
From: Rachelle Galant
Sent: Friday, September 16, 2011 12:03 PM
To: Nancy Baran; Michael Perfetto; Jinping McCormick
Cc: Mike Diblasi; Maria Lesny
Subject: RE: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER (Supervalu)

It looks like the main overage is on the 12.5mg sku. Supervalues current on order equals about 3.5months

I just ran some rough estimates based on the six month shipment data:

348111 (6.25mg) All quantities are in bottles
Six month shipment average: 156
Sept MTD received: 48 (30% of average)
On order: 168 (107% of average)
Ship + on order: 216 (138% of average)

348211 (12.5mg) All quantities are in bottles
Six month shipment average: 502
Sept MTD received: 456 (91% of average)
On order: 1764 (351% of average)
Ship + on order: 2220 (442% of average)

For Oxycodone, we use 150% as a trigger point of an excess order for the month, based on six month history. But it is a different classification, indication, use/history of abuse, etc....

Rachelle Galant
Senior Product Manager



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From: Nancy Baran
Sent: Friday, September 16, 2011 12:42 PM
To: Michael Perfetto; Jinping McCormick; Rachelle Galant
Cc: Mike Diblasi; Maria Lesny
Subject: FW: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER (Supervalu)

We received an order today temporarily blocked at UPS being considered an "order of interest." Just to clarify...these are orders coming up as unusual in their SOM system. Procedurally and according to DEA suggestion, these are never referred to as suspicious orders....until we deem they are.



To date, we have been able to come up with some logical explanation on all "orders of interest" with the assistance of either the PM, Contracts Manager or Rep (sometimes a combination). The responses have varied with a recent scenario involving the Winter Stocking Promotion. My e-mail today involves a new "reason" that has come up to explain high purchases of controls. In today's example, Supervalu is ordering very heavy on Zolpidem. According to Steve, this was intentional to help them meet their quarterly rebate targets. While I can certainly appreciate why they would want to do this and also don't want to discourage heavy purchases....I have to ask myself how satisfied the DEA would be that we allowed heavy purchases of controls for this reason type. After all, every Oxy heavy customer could just say they are ordering heavy to meet a rebate target.

I obviously don't want to hold up a sale and I am not suggesting we don't push this through with the reason given. However, I am suggesting that we put some thought into this and make sure that we would feel comfortable with this explanation to the DEA (if it ever even came to that)...probably not but we should treat each situation as though it could.

Let me know your thoughts. I want to find ways to accept orders and not reject them...but just want to make sure we are within accepted procedure/guidelines. This is all new to us so I am sure we'll come up with other scenarios like this that we have to think about. Please don't shoot the messenger...just want to get a consensus!

Rachelle- can you help provide the group with the specifics on exactly how much they are in "excess."

Thanks,
Nancy

Nancy Baran
Director, Customer Service



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From: Steve Cohen
Sent: Friday, September 16, 2011 11:54 AM
To: Customer Service; Rachelle Galant
Cc: Nancy Baran; Soojung Chung; Yvonne Hodges
Subject: RE: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER (Supervalu)

Yes I do ☺ He needs these quantities to hit his Quarterly rebate targets . Please ship . Thanks

Steve Cohen
VP National Accounts



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From: Customer Service
Sent: Friday, September 16, 2011 11:45 AM
To: Steve Cohen; Rachelle Galant
Cc: Nancy Baran; Soojung Chung; Yvonne Hodges
Subject: RE: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER (Supervalu)

Steve/Rachelle:

Any explanation why ?

thanks

Maria Lesny
Team Leader, Customer Service



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From: Soojung Chung
Sent: Friday, September 16, 2011 11:20 AM
To: Maria Lesny; Yvonne Hodges; Steve Cohen
Cc: Nancy Baran
Subject: RE: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER (Supervalu)

Hi Maria,

I don't know what the reason is. The promo on this product for Supervalu ended 8/7/11.

Thank you,
Soojung Chung
Contract Specialist



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From: Maria Lesny
Sent: Friday, September 16, 2011 11:14 AM
To: Soojung Chung; Yvonne Hodges; Steve Cohen
Cc: Nancy Baran
Subject: FW: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER

Good Morning:

UPS has flagged these order as "pending for excessive qty's" as per their Suspicious order monitoring. Does anyone have a reason for the increase in order qty that I can provide to UPS to release the orders?

Thanks,

Maria Lesny
Team Leader, Customer Service



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From: KLBeck@ups.com [<mailto:KLBeck@ups.com>]
Sent: Friday, September 16, 2011 10:58 AM
To: Customer Service; Maria Lesny; Nancy Baran
Cc: Belinda Griffith; Mike Diblasi; aegoodwin@ups.com; dpmoreland@ups.com; ACarney@ups.com; KLLindell@ups.com; rcornick@ups.com; admartin@ups.com; ngunterman@ups.com; DLeffew@ups.com
Subject: Advantage Logistics orders 387109-01-1, 387111-01-1 Pended for Zolpidem Tartrate ER

Good Morning,

I have two orders from Advantage Logistics that have pended for excessive quantities of Zolpidem Tartrate ER 6.25 MG and 12.5MG. If you review their ordering pattern it seems that they are ordering an excessive amount of these products this month compared to their previous months' data.

Could you please provide additional information to validate these order quantities?

Thanks,

Kathy Beck
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