

eCustomerSolutions Solutions right at your fingertips.

User Guide: GSK eCustomer Solutions

Helping you get the most out of your eCustomer Solutions experience.

December 2019 Version 1



Welcome to the GSK eCustomer Solutions User Guide

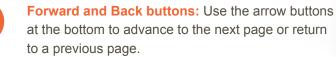
This document provides you with step-by-step instructions for using the eCustomer Solutions website. Whether you're brand new and need to register for an account and get started, or you're an existing user and need some quick help reviewing or tracking your orders, you'll find the answers here.

This is an interactive document, designed with special features to help you navigate it easily:



1

Page navigation: Navigation text is featured at the top of every page of the document to show you exactly where you are within the document, like a trail of breadcrumbs. It includes the document title, the main section title, the sub-section, and the page title.



Home: Click on the house icon to return to the Table of Contents page.

Sign In Contact Us eCustomerSolutions Trade Information Products Welcome to eCustomer Solutions Brand new look. Same great service. Let's get starter **Returning Customers** New Customers Email Address Don't have an eCustomer Solutions website account? gister for access in 3 easy steps. By signing in and using this system, I acknow News & Information Products Search our products catalog for a specific product o GlaxoSmithKline Important Product Announcement Jan 12,2007 Attached is the Relenza Introductory Period Letter type of product. Or simply view the list of all products SlavoSmithKline Important Produc

For more information, or if you have any questions about the information covered in this guide, please contact customer support at customer-satisfaction@gsk.com.



Table of ContentsUser Guide: GSK eCustomer Solutions

Section 1: Account Management

How do I setup a new account?5
How do I add a new user to my account?
How do I deactivate a user from my account? 11
How do I make a user an admin user? 12
How do I set a user's access? 13
How do I change my contact information?
How do I change my password? 15
How do I reset my password if I have forgotten it?
How do I view my account address(es)? 17

Section 2: Registration

How do I register as a wholesaler customer?	19
How do I register as a contract holder customer?	20

Section 3: Products

How do I search a product?	22
How do I view and print a product's detail information?	23
How do I view a product's HDA information?	24
How do I view a product's WAC price?	25

Section 4: Order History

How do I search orders? 27
How do I view and print an order detail? 28
How do I view an order's shipment information?

Section 5: Notifications & Subscriptions

How do I subscribe to email notifications?
Section 6: Product Dating
How do I view, accept, or cancel product dating items?
Section 7: Chargebacks
How do I search for a chargeback debit memo number?
How do I search for a chargeback detail line?
How do I resubmit a chargeback?
How do I resubmit chargebacks in a batch fashion?
How do I view the chargebacks I've resubmitted today?
How do I use the manual chargebacks template?
How do I download all details? 41

Section 8: Contracts

How do I search customer contract eligibility? 43	3
How do I download a customer contract eligibility detail? 44	1
How do I search products on a customer contract eligibility? 45	5
How do I download products on a customer contract eligibility? 46	3
How do I search contracts?	7
How do I search customers on a contract? 48	3
How do I search a customer's products and pricing?)
How do I view my contract changes that have occurred	
in the past 21 days?)



Section 1 Account Management



Follow the steps below to register a new account with GSK eCustomer Solutions:

- 1 Navigate to the GSK eCustomer Solutions website at <u>https://www.gsk-ecs.com/</u>.
- 2 Click **Register** in the "New Customers" section of the homepage.
- 3 Complete the required fields indicated with a red asterisk.
- 4 Complete the additional fields if desired.
- 5 Review the Terms and Conditions and check the box to accept.
- 6 Click Continue.

Account Activation

 You will receive an Account Activation email from GSK eCustomer Solutions. To ensure delivery, be sure to add noreply@gsk-ecs.com to your address book or safe sender list. Follow the instructions within that email to proceed to the next step.

	Create User ID and	Decement	Contact Information		
		Password			
	* Email		* Title	(Mr 💙	
3)	* Confirm Email		* First Name		
7	* Password		* Last Name		
	- Password	Must be at least 7 characters long and	Job Title		
		contains at least 1 letter and 1 number	* Contact Phone	(xox-	XXX-XXXX)
	* Re-type Password				
			Contact Phone Ext		
			Company Phone	()003-	xxx-xxxx)
			Company Phone Ext		
	Terms and Conditio				
	TERMS OF USE	de information about medical conditions and their t			
		e information about medical conditions and their ti a of the territory of the intended audience.	reatment. GSK makes no representati	on that material in the site is appropri	ate or
	Healthcare information				
	This website may provid	de information about medical conditions and their to	reatment. GSK makes no representati	on that material in the site is appropri	ate or



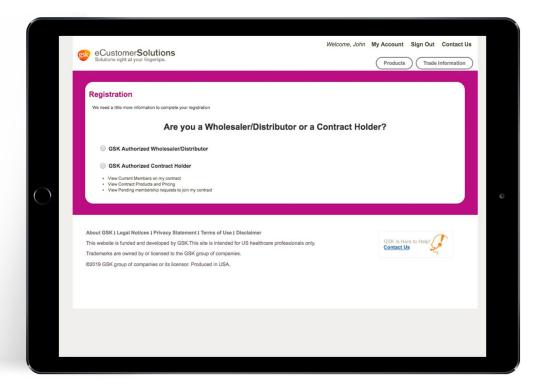
Next, select whether you are a Wholesaler/ Distributor or a Contract Holder.

Wholesaler/Distributors:

Please proceed to page 7.

Contract Holders:

Please skip to page 8.





If you are a **Wholesaler/Distributor** follow the instructions below.

For Wholesaler/Distributors:

- 1 Select your organization from the drop-down menu and click **Submit**.
- 2 Confirm your organization's address on the next page and click **Continue**.

If your organization is not listed, call GSK Customer Service at 1-800-877-1158.

Account Confirmation

 Once your account has been created, GSK eCustomer Solutions will send you an Account Confirmation email. To ensure delivery, be sure to add noreply@gsk-ecs.com to your address book or safe sender list.

and we will attempt to find your account within	n GSK.			
er:Select Wholesaler				
Submit				
uestions, please contact GSK Customer S	Service Center at 1-800-877-1158			
		Malaama Jaka	Markensunt Cinn Out Content II	
Customer Solutions		Welcome, John	My Account Sign Out Contact Us	3
Solutions right at your fingertips.			Products Trade Information)
Registration - Confirm Ad	count Details			
		e button. If no, use the back butto	on to return to previous screen.	
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
			-	
Company Name:			_	
Address Line 1:				
			_	
Address Line 2:				
City:				
(3) A			-	
State:			_	
Zin Code:				
	2			
Buck Call				
About GSK Legal Notices Privacy Sta				
	SK. This site is intended for US healthcare profe-	usionals only.	GSK is Here to Help!	
	er:Select Wholesaler Uutunt Uutunt Uu	Useditions, please contact GSK Customer Service Center at 1-400-477-1158	er:Select Wholesaler Suburt Usuations, please contact GBK Customer Service Center at 1-400-477-1158 Use contact GBK Customer GBK Cu	er:Select Whilesaler Butter Unit Un

If you are a Contract Holder, you can now skip to page 8.



If you are a **Contract Holder** follow the instructions below.

For Contract Holders:

- 1 Enter your GSK Contract Group Number and click **Submit**.
- 2 Confirm your organization's address on the next page and click **Continue**.

If you do not know your group number, email cmo.rebate-payment-inquiries@gsk.com.

Account Confirmation

 Once your account has been created, GSK eCustomer Solutions will send you an Account Confirmation email. To ensure delivery, be sure to add noreply@gsk-ecs.com to your address book or safe sender list.

eCustomerSolutions Solutions right at your fingertips.		Welcome, John	My Account Sign Ou Products Trad	t Contact Us		
* GSK Contract Group No:	we will attempt to find your account within Submit t number, please contact cmo.rebate				ę	
	eCustomerSolutions Soldons right al your fingertips. Registration - Confirm Ac	count Details Ind address is correct. If yes, cilck the contin		Product		_
0	Address Line 2: City: State: Zip Code:					
	Back Cano					



Account Management How do I add a new user to my account?

Follow the steps below to add a user to your GSK eCustomer Solutions account (only an account admin can perform this action):

- 1 Log in to your GSK eCustomer Solutions account.
- 2 Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
- 3 Click **User Management** in the left sidebar.
- 4 Click Add New User at the bottom of the page.

See next page to continue.

	Account Details Order History	Product Dating Notification	ns & Subscriptions				
	My User Profile Contact Information Change Password	13 Users Active Pe	inding				
		Action	Name	Email	Admin	Phone	Status
	Managed Accounts	Action	Oviaturier Drapin	скланцічногоції і фул. алі		752-8538	ACTIVE
3	User Management	Action	Jackie Lovalto	Assafet@ph.ack		406-0022	ACTIVE
	Addresses	Action	Jeroffer Contiens	Andere (galant		426-1029	ACTIVE
\sim		Action	investor Barley	Shirty21@ph.ack		485-6712	ACTIVE
		Action	Jointy: Balley	Marky 11 Gpt. ack	ж	486-6712	ACTIVE
		Action	Karen Gultone	KGulone*@pik.ack		405-6745	ACTIVE
		Action	Kansten Young	Kitang Tigge an		406-0774	ACTIVE
		Action	Kratal Griffithe	KGriffes21@pit.ack		406-0027	ACTIVE
		Action	Lauren Hart	LPlantTI @gall.ack		400-0005	ACTIVE
		Action	Maggie Devis	Mineral' (gym.ach		496-8013	ACTIVE
		Action	Diaron Sarino	Sterrer@ph.ack		405-0733	ACTIVE
		Action	Valera Kosting	Wantry Gpt. at		408-6753	ACTIVE
		Action	accordinges	acavaruratriğynal or		815-11-2222	ACTIVE



Account Management How do I add a new user to my account?

Continued from previous page.

- 5 Select the new user's organization and enter his/her email address.
- 6 Click Submit.

The new user will receive an email with a link to register and instructions on associating the new account.

Image: Second Secon	eCustomerSolutions Solutions right at your fingertips.	Welcome, John My Account Sign Out Contact Us Products Chargebacks Contracts Product Dating Trade Information
Contact information Change Password Contact information Change Password Company Name Company Nam		Dating (Notifications & Subscriptions)
This website is funded and developed by GSK.This site is intended for US healthcare professionals only. Contact Us Contac	Contact Information Change Password 5 Managed Accounts 6 User Management	Enter email address and we will send an email with instructions on how to register (if needed) and add this account to their profile. Company Name Company Name Company Namy
	This website is funded and developed by G Trademarks are owned by or licensed to the	SK.This site is intended for US healthcare professionals only. a GSK group of companies.

(j)

Note: Once the user activates and completes registration for his/her account, you will need to approve or reject the user's registration. To do this, click the Action drop down menu to the left of the user's name and select Approve User or Reject User.



