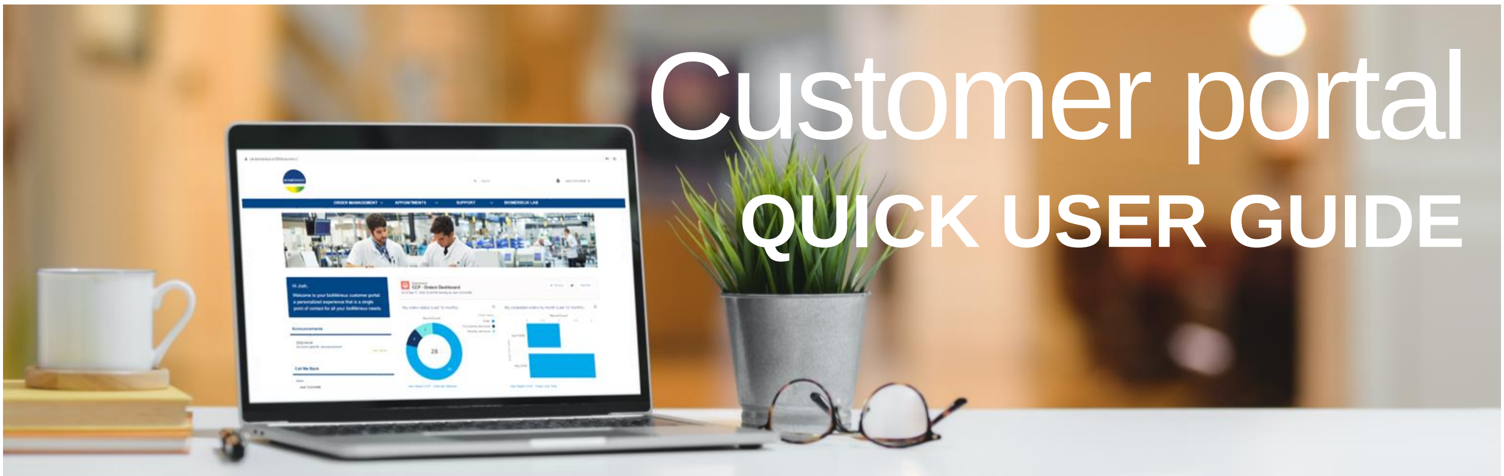
PIONEERING DIAGNOSTICS

Customer portal

QUICK USER GUIDE



Introducing the Customer Portal

WHAT IS THE CUSTOMER PORTAL?

The new normal is transforming our way of life and certainly how we do business. With these changing times, the use of technology is ever-growing. In order to ease how you engage and interact with us, we have launched a Customer Portal, a digital portal to meet your needs! We aim to provide you with an enhanced customer experience through the various features and benefits of the Customer Portal:

KEY FEATURES

- **Access your Profile Information**
- **Place an Order or Re-order from your past Orders***
- **Follow your orders and view your past / current Invoices***
- **Request Support and follow your past / current Requests**
- **Check your Sales and Service Appointments**
- **View your Installed Base information**

**Optional features*

Read on to learn how to use the Customer Portal!

