



HALYARD

Part of the Owens & Minor Family

AVANOS

HALYARD AUSTRALIA PTY LTD TRANSITIONS TO AVANOS MEDICAL AUSTRALIA PTY LTD

FREQUENTLY ASKED QUESTIONS

1. When is the official transition from Halyard Australia Pty Ltd to Avanos Medical Australia Pty Ltd?

The official transition in the Asia Pacific region will take effect on 01 April, 2019. On this date you will have to switch vendor information (see point 4 & 5).

2. Which product categories are moving to O&M Halyard Australia?

O&M Halyard	Sterilization Solutions Surgical Gowns Surgical Drapes, Packs and Equipment Covers Medical Exam Gloves Protective Apparel Facial and Respiratory Protection Patient Care PPE Dispensers Fluid Absorption Clinical Towels
-------------	---

3. Which product categories belong to Avanos?

AVANOS	Respiratory Health Digestive Health Micro Sealant Acute Pain Management Interventional Pain Management
--------	--

[Click here](#) for a link to the Avanos Product Code List
There will be no changes to Product Code numbers

4. What action do I need to take to be able to place orders?

For orders placed out of Australia and New Zealand, update your current 'Halyard Australia Pty Ltd' Vendor Master record (*) by changing the Vendor Name to 'Avanos Medical Australia Pty Ltd'.

(*) NOTE: In the case of a vendor name change, if your company's protocol is to cancel the existing vendor and set up a new vendor, versus changing name and contact information, please cancel the Halyard vendor effective 01 April, 2019 and replace it with the Avanos vendor name.

Update contact details for Avanos Medical Customer Service (see point 13).

5. Legal Entity Name Change – Activation 01 April, 2019:

FROM... Current Legal Entity Name	TO... New Legal Entity Name
Halyard Australia Pty Ltd	Avanos Medical Australia Pty Ltd

6. Legal Entity Address Change - Activation 01 April, 2019:

FROM... Current Legal Entity Address	TO... New Legal Entity Address
Halyard Australia Pty Ltd Level 7, 52 Alfred Street Milsons Point, NSW. 2061	Avanos Medical Australia Pty Ltd Suite 10.04, Level 10, Tower 1, 475 Victoria Avenue, Chatswood, NSW. 2067

7. Will there be a change to the Australian Business Number, ABN?

No, there will be no change to the ABN. Avanos Medical Australia Pty Ltd will keep the existing ABN: 25 100 844 488.

8. Is there an impact to deliveries or order placement during this transition?

Yes, in order to facilitate the required system changes there will be a shipping 'blackout' on Monday 01 April, 2019. No orders will be processed, dispatched or invoiced on 01 April, 2019.

Orders

- All orders must be received by **12:30pm** on **Friday 29 March, 2019**
- All orders after **12:30pm** on **Friday 29 March, 2019** should be made using the new organisation name 'Avanos Medical Australia Pty Ltd'
- All orders received after **12:30pm** on **Friday 29 March, 2019** will be held for processing on **Tuesday 02 April, 2019**

Returns

- All return requests must be received by **12:30pm** on **Thursday 28 March, 2019**
- All return requests after **12:30pm** on **Thursday 28 March, 2019** should be made using the new organisation name 'Avanos Medical Australia Pty Ltd'
- All returns received after **12:30pm** on **Thursday 28 March, 2019** will be held for processing on **Tuesday 02 April, 2019**

Samples

Last sample requests will be processed and sent on Thursday 28 March, 2019. Sample requests will resume and be processed on 02 April, 2019.

9. Will there be any changes to the ordering process or contacts within Avanos?

There will be no change to the current order placement process. Customer Service contacts will change their group mailbox from @hyh to @avanos effective 01 April, 2019. All other Customer Service contact information remains the same (see point 13). Avanos will continue to accept orders via phone, fax, email and EDI. You will only need to change the name of the vendor to 'Avanos Medical Australia Pty Ltd' (see point 4).

10. Will there be any changes to the EDI ordering process?

No. There will be no changes to the EDI ordering process.

11. Can I continue to buy S&IP & Medical Device products on one Purchase Order?

No. Medical Device products are to be ordered from Avanos Medical Australia Pty Ltd entity. S&IP orders are to be ordered from O&M Halyard entity.

12. Will there be any changes to how I pay invoices?

No, there is no change to bank account numbers, therefore, there will be no changes to the way you make payments for invoices.

13. What will happen to my backorder, standing order or forward order?

If your order is relating to Avanos Medical products and cannot be fulfilled by 29 March, 2019, your order will be cancelled. You will be contacted by a Customer Service Representative to inform you to raise a new Purchase Order for the relevant products against Avanos Medical Australia Pty Ltd.

14. Customer Service Contact Details for Avanos:

	Contact	Email	Phone / Fax number
Australia	Megan Pye Gayathri Ravilla	CustomerService.ANZ@avanos.com	Toll free no: 1800 101 021 Fax No: 1800 730 687
New Zealand	Claire Ross	CustomerService.ANZ@avanos.com	Toll free no: 0800 525 270

NO CHANGE in Customer Service Contact Numbers

NO CHANGE in Business Hours

NO CHANGE in Operating Carriers

CHANGE IN GROUP MAILBOX EMAIL ADDRESSES

15. Change in group mailbox address / domain:

Group mailboxes will move from a @hyh.com domain to a @avanos.com domain. Until 01 April 2019, please continue to use the existing hyh.com group mailboxes.

16. Will any products be discontinued?

No. There are no planned product discontinuations planned due to the transition from Halyard Health Australia Pty Ltd to Avanos Medical Australia Pty Ltd.

17. Will there be packaging changes?

Yes. We will be gradually introducing new "Avanos" packaging, sales and marketing collateral. More information on this will follow in due course.

18. There will be NO CHANGES in the following areas:

Pricing:

- The latest valid prices remain the same post-transition
- All active tenders remain valid

No Contract Novation are required as this is only a legal name change

Terms and Conditions

Sales Representatives