

USER GUIDE

VaxServe.com

VaxServe.com and 1-800-752-9338
are intended for Healthcare professionals.

Last updated: June 2021

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CREATING A NEW ACCOUNT/USER

CREATING A NEW ACCOUNT

If you're new to VaxServe.com and would like to create a new account, you can do so from the login module on the homepage or in the navigation.



- 1 Select 'Create a new account for your organization' to begin the Create a new account process.

A screenshot of the 'Create a new account' page. The page has a purple header with the title 'Create a new account'. Below the header is a progress bar with four steps: 1 Shipping, 2 Billing, 3 License, and 4 Confirmation. Step 1 is currently active. The main content area is titled 'Shipping details' and includes the text 'All fields required unless otherwise noted'. There are three input fields: 'Facility name 1' (required), 'Facility name 2 (Optional)', and 'Attention (Optional)'. On the right side of the page, there is a 'Need assistance?' section with contact information: 'Contact our support center Monday - Friday 8:00 AM - 8:00 PM (EST)', a phone icon with the number '1-800-752-9338', and an email icon with the address 'VaxServe@vaxserve.com'. A blue circle with the number 2 is placed over the contact information.

- 1 To create a new account fill out the forms for steps 1–3. Once you complete the forms successfully, you'll receive a confirmation in step 4.
- 2 If you need assistance, please contact our customer support center.

Note: Each username requires a unique email address.

CREATING A NEW ACCOUNT

If you're new to VaxServe.com and need to add a new user to an existing account, you can do so from the login module on the homepage or in the navigation.



- 1 To add a new user, select 'Add a new user to an existing account.' This will take you through the add a new user process.

Register as a new user for your account

1

1 Account information

>

2 User information

>

3 Confirmation

2

Need assistance?

Contact our support center
Monday - Friday
8:00 AM - 8:00 PM (EST)

1-800-752-9338

VaxServe@vaxserve.com

Account information

To access Vaxserve.com, your organization must already have an account.

All fields required unless otherwise noted

Account number

Zip code

Continue

- 1 To add a new user to an existing account, provide the requested information. Once you've successfully completed the information, you'll receive a confirmation in step 3.
- 2 If you need assistance, please contact our customer support center.

LOGGING IN

FROM THE MAIN NAVIGATION

Select 'Login/Register' to display the login component. Then enter your username and password to login.



- 1 Enter your username and password to login to your account.
- 2 Select the 'Login' button to be taken to your Account Overview.
- 3 If you can't remember your username or password, select the 'Forgot username or password' link and follow steps to recover your username or password.

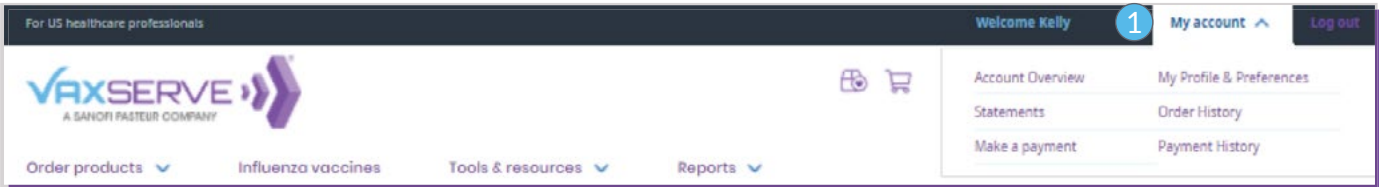
A 'Login help' form with two sections: 'Recover username' and 'Reset password'. Each section has an email address input field and a submit button. To the right, there is a 'Need assistance?' section with contact information for the support center.

- 4 If you're new to VaxServe.com, you can add a new user or create a new account. Selecting 'Add a new user to an existing account,' will take you to the Add a new user process. Selecting 'Create a new account for your organization' will take you to the Create a new account process.

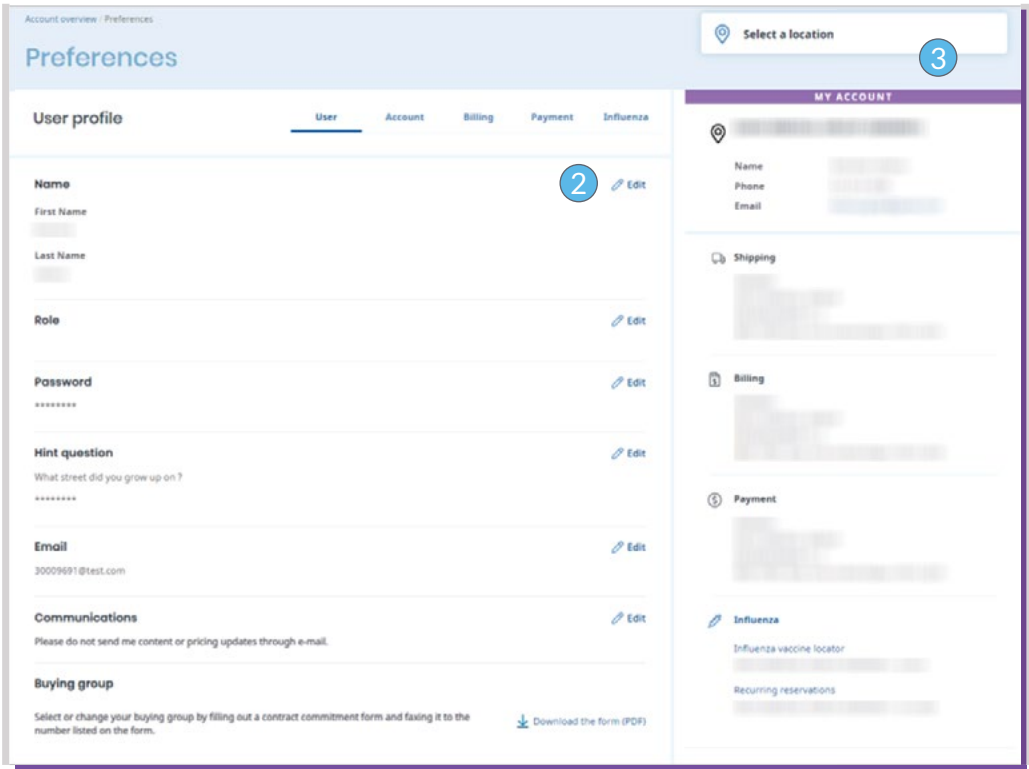
MY PROFILE & PREFERENCES

In the ‘My Profile & Preferences’ section of VaxServe.com, you can make any necessary changes to the user, account data, billing or payment information.

USER PROFILE



- 1 From the top navigation pane, select ‘My Account’ then choose ‘My Profile & Preferences.’
- 2 Choose ‘Edit’ to make any changes to Name, Role, Password, or Email.
- 3 Review Account location, Shipping and Billing Address and Payment details.



ACCOUNT INFORMATION

The screenshot shows the 'Account information' page with four tabs: 'User', 'Account', 'Billing', and 'Payment'. The 'Account' tab is selected and highlighted with a blue circle and the number 1. Below the tabs, there is a section titled 'Important information about updating your address or facility name' with a list of bullet points. To the right, there is a 'Shipping' section with a location pin icon, a 'Billing' section with a dollar sign icon, and a 'Payment' section with a dollar sign icon. At the bottom right, there is a 'Need assistance?' section with contact information for the support center, highlighted with a blue circle and the number 3. In the 'Shipping Address' section, there is an 'Edit' link highlighted with a blue circle and the number 2.

Account information User **Account** Billing Payment

1 Important information about updating your address or facility name

- Shipment(s) may be delayed due to the time required to validate the updated information
- All orders not yet shipped will be updated with the new information entered
- All changes to your customer information are permanent
- If your account is authorized to administer Yellow Fever vaccine, any changes to your facility name or address will void your authorization.

If you have an order that requires immediate shipment or have questions or concerns about updating your information, please call 1-800-752-9338 for assistance.

Shipping Address 2 Edit

Facility name

Attention

Address

City
MONTEREY

State
California

Zip code
93940-5817

Phone Extension

Practice or facility type
CIP

Shipping

Billing

Payment

Need assistance? 3

Contact our support center
Monday - Friday
8:00 AM - 8:00 PM (ET)
1-800-752-9338

- 1 Choose 'Account' to review the Shipping Address, Receiving Hours or License Information.
- 2 Choose 'Edit' to make changes to the Shipping Address, Receiving Hours or License Information. Changes to account address, account name, or license information will require review by our Data Integrity Team that may result in shipping delays.

The screenshot shows two sections: 'Receiving hours' and 'Account license'. The 'Receiving hours' section has a table with days of the week and their corresponding hours. The 'Account license' section has fields for name on license, state license number, state, expiration date, HSN, and DEA.

Receiving hours Edit

MONDAY	8:00 am - 4:00 pm
TUESDAY	8:00 am - 4:00 pm
WEDNESDAY	8:00 am - 4:00 pm
THURSDAY	8:00 am - 4:00 pm
FRIDAY	8:00 am - 4:00 pm

Account license Edit

Name on license

State license number

State
California

Expiration
08/31/2018

HSN

DEA

- 3 If you need assistance, contact our customer support center.

