

## Frequently asked questions

Find fast answers to common questions about how Sanofi Access works and how it can benefit your clinic/ pharmacy.

### Account

#### How can I change my e-mail address?

- As your email address is your UserID for Sanofi Access it cannot be changed.
- Please create a new account if you'd like to use a new email address.

#### How can I change my password?

- Go to "My Account" on the upper right part of the navigation bar.
- From the dropdown menu select "My Profile". You should be taken to your "User" profile.
- Click on "Edit" to the right of the password.
- Enter your current password.
- Enter your new password and confirm your new password.
- Click "Update".

#### How can I access my order history?

In the upper right navigation bar, select "My Account" and click the first dropdown option "Order History".

Order History offers you the ability to view more results or specific results by using the various advanced search functions such as:

- Increase the number of results
- Enter date range that you would like to search
- Specific Order Number or Invoice Number or PO Number (Purchase Order)

Order History also offers:

- Ability to view the details of a specific order.
- Ability to track orders.
- Ability to download your orders in a spreadsheet.

You can also access your order history via the "Account Overview" page. Note: the default display of the "Account Overview" page will reflect your 10 most recent orders. Simply scroll down the page to see these orders and click "View order history" below the table for a more detailed view in the "Order History" page.

#### How can I access my invoices or other financials relating to my account?

If you are an existing direct customer of Sanofi, you can access your invoices in the Accounts Receivable portal: <https://sanofiportal.com.au>.

If you are a customer who purchases through a wholesaler, please speak directly with your wholesaler regarding invoicing.

## How can I update my payment method?

If you are an existing direct customer of Sanofi, please go to the Accounts Receivable portal:  
<https://sanofiportal.com.au>.

If you are a customer who purchases through a wholesaler, please speak directly with your wholesaler.

## How can I update my wholesaler?

Upon creating your profile on Sanofi Access, you will be asked to select your preferred wholesaler for your orders to be placed through unless you have an existing direct account with Sanofi. Note: Sanofi will not be opening new direct accounts.

Your preferred wholesaler will be set for the season. You will not be able to update your preferred wholesaler mid-season. You will have the opportunity to update your preferred wholesaler when pre-orders commence for a new season.

## How do I verify my current account information, such as address and phone number?

- Go to "My Account" on the upper right part of the navigation bar click "My Profile".
- You should be able to view the account name, address information, telephone and fax number.
- If you need to update any of this information, please contact Customer Service by email at [vaxihelpaustralia@sanofi.com](mailto:vaxihelpaustralia@sanofi.com) or by phone at 1800 829 468 between 8:30 AM - 5:00 PM (AET).

## How do I change my User Information?

- Go to "My Account" on the upper right part of the navigation bar and select "My Profile".
- Select the "User" tab.
- You can change/update user information on this tab.

## I opted out of marketing communications but I still receive order confirmation emails from Sanofi.

By creating a profile for Sanofi Access, you agree to receiving order tracking/confirmation notifications via email to the nominated email address in your user profile or the nominated influenza contact for a specific order.

There is a separate eConsent you can opt-out of to receive promotional & education updates from Sanofi. Go to your 'user profile' to update your preferences.

## How can I order for various Ship To Locations?

Please place a separate order for each ship to location. A ship to location must be selected before checkout as you cannot switch accounts once you go to checkout.

To switch between Ship To's (as stated above, you cannot do this once in checkout): in the top right hand side of the webpage you will see the current Ship To selected (name, account number & address). Directly beneath this is a button "Switch Accounts". Click here and select the Ship To you would like to access.

## I don't see the Ship To I would like to order from?

Please contact Customer Service by email at [vaxihelpaustralia@sanofi.com](mailto:vaxihelpaustralia@sanofi.com) or by phone at 1800 829 468 between 8:30 AM - 5:00 PM (AET).

## How can I view order history for various Ship To locations?

In the upper right navigation bar, select "My Account" and click the first dropdown option "Order History".

On the "Account Overview" page, the default display will reflect your most recent 10 orders including the ship to location for each of the orders. Simply scroll down the page to see these orders.

To access more orders, go to "My Account" and "Order History". Your Order History offers you the ability to view more results or specific results by using the various advanced search functions such as:

- Increase the number of results
- Enter date range that you would like to search
- Specific Order Number or Invoice Number or PO Number (Purchase Order)
- Filter for orders for specific Ship To's

Order History also offers:

- Ability to view the details of a specific order.
- Ability to track orders.
- Ability to download your orders in a spreadsheet.

