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GENERAL QUESTIONS

Where can I get help beyond website navigation and functionality of GSKDirect?

First, your GSK sales professional will be able to assist you and there are helpful resources on the GSKDirect site such as the [Customer Resource Guide](#).

You can send an email to: vaccine.service-center@gsk.com -or- call our Vaccine Service Center at: 1-866-GSK-VACC (1-866-475-8222, Option 3) to get help.

What are functional browsers for customers and how do you download/ensure most updated browser version?

Chrome: [Click here to check Google Chrome](#)

Firefox: [Click here to check Firefox](#)

Internet Explorer: [Click here to check Internet Explorer](#)

I have been locked out of my account. What do I do?

Please call the Vaccine Service Center at **1-866-GSK-VACC** (1-866-475-8222, Option 3) to unlock the account. Once the account is unlocked, your password will also be reset and you will receive an email to log in with a temporary password.

What type of communications will be in the alert section on the Home page?

This could be anything such as inclement weather, product updates, shortages, etc. Basically, anything the business identifies as an alert they want to notify customers.

Why does GSKDirect have non-vaccine products?

All GSK, ViiV and Stiefel products are visible on GSKDirect to support contract requests as well as the ability to view contract information. Changing the name of our website from [gskvaccinesdirect](#) to GSKDirect supports this approach.

ACCOUNT MANAGEMENT

What types of documents will be helpful to upload during the account registration process?

Any document that you believe would assist GSK in evaluation of your account. Examples include a PHS Certificate or State License Number documentation.

Can I attach documents in GSKDirect?

The only place they can upload documents on the site is during the registration process or when adding additional addresses.

How do I update my credit card information on GSKDirect?

Customers can update their credit card information or add a new credit card in the account management section of GSKDirect. Updating credit card information in the Account Management section of GSKDirect does not update those credit cards linked to invoice payment since the invoice profile information is maintained by a third party. To update a credit card to pay invoices, visit the 'View and Pay Invoices' tab in the Account Management section of GSKDirect.

What if someone associated with our account does not have a username and wants to order?

The first step should always be to direct the individual to set up a Username for themselves and place the order.

How do you add a new User if the current User isn't available?

See the steps in the [Customer Resource Guide](#) pages 5-6. Go to Accounts Page and User Management.

How long does it take for an address to update in the system?

Our Service Level Agreement for account name and address as well as ID (DEA, SLN, HIN) updates is 2-4 business days, but we make every effort to resolve these sooner, if possible. Contract changes can take anywhere from 2 to 30 business days depending on the contract and approval from the contract holder. Again, we make everyone effort to resolve these as quickly as possible. All updates are reviewed on a first come, first serve basis.

Where can I view my invoices?

Customers can access the account tab in their view of "View and Pay Invoices."

If I have multiple ship to numbers – Do I need a unique ID or account # for each account?

One (1) User on an account can have an unlimited number of shipping locations aligned to the User.

Who will receive notifications when changes are made to an account?

Password, User updates/changes, Address adds/changes – only notification to User who made the change.

Can Vaccine Service Center add/edit/delete credit card information in account profile for customers?

Yes. Vaccine Service Center/Pharma Service Center **CAN**. Inside Sales and Field Sales Professionals **CANNOT**. Call our Vaccine Service Center at 1-866-GSK-VACC (1-866-475-8222, Option 3).

Is the credit card information accessible to all Users on the account?

No. They must be given permission to use the card by the person who adds the credit card.

How soon after registration can I place an order?

Your request for a direct purchasing account must be reviewed for eligibility. You will have the ability to place an order at the time of registration; however, the order will reflect list pricing and will be on "Hold" until the registration has been approved. Once the account has been approved, you will be able to place orders immediately. Depending on volume, our typical turn-around time for account approval is within 2-4 days.

What is the number of attempts for attempting to enter password before being locked out?

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ORDERS

What is the difference between a Backorder and an Out of Stock vaccine?

A **Backorder** vaccine indicates that we anticipate the product to be available within 30 days and, therefore, we allow the product order to be placed.

An **Out of Stock** vaccine indicates that we do not anticipate supply will be available for at least 30 days and, therefore, we do not allow backorders.

What are the various statuses for orders?

OPEN: The order has been placed on GSKDirect.

SUBMITTED: The order has been sent to the order fulfillment system to be processed.

IN PROCESS: The order is being processed and expected to be delivered by the requested date.

ON HOLD: Order has been placed on hold for one or more reasons. The reasons can vary (e.g., financial hold, state license hold or backorder). In each case, the customer will receive an email with the status and instructions specific to the hold status and information to resolve the hold.

COMPLETED: All products on the order have been shipped and/or cancelled. An email with tracking information is sent to the customer.

CANCELLED: All lines on the order have been cancelled.

PENDING: The order has a pending shipping location update and/or has requested to place an order on a contract that needs to be reviewed and verified. This order must be reviewed and approved prior to being submitted for order fulfillment.

Will there be two confirmation emails if there is a regular order and a pre-book?

One email will display both products in the body of the email.

What will be included in the confirmation emails?

Order number, total spent, product by name, quantity, status of order, ship to address, PO Number, Account Number, NDC Number.

Who will be notified by email regarding orders? Do I have the option to select those notified?

Customer does not have the option to select those notified.

When an order is placed by a User, the order confirmation email will be sent to the User who placed the order and the rep(s) aligned. The order shipment notification email will be sent to all the Users aligned to the account and the reps(s) aligned to the account and include tracking number. More than one email is sent if the shipped line items ship/invoice on separate days.

How do I view discounts and limited time offers?

Discounts and limited time offer information can be found on the GSKDirect ordering page.

Will an alert be placed on order page when there are backorders?

Account User will receive an email that the product has gone on backorder.

The product detail page will display "Backordered" for the line that went on backorder with the option to opt in and receive an email notification when the product is back in stock.

CONTRACT MANAGEMENT

Will I receive an email to confirm my contract request was received?

No email is sent when request is received. There is a confirmation on the page when they submit the request but an email is sent to the User when a request is approved/rejected. Can my State License Number (SLN) be used for more than one account?

The same SLN can be on more than one (1) account if it is an HCP (Health Care Professional DEA) and that HCP is at multiple sites.

Will the PBG/GPO be sent a copy of electronic declaration and way to communicate approval to GSK?

PBGs and GPOs will not have visibility to submitted requests or be copied on emails in GSKDirect during Release 1 (11/16/15). The paper declaration form will still need to be used for PBGs in order to request membership with the PBG and eCS can be used to check on newly added or current members. We are planning

to integrate the PBG approval process and ensure they are copied on communications in a later release.

When I register and select PBG as my contract type, will the PBG contact me and send declaration form?

The paper process is still required. The GSKDirect process is for GSK Only and does not link in the PBG at this time (eCS should still be used by the PBG to view membership).

Can my customers order pharma products?

At this time, GSK's current distribution model does not enable the direct purchase of non-vaccine products by healthcare professionals. Only GSK vaccines are available for direct purchase by a healthcare professional.

FLU

What are the statuses for pre-books / flu reservations?

Reservation Statuses:

1. Reserved
2. Waitlisted
3. Cancelled
4. Available
5. Completed

How do I modify quantities on a flu reservation?

Customers can modify their flu reservations directly on GSKDirect. Refer to your [Customer Resource Guide](#) for step-by-step instructions on page 32.

How will returns eligibility display on GSKDirect?

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 the maximum eligibility.

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