

Manufacturer reference manual

**For manufacturers to the Pharmaceutical
Segment distribution supply chain**

Section 1

Introduction	3
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Section 2

Understanding and working with Cardinal Health	4
Pharmaceutical Segment	4
Who to contact	5
Accounts Payable contact information	6

Section 3

Getting set up with Cardinal Health	8
New item setup process	8
Supplier checklist	9
Product label examples	10
Examples of properly filled out HDA sections	11

Section 4

Filling Cardinal Health orders	12
Standard purchase order transmissions	12
Electronic Data Interchange (EDI)	13
Standard report templates	14
Appendix A: Report template field definitions	16
Appendix B: Product availability compliance metrics	17

Section 5

Delivering orders to Cardinal Health	19
Inbound requirements	19
Addressing product overages, shortages and damages	21
Backhaul	21
Distribution center listing	22

Section 6

Returned goods and recalls	23
Sample Cardinal Health recall notice	25
Sample manufacturer recall notice	26

Section 7

Collaborating and improving processes	27
Supply Chain Excellence Award scoring	27
Fill rate	29
Item lead time	30
Customer-facing service level	30
Product Availability Report (PAR)	31
Supply chain quality	32
EDI and EFT	32
Contracts/chargebacks	33
Sourcing	34
Specialty sourcing	36
National Logistics Center	36

Section 8

Drug Supply Chain Security Act	39
Supply chain integrity	39
Drug Supply Chain Security Act (DSCSA)	39
HDA compliant ASNs required	40
Additional information	40

Section 9

Vendor Code of Conduct	41
------------------------	----

Section 10

Conclusion	46
------------	----

Attachment A: Preferred inbound carriers	47
--	----

Attachment B: Manufacturer pricing services (chargeback) requirements	48
--	----

Attachment C: National Logistics Center (NLC) scorecard	50
--	----

Attachment D: Global Location Numbers (GLNs) for Cardinal Health pharmaceutical distribution locations	51
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Section 1: **Introduction**

The Cardinal Health manufacturer reference manual is a policy document governing the relationship between the Cardinal Health Pharmaceutical Distribution Business and its manufacturers. This manual provides guidance regarding Cardinal Health operational expectations to manufacturers/suppliers of pharmaceutical products distributed by the Pharmaceutical Segment of Cardinal Health. These policies were constructed to allow Cardinal Health and its manufacturers to meet the commitment to excellence expected by our mutual customers while reflecting an ongoing commitment to conduct business in a manner that respects the contributions of all stakeholders. The policies and standards contained within may be updated at any time and it is therefore important that manufacturers periodically review the current revision of this manual for updates.

Pharmaceutical Segment

Our Pharmaceutical Segment consolidates pharmaceuticals from hundreds of manufacturers into site-specific deliveries to retail pharmacies, hospitals, mail-order facilities, physician offices, surgery centers and long-term and other alternate care facilities.

Through this segment, Cardinal Health offers the most secure, efficient and economical source of pharmaceuticals, specialty plasma products and value-added services to healthcare providers and pharmaceutical manufacturers. Cardinal Health also operates

the world's largest network of nuclear pharmacies and is expanding its positron emission tomography (PET) agent manufacturing capabilities to support new drug development and the future of personalized medicine. In addition, about 200 hospitals across the U.S. outsource the management of their inpatient pharmacy to Cardinal Health because of our proven expertise and track record of improving efficiency and safety within inpatient pharmacies.

Products and services

- Access services
- Cold chain — refrigerated pharmaceutical tote packaging for pharmacy deliveries
- GPO contracts and services (VitalSource™ GPO)
- Healthcare analytics
- Marketing communications
- LEADER™ Brand pharmacy services
- Nuclear Pharmacy Services
- Pharmaceutical distribution — this guide is applicable to these businesses
- Connected Care
- Pharmacy management solutions
- Scientific and regulatory consulting (Beckloff Associates)
- Sonexus™ Access & Patient Support
- Specialty Pharmaceutical Distribution — this guide is applicable to these businesses
- Specialty Pharmacy (OncoSource Rx)
- The Medicine Shoppe®
- Third party logistics services

More Accounts Payable contacts are listed on page 6

Who to contact

Request type	Contact information (email, phone, etc.)
Dropship setups	Your business contact (category manager/dsa manager)
Marketing services	Your marketing services manager
Chargebacks	GMB-DUB-Chargebacks@cardinalhealth.com
EDI 850	GMB-DUB-VendorEdi@cardinalhealth.com
Accounts Payable	GMB-FSSW-PD-Supplier@cardinalhealth.com More Accounts Payable contacts are listed on page 6
Generic new item set-up	rxgenerics@cardinalhealth.com
Brand new item set-up	GMB-DUB-Rx Brand-New Items@cardinalhealth.com
Brand new supplier set-up request	GMB-SourcingOperations@cardinalhealth.com or DSA manager
Consumer Health new item set-up	cardinal.marketgate.com
Consumer Health new manufacturer setup	GMB-SourcingOperations@cardinalhealth.com
Contract pricing and membership questions	PricingResearch@cardinalhealth.com
Contracts supplied by manufacturers	Contracts@cardinalhealth.com
Case pack changes – generics	Your Cardinal Health buyer
Case pack changes – brand	DSA manager
Case pack changes – Consumer Health	Category manager
Product availability	Your Cardinal Health buyer
Product recalls	GMB-HSCS-P-Recalls@cardinalhealth.com , fax: 614.553.5671
Electronic Data Interchange (EDI)	GMB-DUB-VendorEDI@cardinalhealth.com
Customer service (dropship)	800.926.3161
Holiday shipping/manufacturer shutdown schedules	GMB: PDHolidayPlanning@cardinalhealth.com
Wholesale Acquisition Cost (WAC) price changes	GMB-DUB.DatabasePricing@cardinalhealth.com
DEA and state facility licenses	GMB-QRA-PSCVendorLicensing@cardinalhealth.com
Supply Chain Excellence Award	Brand – DSA manager Consumer – Product category manager Generics – Advisor
Emergency purchase orders	Your Cardinal Health buyer
Manufacturer reference manual	dianne.pfahl@cardinalhealth.com
Country of origin	GMB-GOV Sales Origin Conf@cardinalhealth.com
QRA Drug Supply Chain Security Act	drugtracing@cardinalhealth.com
QRA – Private Label	GMB-PharmaceuticalPrivateLabelSuppliers@cardinalhealth.com
Customer Service – Home Healthcare Drop	800.530.2696
Customer Service – Leader® Private Label	800.200.6313
Dropship billing	GMB-DUB-DS-CRM@cardinalhealth.com
Purchase orders	G-DUB-Brand-Purchasing@cardinalhealth.com G-DUB-Consumer-Purchasing@cardinalhealth.com G-DUB-Generic-Purchasing@cardinalhealth.com
Price change	G-DUB-PriceIncrease@cardinalhealth.com

Accounts Payable contact information

Cash discounts

GMB-FSSW-PDCashDiscounts@cardinalhealth.com

When to contact this team: Questions relating to cash discount disputes and payback

Chargebacks

GMB-DUB-Chargebacks@cardinalhealth.com

When to contact this team: Questions relating to chargeback disputes

Credit memos

- Send credit memos via email:

Non-dropship inventory: GMB-FSSW-PD-Supplier@cardinalhealth.com

Dropship: GMB-DUB-DS-CRM@cardinalhealth.com

Third party: GMB-DUB-Third-Party-Credits@cardinalhealth.com

Dropship billing

GMB-DUB-DS-CRM@cardinalhealth.com

When to contact this team: Questions relating to dropship invoices, credit memos, etc.

You may also forward your dropship invoices to this group mailbox.

Invoice processing

GMB-PD-InvoiceCopies@cardinalhealth.com

- **When to contact this team:** When sending inventory or non-dropship invoice copies
- **Send your invoices through email or mail:**

Email:

Non-dropship inventory invoices: GMB-PD-InvoiceCopies@cardinalhealth.com

Dropship invoices: GMB-DUB-DS-CRM@cardinalhealth.com

Mail:

Cardinal Health

P.O. Box 182516

Columbus, OH 43218

Merchandising

CMDSupplierService@cardinalhealth.com

When to contact this team: Invoice copies, deduction backups for rebate-related transactions

These documents are also available on the Supplier Rebate/Fee Portal.

Specialty Solutions (SPD)

GMB-ALB-SPDRequests@cardinalhealth.com

When to contact this team: Questions relating to Specialty Solutions or SPD invoices, credit memos, statements, etc.

Supplier relations

GMB-FSSW-PD-Supplier@cardinalhealth.com

800.903.6343, option 2

When to contact this team: Questions relating to invoice payments, deductions, check numbers and remittances, statements, sending credit memos, which AP mailbox to use

Accounts Payable contact information *cont.*

Third party returns

Copy requests: GMB-DUB-3pr-CopyRequests@cardinalhealth.com

Credit processing: GMB-DUB-Third-Party-Credits@cardinalhealth.com

Group mailbox for research: GMB-DUB-3pr-Research@cardinalhealth.com

Vendor maintenance

GMB-FSSW-PD-Vendor_M@cardinalhealth.com

800.903.6343, option 2

When to contact this team: Questions relating to any changes to your account such as addresses, contact information, terms, Aged Trial balance

Prior to engaging in business with the Pharmaceutical Segment of Cardinal Health, Cardinal Health requires that the supplier and Cardinal Health enter into a services agreement. For more information on establishing a relationship with Cardinal Health, contact **GMB-prospectivesupplier@cardinalhealth.com**.

Once a services agreement is in place, suppliers will need to follow the new supplier setup process as guided by the Cardinal Health Sourcing Operations Team. Documents required by Cardinal Health to initiate new supplier setup may include:

- Certificate of Insurance
- New Supplier Setup Sheet
- Document Checklist
- EDI Information Sheet
- Supplier Rebate Portal Letter
- DSCSA Trading Partner Status/Authorized Trading Partner (ATP) Acknowledgement
- Wholesale Purchase Agreement/Wholesale Dropship Agreement, Generic Wholesale Service Agreement, Cardinal Health Supplier Agreement
- Diversity Affidavit
- W9/W8
- DEA Controlled Substance or list chemical registration number
- Copy of state licenses for the following states:
 - Colorado
 - Florida
 - Illinois
 - Missouri
 - New Jersey
 - North Carolina
 - Oregon
 - West Virginia
- Supplier POG Fee Letter*
- Lead Time Information Sheet
- Distribution Service Agreement
- POS Smart Report's Participation Agreement*
- Consumer Health New Vendor Setup Questionnaire*

In the event of a conflict between the requirements of this manufacturer reference manual and the terms of an agreement between Cardinal Health and a supplier, the terms of the agreement prevail unless otherwise agreed in writing by Cardinal Health.

*Applies to Consumer Health suppliers only.

New item setup process

When launching a new item, please ensure you submit the following six documents to the **Cardinal Health sourcing manager** or category manager in order to have the item set up in our system.

- HDA/NWDA Standard Product Information form (most current version)
- Package Insert
- Copy of all sides of Package Label
- SPS Information
- Pricing Sheet
- Safety Data Sheets (SDS)

Cardinal Health must have all six documents before the item can be setup in our system. Failure to provide all of the above information will delay getting your new item ordered.

Supplier checklist

Note: This list does not cover all requirements but does address several issues that are commonly observed with the required documentation and that prevent product from being added to the Cardinal Health database.

☐ **Product label**

- ☐ Product artwork or high quality photos are acceptable
- ☐ Details must be legible
- ☐ Images must display product label in its entirety, including all carton sides and information under peel back labels (**examples on page 10**)

☐ **SDS or exemption notice**

- ☐ If NDC and/or product name is provided, it must be for the correct product
- ☐ A Date of Issue and/or Date of Revision is required
- ☐ All 16 sections of SDS must be completed in correct order according to OSHA standards - [Click for OSHA Quick Card](#)
- ☐ If product is a liquid, a full SDS is required
- ☐ If product contains batteries or is a kit with multiple products, separate SDSs are required

☐ **Pricing notification or catalog**

- ☐ Only required if pricing has not been provided elsewhere

☐ **HDA (Rx only)**

- ☐ Product Information Section: Must be complete with with correct NDC and UPC (when applicable)
- ☐ DSCSA Section: Answers to all questions must be provided (**examples on page 11**)
- ☐ GTIN Section: Unique 14 digit GTINs must be provided for all saleable units of measure (**examples on page 11**)
- ☐ GTIN section: Quantities must be provided for all GTINs provided (**examples on page 11**)
- ☐ Cost Information Section: Wholesale Acquisition Cost must be included if not provided elsewhere
- ☐ REMS or Registry Restrictions Section (found on page 2): Needs to be completed if item has a REMS (**examples on page 11**)