Account Management How do I deactivate a user from my account?

Follow the steps below to deactivate a user from your GSK eCustomer Solutions account (only an account admin can perform this action):

- Log in to your GSK eCustomer Solutions account.
- 2 Click Get Started in the My Account section or click My Account at the top of the page.
- 3 Click **User Management** in the left sidebar.
- 4 Locate the user you wish to deactivate.
- 5 Click the Action drop down menu to the left of the user's name, select Deactivate User and confirm your selection.

The user is now removed from your User Management page and can no longer log into eCustomer Solutions.

eCustomerSolutic Solutions right at your fingertipe		Products Charge			uct Dating	Ign Out Contact Us
Account						
Account Details Order History	Product Dating Notifications &	Subscriptions				
My User Profile Contact Information Change Password	13 Users Active Pendin	19				
Change I assivora	Action	Name	Email	Admin	Phone	Status
Managed Accounts	Action	Ovisitigher Chapits	chranisterinterint@gal. adl		752-8538	ACTIVE
User Management	4 Action	Japitia Lovalto	Anato Spicas		486-9122	ACTIVE
Addresses	✓ Set Access	Janober Contiane	Continue (Spot. acti		405-0525	ACTIVE
	5 Make Admin Deactivate User	Joseph Balley	Janual Quean	ж	486-6712	ACTIVE
	Action	Junarity- Barliny	Janiny 11 (Sprin and	ж	486-6712	ACTIVE
	Action	Karen Gultane	KDultow 1@gal.ack		406-4745	ACTIVE
	Action	Karater Young	Kitungi tigan an		435-6774	ACTIVE
	Action	Krass Griffithe	KD-Rev21@pil.ack		405-5527	ACTIVE
	Action	Lauren Hart	Linetti @get.ack		405-5505	ACTIVE
	Action	Maggie Devis	MDaris21@gal.ack		435-3013	ACTIVE
	Action	Diaron Bartini	Sterio (gpi act		496-4755	ACTIVE
			Washing Spok ack		408-6755	ACTIVE

(i)

Note: Once a user is deactivated, the action cannot be undone. If you are unsure, click No when prompted to confirm your selection to cancel and return to the previous screen.



Account Management How do I make a user an admin user?

Follow the steps below to make a user in your GSK eCustomer Solutions account an admin user (only an account admin can perform this action):

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
- 3 Click **User Management** in the left sidebar.
- 4 Locate the user you want to make an admin.
- 5 Click the Action drop down menu to the left of the user's name, select Make Admin and confirm your selection.

The user is now an admin user with permissions to add or deactivate users, make other users admins, and set other users' access.

eCustomerSolution Solutions right at your fingertipe	ons (Products Charge		_	Account Sig	gn Out Contact Us Trade Information
Account						
Account Details Order History	Product Dating Notifications & S	Subscriptions)				
My User Profile Contact Information	13 Users Active Pending	2				
Change Password	Action	Name	Email	Admin	Phone	Status
	Action	Orreligher Displin	chromoshermagen" (Spall.		752-8108	ACTIVE
3 User Management	Action	Jacobia Longalio	Another Basel and		496-9722	ACTIVE
Addresses	4 Set Access	Janviller Contians	Anders' (galante		405-5529	ACTIVE
	Make Admin Deactivate User	Junearly's Taulogy	And and the second	*	488-8712	ACTIVE
(5 Action	Jossefue Balley	Jane 1 gan are	ж.	496-6712	ACTIVE
	Action	Karen Gultere	Küstere (@get.ack		406-0710	ACTIVE
	Action	Karater Young	Kinangin (gan ant		485-5774	ACTIVE
	Action	Krass Griffing	KOrffen21@pik.ack		400-0027	ACTIVE
	Action	Lauren Hart	Literit genues		496-6825	ACTIVE
	Action	Maggie Devis	MDental's Optimate		406-0212	ACTIVE
	Action	Diaron Darino	Statut gas as		486-6733	ACTIVE

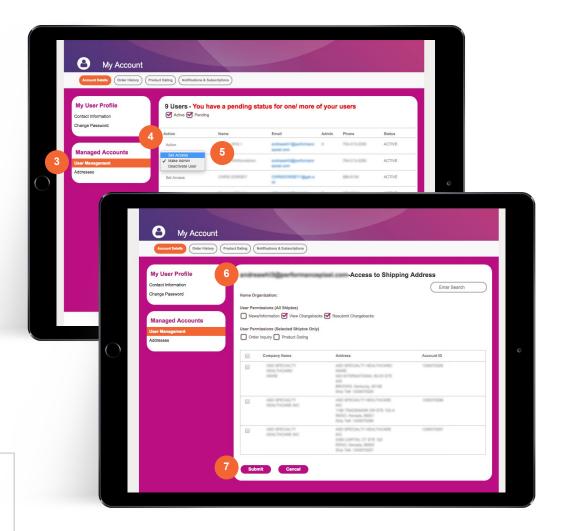


Account Management How do I set a user's access?

Follow the steps below to set access privileges for a user (only an account admin can perform this action):

- Log in to your GSK eCustomer Solutions account.
- 2 Click Get Started in the My Account section or click My Account at the top of the page.
- 3 Click **User Management** in the left sidebar.
- 4 Locate the appropriate user.
- 5 Click the Action drop down menu to the left of the user's name and select Set Access.
- You will be taken to the Access to Shipping Address page. There, you can select which permissions you would like that user to have, including receiving news and information, viewing and/or resubmitting chargebacks, order inquiries and product dating.
- 7 When you have selected the appropriate permissions, click **Submit**.

Note: When setting a user's access, permission to receive news and information and to view and/or resubmit chargebacks is applied to all Shiptos of the account. Permission to view order inquiries and product dating is applied to selected Shiptos only.



1



Account Management How do I change my contact information?

You can easily change your contact information by following the steps below:

- Log in to your GSK eCustomer Solutions account.
- 2 Click Get Started in the My Account section or click My Account at the top of the page. You will automatically be taken to the Contact Information page.
- 3 Use the form on the right to add to or change your contact information.
- 4 When you are finished, click **Confirm Changes**.
- 5 You will see a message confirming that your profile has successfully been updated.

eCustomerSolutio Solutions right at your fingertips.	Prod	Welcome, John My Account Sign Out Contact Us
Account		
Account Details Order History (Product Dating Notifications & Subscripti	one
My User Profile	3 Contact Information	Contracts, View Chargebacks, Resubmit
Contact Information Change Password	Permissions:	Chargeback, Product Dating, News/Information,Order Inquiry,Admin
	Email:	sum augget ann
Managed Accounts	* Title:	(Ms V)
User Management Addresses	* First name:	
	* Last name:	
	Job Title:	
	* Contact Phone:	(111-222-3333 (XXXX-XXXXXX)
	Contact Phone Ext:	
	Company Phone:	
	Company Phone Ext:	
	Home Organization:	48.0070911-00088
		Cancel Changes Confirm Changes

Note: You can not change your email address as it is used for your login.

1





Account Management How do I change my password?

Changing your password is simple:

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
- 3 Click Change Password in the left sidebar.
- 4 Use the form on the right to enter your current password and desired new password.
- 5 Click **Confirm**.
- 6 You will see a message confirming that your password has successfully been changed.

	eCustomerSolutions Solutions right at your fingertips.	2 Welcome, John My Account Sign Out Contact Us Products Chargebacks Contracts Product Dating Trade Information	
	My Account Account Details Order History Product Da	ating) (Notifications & Bubascriptions)	
3	My User Profile Contact Information Change Pessword Managed Accounts	Change Password "Current Password; "New Password; Confirm Password "Confirm Password	Q
	User Management Addresses 5	CThis site is intended for US healthcare professionals only. GSK is Here to Helpi	
	readministe are owned by or nearest up or e of @2019 GSK group of companies or its licensor		

i

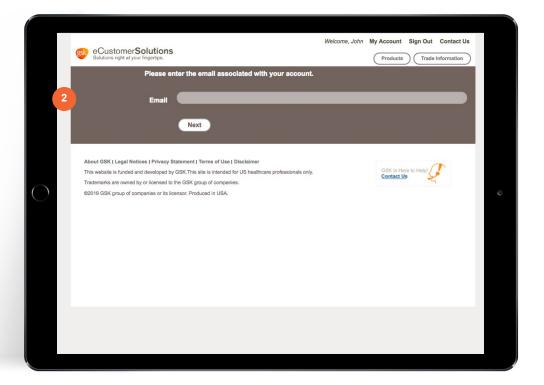
Note: If you receive an error message, retype your passwords and try again.



Account Management How do I reset my password if I have forgotten it?

If you have forgotten your password, you can reset it by taking the following steps:

- 1 On the eCustomer Solutions login page, click **Forgot password?** located below the password field.
- 2 On the next page, enter the email address you use to log into your account.
- 3 An email will be sent to that address with a link to reset your password.
- Click the link, enter a new password and confirm the password on the page that appears, and click Reset Password.



i

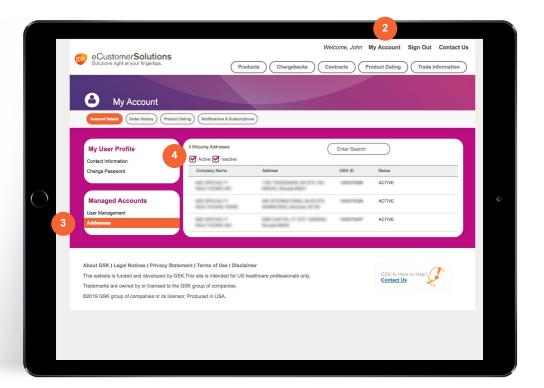
Note: After resetting your password, you will need to return to the eCustomer Solutions home page to log in again.



Account Management How do I view my account address(es)?

Follow these steps to view the address(es) associated with your eCustomer Solutions account.

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
- 3 Click **Addresses** in the left sidebar.
- The address(es) associated with your account will appear on the right. To find an address, begin typing in the search bar and relevant results will appear below. You may also filter your search by clicking the Active and Inactive checkboxes.





Section 2 Registration



Registration How do I register as a wholesaler customer?

To register as a wholesaler customer, begin by following the steps for "<u>setting up a new account</u>". Then, follow the steps below:

- When you are asked to select whether you are a Wholesaler/Distributor or a Contract Holder, select Wholesaler/Distributor.
- 2 Select your organization from the drop-down menu and click **Submit**.
- 3 Confirm your organization's address on the next page and click **Continue**.
- Follow the prompts to complete your registration.

