	
City: Flano	Plano TX	
State	214-555-4444	
π	Order:	
Py Code 75000	1 Glucometer Contour Next Or 1 Glucometer Strips Contour Next Or includes 200 stri	ne ne Refill Kit ips and lancets
Plane: 216.555-6644	Cancel Previous Confirm	
Phone 2) (control)		

To replace a device in a kit on the Fulfillment Orders page:

- 1. In the menu, click Logistics > Fulfillment Orders.
- 2. On the Fulfillment Order list page, click the Actions menu, and then click Create Device Order.

Vivify Health Logistics	Logistics • Devi	ces • Kits • Customers	Reports Billing Rules	abrown	Log off Help
Dashboard Orders	Create Kits R	eceiving Reprocess Shippin	g Patient Pick Up 8 Patient Kit Ship	21 Fulfillment Orders 5	
Patient Kit Ship Call List 2	3				
Filter By		Clear Filter Active 🗢 G	0!		Actions -
380 Orders				s	Create Device Order Export List
Fulfillment 🗍	Fulfillment Type	Status	Customer Name	Vendor Name	Patient Id
0					
•	Device	Shipped	VH - Inventory	Ascensia	
30	Device Device	Shipped Delivered to Customer	VH - Inventory Welcome Home Health	Ascensia Ascensia	
° 30 34	Device Device Device	Shipped Delivered to Customer Shipped	VH - Inventory Welcome Home Health Welcome Home Health	Ascensia Ascensia Ascensia O	
o 30 34 41	Device Device Device Device	Shipped Delivered to Customer Shipped Delivered to Patient	VH - Inventory Welcome Home Health Welcome Home Health Welcome Home Health	Ascensia Ascensia Ascensia Ascensia	

The Create Device Order window appears.

3. In the Create Device Order window, select an option for the Customer and Manufacturer, and then click Next.

Create Device Order		
Customer		
-Select Customer-		× ÷
Customer Required		
Manufacturer		
-Select Manufacturer-		x ÷
Manufacturer Required		
Cancel	Next	

The Create Device Order - Add Devices window appears.

- 4. In the Create Device Order Add Devices window, do the following, and then click Next:
 - For devices, click Add Device, and then select a value for quantity, device type, and device model.
 - For parts, click Add Part, and then select a value for quantity, part type, and part.
 - If you have more than one device or part to order, you can click the Add Part and Add Device buttons again to add multiple parts and devices.

Quantity Required Type Required Device Required	
	+ Add Devic
★ Select Part Type ★ ◆ Select Part ★ ◆	Remove
Quantity Kequired Part Kequired Part Kequired	
	+ Add Par

The Create Device Order - Shipping Information window appears.

5. In the Create Device Order - Shipping Information window, type shipping information for where the devices and/or parts will be delivered.

First Name:	
First Name	×
First Name Required	
Last Name:	
Last Name	×
Last Name Required	
Address Line 1:	
Address Line 1	×
Address 1 Required	
Address Line 2: (optional)	
Address Line 2	
City:	
City	×
City Required	
State:	
State	×
State/Province Abbreviation Required	
Zip Code:	

The Create Device Order - Confirmation window appears.

6. Review the order details and then click **Confirm**.

Customer:	VH - Dev Inventory	
Manufacturer:	Hypertec	
Address:	Jonathan jones 1234 Main Street Plano TX 75000 214-555-4444	
Order:		
1	BloodPressure BP Cuff	Welch Allyn 1500 BP Cuff Small (fits UA-767-S) SIZE 6.3"-9.4"

The order is visible on the Fulfillment Order list page with the status set to Ordered.

3.6.2 Editing a Device Order

Logistics users with the appropriate permissions can edit all order fields. If the **Customer** is changed, the **Ship To** location reloads the new data from the correct customer. When editing, the existing devices and parts are visible, and you can add more, if needed. You can remove the added devices before the order is saved, but once it is saved, you cannot remove them. You can zero out the quantity if you need to remove a device or part that was already saved. Changes to the order will only effect new kits, not any kits already created.

- 1. In the menu, click Logistics > Fulfillment Orders.
- 2. On the Fulfillment Order list page, click the Actions menu, and then click Edit.

Vivify Health Logistics	Logistics 👻	Devices 👻	Kits - Customers Reports Billing	Rules	a.armstrong	Log off	Help
Dashboard Orders	Create Kits	Receiving	Reprocess Shipping Patient Pick Up 🥥	Fulfillment Orders 😰			
Back to list							
Order: 2050: VH - Dev Invent Summary: Test order for 3733 Customer: VH - Dev Inventory Billing Code: Kitting Reference PO: Total Kits: 2 Rent Kits: No Rent End Date:	ory		Owner: AT&T Inventory Condition: New KIT Ppes Full KIS KIT Pool: Drop Ship KIS Logistics Conter: Indunapolis Logistics Center Patient Lit: Support Case #: Hoopital/Facility:	Outbound Tracking Number: Return Tracking Number: Ship To Varidy Health Inc 7201 Buhap Rd Saine 2200 Plane, IX 75024 USA Attr. Development. 972-204-5363	0 Comple View Kits	A Edit Create Kits Mark Complete	 ⊘
Description: Test					0 Shipped View Kits	¢	•

The order will open and you can edit the fields as needed.

Dashboard Kit List Storage		
VH - Dev Inventory: Edit Kit Purchase Order 2050		
Summary		
Test order		
Customer:	Ship To:	Owner:
VH - Dev Inventory	Vivify Health Inc.	AT&T Inventory
Billing Code:	Rent Kits:	Patient Id:
Kitting		Patient Id
Logistics Center:	Rent End Date:	Support Case #:
Indianapolis Logistics Center	mm/dd/yyyy	Support Case #
Total Kits:	Reference PO	Hospital/Facility
2	Reference PO	Hospital/Facility
Kit Type:	Kit Pool:	
Full Kits 🗸	Drop Ship Kits	
Outbound Tracking Number:	Return Tracking Number:	Condition:
Outbound Tracking Number	Return Tracking Number	New

3. If the order has existing devices, you can also edit the devices as needed.

+ Add Device
+ Add Part

3.6.3 Deleting a Device Order

Logistics users with the appropriate permissions can delete invalid orders from the Logistics Portal. If kits are created, you can no longer delete an order. The Restore PO button removes the date and opens the order again.

Filters are available to show all completed and deleted orders.

To delete an order on the Fulfillment Orders page:

- 1. In the menu, click Logistics > Fulfillment Orders.
- 2. On the Fulfillment Order list page, click the Actions menu, and then click Delete Order.

/ivify Health L	ogistics	Logistics -	Devices •	Kits 🕶	Customers	Report	s Billing	Rules		abrown	Log off	Help
Dashboard	Orders	Create Kits	Receiving	Repro	scess Ship	ping	Patient Pick Up	Patient Kit Ship	Fulfilment Orders S	Pa	tient Kit Ship	Call List
ck to list												
Order: 2047 - Vi	l - Dev Invento	ary									1	Actions
Summary: Test											Edit	
Customer: VH -	Dev Inventory			Owne	r: VH - Dev Inven	tory		Outbound Tracking N	umber:		Create Kits	
Billing Code: Kit	ting			Condi	ition: New			Return Tracking Num	ber:	CO		
Reference PO:				Kit Ty	pe: Full Kits			Ship To: Vivify Health In	ic.	-	Mark Comple	ete
Total Kits: 0				Kit Po	ol: Drop Ship Kit	6		7201 Bishop Rd Suite E	200		Delete Order	Bra
Rent Kits: No				Logist	tics Center: India	napolis Logis	tics Center	Plano, TX 75024 USA		VIII	Chills.	0
Rent End Date:				Patier	nt ld: 54321			Attn: Development 972-204-5363				
				Suppo	ort Case #: 12345	6		512 204 5505				
				Hospi	tal/Facility: Test	Hospital						
Description:												
Test Shrinkage										Ship	ped	
										View	/ Kits	0

3. On the Orders List Page, you can view the Completed Date and Completed By columns.

691 Orde	rs									=
Order ø	Total Kits	Customer	Summary	Created Date	Logistics Location	Created By	Completed Date	Completed By	Deleted By	Deleted Date
2106	20	Vivify Dev - Develop	Dipti -Test PO for Kits	1:30 PM (27 minutes ago)	Vivify Development	d.gupta				
2105	20	Vivify Dev - Develop	Test	1:28 PM (29 minutes ago)	Vivify Development	d.gupta			d.gupta	1:30 PM (27 minutes ago)

