

MSD Vaccines – Frequently asked questions

March 2017

Why is this happening?

After a successful 20 year history, Sanofi Pasteur and MSD will integrate their respective European vaccine businesses into their operations, independently manage their own product portfolios, and pursue their own growth strategies in Europe, which they expect to complete by 31st December 2016. MSD will be operating the same sole distribution model through AAH that they currently run their pharmaceuticals through, which has proved to significantly improve patient access to our products

Which vaccines are affected?

From 3rd January, you will only be able to order the following MSD Vaccines from AAH Pharmaceuticals Ltd

Product Description	Pack size	PIP Code	AAH Code	EAN Code
MMRVAXPRO 1X VIAL+DIL SYR & NDL	1	338-4666	MMR1D	5015973 773016
VAQTA SUSPENSION FOR INJ PFS 1ML ADULT	1	375-6145	VAQ9N	5015973 411017
VAQTA PAEDIATRIC 0.5ML PFS	1	327-0535	VAQ8R	5015973 391012
HB VAX PRO PFS 5MCG/0.5ML	1	322-0076	HBV12R	5015973 501015
HB VAX PRO PFS 10MCG/ML	1	322-0084	HBV11V	5015973 491019
HB VAX PRO INJECTION 40MCG/1ML	1	284-9065	HBV9X	5015973 513018
PNEUMOCOCCAL POLYSACCHARIDE VACCINE	1	024-7783	PNE13V	5053444 050914
GARDASIL P.F.S. 0.5ML	1	324-7012	GAR225U	5015973 721017
GARDASIL 9 0.5 ML 1 X SYR L77	1	403-2645	GAR0363T	5053444 180314
ZOSTAVAX VIAL AND PFS 0.65ML	1	369-6648	ZOS1Q	5015973 743019
VARIVAX [VARICELLA] VACCINE 0.5ML	1	307-8862	VAR48M	5015973 643012

When is the final day ordering vaccines from SPMSD pre-transfer?

December 16th will be the final day for ordering vaccines under your normal SPMSD order process. These orders will be delivered on, or by, the 19th December.

When is the first day of ordering through AAH?

Once you have an account with AAH you can order immediately, but please note the new wholesaler model will not take full effect until 3rd January 2017, when replenishment stock will be organised for delivery to AAH.

If the new wholesaler model does not take effect until 3rd January 2016, what do I do if I need to order between 16th December 2016 and 3rd January 2017?

Please note that SPMSD will not be able to process regular customer orders during the period 17th December 2016 to 31st December 2016. To avoid disruption, it is recommended that orders for both Sanofi Pasteur Vaccines and MSD Vaccines are placed by 16th December 2016 to cover your requirement up to 3rd January 2017. Between these times wholesalers such as AAH may be able to supply but note the terms of this supply will change from 3rd January.

Will this new model effect availability of product?

We are confident of a smooth transition and have developed this model to ensure as effective availability as possible, provided you have an AAH account, and all Terms and Conditions have been signed.

Where can I learn about stock availability?

You can view vaccines availability on the AAH Point or by contacting the AAH Customer Services team.

What significant changes will there be between the SPMSD distribution and the new model?

AAH is one of the largest pharmaceutical wholesalers in the UK, delivering more than 15 million items every week to more than 14,000 organisations. So, you can be assured that your vaccine supply is in safe hands. AAH has the highest standards of product quality and integrity, meaning the vaccines you rely on to safeguard your patients will be delivered to you in the best possible condition. AAH can offer flexible deliveries direct to your door daily to suit your ever-changing needs. With AAH Point and Medecator, our online procurement platforms, you can easily see which products are available and when. Plus, you'll be able to access and download your invoices.

What is the price of the vaccines?

Following the changes and enhanced supply model MSD have simplified the price discounting structure. There is no minimum order quantity and no delivery charge, while discounts will be applied at the point of invoice. For details please contact AAH Customer Service team on 0844 561 8899 quoting your AAH account number.

