

# Cold chain packout guide

The specialty distribution network – cold chain delivery

What this guide will contain:

- Packout education
- Package excursion specs
- Illustrations by season
- ISTA performance qualifications



## Packout overview and education

This guide provides comprehensive information and knowledge on our cold chain packaging solutions so you can remain confident that your orders are received in their intended condition.

We are dedicated to ensuring the integrity of the healthcare supply chain, leading the distribution industry in accuracy, compliance, and product integrity. AmerisourceBergen follows ISTA standards and has qualified and validated refrigerated packaging solutions according to these standards. This ensures that proper refrigerated product temperature is maintained during transit. You can trust that your shipments are handled with the utmost care and expertise, ensuring the safe and effective delivery of pharmaceutical products.

### Delivery commitment:

- We deliver refrigerated product by 10:30am local time the next business day anywhere in the continental U.S.
- Friday orders remain in a temperature-controlled environment over the weekend, ensuring refrigerated product temperature is accurately maintained and shipped out on Sunday to ensure they arrive safely on Monday.

### Checklist

(This checklist ensures your product is received the way it should be)

- 01 Remove packaging and open box.
- 02 Gel packs and refrigerated product should be cool to the touch, not frozen, which is normal and does not mean the product integrity has been compromised.
- 03 If package has arrived in 24-hour window no further temp checks are needed.
- 04 However- If you feel more comfortable testing the temperature you can insert a calibrated thermometer probe quickly and reclose the lid of the cooler – the temperature should read between 2°C – 8 °C; 35.6°F – 46.4°F.
- 05 Unpack the product(s) and immediately place them in a temperature-controlled environment consistent with the products requirement.
- 06 Follow your normal intake processes, including scanning into inventory if applicable.