## Ordering

What's the difference between a pre-order, in-season back-order and in-season ship now orders? Why can't I pre-order year-round?

There are 3 types of orders that can be placed in Sanofi Access. Below is a short description of each order type.

### 1. Pre-Order.

This is an order for influenza vaccines for the upcoming influenza season. This can typically be placed between July-September of the year prior to the relevant influenza season (note: the pre-order window may be subject to change). Pre-ordering is the best way to secure your influenza doses for your patients for the upcoming season as we rely on your pre-orders to help us secure supply for the upcoming season. Pre-orders will be prioritised for fulfilment above other orders placed. You will also benefit from pre-order pricing (discounted price vs doses ordered in-season at an 'in-season price').

### 2. In-season backorder

Once pre-orders close, you may still place backorder/s for influenza vaccine supply. The pre-order window typically closes at the end of September and backorders will open after. This order fulfilment is subject to supply availability once all pre-orders have been met. Doses accessible will also be at an in-season price.

### 3. In-season ship now

The in-season ship now option will open only if there are influenza vaccines available within the season once all pre-orders & backorders have been filled. In-season ship now orders will be served on a first come first serve basis and will be shipped once the order is placed. These doses will be available at an in-season price.

## I forgot to include my PO number on my order, how do I update it?

Once an order is placed you will not be able to amend the order in Sanofi Access including the PO number.

If you are an existing Sanofi, please contact Customer Service by email at [vaxihelpaustralia@sanofi.com](mailto:vaxihelpaustralia@sanofi.com) or by phone at 1800 829 468 between 8:30 AM - 5:00 PM (AET) so they can manually assign a PO number to your order..

If you are a customer who purchases through a wholesaler, please speak directly with your wholesaler so a PO can be manually assigned to your order.

### How can I get confirmation after placing my order?

After you've clicked the "Yes, Place Order" the last step of your order process is called "Confirmation". You will see a Print icon, which allows you to print a copy of this order confirmation.

You will also receive an e-mail order confirmation, sent directly to the influenza contact's e-mail address.

If you are a customer who purchases through a wholesaler, you will receive a confirmation direct from your wholesaler to confirm the order can be fulfilled.

### What can I do if I am having difficulties placing an order?

Although this is rare, customers may occasionally experience difficulties, if so please contact Customer Service by email at [vaxihelpaustralia@sanofi.com](mailto:vaxihelpaustralia@sanofi.com) or by phone at 1800 829 468 between 8:30 AM - 5:00 PM (AET).

## Payment & Payment terms

Payments are done outside of Sanofi Access. For wholesaler customers, these are done directly through your selected wholesaler and for existing SP customers, your payment will be done through Sanofi's Account Receivables portal.

Refer to your supplier's Terms & Conditions.

## Shipping

If you are a customer placing an order through your preferred wholesaler, delivery charges will be applied once your preferred wholesaler has confirmed your order.

## Pricing

### How can I get prices for your products?

If you are an existing direct customer of Sanofi, your pricing is set by Sanofi.

If you a customer who purchases through a wholesaler, the pricing displayed is set by your preferred wholesaler as selected in your profile set up. Once you place a pre-order for influenza vaccines, your price and delivery charges may be subject to change following confirmation from your wholesaler of your order.

To see final prices applicable for you, please select the products and quantities you would like to order, proceed through the order process to the checkout process. Please note, your order is not submitted at this point and you can exit the order or empty your cart. Your order will be confirmed once you hit "Confirm".

## Education, Materials & Resources

How can I access education, materials or resources for my patients and my clinic?

You will find the most up to date information & resources available in your "Account Overview" page. Check out the "News & Update" section in the right rail bar and the "Discover More" section under the "Order History" table for links to the latest education, materials & resources available.

## Contacting a Sanofi Pasteur representative

How can I contact a customer service representative?

Your Sanofi representative contact details are displayed on the right-hand side of your screen once logged in.

Otherwise, you can contact Customer Service by email at [vaxihelpaustralia@sanofi.com](mailto:vaxihelpaustralia@sanofi.com) or by phone at 1800 829 468 between 8:30 AM - 5:00 PM (AET).