



April 2024

## **Re: Important Announcement/ Upcoming System upgrade and scheduled blackout period– May 24 to June 3, 2024**

Dear Valued Sanofi Vaccines Customer:

We hope this message finds you well. As part of Sanofi's commitment to providing exceptional service and ensuring the utmost reliability of our systems, we are excited to announce a significant upgrade to our technological infrastructure. This update is a key step forward in enhancing our service quality, security features and overall customer experience.

### **Important schedule information:**

To facilitate this major upgrade, we will be undergoing a scheduled system blackout period from May 24, 8pm EST to June 3, 2024, 9am EST.

### **This blackout period applies to all products supplied by Sanofi Vaccines only.**

The blackout period is essential for us to implement significant improvements and conduct comprehensive testing to ensure that our systems meet the high standards that you expect from us.

Please be sure to finalize all critical transactions, including ordering, shipping, and other business critical exchanges with us prior to the blackout commencement.

### **What this means for you:**

#### **1. Service Interruption: No product ordering during blackout period. Please plan accordingly, as our ordering, processing, and shipping services will not be accessible during the blackout period.**

To ensure you have sufficient supply through the blackout period, we strongly recommend replenishing inventory to cover your needs through the week of June 17, 2024. We suggest stocking up as early as April 22 through May 17, 2024, prior to the blackout period, with a deadline of May 14, 2024, for drop-ship products.

For emergency IMOVAX® RABIES needs during this time, please contact your Sanofi representative or call Customer Service at 1-800-VACCINE (1-800-822-2463). If an emergency order is needed, please refer to the following:

- Sanofi will only be able to process manual emergency orders for IMOVAX RABIES, using the attached Manual Order Form (Appendix A).
- A packing slip will be omitted due to the inability to access/print from our system.
- A manual Advance Shipping Notice (ASN) will be generated.
- Invoices from any emergency IMOVAX RABIES orders shipped during this shutdown period will be generated on June 3, 2024, with applicable payment terms.



## **2. Account Number Change**

Alongside our system enhancements, we will be implementing a new account numbering system to improve security and streamline our operations. Consequently, your current customer account number will be changing.

Direct follow up mail communication will be sent in the next several weeks to communicate your new account number for each ship-to location.

Additionally, if you currently utilize VaccineShop.com for your ordering needs, you will be able to retrieve your new account number by logging in to the website on June 3, 2024.

Rest assured, this transition will be seamless, and your account history, preferences, and settings will remain intact.

## **3. Product Code Change**

In addition to the account number change, Sanofi and VaxServe Product Codes will also be changing. This modernization to Product Codes will be included in the direct follow up mail communication to ensure proper updates in your systems as needed.

## **4. Billing Documents**

As a result of the system upgrade, billing documents will have a new layout: Invoices, Credit Memos, and Packing Lists. All pertinent information will still be readily available to you on all future documents. Examples of each document are in Appendix B and Appendix C below.

## **5. Payments: Preferences and Potential Delays**

During the blackout period, please expect delays in processing payments due to the system outage.

Upon go-live following the blackout period, the payment preference selected (e.g., Pay Now, Pay At Terms, Bill Me) at the time of order cannot be modified at a later date.

## **6. Returns & Credits**

The last day to process a credit will be May 24, 2024, 8pm EST. Please anticipate delays of up to 8-12 weeks for returns processing due to these planned system upgrades.

## **7. VaccineShop.com Updates**

VaccineShop.com will be available through May 24, 2024, 8pm EST to pay invoices. Ordering on VaccineShop.com will cut off on May 22, 2024, 8pm EST.

Although you will not be able to access your VaccineShop.com account during the blackout period, all VaccineShop.com user log-on credentials used to access your account will remain the same once the system is back up on June 3, 2024. There should be little-to-no change with your user experience on the website.

Some changes include removal of the special instructions section during checkout. If you have any special instructions requested for your order, please contact Customer Service at 1-800-VACCINE (1-800-822-2463).



## 8. Data Security

Your data's confidentiality and security are paramount. The upgrade includes advanced security measures, ensuring your information's integrity and safety.

