

Overview

“Delivery Assist” is a Welch Allyn Service offered to set up and provide delivery assistance for new equipment on request. This new service includes:

- Unbox/Removal of debris and setting up devices
- Inventory devices
- Assist with deployment
- Register device warranties / Partner in Care activations (if appropriate)

Guidelines

- Service is offered for **CIWS, CSM, CVSM, Spot & Spot Lxi**
- Delivery Assist can be requested for orders with **10 or more devices (Mobile Stands and Wall Mounts are not considered devices)**
- A Checklist form must be completed for every request, this will be completed by the “Delivery Assist Administrator”

How to request a “Delivery Assist”

Welch Allyn customers have several options to submit an order with a “Delivery Assist” request:

- Customer Care: phone **1-800-535-6663 Option 1** and place an order for the Delivery Assist Material Numbers Entitlements on second page of this document:
 - **“DELIVERYASSIST-2”** – (Premium Service)
- Email orders may be submitted to the Welch Allyn Systems team at:
***system@welchallyn.com* or fax 585-720-4031**

How to process a “Delivery Assist Order”

There are **no changes in the current sales order process**. However, there is a new **requirement to add a “Delivery Assist” material** number on any quotation meeting the minimum requirement of 10 or more units.

- Delivery Assist Material Numbers should be added to the same Sales Order as the Materials receiving Delivery Assist
- If the Customer is purchasing Partners in Care this should also be added to the same Sales Order

There is an internal team responsible for working with Hill-Rom to set up the Work Order Process in Hill-Rom’s system. This team is Sue Mallory and Nancy Henderson. This team has an Internal use only e-mail address to allow Hill-Rom to communicate directly with the team

deliveryassistwa@welchallyn.com. There is also a Welch Allyn phone number of 1-800-535-6663 **Option 8** for **internal** communication between the teams. The address and phone number are only to be used by this team.

Welch Allyn Technical Support

Hill-Rom will contact Welch Allyn Customer Support for any Technical Troubleshooting or to report an out of box failure and obtain a replacement product. The information required is documented in FCD-6004, a Return Materials Authorization Form, which is a Welch Allyn controlled document. This form will be included as part of the training for Hill-Rom SOM's (Service Operations Managers) and outlines the critical information required to process a warranty replacement product.

For Immediate Assistance, Hill-Rom should contact Welch Allyn Customer Support at:

Phone: **1-800-535-6663**. Welch Allyn Customer Support will troubleshoot the device. If the problem cannot be resolved over the phone they will determine the next steps to resolve the issue.

- Press **options: 2, 1, 2 (Monitoring devices: CVSM, CSM, CIWS, Spot, Spot Lxi)**

Delivery Assist Program Entitlements

Program Features	Premium
Inventory goods by material number, quantity and serial number where applicable	✓
De-palletize shipment	✓
Unbox and stage product	✓
Unbox and assemble roll stands when applicable	✓
Unbox and assemble wall mounts when applicable	✓
Attach device to stand or wall mount	✓
Attach accessories to device (SpO2 cable, NIBP hose and cuff, temperature sensor, power supply, barcode scanner, quick reference card)	✓
Affix customer-provided asset tag if required	✓
Perform device in-service*	✓
Dispose of waste packaging	✓
Register device warranty with WA Service	✓
Partners in Care(PIC) Activation for Customers purchasing a PIC agreement	✓
Perform Electrical Safety and Power-on Test if required	✓
Distribute assembled product to nursing floors if needed	✓
Configure devices per customer requirements if needed	✓
Provide summary report to customer	✓
Pricing per device (minimum qty 10)	\$99

*** Device in-service to be performed by Account Manager or Clinical Consultant per clinical policy**