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Dear Tysabri® Customer

Welcome to TysabriDirect, a dedicated program for the ordering and distribution of TYSABRI® (natalizumab). TYSABRI® is distributed via a drop ship model that is managed by TysabriDirect. This pamphlet provides valuable information on TysabriDirect and on how to order TYSABRI®. If at any time you have a question regarding the ordering of TYSABRI®, please contact TysabriDirect at 1-877-507-9676 and a Customer Service Representative will assist you.

Sites desiring to order TYSABRI® will contact their normal ordering partner (wholesaler, Specialty Pharmacy, Specialty Distributor) to place their order. The ordering partner (Direct Customer) will in turn utilize a web based ordering system, www.tysabridirect.com, to place a drop-ship order request with TysabriDirect. The TysabriDirect ordering system will confirm that the Direct Customer and the drop-ship delivery site are approved to order and receive TYSABRI®. The order will then be packaged for shipment for next day delivery.

TYSABRI® is a refrigerated product; therefore, careful handling of the product is necessary to ensure the product remains in the temperature range stated on the product label.

Please take time to carefully read through the following information. When it is time for you to order TYSABRI® for your customers, you will know the proper steps to take to provide your customer with a quick and efficient ordering experience.

Customer Setup and Maintenance Information

Direct Customers must complete a business application found on www.tysabridirect.com prior to being able to purchase TYSABRI®. A valid copy of any applicable licenses must accompany the application. New Direct Customers can also call TysabriDirect Customer Service at 1-877-507-9676 to obtain set up instructions. The business application is subject to review and approval by TysabriDirect prior to issuance of an account number, which is needed for placing an order.

In order to facilitate ordering through the TysabriDirect program, each Ship-To customer must initially complete and sign a New Account Set-up form and fax to TysabriDirect. The form will
be pre-populated with certain information. The Ship To site will need to provide their DEA, HIN, or DUNS number, along with their account number with the Direct Customer they will purchase TYSABRI® from. The information on the New Account Set-up form must be loaded into TysabriDirect prior to the Ship to site being able to purchase TYSABRI®. The New Account Set-up form is subject to review and approval by TysabriDirect prior to their being able to order TYSABRI®.

**Product Information**

<table>
<thead>
<tr>
<th>NDC</th>
<th>PRODUCT DESCRIPTION</th>
<th>VIAL SIZE</th>
<th>VIALS PER CARTON</th>
<th>UNIT OF SALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>59075-730-15</td>
<td>TYSABRI® (natalizumab) 300mg 15mL Vial Refrigerated</td>
<td>15 mL vials containing 300 mg of natalizumab</td>
<td>1</td>
<td>1 Vial</td>
</tr>
</tbody>
</table>

**TYSABRI® Order Information**

**Ordering Methods**

We have implemented the following ordering methods to request TYSABRI® drop shipments to your Ship-To customers:

1. **Internet.** The on-line ordering website can be reached at [www.tysabridirect.com](http://www.tysabridirect.com). To obtain a User login ID and password call 1-877-507-9676.

2. **Phone.** 1-877-507-9676 to reach a TysabriDirect Customer Service Representative.

3. **Fax.** 1-877-507-9677. Please download the TysabriDirect Fax Order form from the [www.tysabridirect.com](http://www.tysabridirect.com) website.

**Hours of Operation**

The TysabriDirect Customer Service team will be available to process drop ship orders from 7:30 AM to 7:00 PM Central Time, Monday through Friday; excluding major holidays. Holiday hours will be posted on [www.tysabridirect.com](http://www.tysabridirect.com).

Orders placed before 6:00 PM Central Time will be prepared and shipped same day for delivery the next business day. Orders received after 6:00 PM Central Time will be treated as though they were placed the following business day. Orders received after 6:00 PM Central Time on Thursday, or anytime on Friday, will be delivered on Monday morning. For any order that requires expedited delivery or other delivery options please contact TysabriDirect Customer Service at 1-877-507-9676.

**Order Quantities**

Each Ship-To customer’s allowable TYSABRI® order quantities may be subject to limitations.
**TYSABRI® Shipping Information**

**Shipment Packaging**
TYSABRI® will be shipped in refrigerated packaging to Ship-To customers in packaging labeled TysabriDirect.

TYSABRI® is shipped under refrigerated (2°-8°C) conditions and should be stored refrigerated according to the product’s labeling.

**Packing Slip**
A packing slip will be included in each shipment. The packing slip will contain details of the order including Ship-To customer name and address, order date, order number, quantity of product in that particular box. There will not be an invoice in the box.

**Order Tracking**
All shipments can be tracked via [www.tysabridirect.com](http://www.tysabridirect.com) Shipment tracking information is also available by calling 1-877-507-9676.

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**TYSABRI® Invoicing and Chargeback Information**

**Invoices**
Invoices will be sent to the main billing address for the Direct Customer that placed the order. Direct Customer subsidiaries and distribution centers may receive their invoices directly if specified on the Business Application. If at any time you would like to change the billing address information, please call 1-877-507-9676.