Will this lead to an increased availability of products? Pneumococcal Polysaccharide Vaccine in particular?

The UK is a priority market for MSD globally, and we will strive to ensure that we can fulfil customer demand by our streamlined manufacturing process in addition to utilising innovative forecasting and scheduling tools. We anticipate the issues faced in the past are significantly reduced. Pneumococcal Polysaccharide Vaccine will be one of the products that we would have replenished availability in January 2017.

What if I don't hold an account with AAH?

Help us make sure that the details we have about your organization are correct. We also need to confirm your acceptance of the AAH Terms and Conditions. To do this, you need to visit the following link www.aah.co.uk/open-account where you can fill in the form to set up a new account and agree to the AAH Terms and Conditions all at once. The online form is really easy to use but if you have any questions, our Customer Services Team will be happy to help on 0844 561 8899

How can I check if I have an account with AAH and have agreed to the relevant terms and conditions?

Please call the AAH Customer Service team on 0844 561 8899

What do I need to do next?

Choose your most convenient order method

- a) Order via AAH Point or Medecator, our online procurement platforms.
- b) Order by telephone.

To place your orders by phone, simply call our Customer Services Team on 0844 561 8899. Lines are open 8am to 7pm, Monday to Saturday. Call and place your order by 8pm for next-day delivery, Monday to Friday, and by 6pm on Saturday for delivery on Monday (electronic orders only on a Saturday).

How will my delivery from AAH differ from previous deliveries?

Your delivery will be via a dedicated AAH fleet vehicle, and in a container as shown in the example below.

How do I pay my outstanding invoices from SPMSD?

If you have a query regarding an outstanding invoice from SPMSD please call 01530 454282 or email spsmcreditmanagement@ashfieldhealthcare.com

How do I claim outstanding credit from SPMSD?

If you have a query regarding an outstanding credit from SPMSD please call MSD Vaccines Customer Service on 01992 455204

What do I do about returning product supplied before 31st December 2016

AAH does not accept returns from end customers for cold chain products. If your query is related to a delivery made before 31st December 2016 then please call MSD Vaccines Customer Service on 01992 455204

What do I do about returning product supplied after January 1st 2017?

AAH does not accept returns from end customers for cold chain products. Please refer to the Returns Policy on our website www.aah.co.uk/shop/en-GB/aahpoint/returns-policy

New AAH Account Set Up and Changes

How does a customer set up a new account with AAH?

To do this, you need to visit the following link www.aah.co.uk/open-account where you can fill in the form to set up a new account and agree to the AAH Terms and Conditions all at once. Once you have completed the form AAH will start to process the application, and once setup you will be sent confirmation of your account containing your AAH account number, local AAH branch details and the way to order.

How long should it take to set up an account?

The end to end process should normally take 10 days, this is provided that all mandatory fields of the new account application form are completed correctly and the information provided complies with the regulatory requirements for setting up a new account.

Who does the customer contact if they have an account set up query?

If a customer would like help with completing the application form online the customer can call the New Accounts Team on 0844 561 2008.

Is the customer informed of the status of their account set up?

When the initial on-line application is made all customers will receive an email acknowledgement.

If you have any queries during the setup process please contact our AAH New Accounts team on 0844 561 2008, or alternatively our team will contact the customer direct.

Once the account is set up at AAH the customer will be sent confirmation of your account containing your AAH account number, local AAH branch details and the way to order.

What are the common reasons for an account form not to progress?

- The form is signed incorrectly – ie. by the Practice Manager or by a person who is not a director of the company or business making the application.
- For partnerships with less than four GPs, the lead GP is omitted from the form or the Practice address is stated instead of the home address
- Bank Account details are incomplete or not consistent with account applicant
- Failure to include licence details under which they are authorised to purchase. ie. CQC details

Is the customer informed that the application form is not completed fully?

AAH will notify the customer of missing information.

