

MillenniumDirect®

VELCADE® (bortezomib) for Injection Ordering and Billing Process Overview



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Customer Setup Information and Maintenance

In order to facilitate ordering through MillenniumDirect® the following need to occur:

1. MillenniumDirect® needs to pre-load validated Ship-to addresses for each wholesaler/distributor and their related VELCADE® (bortezomib) for Injection customers in our database.
 - a. New distributors and wholesalers can complete a business application found on MillenniumDirect.net under the “New Account Sign Up Section.” A copy of an applicable and valid license must accompany the application. New wholesalers/distributors can also call 1.866.VELCADE (1.866.835.2233), option 5 to obtain set up instructions
2. If you need to create a new Ship-to site after the initial set-up packet has been returned to MillenniumDirect® it can be done at the time of order by completing a “New Ship-To Request Form.” You will be asked to provide a DEA or HIN number/state license in addition to the ship-to address information.
3. Pharmacies and home healthcare companies wishing to purchase VELCADE must provide prescriber level information at the time of order before VELCADE will be shipped. Please contact MillenniumDirect® for details.

VELCADE Orders

Ordering Methods

We have implemented the following ordering methods to request VELCADE drop shipments to your customers:

1. **Internet.** The site can be reached at **www.millenniumdirect.net** To obtain a personalized login ID and password call 1.866.VELCADE (1.866.835.2233), option 5
1. **Phone.** 1.866.VELCADE (1.866.835.2233), option 5
2. **Fax.** 1.877.878.3479
3. **EDI.** Placing orders via EDI will require an initial setup time. This time varies and is dependent on the availability of an EDI representative from your company. If you are interested in placing EDI orders, please contact us at 1.866.VELCADE (1.866.835.2233),option 5.

Hours of Operation

Customer service and the fulfillment center will be open to process drop ship orders from 7:30 AM to 7:00 PM Central Time Monday through Friday; excluding major holidays. Holiday hours are posted on MillenniumDirect.net

Orders placed before 6:00 PM Central Time will be prepared and shipped that day for delivery the next business day by 10:30 AM local time. Orders placed on Fridays will be delivered on Monday morning.

Any order requiring expedited delivery or other delivery options please contact 1.866.VELCADE (1.866.835.2233), option 5.

Order Quantities

Please instruct your customer service representatives to submit all orders as received regardless of size to Millennium Direct.

Orders will only be shipped to hospitals, clinics, doctors' offices, approved pharmacies, and approved home health care companies with valid licenses. Orders cannot be filled for product being used outside the United States.

Returns

VELCADE has a limited return policy. If there is a problem with a VELCADE order, please contact MillenniumDirect® at 1.866.VELCADE (1.866.835.2233), option 5.

If a return is approved, it will only be accepted if all instructions are followed and returned from the Ship-to customer directly.

Shipment Packaging

VELCADE will be shipped to Ship-to customers in packaging labeled MillenniumDirect® from Louisville, KY or Reno, NV for the states in the western part of the US. The package will not contain any ICS branding.

VELCADE is shipped under ambient conditions and should be stored according to the product's labeling.

Packing Slip

A packing slip will be included in each shipment. The packing slip will contain details of the order including ship-to customer name and address, order date, order number, quantity of product in that particular box. There will not be an invoice in the box.

Order Tracking

All shipments can be tracked via www.millenniumdirect.net. Shipment tracking information is also available by calling 1.866.VELCADE (1.866.835.2233), option 5.

Invoicing and Chargebacks

Invoices

Invoices will be sent to the wholesaler/distributor that placed the order. Wholesaler subsidiaries and distribution centers will receive their invoices directly. If you would like to change this, please call 1.866.VELCADE (1.866.835.2233), option 5.

State and local taxes may apply in certain states and are the responsibility of the order placing party.

Product and Pricing Information

PRODUCT DESCRIPTION	VIAL SIZE	VIALS PER CARTON	VIALS PER UNIT OF SALE	PRICE (WAC) AS OF JANUARY 1 ST , 2017
VELCADE® (bortezomib) for Injection NDC # 63020-0049-01	10 mL vials containing 3.5 mg of bortezomib	1	1	\$1,603.00

Payment Term

All VELCADE® (bortezomib) for Injection orders will receive terms of 2% 30 days, net 31days.

