

Commercialized COVID-19 Vaccine Ordering Guidance

	AmerisourceBergen	Cardinal Health	McKesson	FFF Enterprise
Customer service contact for vaccine ordering	610-727-7000 c19vaccines@amerisourcebergen.com	Pharmaceutical customer service: 800-926-3161 COVID-19 Vaccine Customer service: 888-887-5323 x 3	Vaccine Connection Team: 877-625-4358	800-843-7477
COVID-19 vaccine ordering		Ordering COVID Vaccines through Cardinal Health	2023-2024 COVID-19 Vaccine Reservation Form	COVID-19 Vaccines, mRNA, Protein Subunit/Adjuvanted
See pages 3-4 for more information				
Flu vaccine ordering	<ul style="list-style-type: none"> • 2023-2024 flu vaccine program • 2023-2024 flu vaccine preorder form • 2023-2024 flu vaccine offering and comparison chart • 2023-2024 flu vaccine provider preorder timeline 	<p>Flu ordering: https://flucare.cardinalhealth.com/login</p> <p>For New User Registration, new users will need to select Facility Type. Facility Type options include:</p> <ul style="list-style-type: none"> • Chain Pharmacy • Hospital • Managed Care • Physician Office • Retail Independent • Specialty Care • Surgery Center • Other <p>2023-2024 flu vaccine product ordering guide</p>	<p>Flu vaccine catalog: https://mms.mckesson.com/resources/flu-management/how-are-you-preparing-for-flu-each-season</p> <p>Pre-book flu vaccine online through McKesson SupplyManager</p> <p>2023-2024 Influenza vaccine pre-book form</p>	<p>Seasonal Influenza Vaccine 2023-2024 Reference Guide</p> <p>Product Catalog</p>
New account set up	To set up an account with AmerisourceBergen and Besse Medical (under the umbrella of AmerisourceBergen):	According to Cardinal Health's Purchase Terms and Conditions under Section 10: Use of Products , buyers need to have:	According to McKesson's Terms and Conditions of Sale , new accounts will need to provide: <ul style="list-style-type: none"> • Proof of license (a copy of the federal DEA license or 	New Account and Customer Credit Application includes providing information on: <ul style="list-style-type: none"> • Licensure to purchase prescriptions or products

	AmerisourceBergen	Cardinal Health	McKesson	FFF Enterprise
	<ul style="list-style-type: none"> To place an order with Besse Medical, you must establish a business account with us. To establish a new business account or add an additional ship-to location, please contact our Customer Service team or your account manager by calling 800.543.2111. 	<ul style="list-style-type: none"> All required governmental licenses, permits and approvals required to purchase, use and/or store the products you purchase from Cardinal Health and that all your purchases from Cardinal Health are for your “own use”, as such term is defined in judicial or legislative interpretation. 	<p>state medical license must match the ship-to address)</p> <ul style="list-style-type: none"> A completed, signed credit application and agreement and other financial documentation as required via mail or fax 	Terms and Conditions of Sales
Types of providers served	<ul style="list-style-type: none"> Independent pharmacy Large retail pharmacy Long term care pharmacy Hospitals and health systems Government services and solutions Specialty physician practices 	<ul style="list-style-type: none"> Ambulatory surgery center Community health centers Home care Hospital and health systems Hospital pharmacy Laboratory services Long-term care Manufacturer Payer Physician office solutions Retail independent pharmacy Specialty physician practices and clinics 	<ul style="list-style-type: none"> Retail chain pharmacy Independent retail pharmacy Hospitals Health systems Integrated delivery networks Long-term care providers 	

For distributors:**AmerisourceBergen:**

1. Each account has an account liaison. Customer support services can help Pharmacy place an order.
2. For COVID-19 specific support: c19vaccines@amerisourcebergen.com

Cardinal Health:

1. Customers can log into the [Flu/COVID Ordering Portal](#) to place their COVID-19 vaccine orders.
2. Scroll down until you see the Flu/COVID Order Portal. There will be an icon on the left hand side that looks like a house. It'll show flu/COVID.
3. For COVID, there will be a box that says pre-booking.
4. Access pre-booking. Enter the quantity and types of vaccines requested.
5. The purchasing order field is a required field that must be completed.
6. After submitting the completed order, no confirmation email will be sent. Instead in the portal, you can see pre-existing orders.
7. Orders can be placed one per week. Recipient will receive all ordered doses in the delivery.
8. Minimum order: 5 boxes (1 box = 10 vials)
 - a. If the quantity is below the minimum, there will be a hard stop indicating that the order is below minimum requirement.
 - b. The minimum order amount can be met through multiple presentations
9. Shipping information: vaccine will ship out ONCE per week
 - a. Orders will need to be placed in the system 48-72 hours prior to shipping.
10. Return policy: no returns

McKesson:

1. Pharmacy completes and signs [2023-2024 COVID-19 Vaccine Reservation Form](#)
2. Pharmacy emails completed signed Reservation Form to vaccineconnection@mckesson.com
3. McKesson will send a confirmation email to the Pharmacy and Pharmacy's Account Rep that the Reservation Form is received
 - a. On this confirmation email, the confirmation email does not show the Rep's email
 - b. The Pharmacy should know who their Rep is
 - c. If the Pharmacy does not know who their Rep is, the Pharmacy can call McKesson, provide their account number, and McKesson can tell the Pharmacy who their Rep and Rep's contact email
 - d. Just because the Pharmacy receives a confirmation email that their COVID-19 vaccine is pre-booked does not mean that the order is placed
4. Pharmacy needs to reach out to their Rep
 - a. The Pharmacy needs to reach out to the Rep to ask the Rep to release # boxes.

- b. For example, if the Pharmacy requests 10 boxes of Moderna on the Reservation Form, the Pharmacy needs to communicate to the Rep how many boxes to allocate to the Pharmacy from the initial order placement.
 - c. The Rep will then work with the Flu Coordinator to allocate the # of boxes to the Rep. The Rep will release the # of boxes, and then the order is placed and shipped out for delivery
- 5. Minimum order: 1 box (1 box = 10 vials)
- 6. Shipping information: vaccine deliveries ONLY ship out on Monday, Tuesday, and Wednesday
 - a. If an order is placed on Thursday, the Pharmacy won't receive it until Tuesday of the following week
 - b. Next day shipping if order is placed by 12pm
- 7. Return policy: more to come

FFF Enterprises:

- 1. Log in to account through [MyFluVaccine](#)
- 2. Make sure email is set up to receive order confirmation and shipping/delivery updates
- 3. Enter requested quantity and vaccine type
 - a. Pricing and delivery timeline will be shown in the cart
- 4. Minimum order: 1 box (1 box = 10 vials)
- 5. Shipping information: next day shipping
 - a. No shipping on Friday, Saturday, Sunday
- 6. Return policy: only accepts returns if product is broken and/or damaged

For manufacturers:

Moderna:

- 1. Log in to <https://modernadirect.com/> to reserve your vaccine supply
- 2. The Moderna Care Team may also be reached at: 1-866-MODERNA / 1-866-663-3762

Pfizer:

- 1. It is possible that Pfizer does not accept direct orders from pharmacies at this time. This is subject to change.
- 2. For further information, Pfizer Customer Service team may be reached at 1-800-533-4535 or by clicking <https://primecontracts.pfizer.com/>