



Your guide to  
navigating  
Allergan Direct

# Contents

Purchase Products vs Bill Pay	03
Account Dashboard	04
Tracking Orders	05
How to Pay Bills	07

# Purchase Products vs Bill Pay

When you first log in to **allergandirect.com.au** or **allergandirect.co.nz**, you have the option to navigate to **Purchase Products** or **Bill Pay**

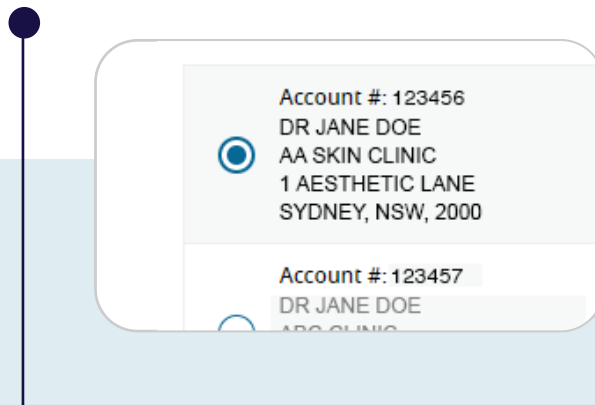
Allergan Direct makes ordering simple for multiple accounts. It's easy to switch between different clinics in **Purchase Products**

(Please note: Updates or changes to addresses cannot be made on Allergan Direct. Contact Customer Service to do this)

Place and track orders

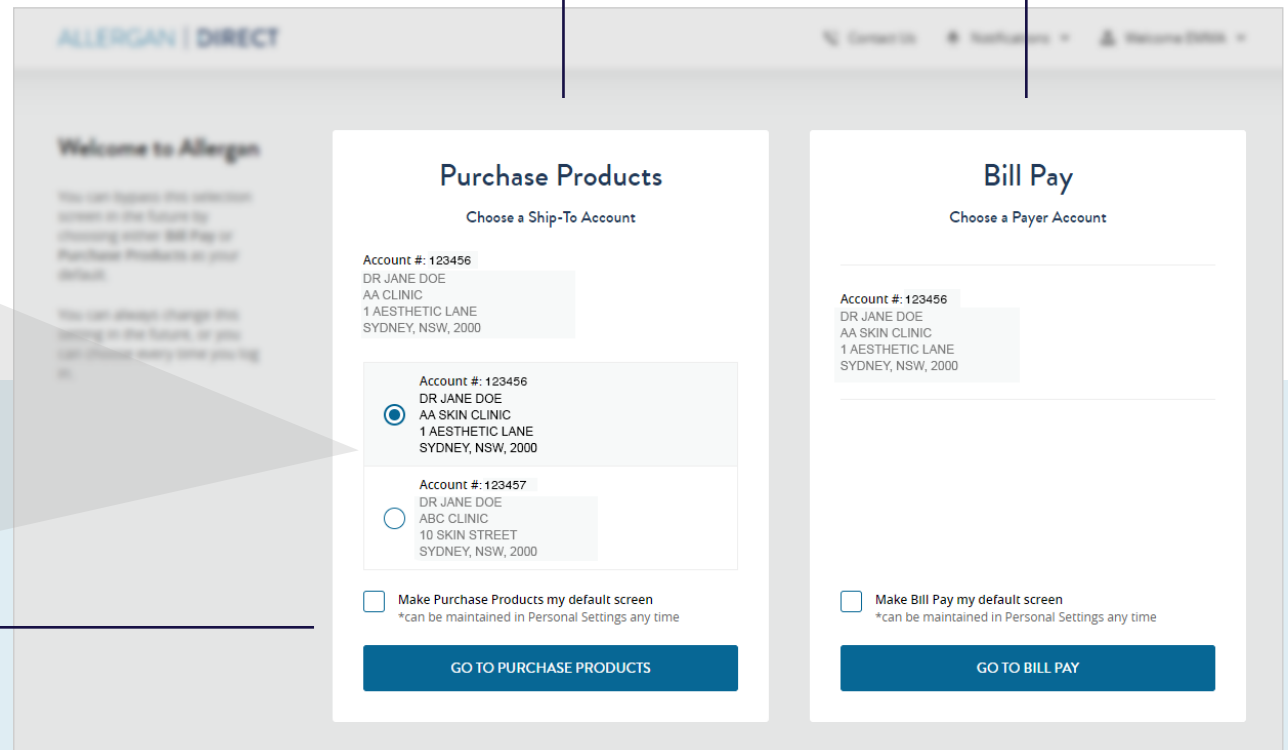
Review your account balance and pay bills

