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New 10-digit account numbers (Ship to and Bill To #)

Your GSKDirect account numbers (ship to and bill to #) will automatically change from the current 8-digit format to a new 10-digit format. When GSKDirect resumes business, you can see your new GSKDirect account numbers by simply navigating to the account management page on GSKDirect.com. Below is a snapshot of how this will appear on the account management page:

The screenshot shows the 'Account Details' page with a navigation bar containing 'Account Details', 'Orders', 'Returns', and 'DSCSA data'. The main content area is divided into two columns. The left column contains 'My User Profile' (with links for Contact Information, Change Password, and Change Security Question) and 'Managed Accounts' (with links for User Management, Addresses, Payment Information, and Contracts). The right column displays '1 Shipping Addresses' with a table of address details. A callout box highlights the 'Ship to #' as 1100443514 and the 'Bill to #' as 1100443514. Below the table, there are fields for 'Customer Type: CITY', 'COUNTY STATE', and 'ELIGIBLE ENTITY', along with an 'Add New Address(es)' button.

Shipping Address	Bill To Address	Identifiers	Contract Name	Delivery Preferences	Status
GSKDIRECT ECOMMERCE IN HOUSE ACCOUNT 5 CRESCENT DR ECOMMERCE IN HOUSE ACCOUNT PHILADELPHIA, Pennsylvania 19112	GSKDirect eCommerce In House Account 5 Crescent Drive eCommerce In House Account Philadelphia, Pennsylvania 19112	Ship to #: 1100443514			Active

Ship to #: 1100443514
Bill to #: 1100443514

Account and Contract Update Requests

When you update your account (including Billing information) and/or contract information on GSKDirect your account will now be put into a Pending status. If an order is placed at the same time of this change, the order status will also display as Pending. Any changes to this information will be verified and processed. Once the account changes have been completed, your account's status will be updated accordingly the next day. If there is an outstanding contract request, this must also be completed prior to an order being processed. When all requests have been completed, the status of your Pending Order will update as well. You may view your account information on the Account Management page and your order information on the Orders page on GSKDirect.com.



Initial Order Confirmation Status is now “Open”

When you are placing an order on GSKDirect, if there are no account or contract update requests submitted at the time of order, the initial order status will now display as “Open” and the system will update the status to “Submitted” shortly thereafter.

“On Hold” Email Updates

If your GSKDirect order is placed on a hold for any reason, you will now receive an email stating “Your GSK order has been delayed” This email will not specifically call out the reason the order is on hold. However, you will receive an additional email confirming the order has been shipped once the hold has been released. At any point in time you may contact 1-866-GSK-VACC (475-8222) to inquire about your order.

Updates to the Registration Process

When you are (1) adding a new contract during the Registration process or (2) updating a contract within the Address Management page, you will no longer be prompted to provide rebate address information.

Additionally, when you are creating a new account registration or adding a new account address within the Address Management Page, you will no longer be prompted to enter wholesaler/distributor information.

Available Dose Eligibilities

The GSKDirect flu “Authorized Doses to Return” on the “Available Returns” tab **will only display the Maximum Eligibility**, in doses, achieved by the customer (inclusive of sales and adjustments multiplied by the Flu return eligibility percentage). Regardless of whether any doses have already been returned, this amount will continue to display as ‘Maximum Eligibility’.

In order to obtain details on the status of your return you can either Single Sign On to the Inmar website, search the Debit memo and confirm status, or contact the GSK Service Center at 1-866-475-8222. Please refer to the GSKDirect Flu Vaccine Returns Customer Resource Guide located on the News section of GSKDirect Home page to obtain status description details found in the Inmar website. To obtain details on your Flu return credit please navigate to the Returns History tab in Returns.

*Note: Adjustments may include debit transactions and credits which may include return credited related to damages or shipping errors.