4. To restore the PO, on the Fulfillment Order list page, click the Actions menu, and then click Restore PO.

Vivify Health Logistics Logis	tics • Devices • Kits •	Customers Reports Billing Rules		abrown Log off Help
Dashboard Orders Cr	eate Kits Receiving Reproce	ss Shipping Patient Pick Up Patient K	it Ship Fulfillment Orders 🜖 Patient Kit Ship Call	List
Back to list				
Order: 2033 - VH - Dev Inventory				Actions
Summary: Test Customer: VH - Dev Inventory Billing Code: Kitting Reference PO: Total Kits: D Rent: Kits: No Rent Kits: No		Owner: VH - Dev Inventory Condition: New Kit Pope: Kit Pope: Legislics Center: Indianapolis Legistics Center Patient M: Support Cas # :	Outbound Tracking Number: Return Tracking Number: 5hip Ter Vrolfy Health Inc. 7268 Bishon B Scielle 200 Reano: TX 7024 VJX. Attr: Drovengement. 972-204-5303	View Kits
Description: Test		Hospital/Facility:		o Shipped View Kits O
Devices: Count Notes:	Туре	Model	Serial Num	
History: 06/25/2020 06/25/2020	Purchase Order marked complete. Purchase order created			david.norman david.norman

Picking Up Kits

4.1 Introduction

After a patient has completed their program or has decided to no longer participate, the Agent starts the process of picking up kit. The Agent updates the pickup record in the Logistics Portal to track contact attempts and the pickup schedule.

This chapter includes the following:

- Viewing a Pickup Record(see "Viewing a Pickup Record," page 82).
- Scheduling a Pickup(see "Scheduling a Pickup," page 84).
- Updating Contact Attempts(see "Updating Contact Attempts," page 86).
- Customer Pickup(see "Customer Pickup," page 88).

4.2 Viewing a Pickup Record

The Kit Pickup fulfillment type is available on the Fulfillment Orders page in the Logistics Portal. When a pickup order is received from the Care Team Portal, the order is saved to the Fulfillment Orders page.

Note: The previous Patient Kit Pickup page was removed from the Logistics menu as this data is now on the Fulfillment Orders List page.

The Fulfillment Orders List page has a filter for Kit Pickup fulfillment type and columns for Notes, Pickup Info Updated, Carrier Escalation #, Received Date, Preferred Pickup Date, Scheduled Pickup 1 to 4, Final Pickup Attempt, Pickup Date, and SLA.

4.2.1 Viewing a Pickup Record on the Fulfillment Orders Page

1. In the menu, click Logistics > Fulfillment Orders or click the Fulfillment Orders tab.

The Fulfillment Orders page appears.

2. In the **Search By** box, type the record number, status, or other identifying information. For more information about search options and keywords, see Searching, Filtering, and Sorting on the Fulfillment Orders List page. You can also filter the list by Kit Pickup Fulfillment Type to only show those records in the list.

Vivify Health L	.ogistics Logistics -	Devices 👻 Kits 👻	Customers Reports Billing	Rules a	abrown Log off Help
Dashboard	Orders Create Kits	Receiving Repro	cess Shipping Fulfillment Orde	ers 34	
Search By	Clea	ar Search Active 🗢	▼ Go!		Actions -
7059 Orders - Filt	ter: Kit Pickup Fulfillment Typ	e	Clear Filter	_	Show 25 Orders - 🗧
Fulfillment	Fulfillment Type	Status	Kit Pickup Fulfillment Type 👔	Vendor Name	Patient Id
29190	Kit Pickup	Received	Kit Ship Fulfillment Type	Hypertec	19640
29194	Kit Pickup	Scheduled	Kit Device Replacement Fulfillment Type	Hypertec	19641
29195	Kit Pickup	Picked Up	Device Fulfillment Type	Hypertec	19639
29198	Kit Pickup	Received	Unread Messages	Hypertec	18516
29206	Kit Pickup	Delivered to Logistics	Vivify Dev - Version59	Hypertec	19074
29221	Kit Pickup	Picked Up	Vivify Dev - Version59	Hypertec	19672
29222	Kit Pickup	Picked Up	Vivify Dev - Version59	Hypertec	19709

3. In the Fulfillment column, click the number to open the Fulfillment Detail page.

The Fulfillment Details page appears.

vify Health Logistics Logistics • Device	rs ▼ Kits ▼ Customers Reports Billin	ng Rules	abrown Log off Help
Dashboard Orders Create Kits Rec	eiving Reprocess Shipping Fulfillment	Orders 🗾	
ack to list Fulfillment: 36780 - Kit: 114	4104 - Vivify Dev		Actions ~
Status History			Current Status
Net Scheduled 11/12/2020			Scheduled 12/15/2020 Picked Up
Record Information	Devices (1)	Pick Up Address 🖋	Pick Up Date
Fulfilment Type: Kit Pickup Kit Pool: Dedukt Vinfy Site Pool - by Kit number Kit Hd: 11404 Logistics Center: Vinfy Development Contact Attempts: 1 Update Contact Attempts Agent: Assign Agent 0	Table ABTTBLE (8 in) Senial Non: 353403103760565 Condition: Used	Address: Dora 9999 Hamilton Addison, WI 28591 +1 (213):555-1006	Preferred Date: 11/17/2020 Morring (AM) Scheduled Date: 11/17/2020 Morring (AM) Reschedule Pick Up Date: Picked Up
Reference Information	 Internal Vivify Notes (ii) 	History	Messages to Care Team (a)
Contact Caregiver: Mahajan, Anurag RN +1 (972)-555-7788 sfs@maildrop.cc	No notes.	Status changed from 'NotScheduled' to 'Scheduled'. 0 12/15/2020 - Lizaner Scheduled: 11/17/2020 Morning (AM) 0 12/15/2020 - Lizaner	No messages.
Billing Information: Encounter Id; 430 Patient DOB: 09/09/1990 Organization: Voldy General Carrier Escalation #: ≁		Contact attempts changed from 0 to 1. Left voice mail. Will try again. 0 12/15/0220kivanee Created 0 11/12/2020-System	
	<		4

4. Depending on the current status of the record, you can Update Contact Attempts, Schedule a Pickup Date, or record a Picked Up date. You can also send messages to the Care Team regarding this record, if needed.

This page 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.
- **Devices**: 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.
- Pick Up 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 Contact Caregiver and Billing Information (Encounter ID, Patient DOB, Organization, Carrier Escalation).
- 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.
- Messages to Care Team: Allows the Logistics User to send messages to the Care Team regarding the order. The messages are visible in the Care Team Portal on the Ship/Pickup page.

4.3 Scheduling a Pickup

As a Kit Pickup Agent, do the following:

1. Click Logistics > Fulfillment Orders and then filter the list by Kit Pickup Fulfillment Type.

A list of kit pickup records appears.

Vivify Health L	ogistics Logistics -	Devices 👻 Kits 👻	Customer	s Reports Bill	ing Rules	abro	own Log off Hel
Dashboard	Orders Create Kits	Receiving Repro	cess Sł	hipping Fulfillment	Orders 34		
Search By	Cle	ear Search Active 🗢	▼ Go!				Actions
7059 Orders - Filt	ter: Kit Pickup Fulfillment Ty	/pe	Clear Filter				Show 25 Orders -
Fulfillment	Fulfillment Type	Status	Kit Pickup F	ulfillment Type 🕞		Vendor Name	Patient Id
29190	Kit Pickup	Received	Kit Ship Ful	fillment Type	_	Hypertec	19640
29194	Kit Pickup	Scheduled	Kit Device F	Replacement Fulfillment Type	2	Hypertec	19641
29195	Kit Pickup	Picked Up	Device Fulf	illment Type		Hypertec	19639
29198	Kit Pickup	Received	Unread Me	ssages		Hypertec	18516
29206	Kit Pickup	Delivered to Logistics		Vivify Dev - Version	59	Hypertec	19074
29221	Kit Pickup	Picked Up		Vivify Dev - Version	59	Hypertec	19672
29222	Kit Pickup	Picked Up		Vivify Dev - Version	59	Hypertec	19709

2. In the **Fulfillment** column, click the Kit number to open the kit order for the patient.

After selecting the pickup you are working on, the following screen appears in the Not Scheduled status.

