

# Product Delivery

*Answers to your most frequently asked questions*



## Roche Product Delivery Information

---

A critical component of providing innovative and life enhancing products is the physical distribution of those products to our customers. Regardless of how good our products are, if they are not in the hands of our customers when, and how they need them, the value they provide is diminished.

Effective distribution is often a delicate balance of multiple objectives and priorities. These include:

- External regulatory requirements
- Internal Quality requirements & guidelines
- Customer expectations on delivery times and cost optimization

Our Transportation Management System is designed to optimize order processing and transportation while taking into account the multiple objectives and priorities. These factors together with order specific variables result in the utilization of various packaging techniques coupled with a number of carrier/modes combinations.



Our shipping processes aim to satisfy the multiple variables and objectives outlined above. There may be questions or confusion around why our products are shipped in specific ways. On the following page, please find answers to some frequently asked questions regarding shipping practices.

## Shipping Containers

---

### ***Ambient (Room Temperature)***



- Shipping Carton
- Void fill when necessary

### ***Hazardous***



- Shipping Carton labeled “hazardous”
- Plastic bag as required
- Absorbent material as required
- Void fill when necessary

### ***Ambient Shipping; Refrigerated Storage***



- Shipping Carton labeled “refrigerate upon arrival”
- Void fill when necessary

### ***Refrigerated***



- Shipping Carton labeled “refrigerate upon arrival”
- Styrofoam insert and cardboard inserts
- Cold packs (some of which may be frozen and some refrigerated)
- Void fill when necessary

### ***Freeze Protection (seasonal)***



- Shipping Carton
- Foil or Thermal Insulation Material
- Room temperature gel packs
- Void fill when necessary

### ***Frozen***



- Shipping Carton
- Styrofoam insert
- Dry ice
- Void fill when necessary

## Frequently Asked Questions

### ***How long will it take until I receive my Roche order?***

At the time an order is placed, a standard processing and transportation lead time is assigned which determines the expected delivery date. This date assumes that the products ordered are all available. This process is based on ground transit time to the customer location from Roche Diagnostics in Indianapolis, Indiana. For locations on the west coast, and in the northeast, more transit days are required. This process is designed to provide consistent delivery times based on location while optimizing the transportation modes. Listed below are the total standard delivery lead time by state (processing + transport).

5 Days	4 Days	3 Days	2 Days
CA, OR, WA, ID, NV, UT	AZ, NM, West TX, OK, CO, WY, MT, ND, SD, NE, ME	MN, Northern WI, KS, East TX, IA, MO, AR, AL, MS, AR GA, FL, SC, NC, VA, WV, Northern MI, PA, NY, NJ, MD, VT, NH, MA, RI, CT, TN	Southern WI, IL, IN, KY, OH, Southern MI

### ***Exceptions***

- St Louis, Pittsburgh, Nashville, Charleston, WV and surrounding areas - subtract 1 day
- FAX, Email Orders: add 1 day
- Tissue orders = 2 to 3 days maximum to all domestic locations

### ***Why are there so many different methods and cartons in which products are shipped?***

There are a number of requirements and objectives that must be met when shipping our products. These include: governmental and regulatory requirements, internal quality guidelines, customer satisfaction with delivery timelines, cost effectiveness, etc. Examples of a variety of shipping cartons we utilize to meet these requirements are shown on the previous page.

### ***Why are the temperatures my products are exposed to not always consistent with the storage requirements noted on the product labeling?***

Products undergo shipping stability testing which determines the temperature range and transit time that each product can be exposed to during transit. Many times, the shipping condition will differ from the storage condition. For example, many products that must be stored refrigerated can be exposed to ambient temperatures while in transit for a defined period of time. In another example, some products that must be stored in a controlled room temperature environment can be exposed to freezing temperatures while in transit.

## Frequently Asked Questions, continued

---

***Should I be concerned if the gel packs in the carton are not frozen upon arrival?***

No. During the winter months and to specific ship-to locations, ambient gel packs are included in the shipping carton to absorb the cold temperatures before the product is impacted. In such cases, the gel packs were never intended to be refrigerated or frozen. In other pack aging configurations, refrigerated bricks are used in addition to frozen bricks to maintain a specific temperature range. This way, we avoid freezing our own product with too much ice.

***Does my geographical location and the seasonal conditions influence the packaging and the carriers?***

Absolutely. The type and quantity of gel packs, the use of thermal insulation to avoid freezing, and the carrier's route change dynamically throughout the year. Due to the different temperature extremes, packaging in winter may not be the same as in summer for many geographical locations. In summary, it is possible to see the same product with different packaging throughout the year.

***Why are some products shipped for next day delivery when the customer may not need them the next day?***

Generally, these are products that must be refrigerated, but can tolerate higher temperatures during short periods of transit. In such cases, the transit time may be limited to no longer than "next day."

***How do we know that our packaging and carriers are adequate?***

Exhaustive qualification efforts are taken to ensure that product quality is not compromised during transportation to the customer. In addition to the qualification efforts of our packaging and carriers, ongoing monitoring occurs to ensure shipping integrity.

***Why can't we ship refrigerated products with cold packs on Friday?***

Current cold pack packaging is not designed to ship over the weekend or be in transit more than 24 hours. Saturday delivery is available upon special request.

***Why does the shipping carton and/or method for the same product change?***

A number of products have temperature requirements that may vary on the high and low end of the temperature scale. For example, a product may need freeze protection in the winter, but is able to tolerate heat. Conversely, a product may have a low heat tolerance, but can be exposed to freezing temperatures during transport. In an effort to control freight/packaging expense and minimize Roche's impact on the environment, a product will be packaged and a transport mode chosen that is most efficient to meet product requirements. These methods will vary both seasonally, and regionally, throughout the year.

## Contact Information

---

### Customer Service

Phone 1.800.428.5076  
Fax 1.800.722.7222

### Customer Support

Core Laboratory/Lab Automation	1.800.428.2336
Molecular	1.800.526.1247
Point of Care	1.800.428.4674
Blood Gas/IT Products	1.800.526.2272
Tissue Diagnostics (option 1)	1.800.227.2155
Life Science	1.800.262.4911
cobas Liat	1.800.800.5973
Fax	1.866.557.2724