Hybrent SOP

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Date	Version	Updated By:
06/30/22	1.0	Solounge Y. Bowen

Credentials

Signing In

 If you have a Hybrent account created and this is your first time signing in, below are the needed.

Link to Hybrent : Link

Username: first name initial + last name

Password: hybrent

This should prompt you to change your password

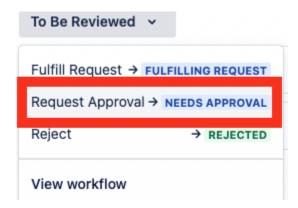
o GreenHouse

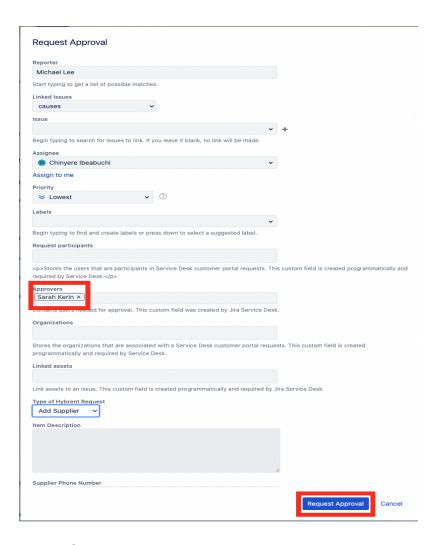
Greenhouse Onboarding Site : <u>Link</u>

<u>Facility</u>

New Vendor Adds

 Before proceeding with adding the vendor into Hybrent please assign the ticket to yourself and change the status of the ticket to "Needs Approval" so that you can set Sarah Kerin as an approver





- Once you get the the approval you can proceed with adding into Hybrent
- For Vendor Adds, the Hybrent Team adds this for Kindbody
 - Contact: Emma Knox
 - o E-mail: emma@hybrent.com
 - Typically send a weekly email to Emma asking if the newest set of suppliers added to the vendors list to be added into Hybrent
 - This can take the Hybrent team apprx ~ 1wk
- Currently KB and Hybrent team are using the <u>Org Master file</u> in the "Vendors" tab to keep track of all the listed vendors within Hybrent
- Anyone who would like to submit a request/ticket for a vendor add can use the Hybrent Form and answers all of the questions needed to fill out the Org Master file



 After entering the Org Master, upload the given W9 form & vendor form for the vendor and add it to the W9 Folder & Vendor Form Folder

Redirecting Vendor Add Tickets

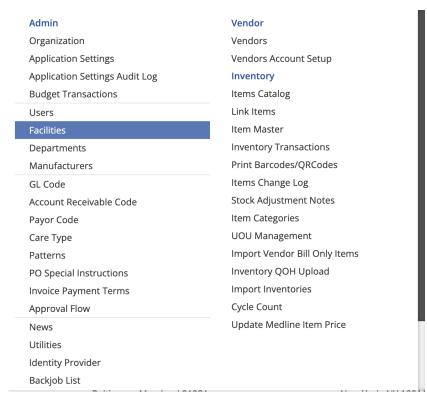
- In some instances, users will submit an "Add Supplier" ticket without attaching the required W9. If you ever experience this, here is the recommended workflow.
 - Complete the steps above in "New Vendor Adds", and instead of closing the ticket reassign to Jennifer Setyanto. Jennifer will obtain the W-9 and Vendor Form, she will add it to the W-9 and Vendor Form Folders

Vendor Account SetUp

- Click on to the "Admin" tab and choose the "Vendors Account Setup" button
- 2. Proceed with selecting and searching for the desired vendor
- 3. Use the search facility box to enter the facility and click enter.
- 4. If the "Account Number" is blank you can refer to the <u>Vendor Account</u> <u>Number</u> sheet to see if there is anything for the desired vendor.
- Anything that is set to green on the sheet has already been added to Hybrent