3. In the Agent list, select your name to assign the Pickup to yourself.

Vivify Health Logistics Logistics • Devices	Kits - Customers Reports Billing	Rules		abrown	Log off	Help
Dashboard Orders Create Kits Receiv	ng Reprocess Shipping Fulfillment Orders	34				
Back to lise Fulfillment: 37081 - Kit: 114	84 - 202012				Actio	ons 🔻
Current Status						
Not Scheduled 1/21/2021 Schedule						
Record Information	Devices (1)	Pick Up Address 🥒	Pick Up Date			
FulfBlement Type: KF Dokup MR Pool: Far Pool RK Type: Tull NK (Small Cuff) NR He 11-118 Logistics Center: Yivily Development. Consact Attempts: 0 Update Contact Attempts	Tabler 4/8/Table (# in) Senial Num: 354670255375590 Condition: Used	Address: Bob Tamochy 3333 Preson Rd Frico, Tr 7004 +1 (13) 55556666 +1 (13) 5555555 Track: # Fredit-85 Homosoff	Preferred Date: 1/29/2021 Afternoon (PM) Scheduled Date: Schedule Pick Up Date: Ricked Up			
Agent: Assign Agent L ₂ 0	,	"Audie See Ungraf Address	Picked Up			
Reference Information	Internal Vivify Notes 💿 💽	History	Messages to Care Tea	m (0)		•
Contact Caregiver: Tarnosky, Sarah +1 (469):555-1234	No notes.	Shipping information changed: Preferred pick up date/time changed from 01/26/2021 PM to 01/29/2021 PM © Jin 21 (6 days agol - System	No messages.			

- 4. Contact the patient using the phone number provided in the Pick Up Address section.
- 5. Educate the patient on the correct packing process and ensure the patient has all the devices and the power cord and adapter prior to packing up the kit. Verify the following:
 - a. Verify that the patient can locate the kit box with the handle that was stored previously and verifies the shipping label on the back of the box.
 - b. Verify with the patient all devices that were included in the kit. In the Actions menu, click View Kit on the Fulfillment Orders > Kit Pickup Details page to check which devices are part of this kit, and then help the patient gather all devices and parts to pack the kit up correctly. Kit pickup records have a list of devices currently included in the

kit. The list stays synced with the current devices. This allows the Pickup Agent to know what devices the patient is expected to have when they call the patient to walk them through packing up the kit.

- c. Verify that the kit is sealed (with included tape) before the patient gives the kit to FedEx.
- 6. In the Pick Up Date section, confirm the pickup Preferred Date with the patient. FedEx offers two windows per day with AM hours of 8:00 AM 12:00 PM or PM hours of 1:000 PM 5:00 PM. Let the patient know someone will need to be home when FedEx arrives. If the patient requests a different pickup date, that is ok. If the patient doesn't answer, leave a voicemail as follows:

"Hello (PATIENT). This is (AGENT) calling on behalf of (CUSTOMER) in regard to the retrieval of your health kit FedEx is scheduled to pick up the kit on (Preferred Date) and someone will need to be home when FedEx arrives., If you need assistance in packing up your health kit or we need to Reschedule this Pickup date, please feel free to call us at 877-907-4754. Thank you."

- 7. Schedule FedEx.
- 8. In the **Pick Up Date** section, click **Schedule** to add the scheduled pickup date. Enter an **Internal Note** in the pickup order with the FedEx confirmation number.

The record automatically changes to Scheduled status.

fy Health Logistics Logistics •	Devices • Kits • Customers	Reports bining Rules	abrown Log on Ph
Dashboard Orders Create Kits	Receiving Reprocess Shipp	Ding Fulfillment Orders 34	
ulfillment: 37081 - K	it: 114184 - 202012		Actions
Status History			Current Status
lot Scheduled			Scheduled
1/21/2021			1/26/2021 Picked Up
1/21/2021 Record Information	Devices 1	Pick Up Address 🖍	Picked Up Picked Up

9. For next steps, see Failed Pickup Attempts or Successful Pickup Attempts .

4.4 Updating Contact Attempts

The Kit Pickup Agent can track their contact attempts on the Fulfillment Orders > Kit Pickup Details page.

As a Kit Pickup Agent, to update contact attempts, do the following:

Click Logistics > Fulfillment Orders and then filter the list by Kit Pickup Fulfillment Type or search by the record number.

A list of kit pickup records appears.

- 2. On the Fulfillment Orders list page, click a record number to open the Kit Pickup Details page.
- 3. After each patient call attempt, click Update Contact Attempts and select the appropriate call note.



4. Click **Reschedule** to update the **Scheduled Date** and add the appropriate date and time.

^{Back to list} Fulfillment: 36780 - K - v202010	it: 114104 - Vivify Dev		Actions *
Status History			Current Status
Not Scheduled 11/12/2020			Scheduled 12/15/2020 Picked Up
Record Information	Devices 1	Pick Up Address 🥒	Pick Up Date
Fulfillment Type: Kit Pickup Kit Pool: Default Vivify Site Pool - by Kit number Kit Type: Search by -Kit Number - Vivify Pool Kit di: 114104 Logistic Center: Vivify Development Contact Attempts: 1 Update Contact Attempts Agent: Assign Agent	Tablet: AT&T Tab E (8 in) Serial Num: 353403103760565 Condition: Used	Address: Dora Turner 9989 Hamilton Ave Addison, WI 28591 +1 (213)-555-1006	Pr Sc Morning (AM) + Reschedule Pick Up Date: Picked Up

It is important to keep the Care Team members informed and this information syncs directly to the Care Team Portal.

- 5. Kit Pickup and Install Agents should review all kit pickup orders every day to determine if a kit has been picked up or if the patient needs to be called again to attempt another pickup. If FedEx couldn't pick up the kit on the Scheduled Date because the first pickup attempt was unsuccessful, call the patient back and reschedule FedEx for the next business day by repeating the steps in Scheduling the Pickup. If the kit was successfully picked up, proceed to Successful Pickup Attempts. If not, proceed to Failed Pickup Attempts.
- Repeat the process until four pickup attempts have occurred. If at any point the kit was successfully picked up, proceed to Successful Pickup Attempts. If not, proceed to Failed Pickup Attempts.

4.5 Customer Pickup

When a kit is unassigned from a patient in the Care Team Portal, they have the Unassign Option for the Customer to retrieve the kit. In choosing this option, it will create a new Pickup Record in the Logistics Portal with the status of **Customer Pickup** to differentiate from a normal pickup.

Dashboard Orders Create Kits Receiving Reprocess Shipping Fulfillment Orders Back to list Fulfillment: 36584 - Kit: 113175 - Vivify Dev Current Status Customer Pickup Image: Customer Pickup Image: Customer Pickup 7/9/2020 Image: Customer Pickup Image: Customer Pickup Record Information Evices Image: Customer Customer Vivify Development Fulfillment Type: Kit Pickup Image: Customer Customer Customer Customer Customer Customer Pickup Kit Pool: KT Request Kit Pool Image: Customer Customer Customer Customer Customer Customer Pickup Kit Pool: KT Request Kit Pool Image: Customer Customer Customer Pickup Kit 1:13175 Update Contact Attempts Logistics Center: Vivify Development Image: Customer Pickup Agent: Assign Agent	/ivify Health Logistics	Logistics 🝷	Devices 👻	Kit	ts 👻	Customers	Repo	orts Billing
Back to list Fulfillment: 36584 - Kit: 113175 - Vivify Dev Current Status Customer Pickup 7/9/2020 Record Information Fulfillment Type: Kit Pickup Kit Pool: KT Request Kit Pool Kit Type: Full Kit (Medium Cuff) Kit Medium Cuff) Kit 113175 Logistics Center: Vivify Development Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Dashboard Orders	Create Kits	Receiving		Reproce	ss Shippi	ng	Fulfillment Orders
Current Status Customer Pickup 7/9/2020 Record Information Fulfillment Type: Kit Pickup Kit Pool: KT Request Kit Pool Kit Pool: KT Request Kit Pool Kit Type: Full Kit (Medium Cuff) Kit Id: 113175 Logistics Center: Vivify Development Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Back to list Fulfillment: 36	584 - Kit	: 11317	5 -	Vivif	y Dev		
Customer Pickup 7/9/2020 Record Information Fulfillment Type: Kit Pickup Kit Pool: KT Request Kit Pool Kit Id: 113175 Logistics Center: Vivify Development Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Current Status							
Record Information Devices 1 Fulfillment Type: Kit Pickup Tablet: AT&T Tab 4 (8 in) Kit Pool: KT Request Kit Pool Serial Num: 353414060648629 Kit Type: Full Kit (Medium Cuff) Condition: Used Kit Id: 113175 Logistics Center: Vivify Development Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Customer Pickup 7/9/2020							
Fulfillment Type: Kit Pickup Kit Pool: KT Request Kit Pool Kit Pool: KT Request Kit Pool Kit Type: Full Kit (Medium Cuff) Kit Id: 113175 Logistics Center: Vivify Development Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Record Information				Device	25 1		
Contact Attempts: 0 Update Contact Attempts Agent: Assign Agent	Fulfillment Type: Kit Pickup Kit Pool: KT Request Kit Pool Kit Type: Full Kit (Medium Cul Kit Id: 113175 Logistics Center: Vivify Devel	ff) opment			Tablet: A Serial N Conditio	AT&T Tab 4 (8 in) lum: 3534140606 on: Used	548629	
Update Contact Attempts Agent: Assign Agent	Contact Attempts: 0							
Agent:	Update Co	ntact Attempts						
Assign Agent 🗢	Agent:							
	Assign Agent		\$					

