

CVC/THS Acute Integration Frequently Asked Questions (FAQ's)

Q: Who will be my sales person?

A: You may have been assigned a new Tri-anim Sales Representative. They will be available to answer questions and introduce you to our full complement of innovative products. The contact information for your Sales Representative can be found on the attached cover letter.

Q. Will I be able to get the same products from Tri-anim that I purchased from CVC?

A. Most of the same products offered by CVC will continue to be available. If an item is no longer available, we will do our best to direct you to an alternative source. Additionally, Tri-anim offers over 25,000 different medical products for healthcare providers.

Q. What item numbers will I use?

A. You can continue to order using the item numbers that you have used with CVC. However, these numbers will be converted to Tri-anim numbers with a new three digit prefix. The new number will appear on your packing slips and invoices. To assist with future orders, we encourage you to update to the new Tri-anim item numbers.

Q. Can I still use the CVC website?

A. If you visit www.cvcinc.com, you will be re-directed to Tri-anim's website (www.tri-anim.com). There you will find a full-line of healthcare products that can be ordered online.

Q. What will my pricing be with Tri-anim?

A. Tri-anim offers competitive pricing. If you have specific questions about the price of an item or need a quotation, please contact your local Sales Representative.

Q. Will it take the same amount of time to receive my orders?

A. Shipping times will likely remain the same or decrease. Tri-anim ships products from warehouses located around the country. This enables us to deliver UPS ground packages within 1 to 2 days in most cases. Orders received by 5:00p.m. local time will ship the same day.

Q. Where should I send my payments after May 3, 2010?

A. Payments should be made out to Tri-anim Health Services and submitted to the Tri-anim lockbox at:
Tri-anim Health Services
8705 Reliable Parkway
Chicago, IL 60686-0087

Q. What is the contact information for Tri-anim?

A. Phone: 800-874-2646 (800-TRI-ANIM)
Fax: 800-309-6436
Mail: Tri-anim Health Services, Inc.
13170 Telfair Avenue
Sylmar, CA 91342