If the application form has missing or incorrect information does the form get posted back to the customer?

No, AAH retain the form and request the missing details via email or phone. If there is a missing signature a request is made for a new form with a signature. If an incorrect signature is received AAH will accept an email authorisation from the authorised signatory.

How does the customer know their account form is NOT progressing?

The customer will be contacted for information regarding an issue with the application form. If the customer is not contacted then the application form is progressing to set up the account.

Why are some accounts set up as multiple trading accounts and some multiple delivery?

Not all customers can be set up the same way because of the nature of their business and how they would like to order and receive invoices or statements.

A main account plus multiple delivery accounts can only operate within the same AAH branch region. Anything outside of this is setup as a multiple trading account.

How does AAH comply with MHRA guidelines?

For supply of vaccines to all of our Occupational Health customers each order will need to be accompanied by signed verification from a registered nurse or doctor.

In order to comply with the regulations you will need to:

- Download the template form – which you can find on www.aah.co.uk under Terms of Supply – Downloads
- Complete all sections
- Print it out on letter headed paper,
- Ensure it's signed by the relevant officer of the Organisation operating the occupational health scheme
- Send it back to FAO: AAH Regulatory Team, Sapphire Court, Walsgrave Triangle, Coventry, CV2 2TX

We will then inform you that you are able to continue to order under the new process to order please use the Occupational Health Order Form which you can find on www.aah.co.uk under Terms of Supply Downloads

Why is a CQC number required?

Care Quality Commission (CQC) monitor, inspect and regulate health and social care services including, GPs, Private Clinics, Private Hospitals, Mental Health and Nursing Homes. The CQC number is provided to the service to confirm they have met the regulations under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. AAH requires this CQC number as part of the wholesaler verification process.

All practicing Doctors must be registered with GMC with a licence to practice.

Are the delivery account CQC numbers the same as the main Practice?

No the numbers will be different. Each site should have its own CQC number.

If a new account is awaiting a CQC number can we set up the account and obtain the CQC number at a later date?

To comply with our regulatory obligations AAH can only set up accounts with the CQC number.

Is a CQC number for each delivery point required?

For each location where a delivery is provided there should be a separate CQC number

Why is the home address needed for accounts with 3 or less partners?

The home address is required for credit reference purposes when setting up accounts with 3 or less partners. If there are 4 or more partners responsible for payment then the risk is considered as a business rather than an individual trader.

If the customer has an account and wants to make changes in what circumstances is it a new account form or an amendment form?

If there is a Change of Address, New Delivery Point (within same AAH branch area), Changes in Partnership Details (but bank account details remain the same) then the on-line Account Amendment Form can be completed.

A New Account Form needs to be completed for Ownership Changes, Changes in Partnership Details (and bank account details change), New Delivery Point (outside current AAH branch area).

What steps are involved for an existing account to change the name or remove a delivery point?

For a change of name the New Account Form will be required. The old account will be closed and new account opened.

When a change of delivery point is required we can accept an email or letter advising of the closure. This typically takes up to 10 days.

How long should an amendment take?

An amendment should take 10 days to implement.

If a customer does not want to supply their home address can they still open an account with AAH?

If a customer does not want to supply their home address and AAH have trading history for the account this will be used as the basis of the credit assessment.

If a customer refuses to supply their home address but has no trading history, unfortunately AAH will not be able to open an account to supply vaccines.

What are the charges associated with opening an account?

There are no charges to open an AAH account.

Is there a minimum account spend?

There is no minimum spend for any AAH account.

What are the payment terms?

Payments are required last day of the month following invoice date

How do I increase my credit limit?

Credit limits have been set based on exclusive product values and order frequencies. If you require further credit please contact our Customer Services Team on 0844 561 8899.

Ordering

What products are available to me, where can I find information on them?