(Please note: Not every user will have access to Bill Pay and this will depend on how your Allergan Direct account has been set up)



Account #: 123456  
DR JANE DOE  
AA SKIN CLINIC  
1 AESTHETIC LANE  
SYDNEY, NSW, 2000

Account #: 123457  
DR JANE DOE  
ABC CLINIC



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Welcome to Allergan

You can access this selection screen in the future by choosing either Bill Pay or Purchase Products as your default.

You can always change this setting in the future, or you can always verify what you're doing in.

### Purchase Products

Choose a Ship-To Account

Account #: 123456  
DR JANE DOE  
AA CLINIC  
1 AESTHETIC LANE  
SYDNEY, NSW, 2000

Account #: 123456  
DR JANE DOE  
AA SKIN CLINIC  
1 AESTHETIC LANE  
SYDNEY, NSW, 2000

Account #: 123457  
DR JANE DOE  
ABC CLINIC  
10 SKIN STREET  
SYDNEY, NSW, 2000

Make Purchase Products my default screen  
\*can be maintained in Personal Settings any time

GO TO PURCHASE PRODUCTS

### Bill Pay

Choose a Payer Account

Account #: 123456  
DR JANE DOE  
AA SKIN CLINIC  
1 AESTHETIC LANE  
SYDNEY, NSW, 2000

Make Bill Pay my default screen  
\*can be maintained in Personal Settings any time

GO TO BILL PAY

# What can you access on your Account Dashboard?

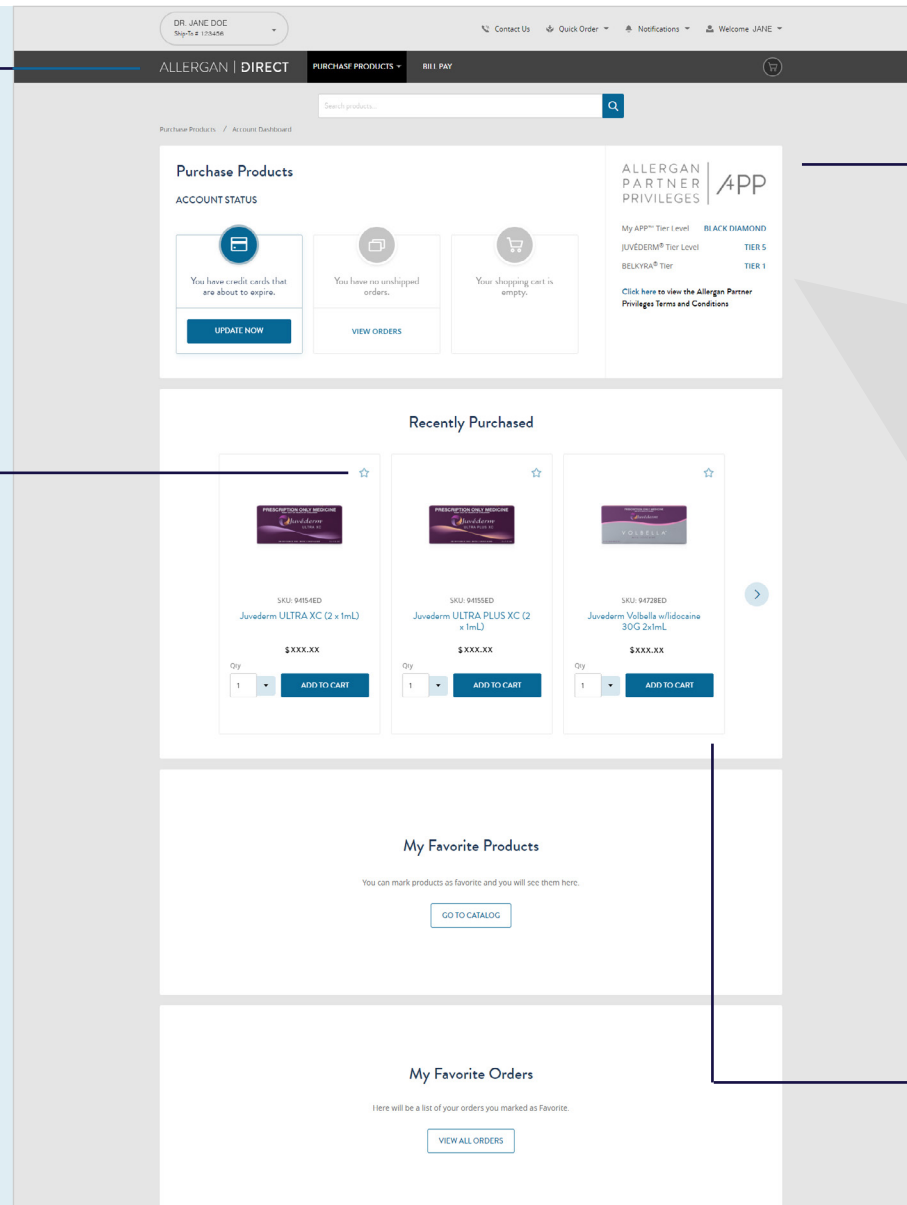
You can always reach the dashboard by clicking on the **Allergan Direct logo**

