

Understanding your seasonal vaccines shipment

AmerisourceBergen is fully committed to the security of the pharmaceutical supply chain. Maintaining the right temperature level throughout shipment is one way we ensure complete product integrity upon delivery.

As your partner in healthcare, we ask that you refer to the guidance below to ensure your product retains integrity.

01 AmerisourceBergen ships product

- Once product is received at AmerisourceBergen's distribution center, it is typically shipped to customers within 1–2 business days.
 - Flu and Moderna vaccines will be shipped via our specialty network.
 - All other seasonal vaccines will be shipped via our full line network.
- AmerisourceBergen ships refrigerated products via next day air to ensure timely delivery.
- All shipments are delivered in a pre-qualified container with gel packs and other filler for temperature stability. Please be aware that gel packs will thaw over time and may not be frozen upon receipt.
- Shipments have been independently qualified to maintain temperature while in-transit. Since AmerisourceBergen validates shipping coolers and containers, the product does not need a temperature monitor in the package.

02 Handling refrigerated product upon delivery

- Upon arrival at your location, reference your package's shipping label to identify the carrier before utilizing the **tracking number** printed on the label to verify the time your product spent in-transit. If product was not received within one day of departing AmerisourceBergen's distribution center, please contact AmerisourceBergen immediately.
- **Do not use the shipping date printed directly on the label as an indication of in-transit time.**
- Once you have verified the integrity of your product, please ensure that product is either used or properly refrigerated within 24-hours of the shipping time.



03 Questions?

- If you have any concerns regarding the integrity of your product or would like to request a return, contact Returns at 800.746.6273 or seasonalvaccines@cencora.com.
- For general inquiries, contact Customer Service at 866.281.4358 or seasonalvaccines@cencora.com.

Important note

If your location is anticipating or has recently implemented a change in operational hours that may impact future deliveries, please email seasonalvaccines@cencora.com.