
From: Samuels, Latoya <Latoya.Samuels@Andanet.com>
Sent: Thursday, May 09, 2013 5:15 PM
To: Cochrane, Michael; Brown, Robert (Andanet); Schultz, Emily; Gatto, James; Solis, Sabrina; Barber, Mary
Subject: Accts-Control Flag -Y
Attachments: Accts with access to controls and No CQ 050913.xlsx

For our meeting this afternoon, a report is attached that identifies all of the Non-Chain accounts with access to ordering controls and no customer questionnaire on file.

Here is snapshot by trade class, more details included in the report.

Trade Class	Count -No CQ on File	Percentage
RETAIL -		
INDEPENDENT	1258	87.7%
LTC PHARMACY	142	9.9%
STUDENT HEALTH	14	1.0%
SPECIALTY/INFUSION	13	0.9%
HOSPICE	7	0.5%
Grand Total	1434	

Thanks,

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PLAINTIFFS TRIAL
EXHIBIT
P-01756_00001

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From: Solis, Sabrina <sabrina.solis@andanet.com>
Sent: Tuesday, October 15, 2013 1:12 PM
To: Samuels, Latoya
Subject: Just FYI
Attachments: Customer Questionnaire Project.docx

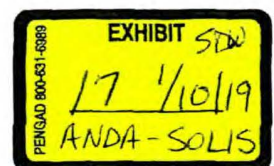
So you are aware of background of project.....

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Customer Questionnaire Project:

- Originated in 2011
- At that time 9,624 customers had no questionnaire but were flagged "Y" for controls (this number does not include chains).
- More may have been flagged "Y" for controls in 2011 but had a CQ on file.
- Today 2,911 customers are flagged "Y" for controls from the same trade classes.

Trade Classes:

CLINIC
GOVERNMENT - FEDERAL
HOSPICE
HOSPITAL - IN- PATIENT
HOSPITAL - OUT-PATIENT
INFUSION
LTC PHARMACY
MAIL ORDER
RETAIL - INDEPENDENT
STUDENT HEALTH

- Strategy was to remove controls from customers that were not actively buying controls for 6+ months. We started with a couple larger waves but have maintained this monthly.
- Strategy was to fax blast questionnaires in 3 waves (in addition to all those sent by Fedex)
- Strategy was to meet with Sales, Operations, National Accounts, and Marketing Dept to divide and conquer the remainder of the data needed.
- Sales/Operations approved a final cut off for customers without a CQ in 2 final waves based on the volume of the account (July 15th & July 31st 2013).

Reasons for Control Removal:

- Customer Questionnaire project
- Audits based on Anda purchase history & regardless if we have a CQ on file - multiple
- Remedy opportunities - Increase requests
- SOM bucket review
- Inactively buying controls
- Customer status changed from "Active" to "Inactive" or "Deleted"

Reported to DEA:

- 688 customers have been cut off and reported to the DEA since 10/06/10

IPA NJ & Epic Audit:

- 662 reviewed for dispensing data
- 443 controls were removed

Chains Today:

- Today 4,925 regional chain locations are flagged "Y" for controls (this is a newer trade class in which many customers were moved from the time our project first began).
- We now have to go after questionnaires for shared accounts that were moved to a regional chain trade class, but they are not corporately run.
- Today 21,934 national chain locations are flagged for controls.