All remittances should be sent to the following address:

MillenniumDirect®
12601 Collection Center Drive
Chicago, IL 60693

Credit Limits

Wholesaler/distributor credit limits are set and determined by MillenniumDirect®. If you have concerns about your credit limit please call 1.866.VELCADE (1.866.835.2233), option 5.

Chargeback Submission

All wholesalers will purchase VELCADE at wholesale acquisition cost (WAC). All valid chargebacks should be submitted via EDI within 30 days of placing the qualifying order. If you need to set up EDI connectivity with MillenniumDirect®, please call 1.866.VELCADE (1.866.835.2233), option 5.

Frequently Asked Questions (FAQs)

General

What is MillenniumDirect®?

MillenniumDirect® is the distribution channel for VELCADE® (bortezomib) for Injection. It is a sole source open access drop ship model.

What is Integrated Commercialization Services (ICS)'s role in the distribution of VELCADE® (bortezomib) for Injection?

ICS will be managing the ordering, distribution, shipment, and monitoring of VELCADE into the US oncology marketplace. They are also responsible for accounts receivables on VELCADE orders.

What is a drop ship model?

Wholesalers and distributors place orders on behalf of their customers and the product is then shipped directly to the end user such as a hospital or office-based practice.

What is a Ship-to customer?

Ship-to customers are recipients of VELCADE. They are also referred to as end-customers, and are generally hospital or office-based practices.

What is a Bill-to customer?

Bill-to customers place orders on behalf of the Ship-to customers. They are also invoiced by MillenniumDirect® for the product shipped. Generally they are the wholesalers and distributors.

Ordering

How will end customers order VELCADE under MillenniumDirect®?

All end-customers, such as hospitals or office-based practices, will order VELCADE through their normal wholesaler or distributor process.

How can wholesalers and distributors order VELCADE?

All wholesalers and distributors must have a MillenniumDirect® account to order VELCADE. Ordering methods include Internet, Fax, Phone and EDI.

If I am a distributor that would like to sell VELCADE how can I purchase the product?

New distributors and wholesalers can complete a business application found on MillenniumDirect.net under the "New Account Sign Up Section." A copy of an applicable and valid license must accompany the application.

What is the order cut off time for same day processing?

Orders received by 6:00 PM CT are processed for same day shipping and will be delivered by 10:30 AM Local time the next day, excluding major holidays. Friday orders are delivered on Monday mornings.

What if my end-customer needs VELCADE earlier than next day 10:30 AM local time?

Expedited shipping can be arranged by calling 866.VELCADE, option 5. There will be a small surcharge on expedited shipments.

Can I place an emergency order after 7:00 PM CT for next day delivery?

Yes, emergency order can be accommodated. There will be a surcharge on all emergency orders. Please call 1.866.VELCADE (1.866.835.2233), option 5 to be instructed on how to place an emergency order.

Can VELCADE be shipped outside of the United States through MillenniumDirect®?

No. MillenniumDirect® only ships to the United States and its territories.

How do I add a new Ship-To customer?

Complete the "[New Ship-To Form](#)" found on MillenniumDirect.net under the "New Account Sign Up Section" and send via fax or mail with a copy of the applicable license to MillenniumDirect®.

How can I track an order and receive delivery confirmation?

Orders can be tracked through MillenniumDirect.net by logging into the website.

Customer Service

What are the customer service hours?

Customer service representatives are available to assist you between the hours of 7:30 AM and 7:00 PM CT Monday through Friday, excluding major holidays. Holiday hours are posted on MillenniumDirect.net

How will returns be handled?

VELCADE has a limited return policy. Approved returns must be sent directly to MillenniumDirect® for credit. Please call 1.866.VELCADE (1.866.835.2233), option 5 with return questions.

Other

Who do customers contact for product complaints, adverse drug experiences, or if they need medical or any other information on VELCADE?

Customers should call 1.866.VELCADE (1.866.835.2233) regarding such information and select the option 3.

Where can customers obtain reimbursement information on VELCADE?

Customers should call 1.866.VELCADE (1.866.835.2233) regarding such information and select option 2.