

1. PURPOSE

The purpose of this procedure is to describe the actions required to receive orders from customers and to ensure accuracy and completeness of the order entry process. This procedure will also describe the process necessary to confirm orders with customers as well as provide notification of orders to the contract manufacturer, IsoRay.

This procedure establishes the responsibilities of GT Medical and IsoRay, within the compliant process.

2. SCOPE

This procedure applies to all orders received by GT Medical Technologies (GT Med Tech) Customer Service. This procedure does not cover shipping products to customers, which is managed by IsoRay.

3. REFERENCES

- ISO 13485:2016 – “Medical devices -- Quality management systems -- Requirements for regulatory purposes”
- 21 CFR §820.160 – FDA Medical Device Quality System Final Rule, (Distribution)
- 21CFR §820.60 – Identification
- 21 CFR §820.65 – Traceability
- Health Insurance Portability and Accountability Act (HIPAA)
- SOP-001, Quality Manual

4. DEFINITIONS

- 4.1. Designee: Personnel given responsibility for one or more aspects of order processing. Designees will be competent (through training or other means) to perform their responsibilities.
- 4.2. Established Account: A facility that has a RAM license on file that has been approved by IsoRay's Radiation Safety Officer (RSO).
- 4.3. New Account: A facility that does not have a RAM license on file.
- 4.4. Radioactive Materials License (RAM License): License required due to regulation of radioactive material as overseen by the U.S. Nuclear Regulatory Commission (NRC) under the Atomic Energy Act of 1954.

5. RESPONSIBILITY

- 5.1. GT Med Tech Customer Service (Customer Service) is responsible for processing order data entry and ensuring order entry accuracy. Customer Service also manages customer communications.
- 5.2. GT Med Tech Sales (Sales) is responsible for entering Customer Account and Contact information, updating Customer Opportunity information and uploading Customer provided documentation.

- 5.3. The IsoRay RSO is responsible to verify that the customer's RAM license is in place and correct for the amount of isotope to be shipped.
- 5.4. IsoRay Customer Service is responsible for receiving orders from GT Med Tech Customer Service, analyzing requested delivery dates and providing expected delivery dates based upon manufacturing and shipping timing guidelines. IsoRay Customer Service will also provide GT Med Tech Customer Service order status and tracking updates via FedEx emails.

6. PROCEDURE

6.1. New Account Set Up

- 6.1.1. Sales personnel in charge of the Account will enter Customer Account and Contact information into Salesforce (contacts must include Facility RSO and Order Administrator). Once all information has been entered, Sales will change the status of the Account Opportunity in Salesforce to "Converted to Customer". With this change, Salesforce will automatically send an email to Customer Service to notify them to review Account and Contact data. Orders may not be shipped to a facility until complete Account data has been entered and a RAM License, Sales Tax Exemption Certificate and Pricing Agreement (or acceptable Pricing Terms) have been received/entered into Salesforce and reviewed and approved by Customer Service and IsoRay.
 - 6.1.1.1. Upon review of Account and Contact data, if Customer Service deems that Account data is complete, Customer Service will update account status to "GTMT Internal Review Complete" and, for the Limited Market Release customers, click the LMR checkbox. If data is not complete, Customer Service will notify Sales.
 - 6.1.1.2. Upon document/pricing terms review and approval, Customer Service will mark the Sales Tax Exemption Certificate approval field and the Pricing Agreement (if applicable) and Contract Pricing approval fields in the Document Review section of the account.
- 6.1.2. After a RAM license has been received by Customer Service, Customer Service will enter data into the License Record section in Salesforce, and a notification will automatically be sent by Salesforce to the IsoRay RSO to login to Salesforce and review and update the status of the RAM License to approved.
 - 6.1.2.1. Upon RSO approval, an automated email will be sent to Customer Service and Customer Service will mark the RAM License Reviewed checkbox in the Document Review section of the account.
 - 6.1.2.2. If the license is not approved, the RSO will contact Customer Service and Customer Service will contact Sales to notify them that an order may not be shipped until the license is approved.
- 6.1.3. Once all approvals are received/document in Salesforce, Customer Service will set up Salesforce Community Users, as needed, using Appendix E "Salesforce New User Instructions".

- 6.1.4. Once the first order has been received, Customer Service will change the Customer Status to “Active” and add the date of the first order to First Order Date field on the account.
- 6.1.5. Monthly, Customer Service will run reports on RAM License approval, Pricing Agreement/Term approval, and First Order received date and provide data to Accounting for related Third-Party Sales New Account Milestone payments.

6.2. Established Accounts

- 6.2.1. Customer Orders are submitted by Customers using the Hospital Community in Salesforce. Order submission will create an order number. The order will have a status of “Submitted” and Salesforce will send an automated notification email to GT Med Tech Customer Service.
 - 6.2.1.1. Customer Service will review each order and if information is missing or unclear, will contact the customer for clarification. If order information needs to be edited, either the Customer or Customer Service can edit order details.
 - 6.2.1.2. After the order has determined to be correct, Customer Service will change the Order Status to Order Accepted. With this change, Salesforce will automatically send a notification email to IsoRay Customer Service.
 - 6.2.1.3. Once the order is reviewed and entered into IsoRay’s system, IsoRay Customer Service will Login to Salesforce and enter the IsoRay Order Number and Expected Delivery Date and change the order status to Vendor Confirmed. With this change, Salesforce will send two automated emails – one to GT Med Tech Customer Service and another to the Customer.
 - 6.2.1.3.1. If the Expected Delivery Date does not meet the Requested Delivery Date, IsoRay will notify GT Med Tech Customer Service via email prior to entering details into Salesforce. GT Med Tech Customer Service can then contact the customer to discuss the Delivery Date difference and determine if the order will still be placed.
 - 6.2.1.3.2. Once the status has been changed to Vendor Confirmed, Order details can no longer be updated by a customer or by GT Med Tech Customer Service. Only a GT Med Tech Super User can make these changes, and changes will need to be accompanied by communication with and agreement from IsoRay Customer Service.
 - 6.2.1.4. When the order has been manufactured and shipped to the Sterilizer, IsoRay Customer Service will send an email confirmation to GT Med Tech Customer Service. This email will automatically update the order record in Salesforce with the tracking number and will update the Order Status to “Shipped to Sterilizer”. With this status change, Salesforce will send two automated emails – one to GT Med Tech Customer Service and another to the Customer.
 - 6.2.1.5. When the order has been sterilized and shipped to the Customer, IsoRay Customer Service will send an email confirmation to GT Med Tech Customer Service. This email will automatically update the order record in Salesforce with the tracking

number and the Scheduled Delivery Date and will update the Order Status to “Sterilized” if the Scheduled Delivery Date is not later than the Expected Delivery Date. With this status change, Salesforce will send two automated emails – one to GT Med Tech Customer Service and another to the Customer.

- 6.2.1.5.1. If the Scheduled Delivery Date is later than the Expected Delivery Date, Salesforce will update the Order Status to “GTMT Internal Review” and send an automated email to GT Med Tech Customer Service. GT Med Tech Customer Service will then reach out to the Customer to understand if the change in date is acceptable or if the order should be cancelled. If the change is acceptable, GT Med Tech Customer Service will change the Order Status to “Sterilized” and Salesforce will send two automated emails – one to GT Med Tech Customer Service and another to the Customer. If the order needs to be cancelled, GT Med Tech Customer Service will change the order status to “Cancelled – Before Delivery” and notify IsoRay. With this change, a cancellation email will be automatically sent to the Customer.
- 6.2.1.6. When the order has been delivered, the Order Status will be automatically updated via a FedEx Integration. With this status change, Salesforce will send two automated emails – one to GT Med Tech Customer Service and another to the Customer.

- 6.3. In addition to monitoring email notifications, accounts, contacts, orders and requests submitted by accounts through Salesforce will be monitored by GT Med Tech Customer Service via regular review of activity (and lack of activity) related and status change reports.

7. Order Cancellation

- 7.1. GT Med Tech Customer Service shall notify IsoRay Customer Service of all order cancellations via email. If an order has shipped, the Customer can either refuse the delivery or return the shipment.
- 7.2. Cancellations may result in a \$2500 Cancellation fee to Customers.
- 7.3. GT Med Tech Customer Service will change the order status in Salesforce to “Cancelled – Before Delivery” or “Cancelled – After Delivery”, as appropriate, and identify the applicable cancellation reason. Selection of this status will prompt an automated email to the customer via email.
- 7.4. GT Med Tech Customer Service will email Accounting to cancel the PO if the order has not yet been produced.

8. Customer License nearing Expiration

- 8.1. Salesforce automatically sends reminder emails regarding upcoming license expiration to the account’s active RSO and GT Med Tech Customer Service 120, 90, 60 and 30 days prior to the license expiration date. If an email is entered with an expiration date prior to 30 days, reminder emails are also automatically sent from Salesforce.
- 8.2. The Account, GT Med Tech Customer Service or Sales can upload the copy of the new license file to the account (using the document type “RAM License”).

- 8.3. GT Med Tech Customer Service will receive an automated email from Salesforce upon license upload and will then review and add or update the license data within Salesforce. A new license record should be added only if the license number changes. Updating data will set the RAM License Category field in Salesforce to “None”. Once new license data is added, or data is updated, an automated email is sent from Salesforce to IsoRay Customer Service to review and approve the RAM License.
- 8.4. GT Med Tech Customer Service shall regularly run reports of expiring licenses and review these reports with Sales.

9. QUALITY RECORDS

- 9.1. The following order information must be retained:
 - GT Med Tech Order number
 - IsoRay Order number
- 9.2. FDA requests: If FDA verbally requests additional information, GT Medical's Quality Representative or delegate shall ask to follow up such requests in writing.
- 9.3. Retention: Retention times for customer and order files must be in accordance with Document and Record Controls procedure as per SOP-001, Quality Manual.

10. APPENDICES

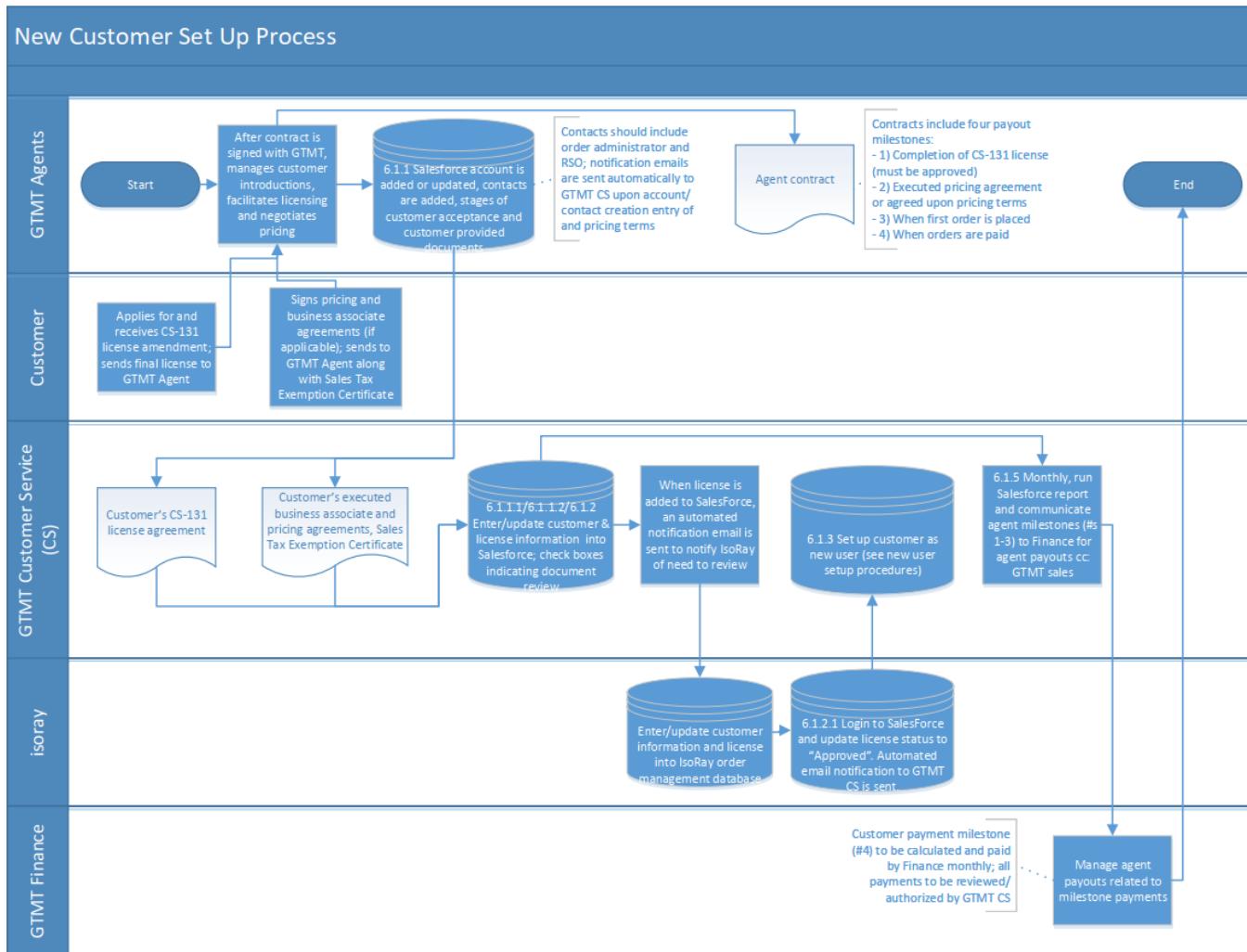
- 10.1. Appendix A: Customer Set Up Flowchart
- 10.2. Appendix B: Order Management Flowchart
- 10.3. Appendix C: Customer Nearing License Expiration Flowchart
- 10.4. Appendix D: Step-by-step Salesforce Instructions
- 10.5. Appendix E: Salesforce New User Set Up Instructions

11. DOCUMENT HISTORY

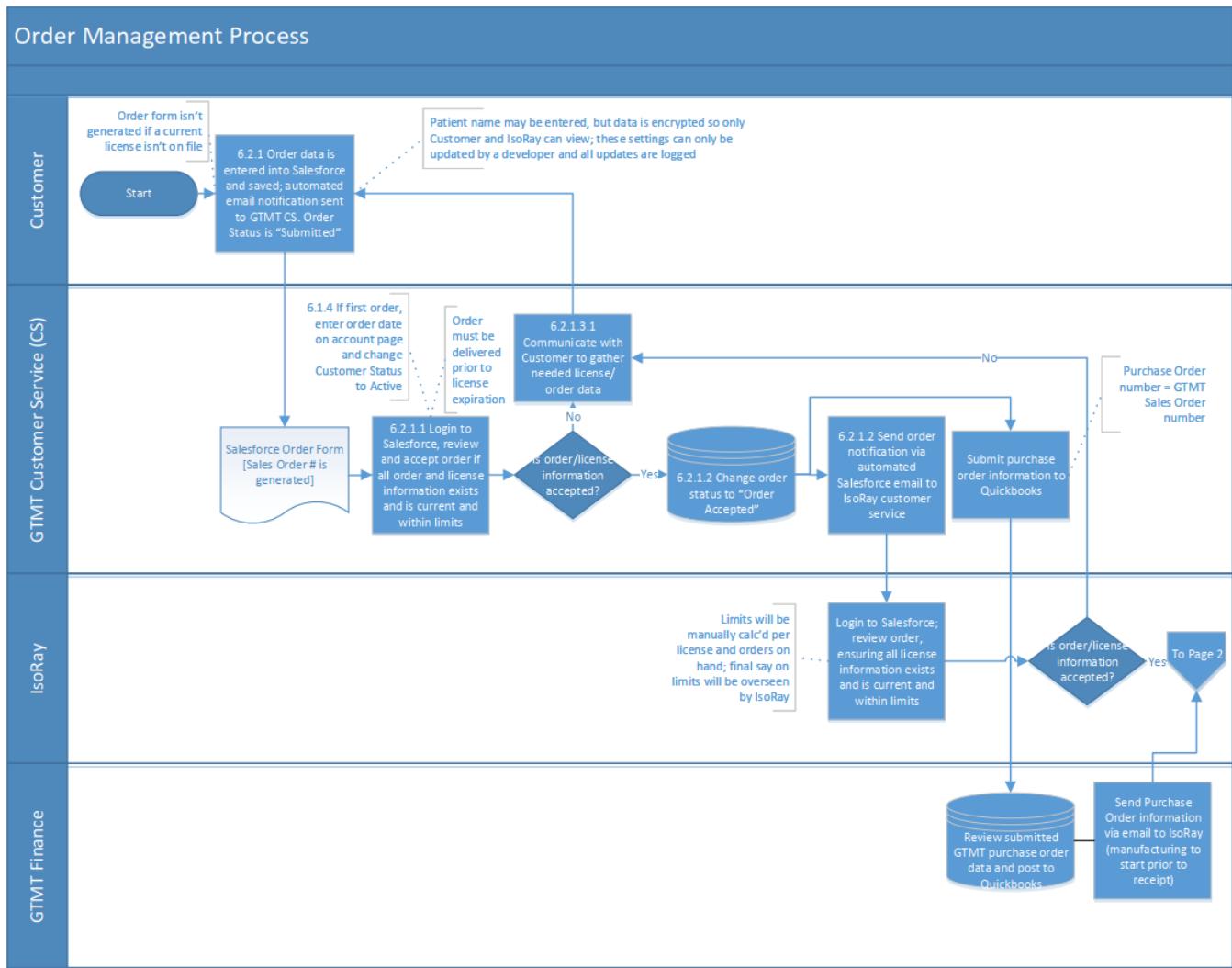
Functional Area	Signature & Date
Operations	Hernan Lopez  30 Nov 2018 05:24:005-0800 REASON: I am approving this document. 72eef047-7bbe-4092-82b1-f04e00c2e31e
Quality	Michelle Lott  26 Nov 2018 11:42:059-0800 REASON: I am approving this document. f7e7590f-6690-4b5c-92a2-9498dd850663
Regulatory	Jessica Newhard  03 Dec 2018 06:50:043-0800 REASON: I am approving this document. 3bd17091-2c34-4925-88ed-391ad6b1da50

