



# CLAIM PROCESSING AND DEDUCTION GUIDELINES FOR PUERTO RICO

## Effective September 2019

This document may be modified by GSK with thirty days prior notification. Current Guidelines are available on [www.gsk-ecs.com](http://www.gsk-ecs.com)

### **Section 1: Unauthorized Deductions**

1.1 Unauthorized Deductions are defined as deductions that have not been approved and/or cannot reference an offsetting valid GSK Credit memo. A list of unauthorized deductions is detailed as follows:

- Audit Deductions
- Shortage Deductions and/or Non-receipt of product Deductions
- Pricing Differences
- Unearned Cash Discounts
- Any Denied Claims
- Duplicate Deductions
- Product Return – Where the Return Discrepancies are within GSK’s returns valid product and pricing policy unless GSK did not issue Credit within 30 days of receipt at GSK’s returns vendor
- Any Miscellaneous or Unexplained Deductions
- **Chargebacks** – Original EDI Submissions (unless GSK did not issue Credit or denial within 10 days from receipt date of claim.)
- **Chargebacks** – Original Manual Submissions (unless GSK did not issue credit or denial within 20 days from receipt date of accurate and complete data to upload from GSK Manual Template Header & Chargeback Lines Template Excel spreadsheet.)
- **Chargebacks** – Resubmissions via EDI or GSK’s eCS website (unless GSK did not issue Credit or denial within 30 days from the receipt date of claim.)
- **Chargebacks** – “Net priced products” which are invoiced with the contract pricing reflected on the invoice to the Wholesaler.

### **Section 2: Non-Chargeback Claim Processing**

2.1 Any potential claim that an AD has with GSK must be addressed with their GSK Customer Service Representative within 14 days of receiving date or within 18 days of GSK Invoice date whichever is earlier. If the claim has merit, a Credit will be issued. If the claim has no merit, the claim will be denied. GSK Customer Service will issue a Credit or denial within thirty days (30) of the claim receipt date.

- Proper documentation must accompany all claims. Proper Documentation includes, but is not limited to, the following:
  - A carrier delivery receipt noting damage or shortage.
  - Digital picture of impacted freight
  - Digital picture of shipping labels

2.1.1 Products associated with a claim should be held for Carrier pick up unless otherwise directed by GSK (where appropriate).

2.2 Returns will be processed within 30 days of receipt of the return at GSK’s Returns Vendor. Once GSK issues credit or denial, a claim may be filed for any disputes or discrepancies (any difference between GSK’s Credit and the Customer’s debit amount). If GSK fails to respond to customer’s claim within 30 days from receipt of the claim, the AD has the right to deduct the claim.

- 2.3 If GSK does not communicate the reason for delayed claim to meet the service levels above for claims processing, the AD has the right to deduct the claim. Such a deduction could still be considered invalid, and if subsequently denied by GSK, the denied deduction must be promptly repaid.
- 2.4 If the claim is deducted after the denial, it will be classified as “unauthorized”.

**Section 3: Chargeback Claim Processing**

- 3.1 Any potential Chargeback claim that a Wholesaler has with GSK must be submitted in accordance with the GSK Contracts Policies and Procedures Puerto Rico located on GSK’s Trade Information website at [www.gsk-ecs.com](http://www.gsk-ecs.com).
- 3.2 If the Chargeback claim has merit, a Credit will be issued. If the claim has no merit, the claim will be denied. GSK’s Chargeback Operations Department will issue a Credit or denial within:
  - 3.2.1 Ten (10) days of the original EDI chargeback claim GSK receipt date
  - 3.2.2 Twenty (20) days of the original chargeback claim GSK Manual Template Header & Chargeback Lines Template receipt date of accurate and complete data to upload from required Excel spreadsheet in GSK Chargeback system for processing.
  - 3.2.3 Thirty (30) days of a chargeback resubmission received through EDI or GSK’s eCS website.
- 3.3 If GSK does not communicate the reason for delayed credit payments to meet the service level above for chargeback claims processing, the Wholesaler has the right to deduct the Chargeback claim. However, if GSK denies the claim, the deduction must be repaid within 30 days.