BILLING PREFERENCES

Electronic billing settings

UserAccountBillingPayment

Electronic Billing Preferences

As part of Sanofi Pasteur's GREEN initiative, paper invoices and statements will no longer be mailed. You can access and receive your documents electronically. This will enable you to save your documents and view them as needed, while preserving the environment. How it works.

Please select your billing preferences below for each type of billing document.

Invoices

☐ I would like to receive all invoices as a PDF enclosure within an e-mail alert.

☐ I would like to receive e-mail alerts when a billing document is available via a link to VaxServe.com.

Invoice email address

Account statements

☐ I would like to receive all monthly account statements as a PDF enclosure within an e-mail alert.

☐ I would like to receive e-mail alerts when an account statement is available via a link to VaxServe.com.

Statement email address

1 Choose 'Billing' to set electronic billing preferences for invoices and statements.

PAYMENT SETTINGS

Payment settings

UserAccountBillingPayment

1 Please note that updates you make today will only apply to future orders and invoices. View past invoices.

If you have any questions or concerns about updating your information, please call 1-800-752-9338 for assistance.

Checking accounts

Bank name	Account number	Default account		
Firstbank	xxxx-xxxx-xxxx-5789		2 Edit	Delete
Fidelity	xxxx-xxxx-xxxx-6789		Edit	Delete
Bank of America, NA	xxxx-xxxx-xxxx-6789		Edit	Delete
Wells fargo and Company	xxxx-xxxx-xxxx-6789	✓	Edit	Delete

3 Add a checking account

Credit/Debit cards

visa	xxxx-xxxx-xxxx-1111	07/2021	Edit	Delete
------	---------------------	---------	------	--------

Add a card

- 1 Choose 'Payment' to update checking and credit card accounts.
- 2 Choose 'Edit' to make changes or 'Delete' to remove the account.
- 3 Choose 'Add a checking account' or 'Add a card' to enter new account information.

8

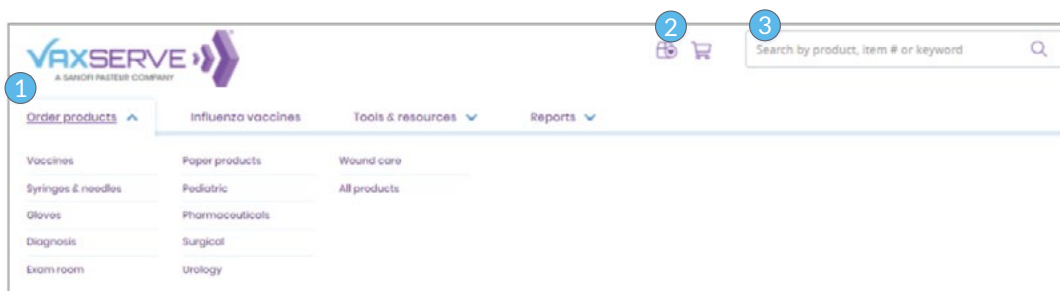
Table of Contents

ORDERING PRODUCTS

Browse and shop vaccines for your location(s) in the Order Products section.

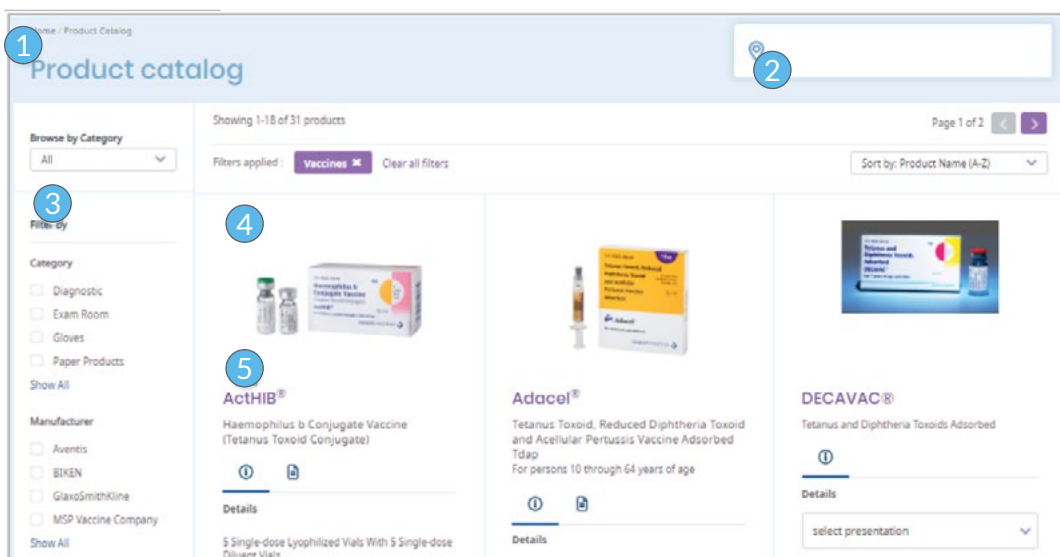
ARRIVING FROM THE MAIN NAVIGATION

There are a number of ways to find and order products on VaxServe.com.



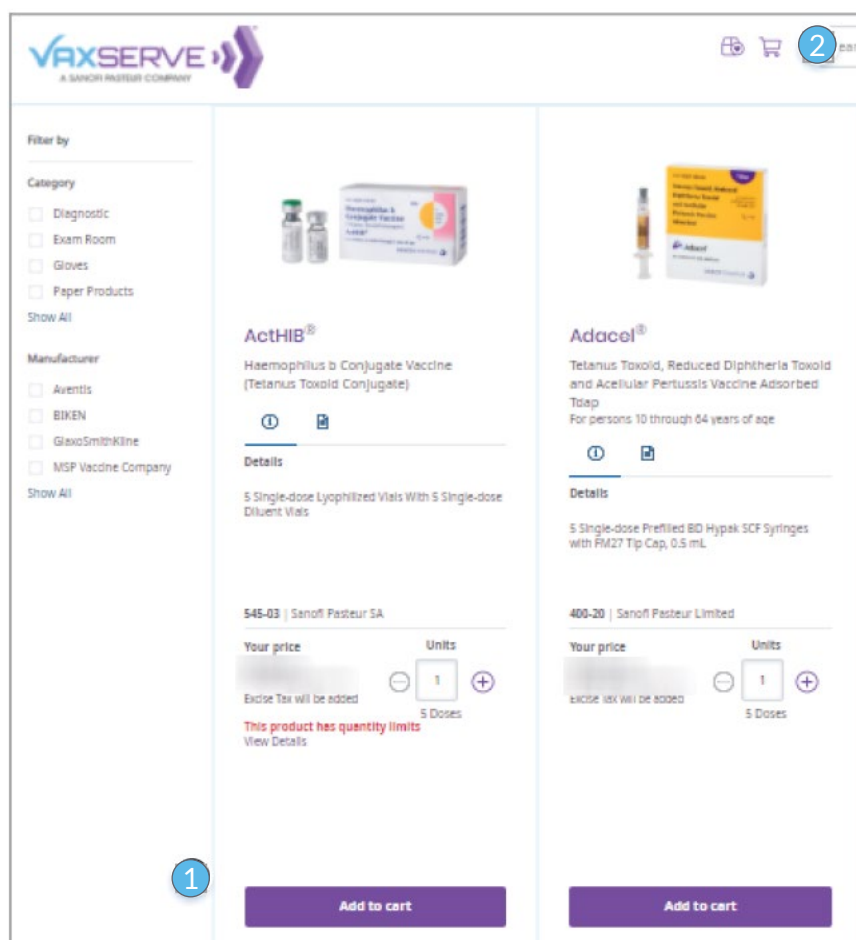
- 1 In the main navigation, select the link 'Order products' to go to the Product Catalog or any sub-category available in the sub-menu.
- 2 Select the Saved orders icon next to the search field to access your previously saved orders.
- 3 Use the search field to search the product catalog by product name, number or keyword in the search field.

PRODUCT CATALOG



- 1 The Product Catalog will display all products for you to browse and shop.
- 2 Your account name and account number will be displayed here.
- 3 Use the filter and sorting functions to refine the listings and find the products you're looking for.
- 4 Products will be displayed in a grid. Select the product image or name to go to the product detail page.
- 5 Each product will have specific information divided into selectable tabs. The tabs are grouped by:
 - Details (Default): Includes presentation information
 - Product Safety and Prescribing Information: Includes downloadable files
 - Product updates: Includes any important information worthy of notification

ADDING PRODUCTS TO THE CART



- 1 Add products to the cart by selecting the 'Add to cart' button.
- 2 When you're ready to checkout, select the 'Cart' icon to proceed to the Cart page

CART

All vaccines that have been added to the cart will be stored there for checkout. You can select how you'd like to receive your vaccines and make any final adjustments before checking out.