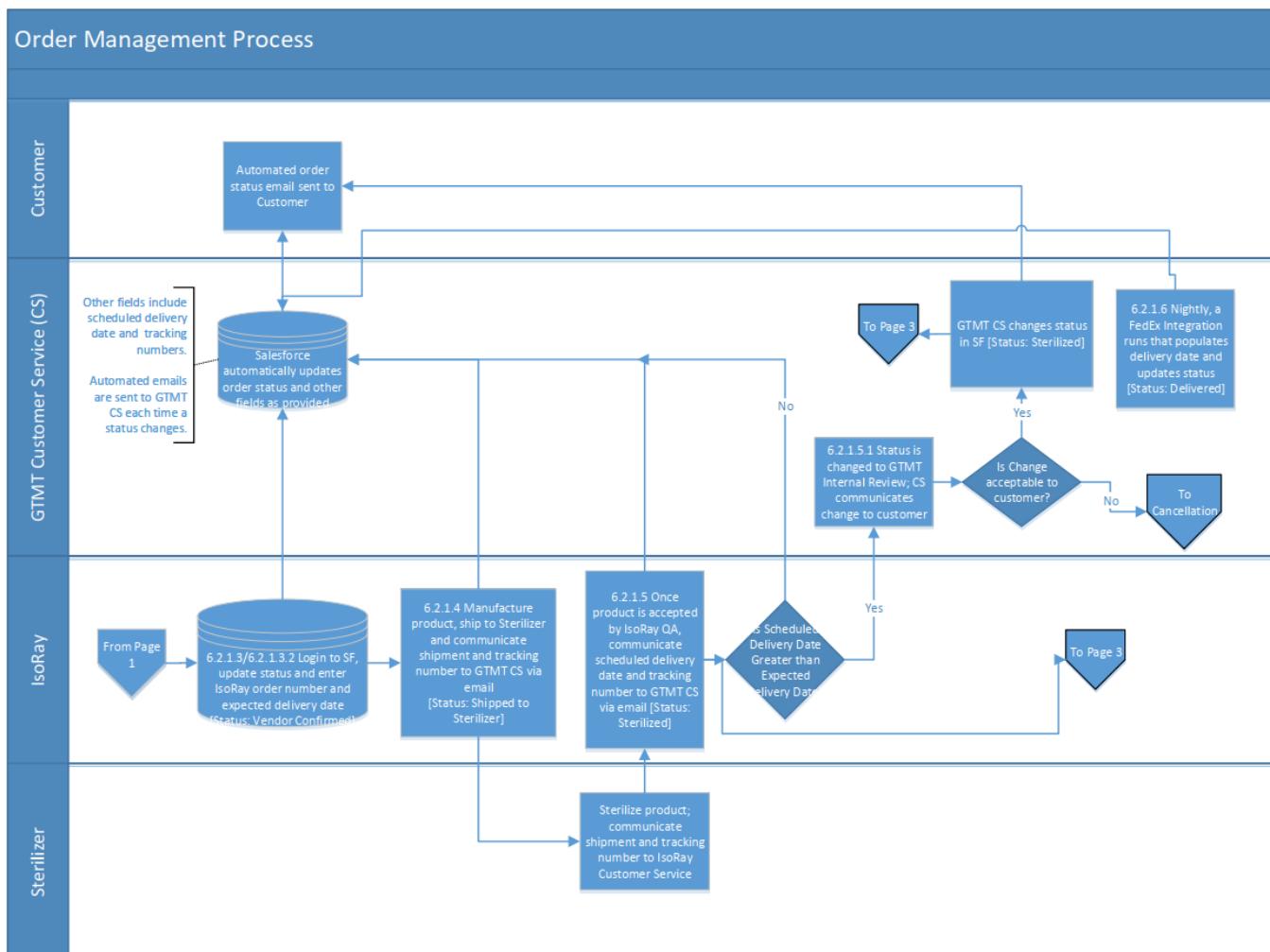
REVISION HISTORY		
Rev. #	Released Date (YYYY-MM-DD)	Author
1	2018-10-10	Anne Brazeal
2	2018-11-26	Raines DeMint

APPENDIX A – Customer Set Up Flowchart

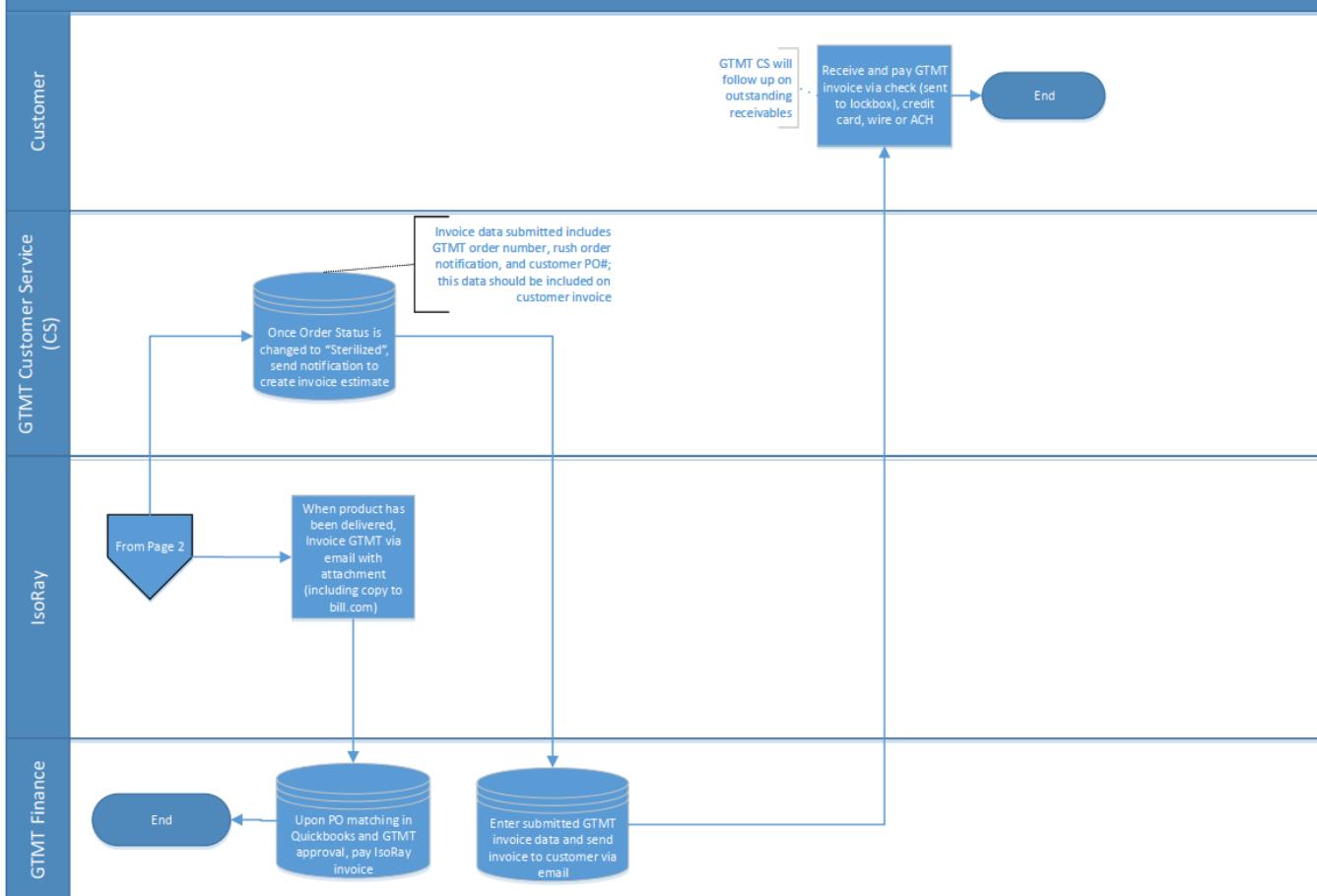


APPENDIX B – Order Management Flowchart

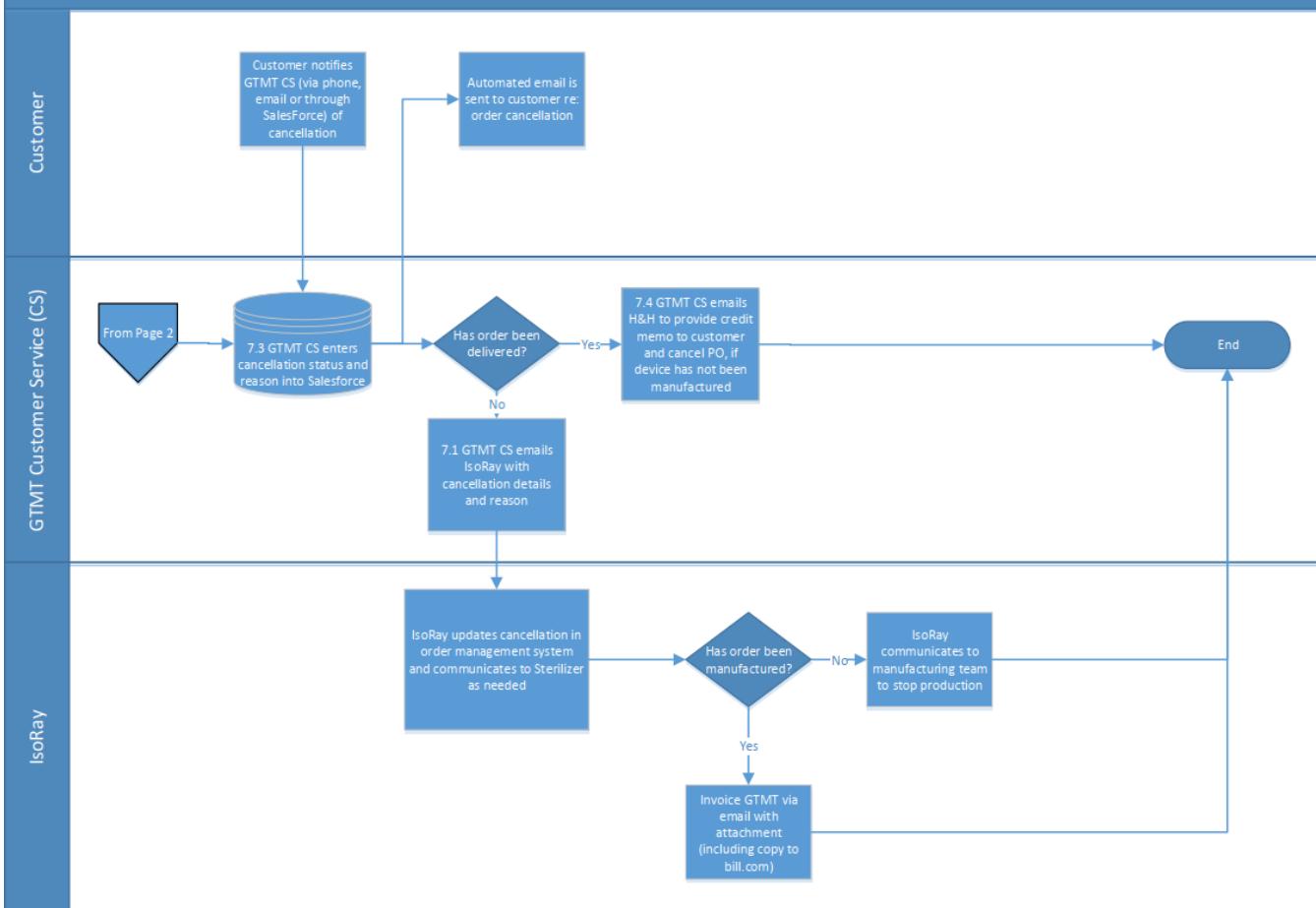




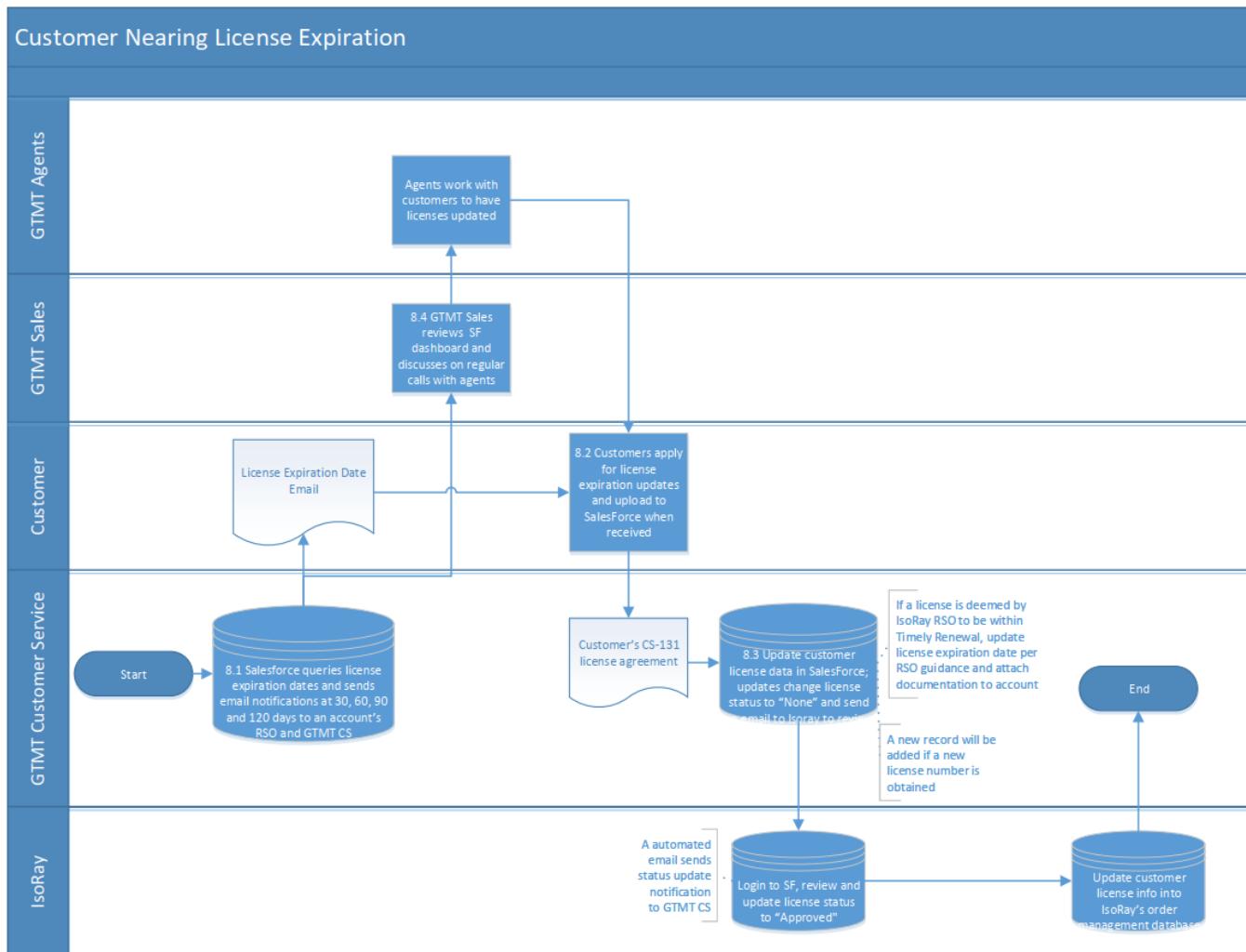
Order Management Process - Invoicing



Order Cancellation Process



APPENDIX C – Customer Nearing License Expiration Flowchart

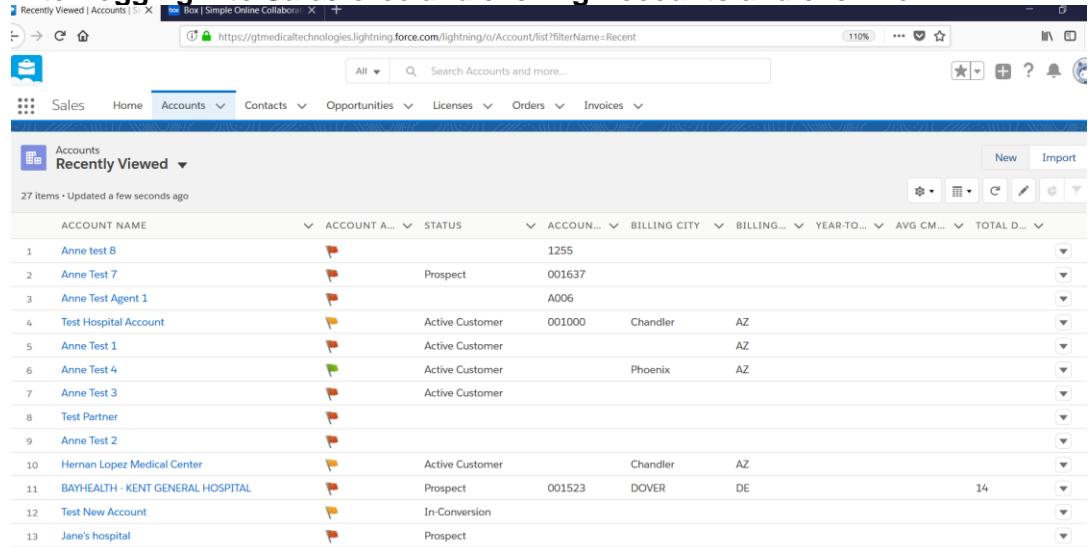


APPENDIX D – Step-by-step Salesforce Instructions

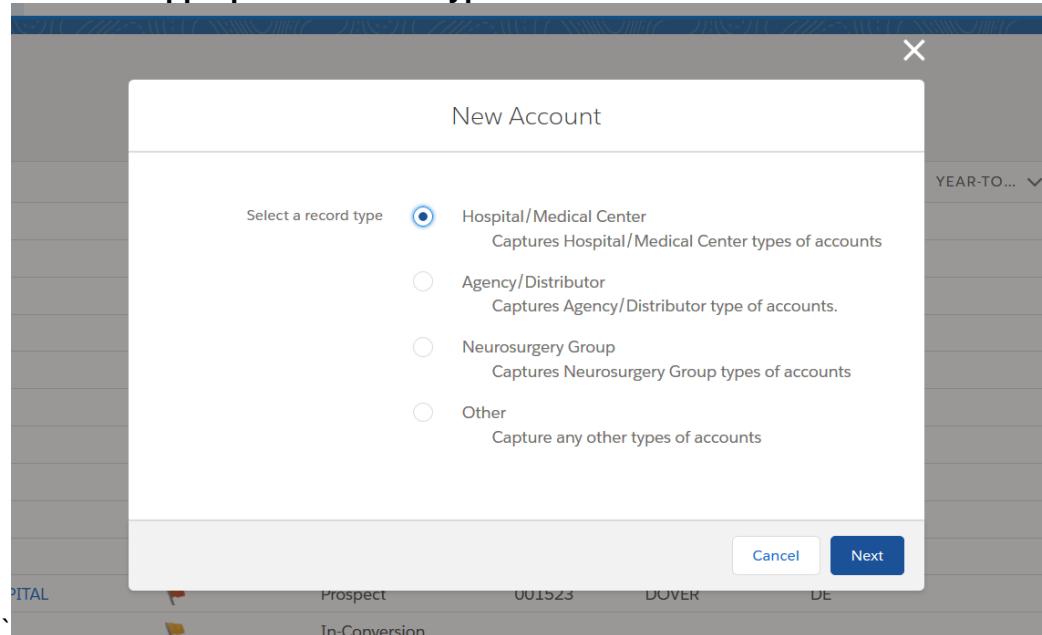
1. Accounts/Contacts

a. New Account Set Up

After logging into Salesforce and clicking Accounts and click New:



