



28<sup>th</sup> October 2020

## **Important Information about MSD Animal Health Product Supply from 1st January 2021**

### **Dear Customer**

I am excited to inform you about some important changes to the supply and distribution of the MSD Animal Health UK Ltd product portfolio. The key driver behind these changes is to be closer to you, our customer. We will assume greater responsibility for our relationship with you and in doing so modernise and future proof our supply chain.

In the last year we have reviewed our route to customer in Great Britain. I believe that through closer commercial relationships, improved inventory management and increased agility, we can better serve your needs. With this in mind, we have decided to create new Next Generation Supply Chain Partnerships with two selected distribution partners.

### **Direct by MSD Animal Health - Distribution partners for companion animal and ruminant products**

I am delighted to announce that following an extensive selection process we have now exclusively partnered with MWI Animal Health (MWI) and National Veterinary Services Limited (NVS) for the distribution of ruminant and companion animal MSD Animal Health products in Great Britain. MWI and NVS will now work alongside us as our distribution partners providing both ordering and distribution services for these portfolios.

From 1st January 2021 you can only order ruminant and companion animal MSD Animal Health products from MWI and NVS. You will be invoiced directly by MSD Animal Health and your existing product discounts, along with a new Partnership discount will be applied to your invoice, thereby aligning pricing elements into a single transaction.

If you are part of a buying group, specific details of what the changes mean will be communicated through individual buying groups. If you are currently invoiced by your buying group, this will continue.

**e2e by MSD Animal Health - Distribution of pig, poultry and aquaculture products**

For MSD Animal Health pig products, these will now join our integrated livestock lines for poultry and aquaculture products as part of our direct supply portfolio. If you have previously purchased MSD Animal Health pig products, we will be in touch to explain how you can order these directly from us.

**Preparing for 1st January 2021**

We understand that these changes will have some implications for your business. In the coming months we will be working with you and your selected distribution partner to support a smooth transition and to ensure you can purchase MSD Animal Health products from 1st January 2021. Depending on your current situation, you will need to follow the guidance below:

**Customers with an existing MWI or NVS account**

For existing MWI and NVS customers, you will be able to continue to order MSD Animal Health products from your existing supplier. Your MSD Animal Health Account Manager will contact you soon to book an appointment to discuss these changes in detail and to set up your account with MSD Animal Health.

**Customers without an existing MWI or NVS account**

If you do not have an account with either MWI or NVS, then you will need to set up an account with one of them. From 2nd November you can do this by contacting them directly, their details are below.

**MWI**

Telephone: 03300 947 587

Email: [customerteam@mwiah.co.uk](mailto:customerteam@mwiah.co.uk)

**NVS**

Telephone: 01782 771111

Email: [Judy.edwards@nvs-ltd.co.uk](mailto:Judy.edwards@nvs-ltd.co.uk)

Your MSD Animal Health Account Manager will also be in contact with you soon to book an appointment to discuss these changes in detail and to set up your MSD Animal Health Account.

In the meantime, if you have any questions or concerns, please contact your MSD Animal Health Account Manager or the MSD Animal Health customer support line on **01908 685 685** option 3 or email [ah-customer-services.uk@msd.com](mailto:ah-customer-services.uk@msd.com).

Thank you for your ongoing support and we look forward to working even more closely with you in the future.

Best Regards

**Jan Moehlenbrock**

General Manager

MSD Animal Health UK And Ireland