CustomerSolutions Solutions right at your fingertips.	5	~	/elcome, John N	Products		Contact Us		
legistration								
Please complete the below form and	we will attempt to find your account within	n GSK.				_		
* Select a Wholesaler:	Select Wholesaler					_		
Select a Wildlesaler.						_		
Cancel 2	Submit					_		
						_		
If you have any registration ques	tions, please contact GSK Customer S	Service Center at 1-800-877-11	158					
							0	
ut GS								
webs					Welcome, Jo	hn My Accoun	t Sign Out	Contact Us
emar 19 Gs	eCustomerSolutions Solutions right at your fingertips.					_	\neg	
19 02	ooloons ngnt at your ingertips.					Produc	ts Trad	e Information
	Pagistration Confirm A	accunt Details						
	Registration - Confirm Ac							
	Please confirm the below account a		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	in.
	Please confirm the below account an Company Address		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	m.
	Please confirm the below account a		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	n.
I	Please confirm the below account as Company Address Company Name:		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	n.
	Please confirm the below account an Company Address		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	n.
	Please confirm the below account as Company Address Company Name:		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	in.
	Please confirm the below account an Company Address Company Name: Address Line 1:		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	n.
	Please confirm the below account an Company Address Company Name: Address Line 1:		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	n.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: Chy:		click the continue b	button. If no,	use the back b	utton to return to p	previous scree	n.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2:		click the continue b	button. If no,	use the back b	utton to return to	previous scree	in.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: Chy:		click the continue b	button. If no,	use the back b		previous scree	in.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: City: State:		click the continue b	button. If no,	use the back b		previous scree	ю.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: City: State:	nd address is correct. If yes, o	cilick the continue b	button. If no,	use the back b		previous scree	n.
	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: City: State: Zip Code:	nd address is correct. If yes, o		button. If no,	use the back b		previous scree	n.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: City: State: Zip Code:	nd address is correct. If yes, o		button. If no,	use the back b		previous scree	n.
0	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: City: State: Zp Code: Back Canc	nd address is correct. If yes, or	3	button. If no,	use the back b		previous scree	n.
	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: Chy: Bate: Zip Code: Back Canto Ca	nd address is correct. If yes, of	3 aimer		use the back b		Here to Hetol J	n.
T	Please confirm the below account at Company Address Company Name: Address Line 1: Address Line 2: City: State: Zp Code: Back Canc	nd address is correct. If yes, of	3 aimer		use the back b		Here to Hetol J	n.

Note: If your organization is not listed, call GSK Customer Service at 1-800-877-1158.



Registration How do I register as a contract holder customer?

To register as a contract holder, begin by following the steps for "<u>setting up a new account</u>". Then, follow the steps below:

- 1 When you are asked to select whether you are a Wholesaler/Distributor or a Contract Holder, select **Contract Holder**.
- 2 Enter your GSK Contract Group Number and click **Submit**.
- 3 Confirm your organization's address on the next page and click **Continue**.
- 4 Follow the prompts to complete your registration.

eCustomerSolu Solutions right at your fing	utions orlips.		Wolcomo, Solm	Products	Sign Out	formation			
Registration									
Please complete the below	form and we will attempt to find your accour	nt within GSK.							
* GSK Contract Group No:									
Cancel 2	Submit								
If you have forgotten you	ur account number, please contact cmo.	rebate-payment-inquires@gsk	com						
About GSK Legal Notices	Privacy Statement Terms of Use Discl	laimer		-	1		0		
This websit									
2019 G				1	Welcome, Johi	My Account	Sign Out	Contact Us	
	eCustomerSolution Solutions right at your fingertips.	ns				Product	Trade	e Information	
						FIODUCE			
									ſ
	Registration - Confirm								
	Registration - Confirm Please confirm the below acco	m Account Details	yes, click the continue	e button. If no, u	use the back but	ton to return to p	revious scree	n.	
	Registration - Confirm	m Account Details	yes, click the continue	ə button. If no, u	use the back but	ton to return to p	revious scree	n.	
	Registration - Confirm Please confirm the below acco	m Account Details	yes, click the continue	button. If no, u	use the back but	ton to return to p	revious scree	n.	
ł	Registration - Confirm Please confirm the below acco Company Address	m Account Details	yes, click the continue	e button. If no, u	use the back but	ton to return to p	revious scree	n.	
	Registration - Confirm Please confirm the below accu Company Address Company Name: Address Line 1:	m Account Details	yes, click the continue	e button. If no, u	ise the back but	ton to return to p	revious scree	n.	
	Registration - Confir Please confirm the below acco Company Address Company Name:	m Account Details	yes, click the continue	e button. If no, u	ise the back but	ton to return to p	revious scree	n.	
	Registration - Confirm Please confirm the below accu Company Address Company Name: Address Line 1:	m Account Details	yes, click the continue	e button. If no, u	use the back but	ton to return to p	revious scree	n.	
	Registration - Confirm Please confirm the below accor Company Address Company Name: Address Line 1: Address Line 2: City:	m Account Details	yes, click the continue	e button. If no, u	ise the back but	ton to return to p	revious scree	n.	
0	Registration - Confirm Please confirm the below acco Company Address Company Name: Address Line 1: Address Line 2:	m Account Details	yes, click the continue	b button. If no, u	use the back but	ton to return to p	revious scree	n.	
0	Registration - Confirm Please confirm the below accor Company Address Company Name: Address Line 1: Address Line 2: City:	m Account Details	yes, click the continue	e button. If no, u	use the back but	ton to return to p	revious scree	n.	
0	Registration - Confirm Please confirm the below accu Company Address Company Name: Address Line 1: Address Line 2: Chy: Bane: Zip Code:	m Account Details Ount and address is correct. If		a button. If no, u	use the back but	ton to return to p	revious scree	n.	
0	Registration - Confirm Please confirm the below acco Company Address Company Name: Address Line 1: Address Line 2: City: State:	m Account Details	yes, click the continue	e button. If no, u	use the back but		revious scree	n.	
0	Registration - Confirm Please confirm the below accu Company Address Company Name: Address Line 1: Address Line 2: Chy: Bane: Zip Code:	m Account Details Ount and address is correct. If		e button. If no, u	use the back but		revious scree	n.	
0	Registration - Confirm Please confirm the below accor Company Address Company Address Address Line 1: Address Line 2: Day: Day: Zp Code:	m Account Details Ount and address is correct. If	3	e button. If no, u	use the back but	ton to return to p	revious scree	n.	
0	Registration - Confirm Please confirm the below accu Company Address Company Name: Address Line 1: Address Line 2: Chy: Bane: Zip Code:	m Account Details Ount and address is correct. If Ount and address is correct. If Ount and address is correct. If Ount and other oth	3 Disclaimer		ise the back but		tere to Heto)	n.	

Note: If you do not know your group number, email cmo.rebate-payment-inquiries@gsk.com.



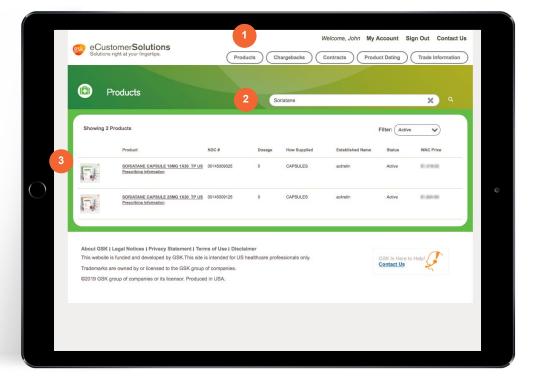




Products How do I search for a product?

Follow these steps to search for a particular product:

- 1 Click **Products** in the navigation at the top of the page or click **Search Now** in the Products section on bottom left of the homepage.
- 2 Use the search bar at the top of the page to enter the product name or NDC number.
- 3 Relevant results will appear below, listing the product name, NDC number, dosage, how supplied, established name, status, and WAC price. Click on each product name for more detailed information.





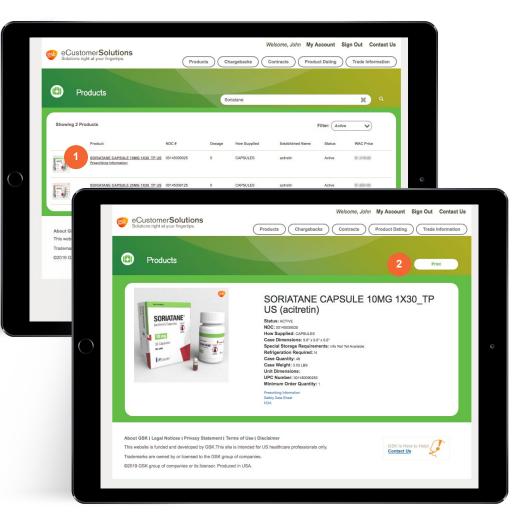
Note: Product search is available whether you are logged in or not. The WAC Price is only displayed for active products with status in 'Active', 'Backordered' or 'OutOfStock' to Wholesalers/Distributor users who have logged in.



Products How do I view and print a product's detail information?

To find details on a particular product, start by following the steps for "<u>How do I search for a product?</u>".

- When you find the product you're looking for, click on its name or image to see more information, including case dimensions, special storage requirements, case quantity and weight, and more.
- 2 To print a product's detail information, simply click **Print** in the upper right corner of the screen.



Note: On this page you will also find links to view the product's Prescribing Information, Safety Data Sheet, and HDA.

1



Products How do I view a product's HDA information?

HDAs are currently only available on eCustomer Solutions for some NDCs. To see a particular product's HDA, if available, start by following the steps for "<u>How do I view a product's detail</u> <u>information?</u>".

> When you have found the product's detail information, click the blue HDA link at the bottom of the page and save the file to your computer.

Solutions right at your fingertips.	Products Chargebacks Contracts	Product Dating Trade Information
Products		Print
The second secon	SORIATANE CAPSULE US (acitretin) Status: ACIVE BC: 004500025 BC: 004500005 BC: 004500005 BC: 004500005 BC: 004500005 BC: 00450005 BC: 0045005 BC:	
About GSK I Legal Notices I Privacy Statement I Terr This website is funded and developed by GSK.This site i Trademarks are owned by or licensed to the GSK group	s intended for US healthcare professionals only.	GSK is Here to Helpi



Products How do I view a product's WAC price?

A product's WAC price is listed on the main Products page. To find a specific product, follow the steps for "<u>How do I search for a product?</u>".

When you find the product you're looking for, its WAC price will be listed in the column on the far right.

🙆 г	Products						
			So	oriatane			× ٩
Showing 2	Products					Filter: Active	1
	Product	NDC #	Dosage	How Supplied	Established Name	Status	WAC Price
E	SORIATANE CAPSULE 10MG 1X30 TP US Prescribing Information	00145009025	0	CAPSULES	acitretin	Active	0.216.02
E	SORIATANE CAPSULE 25MG 1X30 TP US Prescribing Information	00145009125	D	CAPSULES	actretin	Active	1.000
This website Trademarks	I Legal Notices I Privacy Statement I Terr is funded and developed by GSK. This site are owned by or licensed to the GSK group	is intended for US of companies.		essionals only.		GSK is Here t Contact Us	o Helpi
©2019 GSK	group of companies or its licensor. Produce	d in USA.					