New Facility Setup

1. Click on to the "Admin" tab and choose the "Facilities" button



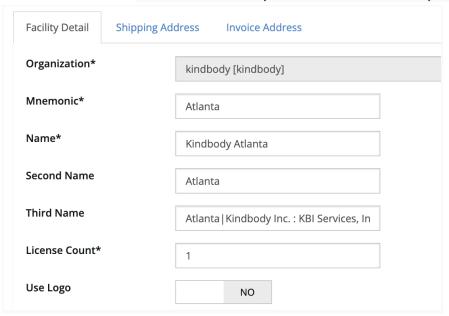
2. Click the "Add" button



Enter the required fields for the Facility Detail and the addresses

- a. Mnemonic typically the name of the location
- b. Third Name: Location | Kindbody Inc. : KBI Services, Inc.
- c. License Count- set to " 1 "
- d. Shipping Address the new facility address

e. Invoice Address- 120 Fifth Avenue, Fifth Floor New York, NY 10011

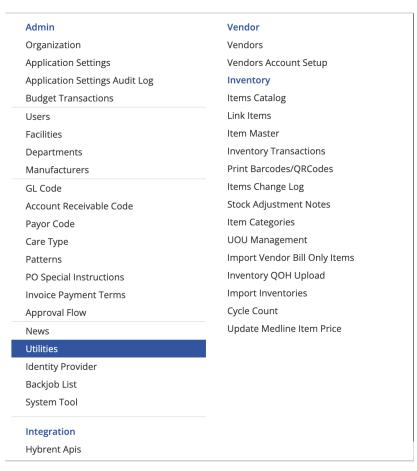


3. Click the "Save" button



Import Bulk (Facilities, Dept, User, Patient)

1. Click on to the "Admin" tab and choose the "Utilities" button



2. Select the "Go" button under "Import"



3. Click "the "Download template" button to receive the file



4. Fill in the template, click "Choose File", and upload the file into Hybrent

Choose File | No file chosen

Upload



New Department Setup

5. Click on to the "Admin" tab and choose the "Departments" button



6. Click the "Add" button



- 7. Enter the required fields for the window
 - a. Mnemonic Typically the first two or three letters of the location name followed by a #
 - i. Billing= 15
 - ii. Clinical = 1
 - iii. Lab = 2
 - iv. Corporate = 5
 - v. Customer Experience = 7
 - vi. Engineering/Tech = 3
 - vii. Enterprise Sales = 9
 - viii. Facilities/Construction = 4

- ix. Finance = 10
- x. Marketing = 8
- xi. People = 6
- xii. Practice Ops = 13
- xiii. Product = 11

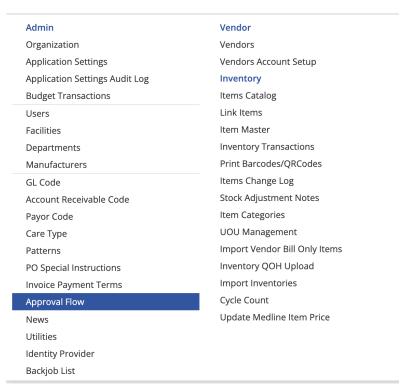
Facility*	Kindbody Atlanta
Mnemonic*	ATL1
Name*	Clinical
Second Name	
Third Name	

8. Click the "Save" button



New Facility Approval Workflow Setup

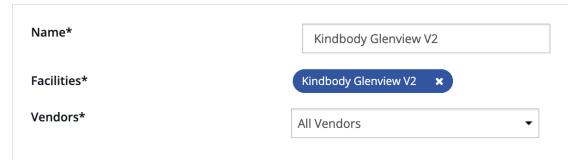
Click on to the "Admin" tab and choose the "Approval Flow" button



Click the "Add" button



Enter the name of the new facility followed by linking the Facility



Click the "Save" button



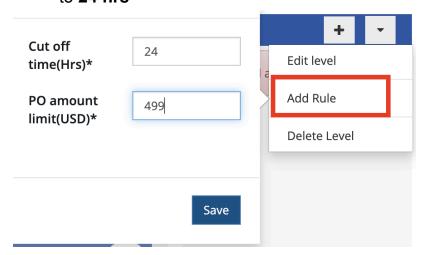
Search and select the "Manage Flow" button for newly added facility