The screenshot shows the 'My cart' page with 2 units. At the top right, there are links for 'Continue shopping', 'Save order', 'Clear cart', 'XLS', and 'Print'. A location pin icon is labeled with a blue circle 2. A calendar icon for 'Requested delivery date' is labeled with a blue circle 1, showing the date 10/14/2020. Below this, a note states: 'The requested date is not a guarantee and may change based on product availability and unforeseen delays'. The cart contains two items: 'ActHIB®' (5 Single-dose Lyophilized Vials With 5 Single-dose Diluent Vials, 545-03 | Sanofi Pasteur SA) and 'Adacel®' (5 Single-dose Prefilled BD Hypak SCF Syringes with FM27 Tip Cap, 0.5 mL, 400-20 | Sanofi Pasteur Limited). Each item shows a 'Delete' button, 'your price' (S [redacted]), and 'Units' (1, 5 Doses). A blue circle 3 points to the 'QUICK ORDER' section on the right, which includes a search bar for 'Search product catalog'. A blue circle 4 points to the 'Save order' link at the top right. A blue circle 5 points to the 'Proceed to checkout' button. The 'Order subtotal: \$ [redacted]' is shown above the checkout button. Below the checkout button is the 'UPLOAD ORDER' section with a note 'Add items to your cart via the Excel order template' and a dashed box for 'drag and drop file here to upload'.

- 1 Choose your requested delivery date from the calendar date picker.
- 2 If you want to change the location you're ordering for, do so here.
- 3 Use Quick order to quickly add more products to your cart by searching the product name or number.
- 4 Select Save order to save the vaccines and quantities in the cart for easy reordering next time.
- 5 When you're ready to Checkout, select the "Proceed to checkout" button.

CHECKOUT

This is where you can review order details like ship-to location, order total, selected vaccines, payment method, and order contact.

The screenshot shows the VaxServe Checkout interface. At the top, the header includes 'Checkout 2 units', a 'Continue shopping' link, and icons for 'Save order', 'XLS', and 'Print'. The main content area is divided into several sections:

- 1** (Location): A map icon and a location input field.
- 2** (Continue shopping): A link to return to the product catalog.
- 3** (Payment method): A dropdown menu currently set to 'Bill me later'.
- 4** (Order contact): A section for contact information with an 'Edit' link.
- 5** (Order total): A section showing the 'Order total: \$', 'Total savings: \$2.33', and buttons for 'continue' and 'Edit cart'.

Below the location section, there are input fields for 'PO# (Optional)', 'Attention (Optional)' (filled with 'John Smith'), and 'Special Instructions (Optional)' (filled with 'Requires signature'). A note states: 'Special instructions will delay processing.'

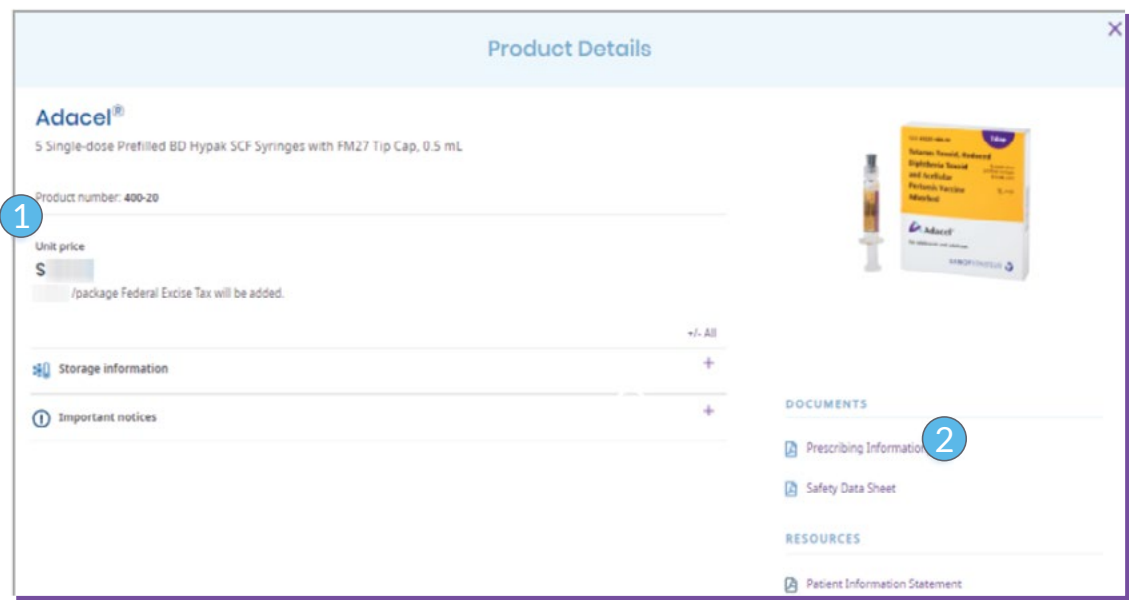
The product section displays 'ActHIB®' and '5 Single-dose Lyophilized Vials With 5 Single-dose Diluent Vials 545-03 | Sanofi Pasteur SA'.

Status	Total units	Units in shipment	Ship date	Unit Price	Total Excise Tax	Subtotal
Open	1	1	10/12/2020 (Estimated)			

- 1 This section summarizes all your information and selection for your review. If required, you will enter the PO number in the input field.
- 2 To go back to the Product Catalog, select the 'Continue shopping' link.
- 3 Change how you're paying for your order or add a new payment method in the "Payment method" section.
- 4 View and edit the contact information for your order in the "Order contact" section.
- 5 Once you're ready to place your order, select the 'Continue' button to proceed to the confirmation.

PRODUCT DETAILS

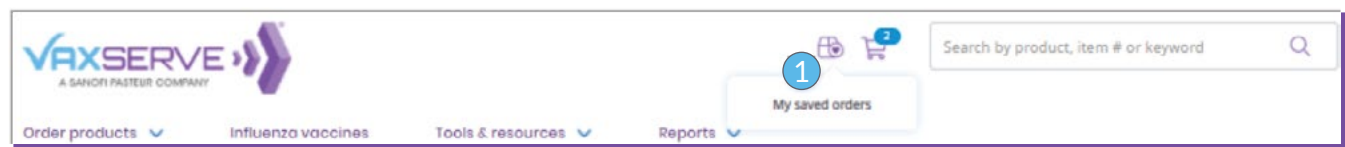
The product detail page displays all information for a vaccine. You can get to this page by selecting a product’s name on the product listing page.



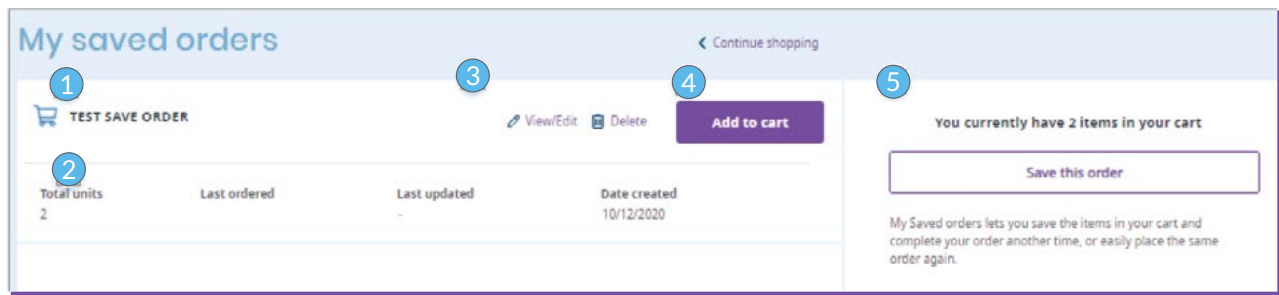
- 1 View vaccine information including price, description, product number and name.
- 2 Download vaccine information from the Documents and Resources section.
- 3 Hit the + sign next to Important notices, to display any important information relating to this product.

SAVED ORDERS

This page displays all information for orders that were previously saved for easy reordering.

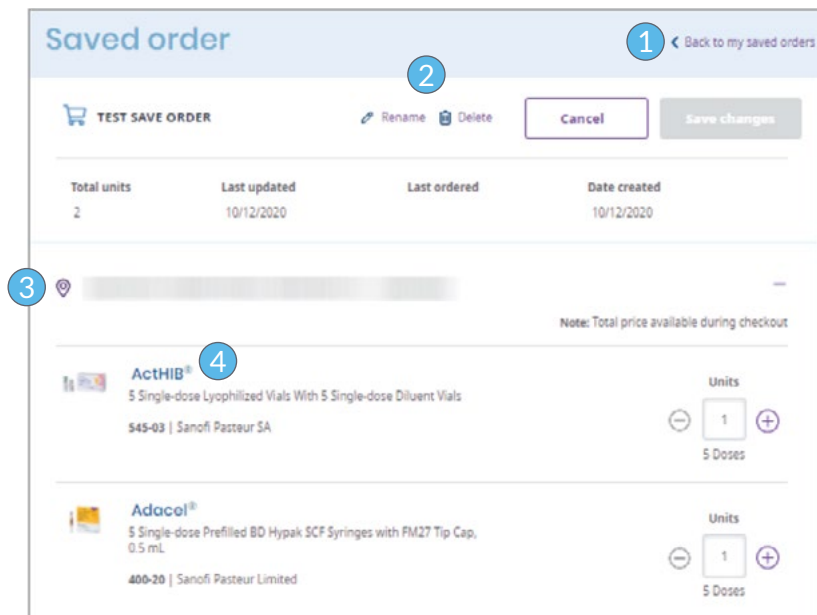


- 1 Navigate to your saved orders by selecting the ‘Saved orders’ icon from the main navigation.