Select the appropriate account type and click Next:



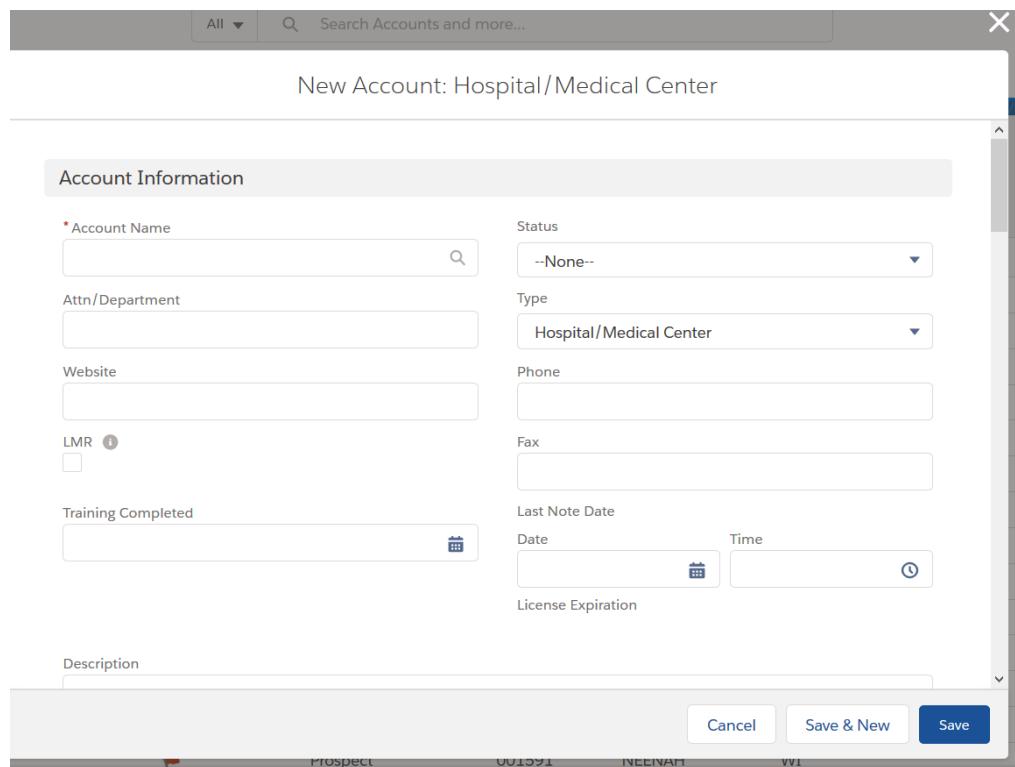
New Account

Select a record type

- Hospital/Medical Center
Captures Hospital/Medical Center types of accounts
- Agency/Distributor
Captures Agency/Distributor type of accounts.
- Neurosurgery Group
Captures Neurosurgery Group types of accounts
- Other
Capture any other types of accounts

Cancel Next

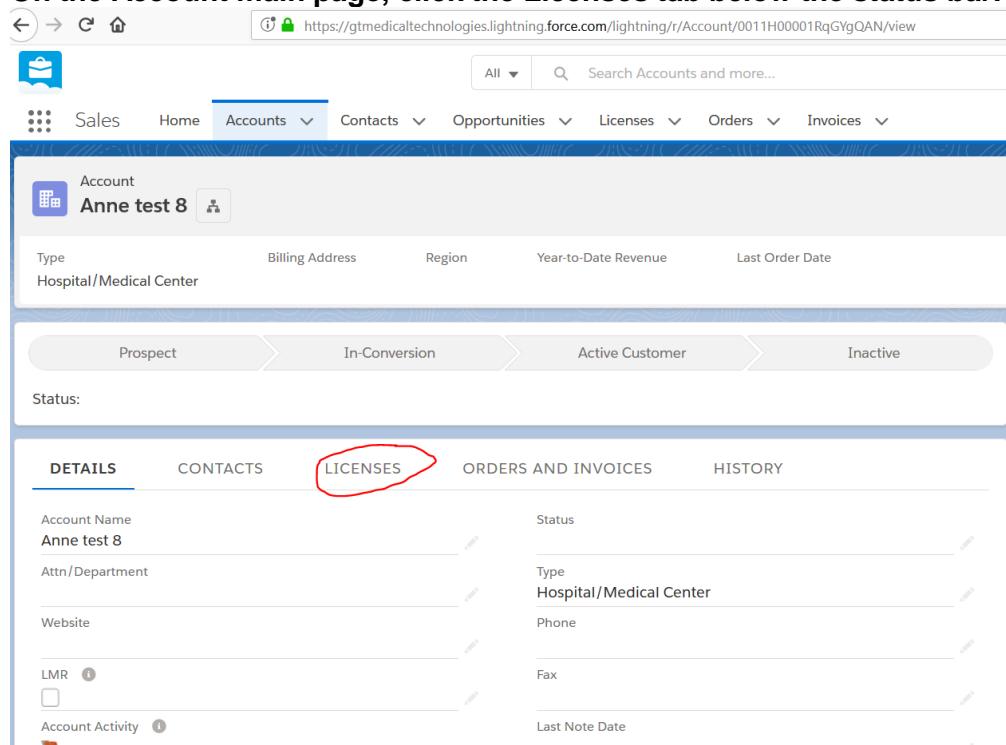
Enter all new account information and click Save:



The screenshot shows the 'New Account: Hospital/Medical Center' form. It includes fields for Account Name, Status, Attn/Department, Type, Website, Phone, LMR, Fax, Training Completed, Last Note Date, Date, Time, License Expiration, and Description. Buttons at the bottom include Cancel, Save & New, and Save.

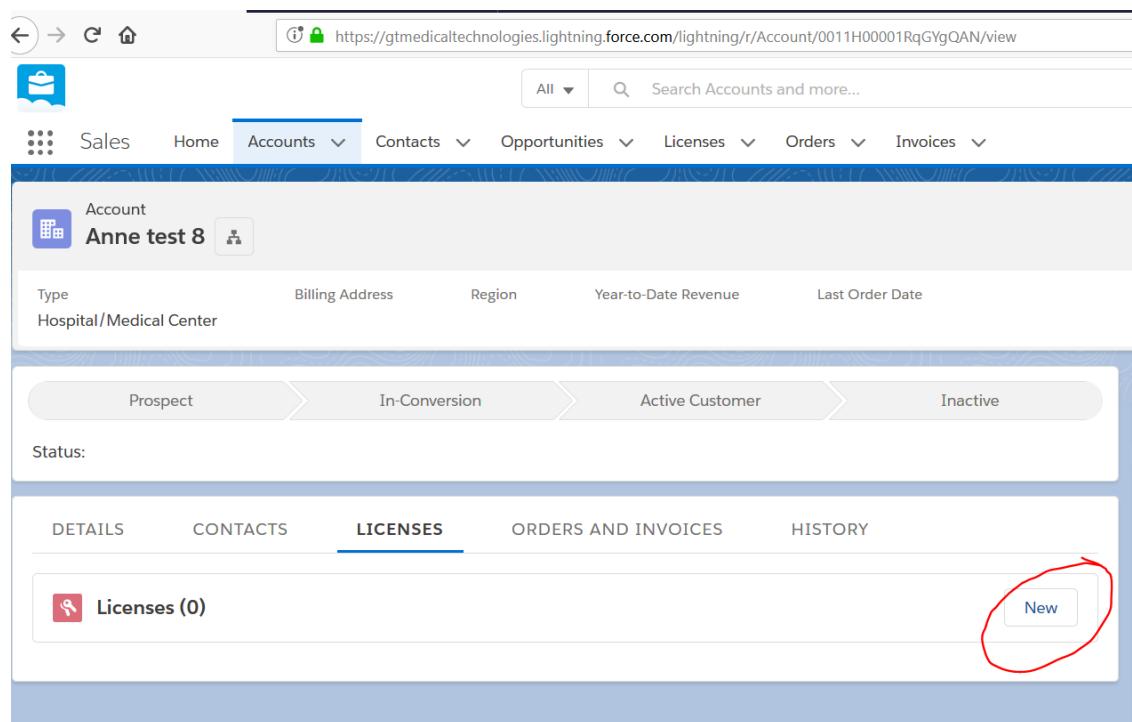
i. License Data Entry

On the Account main page, click the Licenses tab below the status bar:



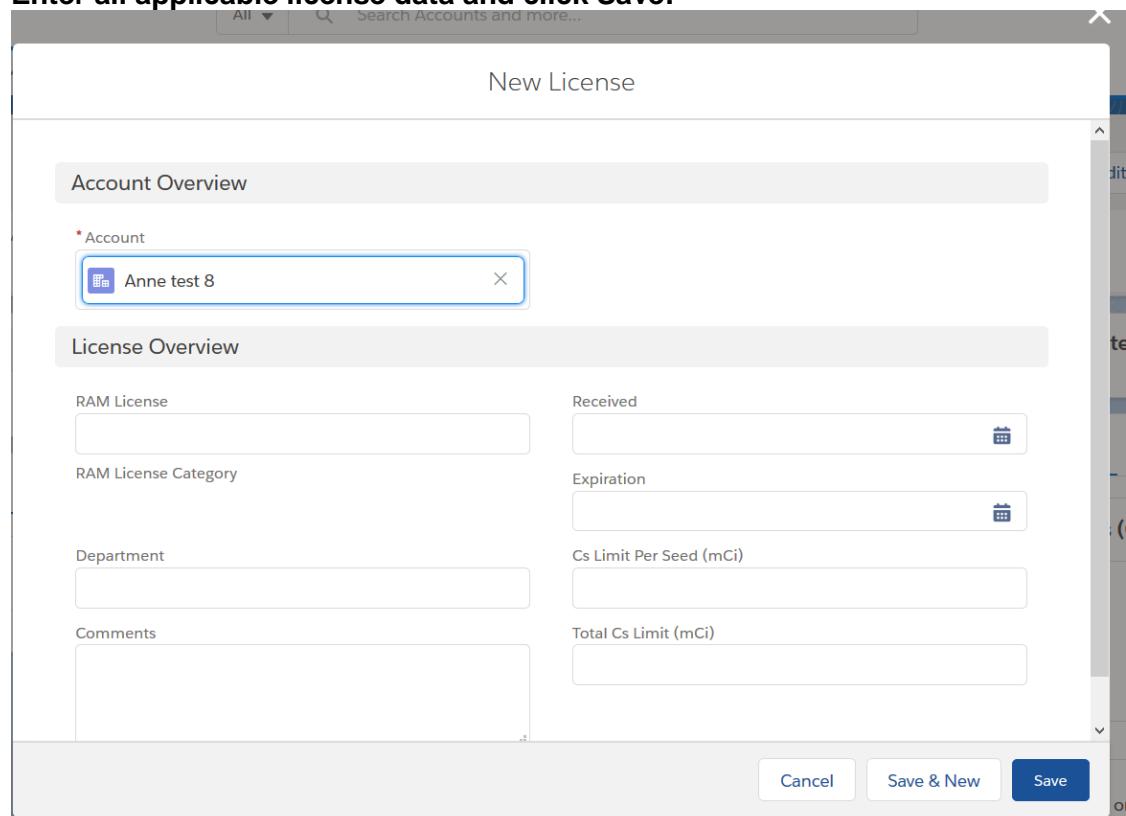
The screenshot shows the Account main page for 'Anne test 8'. It displays fields for Type (Hospital/Medical Center), Billing Address, Region, Year-to-Date Revenue, and Last Order Date. Below these are status indicators: Prospect, In-Conversion, Active Customer, and Inactive. A 'Status:' dropdown is shown. The navigation bar includes Sales, Home, Accounts (highlighted), Contacts, Opportunities, Licenses (circled in red), Orders, Invoices, and History. The Licenses tab is currently active, showing details for the account.

Click New to add a new license record:



The screenshot shows the Salesforce Lightning interface for the 'Accounts' module. The current account is 'Anne test 8'. The 'Licenses' tab is active, displaying a message 'Licenses (0)'. At the top right of this section, there is a blue button labeled 'New' which is circled in red.

Enter all applicable license data and click Save:



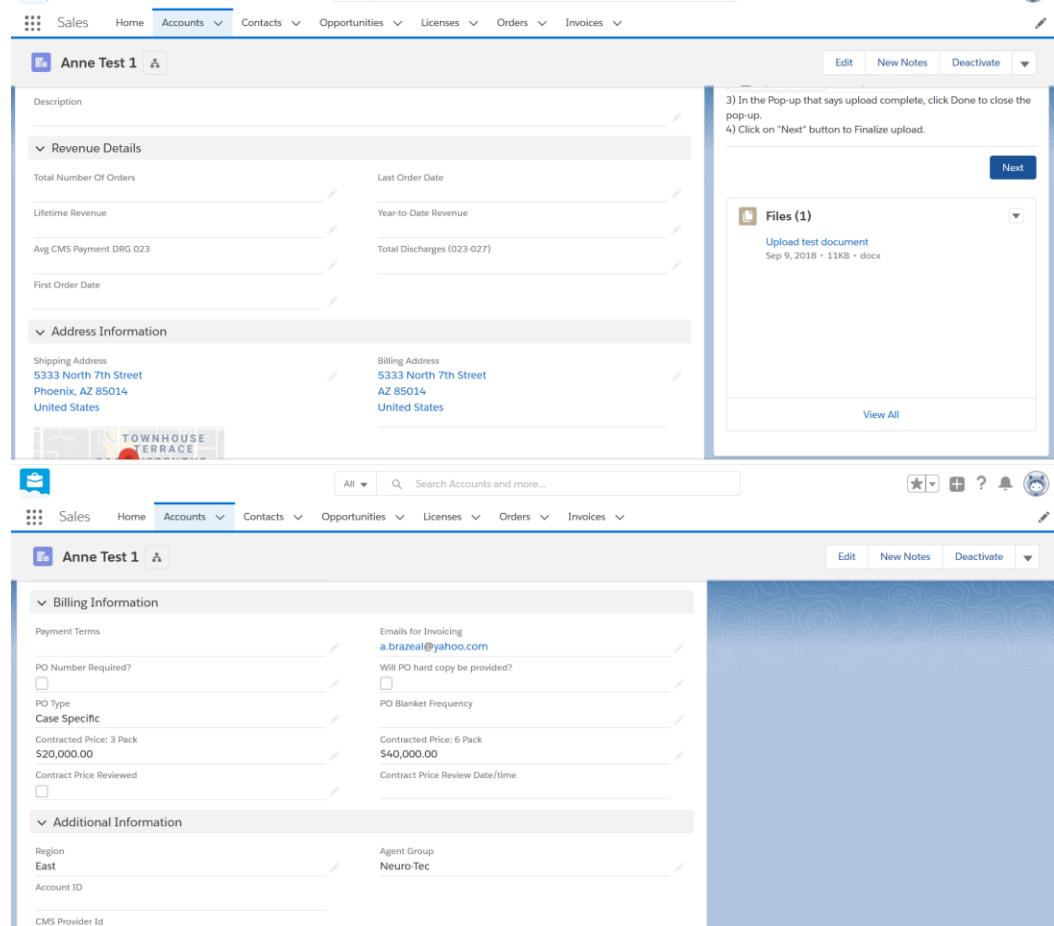
The screenshot shows the 'New License' modal window. It includes the following fields:

- Account:** Anne test 8
- RAM License:** (Input field)
- Received:** (Input field)
- RAM License Category:** (Input field)
- Expiration:** (Input field)
- Department:** (Input field)
- Cs Limit Per Seed (mCi):** (Input field)
- Comments:** (Text area)
- Total Cs Limit (mCi):** (Input field)

At the bottom of the modal, there are three buttons: 'Cancel', 'Save & New', and 'Save'.

ii. Data Review

On the account main page, review uploaded files and entered contract pricing, if applicable.



The image consists of two vertically stacked screenshots of a CRM application interface, likely Salesforce, showing an account record for "Anne Test 1".