Decide how you'd like to place your AAH orders from the two options.

a) Order via AAH Point or Medecator, our online procurement platforms. Go to www.aah.co.uk and log in with your username and your password.

b) Order by telephone. To place your orders by phone, simply call our Customer Services Team on 0844 561 8899. Lines are open 8am to 7pm, Monday to Saturday. Call and place your order by 8pm for next-day delivery, Monday to Friday, and by 6pm on Saturday for delivery on Monday (electronic orders only on a Saturday).

Will the PO number be reflected on the invoice from AAH?

If this has been added during the order on AAH Point or requested when phoning the order in it will be shown on the invoice.

Can I order MSD vaccines via my current wholesaler using third party ordering?

MSD have chosen to supply their vaccines and other pharmaceutical products in a sole supply arrangement with AAH. In most cases the vaccines will be only be available to order from AAH.

Can I pay for using credit cards?

AAH currently accepts payment via Direct Debit and BACS. As a licensed wholesaler AAH may only sell licensed medicines to persons authorised to receive them. This includes taking payment for such medicines and therefore it is not possible to accept payment via credit card

I would really like to speak to someone about other products and services you can offer me so I can get the best deals with you?

Our Customer Services Team will be happy to help. Please call on 0844 561 8899.

How do I set up my PMR system to order from AAH?

Please call the service desk of your PMR provider and they will be able to set up an AAH order pad for you.

How do I log into AAH point?

Go to www.aah.co.uk and log in. Your AAH account number is your username and your password, but you should change your username and password to something memorable. We recommend that everyone who will be using the system has their own AAH Point account. To do this, you will need to set up and allocate a Master User account. Your Master User can then set up individual accounts for each user. You can access tips on how to use AAH Point by clicking on the red question mark in the top right-hand corner of each AAH Point web page.

Will discount levels change?

Following the changes and enhanced supply model MSD have simplified the price discounting structure. There is no minimum order quantity and no delivery charge, while discounts will be applied at the point of invoice. For details please contact AAH Customer Service team on 0844 561 8899 quoting your AAH account number.

What if I have issue placing order?

Our Customer Services Team will be happy to help. Please call on 0844 561 8899

How does the customer know the order has failed?

If a delivery has not arrived please contact our Customer Services Team on 0844 561 8899

Who contacts the customer to inform them their order has failed?

The customers first contact point if they have an queries should be the Customer Services Team on 0844 561 8899

What are the common reasons for order failure?

Some of the most common reasons for order failure include if the delivery or driver has an issue. Note orders must be placed by 8pm for the delivery to arrive next day.

When would you get partial order errors?

Partial order errors occur when the depot cannot provide an item on the order due to it being out of stock. Providing the rest of the order is in stock, the other items will be sent.

How do I cancel an ad hoc order?

Our Customer Services Team will be happy to help. Please call on 0844 561 8899

Order has resulted in a data error, what do I do?

Please call the AAH Point helpdesk on 0844 561 2266

If I have placed an order for more than one product line and one line is out of stock does the whole order fail?

Partial order errors occur when the depot cannot provide an item on the order due to it being out of stock. Providing the rest of the order is in stock, the other items will be sent.

I tried to order an MSD vaccine and my PMR system says quota exceeded?

As with any other product that is short supply can you please call our Customer Care team on 0844 561 8899.

How do I find stock levels for my depot?

Please use AAH Point or contact our Customer Services Team on 0844 561 8899.

If a depot is out of stock can a customer get it from another depot?

Vaccines are a fridge line so if a branch is out of stock then they cannot access the vaccines from another AAH branch

In what circumstances can a courier be used to deliver the vaccines?

A same day courier would only be used in exceptional circumstances and if patient safety is at risk. This would usually be done in agreement with MSD.

In what circumstances can vaccines be moved from depot to depot?

This is a practice we do not encourage due to the risk of stability to the vaccines. Should MSD be experiencing supply issues we will look at the circumstances and on occasion stock maybe moved.

Delivery

How can I be sure my vaccines have been kept at the correct temperature?