## 9. Ramp-Up After Go-Live:

Sanofi expects limited to reduced shipping capacity from June 3 through June 14, 2024, as we bring our systems back online. We plan to resume standard shipping volumes the week of June 17, 2024.

If you have any questions regarding the information shared in this letter, please reach out to your Sanofi representative, or contact our Customer Service department at 1-800-VACCINE (1-800-822-2463).

Our priority is to make this transition as seamless as possible for our customers. We apologize in advance for any inconvenience during the blackout period.

Sanofi greatly appreciates your patronage and support and will continue to communicate with reminders and updates on this transition.

Best Regards,

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Jean-Pierre Baylet  
Head of North America Strategy  
Commercial Operations, NA

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Stefan Roehr  
Head, Global Supply Chain NA



## Appendix B: Invoice

INVOICE 7141000337		<b>sanofi</b>																																																								
<b>Seller :</b> Sanofi Pasteur Inc. Discovery Drive Swiftwater, PA 18370-0187, USA 1-800-VACCINE www.vaccineshop.com	<b>Ship From:</b> Sanofi Pasteur Inc. 1025 SANDHILL ROAD RENO, NV 89521-5036	Page No 1 / 1 																																																								
<b>Bill-To:</b>	<b>Ship-To:</b>																																																									
<b>Sold-to:</b>	<b>Payer Number:</b>																																																									
<b>Currency</b> USD <b>Order Number</b> 1092000221 <b>Delivery Number</b> 5122002224 <b>Departure Country</b> USA	<b>Invoice Date:</b> 20-OCT-2023 <b>Terms of Payment:</b> 2% 30 days, Net 31 <b>Customer PO:</b> TS8_UAT_0017 Mixed Bag Scenario # S <b>Reference Billing Doc:</b> 7141000337																																																									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Material No</th> <th>Material Description</th> <th>Quantity</th> <th>UOM</th> <th>List Price</th> <th>This Order Price*</th> <th>Allocated**</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>49281040010 487747</td> <td>306 ADACEL 10V_1D US</td> <td>1</td> <td>PAC</td> <td>501.58</td> <td>450.92</td> <td>450.92</td> <td>501.58</td> </tr> <tr> <td></td> <td>Excise Tax Surcharge</td> <td></td> <td></td> <td></td> <td>22.50</td> <td></td> <td>22.50</td> </tr> <tr> <td colspan="2">Batch No: 2CA56C1</td> <td colspan="2">Exp: 12-MAY-2025</td> <td colspan="4"></td> </tr> <tr> <td>5197102 3001543</td> <td>Pevnar13 Pneumococcal Vaccine 5ml,10PFS</td> <td>1</td> <td>PAC</td> <td>2,695.89</td> <td>2,695.89</td> <td>2,695.89</td> <td>2,695.89</td> </tr> <tr> <td></td> <td>Excise Tax paid by VaxServe to Mfr</td> <td></td> <td></td> <td></td> <td>7.50</td> <td></td> <td>7.50</td> </tr> <tr> <td colspan="2">Batch No: GD1168</td> <td colspan="2">Exp: 30-APR-2025</td> <td colspan="4"></td> </tr> </tbody> </table>	Material No	Material Description	Quantity	UOM	List Price	This Order Price*	Allocated**	Amount	49281040010 487747	306 ADACEL 10V_1D US	1	PAC	501.58	450.92	450.92	501.58		Excise Tax Surcharge				22.50		22.50	Batch No: 2CA56C1		Exp: 12-MAY-2025						5197102 3001543	Pevnar13 Pneumococcal Vaccine 5ml,10PFS	1	PAC	2,695.89	2,695.89	2,695.89	2,695.89		Excise Tax paid by VaxServe to Mfr				7.50		7.50	Batch No: GD1168		Exp: 30-APR-2025							
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As part of the cost reporting process or otherwise, Purchaser may be required to disclose discounts or rebates pursuant to 42 U.S.C. 1320a-7b (3) (A), 42 C.F.R. 1001.952(h) (1), other federal or state laws, or agreements with other payers.																																																										
*Prices are net of all discounts, except prompt pay discounts (if any), listed in the invoice Summary. **May be used for reporting and other purposes, as applicable.																																																										