There is no action the Agent needs to take on these Pickup Records until the fifth business day it has been open. On the fifth business day, if there is still no movement on the Return Tracking Number, the Agent uses **Messages to the Care Team** to send a message as follows:

"Hello, Team. We see this kit was unassigned five business days ago that the Care Team will retrieve the kit; however, we see no movement on the return tracking number. May we offer any assistance in retrieving this kit from the patient to be returned to the reprocessing center? If you or the patient needs help, please feel free to call us at 877-907-4754. Thank you."

If the Customer has messaging disabled, do the following:

- Call the Care Team member listed in Contact Caregiver, in the Reference Information section, to inform them we do not see any movement on the return tracking number and we are inquiring if they need assistance in retrieving this kit to be returned to the reprocessing center. If the Care Team member does not answer, leave a voicemail with the above information.
- 2. Leave a note in the **Internal Vivify Notes** with which Care Team Member you contacted and whether you were able to speak to them or leave a voicemail.

Reprocessing Kits

5.1 Introduction

After a kit is used by a patient, they return the kit so it can be used again. When the kit arrives at the facility, it must be reprocessed. You can use this document to follow the reprocessing procedures. During this process, use this reprocessing checklist to make sure you complete all the required tasks and inventory all the items in the returned kit.

This chapter includes the following:

- Reprocessing Kits (see "Reprocessing Kits," page 90).
- Kit Reprocessing Checklist (see "Kit Reprocessing Checklist," page 94).
- Replacing a Device (RMA) (see "Replacing a Device (RMA)," page 98).

5.2 Reprocessing Kits

5.2.1 Receiving the Kit

1. Upon receiving a kit to be recycled, bring the kit into the containment area, and then inspect the kit box to make sure there is no obvious damage, which may indicate damage to the components inside the box.

Note: If the kit box is damaged, make sure the FedEx/other shipping person is present while you visually inspect the contents for damage.

2. In the Logistics Portal, click Logistics, and then click Receiving.

The Receive Kits page appears.

3. In the list, click Receive Kits for Reprocessing.

Vivify Health Logistics Device	ces 👻 Kits 👻	Customers Reports	Billing Rules		abrown Log off	Help
Dashboard Orders Create Kits Re	teceiving Repr	ocess Shipping Patie	ent Pick Up 🥐 Patient Kit Ship 🔁	Fulfillment Orders 5	Patient Kit Ship Call List 21	
Receive Kit for Reprocessing Receive Kit for Reprocessing Receive Kit for Transfer Receive Device	Kit Number		FedEx Number	Receive		
Receive Device Shipment 50		Kits Received Today 💿		Devices Received Today 0		
Image: State State Image: State State State State Image: State		No kits received today.		No devices received today.		
Ratis: New Shrinkage report (Poir ShrinkagePO) Vivify Dev 1 Scale (AnD UC-352BLE Scale) 00219/2019 - npatel						
Raz4: Katie's Glucose Meter Ascensia 1 Glucometer (Contour Next One) 0 02/27/2019 - kbernett						

4. In the Select Logistics Location list, click the receiving location.

In the Pending Notes area, you can click the plus sign to add a note. Pending notes are used to add information about the receiving kit, such as if a kit is missing devices or is contaminated.

Pending Notes (286)	
est © 08/31/2017 - mhawkins	-1
est © 08/31/2017 - mhawkins	
est © 08/31/2017 - mhawkins	
a 100106	

- 5. Scan in the kit number and the tracking number. The information will then appear in the appropriate fields.
- 6. The Receive button is selected automatically after scanning the tracking number.

Dashboard Orders Create Kits	Receiving Reprocess	Shipping Patient Pick Up	Patient Kit Ship	
Receive Kits	Scanned kit number		Scanned tracking number	
Dallas Logistics Center	• 1000001		640614446666	Receive

The Kits Received Today section is populated.

7. Click the kit number link from the list. (You can also click the kit number from Logistics > Reprocess.)

Vivify Health L	ogistics Logistics	 Devices - 	Kits 👻	Customers F	Reports Billing Ru	iles	abrown	Log off	Help
Dashboard	Orders Create	Kits Receiv	ring	cess Shipping	Patient Pick Up (274)	Patient Kit Ship (1552)	Patient Kit Ship Call List 1552		
All Logistics Cer	nters		•	00714			▼ Go!		Actions +
2 Kits Reproces	sing								
Kit	Customer	Days	Status	Status Date	Statused By	Logistics Center	Last Note		
100714	Ericsson Test	0	Shipped	03/21/2016	tparks		03/21/2016		
100714	Ericsson Test	69	Shipped	02/27/2017	k.blake		Fart	ts Replaced	

The Reprocess page appears.

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

Devices					
Verizon Tab E (8 in) Tablet: 354736072351134 SM-1377/ZKAVZW Replace	AnD UC-352BLE 5 Scale: 5160402617 S4441631F163 UC-352BLE Replace	Scale	للان Nonin 3230 BT Smart Pulseox: 502217082 001C05F7806 132-004 الاعلى		And UA-651BLE BP BloodPressure: 5140500408 202C0397C19E UA-651BLE Replace
VZ Consumer SIM Stit: 89148000002589227765					
Parts (2)		Consumable Parts		Shrinkage 2	
BP Cuff UA-291 BP Cuff Large (fits UA-651) SIZE 12.2*-17.7"	Replace	KIT BOX VIV9498 Kit Box Standard Kit (fits Black Foam)		Scale AnD UC-35 reprocessing 29	52BLE Scale (5160402617) added to kit 103427 during 22
USB Cable 3500-TC CABLE Micro USB	Replace	Batteries BAT-AAA (2) AAA batteries (Nonin 3230 BT Smart)		Scale AnD UC-35	52BLE Scale (5160402617) replaced for kit 103427 during
Stand 3203-TS-L Tablet Stand w/Logo	Replace	Batteries BAT-AA (4) AA batteries (AnD UA-651BLE BP)			
FOAM VIV9499 Foam Standard Kit (Black Foam)	Replace	Batteries BAT-AA (4) AA batteries (AnD UC-352BLE Scale)			
Box Handle 350091030 Handle	Replace				

- 8. In the Actions menu, click any of the following:
 - Print Checklist Opens a printable version of the checklist. This action does not move the kit into a different status.
 - In Progress Use this status while you are processing the kit. After the kit is moved to In Progress status, the next step is to <u>complete the reprocessing checklist</u>. The reprocessing checklist walks you through the process of verifying the components of the kit, cleaning, and testing devices.
 - On Hold Use this status if you are waiting on a replacement part or instructions from Vivify Health.

• Delete – Delete the kit and remove it from reprocessing.

Kit: 102129 Vivify Dev - Develop		Actions -
Received 8/7/2019 In Progress	B Bays	Print Checklist In Progress On Hold
Devices		Delete

9. If a device needs to be replaced, use the following process: Replacing a Device (RMA).

5.2.2 Using the 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. Before continuing, open the checklist so you can track your progress with reprocessing. For detailed steps about how to open, fill out, sign, and complete the checklist, see **Kit Reprocessing Checklist**.

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

In this document:

- Tracking Kit Components (see "Tracking Kit Components," page 94).
- Verifying Reprocessing Actions (see "Verifying Reprocessing Actions," page 95).
- Adding Notes (see "Adding Notes," page 96).
- Signing the Checklist (see "Signing the Checklist," page 96).
- Viewing Audit History (see "Viewing Audit History," page 97).
- Completing the Checklist (see "Completing the Checklist," page 97).
- Replacing a Device (see "Replacing a Device (RMA)," page 98).