Your vaccines will be delivered by our network of award-winning Pharmavan II vehicles, and will come to you in a plastic bag as per all other fridge products having been kept in the temperature range of 2°C to 8°C. All Pharmavan are fitted with temperature controlled vehicle fridges, incorporating out of temperature range alarms and battery back-up systems. AAH transport refrigerated products requiring storage between +2°C - +8°C using our qualified active fridge units. Our delivery van fridge units are

calibrated annually and have a scheduled and preventative servicing and maintenance programme supporting their performance.

We capture live fridge temperatures at the point of every delivery throughout the distribution journey through our on-board ePOD system. This functionality has the ability to alert our operational and quality teams by email in the event of any temperature excursions, allowing us to make appropriate and informed decisions in consultation with manufacturers. The ePOD system requires a signature from the customer for fridge lines.

A qualified Passive Cooling delivery system for the transportation of cold chain products to the Channel Islands, Isle of Man & Highlands is also in place. The isothermic boxes used are delivered via an approved parcel service. Processes are in place to ensure intermediate storage areas provided by AAH (or a sub-contractor) are sufficient to protect the product and meet product temperature storage requirements. The isothermic boxes provide validated storage/delivery solutions which have been implemented as part of the qualified delivery process.

Does AAH delivery meet MHRA standards?

PharmaVan II ensures that AAH is fully compliant with MHRA GDP 2013 requirements and also demonstrates to manufacturers that their products have been transported within the right environment to ensure maximum effectiveness in patient care. PharmaVan II also has additional security and monitoring features comprising of CCTV cameras with a live feed for temperature monitoring and tracking of the ambient storage area between +8 and +25 degrees Celsius and the refrigerated area of between +2 and +8 degrees Celsius. Reflective of the increase in Speciality pharmaceuticals, PharmaVan II also has an increased Active Fridge and Controlled Drugs storage unit, and provides management with a full reporting suite, including: vehicle reports, temperature reports and driver reports. Ensuring we are accountable for our performance and always maintain the highest delivery standards.

What is the policy for cold chain returns?

AAH does not accept returns from end customers for cold chain products. However if to correct an AAH error or if instructed by the manufacturer the products requiring specialist handling will only be accepted for return if notified within 24 hours and with prior authorisation from the distribution centre management.

A blue Authorisation to return refrigerated products form will be issued by AAH to the customer. This form must be completed fully and temperature records provided. These must be returned with the products to AAH. On return to AAH the MSD cold chain product will be processed as per the AAH returns procedure and sent for destruction. For more details on our Returns Policy please refer to our website www.aah.co.uk/shop/en-GB/aahpoint/returns-policy

If the plastic bag is wet on the outside is that OK?

The fridge units are cleaned regularly to prevent the build-up of any moisture, however this cannot always be eliminated. The products are packed in plastic bags to prevent any moisture damaging the product.

What if the Vaccines don't feel as cold as they should?

Please call our Customer Services Team on 0844 561 8899 if you are concerned with the product condition.

Why are some of the AAH delivery vans unmarked (small white vans) and why don't the drivers have Identification badges?

Occasionally AAH uses sub-contractors who are trained to AAH standard and wear AAH uniforms. They should all be issued with AAH Identification badges.

Unbranded vehicles are sometimes used by our subcontractors but they are approved by AAH and are fitted out as per the AAH fleet.

How are MSD vaccines delivered?

A plastic bag is now used to give visibility of the contents at all times which adds a level of assurance that the correct product is being delivered to the customer. The bags are clearly labelled as containing 'chilled' product and are easier to transfer directly to a customer's fridge. Using a plastic bag is lighter and more flexible in holding the various chill products that we distribute and also leaves less of an environmental footprint and is more efficient.

The plastic bags are stored in the fridge unit which is a robust standalone compartment inside the vehicle and complies with all MHRA guidelines

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Are the vaccines always delivered in a plastic bag?

