

Customer Services Changes: Answering Your Questions

AUGUST 2009 – WAVE 3

WAVE 3

Ortho Clinical Diagnostics
a *Johnson & Johnson* company



	WAVE 1 2008	WAVE 2 Q1 2009	WAVE 3 Q3 2009
<p>CUSTOMER SERVICES PROVIDED BY:</p>	<p>ADVANCED STERILIZATION PRODUCTS Division of Ethicon, Inc. a <i>Johnson & Johnson</i> company</p>	<p>ETHICON ENDO-SURGERY, INC. a <i>Johnson & Johnson</i> company</p> <p>ETHICON a <i>Johnson & Johnson</i> company</p>	<p>Ortho Clinical Diagnostics a <i>Johnson & Johnson</i> company</p>



As a result of customer feedback, the Medical Devices & Diagnostics (MD&D) Companies of Johnson & Johnson are implementing a new customer services approach to make many of your business transactions easier. Changes are being made to provide you with more coordinated processes for order management, billing, product returns and inquiry resolution.

The services that were previously managed by the individual Companies have been transitioning to Johnson & Johnson Health Care Systems Inc. (JJHCS). JJHCS will serve as the single customer services provider for all the MD&D Companies that have made the transition.

The first two waves of MD&D Companies implemented the changes in 2008 and early 2009. On or about August 24, 2009, Ortho Clinical Diagnostics (OCD), Therakos, Inc., and Veridex, LLC will be part of the next wave of Companies to transition to the new consolidated customer services approach. On August 25th, Codman & Shurtleff, Inc. will also make the transition. By the end of 2009, twelve MD&D Companies will be utilizing the new customer services approach and system. DePuy Orthopaedics, Inc. will implement the changes at a later date. As part of this transition, a new order management system is also being introduced.

The following is a series of Questions and Answers to help you better understand the changes that will become effective on or about August 24, 2009. Our intent is to implement these changes as smoothly as possible so that you will soon begin to realize the benefits. Thank you in advance for your understanding and support as we move forward to provide you with more efficient customer services.

If you have additional questions or need more information, please do not hesitate to contact U.S. Region Customer Services* at 800-828-6316 for OCD or Therakos and 877-837-4339 for Veridex. Additional information and the enclosed materials are also available electronically at www.injgateway.com/commerce.

*If you currently call 800-255-2500 for inquiries or to order products from other MD&D Companies you can use this number for OCD, Therakos and Veridex products as well.

WHY THE CHANGES?

1. Why are the MD&D Companies of Johnson & Johnson implementing improvements in customer services?

The changes are being implemented in response to feedback from customers asking for simplicity, speed, efficiency, choice and coordination of customer services activities across the MD&D Companies of Johnson & Johnson. For example, customers asked for greater consistency in order fulfillment processes and policies.

2. What are the benefits of these improvements?

Once the changes are fully implemented, the following benefits will span across the MD&D Companies:

More efficient product ordering through:

- New, easy to use e-Commerce services that allow you to place orders, verify order status, check shipping status, and view and download billing documents
- A single customer services organization, U.S. Region Customer Services, supporting the MD&D Companies

Simpler business transactions through:

- A coordinated set of policies and processes for order management, order inquiry, billing, product returns and credits
- Harmonized Customer Account Numbers for working with JJHCS on behalf of the MD&D Companies
- A streamlined process for order payment and claims

3. Haven't changes already been made?

Yes, a number of changes have been made. In 2006, all accounts receivable functions were merged, creating a single point of contact for customers to resolve credit related issues. Additionally, warehouse and transportation management processes have been consolidated to improve efficiency and reliability. In 2008 and early 2009, many of the MD&D Companies consolidated their customer services at JJHCS making it easier for you to conduct business with these Companies.

4. In general, what functions are being impacted?

These changes potentially affect the following functions in your organization:

- Ordering product
- Receiving product
- Resolving questions or issues regarding orders, shipments or payments
- Receiving and paying the invoice

5. When will the improvements in customer services be completed?

By the end of 2009, twelve MD&D Companies will have completed the final phase of customer services improvements – sales order management. When the third wave of Companies transitions in August, all twelve MD&D Companies' sales order management services will be linked together to make it easier for you to order products from multiple Companies at one time. DePuy Orthopaedics, Inc. will implement the change at a later date.

The following outlines which Companies will transition on or about August 24th.

