

Objective

Accelerate our backlog in the 4th quarter using the following guidelines to set our teams up for success in driving the most efficient and effective outcomes for our clients and our business.

Credit Exception Policy

- Factors for credit exception approval
 - CAT 4 and 5 locations trending below 95% of approval need for December. Review prior to November 20th
 - Exclude orders with custom seating that will not be delivered in December
 - Credit Exception for new equipment work orders where private insurance is the primary and has met 2023 OOP and deductible
 - Orders of \$5,000 or greater
- All credit exceptions for purchase should have likelihood of delivery prior to December 29th

Funding Team

- Funding Specialists to focus on specific order sets throughout the quarter include the following with weekly oversight updates from Funding Supervisor to DFD;
 - October 1st daily focus on orders gathering documents through ready to submit on all new equipment orders
 - November 13th daily focus on ready to submit through approval follow-up on all new equipment orders.
 - December 4th daily focus on approval follow-up.
 - December 18th bi-daily focus on credit exceptions in shop.
- Weekly follow-up on all new equipment credit exceptions to begin October 1st

Overtime

- Overtime requests are to be approved by RAD for new equipment deliveries only
- Overtime is only designated for CAT-3/4/5 unless approved by DVP
- Only November and December will host weekend and after hour deliveries
- Weekend deliveries are expected to be new equipment only specific to orders >\$2,000
- After hour deliveries during the work week will be approved for new equipment only
- Overtime for Saturday is to be approved in 4-hour increments

In-Route

- Branch leaders are required to follow-up on all orders >\$2500 in route weekly to ensure shipping and arrival dates are populated
- 1-day receiving expectation is 95% for all CAT-3/4/5 locations with actionable follow-up if not met by the RAD and branch leader daily
- NSM POs are expected to be no older than 1-day

Scheduling

- November 1st through end-of-year, all repair evaluations and deliveries are to be done in-branch unless pre-approved by branch leader and below criteria have been met;
 - A remote evaluation has been attempted
 - Transportation options have been exhausted
 - Chair is inoperable and cannot be moved
- In-shop scheduling beginning October 1st is expected to be at 65% by region
- 3-day scheduling attempts are expected to be at 75% with daily follow-up from RAD to branch leader until meeting expectation
- Luminary clinic discussions are expected to be completed between October 9th-20th to ensure a baseline expectation of delivery outside of clinic is agreed upon and evaluations for December are moved to January being replaced by deliveries. As well as requesting an increase in count of delivery appointments

Posting

- >2-day posting is expected to be at \$0 within month, this excludes the month close
- A 1-day posting close is required for October and November with December being a 3-day close
- Daily posting sweep on orders >2-days is to be completed by the RAD with daily follow-up to DVP if out of compliance until met