Link to the Customer Portal: https://customer.biomerieux.com/

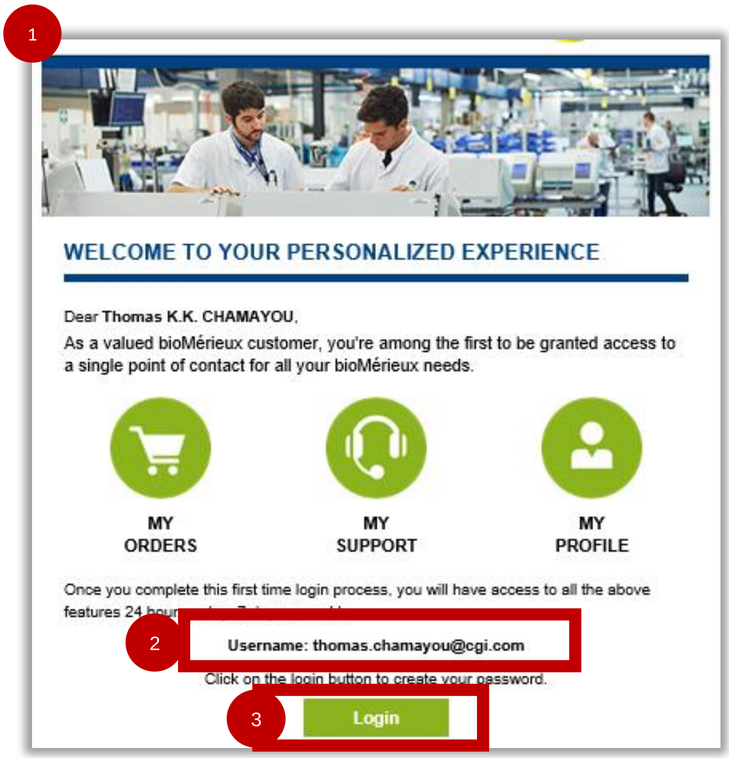
ACCESSING THE CUSTOMER PORTAL

For an optimal experience on the Customer Portal, please use Google Chrome.

FIRST TIME LOG IN

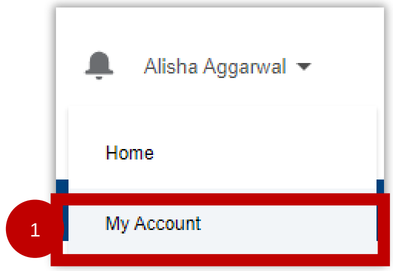
1. You will receive a **Welcome Email** inviting you to access the Portal.
2. Your **username** will be provided in the email.
3. Click on **Login** to create a new password.

After logging in, you will be redirected to the **Homepage**. You can now begin using the Customer Portal!



VIEWING YOUR PROFILE

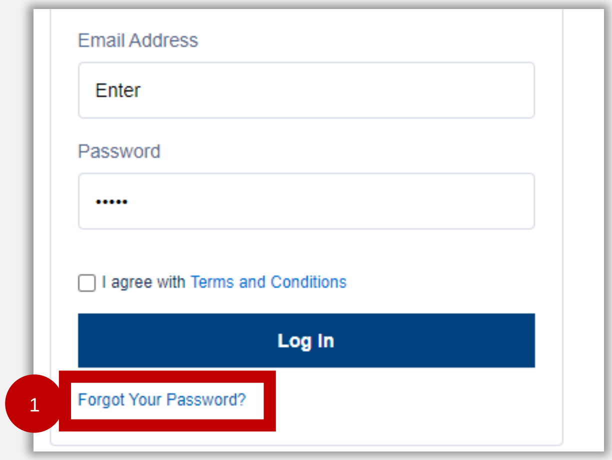
From the homepage, you can click on **My Account** to view your profile information.



FORGOT YOUR PASSWORD?

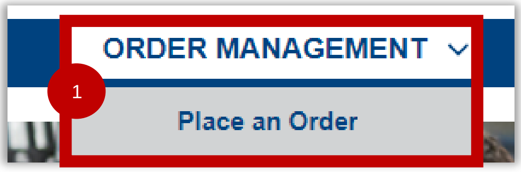
Go to the Customer Portal log in page https://customer.biomerieux.com/ and click on **Forgot Your Password?**

You will be asked to enter your **username** and you will then get an email with **a link to reset your Password.**

