



MEDICAL SUPPLY BULLETIN
HHS SUPPLY SERVICE CENTER
PERRY POINT, MD 21902
We Service the World

Jamie Cooke, Director

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BULLETIN NO. 4

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Center News

Dear Valued Customer,

I would like to start by thanking you for being a loyal customer of the Supply Service Center – Perry Point Operations. With over 90 years of service, we continue to strive to be your provider of choice for your medical supply needs. In this time of budget constraints throughout the federal government, SSC provides quality products at the best price possible.

For years, our policy has been for all routine CONUS orders to ship prepaid from Perry Point, Maryland. Unfortunately, due to an unprecedented rise in shipping costs over the last few years, we have been forced to alter this long-standing policy. Effective immediately, any routine CONUS orders placed with a value of less than \$50 will be charged a flat \$10 fee for shipping. For all routine CONUS orders with a value of \$50.00 or more, shipping will remain free of charge. We would suggest that you consolidate your orders when placing them with Customer Service. If your order totals more than \$50.00, but not all the items are currently available (regardless of the price of items available to ship), you will not be charged the \$10.00 fee.

Another change we are instituting involves when a quote is requested for medical supplies, we will honor the prices stipulated on the quote for 14 days instead of our previous policy of 30 days. After 14 days, a new quote request will be required. If there is a price increase or the product is substituted or completely unavailable, someone from our Customer Service staff will contact you.

We also respectfully ask that the following information be provided on your purchase order for the timely processing of your request:

1. Name of Organization
2. Address
3. Phone Number
4. Fax number
5. Customer Number
6. Purchase Order Number (if needed)
7. Point of Contact
8. E-mail

Please notify us of any changes in your account information so we may update your file. Your order will be processed when you fax or email your request. When possible, we ask that you please choose one mode of communicating your request to eliminate the possibility of duplicated orders.

As a reminder, we suggest that you contact Customer Service to review your account information for accuracy. Although all of your account information is very important, we ask that you please ensure that your e-mail address and point of contact is up-to-date. Our Customer Service branch can be reached at 1-800-642-0263 or via e-mail at customerservice@sscmil.psc.gov.

VARIVAX® (Varicella Virus Vaccine Live)

In reference to vaccine availability, Merck has sent out a memo stating that the Varicella Vaccine (Varivax®) single dose will be discontinued. We currently have single dose vaccine available with excellent dating under NSN 6505-00-000-6535. Merck expects to be depleted by the end of July 2014 based on their inventory. The only Varicella vaccine available will be the 10 dose under NSN 6505-01-413-1331.



Our goal is to achieve customer satisfaction through excellence in our diligence to go the extra mile to ensure a positive outcome. If you have any questions or concerns, please feel free to contact us. Points of contact at the Supply Service Center can be found below:

Chief, Customer Service Branch	Trisha Futton Phone: 410-642-2244 Fax: 410-642-2047 E-Mail: Trisha.Futton@psc.hhs.gov
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Thank you for your continued support and giving us the opportunity to serve your medical supply needs!