5.3.1 Tracking Kit Components

The first step for completing a Kit Reprocessing Checklist is accounting for all the components in the kit. The components can be in three statuses: Missing, Present, or Unsatisfactory.

In the Receiving area, for each component in the list, click a status (missing, present, or unsatisfactory).

• Select Missing. The device is unaccounted for and was not returned in the kit.

Why are you	replacing	this de	vice?	
Lost (Shr	inkage)			
Comment:				
Enter ne	w note			,
New Device:				
Scan ser	ial num	ber		

The Replace Device window appears.

- a. In the Why are you replacing this device list, click Lost (Shrinkage) or Purchased.
 Lost indicates that the device was not returned with the kit. Purchased means the patient or Care Team has paid for the device and it will not be returned.
- b. In the **Comment** box, type any notes that apply to this device, such as feedback from the patient about the device purchase or loss.
- c. In the New Device box, scan or type the serial number of the new device.

- Select **Present**. The device was returned with the kit and it is in working order, not broken.
- Select Unsat. The device is in an unsatisfactory condition and needs to be repaired or replaced.

Replace Tablet
Why are you replacing this device?
- Please select a reason -
Comment:
Enter new note
11
New Device:
Scan serial number
Cancel Replace

The Replace Device window appears.

- a. In the Why are you replacing this device list, click QA Check (Devices Only), Physical Damage (Shrinkage), or Purchased. Lost indicates that the device was not returned with the kit. Purchased means the patient or Care Team has paid for the device and it will not be returned.
- b. In the **Comment** box, type any notes that apply to this device, such as feedback from the patient about the device purchase or loss.
- c. In the **New Device** box, scan or type the serial number of the new device.

5.3.2 Verifying Reprocessing Actions

The actions in the checklist will vary depending on the devices in the kit. In general, the steps include building and labeling the new kit box, cleaning the devices, testing power and charge level, and testing device readings.

In the **Reprocessing** area, do the following:

1. Select **Done** as you complete the action for each row.

Reprocessing	
Action	Done
Build and label new kit box	
Clean tablet	
Clean tablet stand	

2. In the **Measured Reading** box, type the reading that appears on the device. This action verifies that the device is transmitting data to the tablet as expected.

Weight scale powers on and communicates with Vivify Health software.	Measured Reading:
Blood pressure monitor powers on and communicates with Vivify Health software.	Measured Reading:

5.3.3 Adding Notes

1. In the Notes area, click the 🛃 plus button.

The Add Note window appears.

Ad	dd Note	×
	Enter a note: Patient found the missing BP monitor and will return.	
		1
	Cancel	ок

- 2. Type information related to the kit, such as details about missing devices or broken device conditions.
- 3. Click **OK**. The note appears on the checklist and in the audit history.

	+
Patient found the missing BP monitor a will return.	ind

5.3.4 Signing the Checklist

In the **Tech Signature** area, click **Add Tech Signature** to verify that you have completed the checklist and it is ready for review by the quality control technician. The date and time appear below the box, and the action is recorded to the audit history.

You can click the box again to remove your signature, but the action will still appear on the audit history.



5.3.5 Viewing Audit History

Every action related to the checklist is recorded in the Audit History. When another technician or manager opens the checklist,

they can	use the au	dit history to	see who	processed th	e checklist and when.
----------	------------	----------------	---------	--------------	-----------------------

Audit History	×
	×
c.hall - 08/06/19 5:00:10 pm	
Marked checklist as [Complete]	
c.hall - 08/06/19 5:00:07 pm	
Added QC signature	
Added Tech signature	
Foam marked as [Present]	
Box handle marked as [Present]	
Tablet marked as [Present]	
Tablet stand marked as [Present]	
USB cable marked as [Present]	
Power adapter marked as [Present]	
SIM card marked as [Present]	
BP monitor marked as [Present]	
BP cuff marked as [Present]	
BP hose marked as [Present]	
Pulse Oximeter marked as [Present]	
Glucose Meter - Polytel GMA marked as [Present]	
Weight scale marked as [Present]	
Spirometer marked as [Present]	
Thermometer marked as [Present]	
Build and label new kit box marked as [Complete]	
Clean tablet marked as [Complete]	
Clean tablet stand marked as [Complete]	
Clean blood pressure monitor marked as [Complete]	
Clean blood pressure cuff marked as [Complete]	
Clean weight scale marked as [Complete]	
Clean PulseOx marked as [Complete]	
Clean thermometer marked as [Complete]	
Clean spirometer marked as [Complete]	
Clean/replace glucose meter marked as [Complete]	
Clean tablet power supply and cord marked as [complete]	
Clean all ayers of roam and box handle marked as [Complete]	
Replace spirometer inter marked as [Complete]	
Replace batteries in all peripretals with new marked as [complete]	
Tablet overs on marked as (complete)	
Tablet powers on marked as [Complete]	
Weight scale powers on and communicates with Weight Health software, measured reading changed to (100)	
Regist pressure monitor provers on and communications with Valids Markhave measured reading changed to 110	01
anovo pressure montor pomera or ano communicates with anny health soltware. measured reading changed to [10	41
	Close

5.3.6 Completing the Checklist

At the bottom of the checklist, you have the following options:

• Save & Complete. After all steps have been completed for the checklist, click Save & Complete. This action puts the checklist in a read only view and prevents further editing.

When you complete the checklist, changes can no longer be made. The checklist can be opened and printed, but it cannot be changed after completed.

• Save. If you want to save your progress but not complete the checklist, click Save. Your progress will be saved, but you can still make changes to the checklist as it is not yet in final state.

• Cancel. If you made a change that you don't want to save, click Cancel. This returns you to the Kit Reprocess page.

Kit	Reprocessing Ch	necklist		
Client: Vivify Dev - Develop	Kit #: 103857	Kit 1	lype: Full Kit	s
Date Received: 8/15/2019	Receiving			
Component		Missing	Present	Unsat
Foam		0	•	0
Box handle		0	•	0
Tablet Lost (Shrinkage) Replace -		•	0	0
Tablet stand		0	0	0
Power adapter		0	•	0
SIM card		0	•	0
BP monitor QA Check (Devices Only) Rep	lace 👻	•	0	0
BP cuff		0	0	0
Pulse Oximeter		0	•	0
Weight scale		0	•	0
	Reprocessing			
Action			Done	
Build and label new kit box				
Clean tablet				
Clean tablet stand				
Clash blood practure monitor			-	
Audit History		Cancel Sa	ve Save 8	& Complete

5.4 Replacing a Device (RMA)

During the reprocessing of kits, some of the devices may be missing or broken and will need to be replaced. Replacement of devices is done on the reprocessing checklist. Each device in the kit has the option for Missing, Present, or Unsatisfactory. When a device is lost or has physical damage, you can select the option and scan or type a new serial number.

5.4.1 Replacing a device in a kit

1. In the menu, click Logistics > Reprocess.

The Reprocess list page appears.

2. Click the kit number with the RMA device(s).

vify Health I	Logistics Logistics -	Devices 👻	Kits 👻 Cu	stomers Rej	ports Billing Ru	iles		abrown Log of	ł He
Dashboard	Orders Create Kits	Receiving	Reprocess	Shipping	Patient Pick Up 274	Patient Kit Ship 1552	Patient Kit Ship Call Lis	1552	
Vivify Develop	ment		• Filter	r by			✓ Go	1	Action
9 Kits Reproces	ssing								
Kit	Customer		Days 5	Status	Status Date	Statused By	Logistics Center	Last Note	
104432	Vivify Dev - Version54		97	In Progress	03/20/2018	npatel	Vivify Development		
100110			93	Received	03/20/2018	j.arredondo	Vivify Development	08/31/2017	
103741	Vivify Dev - Develop		82	Received	04/04/2018	ssahs	Vivify Development		
103950	Vivify Dev - Develop		82	Received	04/04/2018	ssahs	Vivify Development		
103959	Vivify Dev - Develop		82	Received	04/04/2018	ssahs	Vivify Development		
103938	Vivify Dev - Develop		82	Received	04/04/2018	ssahs	Vivify Development		
101861	Vivify Dev - Develop		82	Received	04/04/2018	ssahs	Vivify Development		
103754	Vivify Dev - Develop		72	Received	04/18/2018	kbarnett	Vivify Development		
103918	Vivify Dev - Develop		69	Received	04/23/2018	kbarnett	Vivify Development		

The list of kit contents appears in the Devices section.

