



Louis Dallago
Vice President, US Trade Group

Pfizer Inc.
235 East 42nd Street, New York, NY. 10017

February 27, 2017

Important Information Regarding the Alignment of Pfizer Injectables and Hospira Sterile Injectable Pharmaceuticals

Dear Customer:

We are committed to working closely with you to make the integration of our business a smooth transition. This letter is intended to provide additional details regarding the integration of Hospira Sterile Injectable Pharmaceuticals (SIP) products into Pfizer Injectables and the existing Pfizer SAP and e-commerce-based order processing system. This change will affect all US and Puerto Rico pharmaceutical products from the current Hospira SIP operations. Current Pfizer operations and ICU Infusion products are not affected by this change.

After this transition, we will have completed our system integration and all Pfizer Injectables order processing, invoicing, and accounts receivable processing will be on the existing Pfizer platform with which you are already familiar. Many of the transition activities listed below may require you to modify your systems to support the integrated operations. We request that you distribute this letter widely within your organization to appropriate managers and teams who can make the required adjustments and help us continue to meet your needs.

KEY TRANSITION DATES

- **February 27, 2017:**
 - Hospira SIP and ICU Medical/Hospira Infusion System products need to be on separate and distinct purchase orders.
 - Like Pfizer, Hospira SIP products must be ordered using the Unit of Sale National Drug Code (NDC) instead of material or catalog number. For questions on these products, please contact PICustomerService@pfizer.com.
- **March 24, 2017:**
 - This is the last day we can accept new Hospira SIP wholesaler and distributor orders into the legacy Hospira systems (EDI, GHX, e.Hospira). Please note that while we will attempt to fulfill all orders, we cannot guarantee that orders placed close to March 24, 2017 will ship prior to the cutover period due to system conversion efforts and product availability. We will notify you directly if your order does not ship for any reason.
- **March 25 through March 29, 2017:**
 - During this time period, normal Hospira SIP order processing, shipping, and invoicing operations will be limited.
 - Direct shipment orders will be available during this time for product on allocation or for emergency shipment. It is preferable that all orders first be sourced from your trading partner to meet your product needs during this transition.
 - On March 27, 2017, all orders that cannot be fulfilled will be canceled.
 - Pfizer has coordinated with trading partners to ensure they hold adequate inventory during this transition. If they are unable to assist, please contact Customer Service at 844-646-4398 and we will assist in finding an appropriate solution.



- **March 30 through April 2, 2017**
 - No direct orders will be able to be received or processed for any [Hospira SIP products](#). If you need assistance with product during this period please work with your wholesaler or distributor.
- **April 3, 2017:**
 - We will implement a phased startup as we return to normal operations.
 - Orders can begin to be received for direct shipments and wholesaler and distributor shipment, but shipment and delivery date will be dependent upon startup activities, but we expect to fulfill all orders by the week of April 10, 2017.
 - If you are a current Pfizer customer, you will use your current Pfizer account number and standard purchasing practices to order Hospira SIP products.
 - If you purchased directly from legacy Hospira in 2016 and do not yet have a Pfizer customer account number(s), you should expect to receive your new customer number by the end of March 2017 from your sales representative.

POST APRIL 3RD

- **Return Goods**
 - All returns will be processed through INMAR:
 - Website: <https://clsnetlink.com> Email: rarequest@inmar.com
 - Phone: 800-967-5952 Fax: 817-868-5343
 - Address: Inmar
4332 Empire Road
Fort Worth, TX 76155
- **Online Order Entry and Customer Support Capability**
 - All online order entry and customer support website will be available via the existing Pfizer PRIME eCommerce site. The website will replace “e.Hospira.”
 - Control Substance Ordering System (CSOS) will be incorporated into Pfizer PRIME and allow CII ordering. Look for separate communications on this service.
 - Please use DEA or HIN when placing EDI orders in PRIME.
- **Drug Supply Chain Security Act (DSCSA) Solution**
 - As of April 3, 2017, all required Hospira SIP transaction documentation will be made available to you through Pfizer’s DSCSA solution provider, TraceLink.
 - Trading partners can view the transaction documents via a secure electronic web portal.
 - If you are a registered trading partner with TraceLink, as of April 3, 2017, you will have access to Hospira SIP product transaction documentation going forward.
 - If you are not a registered trading partner with TraceLink, we recommend you register for portal access. Please complete the following form via the below link to begin the process: (<https://www.surveymonkey.com/r/tracelinkportal-dispensers>). TraceLink will reach out to you within 5 business days upon form submission.
 - For those trading partners receiving HDA-compliant ASN’s from Pfizer today, Hospira SIP products will be integrated as of April 3, 2017.
 - Historic transaction documentation for Hospira SIP will continue to be made available through Hospira’s DSCSA solution provider rfXcel and accessible via your current username and password. We plan to migrate all Hospira SIP historic transaction documentation to TraceLink during Q2 2017 so that you have a single source for all Pfizer DSCSA records.
 - All DSCSA inquiries for Hospira SIP can now be sent to:
 - E-mail: DSCSA@pfizer.com



Customer Service Contact Information

Effective February 27, 2017, Customer Service contact information for Hospira SIP products will be:

- Phone: 844-646-4398
- Email: PICustomerService@pfizer.com

Effective April 3, 2017, Customer Service contact information for Pfizer Injectable (which includes Hospira SIP and Pfizer Injectable) products will be:

- Phone: 844-646-4398
- Email: PICustomerService@pfizer.com

Frozen Zosyn will be coordinated by our Collegeville Customer Service team.

- Phone: 800-533-4535
- Email: USCUSTS@pfizer.com

If you have any questions, please call the individual contacts identified in each section for assistance. Your account manager or Customer Service Representatives are available to assist you through this transition.

Sincerely,

Louis Dallago
Vice President, US Trade Group