

Quick Guide: How to Submit an Online Performance Report

1. Sign into <https://productperformance.FreseniusKabiUSA.com>
2. Click on Product Performance and select the correct performance report for the product issue your reporting:
 - a. Agilia
 - b. Alyx
 - c. Amicus
 - d. Aurora Xi
 - e. Autopheresis-C or Aurora
 - f. COM.TEC
 - g. INFusia
 - h. Mononuclear Cell (MNC)
 - i. Therapeutics (TPE)
 - j. Whole Blood
 - k. LOVO
3. Complete Account Information section:
 - a. Select Account # (if not already populated)
 - b. Enter a customer reference number (optional)
4. Complete General Incident Information section as required
5. Complete the Correspondence Information section (if applicable)
6. Complete Product Details section including but not limited to:
 - a. Incident date
 - b. Product code
 - c. Lot number
 - d. Number of incidents
7. Complete Problem Details section:
 - a. When was the problem detected?
 - b. Identify the problem type
8. Complete the Diagram section:
 - a. Select the location name on the diagram where the issue occurred. If the location is unknown or not on the diagram, select the check box at the top and include the details under “Additional Incident Description”
9. Complete the Additional Incident Description section with any additional information available
10. Complete the Product Return Details section including:
 - a. Would you like to return the sample for evaluation?
 - b. If yes, is a sample return box needed?
 - c. Upload a picture if available
11. Click Submit