Note: A product's WAC price is only shown to logged in Wholesaler/Distributor users and is not displayed to users who have not logged in or contract holders.

1



Section 4 Order History



Order History How do I search orders?

Searching for an order in your order history is simple (only a Wholesaler/Distributor customer can perform this action):

- 1 Log in to your GSK eCustomer Solutions account.
- 2 Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
- 3 Click **Order History** below the purple bar at the top. Your full order history will appear below.
- 4 There are 3 distinct ways you can search for orders:
 - Use the drop-down menu to filter by Order Status
 - Enter an Order Number, Purchase Order Number, or ShipTo in the Search box
 - Enter an Order Date Range

			We	elcome, John My Accou	nt Sign Out Contact
eCustomerSol Solutions right at your fine	utions gertips.	Products	Chargebacks Co	ntracts Product Dat	ing Trade Information
My Acco	unt				
Account Details Order His	Product Dating Noti	fications & Subscriptions			
3					
Order History					
Displaying 1-10 of 108 C	rders	Filter: Status	~	4 Enter Search	x) Q
Order Date Range: From		To () x	« Q	
	-				
	* Hint : Please enter a smaller	r date range to increase search perfo	mance		
Order Date	* Hint : Please enter a smaller	r date range to increase search perfo	P.O.Number	Total Cost	Status 🔨
Order Date AY				Total Cost ** \$ 33,700.00	Status AY
	Order Number	GSK Ship To ID 🔺 🗸	P.O.Number		
6 Sep 2019	Order Number **	GSK Ship To ID AY	P.O.Number AV	\$ 33,700.00	IN PROCESS
6 Sep 2019 3 Sep 2019	Order Number N0256563397092019 N0256526122092019	GSK Ship To ID	P.O.Number AV 100115453 100115335	\$ 33,700.00 \$ 6,712,930.08	IN PROCESS
6 Sep 2019 3 Sep 2019 26 Aug 2019	Order Number A V N0256563397082019 N0256526122082019 N0256526122082019 N0256416141082019	CSK Ship To ID AV 1200075328 1200075328 1200075328	PO.Number	\$ 33,700.00 \$ 6,712,930.08 \$ 1,682,000.00	IN PROCESS
6 Sep 2019 3 Sep 2019 26 Aug 2019 26 Aug 2019	Order Number ~ * N025650397092019 N0256529122092019 N0256416141082019 N0256416143082019	GSK Ship To D ▲★ 1200075326 1200075326 1200075326 1200075326	P.O.Number PO.Number	\$ 33,700.00 \$ 6,712,930.08 \$ 1,682,000.00 \$ 1,682,000.00	IN PROCESS IN PROCESS IN PROCESS IN PROCESS



Order History How do I view and print an order detail?

To view an order detail, start by following the steps above for "<u>How do I search orders?</u>".

- When you have found the desired order, click the blue order number to view its details, including the date and time the order was placed, P.O. number, order status, total amount, and more.
- 2 To print an order detail, simply click **Print** in the upper right corner of the page.

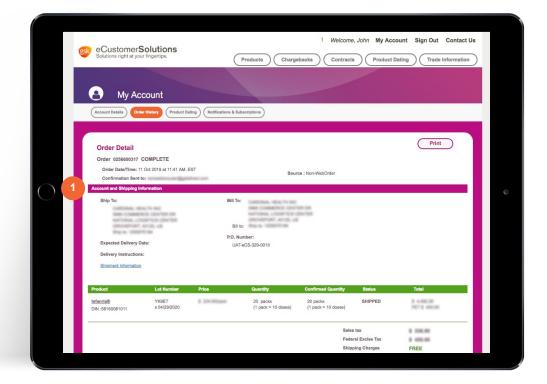
Order Date AV		late range to increase search perf				
	Order Number AV	GSK Ship To ID	P.O.Number	Total Cost	Status AY	
	0256600700	1200075184	GSKAD04II	\$ 0.00	CANCELLED	
15 Oct 2019	0256600695	1200075184	Test_AR1510_03	\$ 496.45	IN PROCESS	
14 Oct 2019	0256600461	1100497677	cvgv	\$ 3,822,020.80	HOLD	
13 Oct 2019	0256600437	1200075325	R40-Export Sales-5	\$ 542.94	IN PROCESS	
13 Oct 2019	0256600429	1100497677	R40-Plant Determination-1	\$ 575.52	HOLD	
13 Oct 2019	0256600428	1100497677	R40-Plant Determination	\$ 575.52	IN PROCESS	
11 Oct 2019	0256600376	1200075184	MIKE23J	\$ 27,304.53	IN PROCESS	
11 Oct 2019	0256600375	1200075184	MIKE23I	\$ 24,822.30	IN PROCESS	•
1						
	eCustomer	Solutions			Welcome, John My Acc	count Sign Out Contact l
	Solutions right at yo	our fingertips.	Produc	ts Chargebacks	Contracts Product	Dating Trade Information
	O My Ac	ccount				
	Account Details On	nder History Product Dating	Notifications & Subscription	•		
About G This web						
Tradema	Order Detail					2 Print
		7092019 IN PROCESS				
2019 G	Urder N025656339					
02019 G	Order Date/Time: 6	6 Sep 2019 at 04:09 AM. EST		Source : WebOr	der	
22019 G	Order Date/Time: 6 Confirmation Sent	t to: DEBBIEASD1@gsk.ack		Source : WebOr	der	
62019 G	Order Date/Time: 6	t to: DEBBIEASD1@gsk.ack	Bill To:	Source : WebOr	dor	
62019 G	Order Date/Time: 6 Confirmation Sent Account and Shipping I Ship To:	t to: DEBBIEASD1@gsk.ack	100.000		der	
62019 G	Order Date/Time: Confirmation Sent Account and Shipping I Ship To:	t to: DEBBIEASD1@gsk.ack	11.40	(records)	der	
	Order Date/Time: 6 Confirmation Sent Account and Shipping I Ship To:	t to: DEBBIEASD1@gsk.ack		ing and a second s	der	
	Order Date/Time: (Confirmation Sent Account and Shipping I Ship To:	t to: DEBBIEASD1@gsk.ack		ing and a second s	dar	
ezo19 G	Order Date/Time: Confirmation Sent Account and Shipping I Ship To:	t to: DEBBIEASD1@gsk.ack Information		ing and a second s	der	
22019 G	Order Date/Time: (Confirmation Sent Account and Shipping I Ship To: Expected Delivery I	t to: DEBBIEASD1@gsk.ack Information	P.O. Number:	ing and a second s	der -	
22019 G	Order Date/Time: (Confirmation Sent Account and Shipping I Ship To: Expected Delivery I	t to: DEBBIEASD1@gsk.ack Information	P.O. Number:		der ned Quantity Bitatus	10
	Order Date/Time: (Confirmation Sent Account and Ehlpping I Ship To: Expected Delivery I Delivery Instruction	t to: DEBBIEASD (@gak.ack Information Date: ns:	P.O. Number: 100115453 Price Cau			Total



Order History How do I view an order's shipment information?

To view an order's shipment information, start by following the steps for "<u>How do I</u> <u>view and print an order detail?</u>".

> The order's shipment information is on the order detail page, below Account & Shipping Information. There you'll find the ship-to and bill-to addresses, expected delivery date, and any special delivery instructions you have requested, including shipment information.





Section 5 Notifications & Subscriptions

: 🏫 :



Notifications & Subscriptions How do I subscribe to email notifications?

To subscribe to email notifications, follow the steps below:

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Get Started** in the **My Account** section or click **My Account** at the top of the page.
- 3 Click **Notifications & Subscriptions** below the purple bar at the top.
- Check the boxes next to the events for which you wish to receive email notifications. Uncheck the boxes next to the events you do not wish to subscribe to.

5 Click Save.

Customer/Solutions Solutions right al your ingertpa. Products Chargebacks Con My Account Account Details Order History Product Datiling Northcattows & Solutions	tracts Product Dating T	ade Informati
3		
Notifications & Subscriptions		
Email:		
Contract Administration		
Subscribe Notification Event		
All Contract Changes		
Specific Contract Changes		
Public		
Subscribe Notification Event		
News / Information Addition		
Shipping and Distribution		
Subscribe Notification Event		
Backordered Product		
PO Product Dating Hold		

Note: Shipping and Distribution Notifications are only available to Wholesaler/Distributor customers.



Section 6 Product Dating



Product Dating How do I view, accept, or cancel product dating items?

View all orders that require product dating confirmation by following the steps below (only a Wholesaler/Distributor customer can perform this action):

- 1 Log in to your GSK eCustomer Solutions account.
- Click Confirm Product Dating in the My Account section or click Product Dating at the top of the page.
- 3 All orders that require product dating confirmation will appear below.
- 4 Then, click Accept or Cancel for appropriate orders.

eCustom Solutions right a	er Solutions It your fingertips.		Products	Chargebacks (Welcome, Joh	Product Dating	Sign Out Contact Us
O My	Account Order History Produc	t Dating Notifications 8	Subscriptions			2	
Confirm Produ Please accept the qua Respond By	uct Dating Inities or cancel the line ite Purchase order	m Customer	NDC	Description			
10/16/2019	****	UNITED A	58160081011	INFA.VIAL X10 CT FS US Best lot expiration:	Ordered Accept	60	Cancel Item
		104 40 100		04/29/2020			Accept Qty
10/16/2019		100	58160081011	04/29/2020 INFA.VIAL X10 CT FS US Best lot expiration: 04/29/2020	Ordered Accept	30	Cancel Item
10/16/2019		a and contrast contrast a a a	58160081011 58160081011	INFA.VIAL X10 CT FS US Best lot expiration:		30	Cancel Item

Note: Review Product Dating items within 5 business days to avoid cancellation.



Section 7 Chargebacks



Chargebacks How do I search for a chargeback by debit memo number?

Follow these steps to search for a chargeback by debit memo number (only a Wholesaler/Distributor customer can perform this action):

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Chargebacks** in the navigation at the top of the page or click **Access Chargebacks** in the Contract Information & Chargeback section on the homepage.
- 3 You will automatically be taken to the Debit Memo Search page. Enter your detail information for your search criteria and click **Search**.
- All chargebacks that match your search criteria will appear at the bottom of the page. Click **Previous Page** and **Next Page** to advance to the next page of search results or go back to a previous page.
- 5 When you find the desired chargeback, click its debit memo number in the first column to see details. If Debit does not have variance, the data will not be highlighted to view.