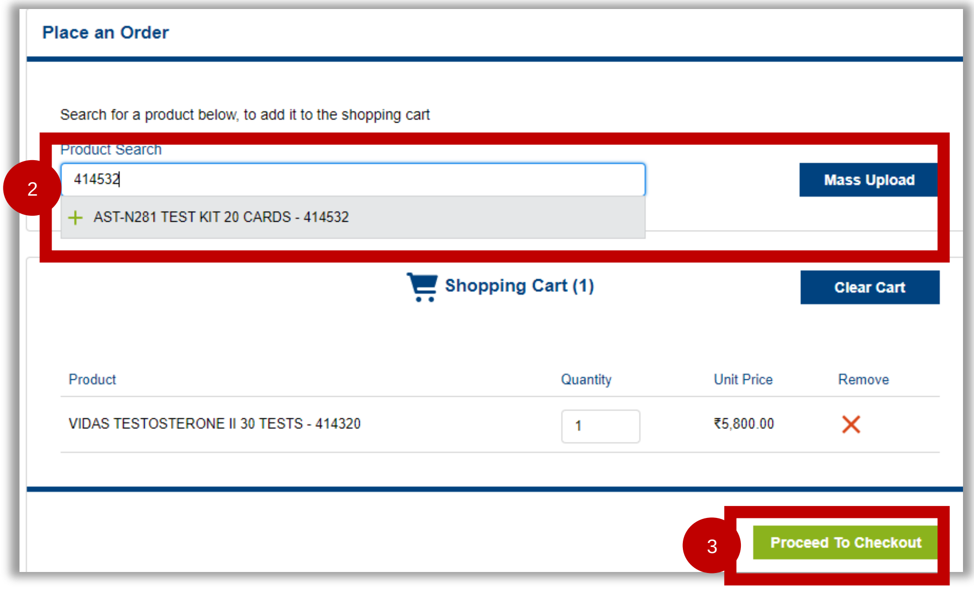


PLACING AN ORDER*

PLACING AN ORDER



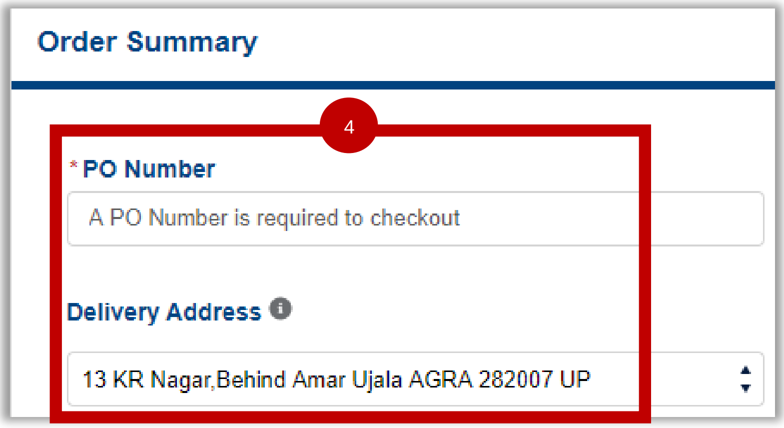
1. Navigate to the **Order Management** tab and select **Place an Order**.



2. Enter a **Product Name or SKU** in the Product Search. You can also use the **Mass Upload** function by copying/pasting the SKU/Product name with the quantity for each product.

If you have a large number of products in Mass Upload, **it may take a few extra minutes to process and update your cart.**

3. Review the products in the cart and **Proceed to Checkout** when you are ready.
4. In the next screen, you will be asked to **enter a unique PO number** and choose the **delivery address**.



5. Once you are ready, click on **Checkout.** The order is now placed! You will receive an email confirmation.

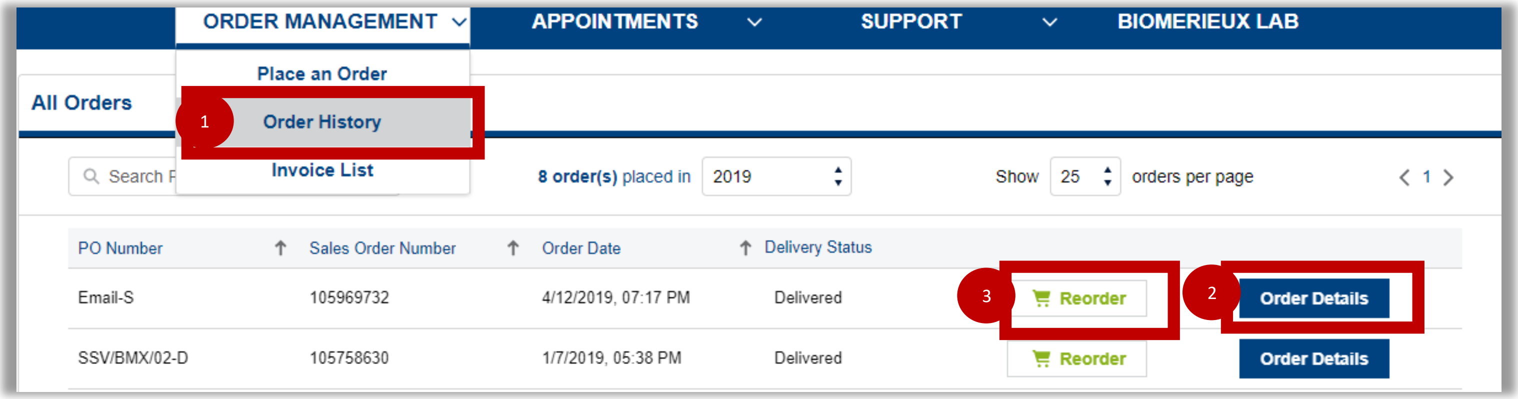
The_order is **subject** to tax, freight, credit blocks, and minimum order value charges.

