

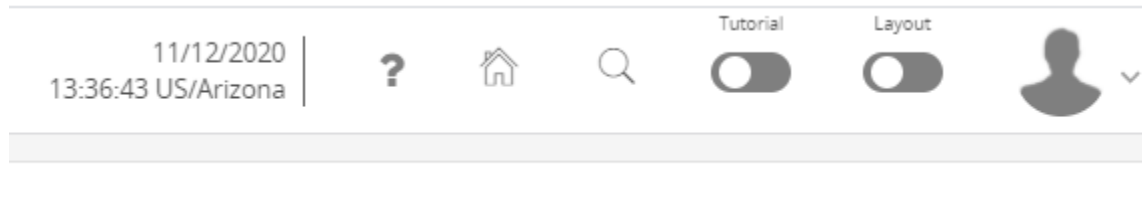


## December 2020 Enhancements to Your Online Ordering System

On December 12, 2020, several enhancements were made to the Customer Portal. Below please find an outline of changes (some of which you may have seen or noticed already):

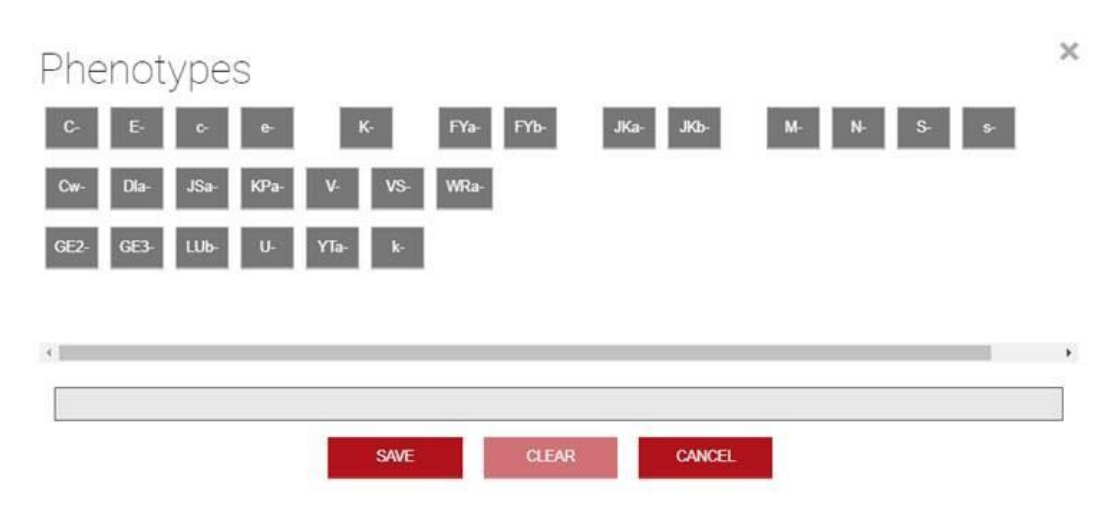
### Training Materials Link

Impact: You will now see a “?” icon in the Customer Portal header. When you click the icon, you will be taken to training resources for the Customer Portal. See example below.



### Phenotype Display Update

Impact: The phenotype display has been updated. See example below.



### Vitalant Piloting Real Time Shipping Functionality

Based on feedback from customers, Vitalant has developed functionality within the Customer Portal that shows real time shipping information for ordered products. This functionality was added to the Customer Portal as part of this upgrade and will be piloted with our Las Vegas hospital partners over the next several months. Once the pilot is complete and the functionality is assessed, we will send additional updates on plans to expand this functionality to other Vitalant service areas.

Thank you for your ongoing partnership and collaboration. Please direct feedback and questions regarding the Customer Portal to your local contact so we can continue to assess and make enhancements to the system and your experience.