



Frequently Asked Questions

DELIVERY PROCESS

Can DeliveryTrack be used for both the retail and the LTC side of my business?

Yes. DeliveryTrack allows multiple interfaces per business unit allowing drivers to co-mingle LTC, DME, and retail stops on the same route. Some restrictions may apply depending on the Pharmacy Systems being used.

Does the system process returns?

Yes. Returns can be scanned at a stop, along with the quantity and return reason. This information is synced to the server and can be reported on by date range and return reason.

Does a driver need to scan Rx barcodes at the point of delivery?

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 (packing list) or tote.

How does DeliveryTrack manage route optimization?

Route optimization ensures the shortest route (using freeways and highways) is plotted to minimize total distance traveled, saving time and operation costs. Routes can be optimized back to the pharmacy or to the last stop on the route.

Must a stop be entered into DeliveryTrack before a delivery can be made to it?

Yes. Normally, all stop addresses must be entered into the system by the dispatcher before they can be selected as part of a route. Some interfaces automatically create stops and geocode the address when information is sent into DeliveryTrack.

What type of verification is performed in the delivery process?

DeliveryTrack can verify at any level (tote, manifest, Rx) before the driver leaves the pharmacy to ensure they have all items assigned to their route and at point of delivery.

Can DeliveryTrack be used by my outsourced delivery courier?

Yes. There are a number of commercial couriers who offer DeliveryTrack as an option for their clients. In all instances, the DeliveryTrack server resides in the pharmacy, along with ownership of the data.

INTERFACES

What pharmacy systems does DeliveryTrack interface to?

DeliveryTrack interfaces with most pharmacy systems in the LTC and Retail markets which include QS/1 PrimeCare, FrameworksLTC, RX30, ComputerRx (Both WinRx and POS), HBS, MOT, Freedom Data Systems, PioneerRx, SynMed, and RNA.





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DeliveryTrack interfaces to over 20 other systems, many of which are custom interfaces. If your vendor is not on the list above, we would be happy to work with their development staff to create one.

How does DeliveryTrack interface with other systems?

There are two mechanisms for interfacing with DeliveryTrack (full specs available upon request):

- Web Services – DeliveryTrack has a fully qualified API for inserting data and retrieving delivery confirmation using XML and SOAP.
- File Drop – Information can be sent into DeliveryTrack using a delimited file that is placed in a shared network folder.

How does DeliveryTrack interface with DocuTrack?

Data captured in the DeliveryTrack mobile device is synchronized in real-time back to the DeliveryTrack server that then adds supplemental information to create a detailed delivery manifest. The manifest is converted to PDF and exported into DocuTrack, where it is indexed by Rx number, facility and patient and available for viewing.

Must DeliveryTrack be used in conjunction with DocuTrack?

No. DeliveryTrack can function as a standalone system without DocuTrack, and will store proof of delivery locally on the server.

MOBILE DEVICES

I have Windows Mobile ruggedized devices. Can I still use them?

Integra will continue to support Windows Mobile devices. For more details, contact DeliveryTrack Support at deliverytracksupport@integragroup.com or 866-720-6846.

Can I use both Windows Mobile devices and Android devices on DeliveryTrack 5?

Yes. Customers upgraded to DeliveryTrack Version 5 have the capacity to run a hybrid environment of ruggedized Windows Mobile devices and Android devices. For more details, contact DeliveryTrack Support at deliverytracksupport@integragroup.com or 866-720-6846.

What mobile devices can be used with DeliveryTrack?

DeliveryTrack Android supports BYOD (bring-your-own-device). With so many options available in today's market, the DeliveryTrack Support team has tested numerous devices and compiled a list of minimum device requirements.

View the [Minimum Device Requirements](#) document for full details.

Can I purchase my devices through Integra?

We do not sell Android devices, but based on their performance during tests recommend the following Android devices as candidates:



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- Samsung S4
- Samsung S5
- Nexus 6
- Motorola Moto X (Second Generation)
- Android Droid Turbo
- HTC One

How do I protect my Android devices against field conditions?

Protective covers from www.otterbox.com, www.lifeproof.com, and www.mophie.com offer a high degree of protection and can also include a supplemental battery.

Can I use tablets instead of smartphones?

DeliveryTrack Android can be used on tablets. Please note that not all tablets come with data plans and battery life can be compromised due to the larger screen. Also, tablets often don't have a backlight, which is useful for scanning in poorly lit environments.

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

If the synchronization engine fails to communicate with the server, the device will attempt a connection every two minutes until it is back in range. After reconnection, all information will be synced to the server.

Can data ever be lost if the driver turns off his handheld?

Data collected by the handheld is stored in non-volatile memory, so it will be available even if the device loses battery power or fails to synchronize to the server.

Who manages the phone plans?

Ultimately, you are responsible for the costs and payment of your data plan, with the phone company billing you monthly. However, we will help you set up the appropriate plan with your cell phone provider.

INFRASTRUCTURE/NETWORKS

Can DeliveryTrack run on a virtual server?

Yes. DeliveryTrack can be installed and run in a virtual environment.

What will be required of the pharmacy in terms of network configuration?

You will need to open a port on your router with port forwarding to the DeliveryTrack server so the mobile devices can communicate with the server. The port number is configurable within DeliveryTrack.

Is data between the device and the server encrypted?

Yes. The transport layer for all mobile data is 128 bit encrypted and processed through Windows Communication Foundation.





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Is my information secure on mobile devices?

Yes. All DeliveryTrack information is secure.

What is the underlying technology platform for DeliveryTrack?

DeliveryTrack has three main components:

- **Dispatch Client:** The dispatch client is a .NET WinForm application that runs on any XP or higher PC.
- **Server:** Minimum of Window Server 2012 RS SP2 and SQL 2012 R2 SP2 for the database.
- **Mobile Devices:** Mobile software runs on either Windows Mobile or Android.

Will the pharmacy need Wi-Fi for DeliveryTrack?

Yes. Wi-Fi is a requirement to use the product because it provides a fast, efficient mechanism for synchronizing data to the mobile devices. It can be locked down and password protected for security.



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