### AmerisourceBergen resources

<https://www.besse.com/returns>

### Additional resources:

<https://ista.org/docs/7Eoverview.pdf>

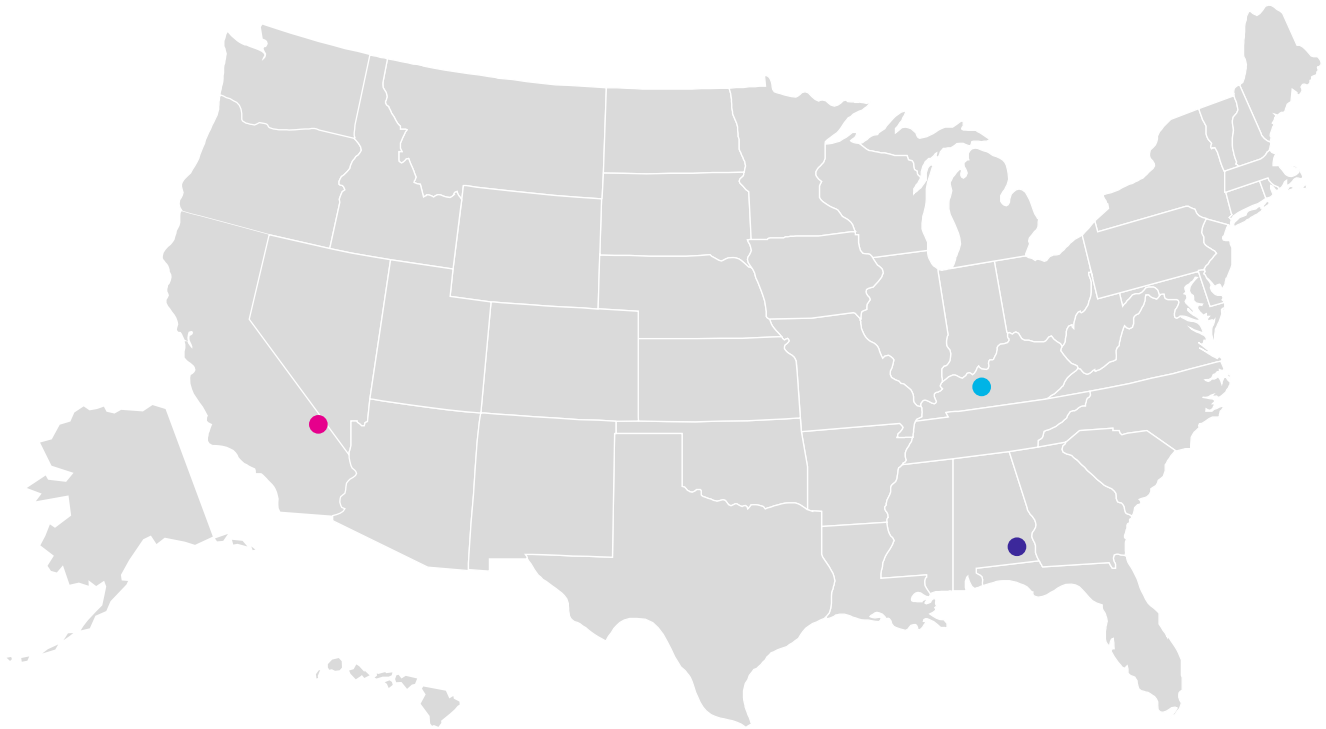
<https://www.hda.org/>

### Refrigerated product packaging seasons:

Summer: May–October

Winter: November–April

# U.S. Supply Chain speciality distribution networks



## Specialty Distribution Network

- Three Specialty Rx DCs

**Montclair, CA**  
5566 Arrow Highway  
Montclair, CA 91763

**Dothan, AL**  
2811 Horace Shepard Drive  
Dothan, AL 36303

**Brooks, KY**  
345 International Blvd Suite 400A  
Brooks, KY 40109

## Package received from Brooks, KY

In collaboration with Jarden Life Sciences, refrigerated coolers have been qualified against ISTA 7D Winter and ISTA 7E Summer profiles to maintain refrigerated temperature for a minimum of up to 24 hours.

### Small cooler size:

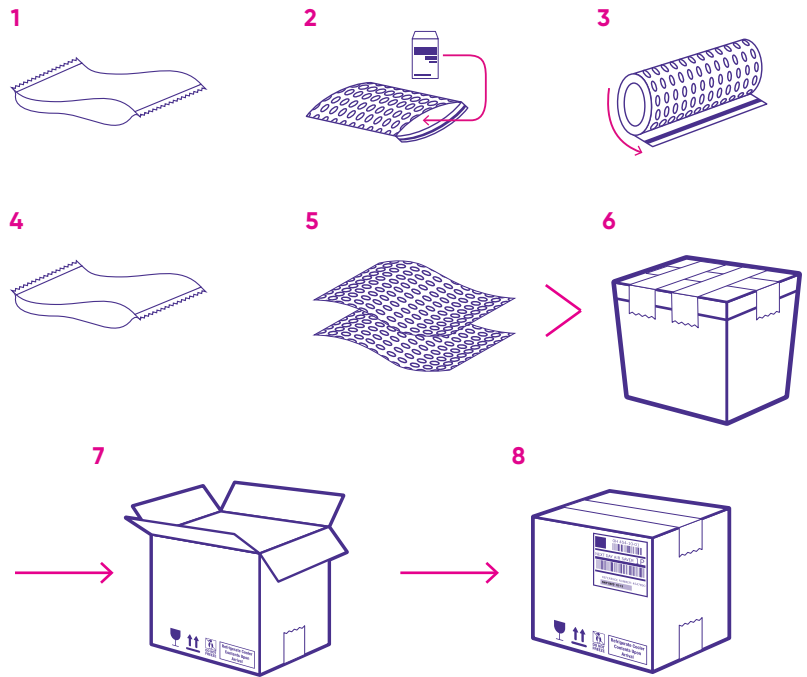
**10" x 8" x 6"**

Summer performance: **33 hours**

Total gel packs: **2**

- 1 [1] 24 oz. frozen gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [1] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



### Medium cooler size:

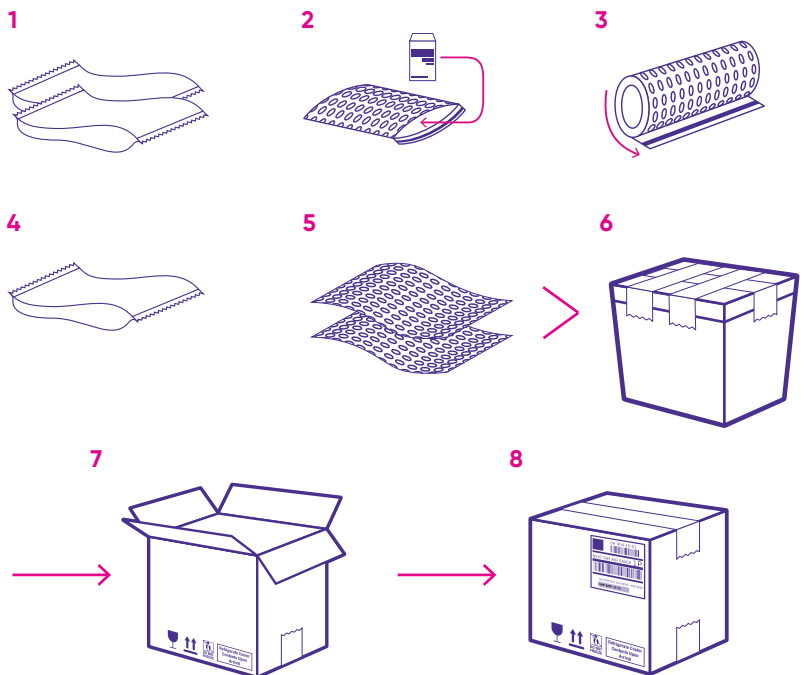
**12" x 10" x 9"**

Summer performance: **25 hours**

Total gel packs: **3**

- 1 [2] 24 oz. frozen gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [1] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