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- Codman & Shurtleff, Inc.
- Ortho Clinical Diagnostics
- Therakos, Inc.
- Veridex, LLC

MD&D Companies Previously Transitioned to the New Customer Services Approach

- Advanced Sterilization Products
- Biosense Webster, Inc.
- Cordis Corporation
- DePuy Mitek, Inc.
- DePuy Spine, Inc.
- Ethicon Endo-Surgery, Inc.
- ETHICON, INC.
 - ETHICON Products Worldwide
 - ETHICON Women's Health & Urology
 - Johnson & Johnson Wound Management

WHAT ARE THE CHANGES?

6. Specifically, what changes will I experience when I order product from OCD, Therakos and Veridex?

The following chart summarizes the changes that will take place on or about August 24, 2009. *A Guide to the New Policies, Processes and Documents for Customer Services* provides specific details about each of the changes noted. A blue circle (●) indicates a change in process. A green circle (●^{NC}) indicates no change to your current business process.

Overview of Changes to Customer Services Occurring On or About August 24, 2009

	Customer Account Numbers	Taxpayer ID Number	Freight Fee	Expedited Fee	Handling Fee	Return Goods/Credit Authorization*	EDI/GHX** Capabilities	On-line Ordering	New/Modified Documents
OCD	●	●	● ^{NC}	●	● ^{NC}	●	●	●	●
Therakos	●	●	● ^{NC}	●	● ^{NC}	●	●	●	●
Veridex	●	●	● ^{***}	●	● ^{NC}	●	NA	●	●

● = represents the changes occurring on or about August 24, 2009.

●^{NC} = no change to business processes in that area.

NA = not available

*For products eligible for return.

**Electronic Data Interchange (EDI)/Global Healthcare Exchange (GHX™)

***Veridex freight fees will align with standard freight fees for OCD and Therakos.

7. What changes will I need to make specifically?

The enclosed Guide identifies the changes specific to OCD, Therakos and Veridex so that you can determine those changes that may impact your organization. For your convenience, they can be accessed electronically at www.jnjgateway.com/commerce.

GENERAL ORDERING BY PHONE OR FAX

8. Are there any overall changes that could impact OCD, Therakos or Veridex orders?

Customer Account Numbers are being consolidated across the MD&D Companies to help streamline the number of vendor codes you currently maintain in your system. You may already use these numbers when placing orders for products from the following MD&D Companies: Advanced Sterilization Products, Biosense Webster, Inc., Cordis Corporation, Codman & Shurtleff, Inc., DePuy Mitek, Inc., DePuy Spine, Inc., Ethicon Endo-Surgery, Inc. and ETHICON, INC. (which includes ETHICON Products Worldwide, ETHICON Women's Health & Urology and Johnson & Johnson Wound Management).

On or about August 24, 2009, please use the new Customer Account Numbers when placing orders for OCD, Therakos and Veridex products. If you have not yet received the letter with your new Customer Account Numbers or if you have any questions, please call 800-828-6316 for OCD and Therakos or 877-837-4339 for Veridex.

9. Do I need to change anything if I place my orders by phone for OCD, Therakos or Veridex?

You will be able to place orders as usual. If you place orders by phone, call U.S. Region Customer Services at 800-828-6316 for OCD or Therakos orders or 877-837-4339 for Veridex orders. If you currently call 800-255-2500 to order product from other MD&D Companies you may order OCD, Therakos and Veridex products through that number as well. Be sure to have the new Customer Account Numbers available to help expedite the ordering process.

10. Do I need to change anything if I place my OCD, Therakos or Veridex orders by fax?

To order, please continue to use the fax numbers you currently use. On or about August 24th, you will automatically receive an order confirmation when placing a fax order. Please note that the order confirmation is only an acknowledgment that the faxed order was received. On or about August 24th, you will also need to reference the new Customer Account Numbers when placing your order.

11. Will my phone orders be impacted in any way?

When transitioning to the new system in August 2009, we will request your new Customer Account Numbers and your contact information to ensure all records are up-to-date. Additionally, when confirming your price, your extended price will be provided instead of your unit price.

During the transition, additional customer services staff will be in place to process orders and answer questions. Even so, we recognize that during this time you may experience temporary increases in call wait time. Thank you for your patience. Our goal is to maintain the same quality of service.

12. Will I receive separate order confirmations if I place orders for OCD, Therakos and Veridex products at the same time as orders for other MD&D Companies' products?

If you place an order for products for more than one MD&D Company at the same time you will receive one order confirmation reflecting all the products ordered across the various Companies.

13. Will there be any changes to the OCD, Therakos and Veridex invoicing process?

In the past, if there was more than one shipment per order, shipped within the same day, those shipments would be consolidated into one invoice. Starting on or about August 24th, products that are shipped separately due to various shipping methods, will be invoiced individually even if all the items were placed on the same order.