☐ **Package insert (Rx only)**

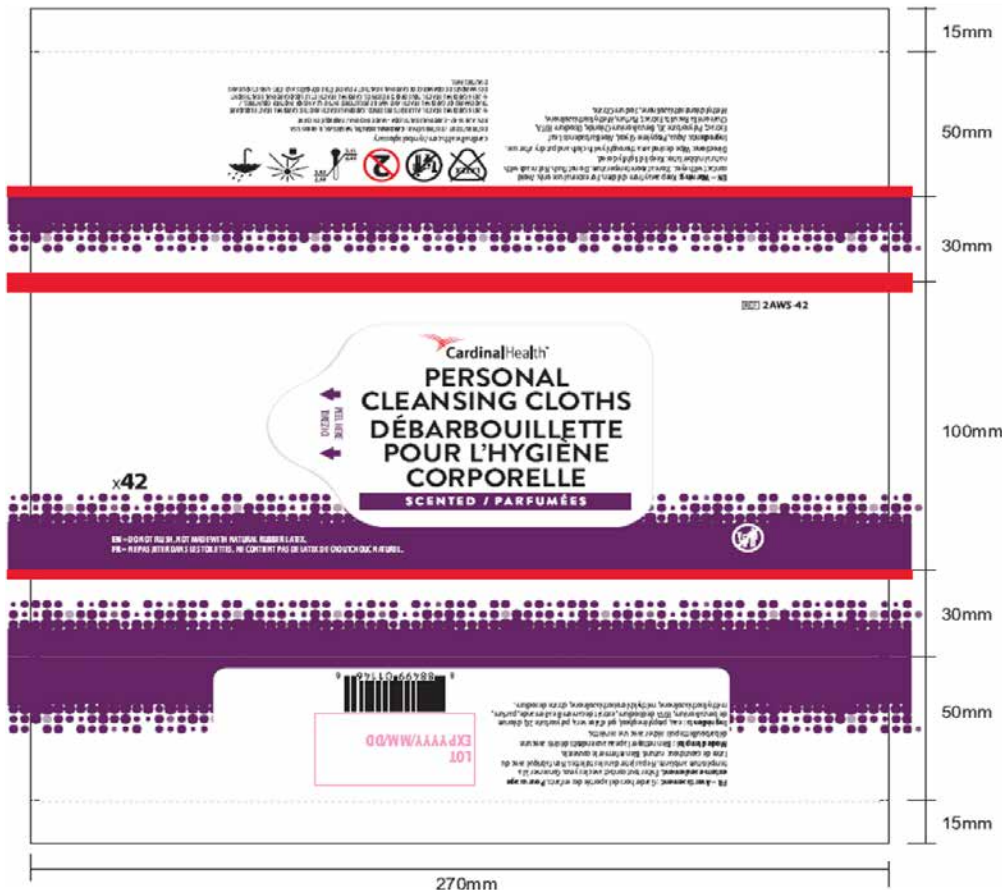
☐ **FDA approval letter (Rx only)**

Not required but appreciated when available

Section 3

Getting set up with Cardinal Health

Product label examples



Examples of properly filled out HDA sections

DSCSA

DRUG SUPPLY CHAIN SECURITY ACT (DSCSA) INFORMATION		
Does supplier meet DSCSA definition of manufacturer?	Yes	GLN: <input type="text"/>
Is product exempt from DSCSA?	No	
If yes, select exemption:	<input type="text"/>	
Other exemption - Write in:	<input type="text"/>	
Is product repackaged?	No	If Yes, was original product purchased direct from mfr? <input type="text"/>
Is product sold by manufacturer's exclusive distributor?	No	
Has FDA granted waiver/exception/exemption for product?	No	If yes, attach documentation from FDA.

GTIN

GTIN PRODUCT INFORMATION									
Serialized?	<input type="text" value="Yes"/>	Level	Saleable Unit				Quantity	GTIN-14	
If not, when?		<input checked="" type="checkbox"/> Item			2D		1	00123456789012	
Items aggregated?		Box/Carton/Bundle/Inner Pack			2D				
		<input checked="" type="checkbox"/> Case	<input checked="" type="checkbox"/>		2D		24	30123456789020	
		Pallet			2D				
					2D				
					2D				
					2D				
					2D				
					2D				

REMS

REMS or REGISTRY RESTRICTIONS	
Is there a REMS on this product?	No
If Yes, is it managed with a pharmacy registry?	<input type="text"/>
Website URL:	<input type="text"/>
Comments / Details: (For example, iPledge program?)	
<input type="text"/>	
REMS:	No
REMS Program Manager Name:	<input type="text"/>
Supplier Manages REMS registry exclusively:	<input type="text"/>
Wholesale distributor support:	<input type="text"/>
Provider Name:	<input type="text"/>
Site Enrollment Number assigned by Supplier:	<input type="text"/>
Phone:	<input type="text"/>
DEA #:	<input type="text"/>
PCPDP #:	<input type="text"/>
NPI #:	<input type="text"/>
Comments	<input type="text"/>
Registry:	<input type="text"/>
Registry Program Contact Name:	<input type="text"/>
Phone:	<input type="text"/>
Comments	<input type="text"/>

Orders and shipments must be made in accordance with written agreements in place between Cardinal Health and the manufacturer.

Standard purchase order transmissions

Cardinal Health transmits purchase orders (PO) to the manufacturer using three methods:

- **Electronic Data Interchange (EDI 850)** - EDI POs are collected in real time. This process begins at 5:30 a.m. EST and ends at 10:30 p.m. EST.
- **Fax** - Fax POs are generated and sent via fax using the Cardinal Health automated fax system (FAX401) or manually faxed. The FAX401 system transmits to the manufacturer every two minutes.
- **AS2** - Cardinal Health can send electronic EDI POs via AS2/Axway, SFTP and VAN. All manual POs will be sent via fax or email.

Schedule II purchase order transmissions

Schedule II POs require special processing based on government regulations. Each manually transmitted schedule II PO can contain no more than 20 items and must be accompanied by a DEA blank number. Cardinal Health generally sends the PO and the accompanying DEA blanks (222) to the manufacturer via overnight delivery. However, processing of the EDI transmission cannot occur until the receipt of the corresponding DEA blank. All blanks expire in 60 days.

Cardinal Health is now enabled with the DEA-approved Controlled Substance Ordering System (CSOS) through Axway/Cyclone AS2. This enables direct EDI 850 ordering of schedule II products and provides the Electronic 222 (e222) forms. This method requires that our manufacturers also be enabled with the appropriate technology and DEA Digital Certificate to receive, process and report to the DEA. This provides several advantages, including electronic signing and transmission forms rather than physical overnight delivery, and also eliminates the 20-line restriction that is in place for manual orders.

Purchase order management

Purchase orders are expected to ship complete and consistently within the agreed upon lead time. An expected delivery date based on this lead time is generated for each purchase order transmitted by Cardinal Health. If for some reason a purchase order or purchase order line will not arrive within the normal lead time or will be partially shipped, Cardinal Health must be notified in advance. Please refer to the section on Product Availability reporting (page 12) for information on how and where to communicate this information to Cardinal Health.

Manufacturer licensure

If a manufacturer does not have the appropriate state license, Cardinal Health will not transfer product from one state that you have a license in to another state that you do not have a license in. All manufacturers must be responsible for maintaining updated and accurate licensure.

What is EDI?

EDI is an electronic sharing of information in a global standardized format. Traditionally, communications between business partners (like purchase orders or invoices) were conducted on paper and sent via mail or fax.

With the advent of electronic file sharing, communicating such information electronically greatly reduces the time and resources required to manage such interactions. American National Standards Institute (ANSI) is the governing organization that establishes EDI standards. Within ANSI, Healthcare Distribution Alliance (HDA) establishes standards unique to the health care industry. However, HDA standards always fall within ANSI standards; they do not conflict with nor negate one another.

Ideally, when trading partners use standardized communications in accordance with ANSI and HDA, communications are automated and efficient.

EDI transactions

Cardinal Health supports a range of EDI documents and transmission protocols to transfer information to and from our business partners. In addition, Cardinal Health maintains partnerships with various communication and van providers and complies with both the American National Standards Institute (ANSI) and the Healthcare Distribution Alliance (HDA) EDI guidelines. Cardinal Health sends and receives EDI data in real time, starting at 5:30 a.m. EST and ending at 10:30 p.m. EST, seven days a week.

EDI transactions received (inbound)

Document	Description
810	Invoice
845	Bid award/Price authorization
849	Chargeback reconciliation
855	Purchase order acknowledgement
856	Advance ship notice
997	Data receipt

EDI transactions sent (outbound)

820	Payment order/Remittance advice
844	Chargebacks
850	Purchase order
852 (Opt)	Product activity data
867 (Opt)	Product transfer and resale report

EDI requirements and penalties

Cardinal Health expects all manufacturers, at their expense, to maintain the appropriate systems and software to facilitate the electronic exchange of information pertinent to the respective business relationship. For those who are not EDI-capable, we have partnered with a third party to provide solutions that can assist you in meeting our requirements.

Cardinal Health expects the manufacturer to be fully engaged and compliant with all applicable inbound EDI requirements. Compliance is required within 90 days of becoming a manufacturer or upon notification of non-compliance. Full details on Cardinal Health EDI requirements are contained within an EDI Technical Specifications Document available from the Cardinal Health EDI Team or a sourcing representative. Please note that an EDI Technical Specifications Document exists for each EDI document type.

- Upon receipt of an electronic document from Cardinal Health, manufacturers are required to transmit an electronic acknowledgement (EDI Document Type 997) within 24 hours of the transmission. The electronic acknowledgement will certify and establish evidence that the electronic document has been properly received.
- Manufacturers are required to monitor the receipt of acknowledgements (Functional Acknowledgement EDI Document Type 997) from Cardinal Health for electronic documents sent by the manufacturer and take prompt action to resolve issues relating to unacknowledged electronic transmissions.
- Manufacturers are required to maintain compatible electronic document version numbers in accordance with current Cardinal Health software.

EDI requirements and penalties *cont.*

Detailed guidelines and specifications for all required EDI documents can be found on the main page of the Cardinal Health website. For additional EDI questions, email the EDI team at GMB-DUB-VendorEDI@cardinalhealth.com.

EDI penalties

Manufacturers must transmit all required EDI documents in a timely and accurate fashion, or a penalty will be assessed. ASN data should be sent prior to the receipt of the product with the appropriate fields. Penalties will be calculated based on EDI compliance of the previous month and will be communicated via a separate invoice.

EDI required document	Penalty
Advanced Ship Notice (EDI 856)	\$10 per line for purchase orders received without an ASN*
810	Not applicable at this time
844	Not applicable at this time
845	Not applicable at this time
849	Not applicable at this time
850	Not applicable at this time
855	Not applicable at this time

*Invoices will be sent to those manufacturers with a total quarterly penalty of \$750 or more.

Cardinal Health communicates product availability issues to customers via customer ordering systems. Product Availability Reports contain information regarding the current status of all active products such as backordered items, allocated items, short dated items, etc.

Report submission requirements

Suppliers are required to send the Product Availability Report to Cardinal Health on a set day each week via email to your Cardinal Health buyer. If for some reason the status of a product changes between reporting periods, Cardinal Health must be notified via email. In addition, if there are no product availability issues for a particular reporting period, Cardinal Health still requires an email stating that all products are available for purchase and shipping in full weekly. If suppliers do business with Cardinal Health Brokerage, brokerage specific items must be sent via email to your Cardinal Health buyer.

Standard report templates

Product Availability Report standard template

Below is the required product availability standard template. If the required template is not used, suppliers will have two points deducted on their Supply Chain Excellence (SCE) scorecard. All active products with an availability issue must be included in the report and remain on future reports until the issue is resolved. If an item is not included on the Product Availability Report, Cardinal Health will consider the item available for purchase and shipping in full to Cardinal Health. Please reach out to your buyer to obtain the template of PAR reports.

Section 4

Filling Cardinal Health purchase orders

“Supplier name” product availability report for the week ending in mm/dd/yyyy

Description	NDC/CIN/UPC/MFG#	Product availability category	Estimated manufacturer ship date (mm/dd/yyyy)	Product availability information
Product A	68084023901	Allocation	ETA 11/23/2009	Only shipping 200 unit per wk
Product B	68084023701	Backorder	11/16/2009	Short term/Raw materials shortage
Product C	68084023801	Regulatory issues	No release date	Recall on all lots
Product D	62584082721	Short dated	ETA 10/26/2009	Best dating 4/31/2010
Product E	68084068301	Discontinued	Discontinued	Discontinued
Product F	62584073301	New item launch	ETA 12/28/2009	Item has not launched yet
Product G	62584082721	Backorder	No release date	Week ending is the last date in the reporting period, Friday of each week
Product H	68084036101	Dropship only	11/6/2009	

- Disclaimer:** If a product does not appear on the Product Availability Report, the product will be indicated as available for purchase and shipping in full to Cardinal Health.

All reports must include the above disclaimer

Item Availability Emails

If a supplier does not send a weekly Product Availability Report or does not provide all items on the Product Availability Report, the supplier will receive a system generated email with an attached template requesting an update to the item availability status. The supplier **must** respond by selecting the **Item Availability Status** from the dropdown selection and provide an **Estimated Release Date** (Green columns in template illustrated below). If the supplier is only shipping product with expiration dating less than 18 months, the supplier should indicate “Short Dated” for the **Item Availability Status** and include the expiration dating in the column for **Lot Expiration Dating**. The supplier should save the file with a name containing “CardinalAAItems” and attach the file to the email response. Below is an example of the email template.

CIN	NDC	UPC	MANF	Item Description	Item Availability Status	Estimated Release Date (mm/dd/yy) or TBD	Lot Expiration Date: If 12 Months or Less, Best Dating Available (mm/dd/yy)
1234567	1234567890	987654321	0	Item Description 1	Backorder	12/31/2020	
2345678	2345678901	876543210	0	Item Description 2	Short Dated		4/30/2021
3456789	3456789012	765432109	0	Item Description 3	Available		

Open Order Emails

Suppliers will receive system generated emails for open orders that are past due. This email will include an attached template requesting an update to order status. The supplier **must** select a Status from the dropdown selection. Based on the status selected, the supplier should complete the additional columns highlighted in green that apply to the selected status. For example, if the product shipped, include the **expected delivery date, carrier name** and **tracking number**. If the product is on backorder, indicate release date in the **expected delivery column**. Once all PO lines are completed, the supplier should save the file with a name containing “CardinalOpenOrders” and attach the file to the email response. Below is an example of the email template.

