

## Breast Pump Return in Crossroads

### Follow the steps below to return a pump:

1. Navigate to the Breast Pump Return screen.
2. Actual Return Date defaults to today's date. Modify if needed.
3. Print the Return Form and have the participant sign it.
4. Select the Capture Signature button
5. Have the participant sign to verify the return of the breast pump. (The participant must sign twice: once on the paper Return Form and once electronically.)
6. Select Save to save the signature.
7. The system navigates back to the Breast Pump Return screen.
8. Select the Save button to complete the process.
9. Scan the signed Return Form into Crossroads, confirm scan has been saved, and give paper copy to participant as return receipt.

**NOTE:** If the **Capture Signature** button is disabled (greyed out) when attempting to return a pump, maintain a paper inventory for any product that is not responding as expected. However, most users with this issue report back that they are able to return the pump at a later time (usually the next day). If the participant is not present to sign, the local user may sign and note "button disabled" on the signature pad. If you or another coworker are unable to return the pump to local inventory after three days (one attempt on each day), report the issue to the Customer Service Desk.

### How to issue a pump in one site and return it in another (two scenarios):

The pump must be entered back **into Crossroads inventory of the site that issued it**, and the physical pump must be promptly returned to that same secure inventory location. Some users have had success with the steps below:

#### Scenario #1 Returned to a different site in the same local agency

(Issued in Acme County site A and later returned to staff in Acme County site B):

- BF mom was issued multi-user pump in Site A. Pump displays as "issued" in Site A.
- BF mom transfers to site B.
- Sometime later, she wants to return Site A's pump to staff at Site B.
- Site B staff complete these steps in Crossroads:
  - Change their user location in Crossroads to Site A.
  - Temporarily transfer the BF mom back into Site A.
  - Return the pump to Site A inventory in Crossroads, including printing, obtaining mom's signature and scanning in the Pump Return form. Pump status will now display as "on hand" in Site A.
  - Change their user location in Crossroads back to Site B.
  - Transfer mom back into Site B.
  - Receive the physical pump from mom and transport it promptly back to Site A.
- Site A staff complete these steps upon receipt of the pump:
  - Clean the pump and document that cleaning was done within one business day of its return.
  - Store pump in their secure inventory location.

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### Scenario #2 Returned to a different site in a different local agency

(Issued in Acme County Site A and later returned to staff in Nematode County Site C):

- BF mom was issued multi-user pump in Acme Site A. Pump displays as “issued” in Acme Site A.
- BF mom transfers to Nematode Site C.
- Sometime later, she wants to return Acme Site A’s pump to staff at Nematode Site C.
- Nematode Site C staff call Acme Site A staff:
  - To arrange return of the physical pump.
  - To request that they complete these steps in Crossroads:
    - Temporarily transfer the BF mom back into Acme Site A.
    - Return the pump to Acme Site A inventory in Crossroads, including printing the Pump Return form, signing (staff person’s name, noting the mom was present in Nematode County Site C) and scanning the completed form. Pump status will now display as “on hand” in Acme County Site A.
    - Notify Nematode Site C staff when complete.
- Nematode Site C staff then complete these steps:
  - Transfer mom back into their site.
  - Receive the physical pump from mom and transport it promptly back to Acme Site A.
- Acme Site A staff complete these steps upon receipt of the pump:
  - Clean the pump and document that cleaning was done within one business day of its return.
  - Store pump in their secure inventory location.