14. For order placement, will my Extended Price and Invoice total show 2 or 4 decimal places?

Your Extended Price and Invoice total will show 2 decimal places. Please note, if your contract price is negotiated at 4 decimal places, our system will truncate the contract price to 2 decimal places. For example:

Contract Price per Unit = \$123.4792
Order Quantity = 2 units
Invoice Unit Price = \$123.47
Extended Price = \$246.94

15. Will there be any changes to scheduled or standing orders?

There will be no changes to the scheduled or standing order process.

RETURNS (if eligible)

16. Has the return goods/credit authorization process changed for products that are eligible for a return?

The process has changed for OCD, Therakos and Veridex. To request an authorization for credit, please contact U.S. Region Customer Services. You will be issued either a Return Goods Authorization (RGA) number and form or a Certificate of Destruction (COD) number and form, based on whether the product is being returned or disposed of at your site. For returns, please include the RGA form with the returned goods within 15 days of obtaining the RGA number. If sent a COD, receipt of the signed COD will initiate credit processing.

17. What will happen if I need to return products to two different locations?

You will be assigned only one RGA number regardless of the return location. However, there will be two different completed RGA forms so that you can enclose the form associated with the location and product being returned.

18. Will the location where I return a product change?

In some cases the return may go to a different location. However, the location for the return will be clearly designated on the RGA form. Please look for the return address on the label that is on the bottom of the RGA form.

e-COMMERCE

19. Are there any changes to the e-Commerce services I currently use?

For OCD:

Web Ordering The BuyDirect on-line ordering website will be replaced by the JOHNSON & JOHNSON GATEWAY® Commerce (JJGWC) website. JJGWC is an on-line order management tool that gives you the flexibility to manage your orders at your convenience, 24-hours a day.

EDI/GHX Electronic Data Interchange (EDI) and the Global Healthcare Exchange (GHX™) transactions will be integrated with the e-Commerce services currently provided for other MD&D Companies through Johnson & Johnson Health Care Systems Inc.

For Therakos:

Web Ordering On-line ordering via JJGWC will be reinstated on or about August 24, 2009.

EDI/GHX Electronic invoicing (810s) and pricing on order acknowledgements (855s) will be reinstated on or about August 24, 2009.

For Veridex:

Web Ordering On or about August 24th, on-line ordering via JJGWC is being expanded to include Veridex products.

20. Specifically, what order management tools are available on the JOHNSON & JOHNSON GATEWAY® Commerce website?

The JOHNSON & JOHNSON GATEWAY® Commerce (JJGWC) website is your source for ordering information from participating Johnson & Johnson Companies. Through JJGWC, you can place an order; check order status, shipping status, order history and product specific contract pricing; and view a detailed product catalog. The website address is www.jnjgateway.com/commerce.

If you are a new user and wish to place orders via JJGWC you will need to establish a user ID and password. Please go to www.jnjgateway.com/commerce and follow the instructions for a new user. You will be asked to submit your new customer account number to receive a user ID and a password. If you have multiple numbers, please enter all account numbers.

While ordering capability will not be activated until on or about August 24th, you may establish an account prior to that date, using your new Customer Account Number(s). (Please refer to question 8.) If you have any questions about how to register, click CONTACT US at the top of the website or e-mail CUSTSUPPORT@HCSUS.JNJ.COM for assistance.

21. Who do I contact if I have any questions about EDI, GHX and JGWC?

If you have questions concerning any of these e-Commerce services please call the e-Connectivity Helpline at 800-262-2888.

22. Can I order products for all MD&D Companies electronically?

You will be able to quickly and easily order products through EDI, GHX and/or the JGWC website for the following Companies: Advanced Sterilization Products, Biosense Webster, Inc., Cordis Corporation, DePuy Mitek, Inc., DePuy Spine, Inc., Ethicon-Endo Surgery, Inc. and ETHICON, INC. (which includes ETHICON Products Worldwide, ETHICON Women's Health & Urology and Johnson & Johnson Wound Management), OCD, Therakos and Veridex. Ordering products on-line saves you time and money.

OTHER

23. Who do I contact if I have a question concerning the quality of an OCD, Therakos or Veridex product?

For any questions concerning product quality, please continue to call OCD Customer Technical Support at 800-421-3311 for OCD and Veridex questions or 877-865-6850 for Therakos questions.

24. Why is Tax Exemption verification needed?

Due to the consolidation, the JJHCS tax ID number will now replace all previous tax ID numbers. Therefore, tax exemption verification is needed from every tax-exempt customer. A letter with an Exemption Certificate and instructions was recently sent to your organization. Please return the requested information to JJHCS to ensure the correct tax status is used for your organization. If you have any sales tax questions, please call 732-562-7325.



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