

Message

From: Pea, Suzanne [suzanne.pea@covidien.com]
Sent: 9/19/2012 3:50:37 PM
To: Saffold, George R [George.Saffold@Covidien.com]
Subject: RE: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA [<AX290>]

thanks

From: Saffold, George R
Sent: Wednesday, September 19, 2012 10:44 AM
To: Pea, Suzanne
Cc: Griffin, Rochelle M; Weiss, Kathy
Subject: Re: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA [<AX290>]

Just to clarify this came from Covidien Device Customer Service. I'll let the folks in Mansfield know

On Sep 19, 2012, at 10:41 AM, "Pea, Suzanne" <suzanne.pea@covidien.com<mailto:suzanne.pea@covidien.com>> wrote:

I also noticed that I had not been copied earlier either, so I must not be on the pharma support distribution list

From: Pea, Suzanne
Sent: Wednesday, September 19, 2012 10:39 AM
To: Griffin, Rochelle M
Cc: Saffold, George R; Weiss, Kathy
Subject: RE: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA [<AX290>]

This looks inappropriate to send to everyone to me. I would think this needs to go to quality or product safety, etc. very strange. Maybe George Saffold should address with his staff and make sure this gets to the right area.

From: Weiss, Kathy
Sent: Wednesday, September 19, 2012 10:30 AM
To: Griffin, Rochelle M
Cc: Pea, Suzanne
Subject: RE: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA [<AX290>]

I did not get this until you sent it. Should you ask the customer service dept this question?

From: Griffin, Rochelle M
Sent: Wednesday, September 19, 2012 10:27 AM
To: Pea, Suzanne; Weiss, Kathy
Subject: FW: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA [<AX290>]

Should this have gone to all of Pharmaceuticals?

Thanks
Rochelle

From: Covidien Customer Service
Sent: Wednesday, September 19, 2012 9:12 AM
To: #MKG - Pharmaceutical Support
Subject: Fw: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA [<AX290>]

Good morning,

Please process the below customer request.

Thank you,

Covidien Customer Service
Sent by Carinn K.

Automated Response
Date: Monday, September 17, 2012 3:37:03 PM

Callback Status: EMail Sent

To: tgarcia@smithdrug.com<mailto:tgarcia@smithdrug.com>

Subject: Email Acknowledgement from Covidien

Thank you for contacting Covidien Customer Service. We have received your email and will respond within the following timeframe:

Orders received in good order prior to 5:00 PM Eastern Time will be processed the same day.

Orders received in good order after 5:00 PM Eastern Time may be processed the following business day.

Orders received and processed prior to 3:00 PM Eastern Time will ship the following business day. Delivery and transit time can vary based upon geography and other conditions.

All other requests and inquiries will be addressed within 2 business days of receipt.

Our Customer Service team is available to assist you by phone from 8:00 AM to 6:30 PM Eastern Time, Monday through Friday. If your order/inquiry requires immediate attention, please call us at (800)-962-9888.

Thank you,
Covidien Customer Service
CustomerService@Covidien.com<mailto:CustomerService@Covidien.com>
Fax: 800-637-9775

EMail from Customer
Date: Monday, September 17, 2012 3:37:03 PM

From: tgarcia@smithdrug.com<mailto:tgarcia@smithdrug.com>
To: Covidien Customer Service <US.CustomerService@Covidien.com<mailto:US.CustomerService@Covidien.com>>

Subject: PO#308890 SMITH DRUG COMPANY VALDOSTA, GA
Good afternoon

Could you please advise on the following concealed damages on the PO# listed above? I have also attached pictures.

Item#00406035705?Hydrocodone/Apap 5/500mg?2 each concealed damaged

Thanks

Tessa

Tessa Garcia
Smith Drug Company
1500 Commerce Dr
Valdosta, GA 31601
(229)244-4412 Ext. 6012
(229)244-4413 Fax
[cid:image001398529418658.png]

Attachments:

image001.png<http://tamans-ap293v/inboundattachment/2012-09/image001398529418658.png>
photo (41).JPG<http://tamans-ap293v/inboundattachment/2012-09/photo%20(41)398529418672.JPG>
photo (42).JPG<http://tamans-ap293v/inboundattachment/2012-09/photo%20(42)398529418762.JPG>
photo (43).JPG<http://tamans-ap293v/inboundattachment/2012-09/photo%20(43)398529418849.JPG>

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