**Large cooler size:**

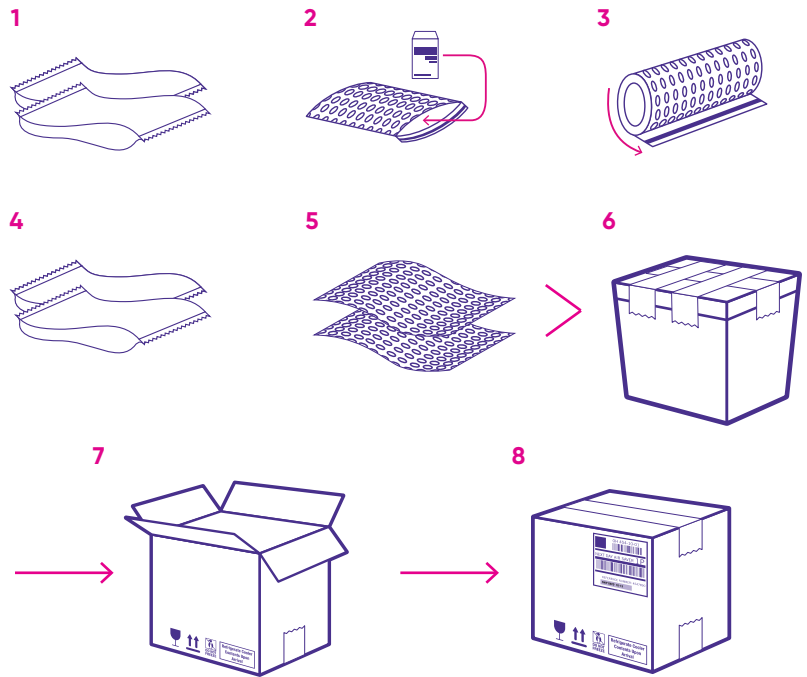
**12" x 12" x 13"**

Summer performance: **35 hours**

Total gel packs: **4**

- 1 [2] 24 oz. frozen gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [2] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



**Extra large cooler size:**

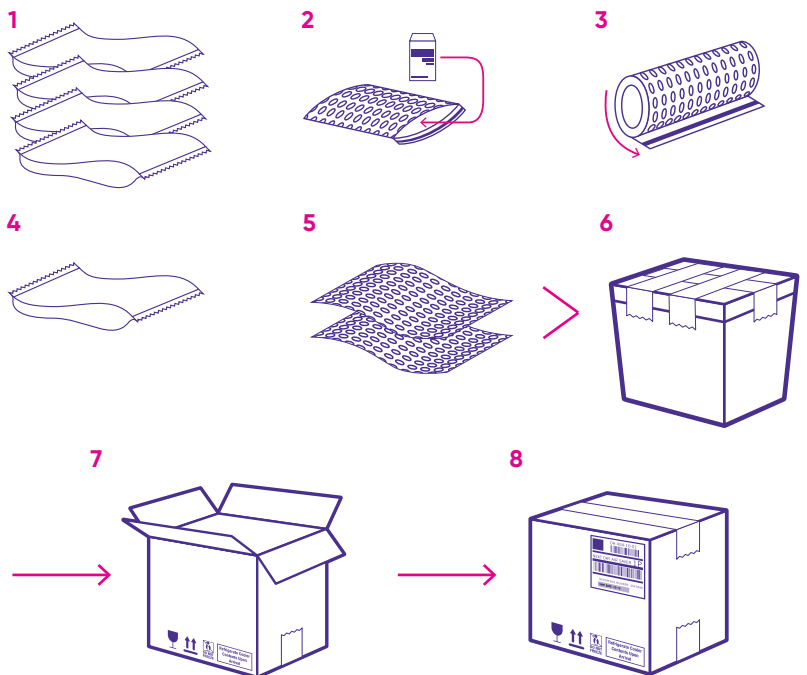
**20" x 13" x 14"**

Summer performance: **24 hours**

Total gel packs: **5**

- 1 [4] 24 oz. frozen gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [1] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