PO	Vendor PO	CIN	NDC	UPC	MANF	Item Description	Original Expected Date	QTY Ordered	QTY Open	Status (Required)	Expected Delivery Date (mm/dd/yy)	Carrier	Tracking Number	Additional Comments
3865434	C3865434KAN	1234567	9876543210	1234567890	0	Item Description 1	10/27/2020	48	48	On Backorder	11/3/2020			
3865434	C3865434KAN	7654321	1234567890	9876543210	0	Item Description 2	10/27/2020	100	100	Item Shipped	11/2/2020	UPS	12567684686	
3865435	C3865434KAN	2345678	2345678901	8765432109	0	Item Description 3	10/27/2020	24	24	Item Delivered	10/29/2020	Other	45678902324	Ryder

Appendix A: Report template field definitions

This appendix contains definitions of all fields in the above report templates. The definitions were derived in accordance with HDA.

Field name	Field description
Description	This is the product name.
NDC/CIN/UPC/MFG	National Drug Code Number (NDC) based off of First Data Bank (FDB) standards. The NDC must be in an 11 digit format with no dashes. Suppliers also have the option of providing the Cardinal Health Identification Number (CIN). This is a seven digit number on all purchase orders from Cardinal Health. If the supplier does not use an NDC, the UPC or manufacturer's number can be provided. The UPC must be in the twelve digit format with no dashes.
Product availability category	<p>A general category used to describe the product availability issue. An appropriate category must be selected from the following list of seven categories:</p> <ol style="list-style-type: none"> 1. Allocation — Product availability is limited and supply is being managed. The current purchase order may exceed pre-determined allocated amount resulting in partial shipment from the supplier to Cardinal Health. 2. Backorder — A backorder is defined as lines of a purchase order that are not shipped with the original order. 3. Discontinued Item — Product has been discontinued and is no longer manufactured for sale by the supplier. The discontinued status is also used when a supplier deems an item temporarily unavailable. The item will be reactivated at a later date and available for sale at the supplier's request. <i>Note: Supplier must provide official documentation of an item's discontinued status.</i> 4. Dropship — Products are transitioning from an item stocked at the distribution center to a dropship status (shipped direct to the customer). The supplier may also offer dropshipments to the customer due to product availability issues. 5. Regulatory Issues — Any action that impedes the production or supply of products. Cardinal Health differentiates legal issues into four main categories: <ul style="list-style-type: none"> FDA Issue — The Food and Drug Administration (FDA) has an issue with the product that prevents the supplier from shipping product. Quarantine — When the supplier's product has been quarantined based on supplier issue. Recall — When Cardinal Health receives a notification of a recalled product at the consumer, retail or wholesale level. Market Withdrawal — When Cardinal Health receives notification of a market withdrawal at the consumer, retail or wholesale level. 6. New Item Launch — When a product has <i>not</i> been officially launched/released by the supplier. This may be used to refer to a pre-ordered product. 7. Short Dated — Any product that has less than 18 months to expiration. Supplier should note in the Product Availability Information column, best dating available, if the short dated product is the best available in the market.
Estimated supplier ship date (mm/dd/yyyy)	This is the date that you, our supplier, feel you will be able to start shipping this product.
Product availability information	Corresponds with the Product Availability Category. It gives more details regarding the product availability issue (ex. number of units allocated per week) or provides the customer better clarity on the cause of the issue (ex. material issues, spikes in demand, etc.). The supplier should specify if product is available for dropshipment in this section.
Disclaimer	The standard disclaimer must be included on the Product Availability Report. In this disclaimer, the supplier certifies that if a product does not appear on the Product Availability Report, the product will be indicated as available for purchase and/or currently shipping in full to Cardinal Health.

Appendix B: Product availability compliance metrics

Cardinal Health expects suppliers to comply with the business requirements set forth in this document. The requirements were established to effectively manage Cardinal Health's supplier interaction together with expeditiously moving product throughout the supply chain.

Metrics are in place to measure supplier compliance with product availability reporting requirements. Suppliers will receive points for each report that is sent weekly. The total points received for the entire month will be calculated and divided by the total number of weeks in the month to obtain the score.

Product Availability Report scoring criteria:

Category	Score
NDC#/CIN/UPC/MFG#	4 pts
Estimated supplier release date	4 pts
Product availability information	2 pts
Maximum points	10

Points structured on compliance with PAR:

2 points will be deducted if suppliers are not using the Cardinal Health PAR template

Item and manufacturer record maintenance

Cardinal Health understands that changes occur with item and manufacturer information. In order to reduce potential service and inventory issues, Cardinal Health asks its manufacturers to communicate any item and manufacturer record changes in a timely manner. The table below lists such changes and communication requirements Cardinal Health expects of its manufacturers.

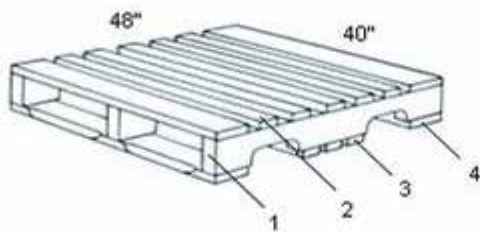
Type of change	Notification requirement	Contact information
Case pack	30 day notice prior to manufacturer shipment	Cardinal Health Sourcing manager and buyer
UPC/NDC change	30 day notice	Cardinal Health Sourcing manager
Line discontinuation	30-60 day notice	Cardinal Health Sourcing manager
Price change	Received two days before effective	Cardinal Health Sourcing manager
Manufacturer contact changes	30 day notice	Cardinal Health Sourcing manager

60 day backorder policy

The Cardinal Health backorder policy serves as a default in the event a manufacturer does not have a policy of its own. In the event an item is on backorder upon purchase, the purchase order will remain open in the Cardinal Health system for 60 days in an attempt to fulfill the order. Once the 60 day window has passed, the purchase order will be cancelled. In the event the order was originally placed on deal or the item has taken a price increase, the order will remain open in the Cardinal Health system until fulfilled by the manufacturer.

Inbound requirements

1. **Case pack:** The Cardinal Health NLC can move product more efficiently when receiving product from manufacturers in full case packs. Shipping product in partial cases or mixed cases results in processing delays at the Cardinal Health NLC, which adversely affects the supply chain network. Every effort has been made to generate POs with full case quantities or to order in pallet quantities when applicable. If PO quantities are not in full case quantities or the case quantity of a product has changed, please immediately contact the NLC Inventory Department with any discrepancies or changes.
2. **Product dating:** Cardinal Health requires a minimum of 12 months dating on all orders. Any deviation from this policy must be approved by Cardinal Health corporate purchasing department before shipping.
3. **Transportation and freight:** When shipping multiple POs on the same truck, please identify pallets by PO number. Do not “pinwheel” pallets. There should be a 10 in. gap from the top of the trailer with no obstructions on the truck that would prevent unloading product. All pallets need to be readily retrievable on the tail of the trailer.
4. **Refrigerated or frozen pallets (specialty):** All refrigerated products must be clearly labeled and separated from ambient and controlled products. Refrigerated product pallets must be clearly identified as such on all four sides of the pallet.
5. **Controlled substance pallets (specialty):** All controlled products must be separated from ambient and refrigerated products.
6. **Pallet construction:** All pallets should be in good, stable condition and should be the standard pallet dimensions (48 x 40 in.). Approved pallets must be standard American wooden pallets. The pallet height should be no more than 54 in. Product should be 2 in. inside of the outer pallet rim on all sides. All pallets should be PO specific. PO numbers should be clearly identified on all four sides of the pallet. Like product should be on a pallet and grouped together as much as possible, separated by slip sheets with heavier product on the bottom. Any mixed product pallet must be designated as such on a least two sides. Any pallets shipped to Cardinal Health from your organization or at your direction must be free of chemicals and chemical treatments, including halogenated phenols (2,4,6-tribromophenol (TBP) or 2,4,6-trichlorophenol (TCP)).



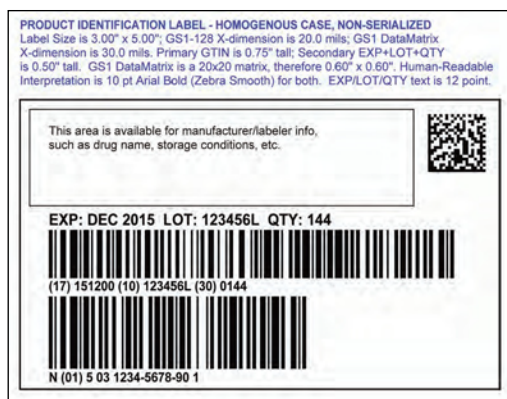
Description:

1. Stringers (3 min – 1.5 x 3.5 in.)
2. Top deck boards (max space of 3.25 in.)
3. Bottom deck boards
4. Bottom lead deck boards

7. **Delivery schedules:** All deliveries are by appointment only. Please reference attached contacts list for delivery times and DC contact or call 614.867.5309. For NLC delivery, call 614.409.6833 or email GMB-NLC-Receiving@cardinalhealth.com. Establishing a recurring delivery schedule is preferred. Ad-hoc deliveries require transportation companies to schedule an appointment 24 hours in advance of delivery. Failure to adhere to scheduled delivery times may result in delays in the unloading and receiving process. Information required at the point of scheduling includes a list of PO number(s) set to deliver, expected pallet count by complexity (mixed merchandise pallets and full pallets), shipment carrier, and PRO#.
8. **Advance shipping notice (ASN):** We require ASNs (EDI 856) for all inbound shipments to a Cardinal Health facility. For EDI questions or to obtain a copy of an EDI Technical Specifications Document, email vendoredi@cardinalhealth.com or call 614.757.5334.

Inbound requirements *cont.*

- 9. Case label:** Cardinal Health requires that each case is individually labeled and is compliant with UCC128 barcode guidelines. Cardinal Health will accept the following formats of the HDA recommended GS1-128 barcodes. Questions regarding barcodes may be sent to barcodes@cardinalhealth.com.



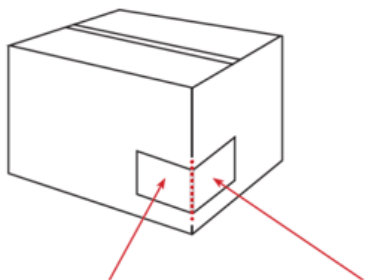
Option 1 – Non-Serialized Homogeneous Case

This GTIN label specifies two distinct GS1-128 symbols, both of which are mandatory. One symbol is placed directly above the other. The bottom symbol contains the item identification (primary) data and encodes the GTIN (only) using AI(01). The top symbol contains item attribute (secondary) data and encodes expiration date using AI(17), lot number using AI(10) and quantity using AI(30) — or alternatively, AI(17) + AI(30) + AI(10).



Option 2 – Serialized Homogeneous Case

The GTIN+Serial number label specifies two distinct GS1-128 symbols, which are both mandatory. One symbol is placed directly above the other. The bottom symbol contains the item identification (primary) data and encodes the GTIN using AI(01), plus the unique case pack or shipping container serial number (SN) using AI(21). The top symbol contains item attribute (secondary) data and encodes expiration date using AI(17), lot number using AI(10) and quantity using AI(30) — or alternatively, AI(17) + AI(30) + AI(10).



Cardinal Health requests that product identification labels are placed on two adjacent sides of the case. This can be achieved by using a wraparound label or using two separate but identical labels on adjacent sides. We recommend using a wraparound label with 2D GS1 DataMatrix justified to the outer edges (see example below). When using a wraparound label, the left half of the product identification label would be affixed to the right-most side of the carton. Once wrapped around the carton edge, the right half of the label would then be positioned at the left-most side of the short side of the carton as shown in the illustration below. If two labels are used instead, labels would be placed on adjacent sides at least 0.75 in. from any vertical edge to avoid damage.

Addressing product overages, shortages and damages

Cardinal Health is focused on proactive, timely communication in an effort to minimize any receiving issues and to ensure timely resolution when they occur. A system-generated receiving discrepancy notification is automatically sent to specified vendor email contacts. If after further research a true discrepancy is found an official notification will be prepared and emailed by a Cardinal Health team member.

- **Damages:** Damaged freight that is found during the unload process will be noted on the BOL and coded for communication to the manufacturer on the receiving discrepancy notification. In addition, concealed damages found during the receiving process will also be coded for communication to the manufacturer on the receiving discrepancy notification. The manufacturer should determine if a call tag needs issued for freight pick-up, or if the items should be authorized for destruction.
- **Shortages:** When Cardinal Health finds and confirms shortages from the manufacturer, the information will be coded for communication to the manufacturer on the receiving discrepancy notification. A Cardinal Health team member will research the discrepancy and send confirmation of shipping error and notification of invoice deduction.
- **Overages:** When Cardinal Health finds and confirms overages from the manufacturer, the exceptions team will contact the manufacturer to determine whether or not Cardinal Health will keep the product and be billed for it or whether the manufacturer will send a call tag.
- **Expectations:** Manufacturers are expected to notify the Cardinal Health DC exceptions team of any disagreement to the receiving discrepancy notification within two business days in order to attempt to resolve the issue prior to an invoice deduction. Manufacturers should send call tags for pickup of damages or overages within two business days of notification.

Backhaul

For manufacturers stocked within the NLC, there is an opportunity for cost savings and improved service by using the NLC's dedicated fleet. The NLC backhaul program is an option for manufacturers who have shipping locations and shipping days aligned with available NLC lanes. The service provided by the NLC dedicated fleet is equivalent to premium services provided by many national carriers. The following is an overview of the service provided. The backhaul program is a service offering available to our manufacturer partners. As demand needs flux, manufactures may be required to secure additional transportation beyond the capacity of the agreed upon backhaul.