- 3. In the Actions menu, click In Progress.
- 4. In the Actions menu or on the page, click Open Checklist.

The Kit Reprocessing Checklist appears.

5. In the Receiving area, for the component you want to replace, select Missing or Unsat.

If the device is		Then
Missing	Replace Tablet Why are you replacing this device? Lost (Shrinkage) Comment: Enter new note New Device: Scan serial number	 The Replace Device window appears. a. In the Why are you replacing this device list, click Lost (Shrinkage) or Purchased. Lost indicates that the device was not returned with the kit. Purchased means the patient or Care Team has paid for the device and it will not be returned. b. In the Comment box, type any notes that apply to this device, such as feedback from the patient about the device purchase or loss. c. In the New Device box, scan or type the serial number of the new device. If the serial number entered does not match a device, then an error message will

If the device is		Then
		appear.
Broken or needs	Replace Tablet	The Replace Device window appears.
repairs	Why are you replacing this device? - Please select a reason - Comment: Enter new note New Device: Scan serial number Cancel Replace	 a. In the Why are you replacing this device list, click QA Check (Devices Only), Physical Damage (Shrinkage), or Purchased. Lost indicates that the device was not returned with the kit. Purchased means the patient or Care Team has paid for the device and it will not be returned. QA check means the device needs further review by quality assurance. b. In the Comment box, type any notes that apply to this device, such as feedback from the patient about the device purchase or loss. c. In the New Device box, scan or type the serial number of the new device. If the serial number entered does not match a device, then an error message will
		does not match a device, then an error message will appear.

The checklist is updated with the reason for replacing the device and a Replace button appears. The Replace button is only used if the device needs to be replaced again. For more information about replacing a device that has already been replaced, see Replacing a device that has already been replaced

6. Complete the checklist as described in Kit Reprocessing Checklist.

5.4.2 Replacing a device that has already been replaced

 In the Reprocessing Checklist, in the row of the component you want to replace, click the Replace button, and then click Missing or Unsat.

Component		Missing	Present	Unsat
Foam				
Box handle				
Tablet Physical Damage (St	rrinkage) Replace 🔻	•	•	0
Tablet stand	Missing			
USB cable	UnSat			

The Replace window appears.

Replace Tablet
Why are you replacing this device?
Lost (Shrinkage)
Comment:
Enter new note
New Device:
Scan serial number
Cancel Replace

- 2. In the window, do the following:
 - a. In the Why are you replacing this device list, click Lost (Shrinkage), Purchased, or QA Check (Devices Only).
 Lost indicates that the device was not returned with the kit. Purchased means the patient or Care Team has paid for the device and it will not be returned. QA check means the device needs further review by quality assurance.
 - b. In the **Comment** box, type any notes that apply to this device, such as feedback from the patient about the device purchase or loss.
 - c. In the **New Device** box, scan or type the serial number of the new device. If the serial number entered does not match a device, then an error message will appear.
- 3. Click Replace.

The checklist is updated with the reason for replacing the device. This allows technicians to fix errors and replace a device that was added while being broken. An additional replacement is shown on shrinkage as the latest item, while the intermediate item is not. Only one replace line on the shrinkage report appears, so the customer is only billed once.

4. If the rest of the checklist is complete, click **Save & Complete**. If you want to save your progress without marking the checklist as complete, click **Save**.

5.5 Viewing Device Audit History

A device's audit history is located on the Device Details page, in the History section. This appears as a list of entries (such as when the device was attached to a replacement request).

On Kit Component Requests for serialized devices, Logistics Portal users can view the component request, the replacement reason, and any additional information in the History section alongside user names and dates.

To view a device's audit history:

1. From the top navigation menu, click **Devices** > **Devices**.

A table of devices appears.
2. In the table, click a device serial number.

The Device Details page appears for the device you selected.

Tablet Details			
Serial Number: 532523		Inventory	
Model: Verizon Tab 4 (10.1	in)	Owner: jigsaw	0
Part Number: SMT537VYKA	A	Location: Vivify Logistics Center	
Internal Part Number: SM	Т537VҮКА	Condition: QA Check	120
IMEI: 358638035994271		Purchase Order: 1017	
Kit:			
Notes:			
4:17 PM (0 minutes ago)	test		abrown
+			
History			
May 5 (7 days ago)	Removed from kit 100201		t.couch
May 5 (7 days ago)	Inventory location changed from 'Vivify Development' to 'Vivify Logistics Center'.		t.couch
May 5 (7 days ago)	Kit Component Replacement request created for this device. Replacement Reason: Not Powering On Additional Information: tim		t.couch
04/27/2022	Inventory condition changed from 'Used' to 'QA Check'.		t.couch

This information also appears in the History card on the fulfillment record for that device.

History	
Return Tracking Number changed from '' to '1Z90734598734534456'. © 04/25/2022 - Vivify API	•
Outbound Tracking Number changed from '' to '1Z2235XR0395836487'. © 04/25/2022 - Vivify API	
Return Carrier changed from " to 'UPS'. © 04/25/2022 - Vivify API	1
Outbound Carrier changed from '' to 'UPS'. © 04/25/2022 - Vivify API	
Status changed from 'InProgress' to	•

Page Overviews

6.1 Introduction

This chapter describes the common pages used in the Logistics Portal for shipping, picking up, and receiving kits. While you may not need to use every page in the Logistics Portal to perform your job tasks, it is important to know where information about a kit is located and where you can find more details when needed.

This chapter includes the following:

- Kit List Page (see "Kit List Page," page 103).
- Receiving Page (see "Receiving Page," page 105).
- Fulfillment Orders Page (see "Fulfillment Orders Page," page 107).
- Go Patients Search Tool (see "Go Patients Search Tool," page 115).

6.2 Kit List Page

The Kits List page is the central location where you can view all of the available kits and information about their status and included devices. The list has many choices for filters, so you can customize your kit options.

To open the Kit List Page, click Kits and then Kit List.

In the **Kit** column, click the number to open the **Kit Details Page**. On the Kit Details page you can edit the kit and view the included devices.

Vivify Health	Logistics Logistics	 Devices 	▼ Kits ▼ Customers	Reports Billing Rules		abro	wn Log off Help
Dashboard	Kit List Storage		Kit List				
Filter by			Storage Co!				Actions -
5231 Kits							Show 25 Kits 👻 🗮
Kit †	Status	Apk C	ustomer	Current Location	Tablet	Os	Device Count
105305	Stored	Vi	ïvify Dev - Develop	Phoenix Logistics Center			6 Devices -
105304	Shipped	Vi	ïvify Dev - Develop	Vivify Health Dev. TX			3 Devices -
105303	Provisioning	Vi	ivify Dev - Version58	Vivify Development			0 Devices -
105302	Shipped	VI	ivify Dev - Develop	Vivify Health Dev, TX			0 Devices -

6.2.1 Filter Options

The filter options on the Kit List page allow you to customize the list to only the kits that you need to take action on. Some common filters that are used for kits are Customer, Status, and Kit Number.

Vi	vify Health Logistics Logistics T Devices T	Kits	Customers	Reports Billing Ru	les	abrown	Log off Help
	Dashboard Kit List Storage						
0	Filter by	•	Clear Filter Go!				Actions 🔻
52	Kit ^	^					Show 25 Kits 👻 🗮
кі	Customer =			Current Location	Tablet	Os	Device Count
10	Customer ==		velop	Phoenix Logistics Center			6 Devices -
	Customer >						
10	Customer <		velop	Vivify Health Dev, TX			3 Devices -
_	Customer !						
10	Apk =		sion58	Vivify Development			0 Devices -
	Apk ==						
10	Apk >		velop	Vivify Health Dev, TX			0 Devices -

Filter Option Tips

- Column value: Status = Lost or Device_Count = 3
- Exact match: == returns exact match, = returns any matches containing the value
- Greater than and less than: Device_Count > 1 or Kit > 105100
- Multiple search criteria: Device_Count > 2 & Status = Lost returns kits with more than two devices AND a lost status. | returns kits with more than two devices OR a status of lost
- Exclude: Status ! Lost returns all kits not in a lost status
- Kit IDs: Kit ^ 105100, 105101, 105102, 105105

Date search options

- Exact Date: Created = 8/6/2019
- Before and After: Created > 8/6/2019
- Date values: Received_Date > YESTERDAY (YESTERDAY, TOMORROW, THISWEEK, LASTWEEK, THISMONTH, LASTMONTH, THISYEAR, LASTYEAR)

6.2.2 List Column Options

The columns that appear on the Kit List page are customizable, so you can choose what information is available in the table. To customize the table, click the checkbox to the left of the column name option. Click Save as Default to apply the setting for every time you log in. Click out of the window to save the setting only for the current session on the page.