Screenshot 1 (Top): Revenue Details and Address Information

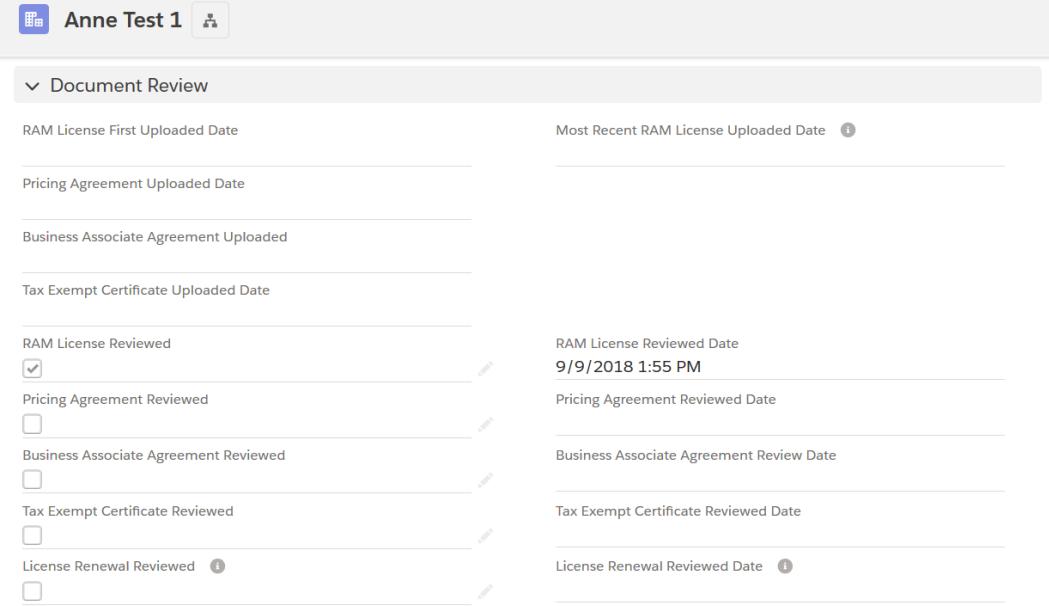
- Revenue Details:**
 - Total Number Of Orders: [Field]
 - Lifetime Revenue: [Field]
 - Avg CMS Payment DRG 023: [Field]
 - First Order Date: [Field]
 - Last Order Date: [Field]
 - Year-to-Date Revenue: [Field]
 - Total Discharges (023-027): [Field]
- Address Information:**
 - Shipping Address: 5333 North 7th Street, Phoenix, AZ 85014, United States
 - Billing Address: 5333 North 7th Street, AZ 85014, United States

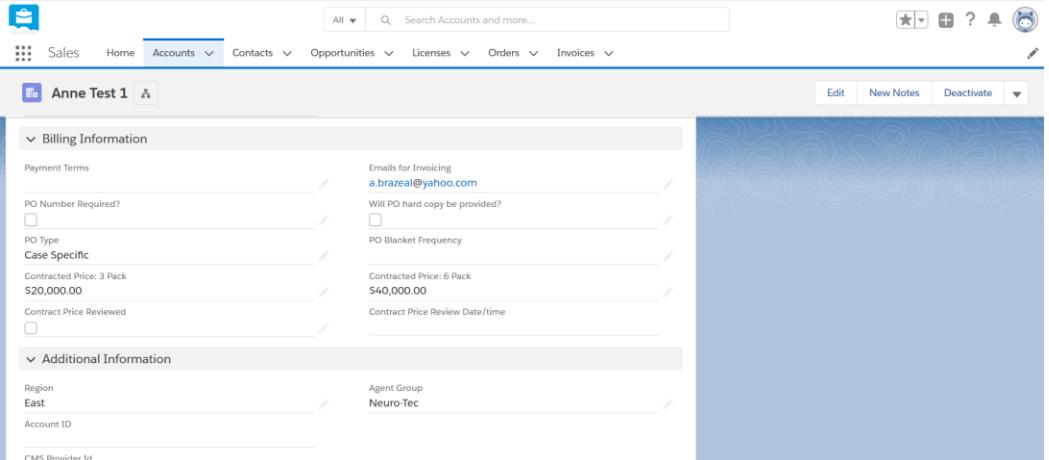
Screenshot 2 (Bottom): Billing Information and Additional Information

- Billing Information:**
 - Payment Terms: [Field]
 - PO Number Required:
 - PO Type: Case Specific
 - Contracted Price: 3 Pack \$20,000.00
 - Contract Price Reviewed:
 - Emails for Invoicing: a.brazeal@yahoo.com
 - Will PO hard copy be provided?:
 - PO Blanket Frequency: [Field]
 - Contracted Price: 6 Pack \$40,000.00
 - Contract Price Review Date/time: [Field]
- Additional Information:**
 - Region: East
 - Account ID: [Field]
 - CMS Provider Id: [Field]
 - Agent Group: Neuro-Tec

If files are complete and accurate and pricing meets sales floor requirements, check appropriate review boxes and change status to “GTMT”

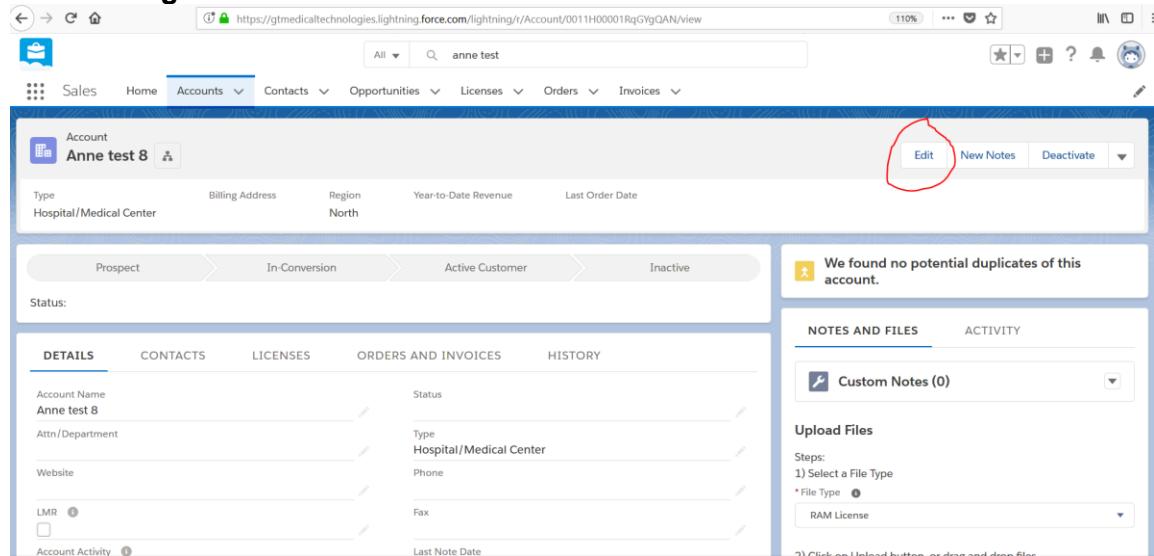
Internal Review Complete". Salesforce will date stamp review fields when form is saved.





b. Account Edit

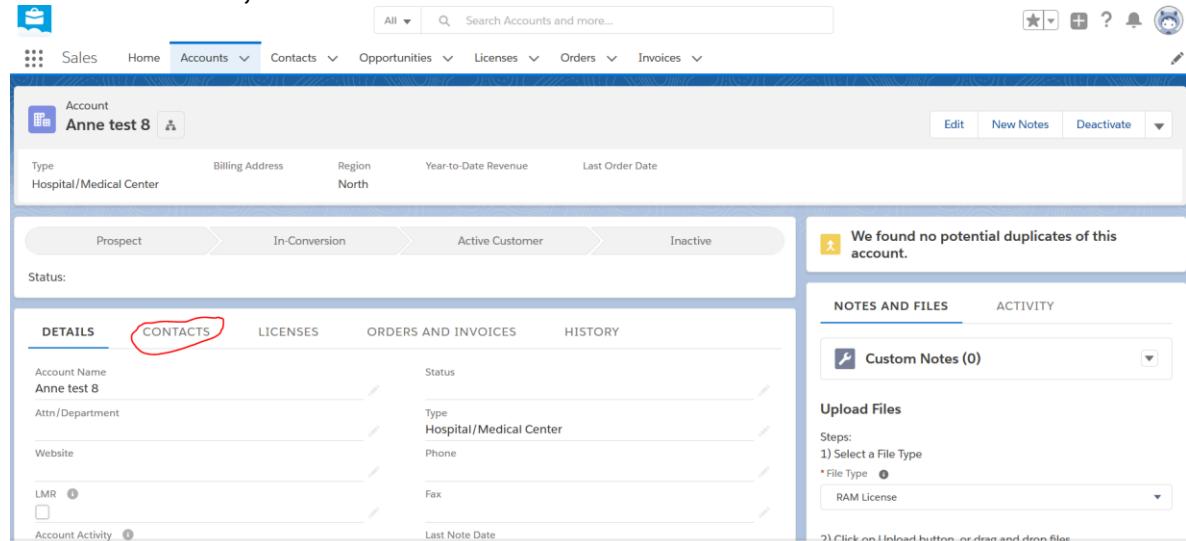
To edit account data, find the Account using the search function and click Edit. Make changes and click Save.



The screenshot shows the Salesforce Lightning interface for editing an account. The URL is https://gtmedicaltechnologies.lightning.force.com/lightning/r/Account/001H00001RqGgQAN/view. The top navigation bar includes Sales, Home, Accounts, Contacts, Opportunities, Licenses, Orders, and Invoices. The main content area displays the account details for 'Anne test 8', which is a Hospital/Medical Center located in North. The status is set to Prospect. The 'Edit' button in the top right corner is highlighted with a red circle. To the right of the main form, there is a sidebar with sections for Notes and Files and Activity, both currently empty.

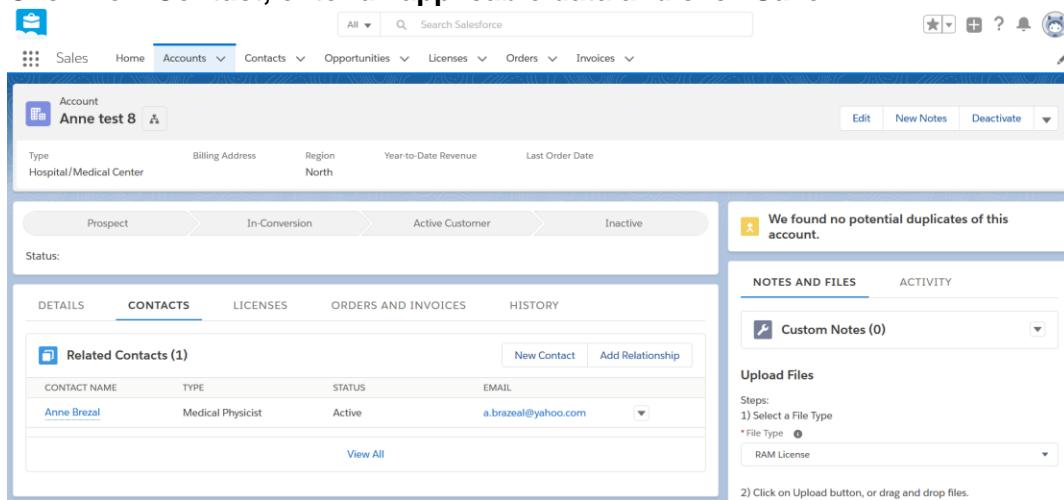
c. New Contact

To add a contact, search for and select the Account and click on the Contacts tab:



This screenshot shows the same Salesforce Lightning interface as the previous one, but with the 'CONTACTS' tab selected in the navigation bar. The 'CONTACTS' tab is highlighted with a red circle. The rest of the interface is identical to the previous screenshot, showing the account details for 'Anne test 8' and the sidebar with Notes and Files and Activity sections.

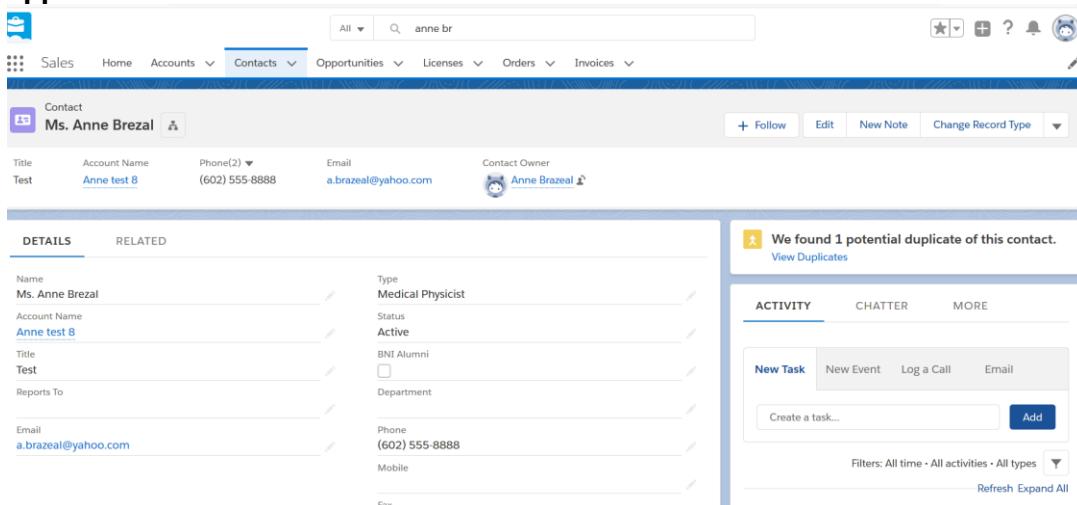
Click New Contact, enter all applicable data and click Save:



The screenshot shows the Salesforce interface for managing accounts. The top navigation bar includes Sales, Home, Accounts, Contacts, Opportunities, Licenses, Orders, and Invoices. The main content area is for the account 'Anne test 8'. The 'CONTACTS' tab is selected, showing a list of related contacts: Anne Brezel (Medical Physicist, Active, a.brazeal@yahoo.com). A note indicates 'We found no potential duplicates of this account.' On the right, there's a 'NOTES AND FILES' section with a 'Custom Notes (0)' button and an 'Upload Files' section where a 'RAM License' file type is selected. A note says '2) Click on Upload button, or drag and drop files.'

d. Edit Contact

To Edit a Contact, search for the contact. Click Edit, update information as applicable and click Save.

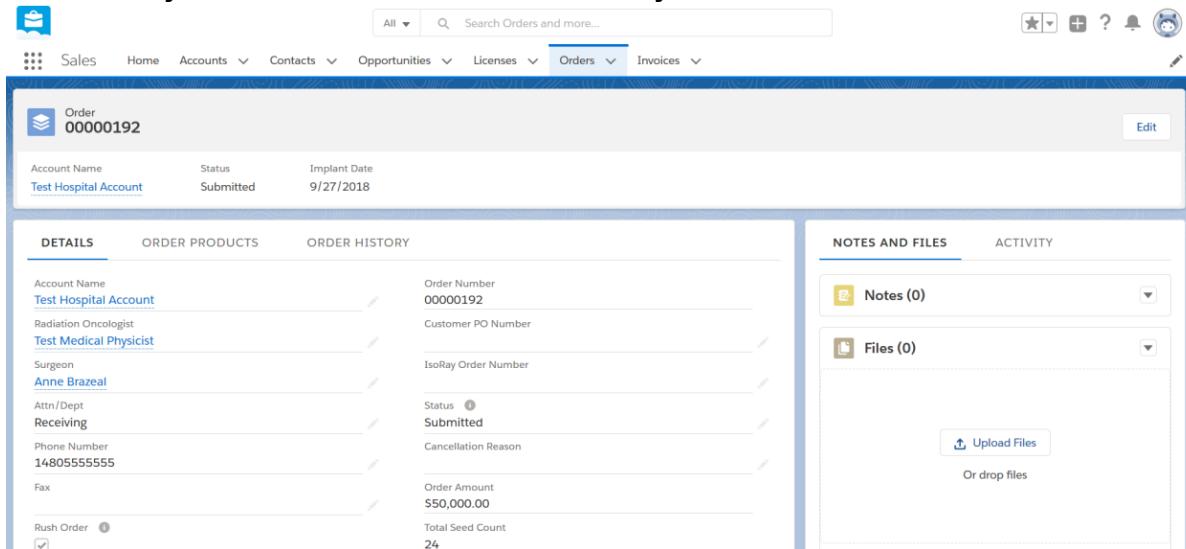


The screenshot shows the Salesforce interface for managing contacts. The top navigation bar includes Sales, Home, Accounts, Contacts, Opportunities, Licenses, Orders, and Invoices. The main content area is for the contact 'Ms. Anne Brezel'. The 'DETAILS' tab is selected, displaying information such as Name (Ms. Anne Brezel), Account Name (Anne test 8), Title (Test), Email (a.brazeal@yahoo.com), Type (Medical Physicist), Status (Active), and Phone number ((602) 555-8888). A note indicates 'We found 1 potential duplicate of this contact. View Duplicates'. On the right, there's an 'ACTIVITY' section with buttons for New Task, New Event, Log a Call, and Email, and a note 'Filters: All time - All activities - All types'.

2. Orders

a. New Order Review/Status Change

Click on the link in the order email or search for the Order using the Search functionality or click on the order tab to identify the order:



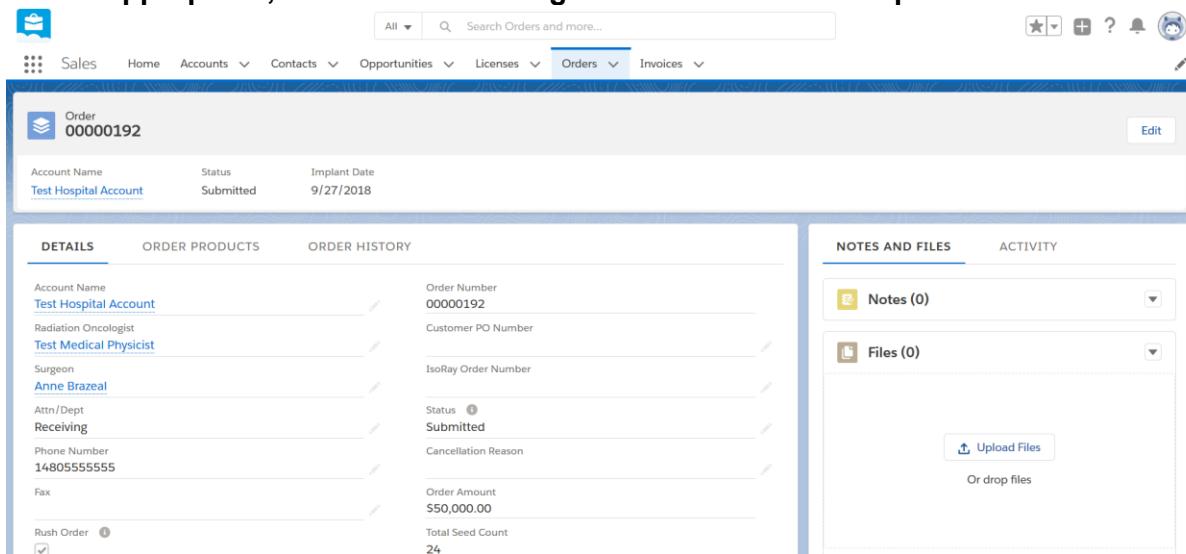
The screenshot shows a CRM application with a navigation bar at the top. The 'Orders' tab is selected. Below the navigation bar, there is a search bar and a toolbar with icons for star, plus, question mark, bell, and a user profile.

