

INTUITIVE

My 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.

Take advantage of a streamlined experience that highlights opportunities for you to manage scheduling and explore new ways to manage your Intuitive instrument inventory.

Navigate an 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.

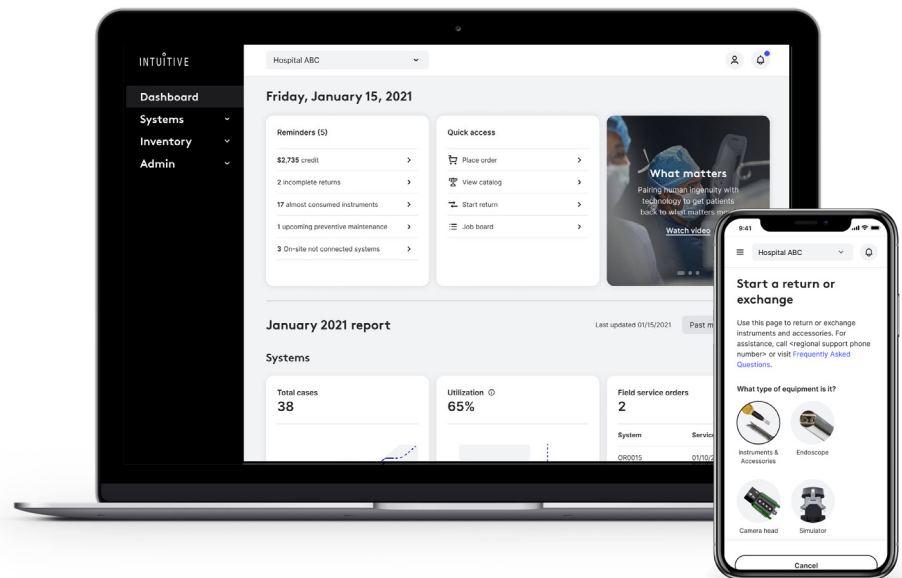
What is the customer portal?

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.

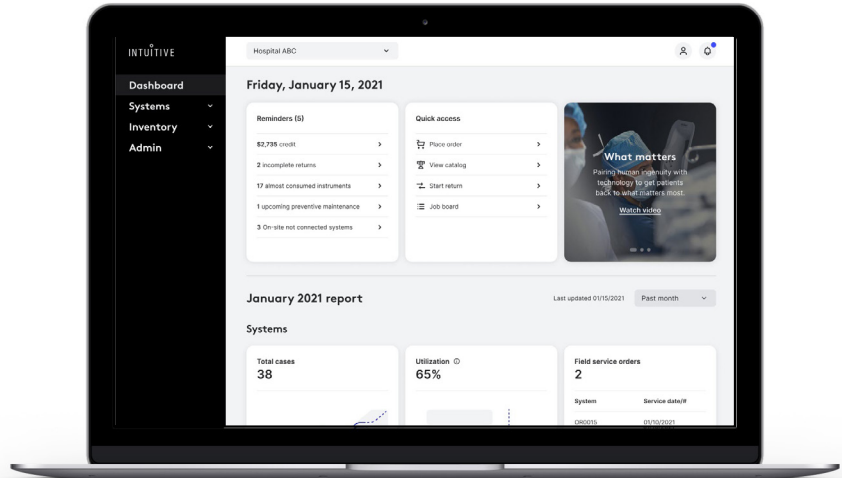
Access the customer portal from any device on my.intuitive.com.