Service summary

- NLC dedicated carriers
- Satellite tracking: GPS tractor/GLS trailer
- Team drivers ensure consistency with pickup and delivery
- Temperature controlled trailers with temperature tracking capabilities
- Freight continues straight through to NLC from time of pickup to delivery
- 24/7 dispatch with full messaging/tracking capabilities with each team
- All teams have been cleared through proper background checks
- Team photos of drivers sent to all locations prior to pickup in an effort to escalate security measures

Section 5

Delivering orders to Cardinal Health

Distribution center listing

Pharmaceutical Supply Chain Division Directory, 7000 Cardinal Place, Dublin, OH 43017 | 614.757.5000

Email is the preferred method of communication with the distribution centers unless otherwise noted in the table below.

DC	Division	Address	Phone number	Email address	DEA number
003D	Syracuse	6012 Molloy Road, Syracuse, NY 13211	800.627.6666	GMB-SYR-RECG@cardinalhealth.com	PC0003044
006D	Boston	11 Centennial Drive, Peabody, MA 01960	978.977.2302	GMB-BOS-RECG@cardinalhealth.com	RD0108200
008D	Wheeling	71 Mil-Acres Drive, Wheeling, WV 26003	304.238.0562	GMB-WHG-RECV@cardinalhealth.com	RO0153609
009D	Knoxville	2512 Westcott Blvd., Knoxville, TN 37931	877.692.4500	GMB-KNX-DELIVERY@cardinalhealth.com	RC0238104
010D	Jackson	1240 Gluckstadt Road, Jackson, MS 39110	601.898.2230	GMB-Jackson-Rec@cardinalhealth.com	RC0221236
011D	Lakeland	2045 Interstate Dr., Lakeland, FL 33805	800.637.8587	GMB-PD-LAK-Receiving@cardinalhealth.com	RC0182080
015D	Aurora	2353 Prospect Drive, Aurora, IL 60502	630.236.2700 ext. 2778	GMB-AUR-RECG@cardinalhealth.com	RW0231908
016D	Dallas	851 Henrietta Creek Road, Roanoke, TX 76262	682.831.4900	GMB-DAL-RECEIVING@cardinalhealth.com	RW0279996
018D	St. Louis	2840 Elm Point Industrial Drive, St Charles, MO 63301	877.899.8381	GMB-STL-RECG@cardinalhealth.com	RW0283452
019D	Phoenix	600 North 83rd Avenue, Tolleson, AZ 85353	623.478.8535	GMB-PHX-REC@cardinalhealth.com	RW0263056
024D	Hudson	2901 Enloe Street, Hudson, WI 54016	715.381.6620	GMB-HUD-REC@cardinalhealth.com	RW0243725
026D	Greensboro	4 Cardinal Health Court , Greensboro, NC 27407	336.834.5014	GMB-GBO-RECG@cardinalhealth.com	RW0243903
027D	Kansas City	7601 NE Gardner Ave., Kansas City, MO 64120	816.242.6176	GMB-KCY-receiving@cardinalhealth.com*	RW0191926
028D	Houston	13651 Dublin Court, Stafford, TX 77477	281.969.2300	GMB-STF-Receiving@cardinalhealth.com	RC0333524
029D	Denver	4875 Florence Street, Denver, CO 80238	720.374.8330	GMB-DEN-EBFS@cardinalhealth.com	RW0263549
032D	Valencia	27680 Avenue Mentry, Valencia, CA 91355	888.565.4002	GMB-VAL-RECG@cardinalhealth.com	RW0216449
034D	Sacramento	3238 Dwight Road, Elk Grove, CA 95758	800.554.5135	GMB-SAC-Receiving@cardinalhealth.com	RW0236009
035D	Salt Lake City	955 West 3100 South, Salt Lake City, UT 84119	385.285.3229	GMB-SAL-Receiving@cardinalhealth.com	RW0191419
037D	Seattle	801 C. Street, Seattle, WA, 98001	253.351.2649	GMB-PD-AuburnReceivingdepartment@cardinalhealth.com	RW0191813
043D	Swedesboro	1120 Commerce Boulevard, Swedesboro, NJ 08085	856.241.8287	GMB-PD-SWD-Receiving@cardinalhealth.com*	RW0269654
064D	Kinray	152-35 10th Avenue, Whitestone, NY 11357	347.438.2719 718.767.1234	kinray-receiving@cardinalhealth.com	RK0416900 RK0416900
066D	Puerto Rico	Centro Internacional de Distribucion, Edificio #10 Carr. 869 KM 4.2, Guaynabo, PR 00962	787.625.4147	G-PR005-Transportation@cardinalhealth.com	RB0374683
080D	La Vergne	233 Mason Road, LaVergne, TN, 37086	615.213.0392	GMB-80-SPD-Receiving@cordlogistics.com	RC0403802
090D	Reno	6640 Echo Ave., Suite D & J, Reno, NV 89506 6641 Echo Ave., Suite D & J, Reno, NV 89507	775.677.8514 775.326.8004	"Geri.Mckenzie@cordlogistics.com kaid.funk@cardinalhealth.com"	RC0361206
095D	ParMed	5960 East Shelby Drive Suite 100, Memphis , TN 38141		G-MemphisReceiving@cardinalhealth.com	RC0501014
	Harvard - Memphis	5960 East Shelby Drive Suite 100, Memphis , TN 38141		G-MemphisReceiving@cardinalhealth.com	RT0457780
	Harvard - Indy	8401 Bearing Drive Suite 100, Indianapolis, IN 46268		G-MajorInventoryTeam@cardinalhealth.com	RT0485020
098D	CAH Wholesale Pedigree	2840 Elm Point Industrial Drive, St Charles, MO 63301	877.899.8381	GMB-STL-RECG@cardinalhealth.com	RW0283452
099D	NLC	5995 Commerce Center Drive, Groveport, OH 43125	614.409.6833	GMB-NLC-Receiving@cardinalhealth.com	RC0314891
123	Brokerage - BLC				RC0314891
	Metro Medical	233 Mason Road, LaVergne, TN 37086	615.213.0392 615.394.1429	GMB-80-SPD-Receiving@cordlogistics.com	
	A+ Secure Packaging	339 Mason Rd, La Vergne, TN 37086	615.213.8282	Mark.griggs@cardinalhealth.com	

*To be used for scheduling purposes only

Cardinal Health utilizes Inmar to process our outdated and expired distribution center returns. Inmar creates returns on behalf of Cardinal Health on a monthly basis, and product is sent to Inmar for processing from potentially any Cardinal Health warehouse. Inmar is an agent of Cardinal Health; therefore, if product is being returned by Inmar on behalf of Cardinal Health, it is as if Cardinal Health is returning the product ourselves.

- All Cardinal Health returns created by Inmar are identified with the prefix CHI or CHIR.
- Returns authorizations cannot be denied. A response is necessary to tell Inmar to **ship, destroy or donate:**
 - To send a returns authorization for Rx or OTC returns, please call **817.868.5300**, fax **817.868.5341** or email rxra@inmar.com
- A credit memo is required for each return, regardless of the credit value. Please send a copy to Cardinal Health. Credits can be emailed to GMB-DUB-Third-Party-Credits@cardinalhealth.com
- Cardinal Health Account Manager: Kellen Barbato kellen.barbato@inmar.com or call **336-631-7696**
- Attached is a manual provided by Inmar for manufacturer use. It will assist in the following:
 - Issue return authorizations
 - Obtain debit memo copies
 - Provide product distribution instructions
 - Search for and retrieve new invoices or those in a HOLD status
 - Issue special shipping instructions (non-Rx only)
 - Print Proof of Destruction documents
 - Track product

Cardinal Health will take a deduction for the difference between credit value issued and the original debit memo value if the credit is not issued at 100%. Cardinal Health will review the credit memos to determine the reasons why credit was denied. Please include denial reasons on the credit memos.

If there are any questions regarding the process or to resolve open deductions, please contact GMB-DUB-DCReturns@cardinalhealth.com.

Please submit all new, changed or updated Returned Goods Policies to the GMB-DUB-Return Policies mailbox. The returns team meets to review all policies and will respond to you within 10 business days.

Cardinal Health has the right to return products to manufacturer for credit and manufacturer will process and provide appropriate credits to Cardinal Health with respect to all product returns, all in accordance with this section and the Cardinal Health return goods policy ("Returned Goods Policy") in effect at the time of the return or in accordance a mutually agreed policy within a written agreement between Cardinal Health and manufacturer. The Returned Goods Policy may be amended by Cardinal Health from time to time. Cardinal Health shall notify manufacturer of its intent to return products to obtain return authorization from manufacturer. Return authorization shall not be unreasonably withheld by manufacturer. Products with more than six months of remaining dating are not eligible for return absent prior authorization from manufacturer, such authorization not to be unreasonably withheld. Cardinal Health may return specific products without limit, without regard to remaining dating, and without authorization under the following circumstances: (a) new products during six month period following their introduction; (b) products discontinued by manufacturer to the extent the then current product inventory is not sold within 60 days; (c) products that experience decreased market demand due to circumstances beyond Cardinal Health control; and (d) all products immediately upon termination of the applicable agreement between manufacturer and Cardinal Health. Should any of the circumstances specified in subsections (a)-(d) of this section occur, manufacturer shall have the option to issue an additional 90 days of dating in which Cardinal Health may return the product. Third-party return companies shall be recognized as legitimate processors and partial returns by the parties' mutual customers shall be accepted and prorated at current WAC. The return guidelines shall be in effect for all products originally purchased by Cardinal Health from manufacturer, exclusive only of specialty or promotional program purchases specifically exempted by mutual written consent of the parties.


The following information, as applicable, is required for vendor Recall/Market Withdrawal notifications provided to Cardinal Health:

- **Level: wholesale, retail, consumer**
- Class of recall (if FDA has classified at time of the notice)
- **Affected product name, strength, size**
- **NDC and/or UPC number of affected product**
- **Lot numbers affected**
- **First date of distribution of affected product by the manufacturer**
- **Reason for recall/withdrawal**
- **Return instructions**
- Recall response form

If bolded information is missing, it may delay further distribution of the notification.

Manufacturer shall reimburse Cardinal Health, consistent with Healthcare Distribution Alliance (HDA) guidelines, for the full amount of all reasonable costs and expenses incurred by Cardinal Health in connection with Cardinal Health performance of any recall or market withdrawal services or assistance relating to the manufacturer's products.

Sample Cardinal Health recall notice

<ul style="list-style-type: none">• Our organization agrees to electronically acknowledge notification is received electronically via this system if• Our organization agrees that if a hard copy notification acknowledgment is required to be returned to Cardinal Health <p>Customer Signature / Date: _____</p> <p>Items Affected:</p> <table border="1"><thead><tr><th>NDC:</th><th>CARDINAL HEALTH</th></tr><tr><th>ITEM NUMBER</th><th>PRODUCT DESCRIPTION</th></tr></thead><tbody><tr><td>Lot Number(s):</td><td></td></tr></tbody></table>	NDC:	CARDINAL HEALTH	ITEM NUMBER	PRODUCT DESCRIPTION	Lot Number(s):		<div><h3>URGENT PRODUCT RECALL</h3></div> <p>RE: CARDINAL HEALTH NOTICE # _____</p> <p>Dear Valued Customer:</p> <p>According to our records you have purchased an item that has been recalled or withdrawn by the vendor. Please examine your stock to determine if you have the following product(s) with the affected lot number(s) in your possession. See below for the product disposition instructions established by the vendor. If you have any questions, please contact Cardinal Health Customer Service.</p> <p>Vendor: _____</p> <p>Event: Recall</p> <p>Class: Unclassified</p> <p>Level: Retail</p> <p>Return Product To: _____</p> <p>Reason: _____</p> <p>*RETAIL CHAINS: PLEASE FOLLOW YOUR STANDARD CORPORATE POLICY FOR RECALLED AND WITHDRAWN ITEMS*</p> <p><small>Legal Disclaimer: Cardinal Health notifications regarding product recalls and withdrawals are designed to provide information about such products that have been recalled or withdrawn from the U.S. market by manufacturers, importers, private label distributors among others (collectively referred to as "Vendors"). The information that you will receive is based solely upon information provided to Cardinal Health by the Vendors of these products, or their assigned agents, and Cardinal Health makes no representations and disclaims all express and implied warranties and conditions of any kind, including, representations, warranties or conditions regarding accuracy, timeliness and completeness. Any specific inquiries regarding the details of a particular product and the reasons for a recall or withdrawal should be directed to the Vendor of that product.</small></p> <p>By acknowledging this recall or withdrawal on behalf of my organization, I explicitly agree to and state the following</p> <ul style="list-style-type: none">• I have the authority to respond to or receive product recalls and withdrawal notices on behalf of my organization.• I have read and understand the instructions for properly handling this recall or withdrawal.• Our organization agrees to promptly examine all product associated with this recall or withdrawal and check for any affected product.• Our organization agrees to follow the instructions for handling of the product affected by this product recall or withdrawal.• Our organization will follow existing Cardinal Health return goods policies and practices, including the following:<ol style="list-style-type: none">1. Return Authorization (using return code 60) must accompany product being returned in order to receive credit.2. Partial of recalled/withdrawn Controlled Substances must be returned directly to the Vendor to receive credit.3. Partial of less than 25 percent of the original package quantity will not receive credit from Cardinal Health. <p>1/2</p>
NDC:	CARDINAL HEALTH						
ITEM NUMBER	PRODUCT DESCRIPTION						
Lot Number(s):							

2/2

Sample manufacturer recall notice

URGENT: Drug Recall Notice				
Manufacturing Firm:		Recalling Firm (if applicable):		
Company		Company		
Address		Address		
City/State/Zip		City/State/Zip		
PRODUCT:				
Product Description	ID Number (NDC/UPC/Catalog)	Package Size	Lot # / Expiration Date	Manufacturer Initial Ship Date
REASON: Provide a description of the reason and health hazard for the recall.				
LEVEL: Specify the level of the recall.				
This recall is being carried out to the retail level and is only for the specific lot listed above.				
CLASS: Indicate if the recall has been classified and provide class (I, II, III).				
This recall has yet to be classified. It is being conducted with the knowledge of the Food and Drug Administration.				
ACTION: Describes actions to be taken by distributors, retailers and/or customers.				
By distributor and retailer: 1. Stop dispensing and distributing these lots. Quarantine product. 2. Please carry out a physical count and record this data on the verification form and the packing slip included with this letter. 3. Complete and return the attached verification form even if you do not have the recalled product . 4. Notifications of this recall are being sent to all direct distributor accounts of 5. Return the recalled product and the packing slip using the pre-paid shipping labels within 30 days to:				
Other information: Provide necessary contact information for distributor, retailer and consumer for recall, including contact for medical and product questions and cost recovery information.				