Yes, as they are transported in our active fridge units within the vehicles. The refrigerated products are the last orders to be collected by the driver prior to departing the AAH branch.

What if the customer's vaccines are damaged on delivery?

Please call our Customer Services Team on 0844 561 8899 so we can investigate.

Where should a customer report damages to their vaccines?

Please call our Customer Services Team on 0844 561 8899.

What timeframe does the customer have to report damages?

The customer must contact AAH immediately to arrange for uplift of the damaged stock. Damages must be reported within 24 hours of delivery.

If the customer reports the damages outside the timeframe can they still return them?

The MHRA requirement is that damages and return will not be authorised if reported later than 24 hours after delivery.

How does a customer obtain batch number or expiry date information?

This will be on the packaging of the product which can be viewed more easily within the blue plastics bags used for delivery.

Why doesn't AAH provide batch numbers on their invoices?

All products are traceable down to delivery point by product type. At present AAH do not record batch information however with the incoming Falsified Medicines Directive we are involved in the development of new solutions to record batch information to branch level and subsequently to customer invoice level.

My customer has not received their order what do they do?

Our Customer Services Team will be happy to help. Please call on 0844 561 8899. Ideally report delivery failures as soon as possible so they can be investigated promptly.

In what timeframe should a delivery error be investigated by AAH?

If contacted immediately our Customer Services Team will aim to resolve the same day.

How do I request a product uplift?

Special handling products; such as refrigerated storage products (fridge lines) are NON-RETURNABLE and can only be returned to correct an AAH error. Please request a product uplift by calling our Customer Services Team on 0844 561 8899 and the AAH delivery driver will uplift the next day subject to full details being provided.

When does AAH offer an uplift / SOR?

Our Customer Services team will offer a product uplift if the wrong product been delivered.

Within what timeframe should a Proof of Delivery be produced?

Your vaccines will be delivered by our network of award-winning Pharmavan II vehicles. All vehicles are equipped with hand held devices to record signed for delivery. All electronic Proof of Delivery (ePOD) will be available within 24 hours of delivery.

Why are some POD electronic and some paper?

If occasionally an approved third party contract is required to complete delivery then a paper based Proof of delivery is in place.

How does the driver identify the right practice on the ePOD?

The ePOD device uses satellite navigation with the driver's route pre-planned into the system and routed to each customer.

Are individual names for the practice loaded onto the ePOD?

The ePOD will contain details of the customer, based on how the account has been setup. Individual names of people within the customer premises are not loaded into the ePOD.

Is it a requirement for the Proof of Delivery to have the name printed as well as a signature?

The drivers should request the name of the person signing for the delivery, and this is input into the ePOD. A signature is required from the customer.

If the name on the POD is not printed and the customer says they haven't received the Vaccines will AAH automatically credit the customer?

No, if a signature is in place this is proof of delivery

How do Customers request a POD?

Our Customer Services Team will be happy to help. Please call on 0844 561 8899

Do AAH follow up with the customer?

If you have contacted our Customer Services team we will keep you informed and updated.

My order hasn't been delivered?

Please call our Customer Services Team on 0844 561 8899.

I want to return a MSD product?

Special handling products; such as refrigerated storage products (fridge lines) are NON-RETURNABLE and can only be returned to correct an AAH error. Please refer to the Returns Policy on our website www.aah.co.uk/shop/en-GB/aahpoint/returns-policy

How does the customer know their issue has been resolved?

On contact with our Customer Service team the issue will be recorded on the AAH system and closed out only when the customer is satisfied and there is commitment to supply product. If the issue has been escalated, the senior telephone representative handling the escalation will contact the customer.

What timeframes are we working to with regards to resolving issues?

Regardless of whether it is a query or escalation the timeframes we are all working towards is 24hours

Ideally the query or issue will be resolved within that timeframe but as we know depending on the nature of the issue this may take longer to fully resolve. In those circumstances at least an update and status will be provided to the customer with an estimated time for resolution.