


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/>

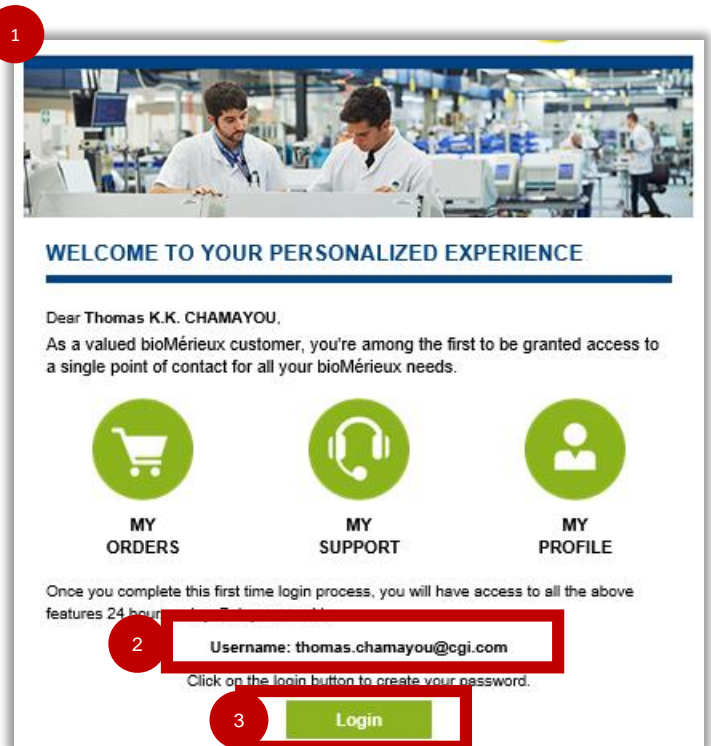
ACCESSING THE CUSTOMER PORTAL

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

FIRST TIME LOG IN

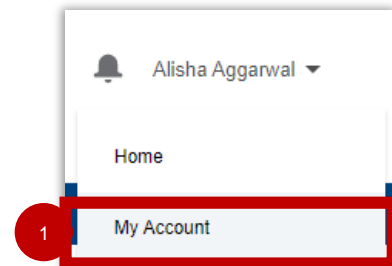
1. You will receive a **Welcome Email** inviting you to access the Portal.
2. Your **username** will be provided in the email.
3. Click on **Login** to create a new password.

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



VIEWING YOUR PROFILE

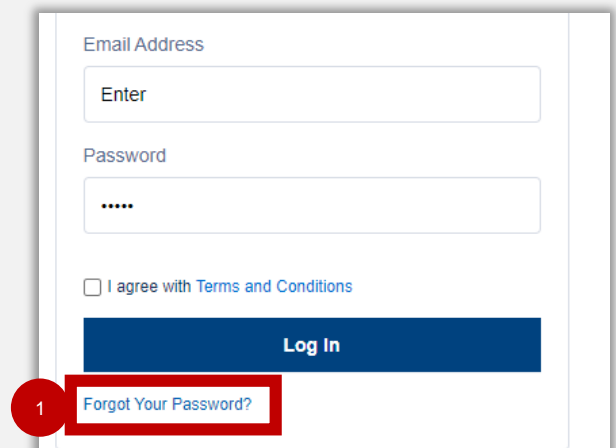
From the homepage, you can click on **My Account** to view your profile information.



FORGOT YOUR PASSWORD?

