



Pfizer Inc.
275 North Field Drive
Lake Forest, IL 60045

June 18, 2021

**Pfizer U.S. Hospital Customer Service Notification:
Upcoming July 4 Holiday Closure and Alignment of Pfizer and Upjohn Products**

Dear Valued Customer,

Please be aware that Pfizer Hospital Customer Service and related systems will enter a brief closure and blackout period in July 2021. This closure is both in recognition of the Fourth of July holiday, and to enable the separation of Pfizer and Upjohn products following the launch of VIATRIS, a new global healthcare company formed through the combination of Mylan and Upjohn, a legacy division of Pfizer Inc. ("Pfizer").

Effective July 5, 2021, Upjohn products will be split from all Pfizer order to cash processes and all operational processes such as electronic data interchange (EDI), order placement, and chargeback submission. Payments will be handled as two distinct entities, Pfizer and Upjohn. To order Upjohn products after July 5, 2021, refer to the separate communication from Upjohn.

To enable this separation, Pfizer must limit our operations so that our internal systems can be reconfigured. Please note the following Pfizer service and system downtimes.

For U.S. customers, excluding Puerto Rico:

- Pfizer Customer Service will be closed from July 2, 2021 at 4pm CST / 5 pm EST through July 5, 2021. Operations will resume on Tuesday, July 6.
- Beginning Saturday, July 3 through Monday, July 5, 2021, shipping operations will be shut down and will resume on Tuesday, July 6, 2021. Pfizer direct orders not shipped by close of business Friday, July 2, 2021 will be held until the following week.
- Pfizer Prime and EDI will continue to accept inbound transactions for direct orders during this period. Any orders that come in after cutoff will be held in suspense until Tuesday, July 6, 2021.

For Puerto Rico customers:

- Pfizer Customer Service will be closed from June 30, 2021 at 4pm CST / 5 pm EST through July 5, 2021. Operations will resume on Tuesday, July 6.
 - Due to underlying system changes, orders not shipped by close of

business Wednesday, June 30, 2021 will be cancelled and will need to be re-entered on or after July 6, 2021 under the new Pfizer entity.

- All open backorders for Pfizer products, including sterile injectables, will also be cancelled. We recommend you clear your pending order file of those items and re-order on or after July 6, 2021.
- Beginning Thursday, July 1 through Monday, July 5, 2021, shipping operations will be shut down and will resume on Tuesday, July 6, 2021. Pfizer direct orders not shipped by close of business Friday, July 2, 2021 will be held until the following week.
- Our EDI will only accept inbound 852/867 transactions from PR customers during this period. DSA customers must continue to send your 852/867 files as usual so that you do not need to recreate missing activity after the fact. EDI files sent after June 30, 2021 should be split by Pfizer and Upjohn so that they process correctly at go-live on July 6, 2021.

If you have any questions regarding this notification, please contact our Customer Service Department at 1-844-646-4398 or via email at PICustomerServices@pfizer.com.

Thank You,

Chris McNett
Director, Customer Service
Pfizer Hospital Business Unit U.S.