FAQ eDOF
Electronic Delivered Order Form

Here are the answers to the most Frequently Asked Questions related to the eDOF:

1.) **Is there a Hot Line for users to call with questions?**

Yes, just contact Carin Gillespie at the home office. 508-528-6239 or cgillespie@arthrosurface.com

2.) **Can I use Internet Explorer for my browser?**

No, please use Chrome or Safari. The application was designed to work with the most popular Mobile Devices which use Chrome or Safari. Reminder: Please do not set browser to Private mode or block pop-ups.

3.) **What is the Username and Password for a Regional Manager or Sales Specialist?**

Your EpiForce User Name and Password provides access to the eDOF.

4.) **What is the Username and Password for distributor reps?**

Each distributor is assigned one Username and Password when they first start using the eDOF.
The distributor may choose to change their password by calling Carin in the home office. It is the distributors responsibility to notify Arthrosurface when the password needs to be changed, i.e. when they have terminated Sales Reps. who should no longer have access.

5.) **What is that Link to the eDOF Login page?**

https://epiforce.arthrosurface.com/edof/login.php

6.) **Can I get additional training?**

Of course, just contact Carin Gillespie at the home office. 508-528-6239 or cgillespie@arthrosurface.com

7.) **What if I cannot Login or how do I respond to a Sync issue error message while attempting to Login?**

Check to see if your Device is in "Private" mode. If the address bar at the top of your Browser screen is Dark Grey, you are in Private Mode.
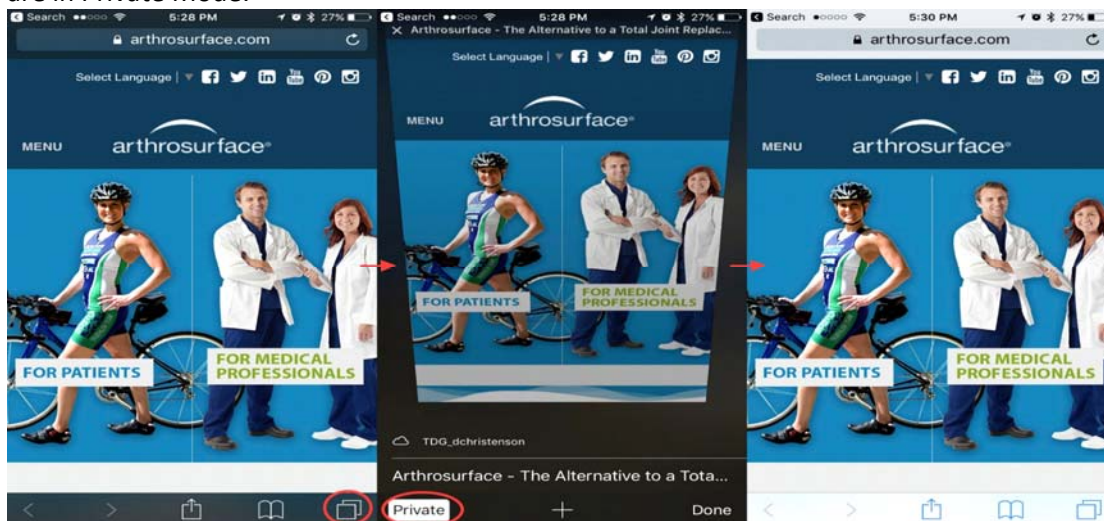
Click Tab Icon in lower right. Press the "Private" button to turn off Private mode. It will bring you back to any open tabs you have in safari, or the Safari start page. Go to the eDOF page again and it should now be able to sync the offline data.

If Private Mode is NOT the issue, Clear Cookies.

