

## TRACKING A DROP SHIP ORDER

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

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## 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](#).

Account Number: \*

PO Number:

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

Search for:

- All Orders
- Order Number
- PO Number
- Item Number

Display back ordered items only

Start Date:

01/05/2026 📅

End Date:

01/19/2026 📅

VIEW/TRACK ORDER

RESET ALL

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 the estimated shipping date. If the item is in backorder status, the quantity ordered will show under the Back Ordered column.

## TRACKING A DROP SHIP ORDER

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 backorder products, submit a MotionMD Help Ticket [support@motionmd.com](mailto:support@motionmd.com) or contact OfficeCare Logistics directly at 866-238-0398 or [officecarelogistics@enovis.com](mailto:officecarelogistics@enovis.com).