For easy access, favourite the products you consistently order by clicking on the **star**

Your **APP status** will appear once you reach Silver status

Select the blue links for more details

Reorder recently purchased products and favourite products and orders



**ALLERGAN PARTNER PRIVILEGES®**

Allergan Partner Privileges® (APP) Level

Current Level: **BLACK DIAMOND**

Current Year Points: 5700.0

JUVÉDERM® Points: 2913.0  
BOTOX® Points: 2715.0  
BELKYRA® Points: 72.0

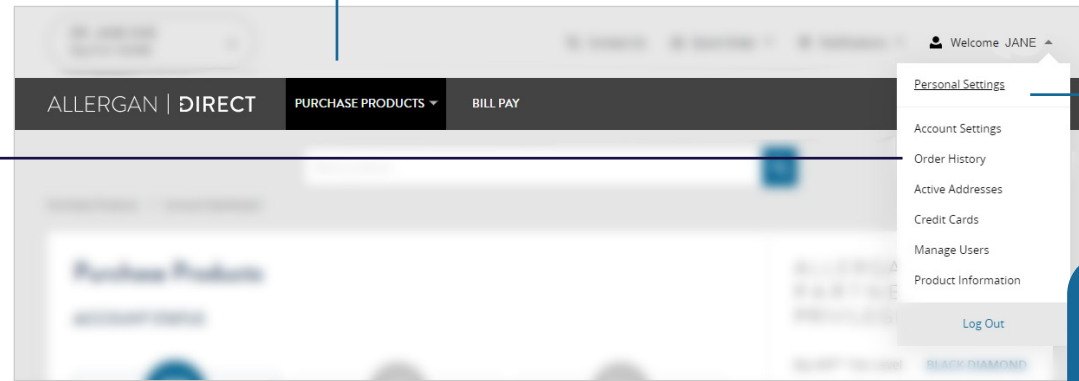
Points to Next APP Level: 0.0

# How to check your order history and track shipments

**TIP:** To review your Order History, you must have **PURCHASE PRODUCTS** selected. You can do this by selecting your clinic under the **PURCHASE PRODUCTS** window when first logging in, or you can toggle between **PURCHASE PRODUCTS** and **BILL PAY** in the dashboard. Please be patient when switching between the two as it may take a few seconds to load.

