

Frequently Asked Questions: 3.24.20

1. Are there changes in delivery times, routes or drivers?

We are still delivering to all routes. However, due to increased volume and additional precautions, we have rebalanced our routes, which may cause you to see a change in driver or a delay in your delivery. To allow our team more time to plan for the number of orders we need to pick that day and will help to keep us running on time, we encourage you to submit your complete and final order by 6 p.m. local time.

2. How has Cardinal Health distributed the donated hydroxychloroquine?

We are distributing donated hydroxychloroquine product to the areas and eligible customers that are the hardest hit by COVID-19 and continuing to work with manufacturers to bring in incremental product.

3. Does Cardinal Health expect to receive any more donated product?

Our goal is to deliver products to those who need it most, and, we will continue to work closely with our manufacturer partners in the event any opportunity comes up for more donated product. In addition, as this is a fluid situation, we have established a process going forward to distribute any future donated product to our customers.

4. Am I able to order non-prescription and OTC products?

Yes! As part of our continued effort to support our customers during this situation, we have made capacity adjustments within our supply chain. As of March 20, 2020, began shipping all available product including over the counter and non-prescription items as normal. However, the fair share allocation process still applies.

5. How is Cardinal Health managing allocations?

During times of increased demand, Cardinal Health implements a fair share allocation process to ensure all primary customers have access to the supply of available products on hand. Due to large increases in customer demand, we have implemented our weekly fair share allocation methodology on all products. If a product is in supply disruption, tighter allocations are being applied.

6. Is Cardinal Health approving override allocation requests?

As the COVID-19 situation progresses, we will continue to consider how to best manage our inventory to help maintain product availability for all customers as best we can. At this time, we will not be routinely processing any One Time Buys, Special Orders, or Average Monthly Usage increases. If you need an emergency override, please contact Customer Service at 800.926.3161.

7. How can I find out the amount I am allocated?

Using Order Express, the Stock Status Icon (refer to image on the right) will indicate whether the item is stocked (green), in low stock (yellow) or out of stock (red) at your Distribution Center. Clicking on the Stock Status icon will pull your current quantity available to order. This value is the account-specific quantity immediately available at the DC. The quantity displayed may change daily based on account usage and product receipts. If the number is zero, either the DC is out of stock or you have already reached your allocated amount for the week based on your historical usage.



8. How are backorders being handled?

In order to maintain our fair share allocation methodology and continue to steady our supply chain we have instituted similar allocation methodology for backorders.

9. If my store is closing or changing hours, how do I let Cardinal Health know?

With the spread of COVID-19, many facilities are changing their hours or closing. Knowing this information is critical to the efficiency of supply chain and logistics. If you are changing your hours or closing, please be sure to contact Customer Service at 800-926-3161.

10. Is Cardinal Health requiring customers to sign for deliveries?

Amid growing concerns surrounding the COVID-19 virus and the potential risk associated with physical contact, we are implementing a temporary change to our delivery process when a signature is required. In lieu of the recipient taking physical possession of the signature pad or paper proof of delivery document to provide a signature, delivery providers will retain control of both their handheld devices and their paper proof of delivery documents and at delivery they would enter the first initial and last name provided by the shipment receiver as a part of the proof of delivery process. We believe this precaution will help reduce physical contact between customers and service providers during this unprecedented situation.

11. Is Cardinal Health increasing the volume of inventory replenishment?

With the increased demand, our teams are working around the clock to get orders replaced, and we are working with our manufacturer partners to get shipments replenished as quickly as possible.

12. Has Cardinal Health developed a contingency plan specific to COVID-19?

Cardinal Health takes its responsibility to maintain service to our customers during crisis situations very seriously, as demonstrated through our history of service during natural and human-made events. We take a holistic approach to emergency preparedness and are committed to the continuity of service in the event of a crisis.

As the coronavirus outbreak (COVID-19) continues to spread, Cardinal Health has implemented pre-established business continuity and pandemic contingency plans, working in accordance with guidelines set by the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC) and the U.S. Department of Health and Human Services (HHS).

13. If I have a Pharmaceutical Distribution account with Cardinal Health, am I able to purchase Personal Protection Equipment (PPE) products?

Yes, Pharmaceutical Distribution offers a limited portfolio of PPE items; however, these products are currently in short supply.

14. If the National Logistics Center (NLC) or another distribution center are unable to ship, does Cardinal Health have a contingency plan in place?

Each business within Cardinal Health is responsible for business continuity planning by running tabletop exercises based on a plethora of scenarios. We recognize the important role we play in delivering product and medications from suppliers to customers. The National Logistics Center is a recognized best-in-class model for effective, efficient delivery both for suppliers and customers – but it is not the only method of distribution during a significant event. We have contingency plans for all our distribution centers across our network to provide continued delivery of product should the need arise. At times there may be delays or changes in routes required by the contingency plan. However, if changes were to occur, we would notify our customers directly or through their account manager or sales executive.

15. Is Cardinal Health experiencing a drug supply shortage for any drug and/or NDC?

Cardinal Health is managing supply disruptions through our weekly fair share allocation methodology for all products. We will continue to work closely with our supplier partners to provide available product to our customers.

16. Can Cardinal Health make bulk buys of items used for cough/cold/flu and other medications used to treat flu-like symptoms?

As part of our business continuity process, we are planning to support our customers in continuing to receive the product they regularly receive. All items have been set up for weekly fair share allocation. If the fair share allocation changes in scope, we will communicate the change. Please use the ordering platforms (Order Express, Weblink or EDI) to determine product availability. If it is not available, the system will recommend alternatives. If product is not available to order on the ordering platform (Order Express, Weblink or EDI), the product may be in supply disruption or otherwise unavailable.

17. What is the return policy on items purchased during this time?

Our customer's normal return policy applies.

18. If I am not a primary customer of Cardinal Health am I able to purchase product?

When products are on allocation, Cardinal Health gives priority to primary customers. Secondary customers will have limited access to purchase product.

19. Are distribution centers cleaning totes?

Proper cleaning procedures can reduce the risk of a potential virus from spreading, especially on hard surfaces. Cardinal Health has cleaning practices in place for handling totes and packages. We expect to continue with our cleaning practices throughout the COVID-19 outbreak.

20. Can a distribution center hold product for customers?

Cardinal Health is managing supply disruptions through our weekly fair share allocation methodology for all products. Currently, we are unable to accommodate sequestering product for customers.