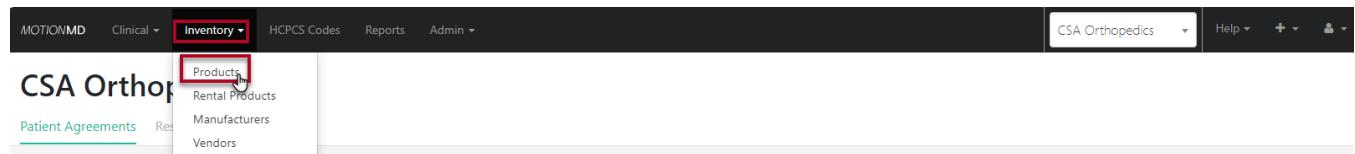


## PROCESSING A DEFECTIVE PRODUCT EXCHANGE

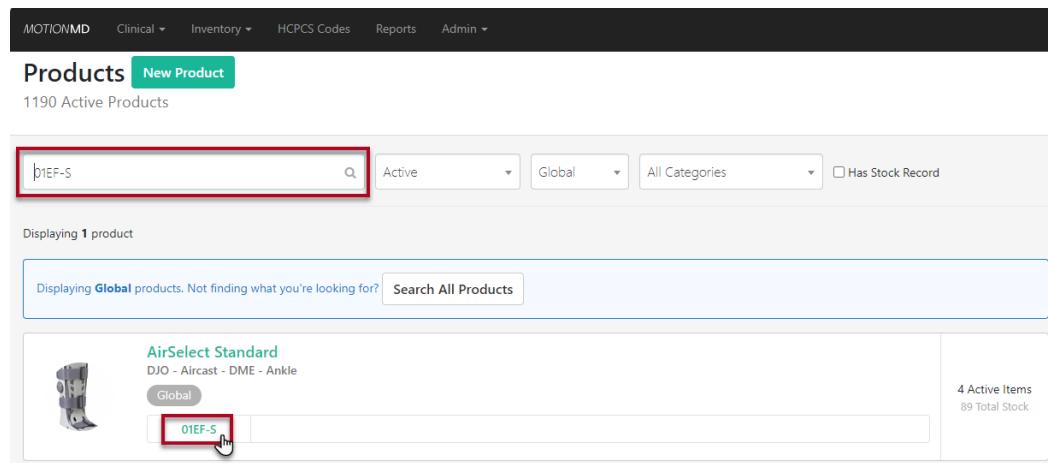
Defective product exchanges must be completed within 6 months of the original service date. The patient should be provided a replacement product off the shelf, do not create a new PA. Follow the two-step process below to ensure inventory levels are maintained. If the replacement product requires Drop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

### Adjust inventory in MotionMD

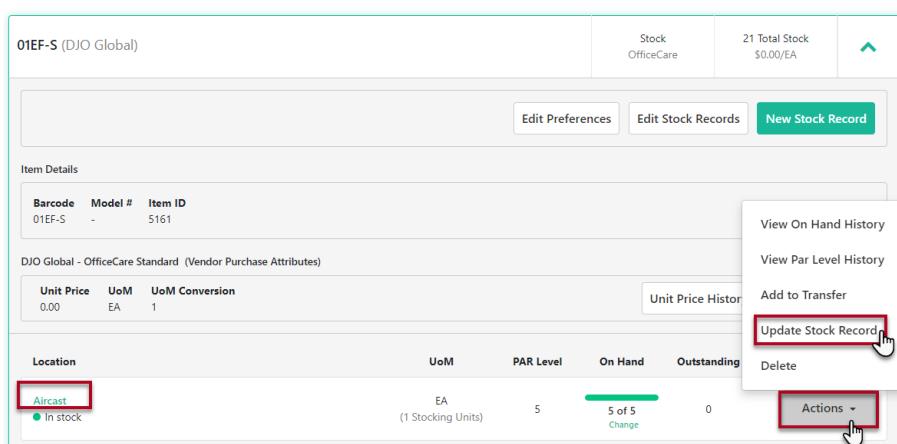
Click **PRODUCTS** from the **INVENTORY** drop-down on the main navigation bar.



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.

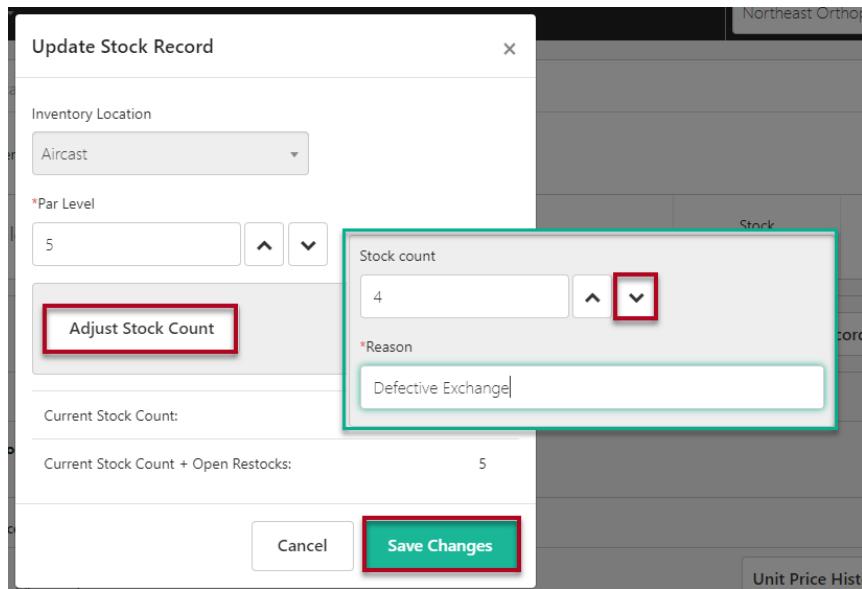


Select the appropriate inventory location to adjust stock. Click **ACTIONS < UPDATE STOCK RECORD**.



## PROCESSING A DEFECTIVE PRODUCT EXCHANGE

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**.



### Report the defective return to the Customer Success Team

Submit a Help Ticket to notify the Customer Success Team of the defective return. Please include the following pieces of information:

1. Account #
2. Original Date of Service (can be found in MotionMD)
3. Date of Defective Return
4. Original Part #
5. Lot # (if available)
6. Reason for Defective Return

The Customer Success Team will coordinate with OC Logistics to determine if the product needs to be sent back for quality inspection and have inventory adjusted in Oracle.