The portal should only be used to place standard orders. If you have orders requiring immediate delivery or any specification, please place orders via phone, email or other channels.

*Optional feature

ACCESSING **PAST ORDERS & INVOICES***

ACCESSING YOUR ORDER HISTORY

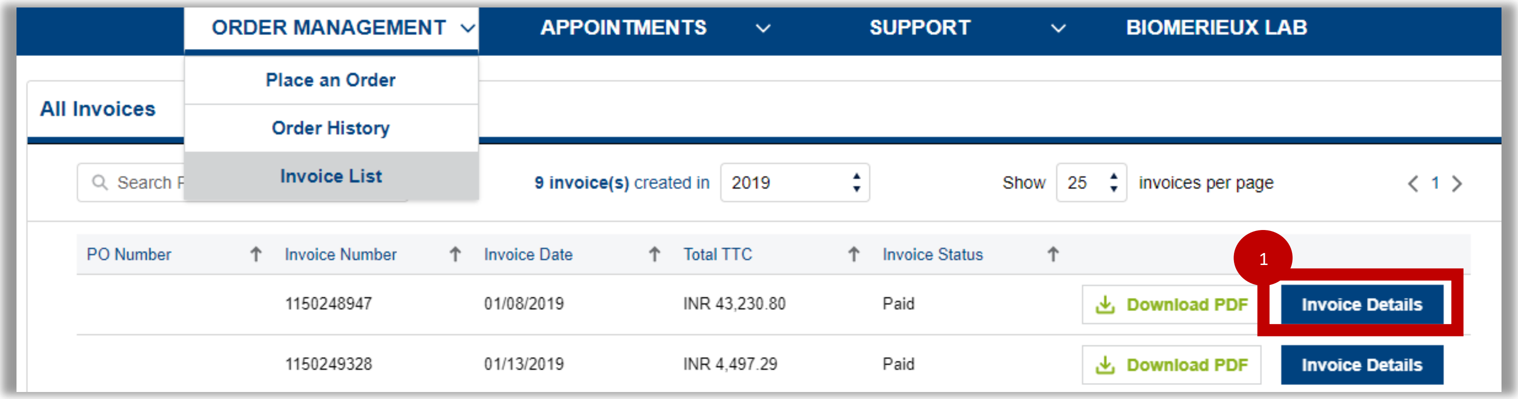


1. Navigate to the **Order Management** tab and select **Order History.** You will be able to view all past orders placed for your Account.

2. You can click on **Order Details** to see more information about your order. You will also be able to see the status of delivery for each product in your Order.

3. You can use the **Reorder** button to place orders based on your past purchase.

ACCESSING YOUR INVOICES



1. Navigate to the **Order Management** tab and select **Invoice List.** You will be able to view all invoices for your Account.

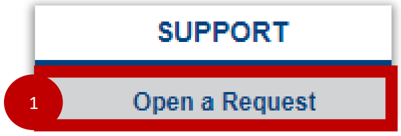
2. You can click on **Invoice Details** to see more information about each invoice.

Optional feature

REQUESTING **SUPPORT (1/2)**

SUBMITTING A COMPLAINT OR A QUERY

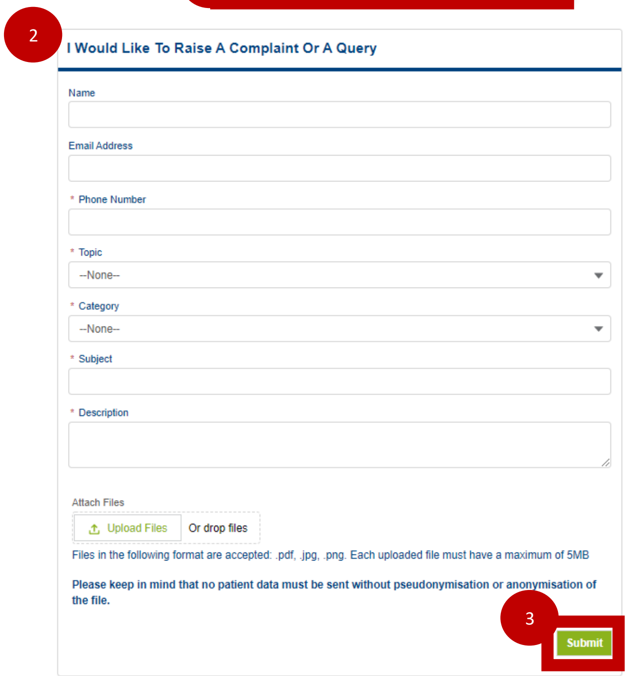
If you are experiencing any technical issues or have any questions, please use this form to submit a request. We will resolve the issue at the earliest.