Click the "Add Level" button to set up the structure for this facility starting off with Level 1



Once you add users to their correct level, click the caret dropdown and select "Add Rule" to add a limit to PO amounts. Always set the Cutoff time to 24 hrs



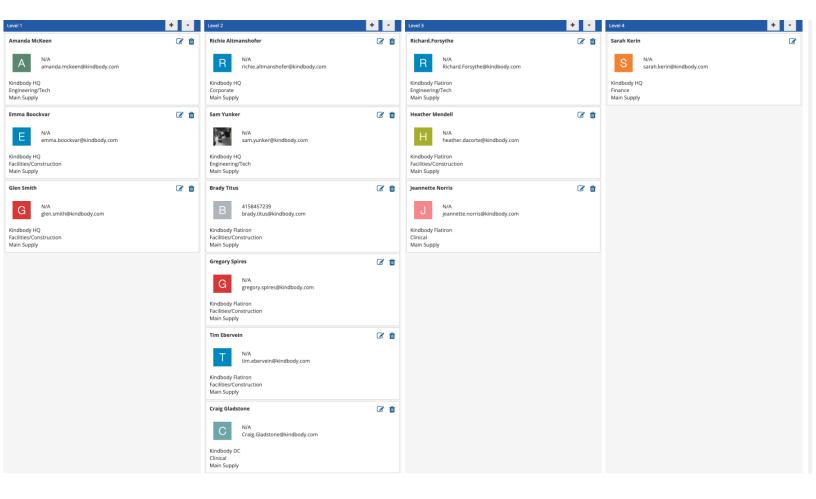
- When setting up the approval flow, make sure that there is a person for the desired department in each level to avoid any stuck PO's
 - Use this <u>Approval Workflow Sheet</u> as a reference
- When creating a new workflow, make sure to add the following people for initial set up (screenshot added below)
 - Finance
 - Sarah Kerin
 - o Facilities/Construction
 - Heather Mendell
 - Tim Ebervein
 - Brady Titus
 - Gregory Spires

Clinical

- Jeannette Norris
- Richie Altmanshofer
- Craig Gladstone

Engineering/Tech

- Amanda Mckeen
- Sam Yunker
- Moises Castillo
- Richard Forsythe

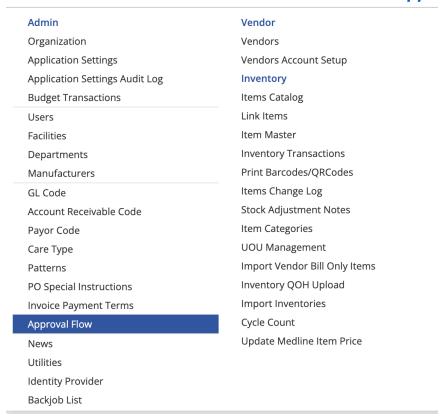




<u>Users</u>

User Approval Workflow

1. Click on to the "Admin" tab and choose the "Approval Flow" button



2. Search and select the "*Manage Flow*" button for desired facility that you would like to add the user to



3. Select the "+ " button in the correct level the user would be placed in

Add Users +

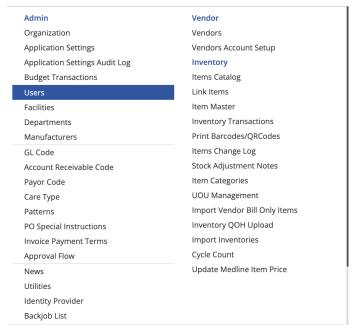
4. Enter the required fields and click the "Save" button

Save

- When setting up the approval flow, make sure that there is a person for the desired department in each level to avoid any stuck PO's
- If you are unsure which Dept this person would belong to please this Document for reference