How the customer portal helps support perioperative planning

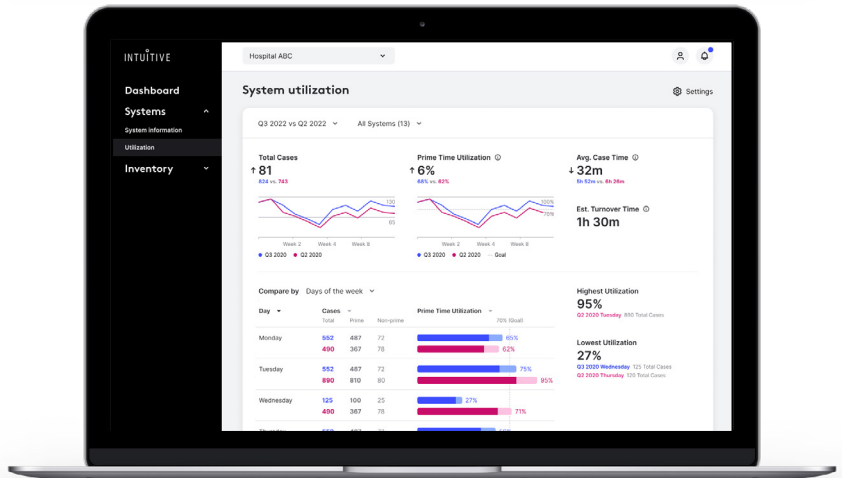
Dashboard

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



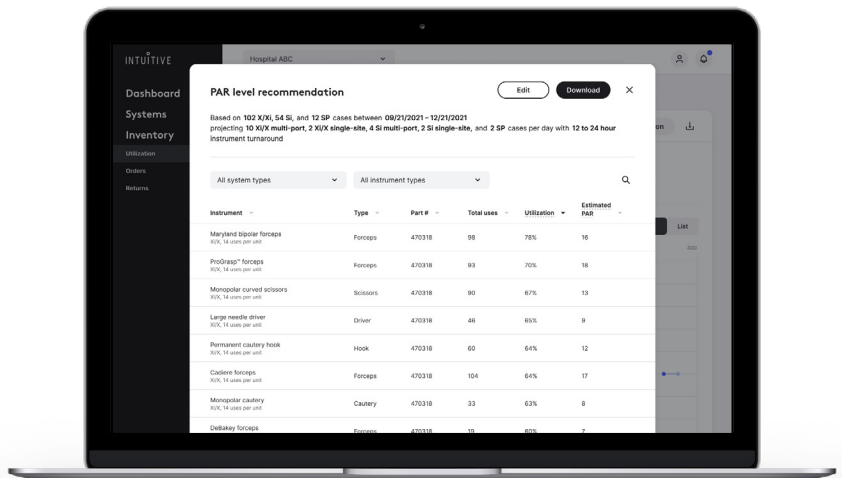
System reporting

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.



Inventory management

Use periodic automatic replenishment (PAR) level recommendations to gain an instrument inventory balance, while ensuring you have inventory for upcoming procedures in a set timeline.



How the customer portal provides data and insights to help drive operational efficiencies

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.

| Date | RMA# | Part | Reason | Status | Credit / Cost |
|-------------------------|----------|--|-----------|---|---------------|
| 01/28/2021 - 02/28/2022 | | | | | |
| | | Ion Fully Articulating Catheter 47049-07 | Defective | Draft | |
| 02/09/2022 | 39210168 | Hot Shears™ (Monopolar Curved Scissors) 47029-19 | Defective | Return pending | |
| 02/03/2022 | 4472850 | da Vinci Xi Endoscope, 8 mm, 30 degree 47027-64 | Exchange | In review | |
| 02/03/2022 | 39210022 | Mega Needle Driver 47024-05 | Defective | Completed | + \$XXXX.XX |
| 01/24/2022 | 39219941 | Mega Needle Driver 47024-05 | Excess | Completed | + \$X.XX.XX |
| 01/24/2022 | 39219940 | Hot Shears™ (Monopolar Curved Scissors) 47029-19 | Defective | Cancelled | |
| 12/30/2021 | 4472528 | da Vinci Xi Endoscope, 8 mm, 30 degree 47027-64 | Exchange | Completed * Replacement shipped | - \$XXXX.XX |
| 01/04/2022 | 4472723 | da Vinci Xi Endoscope, 8 mm, 30 degree 47027-64 | Exchange | Return pending | |
| 12/30/2021 | 4472528 | da Vinci Xi Endoscope, 8 mm, 30 degree 47027-64 | Exchange | Return pending * Replacement shipped | |

Transactions reporting

View your order status and other financial information all in one place.

| Date | PO # | Quantity | Amount | Status |
|------------|-------|---------------|-----------|--|
| 10/20/2020 | ##### | 8 8 part | \$XXXX.XX | Partially shipped Prepares 10/20/2021 |
| 10/16/2020 | ##### | 3 3 part | \$XXXX.XX | Cancelled |
| 10/15/2020 | ##### | 15 4 parts | \$XXXX.XX | In progress |

| Part | Quantity | Amount | Status |
|---|----------------------|-----------|-------------|
| SW™ Arm Stabilizer Detractor 47030-03 | 10 / 10 Box of 10 | \$XXXX.XX | In progress |
| Xi 8 mm Camera 47029-03 | 3 / 3 Box of 10 | \$XXX.XX | In progress |
| Xi Tip Cover Accessory (Monopolar Curved Scissors) 47029-02 | 1 / 1 Box of 10 | \$XXX.XX | In progress |
| Xi da Vinci Xi™ Arm Drape 47029-03 | 1 / 1 Box of 10 | \$XXX.XX | In progress |

Explore the customer portal today at my.intuitive.com

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 using options 3, 2, or email digitalsupport@intusurg.com.

Important safety information

For important safety information, please refer to intuitive.com/safety. For a product's intended use and/or indications for use, risks, full cautions, and warnings, please refer to the associated user manual(s).

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