The main area displays an order detail page for 'Order 00000192'. The top section shows basic information: Account Name (Test Hospital Account), Status (Submitted), and Implant Date (9/27/2018). There is an 'Edit' button in the top right corner.

The page is divided into several sections:

- DETAILS:** Contains fields for Account Name, Radiation Oncologist, Surgeon, Attn/Dept, Phone Number, Fax, and Rush Order status.
- ORDER PRODUCTS:** (This section is currently empty)
- ORDER HISTORY:** Contains fields for Order Number (00000192), Customer PO Number, IsoRay Order Number, Status (Submitted), Cancellation Reason, Order Amount (\$50,000.00), and Total Seed Count (24).
- NOTES AND FILES:** Shows 'Notes (0)' and 'Files (0)'. There is a 'Upload Files' button and a placeholder 'Or drop files'.
- ACTIVITY:** (This section is currently empty)

Review order details including products ordered, requested delivery date, implant date and other order data. Contact Customer for clarity, as needed. If order data seems appropriate, click Edit and change status to “Order Accepted.”

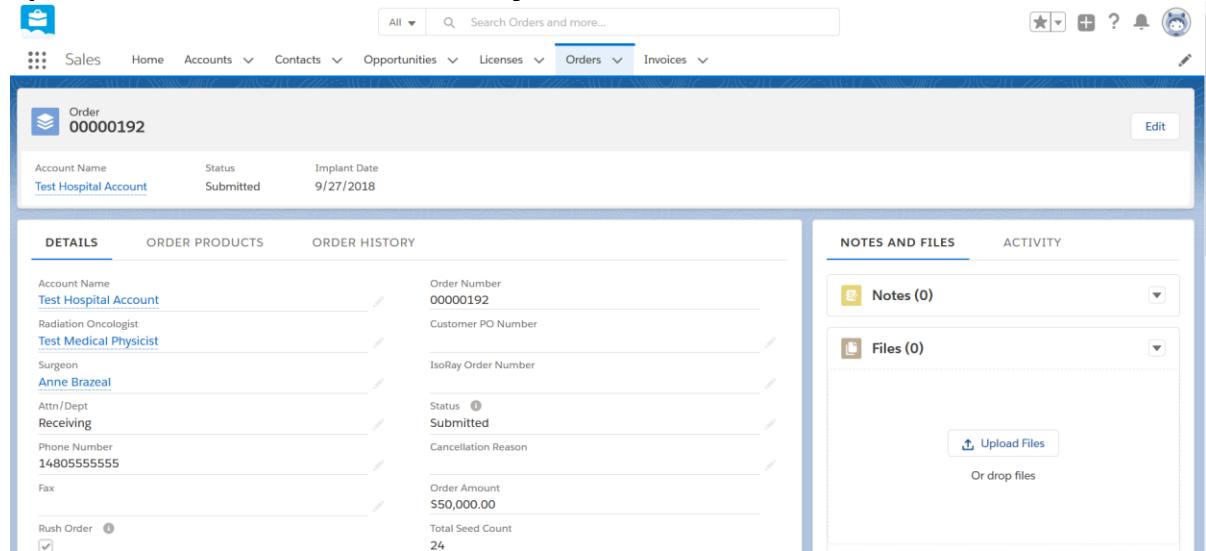


This screenshot is identical to the one above, showing the same CRM interface and order detail page for Order 00000192. The only difference is the status of the order, which has been changed from 'Submitted' to 'Accepted'.

b. GTMT Internal Review

If scheduled delivery date is greater than expected delivery date, order status is changed to GTMT Internal Review. Click on the link in the Order Status email or search for the Order using the Search functionality or click on the order tab to

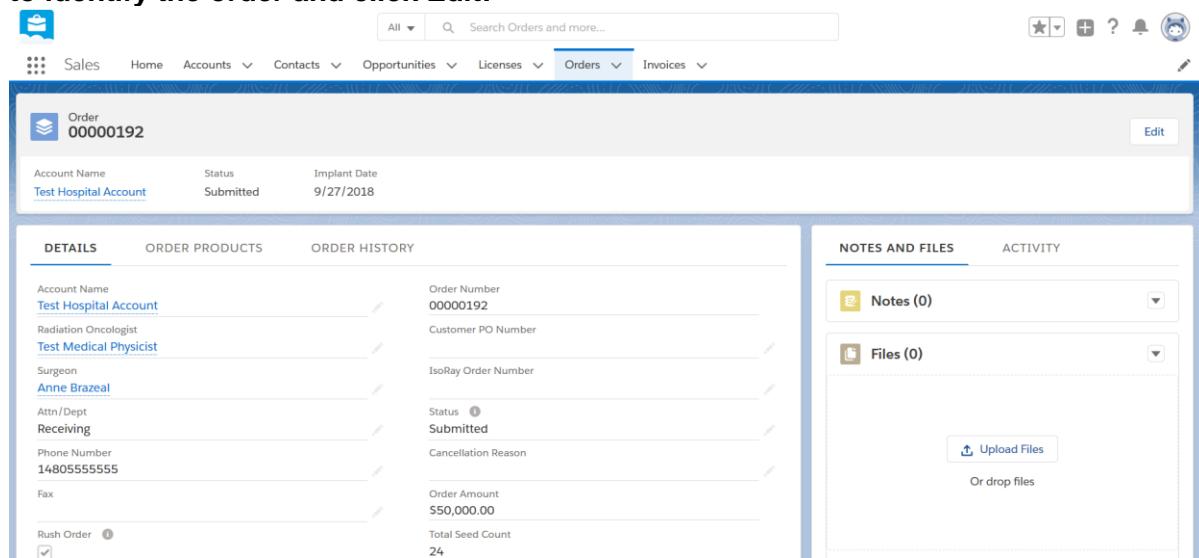
identify the order. Contact Customer about date change. If order is accepted by Customer, click Edit and change status to “Sterilized.” If order is not accepted by Customer, click Edit and change status to “Cancellation – Before Delivery” and update reason code to “Late Delivery”.



The screenshot shows the 'Order' screen for order number 00000192. The top navigation bar includes Sales, Home, Accounts, Contacts, Opportunities, Licenses, Orders (selected), and Invoices. The main content area displays order details: Account Name (Test Hospital Account), Status (Submitted), and Implant Date (9/27/2018). Below this are tabs for DETAILS, ORDER PRODUCTS, and ORDER HISTORY. The DETAILS tab shows fields for Account Name (Test Hospital Account), Radiation Oncologist (Test Medical Physicist), Surgeon (Anne Brazeal), Attn/Dept (Receiving), Phone Number (14805555555), Fax, and Rush Order (unchecked). The ORDER HISTORY tab shows Order Number (00000192), Customer PO Number, IsoRay Order Number, Status (Submitted), Cancellation Reason, Order Amount (\$50,000.00), and Total Seed Count (24). The right sidebar contains sections for NOTES AND FILES (Notes (0) and Files (0)) and ACTIVITY, with an 'Upload Files' button.

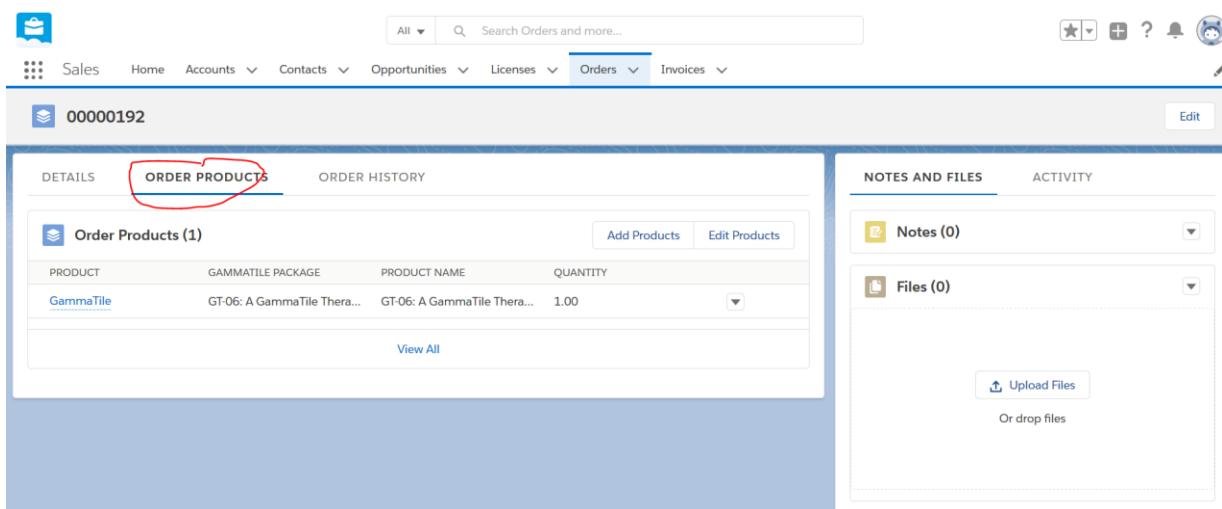
c. Order Edit

To edit order details prior to Vendor Confirmed status, click on the link in the order email or search for the Order using the Search functionality or click on the order tab to identify the order and click Edit:



This screenshot is identical to the one above, showing the Order screen for order 00000192. The 'Edit' button in the top right corner of the header is highlighted, indicating the action to take.

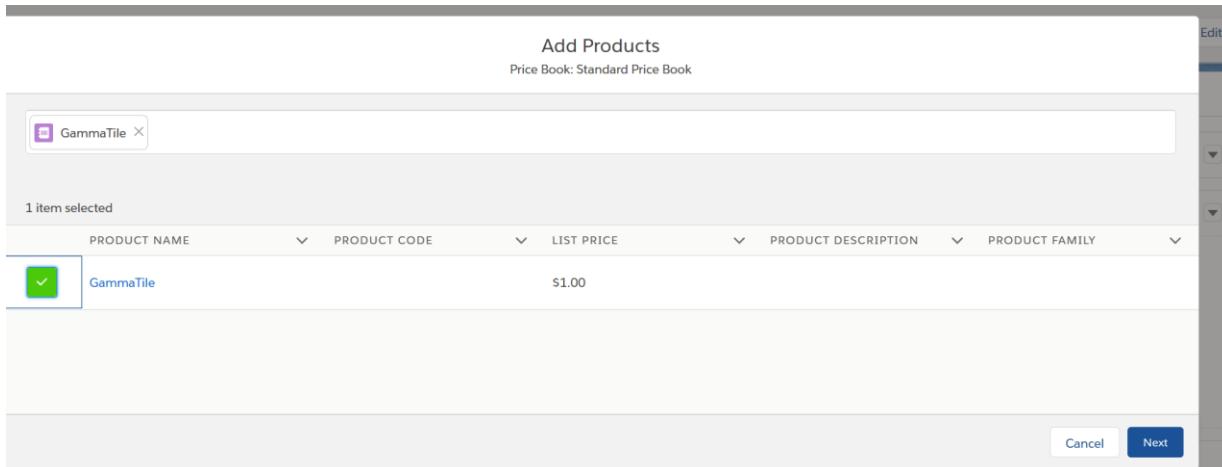
To edit or add products, click on the Order Products tab:



The screenshot shows the 'Order Products' section of the order entry interface. A red oval highlights the 'ORDER PRODUCTS' tab. The table below shows one item: GammaTile, listed under Product Name, Product Code, and Product Description. The quantity is set to 1.00.

PRODUCT	GAMMATILE PACKAGE	PRODUCT NAME	QUANTITY
GammaTile	GT-06: A GammaTile Thera...	GT-06: A GammaTile Thera...	1.00

To Add Products, click Add Products, click the plus sign next to GammaTile and click Next:



The 'Add Products' dialog box is open. It shows a list of products with 'GammaTile' selected. The 'Next' button is visible at the bottom right.

PRODUCT NAME	PRODUCT CODE	LIST PRICE	PRODUCT DESCRIPTION	PRODUCT FAMILY
GammaTile		\$1.00		

Click in the “GammaTile Package” box to choose the product from the drop down, leave Loose Seeds and Unit Price at default of 1, enter order quantity and click Save:

Edit selected Order Products

PRODUCT	GAMMATILE PACKAGE	LOOSE SEEDS	*QUANTITY	*UNIT PRICE
1 GammaTile	-None-	1		1

[Back](#) [Cancel](#) [Save](#)

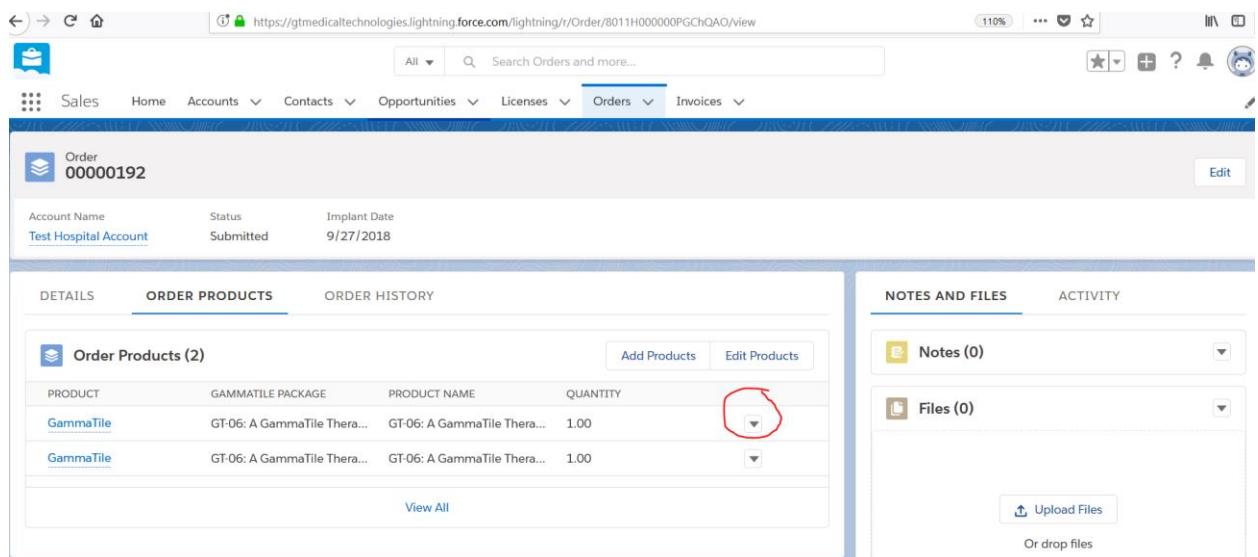
To Edit Products, click Edit Product, update product quantity and click Save:

Edit all Order Products

PRODUCT	GAMMATILE PACKAGE	LOOSE SEEDS	*QUANTITY	*UNIT PRICE
1 GammaTile	GT-06: A GammaTile Therapy - 6 ...	1	1.00	\$50,000.00
2 GammaTile	GT-06: A GammaTile Therapy - 6 ...	1	1.00	\$50,000.00

[Cancel](#) [Save](#)

To Delete a product, click the arrow next to the product and select delete:

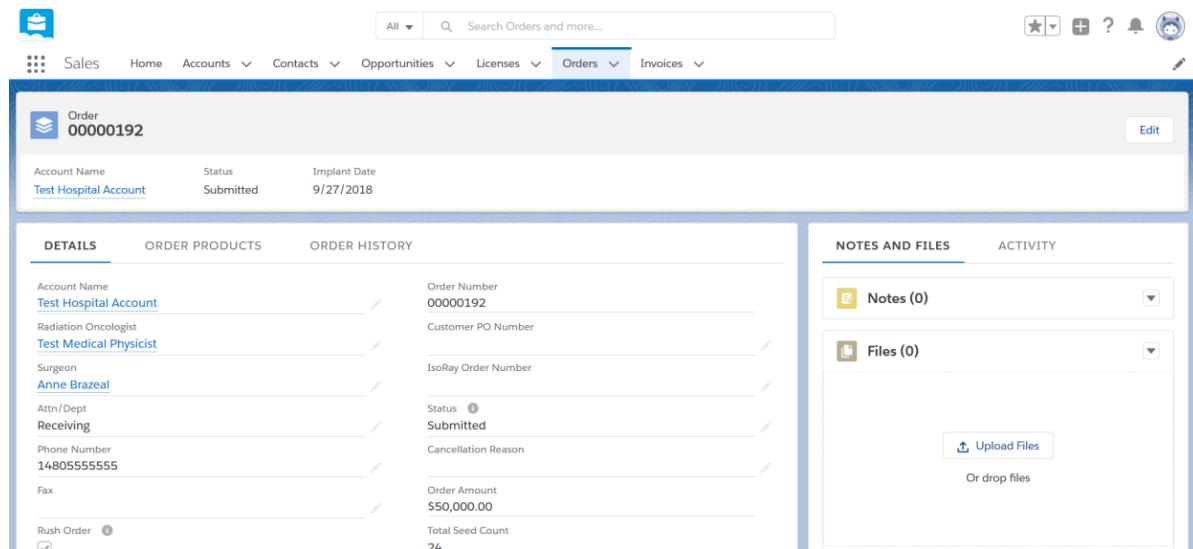


The screenshot shows the 'Order Products' section of the order details. It lists two items: 'GammaTile' with a quantity of 1.00 and another 'GammaTile' with a quantity of 1.00. A red circle highlights the dropdown arrow next to the quantity for the second item.