User Adds

1. Click on to the "Admin" tab and choose the "Users" button



2. Click the "Add" button



3. Enter in the required fields in the "User" tab

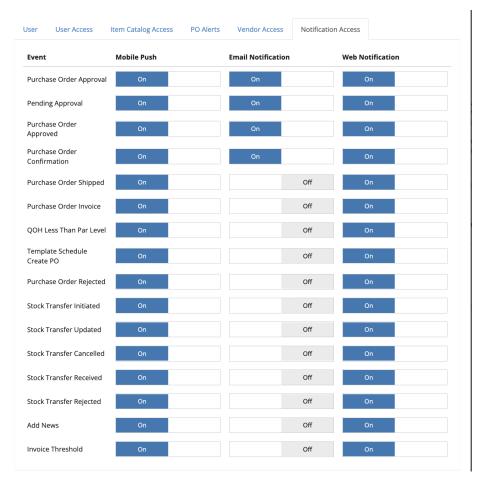
User User Access Item Catalog Acc	cess PO Alerts Vendor Access Notification Access
Name*	Solounge Bowen
Employee Number*	1
Nickname*	sbowen
Email*	sbowen@kindbody.com
Phone	
Facility*	Kindbody HQ +
Department*	Engineering/Tech +
Inventory*	Main Supply +
Joining Date	01/16/2022
Status	Active

4. Click the "Vendors Access" tab and click onto the three dot icon following by "Select All" button, this will cause all the vendors to appear





5. Click the "Notification Access" tab and adjust accordingly



6. Click the "Save" button

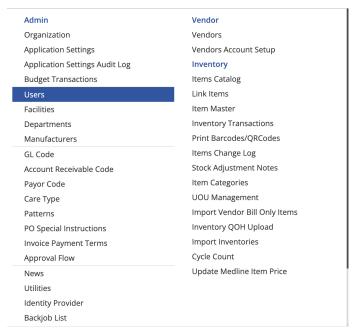


- 7. When you create a user's new account, a pop up window will appear asking to update facility access and you can click "Yes"
- Leave the following fields as is:
 - User Access
 - Item Catalog Access
 - PO Alerts



User Facility Access

1. Click on to the "Admin" tab and choose the "Users" button



Search for the desired user and click the caret dropdown and select "Update Facility Access"

Edit Details

Update Facility Access

Change Password

3. Click the "Assign Access" or "Remove Access" button

Remove Access

Assign Access

4. Click the three dots to then select the desired facility you wish to update.

Select Facilities



5. If assigning access the set up should look like this.

Vios Aurora					☐ Select all
Orders	~	Reports	~	PO Shipment Notification	✓
Receive PO	✓	Activity Report	✓	PO Invoice Notification	
Edit PO		Top Items Purchased	~	Order Template	~
Delete PO		Current Cost By Account		Add Order Template	™
Can See Price	~	Current Items By Status		Edit Order Template	™
Can Change Receive Date	~	Monthly Value Of Purchase Order By Ship to Location		Delete Order Template	
Shop	✓	Monthly Variance by Ship to Location		Use Order Template	✓
Punchout		Cost By GL		Invoice	
Manage Inventory	✓	Distributor Compliance			
Scanout	~	Price Change Report		Shipments	✓
Inventory Cycle Count	~	Inventory Adjustment Report		Service PO	✓
Inventory Physical Count Worksheet	~	Items Ordered Report	~	Add Item	✓
Inventory Transfer		Top Vendors Report		Edit Item	✓
Add Item		Contract Compliance Report		Kit Template	
Edit Item		Price Discrepancy Report		Scan Out Template	
Delete Item		Item Expiring Report		Medline Consignment Count	П
Scan In	✓	Case Costing Report		B	
Update Medline Item		PO History Report			
		Purchase Order Log			
		Implant Log			
		Real Time Inventory Report			
		Purchase Report			
		Spend Per Vendor Report			
		Items Below Par Level Report			
		Backordered Or Rejected Items Report			
		Items Invoice Status Report			
		Items Received Report			
		PO Receive Status Report			
		Invoice Status Report			
		Scanned Out Items Report			
		Freehand Items Report			
		Project Report			
		Standard Billing Report			
		Comprehensive Inventory Transaction report			
		Usage report			
		PO Confirmation Notification	✓		

Purchase Orders

Creating a P.O.