- 1 Each saved order is a horizontal card displays order information and action links.
- 2 Order information includes total units, last ordered, last update, date created.
- 3 Select the View/Edit button to view details and make changes to the order. Select the 'Delete' button to permanently remove the order from your saved orders list.
- 4 To add a saved order to the cart, select the 'Add to Cart' button.
- 5 If you have products in the cart and want to save your order to reorder later, select the 'Save this order' button.

EDIT A SAVED ORDER

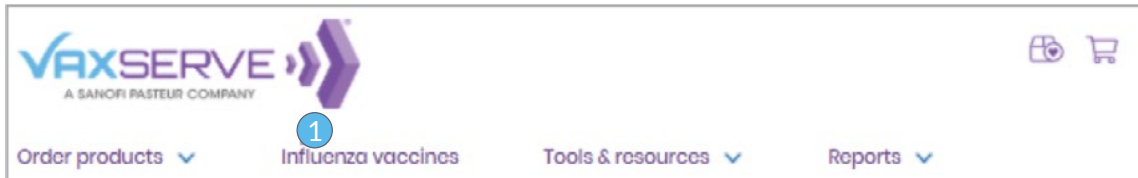


- 1 To go back to the saved order listing page, select the 'Back to saved orders' link.
- 2 Select the 'Rename' button to change the name of the order.
Select the 'Delete' button to permanently remove the order from your saved orders list.
Select the 'Cancel' button to undo any changes that have been made to the order and return to the saved order listing page.
Select the 'Save changes' button to save any new changes that have been made to the order.
- 3 This is the ship-to location associated with the order.
- 4 Select the product name to review the full product details.
Select the units and doses field to edit the quantity.

INFLUENZA VACCINES

In the Influenza vaccines section of VaxServe.com, you can reserve Influenza vaccines for the season and track the status of your reservation.

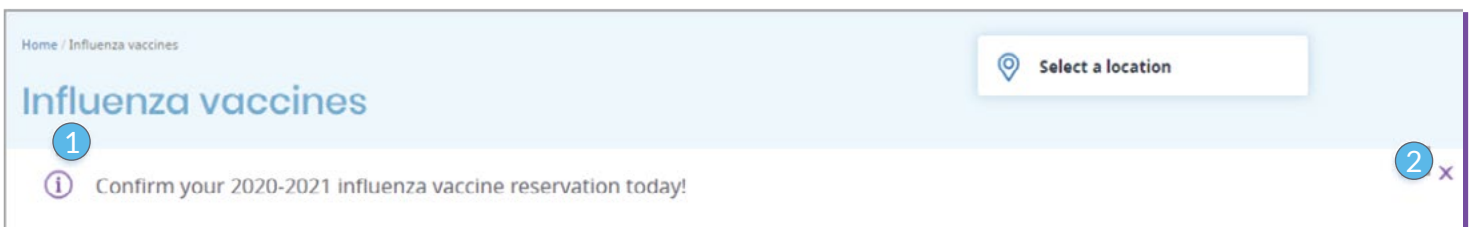
ARRIVING FROM THE MAIN NAVIGATION



- 1 In the main navigation, select the link 'Influenza vaccines' to arrive at the influenza vaccines dashboard.

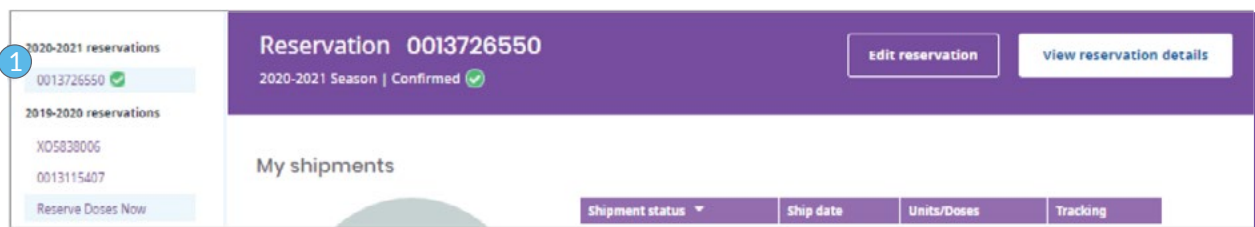
ARRIVING FROM THE MAIN NAVIGATION

Message Banner



- 1 Any alerts and notifications regarding your Influenza vaccine reservations will be displayed in a banner at the top of the page.
- 2 You can hide the banner by clicking the 'X' icon in the top right of the banner.

INFLUENZA VACCINE RESERVATIONS



- 1 Select a reservation number from the list menu on the left side of the page to display reservation information on the right side of the page.

2020-2021 reservations

0013726550

2019-2020 reservations

X05838006

00131115407

Reserve Doses Now

Waitlist

0 units

Influenza vaccine locator

Recurring reservations

Enrolled

Reservation 0013726550

2020-2021 Season | Confirmed

Edit reservation

View reservation details

My shipments

880 of 880 Doses TBD

Download shipping info:

CSV XLS PDF

Shipment status	Ship date	Units/Doses	Tracking
TBD		88/880	

Showing 1 of 1

- This section displays all your seasonal Influenza vaccine reservations. Depending on the total reservations you've made, the reservation numbers will display as a selectable list.
- This section displays summarized status information for the selected reservation. The reservation summary will include the reservation number, season, and shipping status.
- To view the complete reservation information, select the "View reservation details" button to be taken to the Reservations details page.

My shipments

10 of 10 Doses shipped

Download shipping info:

CSV XLS PDF

Shipment status	Ship date	Units/Doses	Tracking
Shipped	02/19/2020	1/10	151890628941

Showing 1 of 1

- Shipment status: Over the course of the season, the pie chart and table will display the status of each shipment in a reservation.

Shipment status types: Open, in process, scheduled, shipped, completed, and cancelled.

To view details for each shipment status, select the segment of the pie chart or line item in the table. Each segment in the pie chart corresponds to a line item in the table, so you can access the same information from both places.

CREATING A NEW RESERVATION

You can start a new Influenza reservation by clicking the 'Reserve now' button on the Influenza vaccines dashboard. The reservation process consists of three steps: Select vaccines, View cart, and Checkout.

STEP 1: SELECT VACCINES

Home / Influenza vaccines / Reservation

New reservation



2019-2020 Season

< Back to dashboard XLS Print

1 Select vaccines > 2 Verify payment

Select your influenza vaccines

Sort by: Age

 Fluzone® Quadrivalent Influenza Vaccine, No Preservative - 10 Single-dose Prefilled Syringes (0.5mL) Age 6 months of age and older 419-50 Sanofi Pasteur Inc.	Your price View savings Price with Prompt Pay	Units 1 10 Doses
 Fluzone® Quadrivalent Influenza Vaccine, No Preservative - 10 Single-dose Vials (0.5mL) Age 6 months of age and older 419-10 Sanofi Pasteur Inc.	Your price View savings Price with Prompt Pay	Units 1 10 Doses

1 Units | 10 Doses

Estimated total:

(with Prompt Pay discount)

Estimated savings:

3 **Save and continue**

Undo changes

By placing this order, you agree to the Terms & Conditions.

1 The page header indicates that you're creating a new reservation for the current season.

2 The reservation progress bar highlights which section of the reservation process you're in.

Select your influenza vaccines: This page displays all the Influenza vaccines available to reserve for the season. For each vaccine, you can view information, pricing details, and availability status. You can also select unit and dose quantities.

3 Once you have selected units and doses for your preferred vaccines, proceed to Step 2 by selecting the 'Save and Continue' button in the upper right-hand corner of the page.

CREATING A NEW RESERVATION

- 1 This page displays the shipping information, all products on this reservation, payment method and estimated total.
- 2 Ship-to location (if applicable): Use this button to search and select the ship-to location for the reservation. To view the list of ship-to locations in your account, select the 'Change location' link to display the ship-to location selector.
- 3 To edit or remove a product from the cart, select the 'Edit doses' button.
- 4 To save a copy of the reservation, you can download to Excel or print the page from the top right.
- 5 The payment method field allows you to choose your payment preference for this specific order. You can add or edit existing information by selecting "Manage payment methods" from the drop-down.

The Reservation Contact information and Receiving Hours can also be updated by selecting 'Edit'.