**Small cooler size:**

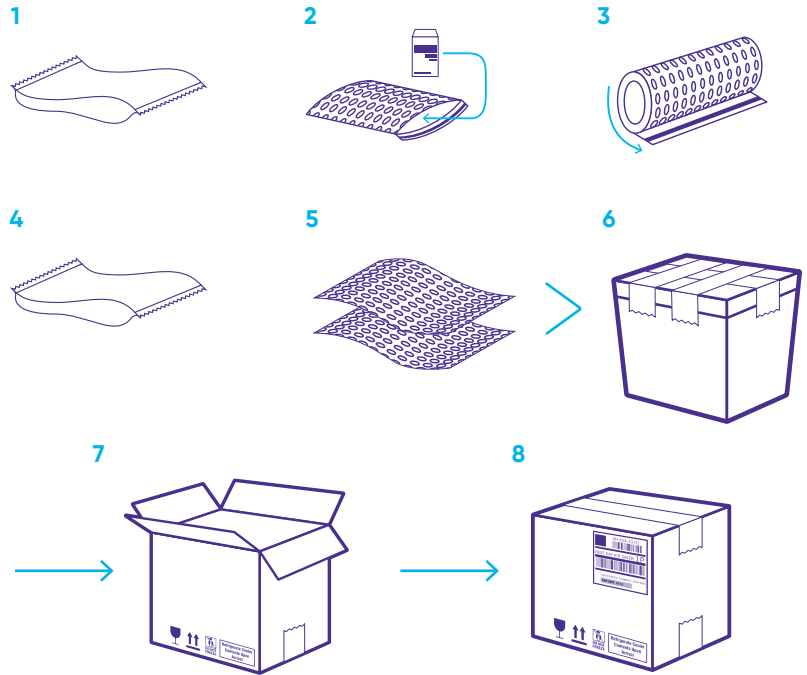
**10" x 8" x 6"**

Winter performance: **44 hours**

Total gel packs: **2**

- 1 [1] 24 oz. refrigerated gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [1] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



**Medium cooler size:**

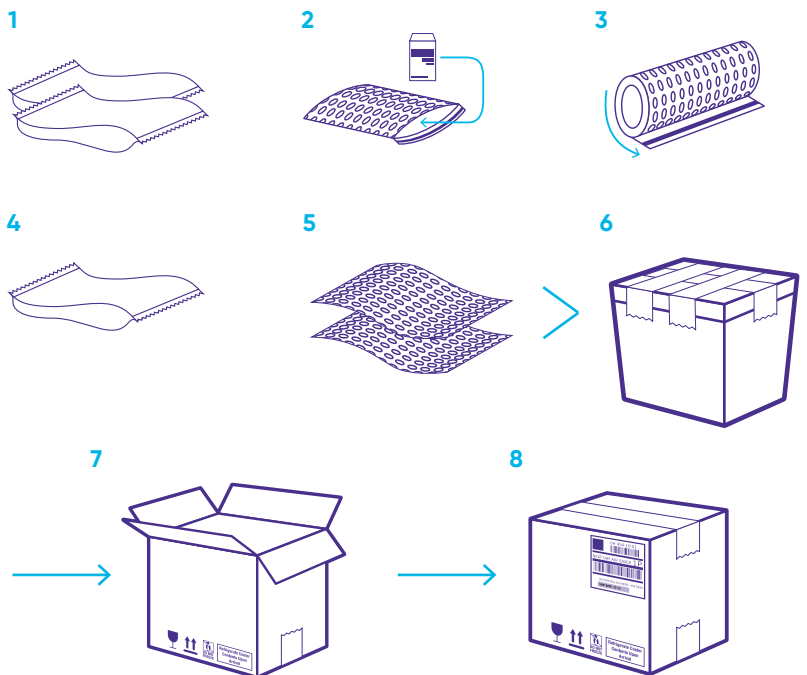
**12" x 10" x 9"**

Winter performance: **46 hours**

Total gel packs: **3**

- 1 [2] 24 oz. refrigerated gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [1] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



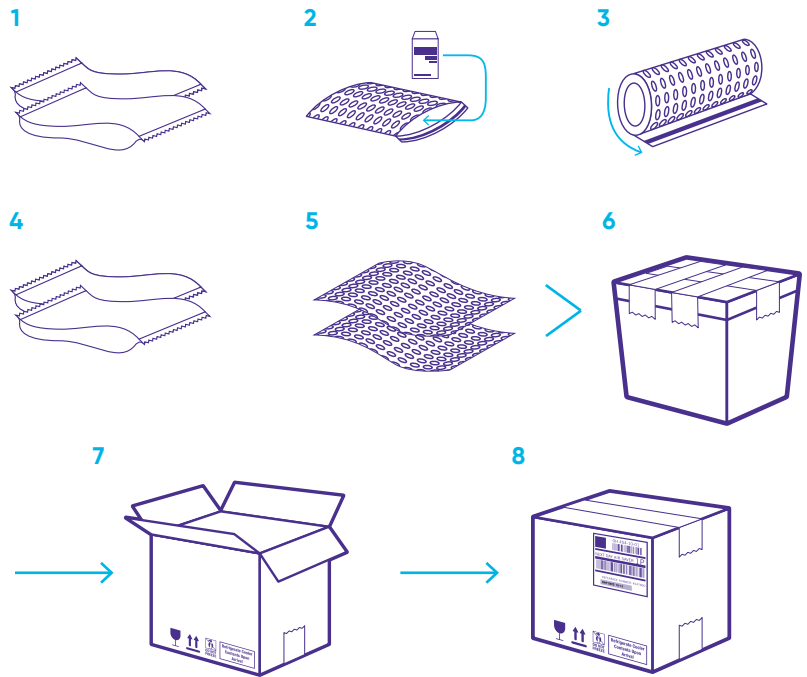
**Large cooler size:**  
**12" x 12" x 13"**

