

# Customer Services Changes: Answering Your Questions

**AUGUST 2009 – WAVE 3**

**FOR DISTRIBUTORS**

WAVE 3

Ortho Clinical Diagnostics  
a *Johnson & Johnson* company



	WAVE 1 2008	WAVE 2 Q1 2009	WAVE 3 Q3 2009
<b>CUSTOMER SERVICES PROVIDED BY:</b> 	<b>ADVANCED STERILIZATION PRODUCTS</b> Division of Ethicon, Inc. a <i>Johnson &amp; Johnson</i> company Biosense Webster a <i>Johnson &amp; Johnson</i> company DePuy Mitek a <i>Johnson &amp; Johnson</i> company DePuy Spine a <i>Johnson &amp; Johnson</i> company	Cordis a <i>Johnson &amp; Johnson</i> company ETHICON ENDO-SURGERY, INC. a <i>Johnson &amp; Johnson</i> company ETHICON, INC. a <i>Johnson &amp; Johnson</i> company ETHICON Women's Health & Urology a <i>Johnson &amp; Johnson</i> company <i>Johnson &amp; Johnson</i> Wound Management A division of ETHICON, INC.	Codman a <i>Johnson &amp; Johnson</i> company Ortho Clinical Diagnostics a <i>Johnson &amp; Johnson</i> company Therakos PHOTOPHERESIS VERIDEX a <i>Johnson &amp; Johnson</i> company



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 MD&D Companies, including Johnson & Johnson Health Care Systems Inc. (JJHCS), began transitioning to the consolidated approach in 2008. On or about August 24, 2009, Ortho Clinical Diagnostics (OCD) and Therakos, Inc. will be part of the next wave of MD&D Companies to implement the changes. On August 25<sup>th</sup>, Codman & Shurtleff, Inc. will also make the transition.

When the consolidation takes place in August, customer services previously managed by OCD and Therakos will transition to JJHCS. By the end of 2009, JJHCS will serve as the single service provider for all the MD&D Companies that have transitioned to the new approach. DePuy Orthopaedics, Inc. will implement the changes at a later date. As part of the 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. Additional information and the enclosed materials are also available electronically at [www.jnjgateway.com/commerce](http://www.jnjgateway.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 and Therakos 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.

### 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 24<sup>th</sup>. The Companies that sell to distributors are in bold type.

Wave 3 – August 2009	MD&D Companies Previously Transitioned to the New Customer Services Approach	
<ul style="list-style-type: none"> <li>• Codman &amp; Shurtleff, Inc.</li> <li>• Ortho Clinical Diagnostics</li> <li>• Therakos, Inc.</li> <li>• Veridex, LLC</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Advanced Sterilization Products</b></li> <li>• Biosense Webster, Inc.</li> <li>• Cordis Corporation</li> <li>• DePuy Mitek, Inc.</li> <li>• DePuy Spine, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Ethicon Endo-Surgery, Inc.</b></li> <li>• <b>ETHICON, INC.</b> <ul style="list-style-type: none"> <li>– ETHICON Products Worldwide</li> <li>– ETHICON Women's Health &amp; Urology</li> <li>– <b>Johnson &amp; Johnson Wound Management</b></li> </ul> </li> </ul>

## WHAT ARE THE CHANGES?

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

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 (●<sup>NC</sup>) 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
<b>OCD</b>	●	●	● <sup>NC</sup>	●	● <sup>NC</sup>	●	●	●	●
<b>Therakos</b>	●	●	● <sup>NC</sup>	●	● <sup>NC</sup>	●	●	●	●

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

●<sup>NC</sup> = no change to business processes in that area.

NA = Not available

\*For products eligible for return.

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

### 7. What changes will I need to make specifically?

The enclosed Guide identifies the changes specific to OCD and Therakos so that you can determine those changes that may impact your organization. For your convenience, they can be accessed electronically at [www.injgateway.com/commerce](http://www.injgateway.com/commerce).

## GENERAL ORDERING BY PHONE OR FAX

### 8. Are there any overall changes that could impact OCD and Therakos 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 for the following MD&D Companies: Advanced Sterilization Products, Codman & Shurtleff, Inc., Ethicon Endo-Surgery, Inc. and ETHICON, INC. (which includes ETHICON Products Worldwide and Johnson & Johnson Wound Management). The new Customer Account Numbers become effective for OCD and Therakos on or about August 24, 2009. 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 assistance.

### 9. Do I need to change anything if I place my orders by phone for OCD and Therakos?

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. Be sure to have the new Customer Account Numbers available to help expedite the ordering process.

### 10. Can I also order OCD and Therakos products through the 800-255-2500 phone number?

If you currently call 800-255-2500 to order product from other MD&D Companies you may order OCD and Therakos products through that number as well.

### 11. Do I need to change anything if I place my OCD and Therakos orders by fax?

To order, please continue to use the fax numbers you currently use. On or about August 24<sup>th</sup>, 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 24<sup>th</sup>, you will need to reference the new Customer Account Numbers when placing your order.

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**12. 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.

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**13. Will I receive separate order confirmations if I place orders for OCD and Therakos 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.

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**14. Will there be any changes to the OCD and Therakos 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 24<sup>th</sup>, 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.

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**15. 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

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**16. Will there be any changes to the standing orders for OCD or Therakos products?**

There will be no changes to the standing order process. Standing orders will continue to ship on the arranged schedule.

Please do not use e-Commerce channels to make changes to standing orders or renewals as the order will not process.

## RETURNS (if eligible)

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

The process has changed for OCD and Therakos. 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.

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**18. 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.

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**19. 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.

**20. Are there any changes to the e-Commerce services I currently use?***For OCD:*

Web Ordering On or about August 24<sup>th</sup> you will be able to order on-line through the JOHNSON & JOHNSON GATEWAY<sup>®</sup> 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<sup>™</sup>) 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), advanced shipping notifications (856s) and pricing on order acknowledgements (855s) will be reinstated on or about August 24<sup>th</sup>.

**21. Specifically, what order management tools are available on the JOHNSON & JOHNSON GATEWAY<sup>®</sup> Commerce website?**

The JOHNSON & JOHNSON GATEWAY<sup>®</sup> Commerce (JJGWC) website is your source for product details and 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](http://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](http://www.jnjgateway.com/commerce) and follow the instructions for a new user. You will be asked to submit your new JHCS 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 24,* you may establish an account prior to that date, using your new Customer Account Number(s). 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](mailto:CUSTSUPPORT@HCSUS.JNJ.COM) for assistance.

**22. Who do I contact if I have any questions about EDI, GHX and JJGWC?**

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

**23. 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 JJGWC website for the following Companies: Advanced Sterilization Products, Codman & Shurtleff, Inc., Ethicon-Endo Surgery, Inc. and ETHICON, INC. (which includes ETHICON Products Worldwide and Johnson & Johnson Wound Management), OCD and Therakos. Ordering products on-line saves you time and money.

## OTHER

**24. Who do I contact if I have a question concerning the quality of an OCD and Therakos product?**

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

**25. 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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