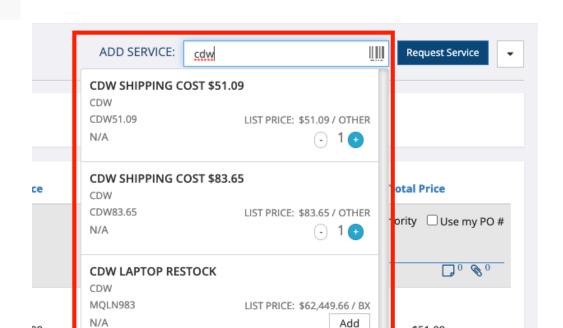
- 1. Click onto "Shop"
- 2. Confirm that you are shopping for the correct facility
- 3. Begin searching for the desired vendor
- 4. Use the search field to add items into your cart
- 5. Once all of items are in your cart you can proceed to "Generate PO"

Creating a Service P.O.'s

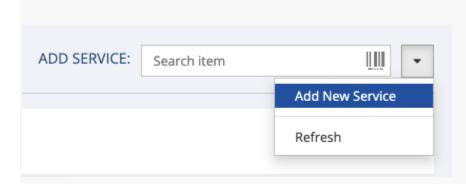
1. Click into "Request Service"



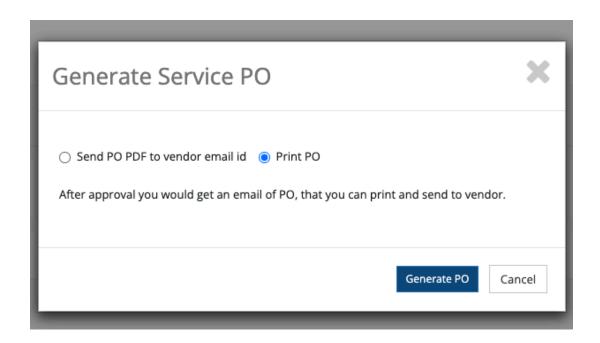
- 2. Click the "Vendors" button and select the desired vendor
- 3. Begin searching for the item in the "Add Service" search field.



4. If the item is not there, then you can click the mini caret next to the search field to "Add New Service"



- 5. From there you'd insert the following into the window:
 - Description Name
 - o SKU#
 - The UOM is typically "EA"
 - Duration: Is set for one time if that is the frequency
 - o Price'
- 6. Once you've added all of the items needed within the PO, you can click "Request Service" then the a window for generating a PO will appear and from that window choose "Print PO" followed by clicking "Generate PO". At this point you'd be able to get the PO number to send to AP.



Receive Only P.O.s

- 6. Click onto "Shop"
- 7. Confirm that you are shopping for the correct facility
- 8. Begin searching for the desired vendor
- 9. Use the search field to add items into your cart
- Once all of the items have been added, click the "Receive Only " checkbox



11. Proceed to "Generate PO"

Fixing Unapproved/ Stuck P.O.'s

- 1. Sometimes some P.O.'s can get in a "stuck" state due to the following reasons:
 - a. The person who submitted the P.O. is not placed in the facility's approval workflow



- b. The person is not set for the correct department in the approval workflow and it needs to be updated
- c. There may not be anyone in the same department and in each level to approve that person's P.O.
- 2. Once this has been resolved, the should go into the next process immediately.