Note: You can easily sort the list of chargebacks by Debit Memo Number, Credit Memo Number, Status, Claim Date, etc. using the blue arrows at the top of the search results for each column.

eCustomerSolution Solutions right at your fingerlips.	-	Products	Charge		Contracts	Product D	ating Tra	ut Conta	_		
Chargebacks	Resubmittal Log Manual Charg		2		-						
Debit Memo Search Search for Debit Memos which match Al		revious Page		Next Page >			Show 10 per page	GO			
Search for Debit Memos which match A											
Credit Mer											
Channele										0	
	Search for Debit Memos which mate		lowing criteria:								
		Memo #:									
		Memo #:									
	Distributio						or specify ID				
			Organization is	Pending Deletion)							
		e Range:		from		to		(mm/dd/yyyy)			
		mit Type:									
	Chargebac	k Status:									
		and:									
		and:									
								3	Search D	lownioad All E	
	Debit Memo #				Claim Date	Claim Amount	Gredit Amount	Credit Date		MLines (*)	Distribution Centor
5	DC29203811 8288225366 DC29203808 8272191161 DC29203705 8272192320	5474055 5474089 5474404	Original Original Original		09/06/2019 09/06/2019 09/06/2019	\$26,904.87 \$88.00 \$10,205.97	\$26,904.87 \$88.00 \$10,201.32	09/25/2019 09/25/2019 10/24/2019	\$0.00 \$0.00 \$4.65	1 1	200075219 200075219 200075219
	DC29203575 8288225405	5474105	Original	COMPLETED	09/06/2019	\$209,086.40	\$209,086.40	09/25/2019	\$0.00	0 1	200075345
	DC29203570 8272191485 DC29203415	5474354 5474070	Original Original	COMPLETED PENDING	09/06/2019 09/06/2019	\$56,328.81 \$29,220.22	\$56,328.81 \$0.00	09/25/2019	\$0.00 \$0.00	0 1	200075345 200075345
	DC29203227 8288225396 DC29203221 8272191491	5474308 5474365	Original Original	COMPLETED COMPLETED	09/06/2019	\$71,583.52 \$19,345.71		09/25/2019 09/25/2019	\$0.00 \$55.00		200075272 200075272
	DC29203073 8272191086	5474156	Original	COMPLETED	09/06/2019	\$44,455.56	\$44,455.56	09/25/2019	\$0.00	4 1	200075272
	DC29202891 8272191061	5474141	Original	COMPLETED	09/06/2019	\$5,797.15	\$5,797.15	09/25/2019	\$0.00	45 1	200075199

: 🏫 :



Chargebacks How do I search for a chargeback by detail line?

To search for a specific chargeback using other details, follow the steps below:

- 1 Log in to your GSK eCustomer Solutions account.
- 2 Click Chargebacks in the navigation at the top of the page or click Access Chargebacks in the Contract Information & Chargeback section on the homepage.
- 3 Click **Detail Search** below the yellow bar at the top.
- Enter your detail information for your search criteria and click Search. Transactions paid in full without variance do not display.
- Chargebacks that match your search criteria will appear. Click Previous Page and Next Page to advance to the next page of search results or go back to a previous page.

	Chargeback	_	al Log Manual Cha	argebacks Template											
	Chargeback Detail Searc 3														
	Debit	Memo #:													
	Credit	Credit Memo #: Chargeback #:													
	Charg														
	Distribution	Distribution Center: or specify ID													
0	(** Organization is Pending Deletion)														
	Customer ID Number/Type: Original @ Adjusted ® Original or Adjusted												0		
		Resubmittal Status: 🖉 Available 🦉 Ready to resubmit 🦉 Hold 📄 No Action 📄 Resubmitted													
		Data Range: from to (mm/dd/yyyy) Submit Type:													
	Line Credit Status:														
	Rejection Code:														
	Last Char	Last Changed By: Contains													
		Filter:													
		and:													
		and:													
				4	Search										
	\bigcirc	Stage	Cust ID	Contract #	NDC	Qty	Unit	Contract	Ext	Var II	1V #	Inv Date	Notes 🗩		
		Original	Second and	308534-01	58160084252	1	400.00	345.30	55.00	0.00 1	1018698852	12/17/2018		1	
		Adjusted Resubmit		308534-01		0	376.00	305.00	0.00						
		Resubmit					_								
		Global Update Tool Download Al													
												Show 10 per page GO			
		< Previous Page 1 2 3 15077 Next Page >										Sho	w 10 per page	GO	
								5							
		About GSK I Legal Notices I Privacy Statement Terms of Use Disclaimer This wobsite is funded and developed by GSK.This site is intended for US healthcare professionals only. Cer													

Note: You can also access the details of a chargeback by searching for a debit memo on the Debit Memo Search page and clicking on the desired search result.



Chargebacks How do I resubmit a chargeback?

If you need to resubmit a chargeback, follow the steps below:

- Find the desired chargeback by following the steps for "How do I search for a chargeback by detail line?" or "How do I search for a chargeback by debit memo number?".
- One or more of the following fields must be populated for Resubmission: Customer ID (e.g., Member DEA, HIN, 340B, PRSL), Contract # (e.g.,507689-15), or free form Note (80 characters including spaces).

You may change its status using the "Ready to Submit" drop-down menu, fill in the form fields to change resubmittal values, or enter notes.

When you have finished making changes, click Save. A confirmation with the number of detail lines updated will display.

Chargebacks - (Fill in DM #:488764 CM #:8272188521 CB i Chg Date: Chg By:	1: 5455913 Line:150785								1.0		
	and the second s	227 Credit Status	FULL Rejection Co	de:			2	10 per pa			-
			ENGE 20 VIAL X10 C	T US FS					Ready to result No Action	imit	_
				100					Available Hold		_
Stage Cust ID Contra	t# NDC		Contract Ext	Ver Amt	inv #	~~ In		Notes	0		©
Original											
Adjusted											
Resubmit	ginal fp038181	509534-01	58160084252	-1	400.50	330.50	-70.00	-15.00	11018465732	12/17/2018	1
DM #:488	justed FP038181	509534-01		0	378.00	323.00	-55.00				1
Re	submit									2	
Adjusted St	Date: Chg By:	Contract II	NDC	Qly	Unit S	Contract \$	Ext Amt	Var Amt	Inv #	Inv Date	tatus Available
Or	ginal	100034-01	58160082152	2	188.50	458.50	266.00	0.00	11018822569	04/02/2019	- 1
DM #:488	usted	SUBDA-D		0	1882.00	445.00	0.00	-			
Chg	Date: Chg By:		NA. 845 (19.46.)							-	tatus Available
Sta Sta		Contract #	NDC	Qty	S	S S	Amt	Var Amt	inv#	Inv Date	Notes 🗩
	ginal	108634-01	58160084252	1	400.00	345.30	55.00	0.00	11018698852	12/17/2018	
	justed	108594-01	-	0	378.00	303.00	0.00	$\left \right $			4
Re	submit			L	1					I	nload All Details Save 3



Chargebacks How do I resubmit chargebacks in a batch fashion?

To resubmit a chargeback in a batch fashion, use the Global Update Tool. Start by following the steps for "<u>searching a chargeback by detail line</u>" and then continue with the steps below.

- 1 Click **Global Update Tool** at the bottom of the search results.
- One or more of the following fields must be populated for Resubmission: Customer ID (e.g., Member DEA, HIN, 340B, PRSL), Contract # (e.g.,507689-15), or free form Note (80 characters including spaces).

You may change its status using the "Ready to Submit" drop-down menu, fill in the form fields to change resubmittal values, or enter notes.

Click Submit. A confirmation with the number of detail lines updated will display and will be available to view by selecting the row.

	Ву:									St	atus Available	_		
Stage		Contract #	NDC	Qty	Unit \$	Contract S	Ext Amt	Var Amt		Inv Date	Notes 👝			
Original	Second and	508534-01	58160084252	-1	400.00	100.80		-15.00	11018465732	12/17/2018				
Adjusted	17538181	108534-01		0	176.00	825.00	-55.00							
Resubmit														
			Previous I	Page	1 2 3	15077	Next F	1 Page >	Global Update		load Al Details Serve			
This website is Trademarks ar	s funded and deve re owned by or lio	aloped by GSK.This	I Terms of Use I E s site is intended fo group of companie: oduced in USA.	r US hea		ofessionals	i only.			GSK is H Contact	ere to Help!		©	
			Chargebac	ks										
		Debit Memo	Search Detail Sea	reh (Re	submittal L	og) (Mans	al Chargeba	acks Temp	late					
	2	Global Updat Update Resu	te Tool abmittal fields based of	n selected	criteria									
					Char	nge Values 1	Го:							
			Update Resubr	nittal Value	e 📃									
_				To Value	c									
			Update Resubm	ittal Status	c 🗌									
	\bigcirc		Ado	I Comment										
					For	All Lines Wh	ere:							
			Line Cr	edit Status										
			Line Resubm					_						
			Line Reje			_								
			Line Keje			_								
				Filter									_	
				and										
				and				3	Submit					



Chargebacks How do I view the chargebacks I've resubmitted today?

To view, follow the steps below.

- Log in to your GSK eCustomer Solutions account.
- Click Chargebacks in the navigation at the top of the page or click Access Chargebacks in the Contract Information & Chargeback section on the homepage.
- 3 Click **Resubmittal Log** below the yellow bar at the top.
- A list of detail lines ready for resubmittal will appear. These chargebacks will be resubmitted for processing and will be available to view by selecting the row.

	ions ips. Produ	cts Chargebacks Con	tracts Product Dating	Trade Information
Chargebac	ks 3	2		
Debit Memo Search Detail Sear	Resubmittal Log Manual Chargebacks Te	mplate		
Resubmittal Log	Previous Pa	ige 1 Next Page ≯	Show	10 per page
View all detail lines marked as Rea	dy for Resubmittal			
Debit Memo # 🛧	Credit Memo # **	Chargeback # 🛧 🎔	Resubmit Amount	# Lines
CR24805662	8272009074	4763083	\$520.00	4
				Download All Details
	C Previous Pa	go 1 Next Page >	Stow	10 per page
	C Previous Pa	ge 1 Not Page >	Stew	10 per page



Chargebacks How do I use the manual chargebacks template?

The manual chargebacks template is available for download on the Chargebacks page:

- Log in to your GSK eCustomer Solutions account.
- 2 Click Chargebacks in the navigation at the top of the page or click Access Chargebacks in the Contract Information & Chargeback section on the homepage.
- Click Manual Chargebacks Template below the yellow bar at the top. The template will automatically download to your computer as a file called "CARS-MANUAL-CHARGEBACKS-TEMPLATE.xls".
- Open the file and enter the information for the chargeback.
- 5 Once you've completed the form, email it to your assigned GSK Chargebacks Analyst.

