

March 4, 2025

Dear Valued Customer,

This is an update regarding the SURGIFOAM® supply disruption. To review the previous communication, please reference the Appendix on pg. 4.

Due to heightened order volumes of SURGIFOAM®, intermittent shipping delays and notifications regarding backordered products are expected to persist into Q2 2025. The following codes are affected by this supply disruption:

Description	Size	Code	Recommended Alternative Code
SURGIFOAM® Absorbable Gelatin Hemorrhoidectomy Sponge	8 cm x 3 cm	1977	1974 or 1972
SURGIFOAM® Absorbable Gelatin Powder	1.0 g	1978	N/A
SURGIFOAM® Absorbable Gelatin Sponge	2 cm x 6 cm x 7 mm (12-7)	1972	N/A
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 6.25 cm x 10 mm (50)	1973	1972
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 12.5 cm x 10 mm (100)	1974	N/A
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 12.5 cm x 2 mm (100C)	1975	1974 or 1972

We are prioritizing production of product codes 1972 and 1974 which are alternatives for a variety of procedures. The supply of codes 1973 and 1975 is limited, and code 1977 will not be produced in the short term. To minimize further disruptions, we will be cancelling existing orders and temporarily pausing new orders for code 1977. Recommended alternatives can be found in the table above.

We have put into place a variety of order monitoring processes. The goal of this order monitoring is to ensure that we reach as many customers as possible when fulfilling product orders and to limit any potential impact on patients.

Order Modifications

As a result of this change, you may see the following modifications to your orders:

- **Right Sizing Order Quantity**
 - Maximum Order Quantity: Orders will be set to a max order quantity, based on historical order volume prior to the event. We may adjust your order quantity, and this will be reflected in the order confirmation via EDI 855 and/or J&J Customer Connect after the order is placed.
 - Adjusted Order Quantity: The adjusted quantity will override your originally submitted quantity. To prevent invoice discrepancies,

distributors and direct customers may need to modify the open PO quantity in their corresponding system to match the adjusted quantity reflected through the order confirmation.

- Future Orders: Distributors should ensure future orders are set to be equal to or less than your historical order volume quantity.
- Phone Orders: For phone orders Customer Service agents will advise customers in real time of any adjustments made to their orders. To prevent invoice discrepancies, customers should also adjust the Open PO quantities accordingly in their corresponding systems to match the adjusted quantity reflected through the J&J order confirmation. Additionally, customers should ensure future orders are set to be equal to or less than the target quantity.
- **Order Channel**
 - Standard Ordering Channel: Orders should be placed through your standard ordering channel. Orders that are identified as being placed in both direct and indirect channels may result in the cancellation of the direct order. Using your typical ordering channel will facilitate quicker order fulfillment.
 - Distributors: Please work with your end customers to confirm whether open orders are still needed and cancel any open orders from your end customers that are no longer necessary to minimize over-consumption of this code. Continue to place orders consistent with actual customer demand. Atypical order patterns may lead to orders being investigated, reduced or cancelled.
- **Ordering History**
 - SURGIFOAM® codes: Orders containing SURGIFOAM® codes that are unique to a customer's ordering history will not be completed until product supply returns to normal levels.
 - Order Placement: Please continue to place orders using your preferred SURGIFOAM® product codes and standard ordering channel. Production scheduling and volumes of SURGIFOAM® codes are prioritized based on typical product code and order volume. If you believe your order was incorrectly canceled or reduced, please contact your local sales representative.

We apologize for any inconvenience this supply disruption may cause at your facility, and we are working as quickly as possible to return to optimal service. As SURGIFOAM® products become available, we appreciate your patience as we work to fairly distribute the limited product supply. If you need clinical support, product support, or help with identifying an alternative, substitute product within our portfolio, please call 1-877-384-4266 or contact your local sales representative.

Sincerely,



Alison James
Senior Director, US Marketing,
Biosurgery

Johnson & Johnson MedTech
1000 Route 202 S
Raritan, NJ 08869

<https://thenext.jnjmedtech.com/>

Sincerely,



Christina Y. Gonzalez
US Ethicon Regional Supply Chain
Leader

Appendix

November 25, 2024

Dear Valued Customer,

With continued supply disruption, we have seen an increase in the volume and quantity of orders for SURGIFOAM® codes resulting in unexpected shipping delays.

The following codes are impacted by this supply disruption:

Description	Size	Code
SURGIFOAM® Absorbable Gelatin Hemorrhoidectomy Sponge	8 cm x 3 cm	1977 - NEW
SURGIFOAM® Absorbable Gelatin Powder	1.0 g	1978 -NEW
SURGIFOAM® Absorbable Gelatin Sponge	2 cm x 6 cm x 7 mm (12-7)	1972
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 6.25 cm x 10 mm (50)	1973
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 12.5 cm x 10 mm (100)	1974
SURGIFOAM® Absorbable Gelatin Sponge	8 cm x 12.5 cm x 2 mm (100C)	1975

We are committed to providing optimal customer service through this product supply disruption. **We estimate returning to normalized supply in Q1 2025.**

We have put into place a variety of order monitoring processes to focus on right sizing product order quantities and product codes. The goal of this order monitoring is to ensure that we reach as many customers as possible when fulfilling product orders and to limit any potential impact on patients.

As a result of this change, you may see the following modifications to your orders:

- **Right Sizing Order Quantity** – Orders will be limited based on historical order volume prior to the event. **The** adjusted quantity will be included in the order confirmation transmission after the order is placed. This adjusted quantity will override the originally submitted quantity. For phone orders Customer Service agents will advise customers in real time of any order adjustments. To prevent invoice discrepancies, customers may need to modify the Open PO quantity in their corresponding systems to match the adjusted quantity reflected through the J&J order confirmation. Additionally, customers should ensure future orders are set to be equal to or less than the target quantity.
- **Order Channel** – Orders should be placed through your standard ordering channel. Orders that are identified as being placed in both direct and indirect channels will result in the cancellation of the direct order. Using your typical ordering channel will be the quickest way to receive your order.

- **Ordering History** – orders containing SURGIFOAM® codes that are unique to a customer's ordering history will not be completed until product supply returns to normal levels.

Please continue to place orders using your preferred SURGIFOAM® product codes and standard ordering channel. Production scheduling and volumes of SURGIFOAM® codes are prioritized based on typical product code and ordering volume. If you believe your order was incorrectly canceled or reduced, please contact your local sales representative. Our teams have identified, and we hope you will consider, a substitute product with sufficient supply: SURGICEL Fibrillar (codes 1961 and 1962).

We understand that this product backorder has impacted your ability to provide preferred solutions to your patients. As SURGIFOAM® products become available, we appreciate your patience as we work to fairly distribute the limited product supply. If you need clinical support, product support, or help with identifying an alternative, substitute product within our portfolio, please call 1-877-384-4266 or contact your local sales representative.

Sincerely,



Alison James
Senior Director, US Marketing,
Biosurgery

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