



Clinical Research Services (CRS) | EcoFlex Shippers

What is happening?

Clinical Research Services (CRS) is implementing enhancements to the shipping process for temperature-controlled shipments. Beginning **July 20, 2026**, CRS will begin utilizing the reusable Cold Chain Technologies EcoFlex shipper solution for small parcel shipments from our research pharmacy in Irving, TX and from our 3PL facility in Louisville, KY.

The EcoFlex shippers raise the bar for validated reusable solutions that protect temperature-controlled shipments. Using upgraded components, the EcoFlex shipper solution achieves maximum performance with a combination of the industry's first shape-stable, full-coverage PCM gel, state-of-the-art materials, and unique shipper construction.

The reusable EcoFlex shippers have the same in-transit temperature capabilities as our existing shippers with additional benefits including:

- Improved visibility – the shippers contain a reusable cellular temperature monitor that allows CRS real time visibility for temperature and location
- Improved quality – shippers are qualified for 72 hours instead of 48 hours
- Ecofriendly solution – shippers are reusable and not discarded

What this means to you:

For shipments that contain the EcoFlex reusable shipper, sites will be required to return the shipper following the detailed instructions included in the shipment.

Who do I contact for questions?

For questions, please contact the CRS team via email at clinicalresearchservices@mckesson.com or via phone at 800.693.4906.

We appreciate the opportunity to serve you.

Kind regards,

Clinical Research Services team

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