PRODUCT	GAMMATILE PACKAGE	PRODUCT NAME	QUANTITY
GammaTile	GT-06: A GammaTile Thera...	GT-06: A GammaTile Thera...	1.00
GammaTile	GT-06: A GammaTile Thera...	GT-06: A GammaTile Thera...	1.00

d. Order Cancellation

Click on the link in the order email or search for the Order using the Search functionality or click on the order tab to identify the order. Click Edit, update the Status to “Cancelled – before delivery” or “Cancelled – after delivery”, update the reason code and click Save.



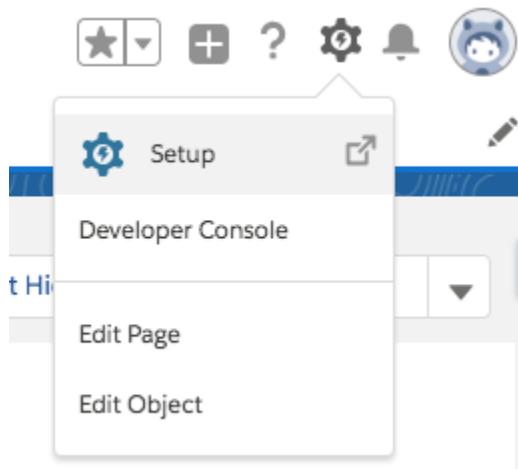
The screenshot shows the 'Details' section of the order. It includes fields for Account Name (Test Hospital Account), Status (Submitted), Implant Date (9/27/2018), and other details like Order Number (00000192), Customer PO Number, IsoRay Order Number, Status (Submitted), Cancellation Reason, Order Amount (\$50,000.00), and Total Seed Count (24).

APPENDIX E – Salesforce New User Instructions

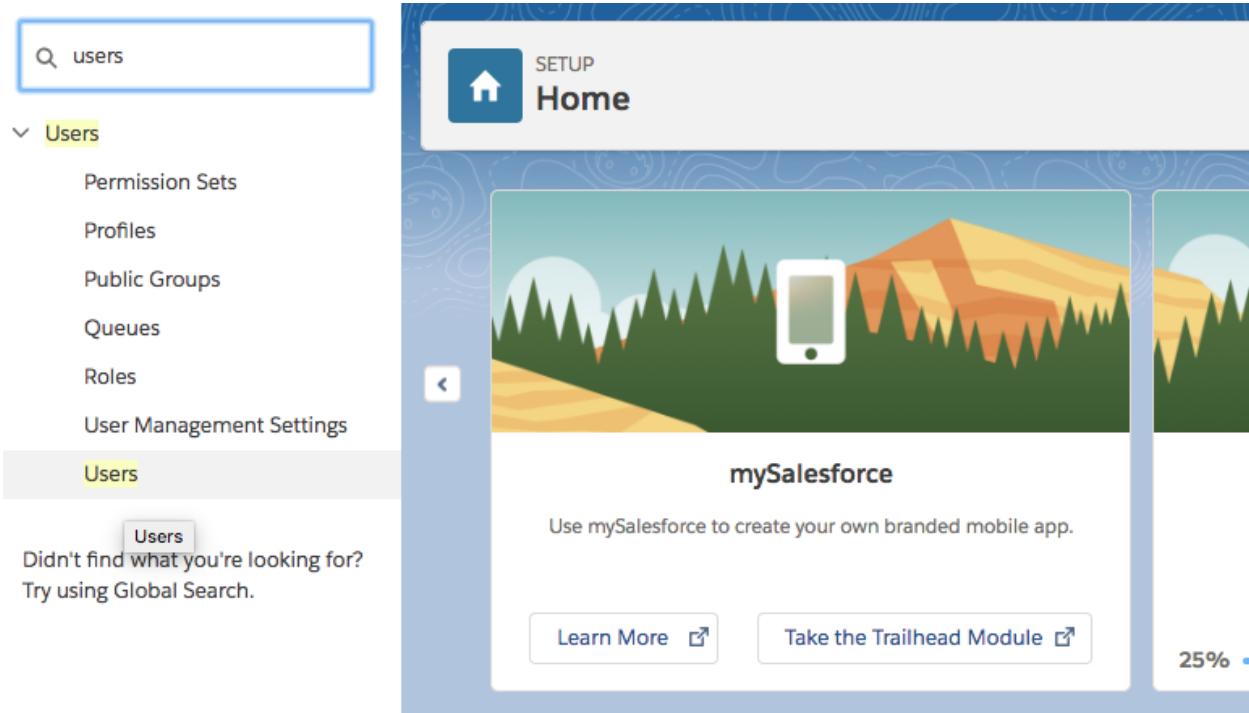
Users in Salesforce can be Setup by either a System Administrator or a GT Med Tech Super User.

New Internal User Setup

Step 1: Click on the Gear Icon on the top right corner of the screen and click on ‘Setup’.



Step 2: Type in “Users”, in the quick find toolbar, and select “Users”



Step 3: Click on ‘New User’ button

All Users

On this page you can create, view, and manage users.

In addition, download SalesforceA to view and edit user details, reset passwords, and perform other administrative tasks from your mobile devices: [iOS](#) | [Android](#)

View: [All Users](#) [Edit](#) | [Create New View](#)

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V

<input type="checkbox"/> Action	Full Name	Alias	Username	New User	Last Login	Role	Active	Profile
Edit Login	Admin_Lev	ladmin	levadmin@gtmedtech.com		9/13/2018 11:15 AM	Admin	<input checked="" type="checkbox"/>	System Admin
Edit	Agent_Test	puser	testagent@gtmedtech.com.partners			Test Partner	<input checked="" type="checkbox"/>	Agent
Edit	Agent_Test Hospital	puser	testhospitalagent@gtmedtech.com.hospital		9/13/2018 8:40 AM	Test Hospital Account Partner User	<input checked="" type="checkbox"/>	Hospital
Edit	Brazeal_Anne	abraz	a.brazeal@gtmedtech.com		9/13/2018 6:56 AM	Admin	<input checked="" type="checkbox"/>	GTMedTech Super User

Step 4: Fill in the user info.

PS: The username is automatically filled in based on the email address.

User Edit

[Save](#) [Save & New](#) [Cancel](#)

General Information

First Name	Naren
Middle Name	
Last Name	Pillai
Suffix	
Alias	npill
Email	npillai@levdigital.com
Username	npillai@levdigital.com
Nickname	npillai
Title	
Company	
Department	
Division	

Step 5: Set the User license as “Salesforce”.

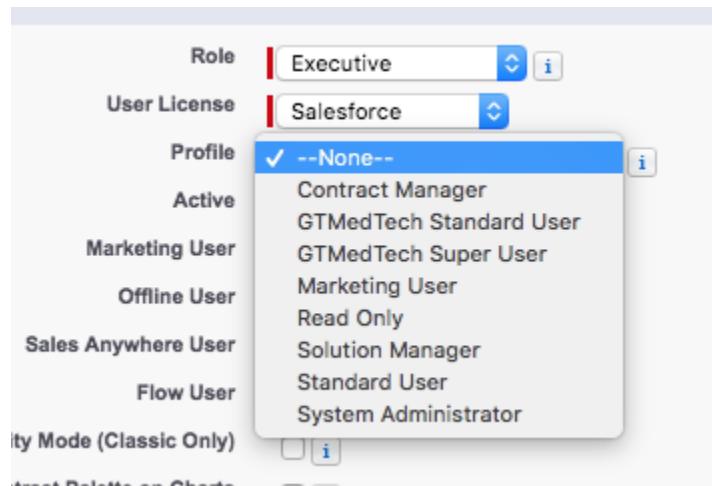
Role: Set the Role as “Executive” for standard users, and “Admin” for admins and super users;

Profile: Set the profile based on the level of access needed for the user. The following profiles are configured for GT Medtech. Please set one of the following three options for the profiles based on the access required for the user.

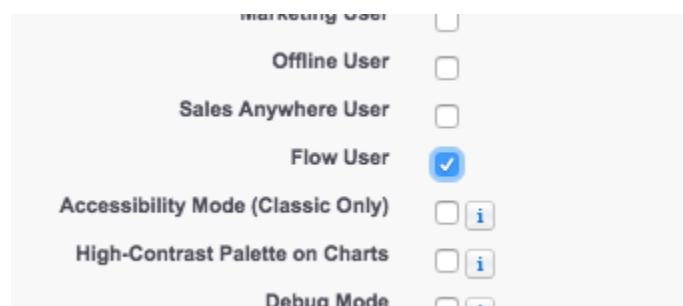
- **System Administrator:** Provides admin level privileges.
- **GTMedTech Super User:** Provides user with access to create new users, override some functionality, like editing an order form after certain stages, and delete records.
- **GTMedTech Standard User:** No access to modify orders, after the order status is set to Vendor Confirmed status. No access to setup. No access to manage users. No Delete access to any objects used.

Apart from these three profiles, you will still see a few other profiles that comes out-of-the-box with salesforce.

Please do not use any profile other than the three mentioned above, as the system might not work as expected.



Step 6: Ensure the “Flow User” checkbox is selected. Flow user is required to see the the custom ‘File Upload’ component and run a few automations in the backend.



Step 7: Leave the other settings as default

Debug Mode	<input type="checkbox"/>
Quick Access Menu	<input checked="" type="checkbox"/>
Salesforce CRM Content User	<input type="checkbox"/>
Receive Salesforce CRM Content Email Alerts	<input checked="" type="checkbox"/>
Receive Salesforce CRM Content Alerts as Daily Digest	<input checked="" type="checkbox"/>
Allow Forecasting	<input type="checkbox"/>
Call Center	<input type="text"/>
Phone	<input type="text"/>
Extension	<input type="text"/>
Fax	<input type="text"/>
Mobile	<input type="text"/>
Email Encoding	General US & Western Europe (ISO-8859-1, ISO-LATIN-1)
Employee Number	<input type="text"/>

Step 8:

- Set Time zone relevant to the user. Use **GMT-07:00 Mountain Standard Time (America/Phoenix)** if the user is based out of Arizona.
 - Set Locale to **English (United States)**. Locale defines the currency, date/time format etc. that are displayed for a user. For e.g. English (United States) will display the currency in Order Amount in US \$, and date/time format as mm/dd/yyyy, whereas English (United Kingdom) will display currency in Pounds, and date/time format as dd/mm/yyyy.
 - Set Language as **English**

Locale Settings	
Time Zone	(GMT-07:00) Mountain Standard Time (America/Phoenix)
Locale	English (United Kingdom)
Language	English

Step 9: Ensure that the ‘Generate new password and notify user immediately’ checkbox is selected. When this is selected, salesforce sends the user with a link in the email to log into salesforce and setup a new password.

Step 10: Click Save.

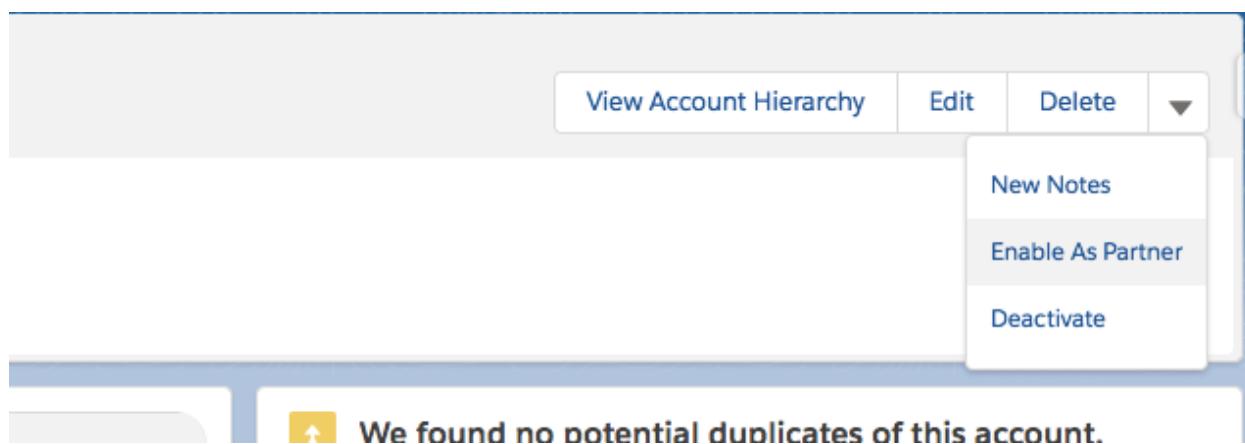
New Community User Setup

At a high level, these 3 steps are needed to setup a community user

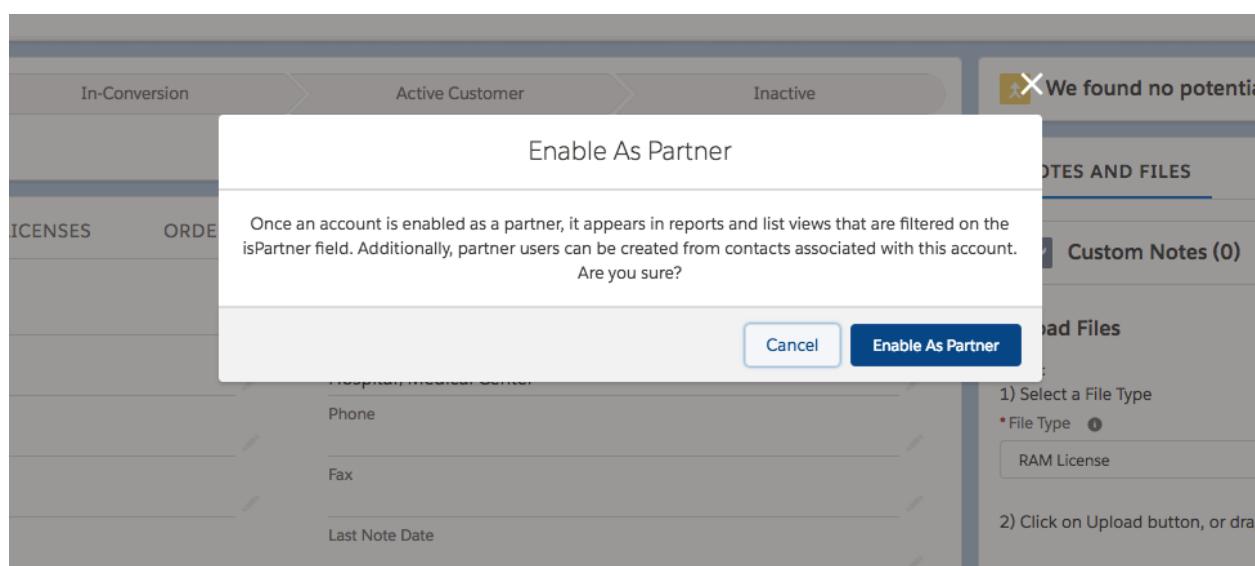
- a) Account: To setup a community user, setup the Partner (Agent/ Hospital/ Isoray) account and enable them as a partner.
- b) Contact: Create a new contact, if needed, and associate it with the partner account, and then enable them as a partner user.
- c) Enabling the contact as a partner user will bring up the user setup screen where user specific details, like Profile are entered.

Step 1: Create an Account for the Partner (Agent/Hospital/Isoray), if it doesn't exist.

Step 2: Go to the Account page, click on the dropdown button, and select "Enable as Partner"

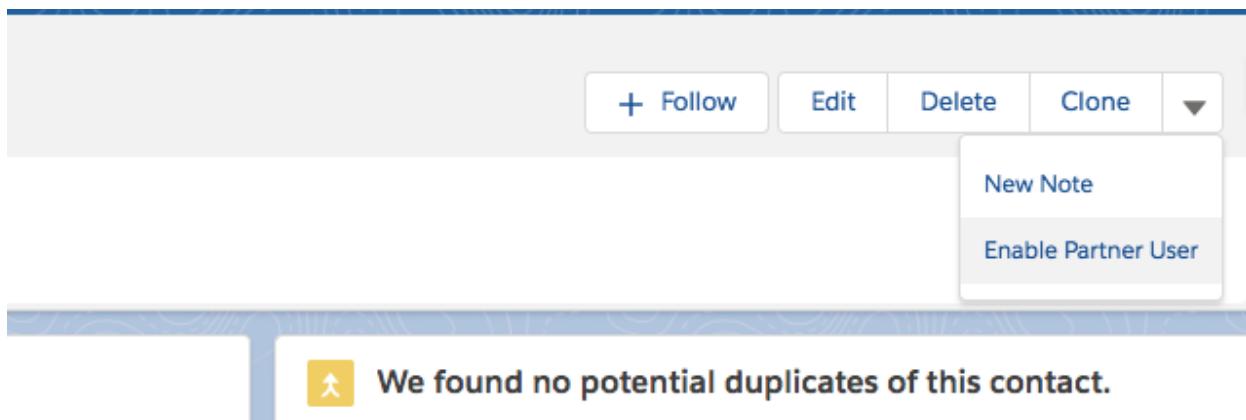


Step 3: Click on "Enable as Partner" on the pop-up window.



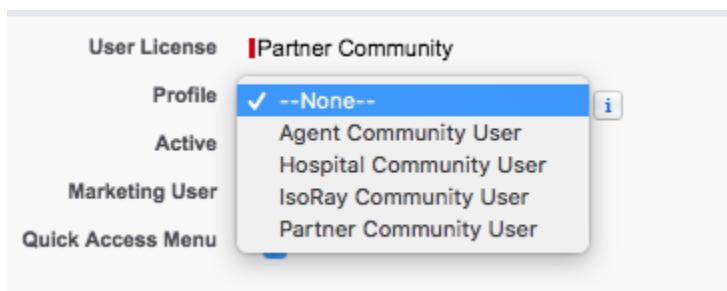
Step 4: Go to the "Contacts" section in the account page and click on the contact record that needs to be enabled as a user. If it doesn't exist, create a new contact record.

Step 5: Click on the drop-down button, and select “Enable as Partner User”



Step 6: This will navigate to the user setup screen, which will be pre-populated with the data from the contact record.

Step 7: Set the profile based on the type of community that the user needs access to.



