

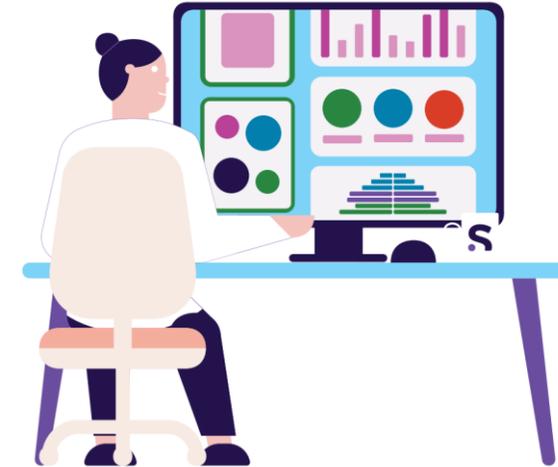
Important information

Temporary Sanofi vaccines service disruption due to system upgrades

Changes are in store
Sanofi is upgrading its systems to improve your experience

Take Action

Adjust upcoming vaccine orders to help minimize or eliminate disruption



Key Information

System Upgrade Impact:

May 24 – June 17

Special/Urgent Orders

Available beginning June 3, subject to potential delays

Last Day for Online Orders

May 20

Last Day for Phone Orders (1-800-Vaccine):

May 23

Please place an order by May 17 that will last until June 17

Reminder

Sanofi vaccines system
blackout May 24th –
June 17th

Changes are in store

*Sanofi is upgrading its systems to
improve your experience*

Sanofi Operational Capacity:

*Until May 23rd: Normal
May 24th – June 16th: Reduced
June 17th Onward: Normal*



Key Dates May/June

Place orders by May 20th to last until June 17th

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
May 13	14 Last day for drop ship products [ProQuad and Varivax]	15	16	17 Recommended last day to place stocking order	18	19
20 Last day to place orders online	21	22	23 Last day to place orders By phone	24	25	26
27	28	29	30	31	June 1	2
Sanofi vaccines Systems Blackout						
3	4	5	6	7	8	9
Urgent/Special Orders begin subject to potential delays						
10	11	12	13	14	15	16
17 Back to business as usual with updated systems	18	19	20	21	22	23

Sanofi Vaccines changes and important service update

What is happening?

Sanofi is modernizing by investing in new back-end systems to increase our ability to adapt to a changing market and meeting evolving customer demands

What does this mean for me in the short term?

There will be a “blackout” from May 24th to June 3rd

- We recommended that you place an order to last you until June 17th between April 22nd and May 17th.

What does this mean for me in the long term?

Sanofi will be better able to meet your evolving needs and will have the systems needed to create more solutions in the future. This is just one part of a larger modernization journey

What else are you working on?

Sanofi is making investments across the board to help make us more responsive to evolving customer needs

What are the key dates to remember?

- **Last day for online orders:** May 20
- **Last day for phone orders:** May 23
- **System blackout:** May 24 – June 3
- **System Ramp Up Impact:** June 3 – June 17
- **Special/Urgent orders:** Available beginning June 3, subject to potential delays