	(Products)	Chargebacks Contracts	Product Dating Trac	de Information
Chargebacks	3	2		
mo Search Detail Search Resubmittal Log	Manual Chargebacks Template)		_
mo Search	Previous Page	Next Page >	Show 10 per page	GO
or Debit Memos which match ALL the following crite	eria:			
Debit Memo #:				
Credit Memo #:				
Chargeback #:				
Distribution Center:	tion is Panding Delation)	or specify ID		
Date Range:	from	to (t	mm/dd/yyyy)	
Submit Type:				
Chargeback Status:				
Filter.				
and:				
and:				
			Search Download A	/I Details
	no Beech Detail Search Resubmittal Log mo Search Debit Memos which match ALL the following ort Debit Memos which match ALL the following ort Debit Memo # [Chargebacks	Chargebacks ordall Search Resubmittal Log Manual Chargebacks Templation mmo Search	2 Dear Bances Resubmittat Log Renaul Chargebacks Template more search • Pervious Page Not Page 3 more Search • Pervious Page Not Page 3 Stow 10 per page more Search • Pervious Page Not Page 3 Stow 10 per page more Search •



Note: Use the orange boxes at the top of the template as guidance for the kind of information to enter in each column.



Chargebacks How do I download all details?

If you would like to download all chargeback details, follow the steps below:

- Log in to your GSK eCustomer Solutions account.
- 2 Click Chargebacks in the navigation at the top of the page or click Access Chargebacks in the Contract Information & Chargeback section on the homepage.
- You will automatically be taken to the Debit Memo Search page. Complete your search and then click Download All Details in the bottom right corner of the page.
- A file called "download_chargeback.csv" will automatically download to your computer.
- 5 You may also download all details by clicking the same Download All Details button that appears on the Detail Search and Resubmittal Log pages.

	eCustomerSolutions Solutions right at your fingertips.	Products Chargebacks Contracts	Product Dating Trade Information
3	Chargebac 5	2) (Manual Chargebacks Template)	
	Dabit Memo Search	✓ Previous Page Next Page ✓	Show 10 per page GO
	Search for Debit Memos which match ALL the following crit	aria:	
	Debit Memo #:		
	Credit Memo #:		
	Chargeback #:		
	Distribution Center:	or specify ID	
	Date Range:		(mm/dd/yyyy)
	Submit Type:		
	Chargeback Status:		
	Filter:		
	and:		
	and:		







Contracts How do I search customer contract eligibility?

Follow these steps to search for a customer contract eligibility:

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
- 3 You will automatically be taken to the Customer Contract Eligibility page. Enter as much information as you want and click **Search**.
- All contracts that match your search criteria will appear. Click **Previous Page** and **Next Page** to advance to the next page of search results or go back to a previous page.

eCustomerSolutions Solutions right at your fingertips.	Welcome, John My Account Sign Out Contact Products Chargebacks Contracts Product Dating Trade Information
Contract	2
Customer Contract Eligibility Contract Search Customer Product	cts and Pricing Contract changes
Customer Contract Eligibility - Customer Search	Previous Page 1 2 3 17802 Next Page> Show 10 per page
Search and select an individual customer to view contract eligibility.	
Customer Reference ID: DEA#	(example: DEA: AN1234567; HIN: ABC123456)
Customer Name: Starts With	
Address Line 1: Starts With	
City/State/Zip:	SELECT A STATE
	3 Search
Customer AV	Reference ID AV
NUMBER OF A DESCRIPTION	Select
AND DESCRIPTION OF THE PARTY OF THE PARTY OF THE	Select
And COLUMN ADDRESS TO A DRESS TO A DRESS OF	Select
State and a second framework	Salart
ALCOHOLD ALCOHOLD ALCOHOLD ALCOHOL	
	Select
THE R PART OF LOT OF A COMPACT. AND	
TO SHARE AN ADDRESS OF ADDRE	Select



Contracts How do I download a customer contract eligibility detail?

To download a customer contract eligibility detail, start by following the steps for "<u>How do I search for</u> <u>a customer contract eligibility?</u>". Then, follow the steps below:

- When you find the desired customer contract eligibility in the search results, click **Select**.
- 2 On the next page, click **Download** at the bottom of the page. A file called "customer_contract_ eligibility.csv" will automatically download to your computer.

Contract						
Customer Contract Eligibility C	Contract Search Customer Products	and Pricing Contract	t changes			
Customer Contract Eligibility		Previous Page 1	Next Page>	8	now 10 per page	
 Show contracts that were elig Show contracts that are goin 	ng to be added to this customer	04/2019)				
Show contracts that were elig	igible with this customer ng to be added to this customer	04/2019) Contract # 🔨	Market Type	Contract Eligibility Effective Date ▲▼	Contract Eligibility Expiration Date A	
Show contracts that were elig Show contracts that are goin Show all contracts for this cu	igible with this customer ng to be added to this customer ustomer Price Group		Market Type	Contract Eligibility Effective Date A	Contract Eligibility Expiration Date ++ 08/30/2021	Rx
 Show contracts that were elig Show contracts that are goin Show all contracts for this cu Contract Title <>	igible with this customer ng to be added to this customer ustomer Price Group Description AV	Contract # ▲❤	a state of the second second	Effective Date AY	Expiration Date	R _x R _x
Show contracts that were elig Show contracts that are goin Show all contracts for this cu Contract Title	igible with this customer ng to be added to this customer ustomer Price Group Description A	Contract # ▲♥	407	Effective Date AV 07/01/2018	Expiration Date ** 06/30/2021 06/30/2021	-
Show contracts that were elig Show contracts that are goin Show all contracts for this cu Contract Title	igible with this customer ng to be added to this customer ustomer Price Group Description A	Contract # ▲♥	407	Effective Date ** 07/01/2018 02/01/2019	Expiration Date ** 06/30/2021 06/30/2021	Rx

(i)

Note: On this page, you may also change the type of contracts that appear for this customer.



Contracts How do I search products on a customer contract eligibility?

To search products on a customer contract eligibility, first follow the steps for "<u>How do I search a customer</u> <u>contract eligibility?</u>". Then follow the steps below:

- When you find the desired customer contract eligibility, click **Select**.
- On the next page, click the ^R_X icon to go to the Customer Contract Eligibility – Product Search page.
- 3 Enter as much information as you can and click **Search**.
- All products on the customer contract eligibility that match your search criteria will appear at the bottom of the page.

		s and Pricing Contrac	ct changes				
Customer Contract Eligibility		Previous Page 1	Next Page>		Show 10 per page		
	NUMBER OF STREET						
Contracts							
 Show contracts currently active 		(09/2019)					
Show contracts that were eligib							
Show contracts that are going to							
Show all contracts for this custo	omer						
Contract Title	Price Group	Contract # AY	Market Type	Contract Eligibility	Contract The	bility	
Contract file A	Description AY	Contract # ***		Contract Eligibility Effective Date AV 07/01/2019	Exp	~~	
March 10 concepts	UTE 04 (81)	52**58-00 52**08-01	GPONAGE UTS	07/01/2019	12/	R _k	
And the second second	7.42.58 (84)	Marchaeler.	1.76	0//01/2019	06/30/2	P _x	6
						Download	
					Welcome,	John My Ac	count Sign Out Conta
(c)	eCustomerSol	utions					
· · · · · · · · · · · · · · · · · · ·	Solutions right at your fine	gertips.	Produe	cts Chargebacks) Contracts	Produc	t Dating (Trade Informat
About G							
This web							
Tradema							
©2019 G	Contract						
	Customer Contract Eligibility	(Contract Search) (G	Customer Products and Pricing	Contract changes			
	Customer Contract Eligibility	(Contract Search)	Customer Products and Pricing	Contract changes			
	Customer Contract Eligibility Customer Contract Eligibility - I			Contract changes	Next Page>		Show 10 per page
			< Pr		Next Page>		Show 10 per page
		Product Search	< Pr		Next Page>		Show 10 per page
	Customer Contract Eligibility - I	Product Search	< Pr	evious Page 1 2 3 12	Next Page>	e)	Show 10 par page
	Customer Contract Eligibility - I Product I	Product Search Description:	< Pr	evious Page 1 2 3 12	Up to 70 characters		Show 10 per page
	Customer Contract Eligibility - I Product I	Product Search	< Pr	evious Page 1 2 3 12	Up to 70 characters		Show 10 per page
	Customer Contract Eligibility - I Product I	Product Search Description:	< Pr	evious Page 1 2 3 12	Up to 70 characters	999999999)	Show 10 per page
	Customer Contract Eigibility - I Product I N Gr	Product Search Description:	< Pr	evious Page 1 2 3 12	Up to 70 characters	999999999)	Show 13 per page
0	Customer Contract Eligibility - I Product I N Gr Products	Product Search Description: DC Number: DC Number:		evious Page 1 2 3 12	Up to 70 characters	999999999)	Bhow 10 per page
0	Customer Contract Eligibility - I Product I N Gr Products * Show products currently	Product Search Description: DD Number: aneric Name: active on this contract (evious Page 1 2 3 12	Up to 70 characters	999999999)	Show 10 per page
	Cuatomer Contract Eigibility - I Product I N Gr Products Show products currently Show all products that w	Product Search Description: Des		evious Page 1 2 3 12	Up to 70 characters	999999999)	Show 10 per page
0	Customer Contract Eligibility - Product I N Gr Products Show products currents Show all products that the Show all products for thi	Product Search Description: Description: DC Number: Contract (anneric Name: contract (are on this contract (a contract)	< P	evious Page 1 2 3 12	Up to 70 characters	999999999)	Bhow 10 per page
	Cuatomer Contract Eigibility - I Product I N Gr Products Show products currently Show all products that w	Product Search Description: Description: DC Number: Contract (anneric Name: contract (are on this contract (a contract)	< P	evious Page 1 2 3 12	Up to 70 characters	999999999)	Shore 10 per page
0	Customer Contract Eligibility - Product I N Gr Products Show products currents Show all products that the Show all products for thi	Product Search Description: Description: Do Number: aneric Name: active on this contract (sontract sontract sontract sontract sontract	(P	evious Page 1 2 3 12	Up to 70 characters	999999999)	Blow 10 per page
0	Customer Contract Eligibility - Product I N Gr Products Show all products for thi Show all products for thi Show all products for thi Show all products for thi Show all products for thi	Product Search Description: Description: Do Number: aneric Name: active on this contract (sontract sontract sontract sontract sontract	(P	www.mine Proger 1 2 3 12	Up to 70 characters	999999999)	Show 10 per page
	Customer Contract Eligibility - Product I N Gr Products Show all products for thi Show all products for thi Show all products for thi Show all products for thi Show all products for thi	Product Search Description: Description: Do Number: aneric Name: active on this contract (sontract sontract sontract sontract sontract	(P	www.mine Proger 1 2 3 12	Up to 70 characters	999999999)	
0	Customer Contract Eligibility - Product I N Gr Products Show all products for thi Show all products for thi Show all products for thi Show all products for thi Show all products for thi	Product Search Description: Description: Do Number: aneric Name: active on this contract (sontract sontract sontract sontract sontract	(P	www.mine Proger 1 2 3 12	Up to 70 characters	999999999)	
0	Customer Contract Eligibility - Product I N Contract Show products currently Show all products for thi Show products for thi	Product Search Description: Description: Do Number: aneric Name: active on this contract (sontract sontract sontract sontract sontract	(P	woka Page 1 2 3 12	Up to 70 character	399999999) a)	3 Seeth Download
	Customer Contract Eightig- Product I N Cu Product N Cu Products None products that we Show all products that we Show all products that we Show all schwartophot	Product Search Produc	(P	voor Page 1 2 3 12	Up to 70 characteri seese see se or se Up to 80 characteri Contract Price	Gustomer Product Date 🔦	Beach Download Effective Castorer Protot
-	Customer Contract Eligibility - I Product I N Get Products Show products currently Show all products for thi Show all products for thi Show all products for thi Show all active products Show all active products	Product Search Product Search Description: Control Con	(P		Up to 70 characteri 39999-999-99 or 95 Up to 80 characteri Up to 80 characteri Contract Price	Customer Products	Beach Download Effective Castorer Protect Experior Date Art 06050021
-	Customer Contract Eightig- Product I N Cu Product N Cu Products None products that we Show all products that we Show all products that we Show all schwartophot	Product Search Produc	(P		Up to 70 characteri 55595 690-96 or 56 Up to 80 characteri	Gustomer Product Date 🔦	Beach Download Effective Castorer Protot



Contracts How do I download products on a customer contract eligibility?

