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**From:** Jinping McCormick  
**Sent:** Friday, March 11, 2011 9:03 AM  
**To:** Michael Perfetto  
**Cc:** Rachelle Galant; Nancy Baran  
**Subject:** FW: Draft SOP - Suspicious orders Oxy IR tabs  
**Attachments:** 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**  
*Director of Marketing*



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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.

Many thanks,  
Rachelle

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CONFIDENTIAL - SUBJECT TO PROTECTIVE ORDER

ALLERGAN\_MDL\_01698571

PLAINTIFF TRIAL  
EXHIBIT  
P-02408\_00001

P-02408 \_ 00001

**Rachelle Galant**  
*Product Manager*



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**Suspicious Order Report for Oxycodone IR Tablets  
Standard Operating Procedure  
Commercial**

Action	Responsibility
1. <b>Monitor Monthly Customer Orders.</b> 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. <b>Customer Inquiry.</b> Contact each customer who is on the monthly Suspicious Order Tracking form, either by email, in person, or phone, regarding the higher volume orders. Note reasons for the order volume and duration that the orders will be increased	Sales Team
3. <b>Documentation of Follow-Up</b>	
a. Forward all details of customer communication to the Marketing Product Manager via email.	Sales
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.	
4. <b>Decision Regarding Future Customer Shipments</b>	
a. Based on feedback from the customer, make a determination whether to continue shipping the customer. The following criteria may be applied to help with the decision: new customer (still establishing 6 month history), market growth, market shortage, expansion of customer business (adding new stores, channels)	Marketing/ Customer Service Sales team
b. If the decision has been made to not ship the customer's open orders, notify customer service to have the orders placed on HOLD status.	Marketing – Product Manager Marketing/Customer Service
c. Notify appropriate personnel with the details of the orders and order history. Keep the open orders and any new orders that come in on the customer location on Hold status until clearance from ??? to resume shipping the customer	

**Oxycodone IR Tablets  
Suspicious Order Tracking  
Customer:**

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

**Oxycodone IR Tablets**  
**Suspicious Order Tracking**  
 Customer:

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