- Clear Cookies (iOS: "Clear History and Website Data")
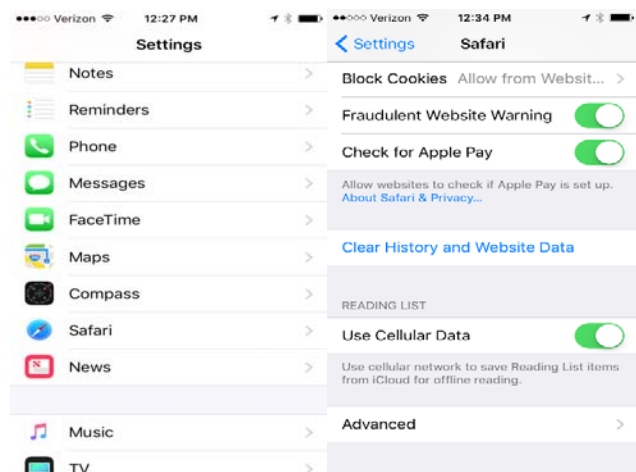
- Check settings to allow Cookies (Below apply to any device, but examples / specific are for IOS)
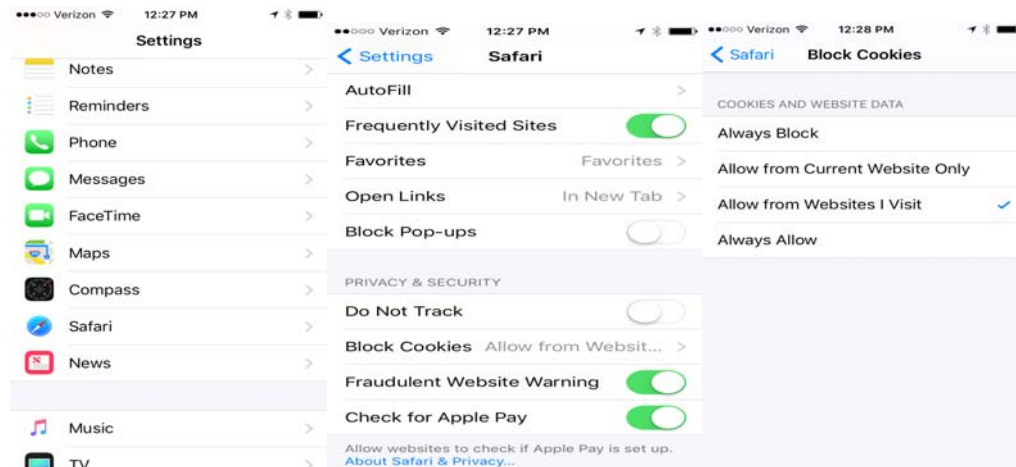
8.) "What is the Hospital Record #?"

It is a Medical Record Number, Patient ID #, DOB, and or other information to help the hospital identify the surgery. This field requires at least one numeric value.

If the hospital does not have an identifying record, enter the first 3 letters of the Doctor's Last Name, Date, and case # if the doctor has multiple surgeries (i.e. Has0913173)

9.) What if the populated Pricing is not what I expected or does not match my understanding of the pricing that has been approved by corporate?

Please verify customer name and address. You can insert other prices into the Notes Field. It will be subject to contract review at the corporate office.

10.) What if I enter a Lot Number and an error message is returned?

Select Misc Charge/Note then enter the Part Number, Lot Number and Price in the description field. It will be subject to contract review at the corporate office. Please note: new products take time via contract amendments to get on-contract and loaded into Epicore.

11.) What is the best way to call-up a Customer/Facility ?

Search by entering the Zip Code or City in the Customer field, then select from the drop down. If this is a new customer, enter the Facility Name then Billing and physical address in the appropriate fields.

12.) How do I add a Patient Sticker ?

You cannot add a patient sticker. Arthrosurface has adopted policy and procedures to comply with HIPPA laws. The Company does not ask for or maintain any patient information.

You can use the fax option to print to a fax machine, and then attach a sticker to the paper form that you are leaving with the hospital.

13.) What do I do if my device "times out" ?

If your device "times out" click the RETRY button and give the system 30 seconds to re-submit. If the RETRY fails, go to the top left menu button, select LOGOUT, verify wireless access connection and start over. Please report frequent "time out" problems to Carin Gillespie at the home office, 508-528-6239 or cgillespie@arthrosurface.com

14.) Can I save a copy of the completed eDOF for my local file ?

Yes. From the eDOF App, you can email a PDF copy of the eDOF to yourself.

15.) If after I submitted an eDOF I have to make corrections what should I do ?

Corrections to eDOFs that have been submitted can be communicated by email to the Customer Care Department pwilliams@arthrosurface.com. Please do not re-send the eDOF or send a second DOF.

16.) If all else fails, what do I do?

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