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

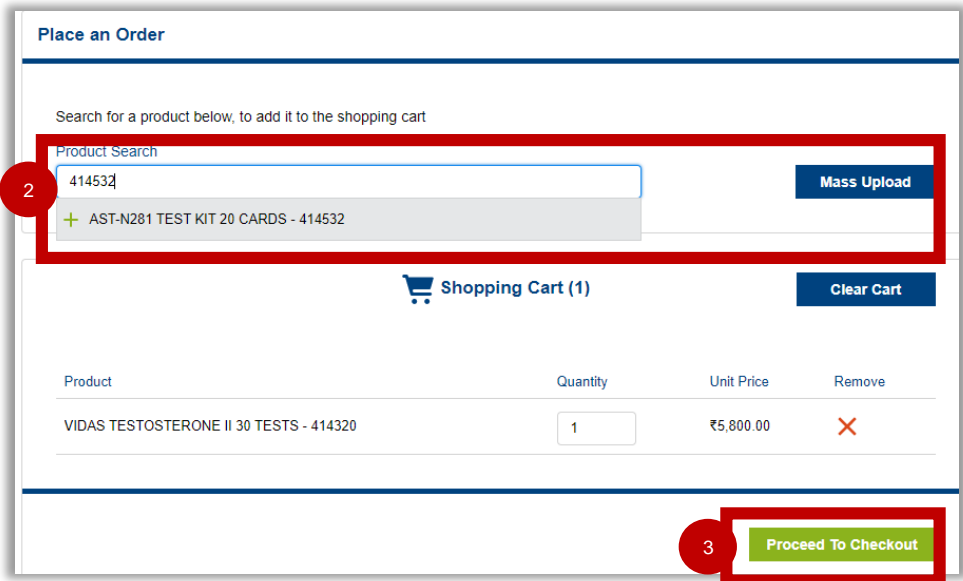
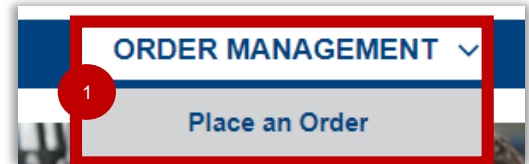
You will be asked to enter your **username** and you will then get an email with a **link to reset your Password**.



PLACING AN ORDER*

PLACING AN ORDER

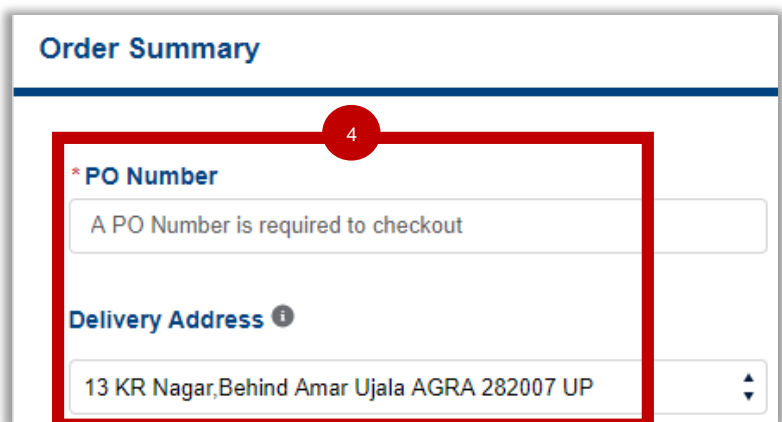
1. Navigate to the **Order Management** tab and select **Place an Order**.
2. Enter a **Product Name or SKU** in the Product Search. You can also use the **Mass Upload** function by copying/pasting the SKU/Product name with the quantity for each product.



i If you have a large number of products in Mass Upload, it may take a few extra minutes to process search 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.



i 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.

ACCESSING PAST ORDERS & INVOICES*

ACCESSING YOUR ORDER HISTORY

The screenshot shows the 'ORDER MANAGEMENT' tab selected. Underneath, 'Order History' is highlighted. The main content area displays a table of orders with columns for PO Number, Sales Order Number, Order Date, and Delivery Status. Two 'Reorder' buttons and two 'Order Details' buttons are visible, each highlighted with a red box and a number in a red circle.

PO Number	Sales Order Number	Order Date	Delivery Status	Reorder	Order Details
Email-S	105969732	4/12/2019, 07:17 PM	Delivered	Reorder	Order Details
SSV/BMX/02-D	105758630	1/7/2019, 05:38 PM	Delivered	Reorder	Order Details

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

The screenshot shows the 'ORDER MANAGEMENT' tab selected. Underneath, 'Invoice List' is highlighted. The main content area displays a table of invoices with columns for PO Number, Invoice Number, Invoice Date, Total TTC, and Invoice Status. Two 'Download PDF' buttons and two 'Invoice Details' buttons are visible, each highlighted with a red box and a number in a red circle.

PO Number	Invoice Number	Invoice Date	Total TTC	Invoice Status	Download PDF	Invoice Details
	1150248947	01/08/2019	INR 43,230.80	Paid	Download PDF	Invoice Details
	1150249328	01/13/2019	INR 4,497.29	Paid	Download PDF	Invoice Details

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.

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!

The screenshot shows the 'SUPPORT' navigation menu with 'Open a Request' highlighted (1). Below it is the form titled 'I Would Like To Raise A Complaint Or A Query' (2). The form includes fields for Name, Email Address, Phone Number, Topic, Category, Subject, and Description. There is an 'Attach Files' section with an 'Upload Files' button and a note that files must be in pdf, jpg, or png format and under 5MB. A 'Submit' button is highlighted (3).

