


TRACKING A DROP SHIP ORDER

Once all requirements are completed on the Patient Agreement (PA) and the order shows Drop Ship Order Transmission Succeeded, it's recommended to track the order on the next business day for estimated shipping details. Utilize the **Check Status** button at the top of the PA to see tracking and shipping information.

✓ Drop Ship Order Submitted
Drop Ship Order Transmission Succeeded
Check Status

Sales Order Number	Sales Order Line	Item	Item Description	Ordered Qty	Backorder Qty	Shipped Qty	Shipped Date	Tracking Number
4418484	1.1	11-1003-3-06000	DONJOY ELBOW GUARD,M,BLK	1	0	1	17-JAN-24	726863007240

The DJO Order Tracking site can also be used to track the drop ship order. It's recommended to view the DJO Order Tracking site the next business day for estimated shipping details. Navigate to <https://www.djoglobal.com/oc-order-tracking> to enter the Acct#, PO# (on Drop Ship orders the MotionMD PA ID# is the PO #) and confirm date range is set appropriately then select View/Track Order.


PRODUCTS PATIENTS ABOUT RESOURCES

OFFICECARE ORDER TRACKING

To track your OfficeCare orders, please enter the specific Ship-To account number.

To speak with a representative for further assistance, please contact OfficeCare Logistics at 866-238-0398.

Not an OfficeCare customer? Track your order [here](#).

If you have a question regarding an order placed on one of our consumer sites, please click the corresponding brand name below.

- Dr. Comfort
- Complex
- DonJoy Performance
- Better Braces

Account Number: *

Search for:
☐ All Orders
☐ Order Number
☒ PO Number
☐ Item Number
☐ Display back ordered items only

Start Date:

End Date:

Use % for wildcard searches (i.e. 11-0215%)

The product display below will appear. Review the Tracking column for a FedEx tracking number. Click on the tracking number to navigate to FedEx for estimated shipping date. If the item is on back order, the quantity ordered will show under the Back Ordered column.

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ITEM NUMBER	DESCRIPTION	ORDER NUMBER	ORDER DATE	SHIP DATE / EST. SHIP DATE	ORDERED	SHIPPED	BACK ORDERED	TRACKING
11-0525-1	SULLY SHOULDER, XS	3126895	12-APR-21	12-APR-21	1	1	0	501974091343

If you need further assistance with a Drop Ship Orders or back order products, submit a MotionMD Help Ticket support@motionmd.com or contact OfficeCare Logistics directly at 866-238-0398 or officecarelogistics@djoglobal.com.