

FREQUENTLY ASKED QUESTIONS

New Diabetes.Shop Experience

Medtronic

1. What are some of the features of the new experience?

ALL-IN-ONE ORDER STATUS helps you see all you need to know about your supply order, 24/7. Including: target ship date, product and quantity details, order progress, and any actions needed from you to complete your order.

MEDTRONIC ADVOCATE TEAM^[virtual]: Stay informed through personalized messages. From start to finish, know how we are working with your doctor's office and insurance to complete your order. If we need more info, we'll ask. No need to call.

SCHEDULED ORDERS: Easily set-up, view, and personalize your automatic recurring shipments online.

TARGET SHIP DATE: Plan ahead! Know in advance when your supplies are going to be shipped from Medtronic.

CLEAR COMMUNICATIONS help you keep track of your supply order progress. Easily access the information you want, where you want, through emails, texts, or online on Diabetes.Shop.

2. How do I create an order (one-time and/or scheduled orders)?

On the Home page, you can click "Create Order." This will bring you to the "Create order" page, which allows you to "Manage scheduled orders" or create "One-time order."

3. When I make an update on Diabetes.Shop, how long will it take to see the update?

- **Scheduled orders**: After you set up a product on scheduled orders, you will immediately see the settings you have selected on the "Scheduled orders" page, including next target ship date, frequency, and quantity.
- **New orders**: After an order has been created (one-time or scheduled), you will immediately see that order placard on your Home page, including target ship date, order progress, product and quantity details.
- **Medtronic Advocate Team activity**: It may take up to 24 hours after order creation for Advocate activity to be reflected on Diabetes.Shop. This information represents the following: actions needed from you, as well as ongoing and completed activities to complete your order.
- **New document uploaded**: Upon upload, you will immediately receive confirmation and be able to view the uploaded document, which will initially be labeled with this icon: . It takes up to 2 business days for Medtronic to review, process, and confirm your uploaded file, after which you will see the document labeled with this icon: .

4. What does target ship date mean?

The target ship date is the anticipated date that your order will ship from Medtronic. The target ship date is based on your last shipment date and product quantity, as well as insurance guidelines. *This is not a guarantee of the order shipping on these dates.*

5. How are scheduled orders different from previous programs?

Scheduled orders are automatic recurring shipments of supplies that you can setup ahead of time. You can easily set-up, view, and personalize your automatic recurring shipments through the new Diabetes.Shop. This is the best way to ensure undisrupted shipment of supplies. You can also pause or resume scheduled order shipments based on your personal preferences.

For those who are enrolled in the auto reorder program (formerly also called My Supply Connection (MSC)), you can now easily view or manage automatic recurring shipments on the "Scheduled orders" page.

6. How can I pause/resume an order (for both scheduled and/or one-time)?

For scheduled orders that have not yet been created, you can pause shipments, by product, until a future date or indefinitely. For scheduled orders that have been paused, you can resume shipments at any time, by product. To view and adjust settings on your scheduled orders, please visit the "Scheduled orders" page.

For orders that are in process you cannot pause or resume shipments. However, you may cancel the order.

7. How can I change the shipping address when order is in process?

After an order is created and in process you have the ability to change your shipping address for that particular order. Once your order is ready to ship, or if a product within the order has already been shipped you will not be able to update your shipping address.

- Go to the "Order details" page
- Click "Manage"
- Update your shipping address for that particular order

8. What happens if I add a product to scheduled orders that is not covered by my insurance?

Medtronic will contact you if an item is not covered by your insurance and was included as a scheduled order and provide you with options for credit card payment and/or removing the product from your scheduled orders.

While insurance guidelines differ for each customer, most products that are covered and/or require a prescription (i.e., sensors, reservoirs, infusion sets, test strips, etc.) can be placed on scheduled orders.

9. What kind of documents can I upload and reference in Diabetes.Shop?

The type of documents you can upload are: doctor notes, blood sugar logs, lab results, prescriptions, and insurance cards. You will be notified when any of these documents are required on Diabetes.Shop, as well as by email or text depending on your communication preference settings.

10. How can I update my communication preferences (text, email, phone)?

You can update communication preferences through your Diabetes.Shop profile.

- Go to www.Diabetes.Shop and sign in
- Click "Profile" on the top right of the page
- Update your settings under "Communications Preferences"

11. How do I reset my username and/or password?

If you have forgotten your username or password:

- Go to www.Diabetes.Shop
- Click "Sign in"
- Click "Forgot username" or "Forgot password"
- Follow prompts to receive an email notification with your username or instructions on how to reset your password