Call Me Back (optional feature): 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.

The screenshot shows the 'SUPPORT' navigation menu with 'Request History' highlighted (1).

The screenshot shows the 'Request Details' button highlighted (3).

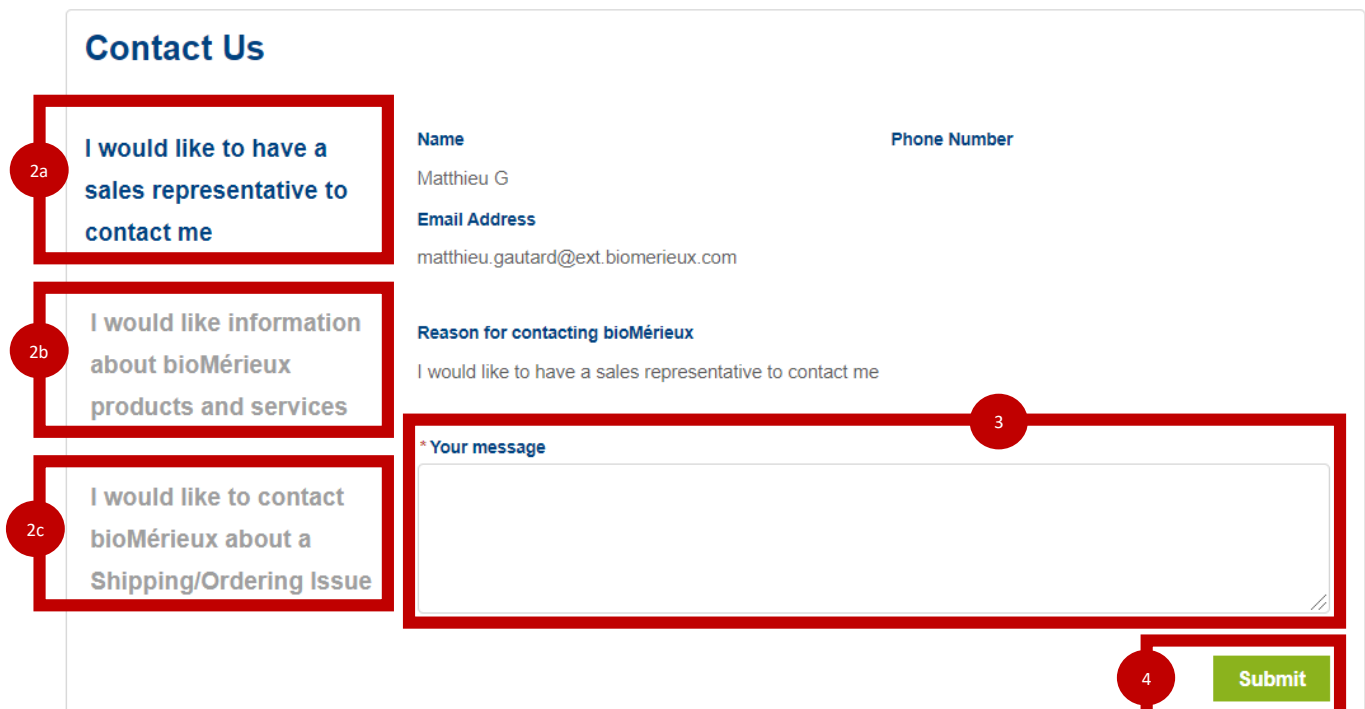
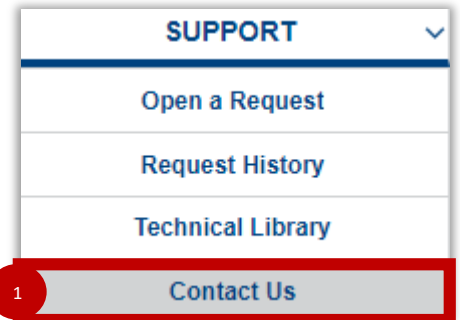
The screenshot shows the 'Answer To Customer (ATC)' field with a red box around the text (4). The text reads: "Checked mains voltages and earthing; Cleaned VITEK from inside/outside; Switched don instrument and visualised initialisation of instrument from inside; Checked all sensors; Cleaned optics and all sensors; Restore alignments and Run 3 ENG9 card."

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!