To avoid any stuck PO's refer to User Approval Workflow

<u>Items</u>

New Item Adds

Regular

3. Click on to the "Admin" tab and choose the "Items Catalog" button

Admin	Vendor
Organization	Vendors
Application Settings	Vendors Account Setup
Application Settings Audit Log	Inventory
Budget Transactions	Items Catalog
Users	Link Items
Facilities	Item Master
Departments	Inventory Transactions
Manufacturers	Print Barcodes/QRCodes
GL Code	Items Change Log
Account Receivable Code	Stock Adjustment Notes
Payor Code	Item Categories
Care Type	UOU Management
Patterns	Import Vendor Bill Only Items
PO Special Instructions	Inventory QOH Upload
Invoice Payment Terms	Import Inventories
Approval Flow	Cycle Count
News	Update Medline Item Price
Utilities	
Identity Provider	
Backjob List	
System Tool	
Integration	
Hybrent Apis	

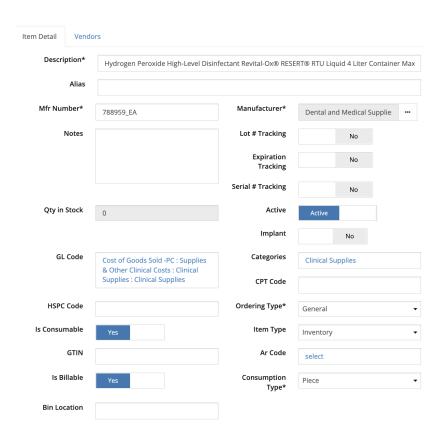
4. Click on the caret dropdown and select "Add Item" button

Add Item

Add Link Item

Map Facility Items

5. Enter in the following fields while in the "*Item Detail*" tab: Description, Mfr Number, Categories, GL Code, Consumption Type



6. Click into the "Vendors" tab and click "Add Vendor" button

Add Vendor

7. Enter in the following fields while in the "*Vendors*" tab: Vendor Name, SKU, UOM, Qty in UOM, Qty in each



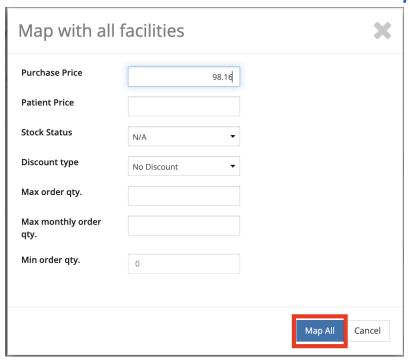
8. Click the "Save" button and a popup will appear asking if you would like to map the prices to other facilities. Select "Yes" button



9. Click on the "*More Options*" dropdown and select "*Map with all facility*" button



10. Enter the Purchase Price and click the "Map All" button

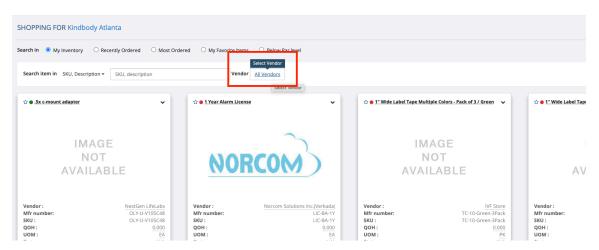


Punchout

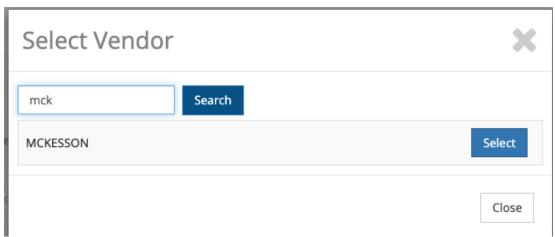
1. Click on to the "Shop" tab and choose the location you would like to add the item to



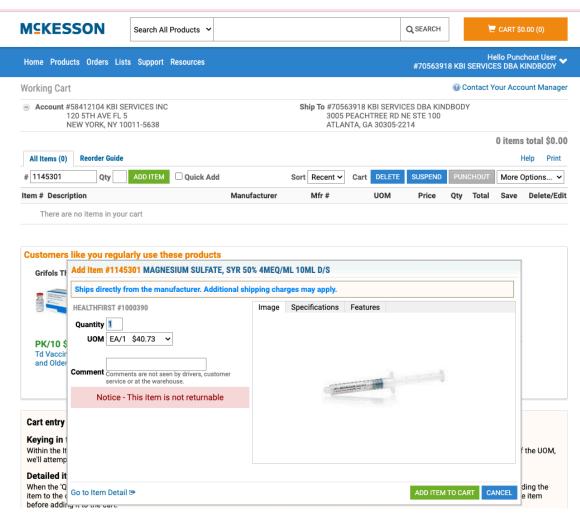
2. Click the "All Vendors" button and select the desired vendor.