- Agent Community User: Provides access to the agent community

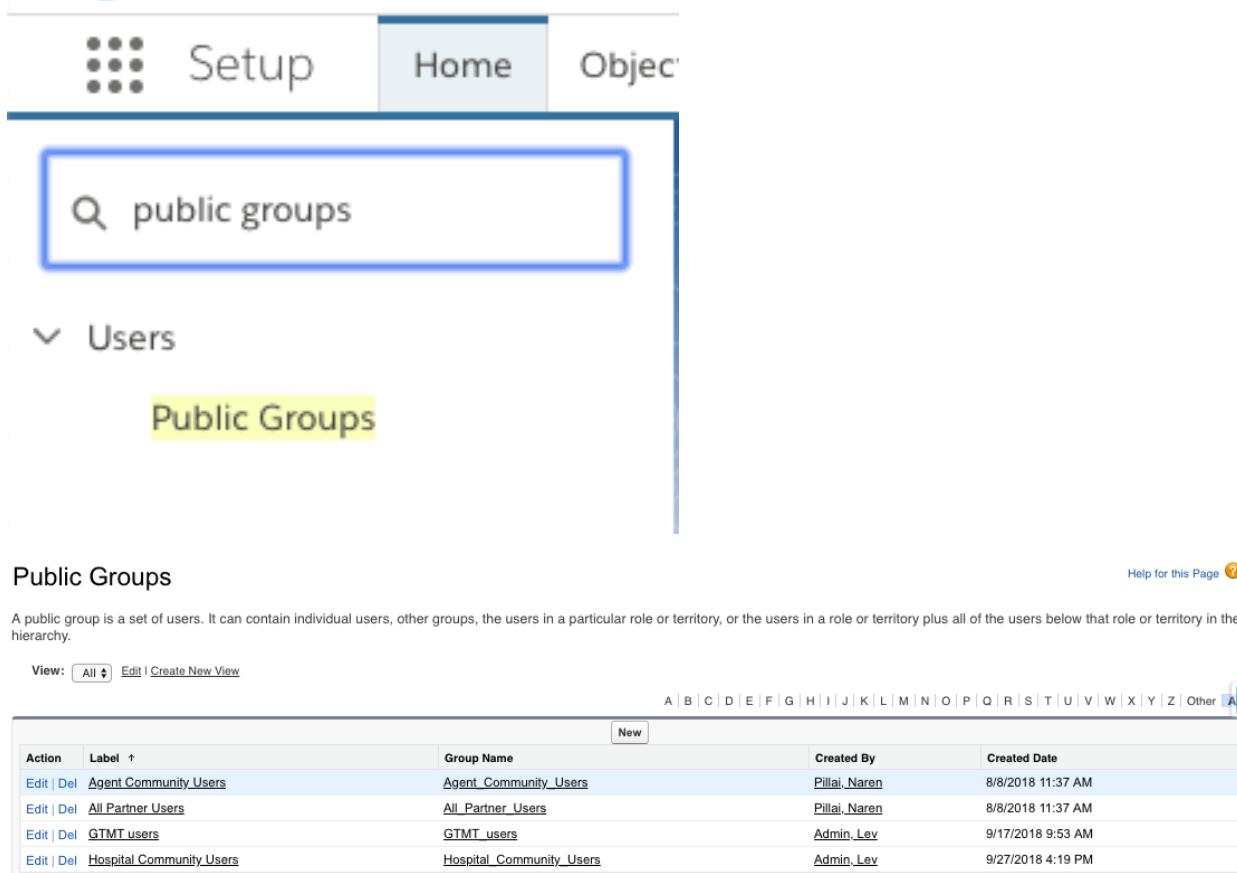
- Hospital Community User: Provides access to the Order Community, with the settings/ configurations required for Hospital users.
- IsoRay Community User: Provides access to the Order community, with the settings/ configurations required for the IsoRay user.

Use only the 3 profiles mentioned above. Any other profile will not give correct access to the community for the user.

Step 8: Click “Save”.

Step 9: If the user is ‘Agent’ community user, or ‘Hospital’ community user, then perform this additional step.

Go to Setup -> Users -> Public groups



Action	Label	Group Name	Created By	Created Date
Edit Del	Agent Community Users	Agent_Community_Users	Pillai, Naren	8/8/2018 11:37 AM
Edit Del	All Partner Users	All_Partner_Users	Pillai, Naren	8/8/2018 11:37 AM
Edit Del	GTMT users	GTMT_users	Admin, Lev	9/17/2018 9:53 AM
Edit Del	Hospital Community Users	Hospital_Community_Users	Admin, Lev	9/27/2018 4:19 PM

If the new user created is for ‘Hospital community, click ‘Edit’ link on the ‘Hospital Community Users’.

Group Membership

Group: Hospital Community Users

Group Information Save Cancel

Edit Public Group

Label: Hospital Community Us

Group Name: Hospital_Community_Us i

Grant Access Using Hierarchies i

Search: Public Groups for: Find

Available Members	Selected Members
All Internal Users All Partner Users Group: Agent Community Users Group: All Partner Users Group: GTMT users	Portal Role and Subordinates: Adam's Surgery Center Partner Manager Portal Role and Subordinates: Adam's Surgery Center Partner User Portal Role and Subordinates: Test Hospital 1001 Partner Manager Portal Role and Subordinates: Test Hospital 1001 Partner User Portal Role and Subordinates: Test Hospital Account Partner Manager Portal Role and Subordinates: Test Hospital Account Partner User

Add Remove Save Cancel

Click the drop-down on 'Search', and select 'Portal Roles and Subordinates'

Group Membership

Group: Hospital Community Users

Group Information Save Cancel

Edit Public Group

Label: Hospital Community Us

Group Name: Hospital_Community_Us i

Search: for:

- Portal Roles and Subordinates**
- Public Groups
- Roles
- Roles and Internal Subordinates
- Roles, Internal and Portal Subordinates
- Users

Add Remove Save Cancel

We typically see 2 roles with the user's account name- for e.g. for the account 'Test Hospital Account'. We see 'Test Hospital Account Partner Manager', and 'Test Hospital Account Partner User'. Add both to the 'Selected Members'.

Search: Portal Roles and Subordinates for: Find

Available Members	Selected Members
Portal Role and Subordinates: IsoRay, Inc. Partner Manager	Portal Role and Subordinates: Adam's Surgery Center Partner Manager
Portal Role and Subordinates: IsoRay, Inc. Partner User	Portal Role and Subordinates: Adam's Surgery Center Partner User
Portal Role and Subordinates: Proficient Surgical Partner Manager	Portal Role and Subordinates: Test Hospital 1001 Partner Manager
Portal Role and Subordinates: Proficient Surgical Partner User	Portal Role and Subordinates: Test Hospital 1001 Partner User
Portal Role and Subordinates: Q Surgical Partner Manager	
Portal Role and Subordinates: Q Surgical Partner User	
Portal Role and Subordinates: Southwest Surgical Llc Partner Manager	
Portal Role and Subordinates: Southwest Surgical Llc Partner User	
Portal Role and Subordinates: Surgical West Partner Manager	
Portal Role and Subordinates: Surgical West Partner User	
Portal Role and Subordinates: Test Hospital Account Partner Manager	
Portal Role and Subordinates: Test Hospital Account Partner User	
Portal Role and Subordinates: Test Partner Partner Manager	
Portal Role and Subordinates: Test Partner Partner User	

Add  Remove

Save Cancel

Click 'Save'

Available Members

Portal Role and Subordinates: ABS Med Partner Manager
Portal Role and Subordinates: ABS Med Partner User
Portal Role and Subordinates: IsoRay, Inc. Partner Manager
Portal Role and Subordinates: IsoRay, Inc. Partner User
Portal Role and Subordinates: Proficient Surgical Partner Manager
Portal Role and Subordinates: Proficient Surgical Partner User
Portal Role and Subordinates: Q Surgical Partner Manager
Portal Role and Subordinates: Q Surgical Partner User
Portal Role and Subordinates: Southwest Surgical Llc Partner Manager
Portal Role and Subordinates: Southwest Surgical Llc Partner User
Portal Role and Subordinates: Surgical West Partner Manager
Portal Role and Subordinates: Surgical West Partner User
Portal Role and Subordinates: Test Partner Partner Manager
Portal Role and Subordinates: Test Partner Partner User

Add  Remove

Selected Members

Portal Role and Subordinates: Adam's Surgery Center Partner Manager
Portal Role and Subordinates: Adam's Surgery Center Partner User
Portal Role and Subordinates: Test Hospital 1001 Partner Manager
Portal Role and Subordinates: Test Hospital 1001 Partner User
Portal Role and Subordinates: Test Hospital Account Partner Manager
Portal Role and Subordinates: Test Hospital Account Partner User

Save Cancel

If the new user created is for 'Agent Community', click 'Edit' link on 'Agent Community Users', and add the 'Portal Manager' and 'Portal User' role that matches the 'Account' name of the community user.

If the new user created is for "Isoray community, click 'Edit' link on the 'Isoray Community Users', and add the 'Portal Manager' and 'Portal User' role that matches the 'Account' name of the community user.

Editing User Access

Admin users (users with 'System Administrator' profile, or 'GT MedTech Super User' profile) can edit another user's detail. To do this, open the user detail page: Setup -> Users-> Users: Select the user from the list view, and click on 'Edit'.

User
Anne Brazeal

[User Profile](#) [Help for this Page](#)

Permission Set Assignments (0) | Permission Set Assignments: Activation Required (0) | Permission Set License Assignments (0) | Lightning Data Purchase Assignments (0) | Personal Groups (0) | Public Group Membership (0) | Queue Membership (0) | User Skills (0) | Team (0) | Managers in the Role Hierarchy (0) | OAuth Connected Apps (1) | Third-Party Account Links (0) | Installed Mobile Apps (0) | Authentication Settings for External Systems (0) | Login History (0+) | User Provisioning Accounts (0)

User Detail	
Name	Anne Brazeal
Alias	abraz
Email	a.brazeal@yahoo.com
Username	a.brazeal@gtmedtech.com
Nickname	a.brazeal i
Title	
Company	
Department	
Division	
Address	
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)
Edit Sharing Reset Password Freeze	
Role	Admin
User License	Salesforce
Profile	GTMedTech Standard User
Active	<input checked="" type="checkbox"/>
Marketing User	<input type="checkbox"/>
Offline User	<input type="checkbox"/>
Sales Anywhere User	<input type="checkbox"/>
Flow User	<input checked="" type="checkbox"/>
Mobile Push Registrations	View
Accessibility Mode (Classic Only)	<input type="checkbox"/> i
Debug Mode	<input type="checkbox"/> i

User Edit
Anne Brazeal

[Help for this Page](#)

User Edit

[Save](#) [Save & New](#) [Cancel](#)

General Information ! = Required Information

First Name	Anne i	Role	Admin
Middle Name		User License	Salesforce
Last Name	Brazeal	Profile	GTMedTech Standard User i
Suffix		Active	<input checked="" type="checkbox"/>
Alias	abraz	Marketing User	<input type="checkbox"/>
Email	a.brazeal@yahoo.com	Offline User	<input type="checkbox"/>
Username	a.brazeal@gtmedtech.c	Sales Anywhere User	<input type="checkbox"/>
Nickname	a.brazeal i	Flow User	<input checked="" type="checkbox"/>
Title		Accessibility Mode (Classic Only)	<input type="checkbox"/> i
Company		High-Contrast Palette on Charts	<input type="checkbox"/> i
Department		Debug Mode	<input type="checkbox"/> i
Division		Mobile User	<input type="checkbox"/>
Salesforce CRM Content User <input type="checkbox"/> Receive Salesforce CRM Content Email Alerts <input checked="" type="checkbox"/> i Receive Salesforce CRM Content Alerts as Daily Digest <input checked="" type="checkbox"/> i Allow Forecasting <input type="checkbox"/> Checkout Enabled <input type="checkbox"/> Call Center <input type="checkbox"/> i Phone <input type="checkbox"/> Extension <input type="checkbox"/>			

The admin user can edit the details like, role, profile, name, email etc.

PS: When the admin user updates the email address of a user, an email is sent to the updated email address for the user to confirm before the email address is updated.

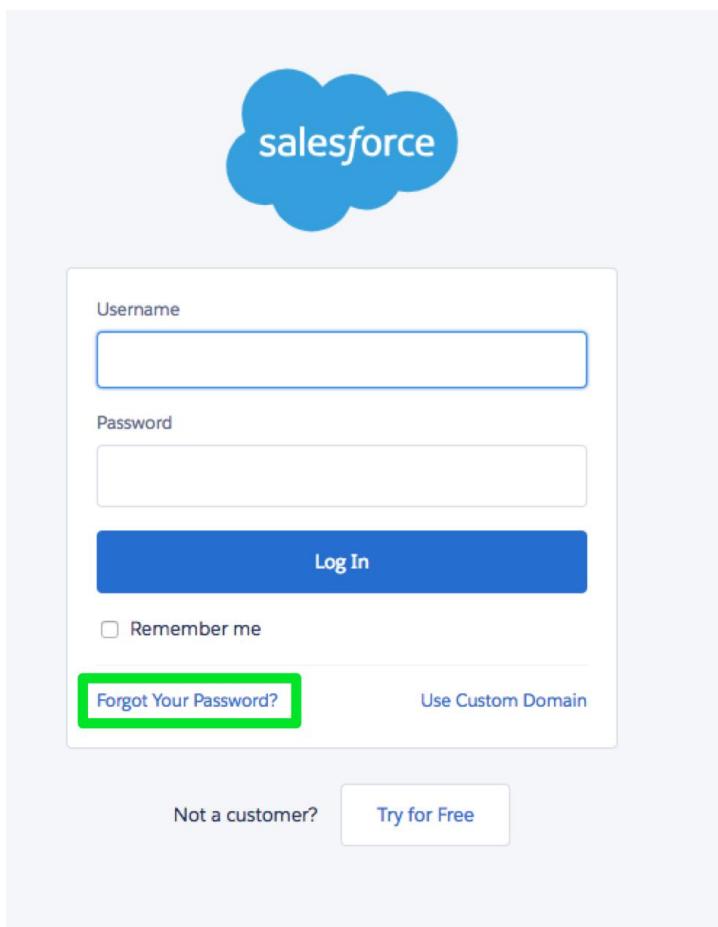
When the admin user wants to update their own profile, all other details except the profile can be edited.

User Edit
Lev Admin

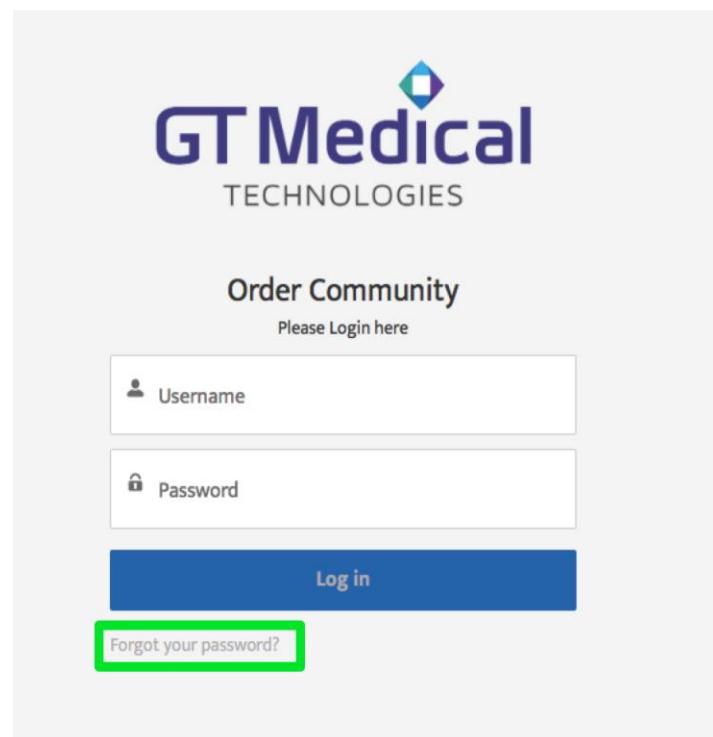
User Edit		<input type="button" value="Save"/>	<input type="button" value="Save & New"/>	<input type="button" value="Cancel"/>
General Information				
First Name	Lev	<input type="button" value="i"/>	Role	Admin
Middle Name			User License	Salesforce
Last Name	Admin		Profile	System Administrator
Suffix			Active	<input checked="" type="checkbox"/>
Alias	Iadmin		Marketing User	<input type="checkbox"/>
Email	levadmin@levementum.		Offline User	<input type="checkbox"/>
Username	levadmin@gtmedtech.ci		Sales Anywhere User	<input type="checkbox"/>
Nickname	Ilevadmin	<input type="button" value="i"/>	Flow User	<input type="checkbox"/>
Title			Accessibility Mode (Classic Only)	<input type="checkbox"/> <input type="button" value="i"/>
Company			High-Contrast Palette on Charts	<input type="checkbox"/> <input type="button" value="i"/>
Department			Debug Mode	<input type="checkbox"/> <input type="button" value="i"/>
Division			Send Apex Warning Emails	<input type="checkbox"/>
Mobile User <input checked="" type="checkbox"/> <input type="button" value="i"/>				
Make Setup My Default Landing Page <input type="checkbox"/>				
Quick Access Menu <input checked="" type="checkbox"/>				

Password Resets

When a user forgets password, they can click on the 'Forgot Your Password?' link in the login screen.



The screenshot shows the Salesforce login page. It features a large blue cloud icon with the word "salesforce" in white. Below it is a form with fields for "Username" and "Password", both with placeholder text. A blue "Log In" button is centered below the password field. To the left of the password field is a checkbox labeled "Remember me". At the bottom of the form are two links: "Forgot Your Password?" and "Use Custom Domain". The "Forgot Your Password?" link is highlighted with a green border.



The screenshot shows the GT Medical Order Community login page. It has the GT Medical logo at the top. Below it is a section titled "Order Community" with the sub-instruction "Please Login here". It contains fields for "Username" and "Password", each preceded by an icon. A blue "Log in" button is positioned below the password field. At the bottom of the page is a link "Forgot your password?", which is also highlighted with a green border.

This will prompt the user to enter the 'Username' they use to log into salesforce to send the reset password link in an email.