No other lots, packages or formulations are being recalled.

For shipping assistance, product questions or questions about the recall, please contact:

For medical questions please contact:

Adverse reactions or quality problems experienced with this product should be reported to the FDA MedWatch Adverse Event Reporting program either online at www.fda.gov/medwatch or by calling 1-800-FDA-1088.

- Complete and submit the report Online: www.fda.gov/medwatch
- Regular Mail or Fax: Download form www.fda.gov/medwatch request a reporting form, then complete and return to 1-800-FDA-0178

We appreciate your immediate attention and cooperation, and thank you for your action.

AUTHORIZED BY:

Name: _____ Title: _____

Signature: _____ Date: _____

Page 1 of 2

Page 2 of 2

Delivering the highest levels of customer service via the lowest cost distribution platform requires continuous improvement and collaboration between manufacturers and Cardinal Health. The Cardinal Health manufacturer performance management process reflects the collaborative effort required to achieve those goals. The Cardinal Health Supply Chain Excellence (SCE) scorecard manages the supply chain performance more effectively and accurately assess manufacturer performance for our business. These performance metrics measure and track the most critical operational components for delivering the highest level of customer satisfaction. Each supplier receives a monthly score, which we continually update throughout the year. Based on our suppliers' final performance at Cardinal Health fiscal year-end (June 30 of each year), we recognize those that achieve these performance metrics at an awards ceremony during our annual Business Partners Conference.

Cardinal Health is committed to the safety and security of the healthcare supply chain, as well as the health and well-being of our mutual customers and their patients through supply chain excellence. This commitment is demonstrated by our perseverance in a challenging healthcare environment, the momentum we generate through solid collaboration with manufacturers and pride in the work we do every day. This commitment is also confirmed through the enhancements that have resulted in a more stringent and demanding award.

Supply Chain Excellence Award scoring

SCE	Maximum points	Score structure					
Manufacturer fill rate	30 pts	97-100% = 30 95-96% = 15 <95% = 0					
Year-end fill rate	10 pts	97-100% = 10 95-96% = 5 <95% = 0					
Item level lead time	10 pts	Consumer health: 0-10 days = 10 11-14 days = 5 >15 days = 0	Brand: 0-4 days = 10 5-7 days = 5 >8 days = 0	Private label: 0-21 days = 10 22-28 days = 5 >29 days = 0	Generic: 0-6 days = 10 7-10 days = 5 >11 days = 0	SPD (oncology): 0-4 days = 10 5-7 days = 5 >8 days = 0	SPD (non-oncology): 0-15 days = 10 16-20 days = 5 >21 days = 0
Sourcing performance	15 pts	Consumer health: Account management: 15 • Sales = 5 • Inventory efficiency = 5 • DSA and market support = 5 Best Practices and Collaboration: +5 (bonus)		Brand and generics: Account management: 15 Best Practice and Collaboration: +5 (bonus)		SPD: Account management: 15 • Responsiveness = 3 • Dispute resolution = 3 • Pipeline engagement = 3 • Service fee value = 3 • Timely WAC change = 1 • Permit off cycle order planning = 1 • Provide compensation for enhances distribution services = 1	
Product Availability Report (PAR)	10 pts	9.5-10 average pts = 10 8.5-9.4 average pts = 9 7.5-8.4 average pts = 8 6.5-7.4 average pts = 7		5.5-6.4 average pts = 6 4.5-5.4 average pts = 5 3.5-4.4 average pts = 4 2.5-3.4 average pts = 3		1.5-2.4 average pts = 2 0.5-1.4 average pts = 1 <0.4 average pts = 0	

Supply Chain Excellence Award scoring *cont.*

SCE	Maximum points	Score structure				
Contracts and chargebacks	12 pts	Contract notifications received 2 days prior: 97 - 100% = 4 <97% = 0		Membership notifications received 2 days prior: 97 - 100% = 4 <97% = 0		Monthly chargeback rejection rate: <0.99% = 4 1-1.99% = 3 2-2.99% = 2 3-3.99% = 1 >4% = 0
		Contract notifications received 1 day prior: 97 - 100% = 2 <97% = 0		Membership notifications received 1 day prior: 97 - 100% = 2 <97% = 0		
National Logistics Center (NLC)	15 pts	95-100% = 15 90-95% = 12 85-90% = 8 80-85% = 4 <80% = 0				
EDI and EFT	28 pts	EDI 845: 95 - 100% = 4 90 - 94% = 2	EDI 849: 95-100% = 4 90-94% = 2 <90% = 0	EDI 844 Resubmission: Yes = 4 No = 0	EDI 856: 96-100% = 10 91-95% = 8 86-90% = 6 81-85% = 4 76-80% = 2 <75% = 0	EDI 810: 99-100% = 4 97-98% = 3 90-96% = 2 80-89% = 1 <80% = 0
			EDI 812 = 2	EFT = 1		
Supply chain excellence quality	20 pts	Deductions based on: Class 3 recall/withdraw: -2 Class 2 recall: -4 Class 1 recall: -6		Incomplete recall notices: -2 Concealed shortage on control substances or list chemicals: -2 Complete, accurate and prompt recall notices: +1 (bonus)		
SCE Bonus Points						
Marketing programs	10 pts	Dollar participation in marketing offering \$7,500 – \$15,000 = 1 pt \$15,001 – \$30,000 = 2 pts \$30,001 – \$50,000 = 3 pts				Ancillary marketing points RBC = 2 BPC = 2
Data services		EDI 852 Daily = 2		EDI 867 Weekly = 1		EDI 867 Daily = 2

Manufacturer fill rate

Cardinal Health expects there to be no disruption in the supply chain for any reason. This standard maintains the service level required by Cardinal Health customers. Suppliers' performance will be evaluated by the same measurement that Cardinal Health uses internally — a commitment of 97%. Inbound service level points are determined based upon Cardinal Health units ordered versus units received.

97 – 100%	= 30 pts
95 – 96.9%	= 15 pts
95% and below	= 0 pts
Maximum points	= 30

Year-end fill rate (December and January)

Each calendar year-end, Cardinal Health experiences delays in receiving orders in a timely and complete fashion. This is not necessarily caused by weather or other delivery issues, but rather as a result of suppliers establishing inventory management techniques that severely affect the ability of Cardinal Health to provide product and meet the demands of mutual customers. This practice not only limits the ability of Cardinal Health to provide critical items to its customers and ultimately to their patients, but it also affects profitability and negatively influences relationships with trading partners who institute such practices. In an effort to minimize this issue, points will be awarded for exceptional service during the months of December and January.

December

97 – 100%	= 10 pts
95 – 96.9%	= 5 pts
95% and below	= 0 pts
Maximum points	= 10

January

97 – 100%	= 10 pts
95 – 96.9%	= 5 pts
95% and below	= 0 pts
Maximum points	= 10

Item lead time

Lead times must be projected accurately and met consistently. Cardinal Health expects 100% of its orders to be filled to completion and delivered consistently, within the established time frame, 100% of the time. Therefore, lead times must be realistic for Cardinal Health and for the supplier. It is the supplier's responsibility to review its lead time commitments regularly, adjust them when changes are needed and advise Cardinal Health of those changes immediately to ensure quality and service. Measurement of performance in this category is based on the time from order date to receipt date.

Consumer health manufacturers	
0 – 10 calendar days	= 10 pts
11 – 14 calendar days	= 5 pts
Brand and SPD (non-blood plasma) manufacturers	
0 – 4 calendar days	= 10 pts
5 – 7 calendar days	= 5 pts
Generic manufacturers	
0 – 6 calendar days	= 10 pts
7 – 10 calendar days	= 5 pts
Private label manufacturers	
0 – 21 calendar days	= 10 pts
22 – 28 calendar days	= 5 pts
SPD (blood plasma)	
0 – 15 calendar days	= 10 pts
16 – 20 calendar days	= 5 pts
Maximum points	= 10

Product Availability Report (PAR)

Cardinal Health uses information from our manufacturers to communicate product availability issues to customers. Manufacturers are required to send the Product Availability Report to Cardinal Health weekly via email to Cardinal Health buyer. If manufacturers do business with Cardinal Health Brokerage, brokerage specific items must be sent via email to Cardinal Health buyer. If there are no product availability issues for a particular reporting period, Cardinal Health still requires an email stating that all products are available for purchase and shipping in full weekly. To receive a full score, PAR reports sent to your Cardinal Health buyer should include 11 digit NDC number without dashes and estimated release date (mm/dd/yyyy).

Points structured on compliance with PAR:

2 points will be deducted if suppliers are not using the Cardinal Health PAR template

9.5 – 10 avg pts	= 10 pts
8.5 – 9.4 avg pts	= 9 pts
7.5 – 8.4 avg pts	= 8 pts
6.5 – 7.4 avg pts	= 7 pts
5.5 – 6.4 avg pts	= 6 pts
4.5 – 5.4 avg pts	= 5 pts
3.5 – 4.4 avg pts	= 4 pts
2.5 – 3.4 avg pts	= 3 pts
1.5 – 2.4 avg pts	= 2 pts
0.5 – 1.4 avg pts	= 1 pts
Below 0.5 avg pts	= 0 pts
Maximum points	= 10

Supply chain quality

As we experience a decrease in inventories and continual change within our industry, Cardinal Health is challenged with manufacturer quality issues that affect our ability to efficiently manage the pharmaceutical supply chain. We provide the best services at minimal cost to our manufacturers and customers, which continue to reduce costs in healthcare. Manufacturer quality issues increase the cost to serve the needs of our mutual customers. These quality issues include recalls, contaminated pallets, market withdrawals (FDA mandated or manufacturer decisions), request to quarantine products and many other situations where there is a deviation within quality excellence. If any of the situations below occur, points will be subtracted from the maximum score of 20.

Class 3 recall	= -2 pts
Class 2 recall	= -4 pts
Class 1 recall	= -6 pts
Missing/incomplete required information on recall/withdrawal notices	= -2 pts
Concealed shortage on controlled substances	= -2 pts
Bonus: Complete, accurate and prompt recall notices	= 1pt
Maximum points	= 20

EDI and EFT

Manufacturers are expected to maintain efficient EDI capabilities as well as provide on-time and accurate notification.

Points structured based on the following:

Utilizes EFT (Electronic Funds Transfer)	= 1 pt
Provides accurate 810 (invoice)	
99 – 100%	= 4 pts
97 – 98%	= 3 pts
90 – 96%	= 2 pts
80 – 89%	= 1 pt
Below 80%	= 0 pts
Provides 845 (price authorization/contract pricing)	
95 – 100%	= 4 pts
90 – 94%	= 2 pts
Below 90%	= 0 pts
Provides 849 (chargeback reconciliation)	
95 – 100%	= 4 pts
90 – 94%	= 2 pts
Below 90%	= 0 pts
Provides accurate 856 (advanced shipment notice)	
96 – 100%	= 10 pts
91 – 95%	= 8 pts
86 – 90%	= 6 pts
81 – 85%	= 4 pts
76 – 80%	= 2 pts
Below 75%	= 0 pts
Accepts electronic Cardinal Health chargeback resubmissions with line number (EDI 844 Resubmission)	= 4 pts
EDI 812 (electronic credit memo) testing and go-live completed within 60 days of the first test send	= 2 pts
Maximum points	= 29

Contracts/chargebacks

First time pricing accuracy has a tremendous effect on the supply chain. Maintaining pricing accuracy requires timely, accurate and efficient data processing as well as collaboration toward root cause problem resolution. Seamless and high-quality processes also have a major impact on operational expenses for both the manufacturer and Cardinal Health. Cardinal Health expects to leverage its manufacturer partnerships to be the industry leader in first time pricing accuracy and contracts and pricing problem resolution for manufacturer pricing services (chargebacks) requirements, see [Attachment B](#).

