

PROCESSING A DEFECTIVE PRODUCT EXCHANGE

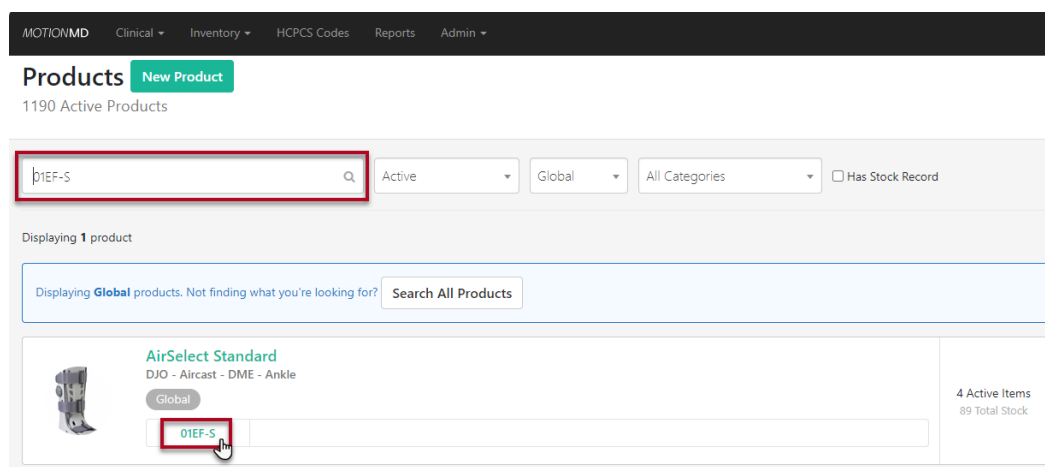
Defective product exchanges must be completed within 6 months of the original service date. The patient should be provided a replacement product off the shelf, do not create a new PA. Follow the two-step process below to ensure inventory levels are maintained. If the replacement product requires Drop Ship to the patient, submit a Help Ticket for assistance.

Adjust inventory in MotionMD

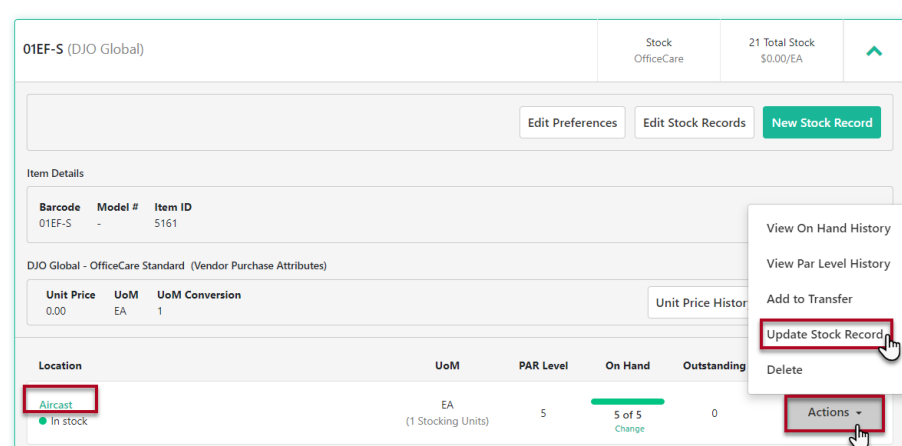
Click **PRODUCTS** from the **INVENTORY** drop-down on the main navigation bar.



Type the product name or number into the search box and hit enter on the keyboard. Click on the product number from the results shown below.

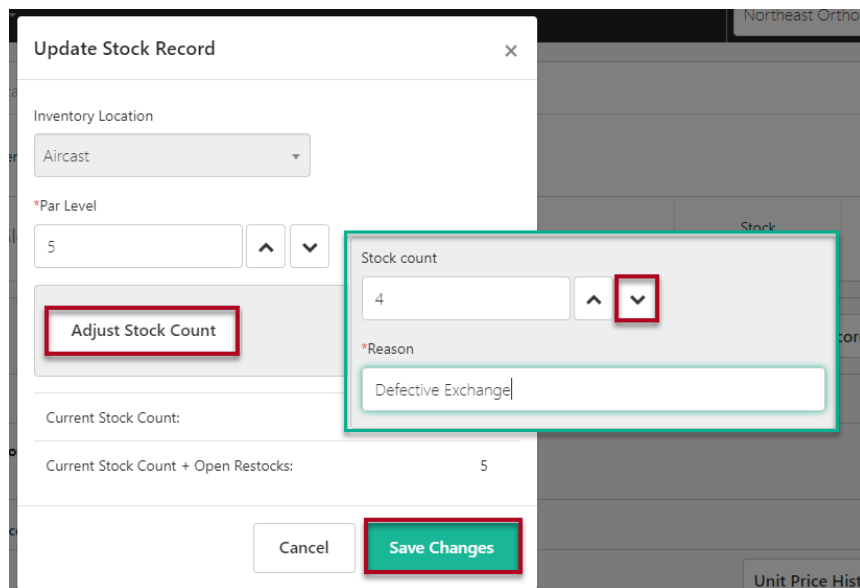


Select the appropriate inventory location to adjust stock. Click **ACTIONS < UPDATE STOCK RECORD**.



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Click on **ADJUST STOCK COUNT**. A pop-up box will appear to decrease Stock Count by the quantity pulled to replace the defective item. Type Defective Exchange in the **REASON** field. Click **SAVE CHANGES**.



The screenshot shows the 'Update Stock Record' window. The 'Inventory Location' is set to 'Aircast' and the 'Par Level' is 5. The 'Adjust Stock Count' button is highlighted with a red box. A secondary pop-up window is open, showing the 'Stock count' as 4 (with a red box around the decrement arrow) and the 'Reason' as 'Defective Exchange'. At the bottom of the main window, the 'Current Stock Count' is 0 and 'Current Stock Count + Open Restocks' is 5. The 'Save Changes' button is highlighted with a red box.

Report the defective return to OfficeCare Logistics

E-mail officecarelogistics@enovis.com to notify them of the defective return. They will determine if the product needs to be sent back for quality inspection. Please include the following pieces of information:

1. Account # and Name of the Account
2. Patient Name
3. Original Date of Service (can be found in MotionMD)
4. Date of Defective Return
5. Original Part #
6. Reason for Defective Return
7. Note in the e-mail that you DO NOT need a replacement. A restock was already generated in MotionMD.