

Dear Valued Sponsor,

We are excited to announce that our pharmacy will be transitioning to a new pharmacy management system launching in December 2024. This upgrade will enhance system stability and connect us to the broader McKesson pharmacy network, positioning us for future growth.

**Key Benefits**

- Position Clinical Research Services for growth and increased capacity.
- Maximize quality by reducing manual processes.
- Improved operational workflow.
- Improved system stability.

**What's changing?**

- Our prescription label and packing slip may look slightly different than patients and/or sites are accustomed to seeing but will contain all required elements. Examples will be provided prior to the transition.
- If applicable, your sFTP endpoint for inbound files to the pharmacy will migrate. Additional details will be provided.

**What's staying the same?**

- Our white glove approach to patient care and service to your study.
- Our ability to provide pharmacy services, distribution, product sourcing, and coordination of packaging/labeling.
- Our ability to meet our current contractual obligations.
- Our ability to provide the same turnaround time as we deliver today.
- Inbound/outbound phone and fax numbers will remain the same.
- Email addresses for orders and communications will remain the same.
- Cold-chain and ambient pack outs.

Throughout the development process, we have been mindful of the impact on our sponsors and patients' experience. Our dedicated team has been working diligently to ensure a smooth transition and seamless implementation.

We pledge a quality-checked transition through rigorous functional testing and consistent communication to ensure a smooth upgrade process.

Thank you for your continued support. If you have any questions, please contact Brian Richard at [Brian.Richard@McKesson.com](mailto:Brian.Richard@McKesson.com) and Elliott Lee at [Elliott.Lee@McKesson.com](mailto:Elliott.Lee@McKesson.com) from the Clinical Research Services team.

Best regards,

Clinical Research Services Team

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