If the user has reached out to the admin to reset password, the admin can go to the user record: Setup -> Users-> Users: Select the user from the list view.

In the User detail page, click on the 'Reset Password' link.

User Anne Brazeal

[User Profile](#) [Help for this Page](#)

Permission Set Assignments (0) | Permission Set Assignments: Activation Required (0) | Permission Set License Assignments (0) | Lightning Data Purchase Assignments (0) | Personal Groups (0) | Public Group Membership (0) | Queue Membership (0) | User Skills (0) | Team (0) | Managers in the Role Hierarchy (0) | OAuth Connected Apps (1) | Third-Party Account Links (0) | Installed Mobile Apps (0) | Authentication Settings for External Systems (0) | Login History (10+) | User Provisioning Accounts (0)

User Detail		Edit	Sharing	Reset Password Reset	Freeze
Name	Anne Brazeal				
Alias	abraz				
Email	a.brazeal@yahoo.com				
Username	a.brazeal@gmedtech.com				
Nickname	a.brazeal i				
Title					
Company					
Department					
Division					
Address					
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)				
Locale	English (United States)				
Language	English				
Delegated Approver					
Manager					
Receive Approval Request Emails	Only if I am an approver				
Federation ID					
App Registration: One-Time Password Generator	i				
App Registration: Salesforce Authenticator	i				
Security Key (2FA)	i				
Lightning Login	i				
Temporary Verification Code (Expires in 1 to 24 Hours)	Generate i				
Mobile Email Encoding General US & Western Europe (ISO_8859_1, ISO_Latin1)					

Typically, when the user clicks on ‘Forgot Password’, or when the admin uses the ‘Reset Password’ button, the email that gets sent to the user will have a link to reset password. Typically, when resetting password, salesforce asks for the challenge/ secret question that the user sets when setting the password for the first time.

In scenarios where the user doesn’t remember the secret answer to the question, there will need to be a hard reset of the password. Do this by opening the user detail page: Setup -> Users-> Users: Select the user from the list view and click on ‘Edit’.

User Anne Brazeal

[User Profile](#) [Help for this Page](#)

Permission Set Assignments (0) | Permission Set Assignments: Activation Required (0) | Permission Set License Assignments (0) | Lightning Data Purchase Assignments (0) | Personal Groups (0) | Public Group Membership (0) | Queue Membership (0) | User Skills (0) | Team (0) | Managers in the Role Hierarchy (0) | OAuth Connected Apps (1) | Third-Party Account Links (0) | Installed Mobile Apps (0) | Authentication Settings for External Systems (0) | Login History (10+) | User Provisioning Accounts (0)

User Detail		Edit	Sharing	Reset Password Reset	Freeze
Name	Anne Brazeal				
Alias	abraz				
Email	a.brazeal@yahoo.com				
Username	a.brazeal@gmedtech.com				
Nickname	a.brazeal i				
Title					
Company					
Department					
Division					
Address					
Time Zone	(GMT-07:00) Pacific Daylight Time (America/Los_Angeles)				
Locale	English (United States)				
Language	English				
Delegated Approver					
Manager					
Receive Approval Request Emails	Only if I am an approver				
Federation ID					
App Registration: One-Time Password Generator	i				
App Registration: Salesforce Authenticator	i				
Security Key (2FA)	i				
Lightning Login	i				
Temporary Verification Code (Expires in 1 to 24 Hours)	Generate i				
Mobile Email Encoding General US & Western Europe (ISO_8859_1, ISO_Latin1)					

Scroll down to the bottom of the screen and set the ‘Generate new password and notify user immediately’ checkbox to True. and click Save.

Generate new password and notify user immediately

Save **Save & New** **Cancel**

Deactivation/Freezing Users

- Deactivating Users

To deactivate a user, go to the user detail page: Setup -> Users-> Users: Click on the User from the List view. Click on 'Edit'.

Uncheck the 'Active' Flag and click on Save.

User Edit
Anne Brazeal

User Edit		Save	Save & New	Cancel
General Information				
First Name	Anne			
Middle Name				
Last Name	Brazeal			
Suffix				
Alias	abraz			
Email	a.brazeal@yahoo.com			
Username	a.brazeal@gtmedtech.c			
Nickname	a.brazeal			
Title				
Role: Admin User License: Salesforce Profile: GTMedTech Standard User				
Active: <input checked="" type="checkbox"/>				
Marketing User: <input type="checkbox"/> Offline User: <input type="checkbox"/> Sales Anywhere User: <input type="checkbox"/> Flow User: <input checked="" type="checkbox"/>				
Accessibility Mode (Classic Only): <input type="checkbox"/>				

Deactivating a user will free up a user license that we can re-assign to other users.

- Freeze Users

The 'Freeze' option allows the admins to prevent users from logging into Salesforce, but doesn't remove the license assigned to them

User
Anne Brazeal

Permission Set Assignments (0) | Permission Set Assignments: Activation Required (0) | Permission Set License Assignments (0) | Lightning Data Purchase Assignments (0) | Personal Groups (0) | Public Group Membership (0) | Queue Members (0) | Managers in the Role Hierarchy (0) | OAuth Connected Apps (1) | Third-Party Account Links (0) | Installed Mobile Apps (0) | Authentication Settings for External Systems (0) | Login History (10+) | User Provisioning (0)

User Detail		Edit	Sharing	Reset Password	Freeze
Name	Anne Brazeal				
Alias	abraz				
Email	a.brazeal@yahoo.com				
Username	a.brazeal@gtmedtech.com				
Nickname	a.brazeal				
Title					
Company					
Department					
Role: Admin User License: Salesforce Profile: GTMedTech Standard User Active: <input checked="" type="checkbox"/> Marketing User: <input type="checkbox"/> Offline User: <input type="checkbox"/> Sales Anywhere User: <input type="checkbox"/> Flow User: <input checked="" type="checkbox"/>					

Freeze user option can be used in a few scenarios

- Temporarily block access to specific users to log into the system

- User cannot be deactivated immediately because of dependencies on the system (approval processes, default case owner etc.)

MySignatureBook V3.12

Validation Report as of: 04 Dec 2018 13:37:046-0800

1



Subject CN MSB
Subject DN EMAILADDRESS=operations@msbdocs.com,CN=MSB,OU=MSB,O=TAIGLE LLC,L=Irvine,ST=California,C=US
Email operations@msbdocs.com
Serial # 277155780700783329438831339513496021584
Issuer DN CN=Entrust Class 3 Client CA - SHA256,OU=(c) 2015 Entrust, Inc. - for authorized use only,OU=See www.entrust.net/legal-terms,O=Entrust, Inc.,C=US
Signing Time 03 Dec 2018 06:50:043-0800

The Certificate chain was successfully built to a Trusted Root Certificate.

The Signer's identity is valid.

The Document has not been modified since the signature was applied.

This page was added to the original document by the MySignatureBook Validation Service (SVS) as part of the process to convert active signature block content into inactive text. A full validation report of each signature is generated and cross-referenced using a numeric footnote annotation.

Audit Trail Report

Date	User	Document	Action	Details
26 Nov 2018 11:22:022-0800	Maria Laitenberger		Started	The custodian composed the ePak succesfully. User UUID : fff18bac-7002-4b20-9ce3-567169aab764
26 Nov 2018 11:22:055-0800	Michelle Lott		RequestSent	Sign request sent to ePak recipient. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663
26 Nov 2018 11:22:055-0800	Maria Laitenberger		RequestSent	Sign request sent to ePak recipient. User UUID : fff18bac-7002-4b20-9ce3-567169aab764
26 Nov 2018 11:22:055-0800	Raines DeMint		RequestSent	Sign request sent to ePak recipient. User UUID : 2ee4a9ef-4d1a-4598-bb7f-8eac6189470
26 Nov 2018 11:22:055-0800	Matt Likens		RequestSent	Sign request sent to ePak recipient. User UUID : 5bf0b4d9-9e03-49a6-8272-9817015e0e4
26 Nov 2018 11:22:055-0800	Hernan Lopez		RequestSent	Sign request sent to ePak recipient. User UUID : 72eef047-7bbf-4092-82b1-f04e00c2e31e
26 Nov 2018 11:22:055-0800	John Baker		RequestSent	Sign request sent to ePak recipient. User UUID : bb1eb73e-fbbf-45f9-a42e-142e3a2717b5
26 Nov 2018 11:22:055-0800	David Brachman		RequestSent	Sign request sent to ePak recipient. User UUID : 415147a7-d17f-48eb-bc3f-3280b7f2b6d2
26 Nov 2018 11:22:055-0800	Craig Bushnell		RequestSent	Sign request sent to ePak recipient. User UUID : eb484e21-4f88-4aba-9555-bae790d4bb34
26 Nov 2018 11:22:055-0800	Jessica Newhard		RequestSent	Sign request sent to ePak recipient. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50
26 Nov 2018 11:22:055-0800	Austin Feldman		RequestSent	Sign request sent to ePak recipient. User UUID : 1c114c17-69e8-4b01-a1b6-296d858c2abe
26 Nov 2018 11:24:045-0800	Maria Laitenberger	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have reviewed this document. User UUID : fff18bac-7002-4b20-9ce3-567169aab764 Document UUID : 841ceab7-674a-4a2e-a74e-77b432dd7ca2
26 Nov 2018 11:25:002-0800	Maria Laitenberger	TSS-001_2018-11-26_LeanRAQA.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : fff18bac-7002-4b20-9ce3-567169aab764 Document UUID : f90c82d5-449f-4fea-ad27-873a9d59b054
26 Nov 2018 11:39:053-0800	Michelle Lott	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 841ceab7-674a-4a2e-a74e-77b432dd7ca2
26 Nov 2018 11:40:052-0800	Michelle Lott	SOP-001 Quality Manual Rev3.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 60b089e2-a878-4db6-9682-5448eecad707
26 Nov 2018 11:41:024-0800	Michelle Lott	SOP-002 Purchasing and Supplier Controls Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 2215ca50-eb11-4abe-a50a-34fe27715153
26 Nov 2018 11:41:043-0800	Michelle Lott	SOP-003 Complaint Handling, Reporting, and Recall Rev4.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 8a13de9f-3f26-4e97-899a-51bb7d5ad693
26 Nov 2018 11:42:002-0800	Michelle Lott	SOP-004 Labeling and Unique Device Identification (UDI) Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 40b9fb3-45bd-4dd4-b84b-f390cbe81db
26 Nov 2018 11:42:028-0800	Michelle Lott	SOP-005 Electronic Tools Procedure Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 9ae0e0f0-81dd-4206-84cb-7e83a707d8fe
26 Nov 2018 11:43:000-0800	Michelle Lott	SOP-006 Order Entry Process Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : 5b065ba7-7993-4140-9097-ecedababd14b
26 Nov 2018 11:43:030-0800	Michelle Lott	TSS-001_2018-11-26_LeanRAQA.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : f7e7590f-6690-4b5c-92a2-9498dd850663 Document UUID : f90c82d5-449f-4fea-ad27-873a9d59b054
27 Nov 2018 11:39:053-0800	Maria Laitenberger		StarredByDelegation	EPak starred by a delegation. User UUID : fff18bac-7002-4b20-9ce3-567169aab764
27 Nov 2018 11:39:053-0800	Maria Laitenberger		Delegated	Maria Laitenberger<marial@leanraqasystems.com> delegated the ePak to another signer Raines DeMint<rainesd@leanraqasystems.com> Previous Signer: Raines DeMint<rainesd@leanraqasystems.com> Message: User UUID : fff18bac-7002-4b20-9ce3-567169aab764
27 Nov 2018 11:41:017-0800	Raines Demint	TSS-001_2018-11-26_LeanRAQA.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : 7321d07e-0a33-4508-bc91-bbfbbd41c5c6 Document UUID : f90c82d5-449f-4fea-ad27-873a9d59b054

28 Nov 2018 14:45:051-0800	Matt Likens	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 5bf0b4d9-9e03-49a6-8272-9817f015e0e4 Document UUID : 841ceab7-674a-4a2e-a74e-77b432dd7ca2
28 Nov 2018 18:24:027-0800	Craig Bushnell	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : eb484e21-4f88-4aba-9555-bae790d4bb34 Document UUID : 841ceab7-674a-4a2e-a74e-77b432dd7ca2
28 Nov 2018 18:25:023-0800	Craig Bushnell	TSS-001_2018-11-26_CBushnell.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : eb484e21-4f88-4aba-9555-bae790d4bb34 Document UUID : 1fc0b090-90f4-415c-a752-b6987530c164
29 Nov 2018 10:36:014-0800	Austin Feldman		StarredByReminder	EPak starred by a reminder to the signer. User UUID : 1c114c17-69e8-4b01-a1b6-296d858c2abe
29 Nov 2018 10:36:017-0800	Jessica Newhard		StarredByReminder	EPak starred by a reminder to the signer. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50
29 Nov 2018 10:36:020-0800	David Brachman		StarredByReminder	EPak starred by a reminder to the signer. User UUID : 415147a7-d17f-48eb-bc3f-3280b7f2b6d2
29 Nov 2018 10:36:023-0800	John Baker		StarredByReminder	EPak starred by a reminder to the signer. User UUID : bb1eb73e-fbfb-45f9-a42e-142e3a2717b5
29 Nov 2018 10:36:025-0800	Hernan Lopez		StarredByReminder	EPak starred by a reminder to the signer. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e
29 Nov 2018 10:46:015-0800	Matt Likens	SOP-001 Quality Manual Rev3.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 5bf0b4d9-9e03-49a6-8272-9817f015e0e4 Document UUID : 60b089e2-a878-4db6-9682-5448eccad707
30 Nov 2018 05:21:052-0800	Hernan Lopez	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 841ceab7-674a-4a2e-a74e-77b432dd7ca2
30 Nov 2018 05:22:013-0800	Hernan Lopez	SOP-001 Quality Manual Rev3.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 60b089e2-a878-4db6-9682-5448eccad707
30 Nov 2018 05:22:031-0800	Hernan Lopez	SOP-002 Purchasing and Supplier Controls Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 2215ca50-eb11-4abe-a50a-34fe27715153
30 Nov 2018 05:22:053-0800	Hernan Lopez	SOP-003 Complaint Handling, Reporting, and Recall Rev4.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 8a13de9f-3f26-4e97-899a-51bb7d5ad693
30 Nov 2018 05:23:011-0800	Hernan Lopez	SOP-004 Labeling and Unique Device Identification (UDI) Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 40b9fb3-45bd-4dd4-b84b-f390cbe81db
30 Nov 2018 05:23:033-0800	Hernan Lopez	SOP-005 Electronic Tools Procedure Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 9ae0e0f0-81dd-4206-84cb-7e83a707d8fe
30 Nov 2018 05:24:005-0800	Hernan Lopez	SOP-006 Order Entry Process Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : 50b065ba7-7993-4140-9097-ecedababd14b
30 Nov 2018 05:24:028-0800	Hernan Lopez	TSS-001_2018-11-26_HLopez.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : 72ee047-7bbe-4092-82b1-f04e00c2e31e Document UUID : cd8ca299-3d3a-4aef-b7d4-6564c23fb711
02 Dec 2018 07:45:010-0800	Austin Feldman	TSS-001_2018-11-26_AFeldman.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : 1c114c17-69e8-4b01-a1b6-296d858c2abe Document UUID : 698858a6-fc6a-4d39-954d-01ab205d63c4
02 Dec 2018 10:25:017-0800	David Brachman	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 415147a7-d17f-48eb-bc3f-3280b7f2b6d2 Document UUID : 841ceab7-674a-4a2e-a74e-77b432dd7ca2
02 Dec 2018 10:26:014-0800	David Brachman	TSS-001_2018-11-26_DBrachman.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : 415147a7-d17f-48eb-bc3f-3280b7f2b6d2 Document UUID : ded7a4d6-e150-4610-8327-329844249aea

03 Dec 2018 06:48:040-0800	Jessica Newhard	DCN-010_compiled.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 841ceab7-674a-42e-a74e-77b432d7ca2
03 Dec 2018 06:49:003-0800	Jessica Newhard	SOP-001 Quality Manual Rev3.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 60b089e2-a878-4db6-9682-5448eecad707
03 Dec 2018 06:49:022-0800	Jessica Newhard	SOP-002 Purchasing and Supplier Controls Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 2215ca50-eb11-4abe-a50a-34fe27715153
03 Dec 2018 06:49:041-0800	Jessica Newhard	SOP-003 Complaint Handling, Reporting, and Recall Rev4.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 8a13de9f-3f26-4e97-899a-51b7d75ad93
03 Dec 2018 06:49:059-0800	Jessica Newhard	SOP-004 Labeling and Unique Device Identification (UDI) Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 40b9fb3-45bd-4dd4-b84b-ff390cbe81db
03 Dec 2018 06:50:019-0800	Jessica Newhard	SOP-005 Electronic Tools Procedure Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 9ae0e0f0-81dd-4206-84cb-7e83a707d8fe
03 Dec 2018 06:50:043-0800	Jessica Newhard	SOP-006 Order Entry Process Rev2.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I am approving this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 5b065ba7-7993-4140-9097-ecedababd14b
03 Dec 2018 06:51:019-0800	Jessica Newhard	TSS-001_2018-11-26_JNewhard.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : 3bd17091-2c34-4925-88ed-391ad6b1da50 Document UUID : 9732b790-2038-4f44-80b8-fcf2f949bc
03 Dec 2018 19:43:053-0800	John Baker	TSS-001_2018-11-26_JBaker.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : bb1eb73e-fbf-45f9-a42e-142e3a2717b5 Document UUID : 5278beff-309d-4378-8cae-cf40ad9de034
04 Dec 2018 13:20:059-0800	Matt Likens	TSS-001_2018-11-26_MLikens.pdf	Signed	The recipient signed the document with no comments. Comments: None Reason: I have read and understood the contents of this document. User UUID : 5bf0b4d9-9e03-49a6-8272-9817f015e0e4 Document UUID : 6e427ba3-e577-42c7-9352-5d9b984a124c
04 Dec 2018 13:20:059-0800	Maria Laitenberger		Completed	The ePak completed the workflow successfully custodian. User UUID : fff18bac-7002-4b20-9ce3-567169aab764