

Intuitive Customer Portal

Your gateway to the data you need



Access the **customer portal** to get the data and insights you need to help coordinate a thriving robotics program.

Now you can take advantage of a new streamlined experience that highlights opportunities for you to improve scheduling and inventory management.

Navigate a fresh, easy-to-use dashboard to uncover trends about your system and instrument usage, analyze your returns and exchanges, and view a new transactions report section.

With the customer portal at your disposal, you can aim to get the most out of your robotics program.

What is the customer portal?

An online tool that delivers on-demand data at your convenience so you can set, monitor, and help achieve the operational goals of your robotics program.

Who is the customer portal for?

Members of a hospital or healthcare institution's perioperative care team, or those who are responsible for achieving operational efficiencies and/or monitoring the total cost of care for a robotics program.



Now you can access the customer portal on your mobile device.

Four pillars of the customer portal

Dashboard

Access a dynamic **new homepage** for the customer portal that delivers real-time operational data to get a detailed overview of your robotics program.

	5 · · · · · · · · · · · · · · · · · · ·				
Dashboard	Friday, January 1, 2021				
Systems v Inventory v	Reminders (5)	Quick access			
People	\$2,735 credit >	Place order	>		
	2 incomplete returns >	T View catalog	>	What matters Pairing human ingenuity with	
	17 almost consumed instruments	Z Start return →	technology to get patients back to what matters most.		
	1 upcoming preventive maintenance	I Job board	>	Watch video	
	3 OnSite systems not connected				
	January 2021 report Systems		Last u	dated 01/15/2021 Current month 👻	
	Total cases 38	Utilization © 65%		Field service orders 2	
				System Service date/#	
				01/10/2021	

System and inventory reporting

Get a full overview of how your program is utilizing your robotic systems. You can use a variety of key data points to identify opportunities to increase the usage and accessibility of the systems at your hospital.



Four pillars of the customer portal

Returns and exchanges process

Submit and track your instrument returns and exchanges through the customer portal. You can use this section to track trends and view any follow-up reports.

ΙΝΤΟΪ́ΤΙVΕ	XYZ Hospital		~						۹ ۵	
Dashboard	Returns history						Total c	redit received \$13,650.00		
Systems ~	Q Search by RMA number		07/28/2020 - 08/28/2020				4			
Inventory ^	Date 👻	RMA # ~	Reason 👻	Part 👻		Status 👻		Invoice ~	Credit 👻	
Orders	Date +	RMA 0 *	Defective	Xi/X Fenestrated Bipolar Forceps 47008-03		_	ancel	invoice +	creat *	
Returns			Defective	Xi/X Monopolar Curved Scissors2 mo 470018-03	ore	Resume <u>C</u>	ancel			
	₩ 08/05/2020	1367472	Recall	Xi/X Monopolar Curved Scissors 470098-03		In review				
	✓ 08/05/2020	1340913	Excess	XI/X 8mm 30 Deg Endoscope 470098-03		Canceled			\$0.00	
	♥ 08/03/2020	1328418	Defective	SI ProGrasp Forceps 470098-03		Complete				
	✓ 07/06/2020	1298907	Defective	Si Large Clip Applier 470098-03		Canceled			\$0.00	
	✓ 05/06/2020	1298907	Defective	XI/X Large Needle Driver 470098-03		Canceled			\$0.00	
	✓ 03/06/2020	125622	Exchange	Si 8mm 0 Deg Endoscope 470098-03		Shipped				
	✓ 03/08/2020	125622	Exchange	Si 8mm 0 Deg Endoscope 470098-03		Shipped				
	✓ 01/06/2020	125622	Exchange	XI®/X™ Fenestrated Bipolar Forceps 470098-03		Complete		\$0.00		

Transactions reporting

Invoice breakdown, unused credit, order status, and other financial information are now all in one place.

Dashboard Systems	Current invoices and credits				Last updated 1/4/2021	Place order	
Inventory	\$12,000.00	\$3,650.00					
Utilization	Invoice Date 💌	PO # ~	Aging ~	Date due 👻	Due amount 🤟 Credit an	iount 👻	
Orders	1/4/2021	59020003	3 days	1/30/2021			
Returns	1/4/2021	59020003	3 days	1/30/2021			100 million (1990)
	1/4/2021	59020003	3 days	1/30/2021			
	1/4/2021	59020003	3 days	1/30/2021			400
	1/4/2021	59020003	3 days	1/30/2021			
	1/4/2021	59020003	3 days	1/30/2021			
	1/4/2021	59020003	3 days	1/30/2021			
	1/4/2021	59020003	3 days	1/30/2021			
	1/4/2021	59020003	3 days	1/30/2021			
	1/4/2021	59020003	3 days	1/30/2021			
	Show 10 ~	1-10 of 150 items			Page 1 ×	•	

Explore the customer portal today

Customer portal login

Access to the customer portal is part of your service contract. If you have any issues accessing the Intuitive customer portal, please call 1-800-876-1310 ext 3 or email <u>customerservice@intusurg.com</u>.



Important safety information

For important safety information, indications for use, risks, full cautions and warnings, please also refer to <u>www.intuitive.com/safety</u>.

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