State and local taxes may apply in certain states and are the responsibility of the Direct Customer.

**Payment Term**
All TYSABRI® orders from Direct Customers will receive terms of 2% 30 days, net 31 days.

All remittances should be sent to the following address:
  
  TysabriDirect  
  12601 Collection Center Drive  
  Chicago, IL 60693

**Credit Limits**
Direct Customer credit limits are set and determined by TysabriDirect. If you have concerns about your credit limit please call 1-877-507-9676.
Chargeback Submission
All Direct Customers will purchase TYSABRI® at wholesale acquisition cost (WAC). All valid chargebacks should be submitted via Electronic Data Interface (EDI) to Elan Pharmaceuticals, Inc. within 15 days of invoice receipt. If you need to set up EDI connectivity for TYSABRI® with Elan, please call Elan at 1-858-784-6779.

TYSABRI® Return Information

TYSABRI® has a limited return policy. If there is a problem with a TYSABRI® order, please contact TysabriDirect Customer Service at 1-877-507-9676.

If a return is approved, it will only be accepted if all instructions are followed and returned from the Ship-To customer directly.
Frequently Asked Questions (FAQs)

General Questions

What is TysabriDirect?
*TysabriDirect* is the drop ship distribution channel for TYSABRI®.

What is Integrated Commercialization Solutions (ICS)’s role in the distribution of TYSABRI®?
ICS will be managing the ordering, distribution, shipment, and monitoring of TYSABRI® into the U.S. marketplace, through *TysabriDirect*. ICS is also responsible for accounts receivable on TYSABRI® orders.

What is a drop ship model?
Direct Customers place orders on behalf of their end user customers and the product is then shipped directly to the end user such as a hospital, infusion center or office-based practice.

What is a Direct Customer?
Direct Customers, also called Bill-to customers, place orders on behalf of the Ship-To customers. Direct Customers are generally wholesalers, Specialty Pharmacies or Specialty Distributors. They are also invoiced directly by *TysabriDirect* for product shipped.

What is a Ship-To customer?
Ship-To customers are recipients of TYSABRI®. They are also referred to as end-user customers, and are generally hospitals, infusion centers or office-based practices.

Ordering

How will end customers order TYSABRI® under TysabriDirect?
All end-customers, such as hospitals, infusion centers or office-based practices, will order TYSABRI® through their normal ordering process.

How can Direct Customers order TYSABRI®?
All Direct Customers must have a *TysabriDirect* account established with ICS to order TYSABRI®. Ordering methods include Internet, Fax and Phone.

If I am a wholesaler, distributor, Specialty Pharmacy or Specialty Distributor that would like to sell TYSABRI®, how can I purchase the product?
New wholesalers, distributors, Specialty Pharmacies and Specialty Distributors must complete a business application found on [www.tysabridirect.com](http://www.tysabridirect.com). A valid copy of all applicable licenses must accompany the application. The application is subject to review and approval by *TysabriDirect* prior to issuance of an account number.

No Direct Customer will be allowed to carry inventory of TYSABRI®. TYSABRI® is only distributed to approved Ship-To customers via drop ship from the *TysabriDirect* Distribution center.
What is the order cut off time for same day processing?
Orders received by 6:00 PM CT are processed for same day shipping and will be delivered the next business day, excluding major holidays. Friday orders are delivered on Monday mornings.

What if my end-customer needs TYSABRI® delivered early the next day?
Expedited shipping can be arranged by calling 1-877-507-9676. There will be a surcharge on expedited shipments.

Can TYSABRI® be shipped outside of the United States through TysabriDirect?
No. TysabriDirect can only be drop shipped ship within the United States and its territories.

How do I add a new Ship-To customer?
Contact TysabriDirect Customer Service for assistance in setting up a new Ship to customer.

How can I track an order and receive delivery confirmation?
Orders can be tracked on the website www.tysabridirect.com.

How do I request a User ID and password for the TysabriDirect website?
Please contact TysabriDirect at 1-877-507-9676 to request a User ID and password.

Customer Service

What are the TysabriDirect Customer Service hours?
Customer service representatives are available to assist you between the hours of 7:30 AM and 7:00 PM CT Monday through Friday, excluding major holidays.

How will returns be handled?
TYSABRI® has a limited return policy. Approved returns must be sent directly to TysabriDirect in order to qualify for credit. Please call 1-877-507-9676 for additional information or to request return of TYSABRI®.

Product Complaints, Adverse Events, Reimbursement Questions

Who do customers contact for product complaints, adverse drug experiences, or if they need medical or any other information on TYSABRI®?
Customers should call 1-800-456-2255 between the hours of 7:30 AM to 7:00 PM CT, Monday through Friday, regarding such information.

Where can customers obtain reimbursement information on TYSABRI®?
Customers should call 1-800-456-2255 between the hours of 7:30 AM to 7:00 PM CT, Monday through Friday, regarding such information.
ATTACHMENTS

TysabriDirect Business Application
TysabriDirect New Account Set-up Form
TysabriDirect Fax Order Form