



Providing Sterilization & Laboratory Services
for the world's most innovative healthcare
companies.

Customer Notification - March 17th 2026

MyMedistri Update: Order Timeline Visibility Now Available

Dear Business Partner,

We are pleased to inform you that our IT team has released a new order timeline feature on MyMedistri. This improvement was developed following feedback from customers requesting clearer visibility of operational milestones. The feature is now available to all customers in Switzerland and Hungary.

The following milestones are now displayed directly on the order management page of your MyMedistri account:

- **Arrival at Medistri Date:** when goods were received at our facility
- **Sterilization Cycle Date:** when the batch entered the sterilization process
- **Merchandise Pick-Up Date:** when the goods were collected after release

Customers can now view up to 100 orders simultaneously on a single page, enabling faster monitoring of operational progress and supporting production planning, quality oversight, and logistics coordination.

This update aims to provide greater operational transparency and improved visibility across the sterilization process. If you would like to better understand how this feature can support your operations, your Customer Success Specialist will be pleased to provide a short demonstration or training session.

Contacts for Enquiries

- Laboratory: lab@medistri.swiss
- Sterilization & Logistics: customerservice@medistri.com

We thank you in advance for your understanding and wish you a wonderful day.

— Your Medistri Team

FAQ - MyMedistri Update: Order Timeline Visibility Now Available

1. Is the new MyMedistri order timeline feature available to all customers?

- Yes. The feature is now available to all Medistri customers in Switzerland and Hungary.

2. Where can I find the order timeline information in MyMedistri?

- The information is displayed on the front page of your MyMedistri account, where you can view operational milestones for up to 100 orders on a single screen.

3. What key dates are now visible in the new layout?

- The dashboard displays Order Creation Date, Goods Arrival at Medistri, Sterilization Cycle Date, and Merchandise Pick-Up Date.



Providing Sterilization & Laboratory Services
for the world's most innovative healthcare
companies.

Customer Notification - March 17th 2026

MyMedistri Update: Order Timeline Visibility Now Available

4. Does this update change the sterilization process or lead times?

- No. This update only improves visibility of operational milestones. Processing times and operational procedures remain unchanged.

5. Who can help us understand how to use this feature?

- Your Customer Success Specialist can provide a short walkthrough or training session to help your team use the feature effectively.