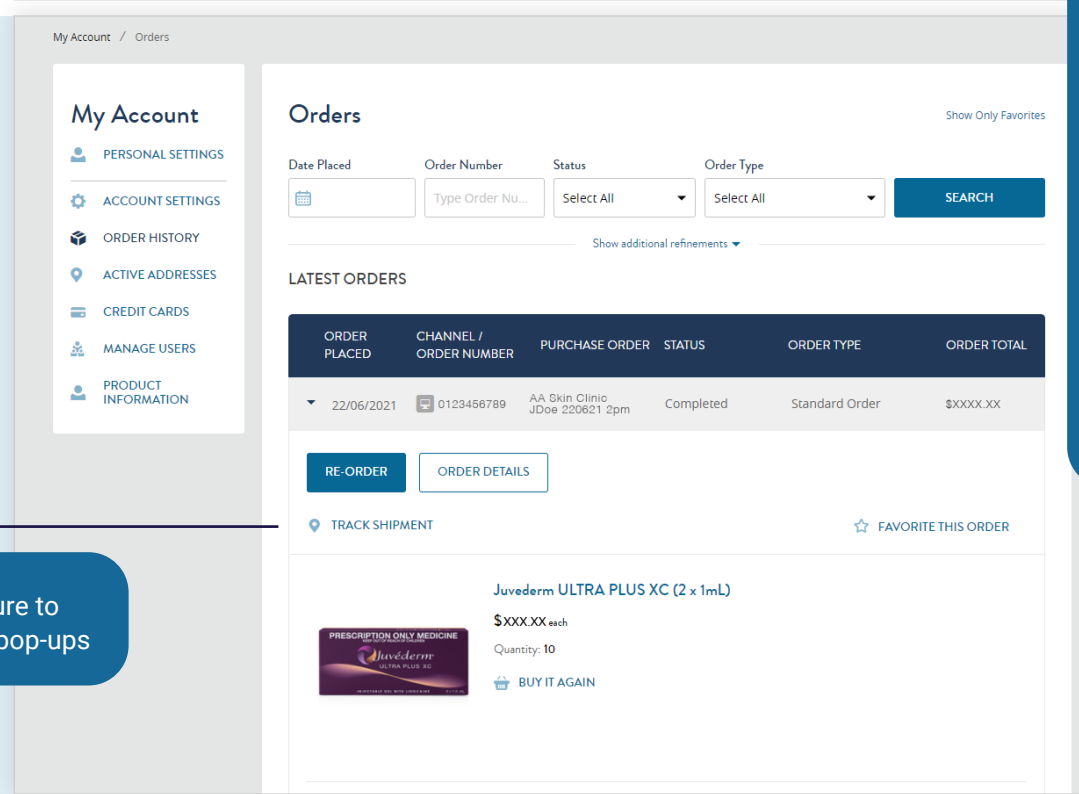
Click the arrow next to the account name and select **ORDER HISTORY**

1



Scroll down to the order you want to track and select the drop down arrow to reveal the order details

2



Click on **TRACK SHIPMENT** to view the DHL tracking page

3

**TIP:** Make sure to enable browser pop-ups

**TIP:** Depending on the level of access you've been set up with, under the account name you can also edit:

- **Personal settings** (your personal contact details including login details)
- **Account settings** (statement delivery details)
- **Active addresses** (view all current addresses attached to account)
- **Credit cards** (review/update card details)
- **Manage users** (review/add/deactivate users)

# How to check your order history and track shipments

**DHL Track & Trace** Original Timezones English

Tracking

Back

Type	Order Number	Status	Placed	Action
	DSC123456	In Transit 22/06/2021 13:42 Delivered 23/06/2021 09:59	22/06/2021 13:04	Details

