

Account Manager FAQs for the New mms.mckesson.com Website

The New Website

When is the new website launching?

The new site will go live in early March 2015.

What is the web address for the site?

The web address for the site is **mms.mckesson.com**.

What are the benefits of the new website for our Customers?

The new website gives Customers a single spot on the web to find relevant and easy-to-read content about all the products and resources we offer to help them improve their business and provide better care. For example, as a Customer visits the site to order their medical supplies, they can also read about our upcoming webinars or a specialized technology solution that might benefit their facility.

What can Customers access on the new website?

Some exciting features on the site that viewers can access:

- **Product and solution offerings** for all the market segments we serve
- **Convenient log in to McKesson SupplyManagerSM** to place medical-surgical supply purchases
- Current **educational content**, webinar sign up, plus much more
- Access to McKesson Medical-Surgical **news and events**
- **Thought leadership** content on helping to improve patient care

Can customers order products on the new site?

Customers will not be able to order products directly on the new site, but instead will need to log in to SupplyManager to place their orders. Products will be promoted on the new website and include call-to-action buttons with direct links to those products on SupplyManager. Non-customers will receive messaging about the process for becoming a new McKesson Medical-Surgical customer in order to begin purchasing products.

Will there be pricing on the new site?

No, there will be no pricing listed on the new site. Customers will be directed to log in to SupplyManager to view pricing and order products.

Can customers view the new site on their tablet or mobile phone?

Yes, the new website was developed using “responsive design” technology that allows for easy viewing of the site on all devices, including desktop, laptop, tablet or mobile phone.

How often will the website be updated?

A website needs to remain new and fresh so that each time a visitor comes to the site, they hopefully learn about something new that might be helpful. Our marketing, supplier management and clinical resources teams, along with others, will help to gather content from a variety of sources, including internal Med-Surg resources, vendor and technology partners, and outside healthcare experts, for posting on a continuous basis to the site.

How will the updates be communicated?

New content will be promoted on the site's home page and also on the various market segment landing pages, so as viewers visit the site they will see the latest products, solutions, and news from McKesson Medical-Surgical and learn how these can benefit their business. So make visiting the site a regular part of your routine so you can stay up-to-date on what is being promoted on the site.

Who supports the website?

The website team is cross functional, involving IT, marketing, marketing communications, and digital strategy teams. The website team has worked for many months to plan and develop the new site and will continue to support the site after it launches with ongoing maintenance and enhancements such as exciting new content, features and functionality.

McKesson SupplyManagerSM Integration

Is the log in to McKesson SupplyManagerSM now different?

No, the log in to McKesson SupplyManagerSM is the same as it has previously been. Customers will now go to mms.mckesson.com and log in to SupplyManager using the convenient log in feature located on the website's home page and all internal market segment landing pages. Customers will not need to change their bookmarks or browser settings.

Will this interfere with customers' access to McKesson SupplyManagerSM?

We understand how important access to McKesson SupplyManager is to our Customers' ordering process. We have minimized any disruption to logging in to SupplyManager for our Customers on the new site. Convenient SupplyManager log in is located on the website's home page and all internal market segment landing pages. Once logged in, the Customer's SupplyManager experience remains the same as it has been, making this a simple transition.

Sales Leads Process

What is the process for handling leads on the website?

Customer inquiries from the site will be directed to the Customer Service team for review and processing. The Customer Service team will route sales leads to the appropriate sales teams for follow up.

Is there an opportunity for non-customers visiting the site to inquire about becoming a McKesson Medical-Surgical customer? Is there a form or phone number?

There are several opportunities throughout the site, clearly identified, for visitors to learn more about becoming a McKesson Medical-Surgical customer. An online contact form is being developed and will be implemented after the site is launched.

Customer Communications

How are we communicating the new website to Customers?

We have a robust plan in place to communicate the new mms.mckesson.com website to our Customers both pre- and post-launch. The first phase was to launch a new McKesson SupplyManagerSM log in page with a fresh new look incorporating the design of the new site and featuring a Customer-focused video on all the exciting changes coming with the launch of the new site in February. This has helped prepare our Customers for the upcoming, exciting transition. We also sent emails to all PC and EC Customers with a link to the website video to announce the upcoming launch of the site and manage the change to their Customer experience.

Account Managers will receive a package of materials to help promote the new site launch, including a customer sell sheet explaining the benefits of the new site. Account Managers can help prepare Customers for the site launch by handing out these customer flyers and encouraging them to watch the video.

Feedback

What if we have feedback or questions on the website? For example, if the site is down or questions about content on the site.

A website email mmswebsite@mckesson.com has been established to monitor feedback on the website from Customers, sales, and other visitors to the site. We welcome feedback on the website and ideas for improvement of the design, content and functionality as we work to make this the best site possible to showcase McKesson Medical-Surgical.

Future Plans for Site

Is there any opportunity for outside advertising on the new site (e.g. manufacturers, partnerships with technology providers, etc.)?

This is part of the long-range plan for the website to help provide an extensive array of content for visitors to engage with each time they visit the site. Our supplier management and product marketing teams will be identifying and communicating promotional opportunities on the site to our vendor and service partners.

Will the old websites be taken down (e.g. the home care site, primary care site, long-term care site, etc.)? If so, when and if customers go to the old sites, will they automatically be re-directed?

This will be a phased approach. We will be closing those sites and re-directing visitors to the correct content within mms.mckesson.com automatically over the next year. This will be communicated to our Customers and the sales force well in advance.