Contracts

Contract notifications received 2 days or more prior to the effective date	
97 – 100%	= 4 pts
Below 97%	= 0 pts
Contract notifications received 1 day prior to the effective date	
97 – 100%	= 2 pts
Below 97%	= 0 pts
Membership notifications received 2 days or more prior to the effective date	
97 – 100%	= 4 pts
Below 97%	= 0 pts
Membership notifications received 1 day prior to the effective date	
97 – 100%	= 2 pts
Below 97%	= 0 pts
Maximum points	= 8

Chargebacks

Overall chargeback rejection rate per month	
0 – 0.99%	= 4 pts
1 – 1.99%	= 3 pts
2 – 2.99%	= 2 pts
3 – 3.99%	= 1 pt
4% and above	= 0 pts
Maximum points	= 4

Consumer health sourcing

Account management:

Sales: Percent variance from the category average % sales change

-10.01% variance or less change	= 0 pts
+5.00% to -10.00% variance	= 3 pts
+5.01% or more variance	= 5 pts

Inventory efficiency: Percent variance from the category average turn

-30.01% or less variance	= 0 pts
+10.00% to -30.00% variance	= 3 pts
+10.01% or more variance	= 5 pts

DSA and market support: Dollars spent from DSA and marketing programs as a percent of purchases

0.01 – 4.99%	= 2 pts
5.00 – 9.99%	= 3 pts
10.0 – 14.99%	= 4 pts
15.00% or more	= 5 pts

Best practices and collaboration:

- Active collaboration to develop joint business plans and support corporate programs and initiatives
- Proactive in tracking and addressing business shifts/needs
- Thorough and timely proactive communication of supply chain issues
- New item introductions, product deletions and product price changes.

If the manufacturer is unresponsive, not collaborative and/or does not communicate proactively = -15 pts

Maximum points = 15 (no less than 0)

Generic sourcing

Account management:

Measured on the manufacturer's best practices and collaborative partnership.

Active collaboration in developing joint business plans and supporting corporate programs and initiatives such as: proactive tracking of business needs, effective communication, new item introductions and item changes.

While scoring this metric, the team is thinking about the below topics:

- Responds to additional supply needs
- Executes on new product launches
- Provides competitive offer to new products
- Supports all Source Generics program contracts, including backup contracts (non Red Oak)
- Responds timely and competitively to cost requests (non Red Oak)
- Provides rebates or other incentives for growth

If the manufacturer is unresponsive, not collaborative, and/or does not communicate proactively = -15 pts

Maximum points = 15 (no less than 0)

Brand sourcing

Account management:

Brand sourcing performance is measured on manufacturer’s best practices and collaborative partnership.

Active collaboration in developing joint business plans and supporting corporate programs and initiatives such as: proactive tracking of business needs, effective communication, new item introductions and item changes.

While scoring this metric, the team is thinking about the below topics:

- Adherence to DSA/DSP service fee
- No inventory floor
- No inventory ceiling
- Timely WAC price change notifications
- Provide timely access to new item launches
- Permit off cycle order planning
- Provide competitive offer to CAH on new product launches
- Provide compensation for REMS

If the manufacturer is unresponsive, not collaborative and/or does not communicate proactively	= -15 pts
Maximum points	= 15 (no less than 0)

Specialty sourcing

Account management:

Points deducted if any of the below do no occur:	
Responsiveness	= -3 pts
Dispute resolution	= -3 pts
Pipeline engagement	= -3 pts
Service fee value	= -3 pts
<ul style="list-style-type: none"> • Distribution Services Agreement • SourceSM competitive offer • Rebates or other incentives for growth 	
Timely WAC price change notifications	= -1 pt
Permit off cycle order planning	= -1 pt
Provide compensation for enhanced distribution services	= -1 pt
Best practices and collaboration	= 5 pts
<ul style="list-style-type: none"> • Active collaboration to develop joint business plans and support corporate programs and initiatives • Proactive in tracking and addressing business shifts/needs • Thorough and timely proactive communication of supply chain issues • New item introductions, product deletions and product price changes 	
Unresponsiveness, not collaborative and/or does not communicate proactively	= -15 pts
Maximum points	= 15 (no less than 0)

National Logistics Center

The National Logistics Center (NLC) allows manufacturers to improve their supply chain with a single point of entry into the Cardinal Health pharmaceutical supply chain. This solution streamlines the delivery and inventory management processes, while improving the ability to respond to market changes on demand. In addition to the logistics advantages of shipping to a central location, the NLC facilitates increased collaboration and innovation between the supplier and Cardinal Health. To ensure this solution provides the optimal benefits, the NLC uses a scorecard that measures performance against operational requirements. The scorecard focuses on the communication and quality of inbound shipments and customer service responsiveness. The scorecard will be sent quarterly or as requested by manufacturers. The scorecard tracks all shipments into the NLC and assigns points based on performance and responsiveness.

95 – 100%	= 15 pts
90 – 94%	= 12 pts
85 – 89%	= 8 pts
80 – 84%	= 4 pts
Below 80%	= 0 pts
Maximum points	= 15

The percentages on page 35 are based on the following NLC operational requirements:

Measure	Max points	Description
ASN	10	Fully compliant ASN sent
Case label	10	Case label meets HDMA standard barcode and label requirements
Mixed lots/partial case shipment	10	Mixed lots and partial cases are not desired by the NLC, Cardinal Health POs that are submitted as full cases should be shipped as full cases
Packing list included and accurate	10	Packing list included and clearly identified on pallet by PO, with accurate counts at the item level. Packing list must be on tail of the truck
Delivery schedule	10	Delivery scheduled at least 24 hours in advance. Required information provided at time of shipment POs, pallet count, pallet complexity mixed and full, delivery date
Container lists	8	Each pallet with mixed NDCs must have a container list identifying the POs, items, and quantities on that pallet
Mixed pallet id	8	Pallets with mixed NDCs must be identified
On time	8	Delivery must arrive on or before the schedule delivery time. Late deliveries will be processed per NLC availability
Specialty pallets are identified	8	Shipments with controls and/or refrigerated items must be separated onto their individual pallets. Refrigerated pallets marked on all four sides. BLC POs need to be on pallets separate from NLC POs
Damaged cases	8	Shipment must be free of any damages
Pallet condition	5	Pallets are standard US heat treated 48 x 40 in.
Pallet construction	5	Pallet height less than 54 in. with PO labels on all four sides
Total	100	Perfect Order
Backhaul utilization	5	5 bonus points will be awarded per delivery shipped via the NLC backhaul program
Total with NLC order frequency	105	

July 2021 National Logistics Center (NLC) SCE Scorecard

Starting in July 2021, the NLC will use the below scorecard to assess inbound deliveries.

Category	Possible points	Description of category
Appointment	20	
Appointment scheduled	10	Delivery scheduled at least 24 hours in advance. When appointment is requested, POs, mixed and full pallet count, and PRO number must be provided.
Timely arrival	10	Delivery must arrive no more than 2 hours early for its scheduled appointment time. Late deliveries will be processed per NLC availability. Exempt from timeliness penalties are backhaul shipments caused by carrier.
ASN	20	
Complete ASN file transmitted	10	All shipment IDs (SIDs) and NDCs have valid ASN data.
No ASN notification necessary	10	Expected ASNs arrived by scheduled appointment time. No transmission issues reported.
Shipment accuracy/integrity	25	
Overages & shortages	10	Shipment is free from variances between ASN quantity (shipped and invoiced quantities), received quantities, and PO quantities.
Damages	5	Shipments must be free of any damaged or defaced product.
No recalls or un-approved short dated items	5	Shipments must be free from recalled lots or un-approved short dated items.
Case quantity changes	5	Only one case quantity per NDC must be shipped at a time; known case quantity changes must be sent to G-NLC-Inventory@CardinalHealth.com
Unloader/receiver feedback	35	
Marked mix	5	Pallets containing more than 1 NDC or more than 1 lot of the same NDC must be identified and marked with a sticker or placard.
Specialties by pallet	5	Pallets containing BLC POs must be separated from pallets containing NLC POs. Pallets containing controls, or refrigerated product are shipped on separate pallets from NLC or ambient product.
Load not quarantined for temperature or carrier issues	5	Product was not eligible for receipt because temperature was out of range upon arrival, there was evidence of tampering, the product arrived soiled, etc.
Packing slips/container lists	5	A DSCSA compliant pack slip and a container list indicating the PO and contents must be affixed to the outside of the pallet.
2D barcodes	5	2D barcodes are visible on DSCSA product and successfully scan.
Marked partials	5	All partial cases must be labeled. Cardinal Health POs that are submitted as full cases should be shipped as full cases containing 1 lot.
Pallet construction	5	Pallet height is less than 54" and is shipped on standard US heat-treated 48x40 pallets.
Total scorecard points	100	
Backhaul utilization - bonus points	5	
All-in total points available	105	

Cardinal Health welcomes the opportunity to work with manufacturers to implement DSCSA requirements.

Supply chain integrity

The safety and security of our nation's pharmaceutical supply is a top priority for Cardinal Health and a responsibility we take very seriously. A safe and reliable drug supply is central to our customers' business and critical to the health and well-being of patients. We are committed to complying with the DSCSA track and trace legislation in the most efficient manner possible.

Drug Supply Chain Security Act (DSCSA)

With each change of ownership of product, manufacturers are required to provide the subsequent owner with **Transaction Information**, **Transaction Statement** and **Transaction History**.

- Transaction Information
 - Name
 - Strength
 - Dosage form
 - NDC
 - Container size
 - Number of containers
 - Lot number
 - Date of transaction (and shipment date if 24+ hours after transaction)
 - Business name and address of the person from whom ownership is being transferred
 - Business name and address of the person to whom ownership is being transferred
- Transaction History
 - Transaction Information for each prior transaction going back to the manufacturer of the product
- Transaction Statement — indicating the seller
 - Is authorized under the Act
 - Received the product from an authorized party
 - Received Transaction Information and a Transaction Statement from the previous seller, as required
 - Did not knowingly ship suspect or illegitimate product
 - Has systems and processes in place to comply with verification requirements
 - Did not knowingly provide false transactional information
 - Did not knowingly alter transaction history

Note: Cardinal Health supports the use of the abbreviated Transaction Statement recommended by HDA and PDSA. Seller has complied with each applicable subsection of FDCA Sec. 581(27)(A)–(G).

The DSCSA requires that manufacturers provide the Transaction Information, Transaction History and Transaction Statement (TI TH TS) in **electronic format**. All shipments of prescription drug product received without electronic TI TH TS will be placed directly in quarantine and, if unresolved, will be returned to the supplier.

The statute also requires manufacturers to affix a product identifier, encoded with the product's standardized numerical identifier, lot number and expiration date, to each package and homogenous case. The FDA has indicated that a package or homogenous case is considered grandfathered (or exempt from serialization) if it was packaged by the manufacturer before November 27, 2018. Cardinal Health will accept shipments from manufacturers after November 27, 2018, that include non-serialized product if it was packaged prior to that date.

Beginning in November 2019, the DSCSA requires wholesale distributors, like Cardinal Health, to verify the product identifier (2D barcode) before re-distributing a saleable returned product. FDA granted an additional three-year delay in enforcement, making the new effective date November 2023. Due to Enforcement Discretion, we are performing saleable returns verification on a limited basis.

We support the following electronic methods for verification:

1. Manufacturers send aggregated serialized data with each shipment, so product identifiers can be verified internally.
2. Verification Router Service (VRS)

HDA compliant ASNs required

Cardinal Health has adopted a standard systematic approach for accepting Transaction Information, Transaction History and Transaction Statement, collectively known as transaction data, from manufacturers.

To ensure accuracy and efficiency, Cardinal Health expects manufacturers to send transaction data in electronic format. Advance Ship Notices (ASNs), which are electronic documents transmitted via EDI, provide the most direct path to electronic transmission of the required data.

ASNs must follow the format outlined in HDA Electronic data Interchange (EDI) Guidelines for the 856 Advance Ship Notice to Support Implementation of DSCSA.

Cardinal Health will impose financial penalties for not complying with our preferred method of electronic receipt of transaction data.

Additional information

Please visit cardinalhealth.com/trace for more information about the Drug Supply Chain Security Act including videos, FAQs and trading partner communications.

To assist manufacturers for serialized data exchange, a list of Global Location Numbers (GLNs) for Cardinal Health Pharmaceutical Distribution locations can be found in **Attachment D**.

Questions may be sent to drugtracing@cardinalhealth.com.

Cardinal Health is committed to the highest standard of business ethics and integrity around the world and our continued success depends on our employees, vendors and business partners acting with honesty and integrity while conducting business with or on behalf of Cardinal Health.

This Code of Conduct sets forth the basic requirements that all vendors, distributors, agents, suppliers, representatives, and other business partners and their employees, directors, officers, agents, representatives, and subcontractors (collectively referred to as "Vendors") must comply with to do business with Cardinal Health and its (direct or indirect) subsidiaries and affiliates (collectively referred to as "Cardinal Health").