1. Go to the Support tab and select **Open a Request.**

2. **Fill out** all the details in the form.
   You can **upload attachment files** (except for shipping/ordering issues). **Please note that the files sent to bioMérieux must not contain any patient data,** unless they are anonymized.

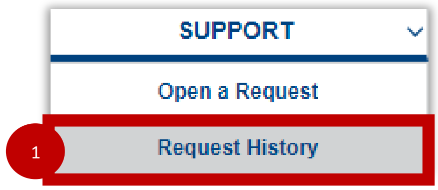
3. Click **Submit**. Your case has now been submitted!



<u>Call Me Back (optional feature):</u> If you would like us to call you, please use the Call Me Back Form on the Homepage. We will do our best to contact you at the chosen date and time.

VIEWING YOUR REQUESTS AND THEIR STATUS

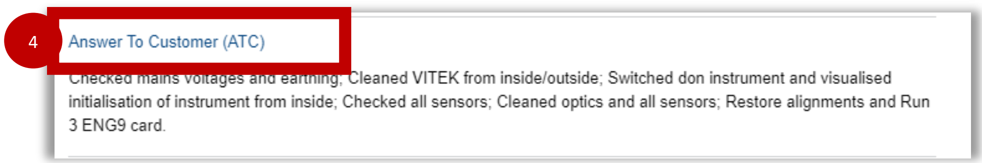
1. Go to the Support tab and select **Request History.**



2. Here, you can view all your **previous and current request**. You will also be able to see the status of each request: Open or Closed.

3. Click on **Request Details** to view the details of each case.

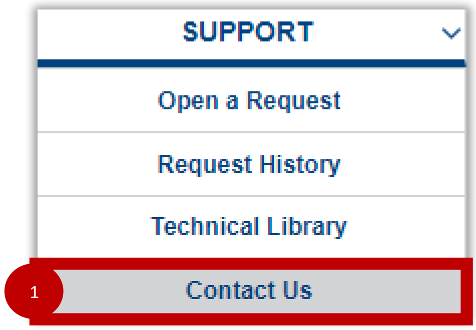
4. In the "**Answer to Customer (ATC)**" field, you can see the resolution provided by bioMérieux to your complaint / query.



