U-M Speaker: And then you should be good to go.

Lab Logistics Speaker: All right. Perfect?

Good morning. Thank you everyone for joining. I'm going to go through our online presentation for the walkthrough for the lab Logistics online ordering portal.

So for those of you that have not used the portal before the easiest way to access. Our online portal is by going to our label Logistics com homepage. And you'll see in the upper right corner there's a link for the account login.

So you're going to go ahead and just click on that login, and it's going to bring you to the next login screen. That is where you enter in your unique username and password, that that you've been provided. But once you go ahead and enter that if this is a shared workstation, then we recommend you to not have it, remember you. But if it is your own personal one, you can have that feature there.

So, after logging in, it's going to default you right here to the place order screen. If there are any new features or updates or anything that our software has done, you might get this little pop up. We know that comes here. This one talks about the enhanced parcel tracking, which is one of the newer features. I'll get to that in just a couple of moments. But you can go ahead and close that out that usually only pops up on the first time logging in.

So coming here right to the to the origin screen. So you're able to search by either the name or the address of the location, and just as soon as you start to just type in anything, it'll start to give you results as long as you know. You can see. I searched in one. So it pulls up the one from the address here, or sometimes it might even just pull from the Zip code. So anywhere it finds that information. So you can go ahead and make your selection.

We always recommend having a good contact name and phone number of the person that is going to be at the origin. So that way. When the courier does arrive, they know if there are any questions or concerns, they know exactly who to reach out to. Not only does our dispatch team. See this information, but the couriers do see this information right on their handheld devices.

So here in the pickup instructions field, as you can see. The selection I made is just the main hospital. So in this area here is where you're going to want to put suite numbers, department names of anything like that that ensures that successful pickups.

So we take this example of this type, you know, sweet 100 suite, 300 and then for the instructions. It would be anything again that you would think would be helpful in this in this scenario. So if it's like a frozen sample, so you know you pick up in like the blue basket. You can get really specific, just so that way it helps the courier and exactly knows where they're supposed to go. If you just type frozen sample they, you know they might not specifically know. So this is just all but the really helpful and useful instructions that go there.

In terms of scheduling time options. The system defaults to ready. Now it just goes off of the assumption that if you're signing into place an order that everything is ready to go now you do have the option of scheduling at a later time. He would just click on the other, the schedule later button, and then it it still is on the same day. It just allows you to change the different time. If you wanted to. You can click on the calendar icon and make the order for the next day or next week that you can go months in advance if you really wanted to. If there was a specific event, you can get that scheduled, and with all the details. Then you would just make the time selection, so that this is in a 24 h format. So am ours on the outside. Pm. Ours on the inside. For this example. I'm just going to leave this at ready.

Now you see, the map starts to populate over here as a review for it. So it drops a PIN at this point that I have chosen here; and then, when I go ahead and enter in the destination. It's also going to add additional points. So I really like this feature, because it' it's a quick way of double checking your work so that way. If you're going through the order process and you might have accidentally clicked on the wrong selection, and you knew that you were supposed to. The current is supposed to go right around the corner. But if it populates and it's halfway across the state, it's okay, it's just a quick way of double checking your work.

So after making that selection just like the origin to make sure that we have a good a phone number and contact name of who is being delivered to. And then again, just the delivery instruction. So just like the origin. So whether it's a sweet number, or you know the floor department name, whatever those instructions will be. So you know it's a second floor suite 12, whatever that might be and if it's going to a specific person, you can put their name if it's just going to a lab tech, you know you can do that, you know, whatever those details are for that

specific case. That's where those instructions will go, so there's never a concern of having too much information. This is a free text field, but it does have a very, very large area for entering information.

Scrolling down to the next selection of the order information. So here you can see there are a few asterisks that are here next to the short code and department group. So those are required fields. So the department group is a dropdown. So you would just go and make that selection on that appropriate field. This the short code and departments reference information. Those are both free text fields, but the short code is a required field. We are not able to accept an order if it does not have a valid short code. The in the department reference information. These are all directly related to who is actually supposed to be paying for this order. So when we get down to the order types, there'll be the various options. But again, these are all related to exactly who is responsible for this courier. The vehicle, type, pieces, and weight are optional fields. If you do know there are multiple pieces you can go ahead, and you know, enter exactly how many pieces that you want. If you do know the weight. You know. One of the options that we have is a van. So if the item, you know, is heavier, and you know it's, you know 200lbs. You can put that in there. So it's just good information for us to know. But again they are not required.

Moving down to the different order types. This is where you'd make the selection based on the priority levels of the time, the turnaround time that's needed. So you can see the same day car and band those 2 different choices. But the rate and cost of these orders also does increase it. It. It all depends on the time parameters or the vehicle option it's chosen so the same day option. It has a total like a Ted, 10 to 12 h total turnaround time. So that's going to be the most cost effective option if you do need it in a higher priority. The rush option is a 4 h turnaround time, and then you just select whether it's the car or the van that's needed, and then the most urgent need is would be the stat option.