Follow the steps below for an automatic download:

 Go to the Customer Contract Eligibility – Product Search page and click Download. A file called "customer_products.csv" will automatically download to your computer.

Generic Name: (b) to 80 characters) Products Show products currently active on this contract Show all products for this contract Show all products for this contract Show all products for this contract Show all products for this contract Show all products for this contract Show all products for this contract Show all active products and their prices for this contract Show all active products and their prices for this contract Show all active products and their prices for this contract on date:
Show all products surrently active on this contract. Show all products that were on this contract. Show all products that were on this contract. Show all products that are going to be added to this contract. Show all active products and their prices for this contract on date: Contract Product Back Start Enk KT MDC ▲ Contract Product Start Enk KT MDC ▲ Contract Product Start Enk KT MDC ▲ Contract Product Start Enk KT MDC ▲ MDC ▲ Contract Product Start Enk KT MDC ▲ MDC ▲ Contract Product Start Enk KT MDC ▲ MDC → MDC → MDC ▲ MDC → MDC ▲ MDC → MDC →
Show all products that were on this contract Show all products that were on this contract Show all products and their prices for this contract Show all active products and their prices for this contract Mot A Contract Pres Contract Contract Pres Contract Contract Pres Contract Contract
Show all products for this contract. Show products that are going to be added to this contract. Show products that are going to be added to this contract. Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract. Optimized Description
Show all products for this contract Show products that are going to be added to this contract Show products that are going to be added to this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active products and their prices for this contract on date: Image: Show all active prices for this contract on date:
Show products that are going to be added to this contract Show all active products and their prices for this contract on date: Ender Development Product Description ▲ NDC ▲ Contract Price Development Development Development Development Development Product Description ▲ NDC ▲ Contract Price Customer Product Effective Development Customer Product Effective Development Customer Product Effective Development Description ▲ Descriprocreverting A Description ▲
Show all active products and their prices for this contract on date: Search Development Product Description ▲▼ NDC ▲▼ Contract Price Development Development Development Product Description ▲▼ NDC ▲▼ Contract Price Development
NDC ▲ Contract Process Customer Product Effects Outstomer Product Effects Outstomer Product Effects Outstomer Product Effects Outstomer Product Effects Deschort Deschort <thdeschort< th=""> Deschort Deschort<!--</th--></thdeschort<>
VPMOUL Description VDC V Dext Expiration Data Area VPMOUL Description 0017030820 V 07710319 06300201 VELLUBUTIRN SR TAB 300MG 606 0017072020 V 01012019 06300201 VELLUBUTIRN SR TAB 100MG 605 017030820 V 01012019 06300201 VELLUBUTIRN SR TAB 100MG 605 0107037555 V 01012019 06300201 VENTOLIN HFA AN LER DO EXACT'IN INST 00170308224 V 010101019 06300201 VENTOLIN HFA AN LER DO EXACT'IN INST 00170308224 V 010101219 06300201 VENTOLIN HFA DOI HFA DO INH AER 186 200ACTN US/T 00170308224 V 01010219 06300221 VENTOLIN HFA DOI
wellburns Rr Tab 200MG 668 00173072200 01012019 06302221 wellburns Rr Tab 100MG 60 8. 17301355 01712019 06302221 wellburns Rr Tab 100MG 60 8. 10730555 01712019 06302221 velnburns Rr Tab 100MG 60 5. 001730552 017012019 06302221 velnburns Rr Tab 200MG 60 5. 00173058224 017012019 06302221 velnburns Rr Tab 200MC 10427 0017305822 01012019 06302221 velnburns Rr Tab 200MG 60 30 0017305822 01012019 06302221
WELLBUTRN SR TAB 150MG 60 S. 173013955 010112019 06300201 WELLBUTRN SR TAB 100MG 60 S. 0173094755 010112019 06300201 VENTOLIN HTA INH AER 00 COACTN INST 00173086224 010112019 06800201 VENTOLIN HTA INH AER 165 200ACTN US/T 00173086224 010112019 06800201 VALTREX CAPLET 500MG X80 00173093310 01012019 06300201
well.BultRin SR TAB 100MG 60 S 00173944755 01012019 06302621 vENTCLIN. IFA INH AER DG GACTIN INST 00173058224 01012019 063002021 VENTCLIN. IFA DN HAER 160 G200ACTN US/T 00173093310 010101019 063002021 VALTREX CAPLET 500MG X80 0017303310 01012019 06300201
VENTOLIN HFA INH AER DC 60ACTN INST 00173068224 01/01/2019 06/30/2021 VENTOLIN HFA DC INH AER 18G 200ACTN US/T 00173068220 01/01/2019 06/30/2021 VENTOLIN HFA DC INH AER 18G 200ACTN US/T 00173068220 01/01/2019 06/30/2021 VALTREX CAPLET 500MG X90 00173093310 01/01/2019 06/30/2021
VENTOLIN HFA DC INH AER 186 200ACTN US/T 00173088220 01/01/2019 0600/2021 VALTREX CAPLET 500MG X90 00173093310 01/01/2019 0630/2021
VALTREX CAPLET 500MG X90 00173093310 01/01/2019 06/30/2021
VALTREX CAPLET 500MG 100 S UD 00173093356 01/01/2019 06/30/2021
VALTREX CAPLET 1G X90 00173056510 01/01/2019 06/30/2021



Contracts How do I search contracts?

Searching for a contract is similar to searching for a customer contract eligibility:

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
- Click **Contract Search** at the top, below the yellow bar.
- Fill out as much information as you want and click Search.
- 5 All contracts that match your search criteria will appear at the bottom of the page.

eCustomer Sol	utions		V	Velcome, John My A	ccount Sign Ou	t Cor	tact U
 Solutions right at your fing 	ertips.	Products	Chargebacks	Contracts Produc	ct Dating Trac	de Inform	ation
Contract	3 Contract Search Customer Pr	oducts and Pricing Co	ontract changes	2			
Contract Search		<pre>< Previous Page 1 2</pre>	3 25 Next Page>		Show 10 per page		
Contract Status	ntract Title:				4	Search	
Contract Title	Price Group Description AV	Contract # 🔨	Market Type	Contract Effective Date	Contract Expiration Date		
Contract Title		Contract # 🛧	Market Type 🔨				R _k
	Description AY			Date AY	Date AY		R _x R _x
	Description A*	404885-01	10001048	Date AV 07/01/2008	Date AY 12/31/2020	-	
108700 (MCONE) ML28000-00	Description AV	404885-01 405046-01		Date ★★ 07/01/2008 10/12/2009	Date AV 12/31/2020 12/31/2020		R
Internet wellings Internetion	Description AV	40480-01 405046-01 405080-01	CONCUME CONCUME 2000	Date ▲ 07/01/2008 10/12/2009 10/01/2010	Date <		R _x R _x



Note: If you are a Wholesaler/Distributer, you will see all contracts associated with your search criteria. If you are a Contract Holder, the results will only display your assigned contracts.



Contracts How do I search customers on a contract?

To find a customer on a contract, start by following the steps for "<u>How do I search contracts?</u>". Then:

- When you find the desired contract, click the icon to go to the Contract Search Customer Search page.
- 2 Enter as much information as you want and click **Search**.
- 3 Customers on the contract that match your search criteria will appear at the bottom of the page.
- To download the search results, click **Download**, and a file called "contract_customer.csv" will automatically download to your computer.