Click on **Details** to see up-to-date tracking information

4

Tracking Page Export PDF

**Order Details**  
 Dangerous Goods : No  
 Instructions :

**Unit Details**  
 Total Shipment Units : 1  
 Total Weight : 1 kg  
 Total Volume : 0.011 m3

**Transport Details**  
 Shipment Service Code : ROAD\_EXPRESS  
 Billing Account Code : JUVE

**Order Status**  
 Order Status : Delivered  
 Status Date : 23/06/2021 09:59  
 Placed : 22/06/2021 13:04  
 Actual Dispatch Date :  
 Actual Delivery Date : 23/06/2021 09:59  
 Estimated Delivery Date : 23/06/2021 00:00  
 Sub Type :

**Consignor:**  
 KEMPS CREEK, 2178, NSW, Australia

**Consignee:**  
 SYDNEY, 2000, NSW, Australia

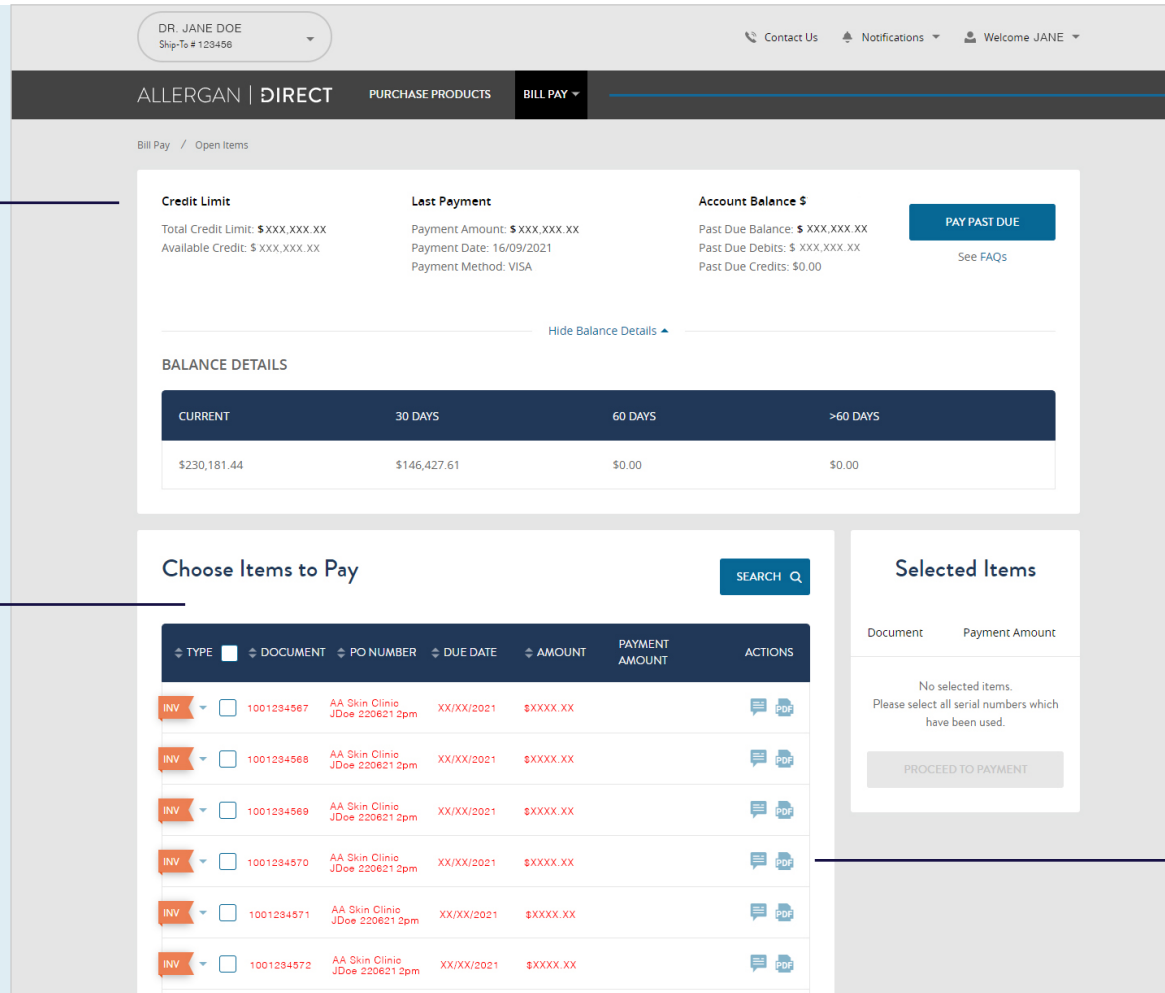
Timeline: Created (22/06/2021 13:04) - In Transit (22/06/2021 13:42) - Delivered (23/06/2021 09:59)