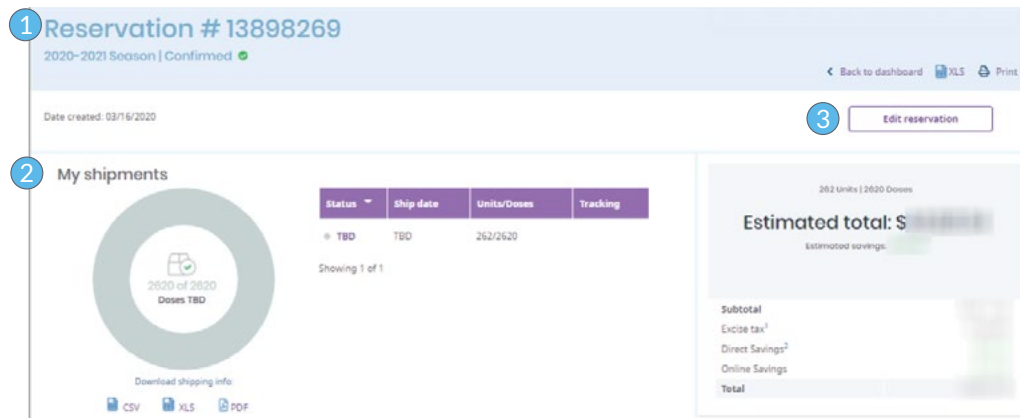
Once you've reviewed all information on this page, select 'Continue' to reserve your doses.

Day	Hours
Monday	8:00 am - 6:00 pm
Tuesday	8:00 am - 6:00 pm
Wednesday	8:00 am - 6:00 pm
Thursday	8:00 am - 6:00 pm
Friday	8:00 am - 5:00 pm

CREATING A NEW RESERVATION



From the Influenza vaccine dashboard, navigate to a reservations detail page by selecting the 'View reservations details' button.



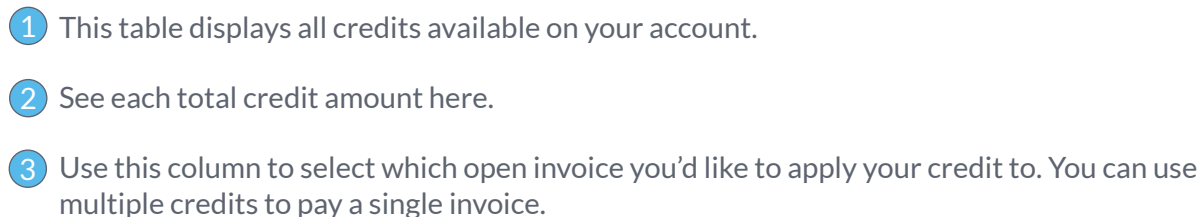
- 1** The reservation detail page shows everything you need to know about your reservation. This page is similar to the influenza reservation checkout page but also includes shipment status details.
- 2** The my shipments component tracks the status of all shipments in a reservation. It displays the same information you see on the Influenza vaccine dashboard.
- 3** To make changes to your reservation, click 'Edit Reservation.'

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ARRIVING ON MAKE A PAYMENT



Credits table



PAYING AN OPEN INVOICE

To pay an open invoice, select one or multiple invoices on the Make a Payment page and begin the 3-step process. See below for details.

Open invoices

We accept the following cards

Payment option	Invoice #	Invoice date	Due date	Invoice balance	Prompt pay discount	Payment amount
1 <input checked="" type="checkbox"/> Pay Now	914356864	03/24/2020	04/24/2020 ①	\$155.39	2	\$155.39
<input checked="" type="checkbox"/> Pay Now	914360900	03/27/2020	04/27/2020 ①	\$11.21	—	\$11.21

Continue 3

- 1 Select the checkbox for an invoice you would like to pay.
- 2 Enter a payment amount in the open field to adjust the amount when paying an open invoice. Note: you will not be able to manually enter an amount greater than the invoice balance.
- 3 When you're ready, select the 'Continue' button to proceed to the 3-step process for paying an open invoice.

STEP 1: PAYMENT

1 Pay open invoices

Name of person authorizing payment

2

Payment option	Invoice #	Due date	Invoice balance	Payment amount	Payment method	Payment date
3 Pay now	914356864	04/24/2020	\$155.39	\$155.39	4 Pay by card	5 10/15/2020

MC card (xxxx-xxxx-xxxx-)

*This amount reflects the combined total of "Pay at Terms" invoices selected.
Your account will be charged 3 calendar days prior to the specific invoice due date, see payment date above. If you are paying multiple invoices, with various due dates, each invoice will be charged separately, based on its due date.

Pay now \$155.39
Total amount to be charged to your account(s) immediately
Payment total \$155.39

6 Continue

Cancel

- 1 Review the selected invoices and select the payment method you wish to use.
- 2 To proceed to Step 2: Review, enter the name of the person authorizing the payment. This information is required.
- 3 This table displays key information about the selected open invoices: Invoice #, Due date, Invoice balance, Payment amount, Payment method, and Payment date.
- 4 When paying an open invoice, select the payment method. Choose an existing card saved to your account or add a new card.
- 5 The payment date reflects the date of payment.
- 6 After completing the required information, proceed to Step 2: Review by selecting the 'Continue' button. To cancel and exit the pay open invoice process, select the 'Back' button to return to the Make a Payment page.

STEP 2: REVIEW

1 Payment
2 Review
3 Confirmation

Name of person authorizing payment TEST

Payment option	Invoice #	Due date	Invoice balance ⓘ	Payment amount	Payment method	Payment date
Pay now	914356864	04/24/2020	\$155.39	\$155.39	XXXX-XXXX-XXXX-XXXX	10/15/2020
Pay now	914360900	04/27/2020	\$11.21	\$11.21	XXXX-XXXX-XXXX-XXXX	10/15/2020

*This amount reflects the combined total of "Pay at Terms" invoices selected.

Your account will be charged 3 calendar days prior to the specific invoice due date, see payment date above. If you are paying multiple invoices, with various due dates, each invoice will be charged separately, based on its due date.

By clicking the "Submit payment" button, I request and authorize Sanofi Pasteur and/or its affiliates to initiate a one-time electronic debit entry and, if applicable, a representation associated with that one-time electronic debit entry or use any other commercially accepted practice to debit the Bank Account indicated above ("Financial Institution"). I authorize and request that Financial Institution honor the electronic debit entry or any other debit entry or any other debit initiated by Sanofi Pasteur and debit the Bank Account for such amount. This authorization relates to the identified

Pay now
\$166.60

Total amount to be charged to your account(s) immediately

Payment total
\$166.60

3 Submit

Back

- 1 Review all your selections and inputs in Step 1: Payment before submitting payments for the open invoices.
- 2 This table recaps the details entered for the selected open invoices.
- 3 Once you've reviewed the information and are ready to complete the payment for the open invoices, select the 'Submit' button to proceed to Step 3: Confirmation. To make changes to any selections, select 'Back' to return to Step 1: Payment.

STEP 3: CONFIRMATION

1 Payment > 2 Review > 3 Confirmation

We have processed your request.

Name of person authorizing payment: TEST

Status	Invoice #	Due date	Balance after payment	Payment amount	Payment method	Payment date
Approved	914356854	04/24/2020	\$0.00	\$155.39	XXXX-XXXX-XXXX-0008	10/15/2020

Your payment will be applied to your invoice on the listed payment date. It may take two additional business days to complete a funds transfer. A successful funds transfer will result in a single ACH electronic debit from your checking account and a payment on your invoice for the payment amount you specify.

3 Return to make a payment

- 1 Confirm whether or not each payment has been processed successfully.
- 2 This table recaps the details entered for the selected open invoices.
- 3 To return to the Make a Payment page, select the 'Return to make a payment' button.
- 4 If you'd like a copy of the payment confirmation details, you can download or print files for your records.

APPLYING CREDITS TO AN OPEN INVOICE

You can apply a credit to an open invoice on the Make a Payment page. When you select an invoice to apply credits to, you'll begin a 3-step process. See details below.

Credits

If an invoice already has a scheduled payment, you must cancel it before you can apply a credit.

	Credit #	Credit date	Credit amount	Apply to invoice#	Credit applied
1	<input checked="" type="checkbox"/> 16543	04/30/2018	\$345.10	914360900 (\$11.21)	\$11.21
	<input type="checkbox"/> 15639	04/23/2018	\$213.27	Select	
	<input type="checkbox"/> 909298212	10/20/2017	\$172.55	Select	

Continue 2

- 1 Select one or multiple credits to apply to open invoices. Select an open invoice(s) to apply your credit(s) to.
- 2 Once you've made your selections, select the 'Continue' button to proceed to the 3-step process for applying credits.

STEP 1: CREDITS

1 Credits

2 Review

3 Confirmation

1

Name of the person authorizing credits

2

ST

Credit #	Apply to invoice #	Credit applied	Credit balance	Invoice balance	
3	16543	914360900 (\$11.21)	\$11.21	\$333.89	\$0.00

4

Cancel

Continue

- 1
- You can see the credits you selected to apply to your open invoices. This table recaps the details entered for the selected open invoices.
- 2
- Enter the name of the person authorizing the credits to proceed to Step 2: Review. This information is required.
- 3
- This table recaps the details entered for the selected open invoices.
- 4
- Once you're ready to review your information, select the 'Continue' button to proceed to Step 2: Review. If you'd like to exit this process and return to the Make a Payment page, select the 'Back' button.