Winter performance: **46 hours**

Total gel packs: **4**

- 1 [2] 24 oz. refrigerated gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [2] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:



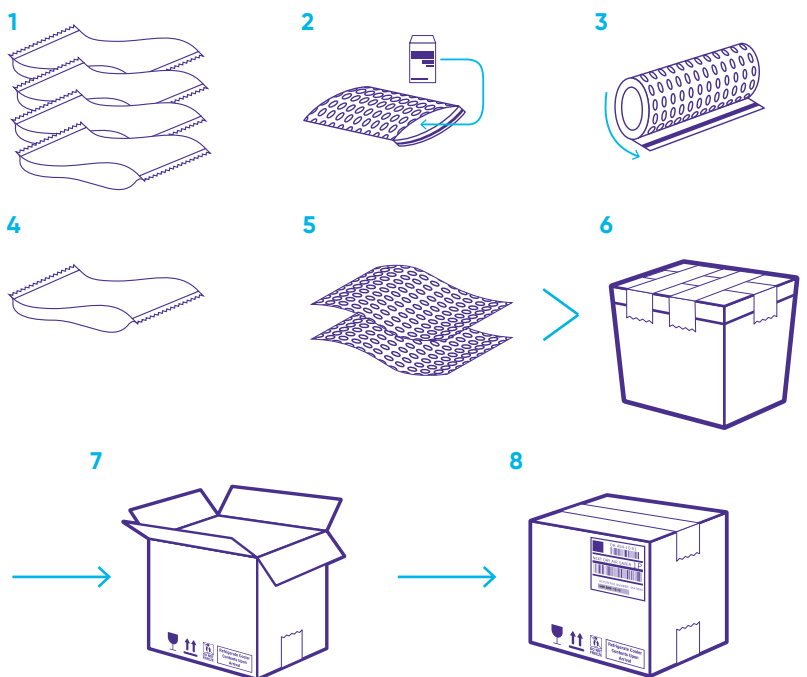
**Extra large cooler size:**  
**20" x 13" x 14"**

Winter performance: **44 hours**

Total gel packs: **5**

- 1 [4] 24 oz. refrigerated gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 Additional bubble wrap to void fill
- 4 [1] 24 oz. frozen gel pack on top of bubble bag/void fill
- 5 Remaining space filled with bubble wrap
- 6 Lid securely fastened with tape across width and length of cooler
- 7 Secured cooler inside shipping box
- 8 Sealed box with shipping label

Package contents:





## Package received from Dothan, AL or Montclair, CA

The performance of the gel packs are qualified to maintain temperature for 48 hours according to ISTA 7E, both Summer and Winter profiles.

### Medium cooler size:

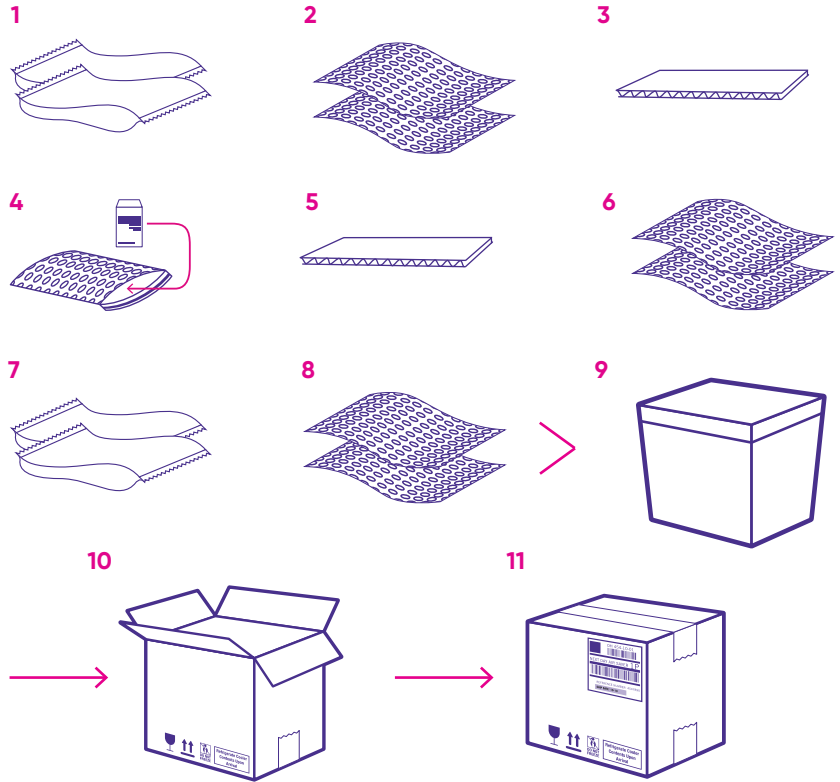
**12 qt**  
**13.25" x 10.25" x 12.25"**