## Appendix B continued: Credit Memo

CREDIT MEMO (Do Not Pay) 7155000192				<b>sanofi</b>			
<b>Seller :</b> Sanofi Pasteur Inc. Discovery Drive Swiftwater, PA 18370-0187, USA 1-800-VACCINE www.vaccineshop.com				<b>Ship From:</b> Sanofi Pasteur Inc. 50 Stauffer Industrial Park TAYLOR, PA 18517-9601		Page No 1 / 1	
<b>Bill-To:</b>				<b>Ship-To:</b>			
<b>Sold-to:</b>				<b>Payer Number:</b>			
<b>Currency</b>	USD	<b>Invoice Date:</b>	28-FEB-2024	<b>Terms of Payment:</b>	2% 30 days, Net 31		
<b>Order Number</b>	2064000248	<b>Customer PO:</b>	2805	<b>Reference Billing Doc:</b>	7141000260		
<b>Departure Country</b>	USA						
<b>Material No</b>	<b>Material Description</b>	<b>Quantity</b>	<b>UOM</b>	<b>List Price</b>	<b>This Order Price*</b>	<b>Allocated**</b>	<b>Amount</b>
4900193156	193156 - Description	5	UNT	29.00	27.00	27.00	145.00
	Excise Tax Surcharge				7.50		37.50
Batch No: DUMMY01							
Order Reason Error on terms of payments							
							<b>Total Before Tax</b> 145.00 <b>Total Discount</b> -10.00 <b>Excise Tax Surcharge:</b> 37.50 <b>TOTAL VALUE</b> -172.50
*Prices are net of all discounts, except prompt pay discounts (if any), listed in the invoice Summary. **May be used for reporting and other purposes, as applicable.							

## Appendix C: Packing List

<b>Sanofi Pasteur, Inc.</b>		<b>Packing List</b>		<b>sanofi</b>	
<b>Ship To:</b>		<b>Shipped From:</b> SANOFI PASTEUR, INC C/O EXEL INC, DBA DHL SUPPLY CHAIN (USA) 1025 SANDHILL ROAD RENO, NV 89521 DEA #: N/A LICENSE #: OSD 8231		<b>Print Date:</b> 2/19/2024	
<b>Bill To:</b>		<b>Purchased From:</b> SANOFI PASTEUR INC ONE DISCOVERY DRIVE SWIFTWATER, PA 18370 LICENSE #: 26161		<b>Print Time:</b> 5:55:22 AM	<b>Page</b> 1 of 1
Anticipated Transaction Date: 02/14/2024					
<b>Customer #</b>	<b>Customer PO #</b>	<b>Order #</b>	<b>Delivery #</b>	<b>Package</b>	
0100383396	TEST	1092056035	5122020003	1 of 1	
<b>Ship Method</b>	<b>DEA License</b>	<b>HU#</b>	<b>Print Date</b>	<b>Patient ID</b>	
FDE	PON	5122020003	2/19/2024		
<b>Product # /NDC /UPC</b>	<b>Lot # / Expiry Date</b>	<b>Quantity</b>	<b>Description</b>		
482232 49281021510 0349281215100	2CA91C1 02/15/26	2 EA	TENIVAC 5L/2Lf SUS 0.5mL SDV 10		
487747 49281040010 0349281400100	2CA81C1 02/15/26	2 EA	ADACEL 5/2/15.5 SUS 0.5mL SDV 10		
752877 49281056410 0349281564109	U7908AA 02/15/26	5 EA	Quadracel 15/5/48/62/0.5mL SUS SDV 10		
<b>Total Quantity:</b>		<b>9 UNIT</b>			
<p>Transaction Statement: Sanofi Pasteur Inc. has complied with each applicable subsection of FDCA Sec. 581(27)(A)-(G). Complete Transaction History (TH) information is available at shipment from: Customer Service at 1-800-VACCINE (1-800-822-2463). For Information, Inquiries, or to Order please call 1(800) VACCINE(822-2463) 8:30AM-6PM(EST) M-F, or visit us at <a href="http://www.vaccineshoppe.com">www.vaccineshoppe.com</a> Sanofi Pasteur Inc. has complied with each applicable subsection of FDCA Sec. 581(27)(A)-(G).</p>					