 As you can see, it's a total of 2 hour turnaround time from older place to time of delivery. If there are those scenarios where there is something that is extremely urgent, and you know it needs to be picked up and delivered in the fastest possible time. Then that's what we definitely recommend reaching out and calling our dispatch team so that way. You can really translate the importance in the urgency that's needed for that, and they will try their best to locate and secure a courier that can that can go; and if they have to wait for a few minutes for the pickup, and then deliver it directly, or whatever the case may be. But anything that is of a really urgent need of that is, when a phone call would be recommended for that order. Also you do have to make a

selection. If you just try to click, place and order, it's not going to let you, because you do have to make a selection. So for this case I will just make the same day selection. And then down here is where you would get the email or text alert notifications. As long as your profile was set up and no email address was provided, your email address will be defaulted here. You do have the option to enter up to 10 additional email addresses and or phone numbers. So if you're not going to be at your computer and you don't receive emails to your phone. You can put your phone number, and if you wanted to receive a text message and you also are able to choose which notifications you receive, whether it's all 3 when it's confirmed, picked up and delivered, or you can just, you know, if you only want to know when it's dropped off, that you can make that selection as well.

So now over here this is the whole review. So you see those 2 points, and it'll show you the charge and the distance between the two, and when you're ready you can just go ahead and click on place. Order. I just want to know there is the option down here to create a template from this order. I'll touch upon the templates a little bit later on. We'll go ahead and we'll successfully place this order. So you see we're immediately given that order confirmation number, so that number is unique to this order. They don't repeat, and it's stored in our system for several years to come.

From here, you also do have a couple different shortcut options. The most common one that we recommend using is the printing. The shipping label again, this is this is an option. So it's not something that specific, but you can go ahead and make that selection. It'll print it on a regular 8 and a half by 11 piece of paper. It doesn't require a special label printer, but from here the label it'll show you the origin of destination Information Any other information that you may have entered. So you can see here this information I entered. It'll show the order type that was chosen, and then the number of pieces, and the Bar code, and the number here below is directly related to the confirmation number for that order, so that ends in 7 7 0, and that is the confirmation number that was placed here again. This is just an option. It's not something that's required, but it's becoming more and more useful in certain departments for people. If you can print it out and tape it to a box so that way. You know exactly what's being picked up and delivered, or you can put it inside of a bag or an envelope. It's just like a tangible receipt that can be given email that shipping label is an option. There are occasionally some instances with certain security features for a hospital email network. So a lot of times it might not accept that. So that's what we always just resort to the print option from here. You also do have another option of creating a template

or a duplicate order a round-trip, you know continuation, as you can see. So just some shortcut options orders.

Moving on to tracking the orders. So from here you're able to enter the order directly in. If you remember that confirmation number, and you wanted to see any updates on it. If you don't, remember, there are some quick searches, so you could just click here, and it'll display the last 10 orders that have been placed.

If you do not remember the number, or it was placed several days ago or last week, and you wanted to check on something. You're able to go and make that selection for that specific date range and you can go ahead, and it'll populate. I would just recommend not doing a whole month like I just did here unless you were going to, you know, search by the location name or the address, and to start to type that in up top. Otherwise it'll take a long time, and it'll display lots and lots of orders that have in place.

So you can see this was the order that I had just placed from here you're only able to view any updates that have been made. You're not able to make any changes or cancellations. So if you do place an order, and then that order is no longer needed. Say, if you receive a call, you know 3 or 5 min after the fact, and they're told that it's canceled, and it's not needed. You would have to call for email in order to make any changes or cancellations. We're not able to make any of those updates from here only based on the fact that as soon as an order was placed, our team is pretty quick and responsive to get a courier assigned to that order, so we wouldn't want the courier already in route to go to make that pick up. If we would remove that order, they might not get that update. So we want to make sure our dispatch team has enough time to pick up the phone and make the call. So the curve your notes to either no longer go there, or if something has to be changed so that way. They know exactly where they're supposed to go.So we'll see that that. So now that's the one that I had just placed. It's already gone through, and it's been cancelled, as you can see that this a courier will not be dispatched for that order.

