



# Important News From Immucor

## ELECTRONIC FIELD NOTIFICATIONS AVAILABLE

In an effort to maintain customer satisfaction and increase company efficiency, we are excited to announce the implementation of ***Electronic Field Notifications***. This initiative includes the following types of documents/communication:

### **RECALL NOTIFICATIONS & TECHNICAL COMMUNICATIONS**

With this technology, you will receive the information in real time as emails will be sent to you immediately. After you sign-up to receive electronic notifications, we will no longer rely on

overnight delivery as a means of communication. As soon as recall or technical information becomes available, you'll have it waiting on your computer.

In order to activate this new service, you will need to update your ***Immucor User Group*** account to request access. We trust you will see the advantages of the new system and update your User Group account today. Please see questions surrounding the new process and how you can start receiving the new communication on the reverse side of this card.

## Q&A

### How will I update my current USER GROUP account to access this process?

1. Login to your USER GROUP account.
2. Click **PROFILE** from the navigation selections at the bottom of the left column.
3. Check the box for **Recall Notifications & Technical Communications**.
4. Click **SUBMIT**. This will activate the electronic notification within your User Group account.

### How will I receive notifications?

1. A new notification is generated at Immucor.
2. An email will be sent to *only those affected* by the product recall or technical communication.
3. Click on the link provided within the email.
4. From here, you'll be taken to a validation page to confirm your customer information.
5. After this stage, you'll be taken to the actual electronic notification.

We are confident that this program will assist you in your day-to-day activity and improve the way we do business. If you should have any questions during the transition to electronic notifications, please don't hesitate to contact our **Customer Service Department**.

**8:30am-5:30pm EST**  
**TELEPHONE: 800 510 5110**  
**FAX: 770 441 3807**



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