STEP 2: REVIEW

1 Credits

2 Review

3 Confirmation

1

Name of the person authorizing credits: TEST

Credit #	Apply to invoice #	Credit applied	Credit balance	Invoice balance	
2	16543	914360900 (\$11.21)	\$11.21	\$333.89	\$0.00

3

Back

Apply credits

- 1
- You can review the selections you made in Step 1: Credits before applying credits.
- 2
- This table recaps the details entered for the selected credits being applied.
- 3
- Once you're ready, select the 'Apply credits' button to proceed to Step 3: Confirmation. To make changes to any selections, select 'Back' to return to Step 1: Credits.

STEP 3: CONFIRMATION

We have processed your request.

Name of person authorizing credits: **TEST**

Status	Credit #	Apply to invoice#	Credit applied	New credit balance	New invoice balance
Approved	16543	914360900 (\$11.21)	\$11.21	\$333.89	\$0.00

[Return to make a payment](#)

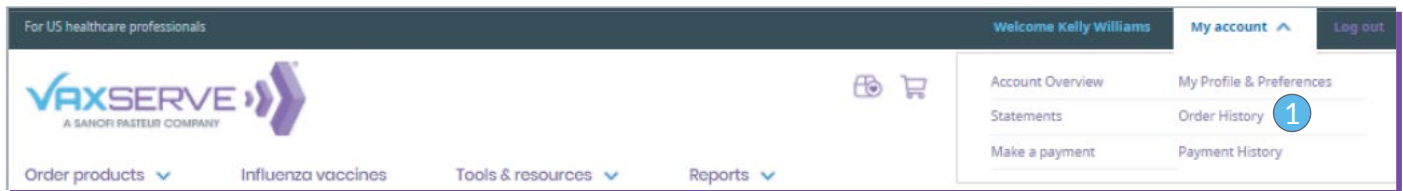
- 1 Confirm whether or not each credit has been processed successfully.
- 2 This table displays details about the credit(s) applied to open invoice(s): credit #, the invoice it is being applied to, the amount of credit applied, any balance on the open invoice, and the date the credit is applied.
- 3 To return to the Make a Payment page, select the 'Return to make a payment' button.
- 4 If you'd like a copy of the payment confirmation details, you can download or print files for your records.

ORDER HISTORY

In the Order History section, you can view, sort, and download the details of all orders placed on your account. You can access this section from a few different places on VaxServe.com.

ARRIVING ON ORDER HISTORY

From the main navigation



- 1 To access the Order History section from the navigation, select the 'Order history' link in the My account navigation.

ARRIVING ON ORDER HISTORY

The screenshot shows the 'Orders' section of the VaxServe account overview page. It features a table titled '10 MOST RECENT ORDERS' with columns: Date, Type, Order #, Account #, Status, PO #, Invoice #, Packing slip*, and Tracking #. Below the table is a purple button labeled 'View order history'.

Date	Type	Order #	Account #	Status	PO #	Invoice #	Packing slip*	Tracking #
03/30/2020	Standard	XO5880620	33093639	Shipped	CLARK-03302020	914362034	View	153576943220
03/09/2020	Standard	XO5860672	33093639	Shipped	CLARK-03092020	914302590	View	153576825732
02/17/2020	Standard	XO5834378	33093639	Shipped	CLARK-02172020	914229519	View	153576672607

- 1 View a summary of your order history in the Orders section of the account overview page. To view all orders, select the 'View order history' button.

ORDER HISTORY

The screenshot shows the 'Order history' page. Callout 1 points to the 'Order history' title. Callout 2 points to the 'Order status' filter dropdown. Callout 3 points to the table of orders.

Order history

Select a location

Showing 13 of 13 orders

Page 1 of 1

Filters applied: 1 year Clear all filters

18 per page

Search by

Time frame

1 year

Date range

From

mm/dd/yyyy

To

mm/dd/yyyy

Invoice #

Search

PO #

Search

Order #

Search

Apply filters

Clear filters

PAST 1 YEAR

Date	Type	Order #	Status	PO #	Invoice #	Packing slip*	Tracking #
03/03/2020	Standard	XO5854436	Shipped	XO5854436	914285332	View	154206199509
02/17/2020	Standard	XO5835635	Shipped	XO5835635	914233493	View	154206132255
01/27/2020	Standard	XO5808789	Shipped	XO5808789	914154680	View	139032196166
01/13/2020	Standard	XO5792336	Shipped	XO5792336	914103119	View	139032139755
12/12/2019	Standard	XO5760409	Shipped	XO5760409	913996042	View	139031998109
12/09/2019	Standard	XO5755359	Shipped	XO5755359	913966379	View	134271001495
11/19/2019	Standard	XO5730064	Shipped	XO5730064	913873461	View	134270912104
11/05/2019	Standard	XO5710655	Shipped	XO5710655	913746992	View	129712309776
10/30/2019	Standard	XO5703066	Shipped	XO5703066	913673666	View	129712240302
10/14/2019	Standard	XO5672451	Shipped	XO5672451	913407891	View	129506308676
10/01/2019	Standard	XO5651198	Shipped	XO5651198	913231994	View	125751680467
09/03/2019	Standard	XO5608134	Shipped	XO5608134	912886217	View	119240374228
08/16/2019	Standard	XO5583296	Shipped	XO5583296	912715210	View	110352304963

*Packing slip documents only include items that are shipped from Sanofi Pasteur

- 1 On this page, you can view, sort, and download details for all orders placed on your account.
- 2 Filter or search for specific orders using the date range picker and search fields.
- 3 This table displays all orders from the past 3 months. For each order, you can see the following: order date, type, order #, status, PO#, invoice #, and packing slip and tracking #, where applicable. To view details for an order, select the order # link to access the order detail page.

ORDER HISTORY

Order detail Back to order history Save order XLS Print

Order #: XO5537282
Order date: 07/19/2019

Order status: Shipped
Placed by: Stefanie
PO#: 04-19Y22

Billing
Bill to: [Redacted]
Order subtotal: [Redacted]
Order total: [Redacted]
Payment type: Bill Me Later

Shipping
Ship to: [Redacted]
Shipping method: FedEx

Order total: [Redacted]
Quantity and other discounts:
VaxServe.com savings
Total savings: [Redacted]

Adacel®
5 Single-dose Prefilled BD Hypak SCF Syringes with FM27 Tip Cap, 0.5 mL
400-20 | Sanofi Pasteur Limited

Status	Invoice #	Total units	Units in shipment	Ship date	Tracking #	Unit Price	Total Excl. Tax	Subtotal
Shipped	912560891	4	4	07/22/2019	483196587859	[Redacted]	[Redacted]	[Redacted]

4 Reorder
5 Add to Cart
[Request pedigree](#)

- 1 On the order detail page, you can view details of a specific order #: order date, billing and shipping information, and products.
- 2 This table displays key information: product status, invoice #, total units, estimated ship date, tracking # (when available), and price.
- 3 To save the order to reorder later, select the 'Save order' button. Go to Saved orders to learn more. If you'd like a copy of the order details, you can download or print files for your records.
- 4 Select 'Reorder' to order the same order again and proceed to Checkout.
- 5 Select 'Add to cart' to add the products in this order to the Cart.

INVOICES

In the 'Invoices' section, you can view and download all invoices associated with your account.

ARRIVING ON INVOICES

From the account overview

Billing

[Invoices](#) [Payments](#) [Credits](#) [Statements](#)

1 10 MOST RECENT INVOICES

[XLS](#) [PDF](#)

Date	Due date	Account #	Invoice #	Invoice amount	Prompt pay discount	Amount due	
01/30/2020	04/30/2020	33078780	914176514		\$0.00		***
01/29/2020	04/29/2020	33078780	914172256		\$0.00		***
01/28/2020	04/28/2020	33078780	914165172		\$0.00		***
01/28/2020	04/28/2020	33078780	914162385		\$0.00		***
01/28/2020	04/28/2020	33078780	914161511		\$0.00		***
02/27/2020	05/28/2020	33078780	914270445		\$0.00		***
02/27/2020	05/28/2020	33078780	914270423		\$0.00		***
02/27/2020	05/28/2020	33078780	914269198		\$0.00		***
01/27/2020	04/27/2020	33078780	914157845		\$0.00		***
01/27/2020	04/27/2020	33078780	914156324		\$0.00		***

2 [View all open invoices](#)

- 1 Find the summary of your invoices in the Billing section of the account overview page. This section displays your latest invoices and details around their amount and due date.
- 2 To access all invoices or to make a payment, select the 'View all open invoices' button to go to the 'Make a Payment' page.
- 3 Selecting 'Credits' will show all open credits on the account. Select 'View all Credits' to go to the 'Make a Payment' page to apply credits to any open invoices.

