

November 2018

Dear Customer,

Important Notice: Change in Third-Party Returns Processor

As we continue to evaluate and improve current processes in order to better meet your needs, the Sanofi US organization, which includes Sanofi Pasteur, is transitioning third-party returns processors from FedEx Supply Chain (GENCO) to Med-Turn, Inc. (Inmar).

Inmar was selected as our preferred vendor because they are a well-known and trusted intermediary between manufacturers, health systems and health care providers. The Inmar returns portal will help you manage your Sanofi Pasteur returns, or you may continue to contact us directly for support.

Returns Process with Inmar Effective December 18, 2018

- Visit Inmar Healthcare Returns Management Portal: <https://returns.healthcare.inmar.com>
- Generate return authorization (RA) form required for all returns to Inmar
 - RA form streamlines returns process and provides visibility into return status
 - RA is required to receive credit for the return
- Send returns to Inmar at:
 - Inmar
4332 Empire Road, South Dock
Fort Worth, TX 76155

Important Dates

- December 17, 2018 – last day to submit returns to GENCO
- December 18, 2018 – begin to send all returns to Inmar
- Please note all returns received at Inmar will be processed beginning January 2, 2019

Thank you for your continued business and we hope that this improvement to our third-party logistics partnership will help streamline the returns process and create efficiencies for your business. Please contact Customer Service at **1-800-VACCINE** (1-800-822-2463) with any questions.

Sincerely,



Mary Yacovelli
Director, Customer Services

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