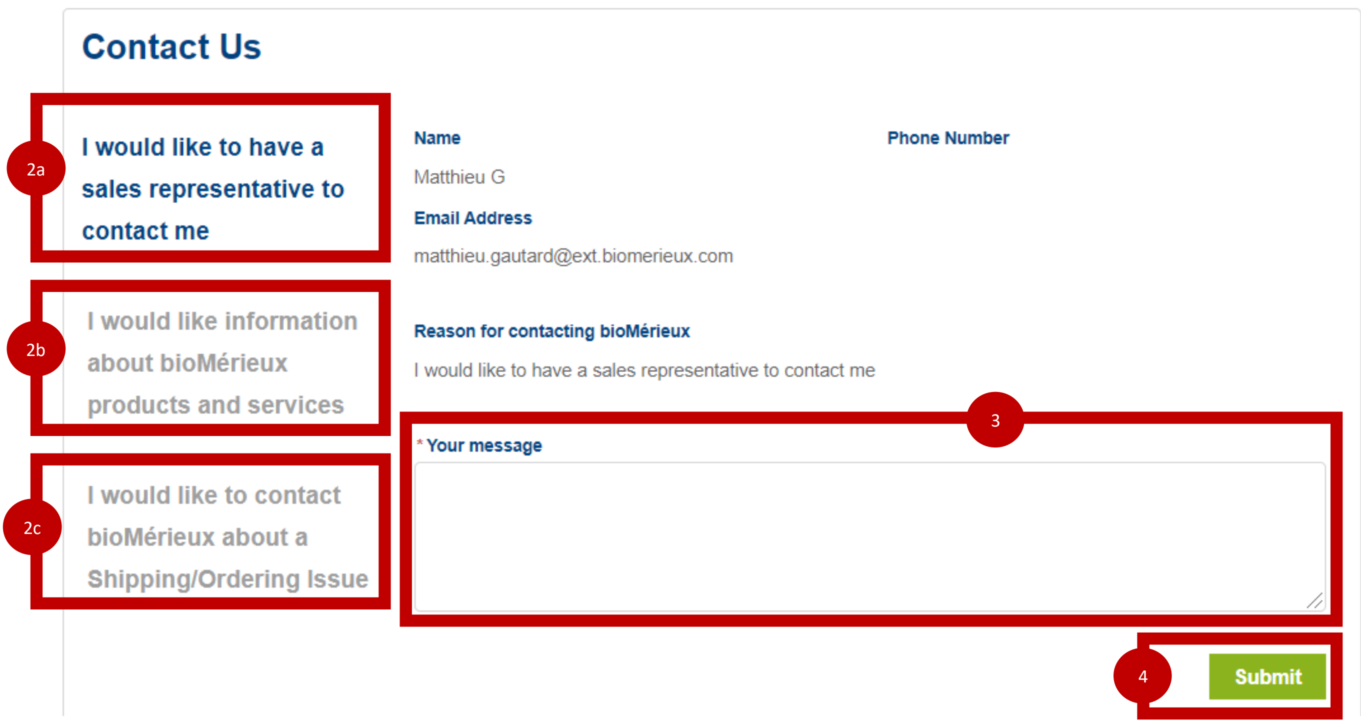
REQUESTING **SUPPORT (2/2)**

CONTACTING US FOR OTHER TYPES OF QUESTIONS

You can also use the Contact Us form to reach bioMérieux with any questions or queries.



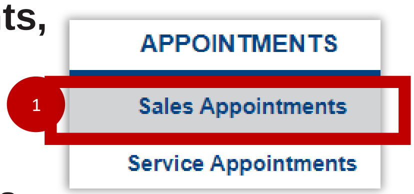
1. Go to the **Support** tab and select **Contact Us.**
2. Please select one of the two options:
   a) I would like to have a **Sales Representative** contact me
   b) I would like information about bioMérieux **products and services**
   c) I would like to contact bioMérieux about a **Shipping/Ordering issue**
3. **Type in your message** here in as much detail as possible.
4. Click **Submit.** You have now contacted bioMérieux and someone will be in touch with you shortly!



