

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 orders report section.

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

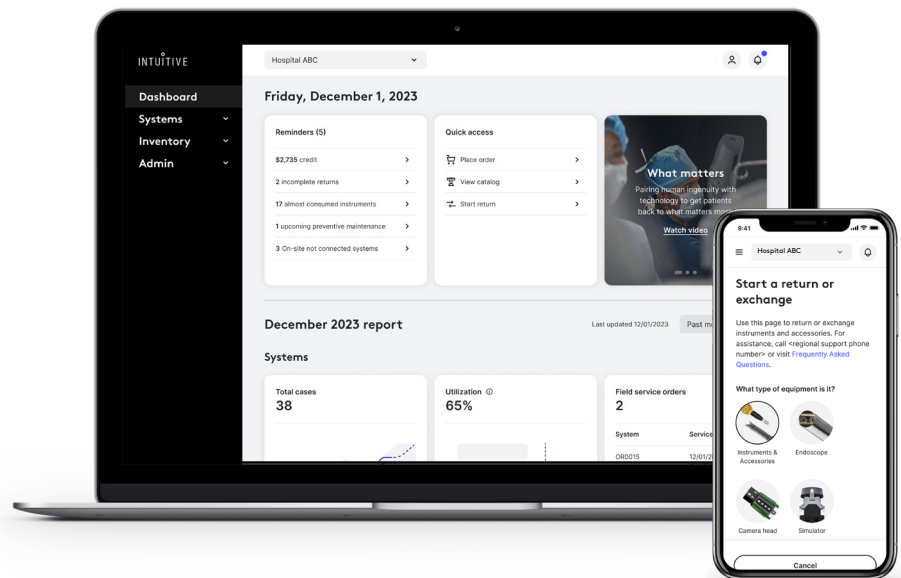
What is the customer portal?

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.

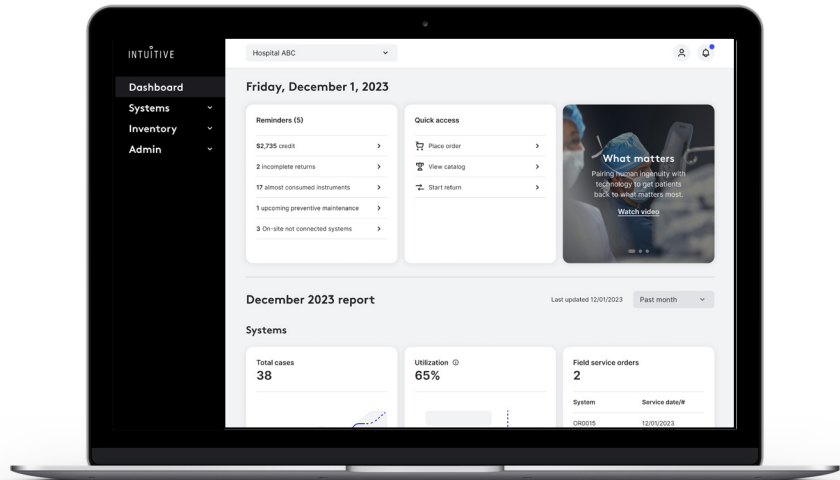
Access the customer portal from any device on my.intuitive.com.



How the customer portal helps supports perioperative planning

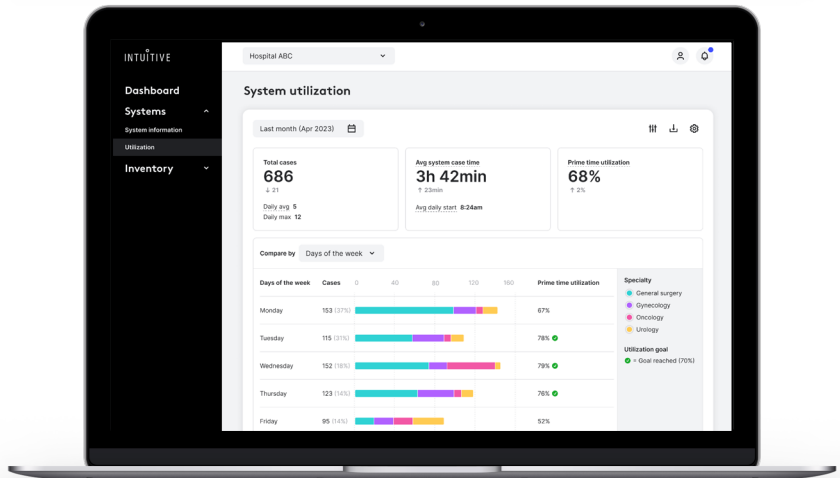
Dashboard

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



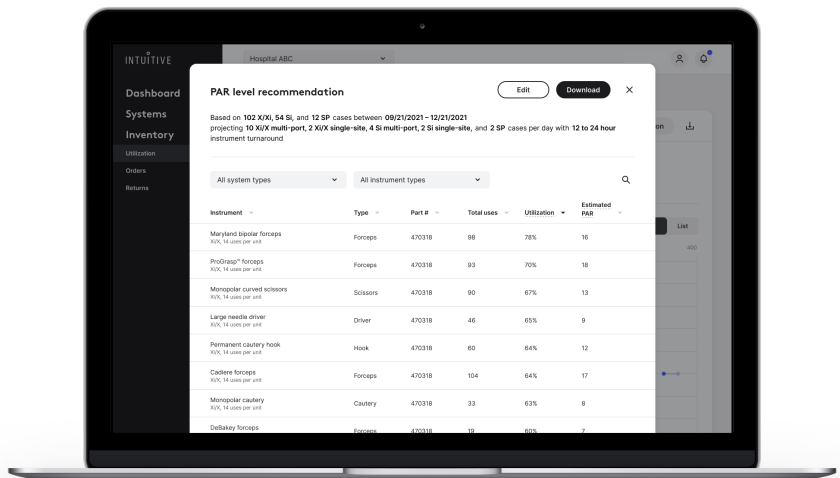
System reporting

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
		Ion Fully Articulating Catheter 47028-07	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 47028-05	Defective	Completed	+ \$XXXX.XX
01/24/2022	39219941	Mega Needle Driver 47028-05	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
01/24/2022	4472713	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	---

Orders reporting

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

Date	Purchase order #	Total quantity	Total amount	Status
11/16/2023	0002988513	3 3 parts	\$X,XXX.XX	Shipped Updated 10/11/2023
11/16/2023	0002988513	3 1 part	\$X,XXX.XX	Partially shipped Updated 10/11/2023
11/16/2023	0002988513	240 20 parts	\$X,XXX.XX	In progress
11/16/2023	0002988513	0 3 parts	\$X,XXX.XX	Cancelled
11/16/2023	0002988513	3 1 part	\$X,XXX.XX	Shipped Updated 10/10/2023
11/16/2023	0002988513	3 1 part	\$X,XXX.XX	Partially shipped Backordered Updated 10/10/2023
11/1/2023	0002988513	3 1 part	\$X,XXX.XX	Shipped Updated 10/10/2023
11/1/2023	0002988513	3 1 part	\$X,XXX.XX	Backordered
10/31/2023	0002988513	3 1 part	\$X,XXX.XX	Shipped Updated 10/31/2023

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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