Compliance with the law

All Cardinal Health Vendors must comply with all applicable local, state, federal, and national laws and regulations of the jurisdiction in which they are doing business, specifically including, but not limited to, the laws and practices set forth below:

- **U.S. federal healthcare fraud and abuse laws.** Vendors must comply with all U.S. federal healthcare fraud and abuse laws, which generally prohibit persons from soliciting, offering, receiving or paying any compensation to induce someone to order or purchase items or services that are in any way paid for by Medicare, Medicaid or other federally-funded healthcare programs. They also prohibit submitting or causing to be submitted any fraudulent claim for payment by the federal government.
- **Anti-Corruption.** Vendors must comply with the anti-corruption laws of the countries in which they do business and with the United States Foreign Corrupt Practices Act ("FCPA"). Vendors may not make any direct or indirect payments or promises of payment to foreign government officials for the purpose of inducing that individual to use his/her position to obtain or retain business.
- **Import/Export laws.** Vendors must comply with all applicable trade laws of the United States and any other nation relating to import/export matters. This includes timely provision of all information necessary to comply with import requirements of the United States or other countries of destination, and not exporting or re-exporting any information or products received from Cardinal Health to any proscribed country listed in the U.S. Export Administration Regulations. Vendors will state the country of origin on goods, packaging and invoices as well as provide proper documentation to support available free trade agreement claims.
- **Facility and Supply Chain Security.** Vendors must maintain adequate security at all facilities and implement supply chain security procedures designed to prevent the introduction of non-manifested cargo into outbound shipments (e.g. drugs, explosives, bio- hazards or other contraband) in alignment with the principles of the U.S. Customs and Border Protection's Customs-Trade Partnership Against Terrorism (C-TPAT) program. Vendors agree to provide required certification or security questionnaire responses related to C-TPAT. Additionally, each facility must have written security procedures and maintain documented proof of the adequate controls implemented to guard against introduction of non-manifested cargo.
- **Anti-Counterfeiting.** In an ongoing effort to secure the supply chain from the dangers of counterfeiting, illegal diversion and theft of Cardinal Health products and products that Cardinal Health distributes on behalf of other manufacturers, Vendors must notify Cardinal Health immediately if they are offered the opportunity to purchase counterfeit, illegally diverted or stolen products or otherwise become aware of any such products.
- **Conflict Minerals.** Vendors must comply with the Cardinal Health Conflict Minerals Policy (available on the Cardinal Health website) including working with their vendors to identify the source and chain of custody of any conflict minerals contained in their products. Vendors must agree to cooperate with Cardinal Health in connection with any inquiries or due diligence that Cardinal Health chooses to perform with respect to such conflict minerals.
- **Boycotts.** Vendors must not participate in international boycotts that are not sanctioned by the U.S. government or the European Union or applicable laws.
- **Antitrust.** Vendors must conduct business in full compliance with antitrust and fair competition laws that govern the jurisdictions in which they conduct business.
- **Industry Standards.** Should the legal requirements and practices of the industry conflict, Vendors must, at a minimum, be in compliance with the legal requirements of the jurisdiction in which they are operating. If, however, the industry practices exceed the country's legal requirements, the Vendor must follow the industry practices.

Integrity

Vendors must conduct their overall business with integrity and specifically address the following areas:

- **Business Records.** Honestly and accurately record and report all business information and comply with all applicable laws regarding their completion and accuracy. Create, retain, and dispose of business records in full compliance with all applicable legal and regulatory requirements.
- **Interactions with Regulators.** Act professionally and be honest, direct and truthful with all regulatory agency representatives and governmental officials.
- **Media/Investors.** Vendors should not speak to the media or investors on behalf of Cardinal Health unless the Vendor is expressly authorized in writing to do so by Cardinal Health.
- **Gifts.** Vendors should avoid giving gifts to Cardinal Health employees. Vendors should not offer anything of value to obtain or retain a benefit or advantage for the giver, and not offer anything that might appear to influence, compromise judgment, or obligate any Cardinal Health employee. Any gift from a Vendor must be approved in advance by the Cardinal Health Chief Legal and Compliance Officer or his or her designee. Any gifts, meals, or entertainment must comply with applicable law, must not violate the giver's or recipient's policies on the matter, and must be consistent with local custom and practice.
- **Conflicts of Interest.** Vendors must avoid the appearance or actual improprieties of conflicts of interests. Vendors must not deal directly with any Cardinal Health employee or the spouse, domestic partner, or other family member or relative of a Cardinal Health employee who holds a significant financial interest in the Vendor. If a Vendor employee or a Vendor employee's spouse, domestic partner, or other family member or relative is employed by Cardinal Health, then such individual may not participate in any contract negotiations involving the Vendor nor provide services to Cardinal Health on behalf of the Vendor.
- **Insider Trading.** Vendors (including their employees) may not buy or sell the securities of Cardinal Health if they are aware of material non-public information about Cardinal Health that could influence an investor's decision to buy or sell the securities.
- **Business Continuity and Crisis Management.** Subject to the terms of any specific contractual provisions that apply, Vendor must have adequate business continuity plans in place to continue to provide its services to a reasonable degree in the aftermath of any kind of operational crisis, whether caused by a natural disaster, equipment malfunction, power failure, terrorist act or so forth. Upon request by Cardinal Health, Vendor must

disclose and discuss in reasonable detail the elements of its business continuity plan.

- **Animal Welfare.** Vendors must perform animal testing only after consideration has been given to non-animal based test methods, reducing the numbers of animals used, or refining procedures to minimize distress in animals being tested. Vendors must use alternatives when scientifically valid and acceptable to regulators. Vendors must treat animals used in any testing or process humanely, minimizing pain and stress.

Labor Practices and Human Rights

Vendors must comply with the following labor and employment practices:

- **Child Labor.** Vendors must not use child labor. No person may be employed at an age younger than the legal minimum age for working in any specific jurisdiction. In no event may Vendors or business partners employ workers less than 14 years of age.
- **Compensation.** Vendors must fairly compensate their employees by providing wages and benefits which are in compliance with the local and national laws and regulations of the jurisdictions in which the Vendors are doing business, or which are consistent with the prevailing local standards in the countries, if the prevailing local standards are higher.
- **Hours of Labor.** Vendors must ensure that working hours are consistent with local regulations and are not excessive. Where the country's laws and regulations do not address standard working hours, Vendors must ensure that the work week does not exceed 60 hours. Vendor must provide workers rest days (at least one day off for every seven-day period) and leave privileges.
- **Forced Prison Labor.** Vendors must not use forced labor whether in the form of indentured labor, bonded labor or prison labor. Vendors also must not support any form of human trafficking of involuntary labor through threat, force, fraudulent claims, or other coercion.
- **Discrimination/Rights.** Vendors must base all conditions of employment on an individual's ability to do the job, not on the basis of personal characteristics or beliefs. Vendors must follow all applicable employment laws, must not engage in acts of verbal or physical harassment and must not discriminate on the basis of race, color, national origin, gender, sexual orientation, religion, disability, or any other characteristic prohibited by applicable law.
- **Immigration Law and Compliance.** Vendors must only employ workers with a legal right to work. Vendors are obligated to validate all workers' legal status by reviewing original

documentation (not photocopies) before they are allowed to commence work. Procedures which demonstrate compliance with these validations must be implemented. Vendors must regularly audit employment agencies from whom they obtain workers to monitor compliance with this policy.

- **Employee Identification.** Vendors must not require their employee's to lodge "deposits" or their identity papers (government-issued identification, passports, or work permits) with their employer. Vendor's employees should be free to resign their employment in accordance with local and national laws or regulations without unlawful penalty.
- **Employee Records.** Vendors must keep employee records in accordance with local and national laws or regulations and provide in a timely manner, via pay stub or similar documentation, the basis on which employees are paid.

Environment, Health and Safety (EHS)

Vendors must develop and implement policies and procedures that are protective of human safety, health and the environment, including the following:

- **Law and Compliance.** Vendors must comply with all laws, regulations, ordinances, rules, product registrations, permits, licenses approvals and orders regarding the environment, health, and safety and the use of restricted substances in the countries in which they do business.
- **Systems.** Vendors must develop and implement operating and management systems designed to detect, avoid and respond to potential risks and emergencies for the safety and health of all employees and the environment. Vendors must have written EHS policies and systems to minimize work-related injury, illness and environmental incidents.
- **Work Environment.** Vendors must maintain a healthy, clean, and safe work environment and must not utilize mental or physical disciplinary practices. This includes any residential facilities that a Vendor provides to its employees. Vendors must construct and maintain all facilities in accordance with the standards set forth by applicable laws and regulations in the countries in which they operate.
- **Emergency Preparedness.** Vendors must be prepared for emergency situations. This includes worker notification and evacuation procedures, emergency training and drills, appropriate first-aid supplies, appropriate fire detection and suppression equipment and adequate exit facilities. Vendors must regularly train employees on emergency planning, emergency exit procedures and responsiveness.

- **Environment and Sustainability.** Vendors must operate in an environmentally responsible and efficient manner and shall strive to minimize adverse impacts on the environment. Vendors must conserve natural resources, avoid the use of hazardous materials where possible, and promote activities that reuse and recycle. Vendors will engage in the development and use of climate-friendly products and processes to reduce power consumption and greenhouse gas emissions.

Confidentiality and Data Protection

- **Confidentiality.** Vendors must not disclose to others and will not use for its own purposes or the purpose of others any trade secrets, confidential information, knowledge, designs, data, skill, or any other information considered by Cardinal Health as "confidential".
- **Data Protection.** Vendors must take appropriate steps to safeguard any information that could lead to the identification of individuals, including information that identifies individuals in combination with other information ("Personal Information"). Vendors must maintain a written information security program that includes administrative, technical, and physical safeguards designed to protect the security, integrity, and confidentiality of Personal Information. Vendors must process and protect the Personal Information of Cardinal Health personnel, patients, healthcare professionals, and other third parties in accordance with all applicable laws and regulations.

Promotion and Sale of Cardinal Health Products

If involved in the promotion and sale of Cardinal Health products, Vendors must ensure that any and all promotional information about Cardinal Health products is provided by, reviewed and approved through the Cardinal Health copy review process (including, but not limited to, review and approval by Cardinal Health Legal and Regulatory).

- **Prohibition on Pre-Approval Promotion.** Vendors must not provide promotional information or communicate publicly about Cardinal Health products with the intent of promotion before such products have received regulatory approval unless a representative from Cardinal Health's Legal and Regulatory Department has approved such disclosure in writing.
- **Prohibition on Off-Label Use.** Vendors must not provide promotional information or communicate publicly about Cardinal Health products with the intent of promotion for off-label or inconsistent uses from approved labeling.

- **Product Safety.** Vendors must track and promptly report to Cardinal Health any undesirable or adverse event occurring in a patient using or exposed to a Cardinal Health product and any complaint relating to alleged defects in a Cardinal Health product.

Interactions with Health Care Professionals and Customers

If involved in the promotion and sale of Cardinal Health products, Vendors must ensure that all interactions with healthcare professionals and customers are in accordance with the Cardinal Health Standards of Business Conduct, all applicable laws and regulations and the following requirements:

- Vendors must ensure that any payment for services provided to a healthcare professional or customer fulfills a legitimate, bona fide and documented business need and is clearly identified in advance of requesting the services and entering into any agreement with the prospective healthcare professional or customer.
- Vendors must ensure that compensation paid to healthcare professionals or customers for services is fair market value for the services provided or the nature of the work performed. Vendors must document how fair market value was determined.
- Vendors must not retain the services of a healthcare professional or customer conditioned on the current or anticipated future purchasing, prescribing or recommending of Cardinal Health products.

Social Media

Vendors must educate and train employees on use of social media which should be broadly understood to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner. Such education and training must include that Vendor employees must not give the impression that they are speaking on behalf of Cardinal Health or misrepresent or disparage Cardinal Health in any communications or online user forums. Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.

Government Lobbying

Vendors must not engage, directly or indirectly, in lobbying activities with elected officials, political party officials or candidates for public office or for a political party, on behalf of Cardinal Health, without the prior express written approval from the Cardinal Health Senior Vice President of Government Relations.

Subcontractors

Vendors must only engage subcontractors or other agents in the promotion, sale, or distribution of Cardinal Health products pursuant to and consistent with the terms and conditions of a written agreement between Cardinal Health and the Vendor.

Vendors must educate and train the employees of subcontractors, who are involved in Cardinal Health business activities, on the principles of this Vendor Code of Conduct. Vendors are obligated to require such employees and subcontractors to agree to and abide by the provisions set forth herein.

At the request of Cardinal Health, Vendors must provide the names of the employees and the names of the employees of any of the Vendor's subcontractors who are involved in the promotion and sale of Cardinal Health products, as well as certain other employees specified by Cardinal Health, and must cause such employees to complete compliance training in a format approved by Cardinal Health.

Reporting and Investigations

Vendors must establish processes to enable the employees to report concerns or illegal activities through a formal reporting structure. Vendor must investigate reported incidents and take corrective action, including appropriate disciplinary action up to and including employee termination, if necessary. Vendors must not take retaliatory action against any employees who in good faith report a concern, questionable behavior or illegal activity.

Vendors must immediately report to Cardinal Health its findings of any violation of law or of the provisions of the Vendor Code of Conduct relative to its activities with Cardinal Health. Vendors must fully cooperate with Cardinal Health to take all reasonable measures to investigate and remediate any non-compliance with the Vendor Code of Conduct.

Audit Rights

In order to ensure compliance with these standards and subject to the terms of any specific contractual provisions that apply, Cardinal Health or a third party designated by Cardinal Health may, upon reasonable prior notice, audit Vendors' facilities and the facilities of Vendors' business partners and subcontractors, and such audit may include review of the Vendors' and its business partners' books and records related to the products or services provided to Cardinal Health.

In accordance with any such audit, Vendors must make available to Cardinal Health, upon request, a copy of any audit that has been performed of the controls and operating effectiveness of the Vendor as a service organization (including SOC1/SOC2/SOC3 or any successor auditing standard or similar report). If Cardinal Health requests from the Vendor information and/or a certification with respect to the Vendor's compliance with this Vendor Code of Conduct, Vendor must provide to Cardinal Health the information and/or certification within a reasonable amount of time.

Compliance with the Cardinal Health Vendor Code of Conduct

Vendors must ensure that they understand and comply with the Cardinal Health Vendor Code of Conduct and inform his/her Cardinal Health contact (or a member of Cardinal Health management) if and when any situation develops where the Vendor is not in compliance with this Vendor Code of Conduct.