Moving down to route tracking. So this is where you're going to get the overview of the current day's routes. So as you can see, there's 38 different routes that are that are listed here, so you can either make the selection to view more or you have to scroll over here just to click on the next page. If you do know the route ID that that your location is listed on you're able to narrow that down. And just, you know, type in the name of that route ID. So for this example, not quite sure why, that didn't search right there, but what you are able to do is you can search for that current

day's work, or you can select a day from the past. You're not able to view any of the future routes just like the on demand orders. You're not able to make any changes for any of those. That's why it didn't work. So everybody is assigned to the on demand account, and they're also assigned to the routed account. So, in order to view certain details, or do certain searches. As I just attempted to search there, you would have to make that selection to that routed account. But so once you have the route identify that you want to view, you can click on that route. It will show you the drop the points for all the locations that are scheduled on that route. So you can see that's the area that the courier generally services. And then this will just kind of update in lifetime back at the beginning you're able to have it refresh every 30 or 60 seconds, but these are updated pretty much in real time, for whenever the courier does make any updates, so if there's any pictures or details, you know how many pieces they're picking up, you know, if they get any names or any like that information like that, you're able to view that here. So just those with the details you type in for the order of information how that's visible to our team and the courier. Now, any details or updates that are made on the courier's behalf that information is visible right here for you, so there's if there was any pictures taken, they said there'd be like a big blue line down here, and you're able to click on that and it'll open up that picture.

Moving down to the parcel tracking the parcel tracking that was at newest speech that was mentioned. It's very similar to the tracking of the orders. However, the only difference is that now they really expanded upon that, so you can see here. Now it says you can enter up to 500 parcel bar codes. So if you had some report, and if our couriers were just scanning a lot of items that had barcodes on them. You can then, you know, copy and paste up to 500 and it'll display those the stops or the grounds that are associated with those parcel barcode. So it might not be a feature that you use all that often, but it's just one of the newer features. That's there to be able to search in that route.

Moving on to the address book. So the biggest thing from the address book here that you're able to do is really set your origin or destination addresses as defaults. So on the previous order screen when you would initially sign in. So if you went to the address book and say if you worked at Ann Arbor Urgent Care, and every order that you were going to be placing was to pick up from your location, you can set that as your default origin, address so that way with the next time you log in. You no longer have to search for the in our urgent care, so that will automatically populate there. Same with so going to those templates, which is the next item down the line. Here you are able to create a template that really allows you to. If I have any previous attempts, didn't seem like able to. So from the templates you can enter in the origin of destination

information. You can enter in, you know the name and the phone number and the pickup instruction. So if those you know do not change, so they say, if at the end of your day, if you always put anything in a lock box that that you had so you could always just say, you know, pick up from lock box at 5 PM. So you know, at the end of your day. You wanted to have that entered. You can just go. And if that always goes back to the same place and this will be delivered to lab, for example. So you would enter that information. You would enter your department group. So this, as you can see, it's not required only because you're filling out the template. But for the other, the other options you can. I'm also not in the correct account that could potentially cause a problem. So we always have to make sure that when you are entering an on-demand order, you are on the on-demand account those details back in there. So you can. You can name this however you would like. These templates are only for your account. They're not shared across the network, so you can't share this with a coworker. So if this is something that you wanted to, as you see, like you know, versus like a Dr. Smith, or if you have a nickname for somebody or any way that you want to help. Remember this, you know you can call this end up. They pick up if you wanted to. You know you can name it. However, you would like. This is, you know it's customizable for what you're entering. So if you're picking up from the lock box, and, you know, going back to the main hospital deliver it to lab again. This is just an example. So now that I'm back on the correct account. Everything else is back to being the required fields. So you can have the short code. You can have the department and everything entered in here properly and ready for you.And you would always choose the order type. So you can have all of that here. And then you just click on save templates.

But now, when you would go to the placeholder screen, you can just choose. There are some other templates I could have just used one of those. So now here's this end of day pick up that I created. So you would just go from here and create an order. So those instructions that I entered for pickup and delivery. The department, the short code that's all saved in there. So that way. Now you can really just place an order just by making a couple of clicks, and you no longer have to search, so it really can feed up the process, for after some of those frequent options that you would use from the from the templates.

The last option that you have is the user profile. But this is usually the first thing that we recommend you do upon signing in is just to take a look at the information that's here, just to make sure that when we made the upload of your information. That's valid. So that email address and the contact phone number.

But that is the email address that populates for those notifications. So if there's ever errors with those you're not going to receive anything from here, you do have an option. If you wanted that shipping label that I showed earlier, you can actually have that automatically popped up. So if you wanted to just select enable, and you would choose the shipping label option. So now, every time you place that order, as soon as you click, confirm it'll just the system will automatically have that pop up open, and you can print the label right from there. So if you ever wanted to have to select that again. And then the other useful links is to change your password, and you can save the shortcut to our, to our online portal, so that we don't have to go to our homepage every time.

So other than that. But that that that concludes the overview of the online portal. So we can just go back, and you can always just remove that origin address, if you needed to change it. So that's a quick thing to do. But so that that includes the online portal.

If there's any other questions, you know, feel free to reach out to us, and we can help troubleshoot or guide you along the way.

Thank you very much.