A screenshot of the 'Contact Us' form. The form has a title 'Contact Us' and several fields. Red boxes and numbers highlight specific parts of the form:

- 2a**: A red box highlights the text 'I would like to have a sales representative to contact me' in the 'Reason for contacting bioMérieux' field.
- 2b**: A red box highlights the text 'I would like information about bioMérieux products and services' in the 'Reason for contacting bioMérieux' field.
- 2c**: A red box highlights the text 'I would like to contact bioMérieux about a Shipping/Ordering Issue' in the 'Reason for contacting bioMérieux' field.
- 3**: A red box highlights the large text area labeled '* Your message'.
- 4**: A red box highlights the green 'Submit' button.

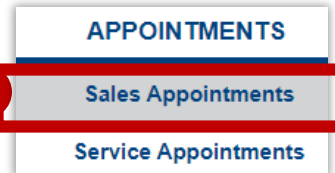
The form fields include:

- Name**: Matthieu G
- Phone Number**: (empty)
- Email Address**: matthieu.gautard@ext.biomerieux.com
- Reason for contacting bioMérieux**: I would like to have a sales representative to contact me
- * Your message**: (empty text area)
- Submit**: (green button)

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.

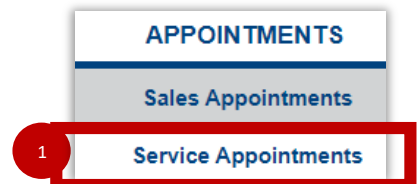
A screenshot of the 'All Sales Appointments' interface. It shows a table with columns: Subject, Participant, Date/Time, Duration (Minutes), and Appointment Status. There are two rows of appointments. The first row is 'Meeting' by Sabrina RIGHI on 10/22/2020 at 02:30 PM for 90 minutes. The second row is 'Training Sales Apt. Test #1' by Alisha AGGARWAL on 10/20/2020 at 12:30 AM for 60 minutes. Both are 'Scheduled'. To the right of each row is a green 'Extract to Calendar' button and a blue 'Appointment Details' button. The 'Extract to Calendar' button for the first row is highlighted with a red box and a red circle containing the number '3'. The 'All Sales Appointments' header is highlighted with a red circle containing the number '2'.

Subject	Participant	Date/Time	Duration (Minutes)	Appointment Status	
Meeting	Sabrina RIGHI	10/22/2020, 02:30 PM	90	Scheduled	Extract to Calendar Appointment Details
Training Sales Apt. Test #1	Alisha AGGARWAL	10/20/2020, 12:30 AM	60	Scheduled	Extract to Calendar Appointment 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.

A screenshot of the 'All Service Appointments' interface. It shows a table with columns: Appointment Number, Subject, Scheduled Start, Scheduled End, Due Date, and Status. There are four rows of appointments, all 'Scheduled'. The first row is SA-302795 with subject HQScg8smgwDiiUr, scheduled on 08/23/2020, ending on 09/05/2020, with a due date of 06/16/2020. The other rows have similar dates. To the right of each row is a blue 'Appointment Details' button. The 'Appointment Details' button for the first row is highlighted with a red box and a red circle containing the number '3'. The 'All Service Appointments' header is highlighted with a red circle containing the number '2'.

Appointment Number	Subject	Scheduled Start	Scheduled End	Due Date	Status	
SA-302795	HQScg8smgwDiiUr	08/23/2020	09/05/2020	06/16/2020	Scheduled	Appointment Details
SA-302796	NDPzUTzZxba1Z8l	08/23/2020	09/05/2020	06/16/2020	Scheduled	Appointment Details
SA-302797	2AT0DRnj6KjF78Y	08/23/2020	09/05/2020	06/16/2020	Scheduled	Appointment Details
SA-302798	49beSMPuz332qgH	08/23/2020	09/05/2020	06/16/2020	Scheduled	Appointment Details