ORDER HISTORY

1 Make a payment

XLS
 PDF

Credits

If an invoice already has a scheduled payment, you must cancel it before you can apply a credit.

	Credit #	Credit date ▾	Credit amount	Apply to invoice# ①	Credit applied
<input type="checkbox"/>	914367163	04/04/2020		Select ▾	
<input type="checkbox"/>	914346235	03/19/2020		Select ▾	

Open invoices

We accept the following cards

2

Payment option	Invoice #	Invoice date ▲	Due date	Invoice balance	Prompt Pay discount	Payment amount
<input type="checkbox"/> Pay Now ▾	913933215	12/02/2019	03/02/2020 ①		-	
<input type="checkbox"/> Pay Now ▾	913942137	12/03/2019	03/03/2020 ①		-	
<input type="checkbox"/> Pay Now ▾	913950527	12/04/2019	03/04/2020 ①		-	

3

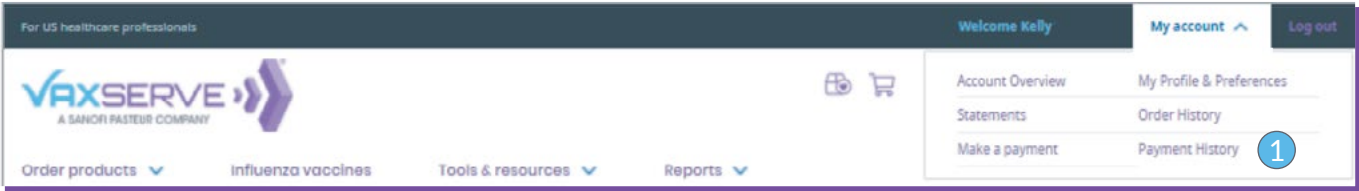
- 1 On this page, you can view, sort, and download details for all invoices and credits on your account.
- 2 You can sort invoices by clicking on the header. Clicking once will sort the items in ascending order. Clicking the header again will sort in descending order.
- 3 This table displays all open invoices and credits. For each invoice, you can see the following: invoice #, invoice date, due date, invoice amount, and prompt pay discount (if applicable). To view details for each invoice, click on the invoice # to display a PDF copy of the invoice.

PAYMENT HISTORY

In the Payment History section, you can view, sort, and download the details of all payments made on the account. You can access this section from a few different places on VaxServe.

ARRIVING ON PAYMENT HISTORY

From the main navigation



- 1 To access the Payment History section from the navigation, select the 'Payment history' link in the My Account navigation.

STATEMENTS

In the 'Statements' section, you can view and download all your account statements.

ARRIVING ON THE STATEMENTS PAGE

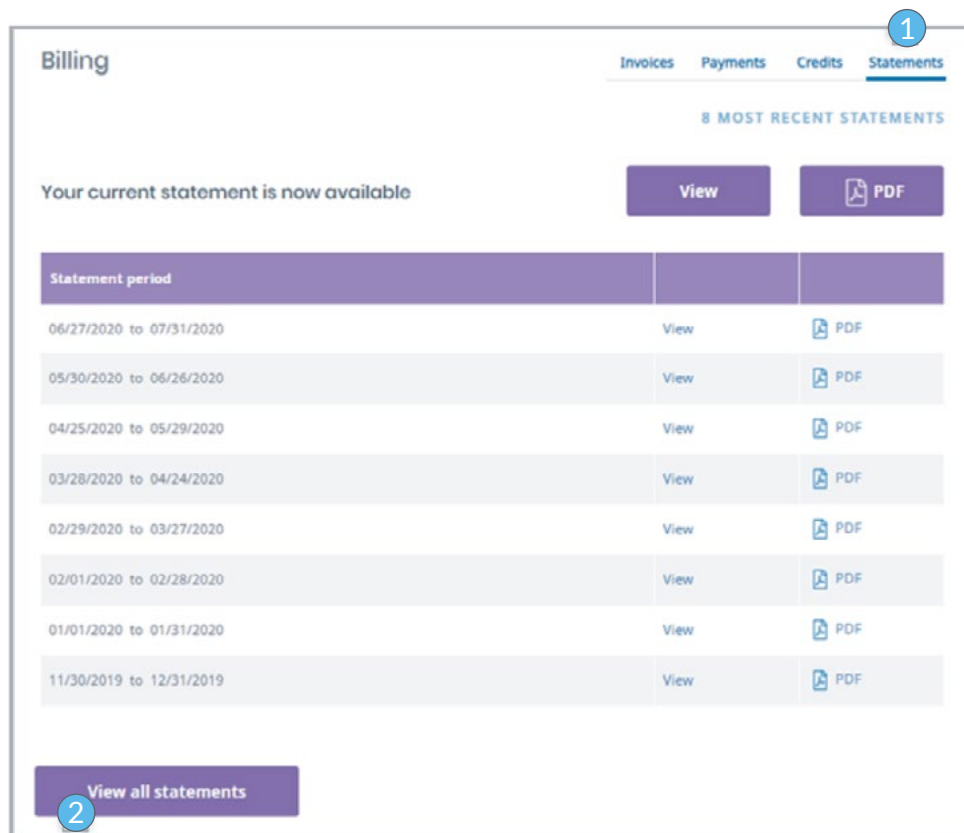
You can access this page from a few different places on VaxServe.com.

From the main navigation



- 1 To access the Statements section from the navigation, select the 'Statements' link in the My account navigation.

FROM YOUR ACCOUNT OVERVIEW



- 1 To access the Statements section from Account Overview, select the 'Statements' tab in the Billing section.
- 2 To go to the Statements page, select the 'View all statements' button.

STATEMENTS PAGE

In this section, you can view and download all your account statements.

Home / Statements

Select a location

Statements

1

Your current statement is now available

View

PDF

2

Statement period		
06/27/2020 to 07/31/2020	View	PDF
05/30/2020 to 06/26/2020	View	PDF
04/25/2020 to 05/29/2020	View	PDF
03/28/2020 to 04/24/2020	View	PDF
02/29/2020 to 03/27/2020	View	PDF
02/01/2020 to 02/28/2020	View	PDF
01/01/2020 to 01/31/2020	View	PDF
11/30/2019 to 12/31/2019	View	PDF
10/26/2019 to 11/29/2019	View	PDF
09/28/2019 to 10/25/2019	View	PDF
08/31/2019 to 09/27/2019	View	PDF

- 1

Your current statement will be displayed at the top of page. You can view the statement or download a PDF to print.
- 2

This table displays all available statements for your account. You can view or download a PDF for each.

TOOLS AND RESOURCES

Under the Tools & Resources tab, you'll find a wealth of information and resources to assist with immunizations, patient education, reimbursement and more.



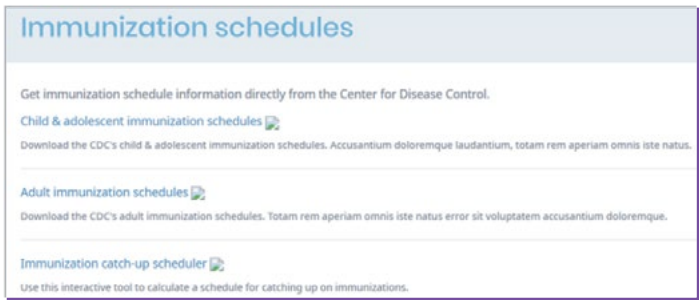
1 VACCINE SOLUTIONS & PATIENT EDUCATION

In this section, you'll find educational materials like posters and brochures to download and print for use in your location.



2 IMMUNIZATION SCHEDULES

In this section, you'll find links to access the CDC immunization schedules for children, adolescents and adults.



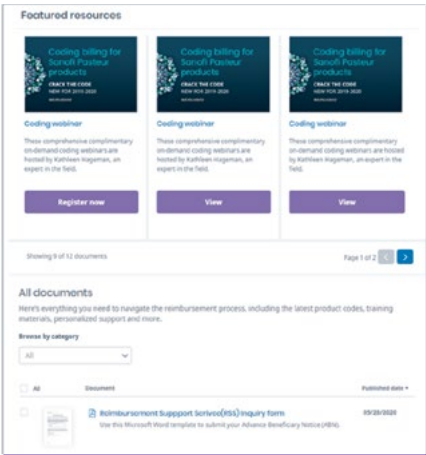
3 VACCINES FOR CHILDREN

In this section, you'll find links for the federally-funded program, Vaccines for Children.



4 CODING EDUCATION & REIMBURSEMENT SUPPORT

In this section, you'll find resources to help navigate the reimbursement process, including the latest codes, training materials, personalized support and more.



