



## FREQUENTLY ASKED QUESTIONS

### UPDATE TO FRESENIUS KABI MEDTECH/TRANSFUSION AND CELL THERAPY (Fenwal, Inc.) ERP CAPABILITIES

#### Your Transition Period

- Q.** Will there be a transition period from your old system to your new system where you will not ship orders?
- A.** Yes. To migrate our system, we will not be shipping product from our warehouses Thursday, April 27, 2023 – Sunday, April 30, 2023. Shipments are expected to resume on Monday, May 1, 2023.
- Q.** How do you suggest I prepare for this transition period?
- A.** It is recommended you follow normal ordering patterns and Fresenius Kabi will endeavor to meet customer requested delivery dates.
- Q.** Will Customer Service be open during this transition period to receive orders and address inquiries?
- A.** Yes. Customer Service will be open normal business hours. Orders received during this time will be entered after the transition period on Monday, May 1, 2023.
- Q.** Will I be able to transmit orders or requests through EDI, MyFreseniusKabi.com or the Quality Product Performance portal during this transition period?
- A.** No. EDI, MyFreseniusKabi.com, and our Quality Product Performance portal will be unavailable from Thursday, April 27, 2023 – Sunday, April 30, 2023. Please contact Customer Service during this time at 1-800-333-6925 or via email at [mdservice.usa@fresenius-kabi.com](mailto:mdservice.usa@fresenius-kabi.com).

**Please note:** Fresenius Kabi IT will continue to work closely with current EDI customers on timing and impacts to their EDI transmissions as we approach the transition period.

- Q.** Will I be able to request and receive service on my devices during this transition period?
- A.** Yes. Technical Service support will be available as normal during this time.
- Q.** Will there be any delays in receiving my Aurora or Aurora Xi replacement part orders?
- A.** Yes. To migrate our system, we will not be shipping product from our warehouses Thursday, April 27, 2023 – Sunday, April 30, 2023. Shipments are expected to resume on Monday, May 1, 2023. This applies to all products: disposables, replacement parts and devices.

### **Your Account Information**

- Q.** Will my customer account number change?
- A.** Yes. All customer accounts will transition to a new 9-digit customer account number as part of this transition. This new number will replace your existing customer account number. You may continue to use your existing customer account number until you are provided with the new one by our Customer Service team after May 1, 2023.

### **Your Orders**

- Q.** Will I place my order using the same methods (phone, email, portal, EDI, fax)?
- A.** Yes.
- Q.** Will I get the same automated communication about my orders and shipments?
- A.** Yes. We will continue to send documents such as Order Confirmations and Advanced Shipment Notifications in the same manner we do currently.
- Q.** Will there be an impact to my shipment transit times?
- A.** No. All warehouse locations and carriers will be the same as they are today.



- Q.** What will happen to my existing open orders when you implement your new system?
- A.** Efforts will be made to fulfill as many orders as possible prior to the activation of the new system. Unfulfilled orders will be closed in Fresenius Kabi's current system and recreated in the new system under your new account number.

### Your On-Line Options

- Q.** Will I be able to communicate with Fresenius Kabi through the e-commerce product resource web site (MyFreseniusKabi.com) where I order, track and search my history?

- A.** Yes.

**Please note:** The MyFreseniusKabi.com will be unavailable from Thursday, April 27, 2023 - Sunday, April 30, 2023, please contact Customer Service during this time at 1-800-333-6925 or via email at [mdservice.usa@fresenius-kabi.com](mailto:mdservice.usa@fresenius-kabi.com).

- Q.** Will I be able to continue to place my orders via EDI?

- A.** Yes.

**Please note:** We will not be accepting EDI orders from Thursday, April 27, 2023 - Sunday, April 30, 2023. Fresenius Kabi IT will continue to work closely with current EDI customers on timing and impacts to their EDI transmissions as we approach the transition period. Please contact Customer Service with any EDI related questions at 1-800-333-6925 or via email at [mdservice.usa@fresenius-kabi.com](mailto:mdservice.usa@fresenius-kabi.com).

- Q.** Will the functionality of the Quality Product Performance portal where I submit and view my quality complaints be the same?

- A.** Yes.

**Please note:** The Quality Product Performance portal will be unavailable from Thursday, April 27, 2023 - Sunday, April 30, 2023, please contact our Product Complaint & Support Team during this time at 1-800-933-6925 or via email at [mdpmqa.usa@fresenius-kabi.com](mailto:mdpmqa.usa@fresenius-kabi.com).

If you would prefer to submit your report manually during this time, please visit <https://www.fresenius-kabi.com/us/report-a-medical-device-product-quality-issue> to complete a paper form under Fax or Email.

## Your Sales and/or Service Contracts

**Q.** Will my current contract remain the same and in place?

**A.** Yes.

## Your Invoices & Payment Information

**Q.** Do I submit my payments to the same "Remit To:" (Fenwal, Inc.)?

**A.** Yes. You will notice the logo on the invoice will display Fresenius Kabi (our parent company), but purchase orders should continue to reference Fenwal, Inc.

**Q.** Will there be any changes to the invoice documents?

**A.** The invoice format will change, however key information will still be provided such as Customer PO number, Bill To/Ship To, Invoice number and Invoice Date.

## Your Support

**Q.** Are my current Fresenius Kabi contacts staying the same?

**A.** Yes.

**Q.** Who should I contact with any questions/issues I may have as it relates to the upcoming implementation?

**A.** Please contact your local account representative or customer service at 1-800-333-6925 or via email at [mdservice.usa@fresenius-kabi.com](mailto:mdservice.usa@fresenius-kabi.com).