
eCustomer Solutions (eCS) Website Enhancements

May 5, 2020

Dear eCS User:

You spoke and we listened! In response to your feedback, GSK will relaunch eCustomer Solutions, www.gsk-ecs.com, with new enhancements to the site effective May 8th. Every page has been refreshed with a new look and feel to improve your eCS experience.

The new eCS maintains the current, core functionality but will allow for easier site navigation and help you find areas of interest more quickly. In addition, upgraded search tools within Contracts and Debit Memos will enable you to get the information you need in less time than before!

As we implement these exciting, new enhancements, please understand that the upgrade will require us to temporarily disable access to www.gsk-ecs.com starting at 3:00 PM ET on Thursday, May 7, 2020. The site will be back online at 7:00 AM ET on Friday, May 8, 2020 to serve you.

If you have any additional questions or concerns, please call the GSK Pharma Service Center, Monday through Friday 8am to 6pm ET, at 1-800-877-1158.

Sincerely,



Maureen Danielewicz
Vice President
Channel Development and Sales