
UPCOMING SAP ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM UPGRADE

November 27, 2017

Dear GSKDirect Customer:

GlaxoSmithKline (GSK) is writing to provide you with important information on our upcoming SAP ERP conversion planned for February 2018, which will temporarily affect your ability to place orders or make account changes through GSKDirect.com.

In preparation for the GSK system upgrade, **GSKDirect.com** will be temporarily unavailable to process account and customer changes starting January 12, 2018 through February 18, 2018. In addition, for approximately 3 weeks starting on January 29, 2018 through February 18, 2018, GSKDirect.com will be unavailable for customers to place orders or prebook Flu vaccine.

Below, please find some key dates and guidance to follow before GSKDirect.com is temporarily unavailable to ensure you are prepared in advance:

GSKDirect.com Account and Contract Changes

- **January 12, 2018**
 - Last day to make changes to any account information on GSKDirect.com
 - Last day to make any contract information changes on GSKDirect.com
 - Last day to register a new account on GSKDirect.com and request access to a contract
- **January 13, 2018 – February 18, 2018**
 - **No account or contract changes can be made on GSKDirect.com during this time.**
- **February 19, 2018** - GSKDirect.com resumes business

GSKDirect.com Ordering

- **January 29, 2018 at 3:00 PM EST**
 - Last day to place an order on GSKDirect.com prior to SAP ERP conversion
- **Ordering on GSKDirect.com and all shipping will be unavailable after 3:00 PM EST on January 29, 2018 through February 18, 2018. GSKDirect.com resumes business on February 19, 2018.**
- GSK strongly recommends that customers plan GSK Vaccine purchases appropriately during the month of January 2018.

If there is a need to order GSK Vaccines while GSKDirect.com is temporarily unavailable, GSK's network of authorized wholesalers and distributors may have supply. Attached is a list of GSK's authorized wholesalers and distributors for reference so that you may make arrangements, in advance, as needed, for an alternate source of GSK Vaccines. If you are a GSK contracted

customer who wishes to purchase vaccines through this indirect option, please ensure that the authorized wholesaler or distributor has record of your contract price award in advance of your purchase.

- **February 19, 2018** - GSKDirect.com resumes business

GSKDirect.com Flu Prebooking

- GSK is currently taking Flu prebooks for 2018-2019 Influenza Season. If you would like to place a Flu prebook reservation on GSKDirect.com for 2018-2019 Influenza Season, we encourage you do so prior to January 29, 2018.
- **January 29, 2018 at 3:00 PM EST**
 - **Last day to place a Flu prebook order on GSKDirect.com prior to SAP ERP conversion.**
- **January 29, 2018 after 3:00 PM EST - February 18, 2018**
 - Customers will not be able to place a Flu prebook for 2018-2019 Influenza Season on GSKDirect.com during this time.
- **February 19, 2018** - GSKDirect.com resumes business for Flu Prebooking

Returns

- GSK will temporarily pause issuance of any new return labels (Inmar Box Labels) beginning January 8, 2018 in preparation for the GSK system upgrade. Customers may return GSK product where a return label was obtained prior to January 8, 2018; however please ensure the return is received by Inmar by January 17, 2018.
- **Between January 29, 2018 – February 18, 2018**, Inmar will not be accepting new returns. Please hold all return shipments until February 19, 2018. No return credits or checks will be processed during the GSK system upgrade.
- Flu Returns Window for returning GSK 2017-2018 Influenza Season vaccine will open March 5, 2018.
- GSK can no longer support issuance of reimbursement to a third party returns company. Customer reimbursement for GSK Trade Returns will be issued either directly to the returning entity or may be issued to a GSK authorized wholesaler or distributor.
- GSK recommends customers limit their Debit Memo numbers to 16 characters due to limitations in information that can be included in check reimbursement documents.
- If you have GSK product associated with a recall, you may continue to send these shipments to Stericycle without interruption.

GSK apologizes in advance for any inconvenience you may experience as a result of the upcoming SAP ERP conversion.

Thank you for your patience and continued support of GSK Vaccines.

If you have any additional questions, please call the Vaccine Service Center at 1-866-475-8222 Monday through Friday 8:00 AM – 6:00 PM EST.

Sincerely,



Matthew G. Mazeffa
Vice President
Channel Development and Sales