Vivify Healt	Logistics Logisti	ics - Devices	▼ Kits ▼ Cust	omers Reports	Billing	Rules		abrown	Log off	Help
Dashboard	Kit List Storag	ie								
• Filter by			Clear Filte	er Go!					A	Actions -
5231 Kits								Save	as Default	=
Kit †	Status	Apk	Customer	Current	Location		Tablet	0		
105305	Stored	,	Vivify Dev - Develop	Phoenix	Logistics Cente	r		Apk	is	
105304	Shipped	,	Vivify Dev - Develop	Vivify He	ealth Dev, TX			Statu	is_Changed is_Changed_By ,Date	
105303	Provisioning	,	Vivify Dev - Version58	Vivify De	evelopment			Crea	rn_Location ted ent_Location	
105302	Shipped		Vivify Dev - Develop	Vivify He	ealth Dev, TX			Z Tabi	et PorcNam	

6.2.3 Actions

On the Kit List page, you can perform the following actions:

- Add new kits Opens the Create Kits page, where the first step is creating an order.
- Export kits Opens a confirmation window, so you can begin the process of exporting kits. This option exports the entire list of kits to an excel spreadsheet.
- Update kits Opens a window where you can choose several options for updating kit details. Only the kits that you select in the list are updated. You can choose to Force Sync the changes that you make to the Care Team Portal. If you click the Sync Status check box, the status of those kits in the Logistics Portal will override the status in the Care Team Portal, which means manually added statuses will be replaced.

6.3 Receiving Page

The Receiving page is where the Logistics technician receives kits and devices for reprocessing or transfer. The transfer option allows for kits, devices, or parts to be transferred from one logistics center to another.

To open the Receiving page, click **Logistics** and then **Receiving**. After the location is selected, the technician scans the kit number and FedEx number and then clicks **Receive**.

Vivify Health Logistics	Logistics - Devices - Ki	ts - Customers Repor	ts Billing Rules		abrown	Log off	Help
Dashboard Orders	Dashboard Orders	Reprocess Shipping	Patient Pick Up 🕦 Patient	Kit Ship Patient Kit Ship Call List			
Receive Kit for Reprocessin	Receiving						
Select Logistics Locatio	Reprocess Kit Number Shipping	0	FedEx Number	Receive			
Receive Device Shipment	Patient Pick Up Patient Kit Ship	Kits Received Today s		3 Devices Received Today ()			
1464: (10) MGHBT1 G Viterion 10 Glucometer (Entra MyGluco 0 12/01/2016 - d.buckingham	Patient Kit Ship Call List	102086 - Vivify Dev - I Indianapolis Logistics Center - © 11:57 AM (2 hours ago) - devid.nc	Develop Stored - orman	No devices received today.			
# 1630: (20) UA-651BLE, 767PBT-CI-S PO# 2481	(20) UC-352BLE, (2) UA-	102083 - Vivify Dev - I Indianapolis Logistics Center - © 11:55 AM (2 hours ago) - david.m	Develop Stored - orman				
20 BloodPressure (AnD UA-65 20 Scale (AnD UC-352BLE Scale 2 BloodPressure (AnD UA-767 0 03/27/2017 - d.buckingham	1BLE BP) !) PBT-Ci BP Small)	102075 - Vivify Dev - I Indianapolis Logistics Center - © 11:40 AM (2 hours ago) - david.m	Develop Stored - orman				
# 1632: DELETE		a 104367 - Vivify Dev - Vivify Development - Reproce	Develop ssing -				
Pending Notes (285)		5 Kits Delivered but Not Rece	lived 6				
a 100108 test © 08/31/2017 - mhewkins		103980 - Vivify Dev - DeliveredToLogistics © 11:38 AM (2 hours ago) - System	Develop				
at 100107 test © 08/31/2017 - mhawkins		DeliveredToLogistics	Version57				
cit.dev.vivifyhealth.com/Reprocessing/Re	sceive	a 102126 - Vivify Dev - 1	Develop				

The sections available on the Receiving page are as follows:

- 1. **Receive Device Shipments** Information about shipment of devices, including the number of devices, type of devices, and the date.
- 2. Kits Received Today List of the kits that have been received today, including the time and status.
- 3. Devices Received Today List of the devices received today, including the time and status.
- 4. Pending Notes Notes related to reprocessing or storing kits in the order. You can add a note with the green plus button.
- 5. Kits Delivered but Not Received Kits that are currently in the status of Delivered to Logistics, but have not yet been checked in to the warehouse (received).

On the Receiving page, options are available for Receive Kit for Reprocessing, Receive Kit for Transfer, and Receive Device.

ts Receiving	Reprocess	Shipping	Patient Pick U
•	Kit Number		
PO# 279780019		Kits Receiv	red Today 0
	PO# 279780019 Glucose Monitor)	 Kit Number PO# 279780019 Glucose Monitor) 	Kit Number Kits Receiv Po# 279780019 Glucose Monitor)

6.4 Fulfillment Orders Page

The Fulfillment Orders page is the central location in the Logistics Portal for replacing devices and parts and fulfilling kit ship and kit pickup orders. You can create +Go device and kit component replacement orders, check an order's status, and ship or schedule orders from this page.

On the Fulfillment Orders page, users will only see fulfillment records for the Logistics Centers they have access to. Users with Vivify Support permissions will still see all records.

6.4.1 Fulfillment Orders List Page

Vivify Health Logistics	Logistics - Devices	Kits Customers Reports	Billing Rules		abrown Log off Helj
Dashboard Orders	Dashboard Orders	ing Reprocess Shipping Fu	Ifillment Orders 32		
Search By	Create Kits Receiving	Clear Search Active • •	Go!		Actions
7500 Orders	Reprocess				Show 25 Orders -
Fulfillment 🔋	Shipping Fulfilment Orders	Status	Customer Name	Vendor Name	Patient Id
1	Device	Shipped	Vivify Dev - Version59	Ascensia	
3	Device	Shipped	Vivify Dev - Version59	Ascensia	
5	Device	Shipped	Test UHG	Ascensia	
5	Device	On Hold	Test UPMC	Ascensia	
7	Device	Delivered to Customer	Test Trinity	Ascensia	
9	Device	Delivered to Patient	Vivify Dev - Version59	Ascensia	
10	Device	Shipped	Vivify Dev - Version58	Ascensia	
12	Device	In Progress	Test Ascension	Ascensia	
13	Device	In Progress	Test Ascension	Ascensia	
14	Device	Ordered	Test OTN	Ascensia	
15	Device	Ordered	Test Trinity	Ascensia	
16	Device	Ordered	Test LIHG	Ascensia	

To open the Fulfillment Orders List, click Logistics and then click Fulfillment Orders.

Fulfillment Types

- Kit Pickup Pickup orders appear with the Fulfillment type Kit Pickup.
- Kit Ship Ship orders appear with the Fulfillment type Kit Ship.
- Kit Component Replacement Orders to replace broken or missing devices in existing kits. These orders are created on the Kit Details page from the Actions > Request Component Replacement menu.
- 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.

Filter and Sort

The filter options on the Fulfillment Orders List page allow you to customize the list to only the orders that you need to take action on. Some common filters that are used for orders are **Fulfillment Type**, **Kit ID**, or **Status**.

To filter the list, do either of the following:

• In the Filter By field, type a column title to filter by or use the down arrow to view available filter options.

0	Fulfillment	Clear Filter
287	Fulfillment ^	
Ful	Fulfillment_Type =	Status
7	Fulfillment_Type ==	Shipped
8	Fulfillment_Type >	In Progress
15	Fulfillment_Type <	Shipped
17	Fulfillment_Type !	Shipped

• In the list, to the right of any of the values in the table, click the arrow icon (•). The list will reload with the filter applied for that value. To add another filter, click the plus icon (•).