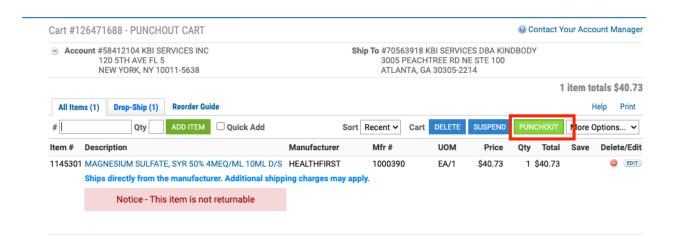
3. Once you have selected the vendor, it will take you back to the original screen. There you would click the "Search on Vendor Site" button and it will redirect the screen



4. While you are on the vendor site you can search for the product and add it to the cart



5. Once you have all of the items needed within your cart, you can proceed to Punch Out. Your screen will be redirected with the items and its information preloaded into Hybrent





Your punch-out process completed, all checked out items added to your Hybrent Cart.

Redirecting to Hybrent Cart!

If does not redirect automatically within 10 seconds, please close this tab and go back to Hybrent Cart and refresh it to place order.

Bulk Items

- For Bulk Item Adds, the Hybrent Team adds this in for Kindbody
 - Contact: Emma Knox
 - o E-mail: emma@hybrent.com
 - This can take the Hybrent team apprx ~ 1wk
- Currently KB and Hybrent team are using the <u>Item Master</u> as a template
- Once completed, you can send a file to Emma of the items needed to be added

Item Approval

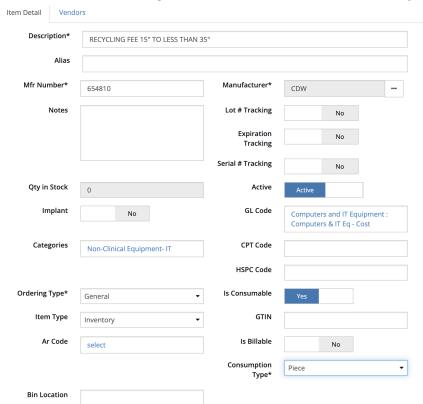
1. Click onto the "Approve Items" tab to see the list of items needing to be approved



2. Click the "Approve" button next to the item



3. Enter in the following fields while in the "*Item Detail*" tab: Description, Mfr Number, Categories, GL Code, Consumption Type



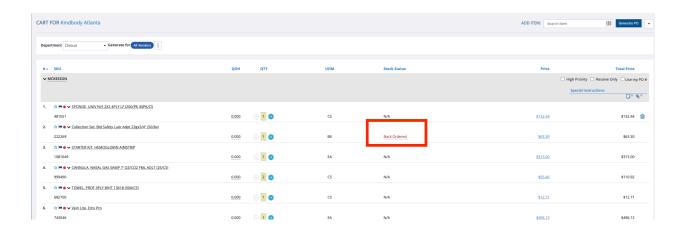
4. Click the "Save" button the item has now been approved

