From:Jinping McCormickSent:Friday, March 11, 2011 9:03 AMTo:Michael PerfettoCc:Rachelle Galant; Nancy BaranSubject:FW: Draft SOP - Suspicious orders Oxy IR tabsAttachments:Oxy IR Tabs Suspicious Order SOP revised 2-11-2011.doc

Mike,

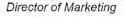
Think we need to nail the SOP down and start implementing this. - there is open item in the SOP, please take a look and provide input.

With continued shortage from Mallinckrodt, we see sizable increase from many accounts with no long-term commitment, i.e. Optisource (I know Dorsey is really pushing them). We need something from customers for DEA compliance as well as quota application.

Maybe a short call?

Jinping

Jinping McCormick





creating value in pharmaceuticals

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From: Rachelle Galant

Sent: Tuesday, February 15, 2011 9:12 AM

To: Alana Dundas; Ara Aprahamian RPh; Bob Miranda; Cheryl De La Cruz; David Myers; Diana Herbig; Jinping McCormick; John Reed; Judith Wizorek; Karen Stoedter; Lisa Pehlke; Maria Lesny; Michael Berryman; Michael Dorsey; Michael Perfetto; Nadia Guerra-Ruiz; Nancy Baran; Sarah Meyer; Soojung Chung; Steve Cohen; Thad Demos; Violet Wojtulewicz; Yvonne Hodges

Subject: Draft SOP - Suspicious orders Oxy IR tabs

Please see attached for a New SOP that has been created for the team - dealing with oxycodone IR suspicious orders.

Take a look and provide comments for any ways this can be improved. Our objective is to monitor customers and usage patterns for Oxy IR tabs, in a way that is compliant with DEA expectations as a manufacturer of C2's.

1

Many thanks, Rachelle



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Rachelle Galant





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Suspicious Order Report for Oxycodone IR Tablets Standard Operating Procedure Commercial

-	Action	Responsibility	
1.	Monitor Monthly Customer Orders. Run a Monthly tracking report at a minimum of once per month in the Actavis order reporting system, for Oxycodone IR Tablets. Export the file into Excel and store on the shared Marketing file for Oxycodone IR Suspicious Order tracking.	Marketing - Product Manager	
	a. Compare the month - to - date orders for each customer, down to the customer DC level, against the rolling six month order history. Identify any individual customer locations that have ordered 50% or greater than their established six month order average. These customer's will be noted in the Suspicious Order Tracking Form - see attachment A	Product Manager	
	b. Forward the Suspicious Customer Order Tracking Form to the individual sales team account representative, with details of order history and current month to date order status	Product Manager	
2.	Customer Inquiry. Contact each customer who is on the monthly Suspicious Order Tracking form, either by email, in person, or phone, segarding the higher volume orders. Note reasons for the order volume and duration that the orders will be increased	Sales Team	
3.	Documentation of Follow-Up		
	a. Forward all details of customer communication to the Marketing Product Manager via email. b. Fill in Suspicious Order Tracking Form (Attachment A) with details of customer communication. c. Send file back to the Marketing Product Manager. This file will be stored on the Marketing shared drive.	Sales	
4.	Decision Regarding Future Customer Shipments		
		Marketing/ Customer Service Sales team	
		Marketing – Product Manage Marketing/Customer Service	

Oxycodone IR Tablets Suspicious Order Tracking Customer:

1	Strength					Customer Contact Procedure			
Date		6 month Order Average	Current Month Order	Actavis Sales Team Member	Date	Form of communication (email, in person, phone)	Customer Name and Position	Reason given for higher volume in orders	Actavis Decision
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Oxycodone IR Tablets Suspicious Order Tracking Customer:

	Customer.								
		6 month Order	Current Month	Actavis Sales Team		Customer Conta Form of communication (email, in person,	Customer Name	Reason given for higher volume in	
Date	Strength	Average	Order	Member	Date	phone)	and Position	orders	Actavis Decision
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