• Filter By		Clear Filter Active
286 Orders		
Fulfillment 🕴	Fulfillment Type	Status
7	Device	Shipped
8	Device	In Progress
15	Device	Shipped
17	Device	Shipped
30	Device Q	Delivered to Customer
34	Device	Shipped

Fulfillment Type	Clear Filter Active	÷	
264 Orders			
Fulfillment 🕴	Fulfillment Type	Status	
7	Device	Shipped	
8	Device	In Progress	
15	Device	Shipped	
17	Device	Shipped	
30	Device	Delivered to Customer	0
34	Device	Shipped	7
Fulfillment Typ	e == Device & Status == Deliver	Clear Filter Active	e
2 Orders			
Fulfillment 🗍	Fulfillment Type	Status	
30	Device	Delivered to Customer	
62	Device	Delivered to Customer	

List Column Options

The columns that appear on the Fulfillment Orders List page are customizable, so you can choose what information is available in the table. To customize the table, click the checkbox to the left of the column name option. Click **Save as Default** to apply the setting for every time you log in. Click out of the window to save the setting only for the current session on the page. The Fulfillment Type column shows you the type of order (Device, Kit, and Kit Component Replacement), which is helpful in determining if the order is for a +Go device or a Kit device.

6.4.2 Fulfillment Orders Detail Page

This page includes statuses, reference information, internal notes, dates, history, and other details. Logistics Portal users can review all information related to kit device orders, +Go device orders, and kit ship orders from this page.

Fulfillment Orders Detail Page (Kit Component Replacement)

Dashboard Orders Create Kits	Receiving Reprocess Shipping Fe	ulfillment Orders	
Back to list			
Fulfillment: 162 - Kit: 100)168 - jigsaw		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 di: 100168 Logistics Location: Vivify Development Replacement Reason: BP Cuff Not Inflating/Deflating Contact Attempts: 0 Update Contact Attempts Agent:	Batteries Old: Scale Batteries - SCALE BATTERIES (Scale Batteries) BP Cuff Old: BP Cuff Medium (fits UA-651) SIZE 9.4*-14.2* OTN ONLY - 00221 (UA-290) Power Adapter Old: Adapter 30 Pin - 3001-TC (3001-TC) Scale Old: Weich Allyn Weight Scale (RPM-SCALE100) - 00227(30001)	Address: Jack Frost 7201 Bishop Rd. Plano, TX 75024 +1 (817)-555-9999 Language: English	Scheduled Date: None Schedule Pick Up Date: None Picked Up

Fulfillment Orders Detail Page (Device)



Fulfillment Orders Detail Page (Kit Ship)

ulfillment: 44758 - Kit:	320208 - v202203				Actions -
Status History					Current Status
ordered 4/27/2022					In Progress 4/27/2022 Ship
Record Information	Devices 4		Ship To Address 🖋		Kit Ship Date
uffilment Type: kit Ship IF Pool: Default Kit Pool It Type: Tablet 99 + PulseOx It Type Configuration: WW09C11 It it 320208 B ogistics Center: Phoenix Logistics Center / Pulf Size: Wide Range cale Type: None Ordact Attempts: 0 Update Contact Attempts aetr:	Condition: New PulseDo: Nonin 9560 Onyx II Serial Num: 357257100154618 Condition: New BloodPressure: AnD UA-6518LE BP Serial Num: 3234248 Condition: New Sitk: V2 Consumer SIM Serial Num: 2518441817003159448 Condition: New	•	Address: Jack Frost 7201 Bishop Rd. Plano, TX 75024 +1 (817)-555999 Language: English Program:	,	Yreferred Welcome Call Date: 57/27022 Morning (JM) Vext Scheduled Call: Schedule

Fulfillment Orders Detail Page (Kit Pickup)



This page 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:

Status Types

- 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 On Hold, users can click **Resume** to move the record back to the previous status.

- **Replacement Components** (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 Components section only appears in records with the Fulfillment types of Kit and Kit Component 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.

Note: Only the last 14 digits of FedEx bar codes will be saved in the Ship To Address card. (This does not apply to UPS and USPS numbers.)

- 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/Record Information:
 - Kit Component Replacement Fulfillment Type: Includes Kit Pool, Kit Type, Kit Id, Logistics Location, Replacement Reason, and Contact Attempts.
 - Device Fulfillment Type: Includes Contact Caregiver (Name, Phone Number, and Email of the assigned Care Team member) and Billing Information (Encounter Id, Patient DOB, Organization, Carrier Escalation #, and Support Case Number). Carrier Escalation # and Support Case Number fields can be edited.
 - Kit Ship Fulfillment Type: Includes Kit Pool, Kit Type, Kit Type Configuration, Kit Id, Logistics Center, BP Cuff Size, Scale Type, and Contact Attempts.
 - Kit Pickup Fulfillment Type: Includes Kit Pool, Kit Type, Kit Id, Logistics Center, and Contact Attempts.
- 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.

6.4.3 Ship Fulfillment Order Page

On the Fulfillment Orders Detail page, click Ship to open the Ship Fulfillment Order page.



Ship Fulfillment Order Page

The same fields are required as when shipping kits. At the bottom of the screen, you can see all the fulfillment records that have been shipped today, along with relevant details.

Vivify Health Logistics - Devices - Kits -	Customers Reports Billing Users Rules	abrown Log off Help					
Dashboard Orders Create Kits Receiving Reprocess Shipping Fulfillment Orders							
Ship Fulfillment Order	Ship Fulfilment Order						
1233	FedEx 🗸 Tracking Number	FedEx Return Tracking Number					
Name:	Attention:	Country:					
David Norman	Attention	Country					
Address Line 1:	Address Line 2:	City:					
1234 Main St	Address 2	Mckinney					
State:	Zip Code:	Phone Number:					
TX	75071	214-555-5555					
Phone Number 2:	Email:						
Phone 2	Email						
Ship Cancel							
Fulfilment Orders Shipped Today							
No orders shipped today.							

Shipping Page (Ship Fulfillment Order Option)

After shipping the fulfillment order, the Shipping page appears. Users can do one of the following actions:

- Scan a kit number to populate the Kit Number field.
- Type a kit number into the Kit Number field.
- Select a shipping container from the Select Shipping Container list menu.

After doing one of the actions described above, users can click Fetch to search for the desired results.

Dashboard	Orders	Create Kits	Receiving	Reprocess	Shipping	Fulfillment Orders
Fulfillment Order s	Fulfillment Order shipped successfully!					
Scan a kit number	Cana a bit pumban av antra a fulfillmant i diag salart a binaing cantaing ta shin bita					
Scall a Kit Humber	or enter a fun	Infinencia or selecca	shipping contain	ier to ship kits		
Kit Number	or	Fulfillm	nent l	or	Select Shippi	ng Container 🗸 Fetch

6.5 Go Patients Search Tool

Vivify Support can search for a +Go patient by email or phone number from within the Logistics Portal on the Customer page, so they can identify the patient's Care Team Portal and applicable details. The +Go patient's phone numbers and email are matched across portals when searching, so the most recent information in the Care Team Portal is available to Vivify Support.

Patient details, such as their portal, patient ID, phone number or email, and device are visible, so the support agent can help the patient when issues arise. When a Vivify Support Agent clicks the Portal Patient ID link, they will be directed to the Patient's

profile, so they do not have to perform a patient search when logging in. When a Vivify Support Agent clicks the Portal URL link, they will be directed to the Patients list.

Example: Go Patient Search Page with Search Tips

o Search	for patient by email or phone	Clear Go
Searching Tips	×	
Phone search options (10 Di 310-555-1234 310.555.1234 310 555 1234 (310) 555-1234	igits):	
Email search options: • ashakour@vivifyhealth.c • a.shakour@gmail.com • a_shakour@hotmail.com	om	

Example: Go Patient Search with Results

Go Patient Search					
	817-88	1-9427	Clear Go!		Actions •
Patient Info					
First Name: Patient	Last Name: Go_1	Date of Birth (MM/DD/YYYY): 01/01/1979	Mobile Number: 18178819427	Email Address: fkfndl@fkfkdf.com	
Go Service Level: +Go Monitor					
Portal Info					
Portal U https://202007.dev.v	rl: vivifyhealth.com	Portal Patient Id: Open profile: 121			

Appendix A: Specification Documents Reference

Tasks	Title of Document	Document Location in Grand Avenue
Configuring the tablet	Transfer of Vivify Software (APK)	SPEC00676
Assembling kits	Kit Assembly	SPEC00535
	Production (Kit Build) Order	SPEC00708
Validation and testing	Functionality and Accuracy Testing	SPEC00608
	Product Verification/Acceptance	SPEC00486
Distribution	Product Distribution	SPEC00531
	Distribution (Kit Ship) Order	SPEC00710
Reprocessing	Kit Component Reprocessing	SPEC00566
Handling returned products and replacements	Handling of Returned Products	SPEC00537
	Replacement Order Fulfillment	SPEC00610
	Handling of Returned Complaint Products	SPEC00485