Please enter a contract number or c	contract title or select status							
Contract M								
	-OR-							
Contra	ct Title:							
Contract Status								
Show contracts currently activ	ve (active as of 10/07/2019)							
 Show all contracts 								
Show contracts that are going	g to be active in future							
						-		
						Search		
Contract Title 🔨	Price Group Description	Contract # A¥	Market Type 🔨	Contract Effective Date	Contract Expiration Date			
	and designed	40.000 C	(constructioning)	07/01/2008	12/31/2020	R R		
No. (1993) 111	or access	100000-01	consect units	10/12/2009	12/31/2020			
and the	and the second	100000-01	1980	10/01/2010	12/31/2019	R R	0	
	Customer Solutions right at you	act	Customer Products and Pri	cling Contract changes	cks Contract	ts Product Dat	ting Trade	Information
	Solutions right at you	act Contract Search	Customer Products and Pri	cing Contract changes	cks Contract		ing Trade	Information
	Solutions right at you Contract Contract Bearch - Custor	act Centract Search mer Search	Customer Products and Pri	cing Contract changes	Next Page>		ihow 10 per page	Information
	Solutions right at you Contract Contract Bearch - Custor	act Contract Search	Customer Products and Pri C Previous	cing Contract changes	Next Page>	8	ihow 10 per page	Information
	Solutions right at you Contract Contract Bearch - Custor	act Illey Coninet Server mer Search mer Reference ID: Dr	Customer Products and Pri Providers	cing Contract changes	Next Page>	8	ihow 10 per page	Information
	Solutions right at you Contract Contract Bearch - Custor	act illey Contract Search mer Search mer Reference ID: DI Customer Name: St	Customer Products and Pri Providers	cing Contract changes	Next Page> (example: DEA: A)	8	ihow 10 per page	Information
	Solutions right at you Contract Contract Bearch - Custor	act illy Contract Search mer Search mer Reference ID: [X] Customer Name: [St Address Line 1: [St	Customer Products and Pri Providers	Page 1 2 3 — 53	Next Page> (example: DEA: A)	8	ihow 10 per page	Information
	Solutions right at you Contract Contract Eligib Contract Search - Contract Customer Source - Customerers	act III'') Convect Search mer Search mer Reference ID: Di Customer Name: Bi Address Line 1: Si City/State/Zip: [Customer Products and Pri Providers	olog Contract changes Page 1 2 3 53 1 SELECT A STATE	Next Page> (example: DEA: A)	8	ihow 10 per page	Information
	Solutions right at you Contract Contract Eligib Contract Search - Contract Customer Source - Customerers	act ility Contract Search mer Search Customer Name: Address Line 1: City/Btate/Zp: urrently active on this o	Customer Products and Pri	olog Contract changes Page 1 2 3 53 1 SELECT A STATE	Next Page> (example: DEA: A)	8	ihow 10 per page	Information
	Solutions right at you Solutions right at you Contract Class Contract Search - Contor Contract	act (Context Search mer Search Costomer Nears Costomer Nears Chyllisher 229: Chyllisher 229: Chyllish	Castomer Products and Pro	olog Contract changes Page 1 2 3 53 1 SELECT A STATE	Next Page> (example: DEA: A)	8	ihow 10 per page	Information
	Solutions right at you Solutions right at you Contract Search - Custon Contract Search - Custon Custoners Custoners Show custoners 1 S	act (Context Search mer Search Costomer Nears Costomer Nears Chyllisher 229: Chyllisher 229: Chyllish	Castomer Products and Pro	olog Contract changes Page 1 2 3 53 1 SELECT A STATE	Next Page> (example: DEA: A)	8	ihow 10 per page	Information
	Solutions right at you Solutions right at you Contract Clubb Contract Sourch - Coutor Contract Sourch - Coutor Contract Sourch - Coutor Coutor Source Contract Sourch - Coutor Coutor Source Contract Source - Coutor Coutor Source Contract Source - Coutor Coutor Source Contract Source - Coutor	act (Context Search mer Search Costomer Nears Costomer Nears Chyllisher 229: Chyllisher 229: Chyllish	Castomer Products and Pro	olog Contract changes Page 1 2 3 53 1 SELECT A STATE	Next Page> (example: DEA: A)	8	Incur 10 per page	writed
	Solutions right at you Solutions right at you Catatome Contract Search - Caston Contract Search - Caston Custon Custon Custoners Solutioners Solution	act (Context Search mer Search Costomer Nears Costomer Nears Chyllisher 229: Chyllisher 229: Chyllish	Castomer Products and Pro	Page 1 2 3 53 (SELECT A STATE	Next Page0	N1234567; HN: ABC1234	Now 10 per page (56)	witted
	Solutions right at you Solutions right at you Contract Clubb Contract Sourch - Coutor Contract Sourch - Coutor Contract Sourch - Coutor Coutor Source Contract Sourch - Coutor Coutor Source Contract Source - Coutor Coutor Source Contract Source - Coutor Coutor Source Contract Source - Coutor	act (Context Search mer Search Costomer Nears Costomer Nears Chyllisher 229: Chyllisher 229: Chyllish	Castomer Products and Pro	Page 1 2 3 53 (SELECT A STATE))	Next Page)	N1234567; HN: ABC1234	Now 10 per page 156) Beach DC Cautomer Eligits Experieto Dette	witted
0	Solutions right at you Solutions right at you Catatome Contract Search - Caston Contract Search - Caston Custon Custon Custoners Solutioners Solution	Act Marken Control Co	Customer Products and Pri Previous EA4 arts Win arts Win customer (setIve as of 1004/201 x di to Bhi contract	Page 1 2 3 53 (1) BELECT A STATE 2) Reference D	Next Pago?	N1234567; HN: ABC1234	Now 10 per page (56)	witted
	Solutions right at you Contract Search - Custor Contract Search - Custor Custorers Show customes 1 Show customes 1 Show customers 1	Act Control Control Control mer Baterines D: Control Customer Name: Control Address Line 1: Son Chyllitetwidge: Control Chyllitetwidge: Control Chyllitetwidge: Control and area on this contract and area on this contract and area on this contract	Customer Products and Pri Previous EA4 arts Win arts Win customer (setIve as of 1004/201 x di to Bhi contract	Page 1 2 3 53 1	Next PageS	N1234567; HN: ABC1234	Now 10 per page 156) Beach DC Cautomer Eligits Experieto Dette	witted
0	Solutions right at you Control Control Control Control Control Sauch - Caston Customers Show customers II Show customers	act (Context Search mer Search Conterner Name: (B) Address Line 1: (B) Chyllister 20; (C) Liny Hanner 20; (C) Chyllister 20; (C) a for the contract	Costomer Products and Pro- « Prenouse arts With arts With	Page 1 2 3 53 (1) BELECT A STATE 2) Reference D	Next PageS		Nov 10 per page 156) Bearch Dr Customer Eight Expertion Detter 1221:0220	witted



Contracts How do I search a customer's products and pricing?

To find a customer's products and pricing:

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
- 3 Click **Customer Products and Pricing** at the top, below the yellow bar.
- Fill out as much information as you want and click **Search**.
- 5 All customers that match your search criteria will appear at the bottom of the page.
- 6 When you find the desired customer in the search results, click **Select**.
- All products and pricing for that customer will appear at the bottom of the page.

					14/- 1-	ama laka Ma Aa	Size Out	Contract		
gsł	eCustomerSolu		_	$\neg \frown$			count Sign Out		IS	
	ooduono ngin ai you nige	nipu.	Produ	cts Charg	gebacks Cont	racts Product	Dating Trade	Information		
	Contract		3		C C	2				
	Customer Contract Eligibility	Contract Search Customer	r Products and Pricing	Contract chang	05					
	Customer Products and Pricing -	Customer Search	(P	ovious Page 1 2 3	263 Next Pa	~	Show 10 per page			
H	-					907	GHOW TO BEL Palle			
	Search and select an individual o	erence ID: DEA#	luct pricing.		(example: DF	A: AN1234567; HIN: ABC	123458)			
		mer Name: Starts With			(usumple: De		120400)			
		ass Line 1: Starts With							0	
		/State/Zip:								
	City	vState/Zip:		Alabama						
								Search	4	
	Customer AV		Referen	ce ID 🔺						
	100000000	and the second s		streng for			Select			
	1	sector and sector and					Select			
	and the second second		10.000				Select			
	a country ficant and research	10.12 A. MOTO		and the second						
	the same and the trib + band						Select	6		
	the transmitter of the second	1782 AL 18180					Select			
				-			Select			
	And the second s	Contraction of the local	1000	alization for			Select			
_		Show all active	products and their p	ices for this custon	ner on date:					
										Search
		Product Description		Contract Price	Customer Product Effective Date	Customer Product Expiration Date	Contract Title 🔨	Price Group Description	Contract # **	Market Type
	7	FLU.QIV PRTC X10 CT US NH	58160090752	0.101.005	-	0000000	1012030	10.00	801738-02	
		Q-QIV PRTC X10 LF CT US NH	19515091252	1.11.00	-	00.00.000	101100	-	101735-02	1000
		FLU.QIV PRTC X10 CT FS US NH	r 58160069852	110.00	-	04/06/2020	THE OWNER	ALC: NO	81738-68	
		Q-QIV PRTC X10 LF CT FS US NH	19515090952	110.00	-	100100-0000	585.052P*	The state	801739-02	-
		FLL QIV-PLUS VIAL 10D FS US NH	19515090011	0.40.88		-	10111120	10.00	801738-62	
		FLL QIV PRTC X10 LF CT FS US NH19	19515090652	1.11.00	-	100.0000	0412527*	20.00	801735-02	-



Contracts How do I view my contract changes that have occurred in the past 21 days?

To view a list of contract changes, follow the steps below:

- Log in to your GSK eCustomer Solutions account.
- 2 Click **Contracts** in the navigation at the top of the page or click **View Contract Information** in the Contract Information & Chargeback section on the homepage.
- 3 Click **Contract changes** at the top, below the yellow bar.
- Click on one of the numbers in the last two columns to see more change details.

eCustomerSolutions Solutions right at your fingertips.		Welcome, John My Account Sign Out Contact Us Products Chargebacks Contracts Product Dating Trade Information				
Contract (Search) Customer Products and Price Customer Products and Price Customer Contract Eligibility Contract Search) Customer Products and Price Price Customer Products and Price Price Customer Products and Price Pri						
Contract Changes - Activity Log		≮ Previous Page 1 Next Page>		`	Show All	
Changes include Ne	w Contract Awards, Product Changes, and (Customer Eligibility Changes. Requested Activity Log:	10/18/2019			4
Change Type 🛧 🗸	Contract Title 🛧	Price Group Description	Contract # 🔨	Market Type 🔨	Customer Eligibility Changes AV	Product Pricing Changes AV
Amended	MR ACCORD FOR TIGS	and second		1000	0	0
Amended	scotting processing development	OF BUILDING		1000	0	0
Amended	ACTING ACCOUNTS FOR THE A	off second		10000	0	0
Amended	THE PROPERTY AND	CONTRACTOR NO.		1.	0	0
Amended	Cont. Propriet 2000 Test	100.004	10.000	1090	0	0
New	Cites. Phones 2000 Test	1.00.00.000	10.000	6790	0	0
INOW		oper management	40000000000000000000000000000000000000	1000	0	0
Amended	PLANE AND ADDRESS OF	1.000				
20171204	Auto and an article	ALT (0.01)	11.0000-11	1007	0	0
Amended				1417	0	0
Amended Amended	1988 (117 A.T 16 Mar)	N/ 9181				
Amended Amended Amended	Connect 2017 Aug Connection Connect 2017 Aug Connection		1.0000.00	1000	0	0
Amended Amended Amended Amended	Connect 2017 Aug Connection Connect 2017 Aug Connection	N/101201 0001401/10148010 000 Num101201	1.000.0	161275 161275	0	0
Amended Amended Amended Amended Amended	Season 2011 A. Conciliant Season 2011 Radio (cm. Sant	NUT OF OTH THE ADD TO LODG OF THE ADD TO LODG ADD TO LODG ADD TO LODG	2 - 1000 - 21 2 - 1000 - 21 2 - 1000 - 21	80070 80070 80070	0 0 0 0	0
Amended Amended Amended Amended Amended Amended	Team 21" 5." on last Team 21" found on last Team 21" found on last Team 21" found for last Team 21" found for last	N/ 10.071 Dec alto/10.085 0 Dea 10.071 Dea 10.071 Dec 10.071 Dec 10.085	11 0000 01 11 0000 01 11 0000 01	10075 10075 10075 10075	0 0 0 0	0 0 0 0
Amended Amended Amended Amended Amended Amended Amended	News 27" 62" on Ne News 27" 648 on Ne News 27" 648 on Ne News 27" 648 on Ne Ness 27" 648 on Ne	ACTORY Incomposition (Composition) Automatical	11000-0 11000-0 11000-0 11000-0 11000-0	2012/19 2012/19 2012/19 2012/19 2012/2012	0 0 0 0 0 0	0 0 0 0 0 0