June 2021 enhancements made to your Customer Portal



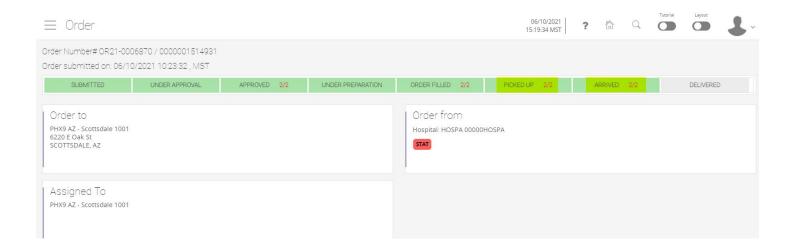
Based on feedback from customers, Vitalant has developed functionality within the customer portal that shows real time shipping information for ordered products. This functionality has been piloted in our Las Vegas market since December of 2020 and we are now ready to roll out this exciting new feature to more Vitalant service areas.

Beginning Monday, June 14, many of you will see additional information in the product order status area when you sign into the customer portal.

Whether or not you see the real time shipping information depends on if your local center utilizes Vitalant employees as product couriers or if your local center uses a third-party courier/delivery service. At this time, only areas that utilize Vitalant employees as couriers will see the new order statuses. Working with third-party delivery vendors is planned for a future enhancement to the real time shipping function.

For those areas that utilize Vitalant employees as product couriers, the Orders Search screen and Order page will display two new statuses: **Picked Up** and **Arrived**.

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							CREATE C
y Orders							
ORDER # ≑		TYPE 🌩	QUANTITY	STATUS 🖨	ATTRIBUTES	ORGANIZATION	CREATED 🗘
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0000001514934 OR21-0006874 DR21-0006873 / 0000001514933	Routine	Ad Hoc Order	2 2 0 0	Under Approval 06/10/2021 10:28 Order Filled	MPHCR	HOSPA 00000HOSPA	10:42 06/10/2021 10:28 06/10/2021
DR21-0006875 / 0000001514934 OR21-0006874 DR21-0006873 / 0000001514933 OR21-0006873 / 0000001514933 OR21-0006872 DR21-0006871 / 0000001514933	Routine	Ad Hoc Order Ad Hoc Order	2 2 0 0	Under Approval 06/10/2021 10:28 Order Filled 06/10/2021 10:37	M P H C R M P H C R	HOSPA 00000HOSPA HOSPA 00000HOSPA	10:42 06/10/2021 10:28 06/10/2021 10:25 06/10/2021



Please cascade this communication to any staff at your organization who use the customer portal.

If you have questions, please contact your <u>local center</u> for assistance.