See the estimated delivery date here

## Order Status

Order Status : Delivered  
 Status Date : 23/06/2021 09:59  
 Placed : 22/06/2021 13:04  
 Actual Dispatch Date :  
 Actual Delivery Date : 23/06/2021 09:59  
 Estimated Delivery Date : 23/06/2021 00:00  
 Sub Type :  
 Created

# How to pay bills



1

Switch to **BILL PAY**

2

Review your credit limit, last payment and account balance details

3

Review all current invoices

You can pay multiple invoices at once, by selecting more than one item. From here, follow the prompts to organise payment.

Select the **PDF icon** to download invoices

## Need Help?

- ▶ See *Your guide to ordering with Allergan Direct*, or
- ▶ Access FAQs under the Bill Pay section of the site, or
- ▶ Call Customer Service on **1800 252 224 (AU)** or **0800 659 912 (NZ)**, or call your Allergan Aesthetics representative so that we may assist you

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**PBS Information:** BOTOX® injection is not listed on the PBS for glabellar lines, crow's feet lines or forehead lines

**BOTOX® injection is not listed on the New Zealand Pharmaceutical Schedule for glabellar lines, crow's feet lines or forehead lines**

**PBS Information:** BELKYRA® injection is not listed on the PBS

**BELKYRA® injection is not listed on the New Zealand Pharmaceutical Schedule**

BEFORE PRESCRIBING BOTOX® (BOTULINUM TOXIN TYPE A) OR BELKYRA® (DEOXYCHOLIC ACID), PLEASE REFER TO THE PRODUCT INFORMATION OR DATA SHEET FOR INFORMATION ON DOSAGE, CONTRAINDICATIONS, PRECAUTIONS, INTERACTIONS AND ADVERSE EFFECTS. THE APPROVED PRODUCT INFORMATION IS AVAILABLE ON REQUEST FROM ALLERGAN AESTHETICS BY PHONING 1800 252 224 OR FROM [ALLERGANAESTHETICS.COM.AU/BOTOX](https://www.allerganaesthetics.com.au/botox) OR FROM [ALLERGANAESTHETICS.COM.AU/BELKYRA](https://www.allerganaesthetics.com.au/belkyra). THE DATA SHEET IS AVAILABLE ON REQUEST FROM ALLERGAN AESTHETICS BY PHONING 0800 659 912 OR FROM THE MEDSAFE WEBSITE [MEDSAFE.GOV.TZ](https://www.medsafe.govt.nz)

**PBS Information:** JUVÉDERM® range of products is not listed on the PBS

**The JUVÉDERM® range of products is not listed on the New Zealand Pharmaceutical Schedule**

BEFORE PRESCRIBING, PLEASE REFER TO THE INSTRUCTIONS FOR USE FOR INFORMATION ON DOSAGE, CONTRAINDICATIONS, PRECAUTIONS, INTERACTIONS AND ADVERSE EFFECTS. INSTRUCTIONS FOR USE ARE AVAILABLE ON REQUEST FROM ALLERGAN AESTHETICS BY PHONING 1800 252 224 (AU)/0800 659 912 (NZ) OR VIA WEBSITE [ALLERGANAESTHETICS.COM.AU/PRODUCTS](https://www.allerganaesthetics.com.au/products)