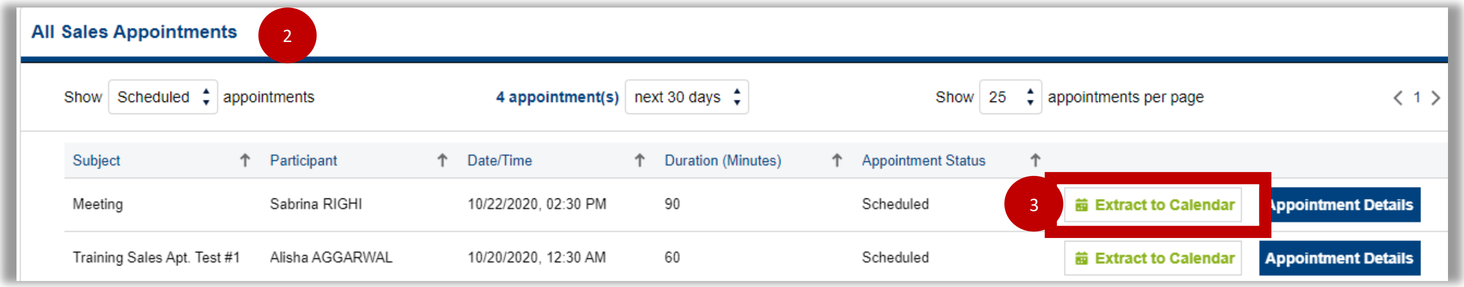
VIEWING YOUR **APPOINTMENTS**

VIEWING YOUR SALES APPOINTMENTS

1. Go to the **Appointments** tab and select **Sales Appointments,**



2. A **list** of your Sales Appointments will appear with key details.

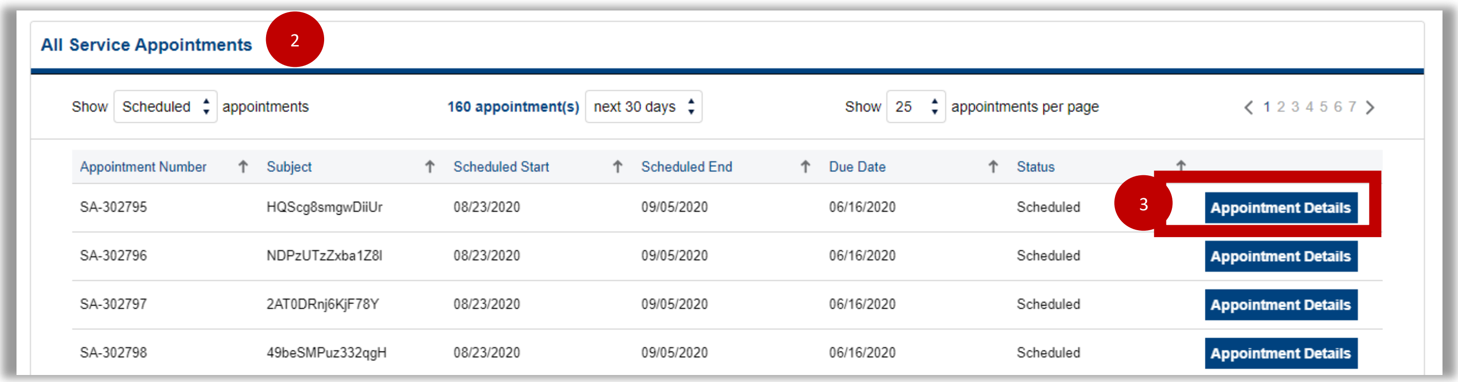


3. You can **extract the Appointment** to your calendar to set a reminder.

VIEWING YOUR SERVICE APPOINTMENTS

1. Go to the **Appointments** tab and select **Service Appointments.**

2. A **list** of your Service Appointments will appear.



3. You can click on **Appointment Details** to see more information and **extract Service Reports (if it's a past Appointment).**

ACCESSING **BIOMERIÉUX LAB**

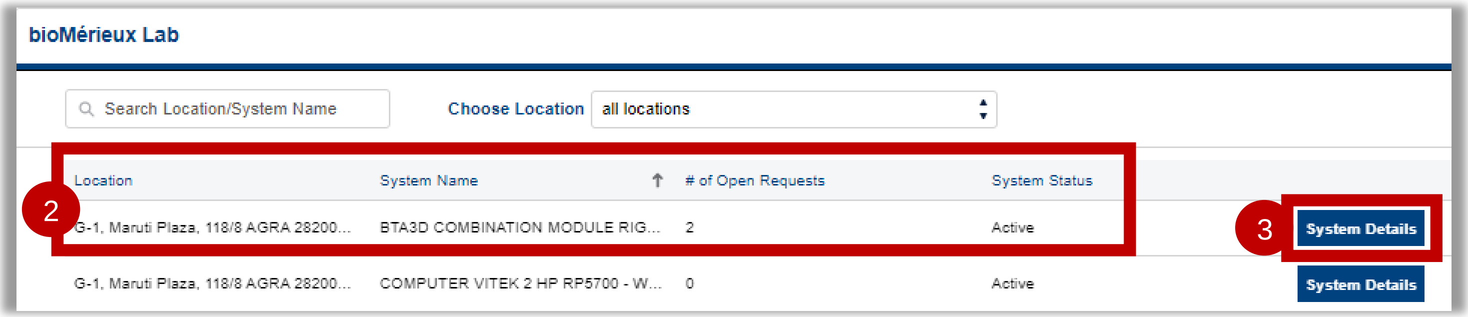
ACCESSING YOUR INSTALLED BASE INFORMATION

You can access information about your systems through the bioMérieux Lab feature.

1. Go to the **bioMérieux Lab** tab.

2. You will be able to see a **list of systems**, **the location** where they are installed, number of **open requests** for that system and the **System status**.

3. You can click on **System Details** to view more information.



4. Here you can see **detailed information about your system all in one place**: Additional Information, Service Contracts, Related Cases, Service Appointments and Service Reports.