Compliance Acknowledgment

All Vendors are required to educate and train their employees to ensure that they understand and comply with the Cardinal Health Vendor Code of Conduct. Vendors may be required, as a condition to maintaining an active Vendor relationship with Cardinal Health, to acknowledge their obligation to comply with the Cardinal Health Vendor Code of Conduct.

Enforcement of and Compliance Verification

Vendors are expected to self-monitor their compliance with this Vendor Code of Conduct. In addition to any other rights Cardinal Health may have under their agreement with Vendor, if Cardinal Health determines or believes that at any time Vendor has failed to comply with any of these standards, then Cardinal Health has the right to cease the purchase of Vendor's products and services or the supply of sale of Cardinal Health products and services to Vendor without notice and without liability or obligation of any sort accruing to Cardinal Health. Cardinal Health may also prohibit any Vendor employee from providing services to Cardinal Health who behaves in a manner that is unlawful or inconsistent with this Code of Conduct or with any Cardinal Health policy.

Reporting of Questionable Behavior and Possible Violations

Cardinal Health encourages Vendors and their employees with questions regarding the Cardinal Health Vendor Code of Conduct to contact Cardinal Health regarding their concerns. Vendors and their employees should work with their Cardinal Health contact in resolving a business practice or compliance concerns. Should it not be possible or appropriate to resolve a given concern directly with their Cardinal Health contact, Vendors should contact Cardinal Health's Business Conduct Line at 800.926.0834 or through the internet at businessconductline.com.

Intolerance of Retribution or Retaliation

Cardinal Health will not tolerate any retribution or retaliation taken against any individual who has, in good faith, sought out advice or has reported questionable behavior or a possible violation.

Cardinal Health believes that the benefits of a common and unified approach to doing business are clear. Defining and complying with common operational requirements and processes create efficiencies in the supply chain for all stakeholders and result in improved service to our mutual customers. We welcome comments and inquiries that you have regarding manufacturer performance management and this manufacturer reference manual. Please direct such communication to [**dianne.pfahl@cardinalhealth.com**](mailto:dianne.pfahl@cardinalhealth.com). We are pleased to work together with you as we continue to strive to exceed customer expectations through the pursuit of continuous improvement in the way we work together with our manufacturers. We appreciate your efforts and thank you for your collaboration.

Attachment A

Preferred inbound carriers

Carrier name	Preferred	Region	Carrier type	First name	Last name	Email	Phone number
Hogan	Yes	National	Reefer/Dry Van	Dave	Hoendorf	dhoendorf@hogan1.com	614.527.2637
TQI	Yes	Midwest	Reefer/Dry Van			TQI_CustomerCare@ShipTQI.com	844.495.8052
CRST	Yes	National	Reefer/Dry Van			cardinal@pegasustransportation.com	
FedEx Custom Critical	Yes	National	Reefer/Dry Van	Mike	Stucke	mike.stucke@fedex.com ; wg_specialaccountsteam@blue.fedex.com	877.220.6297
NAPA	Yes	NE	Broker	David	Remm	dave.remm@napatran.com	717.920.9840
Boyle Transportation	Yes	National	Broker	Jerry	Leone	operations@boyletransport.com	800.343.2004
XPO Logistics	Yes	National	Broker	William	Risinger	E1SelectServices@xpo.com	877.367.3971
Skelton	No	US and Canada	Reefer/Dry Van	Mike	MacDonald	mikemacdonald@skeltontruck.com	800.387.9796
Longistics	No	National	Reefer/Dry Van	Malcolm	Rawls	malcolm@longistics.com	800.289.0082
Panther Premium Logistics	No	National	Reefer/Dry Van	Tom	Steyer	tsteyer@arcb.com	800.685.0657

Old Dominion Freight Line	National 48 State Routing
FedEx Freight	National 48 State Routing
FedEx Express	Small Parcel Ground
FedEx Ground	Small Parcel Air

Manufacturer pricing services (chargeback) requirements

1. Required method of communication:

- a. Ability to receive EDI 844 and EDI 844 Resubmissions:
 - i. If unable to accept EDI 844 then, chargeback billings will be sent via excel spread sheet via email communication
 - ii. Please contact the Cardinal Health EDI Team for questions on moving to EDI communication
- b. Ability to receive Cardinal Health line numbers
- c. Ability to receive multiple identifiers in the REF segments and validate eligibility from them
- d. Ability to send EDI 849:
 - iii) Ability to provide comments with EDI resubmissions (80 character field)
 - iv) Ability to return line numbers in LIN.01 received from Cardinal Health in REF.P7 in 844
 - v) If unable to send EDI 849, manufacturer is required to send chargeback rejections via email to their designated Cardinal Health Manufacturer Pricing Services Team (see *Primary Point of Contact* detail below) in the excel eformat provided by Cardinal Health which will allow for the data to be uploaded into our system.

2. Required data elements needed for Cardinal Health to reconcile manufacturer chargeback rejections:

- a. Cardinal Health submitted lines should not be over written when data is submitted back in the form of a rejection
- b. Valid rejection reasons are required for all lines within debit memo that are being rejected
- c. Data elements:
 - i. Debit memo number
 - ii. Customer identifier, DEA or HIN
 - iii. Invoice number
 - iv. Invoice date
 - v. NDC
 - vi. Submitted contract number and MFG contract number
 - vii. Submitted Quantity and MFG Quantity
 - viii. Submitted WAC and MFG WAC
 - ix. Submitted Contract Cost and MFG Contract Cost
 - x. Line variance

3. Required response time on original chargeback billings sent from Cardinal Health:

- a. Fifteen days response time from original submission date is required for manufacturer or the debit memo(s) which include all lines within debit memo can be closed with no future action allowing the AP deduction to occur

4. Required response time on any resubmission sent from Cardinal Health:

- a. Fifteen days response time from resubmission date is required for manufacturer or the debit memo(s) which include all lines within debit memo can be closed with no future action allowing the AP deduction to occur

5. Required frequency of chargeback billings:

- a. Manufacturer will accept daily chargeback billings from Cardinal Health (Monday through Friday)

6. Primary point of contact:

- a. All chargeback debit memo specific communication not sent via EDI 849 should be directed to your designated Manufacturer Pricing Services Chargeback Team at GMB-DUB-Chargebacks@cardinalhealth.com
- b. All other chargeback communications should be sent to the Cardinal Health Manufacturer Relations Team

Manufacturer pricing services (chargeback) requirements *cont.*

7. Limitations on chargeback deduction inquires (AP checks):

- a. Any chargeback specific deduction question(s) need to be filtered through the Manufacturer Chargeback Team prior to communicating to the designated Cardinal Health Manufacturer Pricing Services Chargeback Team. This will ensure all valid deductions are not sent to Cardinal Health causing undue rework of the chargeback.
- b. Any valid chargeback specific deduction question is required to be sent to the designated Cardinal Health Manufacturer Pricing Services Chargeback Team within 30 days of the deduction and within time limits outlined in the original submission and resubmission response time frame sections above. Cardinal Health Manufacturer Pricing Services will be unable to assist with any requests outside these time frames due to certain customer time frame limitations regarding credit and rebills.

8. Collaboration:

- a. Interest in a collaboration session or conference calls to discuss strategic and tactical chargeback opportunities should be directed to the Manufacturer Relations Team (see Primary point of contact section)

Membership requirements

1. Required Method of Communication:

- a. Ability to send EDI 845
 - i. Send all adds and deletes
 - ii. Send all customer identifiers (DEA, HIN, name, city, state, zip)

2. Required lead time on any additions or deletions:

- a. Five days minimum

Contracts requirements

1. Validation elements for submitting contract pricing:

- a. Manufacturer contract number (for chargeback purposes)
- b. GPO/Customer (if ancillary/individual contract) name of who the contract pricing is for
- c. Effective date/end date of contract
- d. Detailed if the contract is base/committed
 - i. base (for all GPO members) or
 - ii. tiered/committed (select members who are required to sign an LOC and or/declaration form in order to be aligned to this contract)

2. Required method of communication:

- a. EDI 845
 - i. If sending EDI 845, do not also send the pricing via Excel/hardcopy (creates duplication and confusion)
- b. If not EDI capable, Excel is required

3. Lead time a minimum of five days prior to the effective date**4. Primary point of contact to submitted contract pricing and membership updates ONLY:**

- a. contracts@cardinalhealth.com

Measurements

The National Logistics Center provides a manufacturer scorecard to help communicate compliance with the receiving requirements and to provide a tool to measure continuous improvement efforts. This report will be communicated on a regular basis and will provide feedback to the Cardinal Health Manufacturer Measurement process.

Category	Possible points	Description of category
Appointment	20	
Appointment scheduled	10	Delivery scheduled at least 24 hours in advance. When appointment is requested, POs, mixed and full pallet count, and PRO number must be provided.
Timely arrival	10	Delivery must arrive no more than 2 hours early for its scheduled appointment time. Late deliveries will be processed per NLC availability. Exempt from timeliness penalties are backhaul shipments caused by carrier.
ASN	20	
Complete ASN file transmitted	10	All shipment IDs (SIDs) and NDCs have valid ASN data.
No ASN notification necessary	10	Expected ASNs arrived by scheduled appointment time. No transmission issues reported.
Shipment accuracy/integrity	25	
Overages & shortages	10	Shipment is free from variances between ASN quantity (shipped and invoiced quantities), received quantities, and PO quantities.
Damages	5	Shipments must be free of any damaged or defaced product.
No recalls or un-approved short dated items	5	Shipments must be free from recalled lots or un-approved short dated items.
Case quantity changes	5	Only one case quantity per NDC must be shipped at a time; known case quantity changes must be sent to G-NLC-Inventory@CardinalHealth.com
Unloader/receiver feedback	35	
Marked mix	5	Pallets containing more than 1 NDC or more than 1 lot of the same NDC must be identified and marked with a sticker or placard.
Specialties by pallet	5	Pallets containing BLC POs must be separated from pallets containing NLC POs. Pallets containing controls, or refrigerated product are shipped on separate pallets from NLC or ambient product.
Load not quarantined for temperature or carrier issues	5	Product was not eligible for receipt because temperature was out of range upon arrival, there was evidence of tampering, the product arrived soiled, etc.
Packing slips/container lists	5	A DSCSA compliant pack slip and a container list indicating the PO and contents must be affixed to the outside of the pallet.
2D barcodes	5	2D barcodes are visible on DSCSA product and successfully scan.
Marked partials	5	All partial cases must be labeled. Cardinal Health POs that are submitted as full cases should be shipped as full cases containing 1 lot.
Pallet construction	5	Pallet height is less than 54" and is shipped on standard US heat-treated 48x40 pallets.
Total scorecard points	100	
Backhaul utilization - bonus points	5	
All-in total points available	105	

Global Location Numbers (GLNs) for Cardinal Health Pharmaceutical Distribution locations

Facility	City	State	Company prefix	GLN	SGLN
Corporate	Dublin	OH	0096295	0096295000009	urn:epc:id:sgln:0096295.00000.0
NLC	Groveport	OH	0096295	0096295000993	urn:epc:id:sgln:0096295.00099.0
003	Syracuse	NY	0096295	0096295003055	urn:epc:id:sgln:0096295.00305.0
006	Peabody	MA	0096295	0096295002843	urn:epc:id:sgln:0096295.00284.0
008	Wheeling	WV	0096295	0096295003062	urn:epc:id:sgln:0096295.00306.0
009	Knoxville	TN	0096295	0096295002928	urn:epc:id:sgln:0096295.00292.0
010	Madison	MS	0096295	0096295002867	urn:epc:id:sgln:0096295.00286.0
011	Lakeland	FL	0096295	0096295002904	urn:epc:id:sgln:0096295.00290.0
015	Aurora	IL	0096295	0096295002911	urn:epc:id:sgln:0096295.00291.0
016	Roanoke	TX	0096295	0096295003093	urn:epc:id:sgln:0096295.00309.0
018	St. Charles	MO	0096295	0096295002942	urn:epc:id:sgln:0096295.00294.0
019	Tolleson	AZ	0096295	0096295003048	urn:epc:id:sgln:0096295.00304.0
024	Hudson	WI	0096295	0096295002959	urn:epc:id:sgln:0096295.00295.0
026	Greensboro	NC	0096295	0096295002973	urn:epc:id:sgln:0096295.00297.0
027	Kansas City	MO	0096295	0096295003079	urn:epc:id:sgln:0096295.00307.0
028	Stafford	TX	0096295	0096295002874	urn:epc:id:sgln:0096295.00287.0
029	Denver	CO	0096295	0096295002980	urn:epc:id:sgln:0096295.00298.0
032	Valencia	CA	0096295	0096295002935	urn:epc:id:sgln:0096295.00293.0
034	Elk Grove	CA	0096295	0096295000344	urn:epc:id:sgln:0096295.00034.0
035	Salt Lake City	UT	0096295	0096295003116	urn:epc:id:sgln:0096295.00311.0
037	Auburn	WA	0096295	0096295003086	urn:epc:id:sgln:0096295.00308.0
043	Swedesboro	NJ	0096295	0096295002850	urn:epc:id:sgln:0096295.00285.0
Kinray	Whitestone	NY	0096295	0096295000276	urn:epc:id:sgln:0096295.00027.0
ParMed	Memphis	TN	0096295	0096295004199	urn:epc:id:sgln:0096295.00419.0
Specialty	La Vergne	TN	082104	0082104897021	urn:epc:id:sgln:0082104.89702.0
Specialty	Reno	NV	0096295	0096295003406	urn:epc:id:sgln:0096295.00340.0
Puerto Rico	Guaynabo	PR	0096295	0096295003888	urn:epc:id:sgln:0096295.00388.0