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

ACCESSING BIOMÉRIÉUX LAB

ACCESSING YOUR INSTALLED BASE INFORMATION

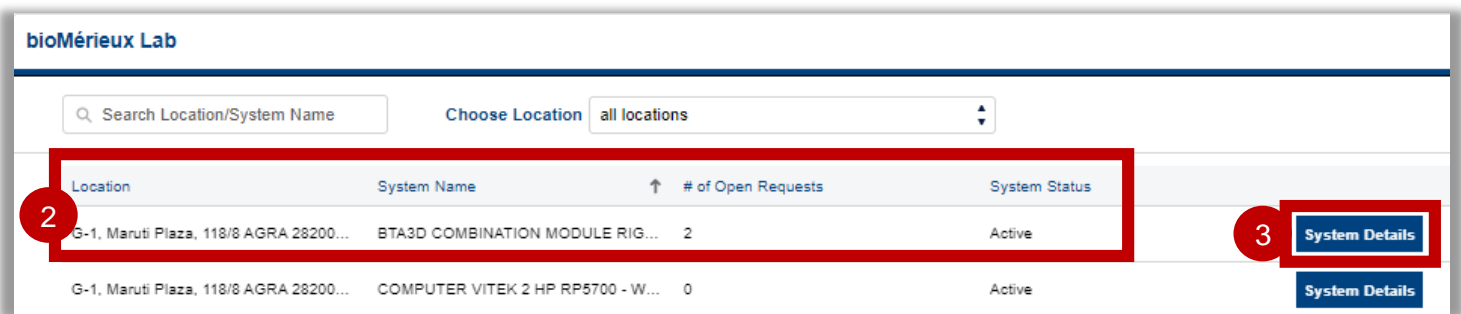
You can access information about your systems through the bioMérieux Lab feature.

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**.

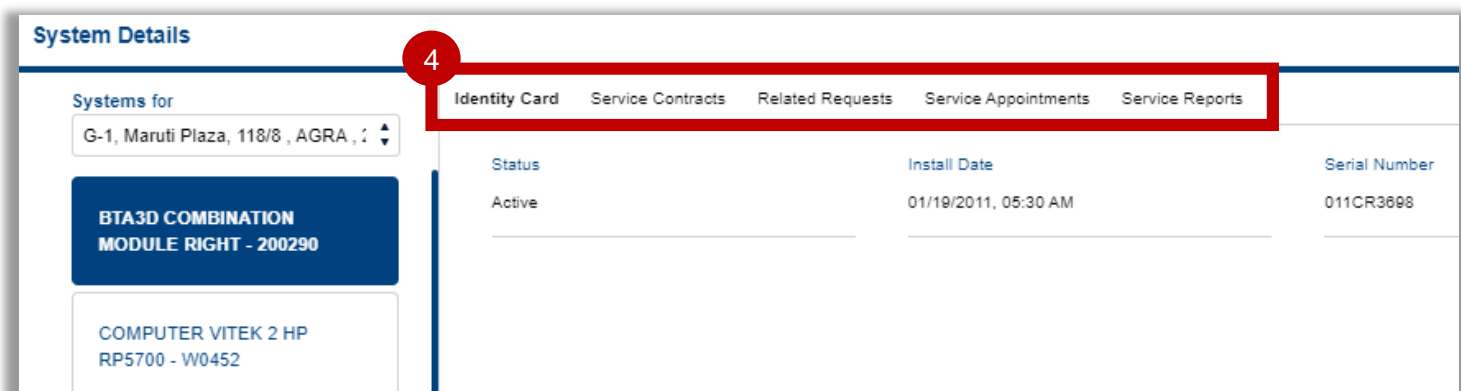
3. You can click on **System Details** to view more information.



Location	System Name	# of Open Requests	System Status
G-1, Maruti Plaza, 118/8 AGRA 28200...	BTA3D COMBINATION MODULE RIG...	2	Active
G-1, Maruti Plaza, 118/8 AGRA 28200...	COMPUTER VITEK 2 HP RP5700 - W...	0	Active

The screenshot shows the "bioMérieux Lab" interface. At the top, there is a search bar and a "Choose Location" dropdown menu set to "all locations". Below this is a table with columns for "Location", "System Name", "# of Open Requests", and "System Status". The first row is highlighted with a red box and a red circle with the number "2". To the right of the table, there are two "System Details" buttons, one of which is highlighted with a red box and a red circle with the number "3".

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.



Status	Install Date	Serial Number
Active	01/19/2011, 05:30 AM	011CR3898

The screenshot shows the "System Details" interface. On the left, there is a sidebar with "Systems for" and a dropdown menu. Below this, there are two system cards: "BTA3D COMBINATION MODULE RIGHT - 200290" and "COMPUTER VITEK 2 HP RP5700 - W0452". On the right, there are tabs for "Identity Card", "Service Contracts", "Related Requests", "Service Appointments", and "Service Reports". The "Identity Card" tab is selected and highlighted with a red box and a red circle with the number "4". Below the tabs, there is a table with columns for "Status", "Install Date", and "Serial Number".