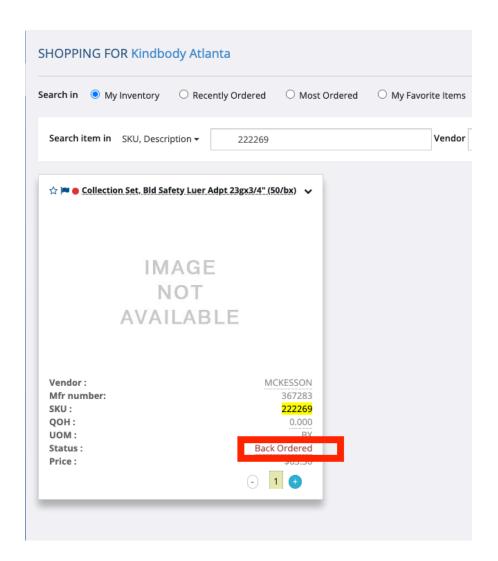


Backordered Items

If you are unsure on how to distinguish if an item is Backordered you can consider the following:

- For Manual Items:
 - Possibly have to contact the vendor for confirmation If the status of the items appears as "N/A", contacting the vendor's representative for further confirmation would be recommended
- For Punchout items:
- When you go into "Shop" and search for the item the "Status" will let you know
- When you proceed with an item in a cart it'll show a red font for the Backordered





Mapping Facility/ Update Prices

- 1. Click on to the "Admin" tab and choose the "Items Catalog" button
- 2. Search for the desired item followed by selecting the "*Map Facility/Update Price*" button
- Click on the "More Options" dropdown and select "Map with all facility" button



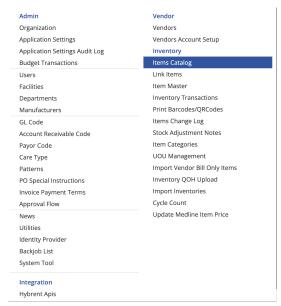
4. Enter the Purchase Price and click the "Map All" button

Map Facility Items With Other Facilities

- 1. Click on to the "Admin" tab and choose the "Utilities" button
- 2. Click "Go" under "Sync/Map items from one facility to other facilities."
- 3. Select the "From Facility" and the "To Facility" and click "Map"

Adding An Image to an Item

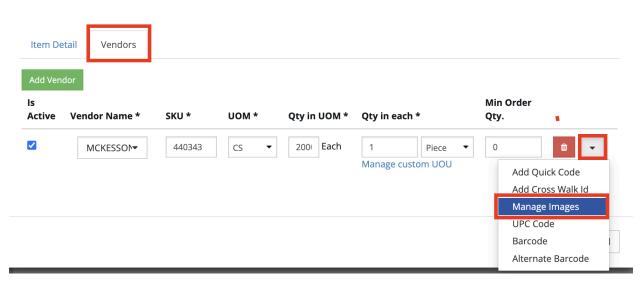
1. Click on to the "Admin" tab and choose the "Items Catalog" button



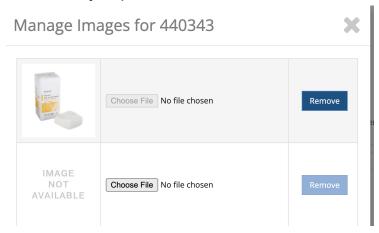
2. Search for the desired item followed by selecting the "Edit Item" button



Click on to the "Vendors" tab followed by the the caret next to the item and choose "Manage Images".



4. You can select the file you which to upload and once it loads, You successfully imported.





- "I am trying to purchase these items from the vendor and I am getting a mapped error. How do I fix this?"
 - Use the <u>Vendors Account Number file</u> for reference when mapping.
 - In the "Vendors Account Setup" tab search for the vendor and facility name that the user is experiencing issues with and enter the Account Number. Click "Save"
- "This item is no longer available with this vendor, can you please remove from Hybrent?"



- Search for the item and instead of deleting it, just set it to inactive within the "Edit Item" button.
- "None of Hybrent items are showing in the newest facility that was added, can you add those items for that site?"
 - You can go into the "Items Catalog" and click the caret dropdown and select "Map Facility Items" and chose the facility you'd like to map
- "I need to create a Service PO for a service that will be done to our lab. However, they are not on the vendor list yet. How do I get them added?"
 - Use the Hybrent Form to submit a <u>Add Supplier Ticket</u>