Summer

Total gel packs: 4

- 1 [2] 24 oz. frozen gel pack in the bottom of cooler
- 2 Two layers of bubble sheets on top of gel packs
- 3 One corrugated insert (cardboard pad) on top of bubble sheets
- 4 Package product with zip-top or bubble bag
- 5 One corrugated insert (cardboard pad) on top of bubble sheets
- 6 Two layers of bubble sheets on top of corrugated insert
- 7 [2] 24 oz. frozen gel pack on the top of the cooler
- 8 Two layers of bubble sheets on top of gel pack
- 9 Lid securely fastened on cooler
- 10 Secured cooler inside shipping box
- 11 Sealed box with shipping label

Package contents:



### Large cooler size:

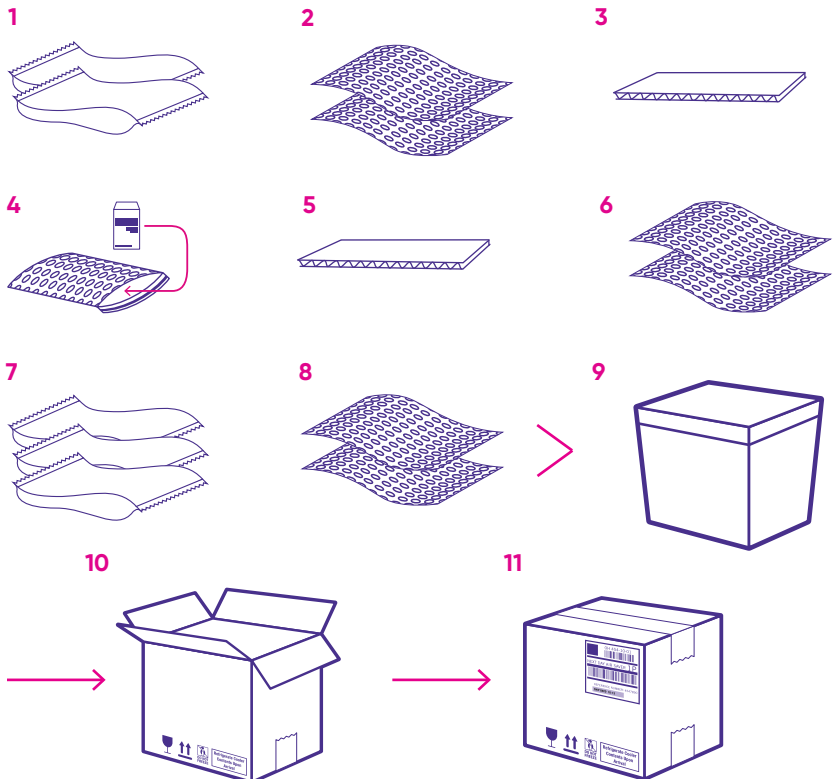
**22 qt**  
**15.5" x 13.5" x 13.25"**

Summer

Total gel packs: 5

- 1 [2] 24 oz. frozen gel pack in the bottom of cooler
- 2 Two layers of bubble sheets on top of gel packs
- 3 One corrugated insert (cardboard pad) on top of bubble sheets
- 4 Package product with zip-top or bubble bag
- 5 One corrugated insert (cardboard pad) on top of bubble sheets
- 6 Two layers of bubble sheets on top of corrugated insert
- 7 [3] 24 oz. frozen gel pack on the top of the cooler
- 8 Two layers of bubble sheets on top of gel pack
- 9 Lid securely fastened on cooler
- 10 Secured cooler inside shipping box
- 11 Sealed box with shipping label

Package contents:





Extra large cooler size:

**44 qt**

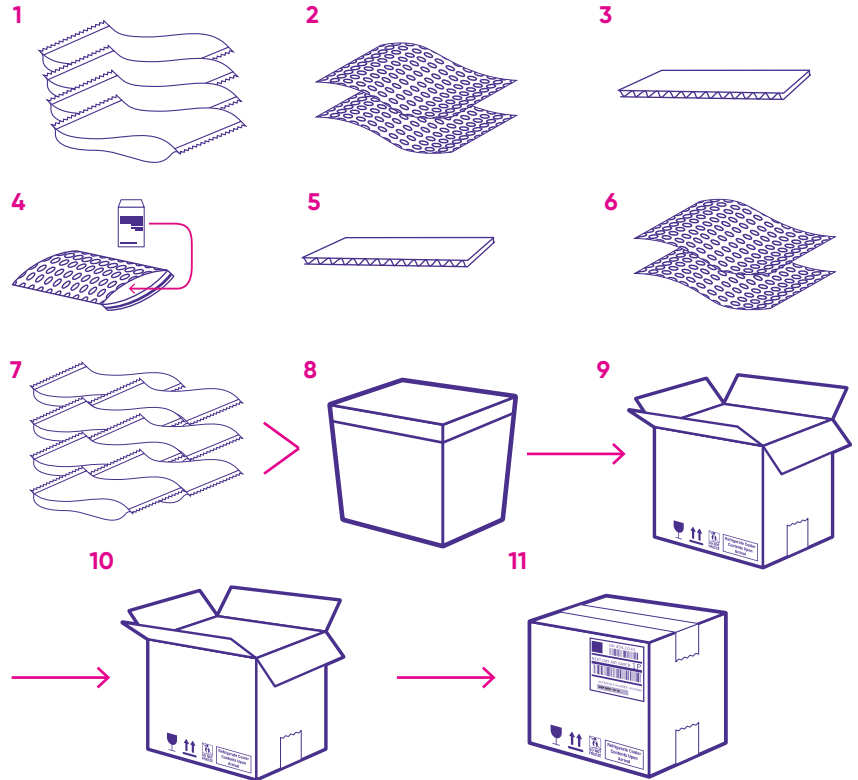
**24" x 16" x 13.75"**

Summer

Total gel packs: 9

- 1 [4] 24 oz. frozen gel pack in the bottom of cooler
- 2 Two layers of bubble sheets on top of gel packs
- 3 One corrugated insert (cardboard pad) on top of bubble sheets
- 4 Package product with zip-top or bubble bag
- 5 One corrugated insert (cardboard pad) on top of bubble sheets
- 6 Two layers of bubble sheets on top of corrugated insert
- 7 [7] 24 oz. frozen gel pack on the top of the cooler
- 8 Two layers of bubble sheets on top of gel pack
- 9 Lid securely fastened on cooler
- 10 Secured cooler inside shipping box
- 11 Sealed box with shipping label

Package contents:



Medium cooler size:

**12 qt**

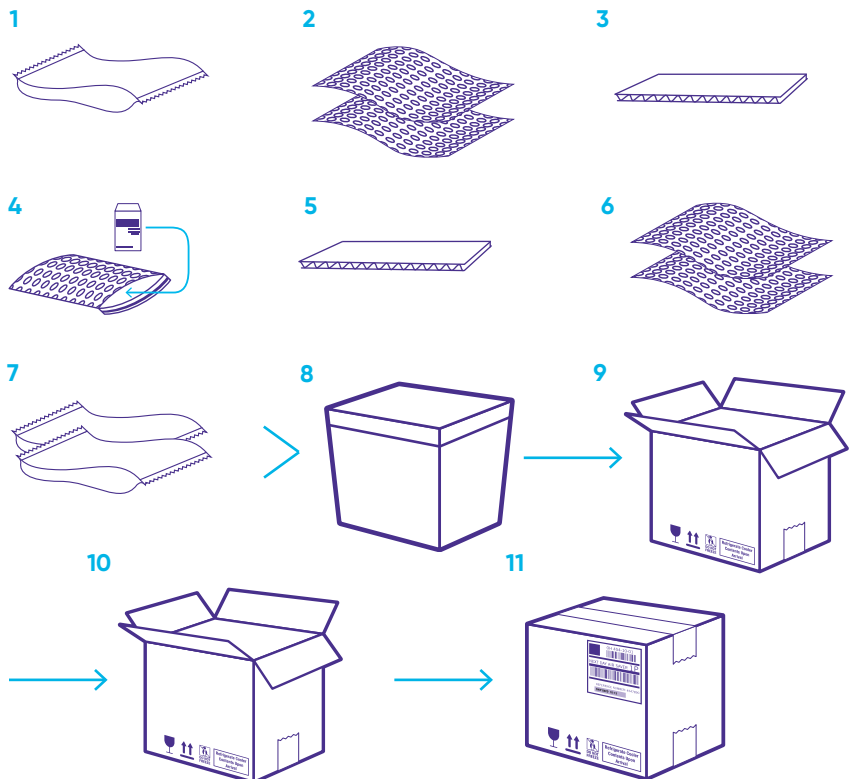
**13.25" x 10.25" x 12.25"**

Winter

Total gel packs: 3

- 1 [1] 24 oz. frozen gel pack in the bottom of cooler
- 2 Two layers of bubble sheets on top of gel packs
- 3 One corrugated insert (cardboard pad) on top of bubble sheets
- 4 Package product with zip-top or bubble bag
- 5 One corrugated insert (cardboard pad) on top of bubble sheets
- 6 Two layers of bubble sheets on top of corrugated insert
- 7 [2] 24 oz. frozen gel pack on the top of the cooler
- 8 Two layers of bubble sheets on top of gel packs
- 9 Lid securely fastened on cooler
- 10 Secured cooler inside shipping box
- 11 Sealed box with shipping label

Package contents:



Large cooler size:

**22 qt**

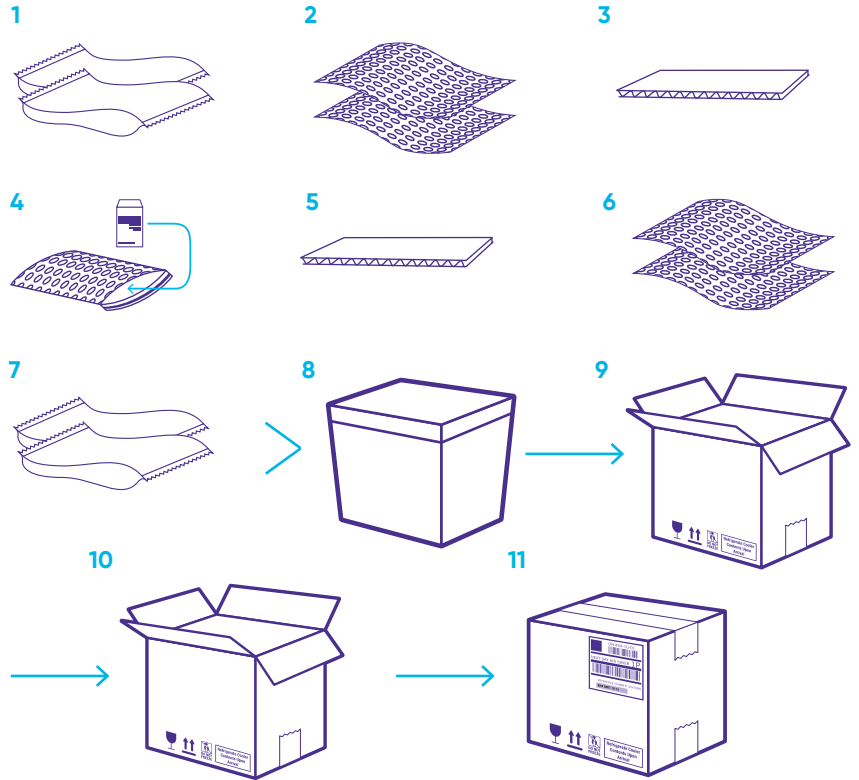
**15.5" x 13.5" x 13.25"**

Winter

Total gel packs: 4

- 1 [2] 24 oz. frozen gel pack in the bottom of cooler
- 2 Two layers of bubble sheets on top of gel packs
- 3 One corrugated insert (cardboard pad) on top of bubble sheets
- 4 Package product with zip-top or bubble bag
- 5 One corrugated insert (cardboard pad) on top of bubble sheets
- 6 Two layers of bubble sheets on top of corrugated insert
- 7 [2] 24 oz. frozen gel pack on the top of the cooler
- 8 Two layers of bubble sheets on top of gel packs
- 9 Lid securely fastened on cooler
- 10 Secured cooler inside shipping box
- 11 Sealed box with shipping label

Package contents:



Extra large cooler size:

**44 qt**

**24" x 16" x 13.75"**

Winter

Total gel packs: 7

- 1 [3] 24 oz. frozen gel pack in the bottom of cooler
- 2 Two layers of bubble sheets on top of gel packs
- 3 Two corrugated insert (cardboard pad) on top of bubble sheets
- 4 Package product with zip-top or bubble bag
- 5 Two corrugated insert (cardboard pad) on top of bubble sheets
- 6 Two layers of bubble sheets on top of corrugated insert
- 7 [4] 24 oz. frozen gel pack on the top of the cooler
- 8 Two layers of bubble sheets on top of gel packs
- 9 Lid securely fastened on cooler
- 10 Secured cooler inside shipping box
- 11 Sealed box with shipping label

Package contents:

