

- **What happens if a driver loses cell phone coverage while out on the road?**

The synchronization engine will attempt to communicate back to the server via the devices communications carrier. If it is unable to find a connection, it will attempt to find a wireless connection through which it is able to sync. Failing that, the device will store the data locally until the device is returned to the dispatch location and placed in its cradle, whereupon it will sync data back to the server.
- **Does a driver need to scan each and every item at the delivery location?**

No. The pharmacy may want the driver to scan each and every item as proof of physical delivery, but in most cases the driver would simply scan a barcode on the delivery manifest. When the data is synchronized back to the pharmacy, DELIVERYTRACK will question the pharmacy information system to determine the Rx's associated to the delivery manifest. It will then use this information to build a detailed delivery manifest which includes electronic signature and date and time of delivery.
- **How does DELIVERYTRACK manage route optimization?**

Stops on a dynamic or static route are considered waypoints on a circular route that starts and ends with the pharmacy. Route optimization algorithms ensure that the shortest route (optimizing the use of freeways) is plotted so as to minimize the total distance traveled.
- **Will DELIVERYTRACK include ancillaries when building a delivery manifest?**

Where ancillaries include a barcode, the item being delivered can simply be scanned by the driver. If the item does not have a barcode the driver will be able to enter a description of the item being delivered which will then be displayed on the delivery manifest.
- **Can data ever be lost if the driver turns off his handheld?**

Data collected by the handheld is stored in non volatile memory, so that it will be available even if the device fails to synchronize to the server or loses battery power.
- **What does "ruggedized" mean in the context of a handheld?**

Unlike a smart phone or commercial grade PDA, a ruggedized device has been tested to withstand the requirements of a demanding environment. Demands could include operating the device in inclement weather, dropping the device, performing thousands of consecutive scans, etc.
- **Must a stop be entered into DELIVERYTRACK before a delivery can be made to it?**

Yes. All stops will need to be entered into the system by the dispatcher before they can be selected as part of a static or dynamic route. Future releases of the product could include the ability to read these locations directly from the pharmacy information system.
- **What communications networks do DELIVERYTRACK handheld devices support?**

DELIVERYTRACK devices support most networks including both CDMA (Sprint, Verizon) and GSM (Cingular, now the new AT&T and T-Mobile) networks.
- **How can DELIVERYTRACK interface with DOCUTRACK?**

Data captured in the DELIVERYTRACK handheld is synchronized back to the DELIVERYTRACK server. The DELIVERYTRACK Server then adds supplemental information to the Rx from DOCUTRACK such as patient name, dosage and quantity to create a detailed delivery manifest. Once created the manifest is converted to PDF and exported into DOCUTRACK, where it is indexed on the Rx numbers. The completed delivery manifest is then available within DOCUTRACK where it can be viewed along with the originating order, and any other documentation associated to the order's history.