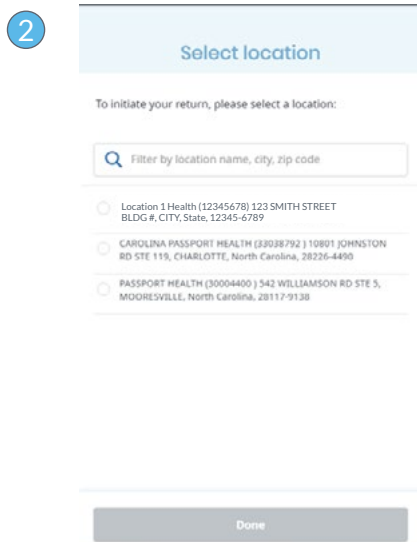
RETURNS

RETURNS INFORMATION

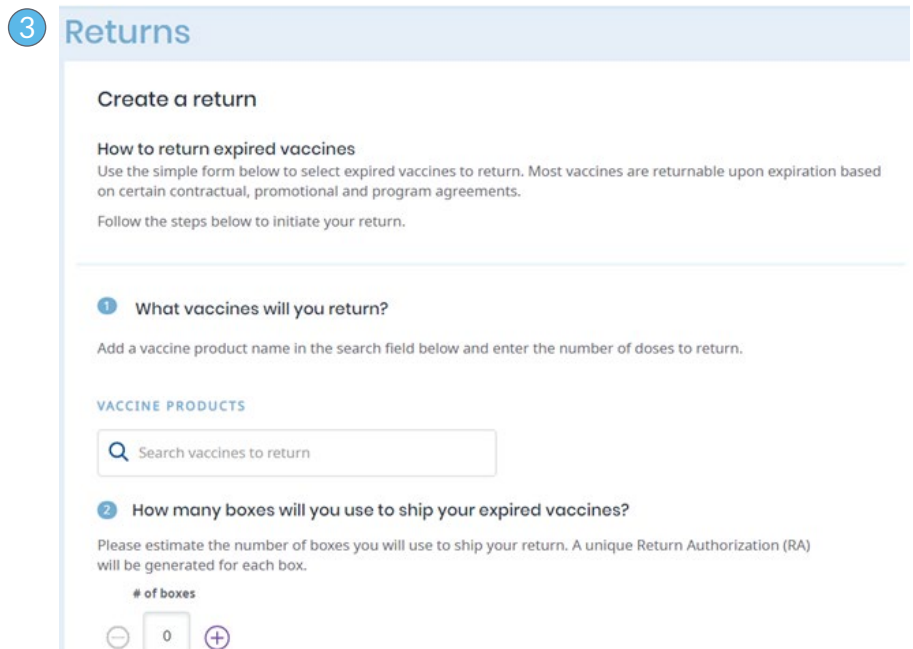
In this section, you'll find information on the returns process for eligible expired vaccines. We'll guide you through the returns process for expired vaccines in just three steps.



- 1 Clicking the Returns link will prompt you to select a location. Choose the appropriate location and click 'done'. Select the Saved orders icon next to the search field to access your previously saved orders.



- 2 After selecting a location, you will land on the Returns



- 3 Create a Return.

Returns

Create a return

How to return expired vaccines

Use the simple form below to select expired vaccines to return. Most vaccines are returnable upon expiration based on certain contractual, promotional and program agreements.

Follow the steps below to initiate your return.

1 What vaccines will you return?

Add a vaccine product name in the search field below and enter the number of doses to return.

VACCINE PRODUCTS

Q Search vaccines to return

2 How many boxes will you use to ship your expired vaccines?

Please estimate the number of boxes you will use to ship your return. A unique Return Authorization (RA) will be generated for each box.

of boxes

0

- 1 Choose the vaccine products you would like to return.

*Note: Flu products eligible for return will pre-populate with product details and lot number.

To choose a product, begin typing the product name or number and then choose the product from the drop-down.

After a product is selected, a table will generate below with the product name and NDC number.

Product	NDC #	Lot # (optional)	Doses to return	
Adacel® Tetanus Toxoid, Reduced Diphtheria Toxoid and Acellular Pertussis Vaccine Adsorbed Tdap 10 single-dose vials (400-10)	49281-0400-10	Lot #	0	Delete

- You can add a lot number and number of doses to return.
- You can delete products from the table if you no longer wish to return this product.
- To add additional products, begin typing the product name or number in the vaccine products search. After selecting the product from the drop-down, they will be added to the existing table.

- 2 Choose the number of boxes you will use to ship your return.

- 3 Your email address will automatically populate in the email notification field. You may add up to two additional email addresses to receive email notifications.

3 Who would like to receive email notifications?

Once you submit this form, instructions and a link to download your RA labels will appear. You will also receive this information in an email to the email address associated with this account (listed below). You may also provide up to two additional email addresses to send this information to (optional).

Email address (Required)

Kelly.Williams2@sanofi.com

Email address (Optional)

Additional email address

Email Address (Optional)

Additional email address

Returns are subject to our policy, noted in our [Terms & conditions](#)

I understand that Sanofi Pasteur influenza vaccine is only returnable upon expiration or after the specified eligible return date. I understand that the "submit" button will transmit data in order to send a Sanofi Pasteur return goods request to Inmar, which will in-turn generate a Return Authorization (RA) form. **I understand that I must use the Return Authorization form as a label on the return box, but that it is not a shipping label.** The quantity of vaccines returned is subject to contractual, promotional and program exceptions. Indirect products will be destroyed upon receipt.

I understand that Sanofi Pasteur offers 100% credit upon expiration of non-influenza Sanofi Pasteur product(s) purchased directly from Sanofi Pasteur that are returned within 1 year after the expiration date. Product(s) purchased from, but not manufactured by Sanofi Pasteur, will be accepted for return according to the manufacturer's policy. **The Return Goods Policy is subject to change without prior notification and does not apply to any Sanofi Pasteur rabies product, any Sanofi Pasteur yellow fever vaccine or any Sanofi Pasteur influenza vaccines, except for certain contractual, promotional and program exceptions.** Upon return of the Sanofi Pasteur influenza vaccines, credit will be given for any applicable Federal Excise Tax charged on the invoice.

☒ I understand all of the above is required to process my return.

4 Select the box to acknowledge the terms and conditions.

5

Submit



Double-check your products, quantities and shipping box count for accuracy, then submit.

5 Once all information is complete, select 'Submit'.

RETURN HISTORY

Home / Return history

Returns

Return history

Create a returnReturn history

View the status of your past returns in the table below. Use the “Actions” menu for available actions based on the status of your return. For newly created returns, you may reprint your issued Return Authorization (RA) labels, and request additional RA labels for more shipping boxes. For all returns, you may download and print the return information.

1 Select ‘Return History’ to view the status on past returns.

In the table below, you will see a list of returns, along with their status and corresponding credit memo number. To view and apply credits, select ‘view available credits’.

Apply your credits to open invoices

When your returns are marked complete in the Status section below, you may choose to apply the amount of credit(s) shown to your open invoices by clicking the “View available credits” button below.

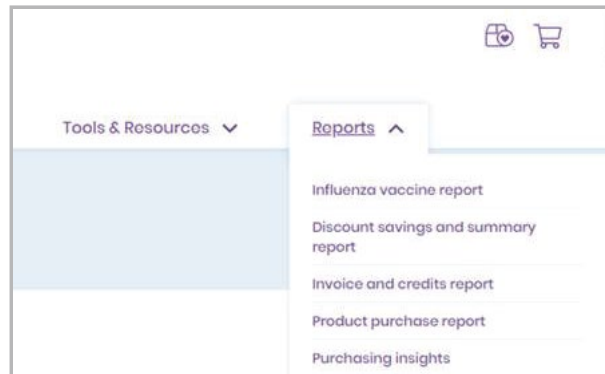
View available credits

Date created	Return #	Status	Credit #	Credit date	Credit issued	# of shipping boxes	Actions
There is no data to display							

Returns are subject to our policy, noted in our Terms & conditions

REPORTING

ARRIVING ON THE REPORTS SECTION



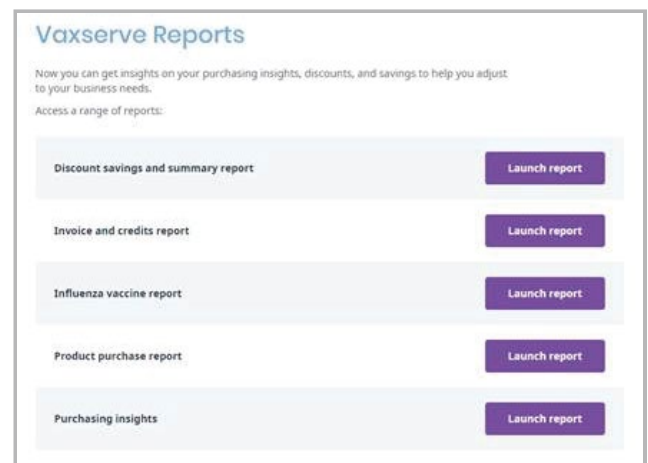
- 1 From the top navigation pane, choose the 'Reports' Tab.



The reports section launches five reports:

- Discount Savings and Summary Report
- Invoice and Credits Report
- Influenza Vaccine Report
- Product Purchase Report
- Purchasing Insights

View any of these reports by selecting 'Launch Report'.



CONTACTING US

If you have a question or need help finding something, contact our customer support center. You'll also find our contact information in the footer on all key pages throughout VaxServe.

