



IMPORTANT NOTICE: Changes to the unit of measure (UOM) on some products

On 31 October 2016, Cook Medical will implement a change to the UOM for some products. We are making this UOM change in order to align the packaging quantity with the order unit and quantity.

Only products that are packaged in multiple of 5, 10, 20, or 40 units in a box are affected by the UOM change. Today, these products need to be ordered as individual items and they must be ordered in a quantity that matches their packaging. They are also currently priced as individual items. Starting on 31 October, these products will be sold and priced as a box with a quantity that matches their packaging. Here is an example (for explanatory purposes only).

Current:	RPN: TSCMG-35-260-7-LES	Qty: 5 each @ individual price
Future:	RPN: TSCMG-35-260-7-LES	Qty: 1 box (of 5) @ box price

Pricing: For most items, the UOM will not affect the net price. Prices may be affected by routine contract expiration.

Documents: The UOM change will be reflected on all invoices, pack slips, order confirmations, and shipment confirmations.

Order numbers: The order numbers you currently use will not change.

Our Customer Service team will validate all orders that contain items that are affected by the UOM change. They will confirm that the order quantities and price are correct.

Required action: Update your purchasing systems and catalogues with the new UOM and amended price in order to avoid errors with invoicing and ordering quantity.



If you have any questions, you can contact your local Cook Medical representative or our Shared Service Center at:

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Sincerely,

A handwritten signature in blue ink, appearing to read "Teresa Marnane".

Teresa Marnane

Director - EMEA Customer Operations and Distribution Partnerships

Common questions

Answers to your questions about changes to the unit of measure on some Cook Medical products

Q. Will the product specifications change?

A. No, the product specifications will not change nor will the product packaging.

Q. Will the price of the product change?

A. The net price will not change. Products affected by the UOM change are currently priced by the individual item. Starting on 31 October 2016, these items will be priced by the box.

Q. What action do I need to take?

A. You need to update the UOM in your procurement system. These categories may also need to be updated.

Tenders: The Tenders team will be communicating with all customers who have existing tenders that include products that are affected by the UOM change.

Catalogue: For customers with a Cook-managed catalogue, Cook will proactively update the data in your catalogue for you to accept.

Q. What if I place an order with the incorrect UOM?

A. All orders are monitored for accuracy. If an error is identified on an order, then a member of our Customer Service team will contact you to resolve the discrepancy.