

## Coronavirus Update: March 18, 2020

### Dear Valued Customer,

We want to acknowledge several stress points affecting McKesson operations because of the increased demand related to the COVID-19 pandemic and provide a few updates on what we're doing to address these challenges. We understand that your providers and patients are facing difficult challenges and decisions of their own and that these issues create pain points for you, too.

### Product Constraints

We continue to experience a surge in global demand for personal protective equipment (PPE), along with the issue of resupply from our global partners, including those in China. While we know that some of these partners have restarted their production and shipping, we know it will still take months to receive their direct output toward our resupply orders. Additionally, communities across the country are enacting their pandemic preparedness plans that has put a strain on the supply for some other products beyond PPE, such as IV solutions. As a result, many manufacturers have had to place limits on the products distributors like McKesson can access.

Given the surge in demand and our relative inability to receive resupply, we've begun to have critically low inventory or stock out of select PPE items. With this in mind, we made some difficult decisions to help manage our demand to and support healthcare providers:

- We've stopped selling PPE items in short supply to resellers and consumer websites.
- We've stopped taking orders for PPE items from new customers.
- We're also allocating the supply of select items to existing customers.

Our goal is to preserve the supply of critical PPE for healthcare providers for as long as we can.

### Customer Service

We're seeing unprecedented call volumes in our customer service centers. Some days this is more than double our usual volume. Unfortunately, this has led to long wait times and has impacted service levels. We're committed to serving you during this difficult time and we're working to improve wait times. Thank you for your understanding and patience.

### McKesson SupplyManager<sup>SM</sup>

System issues have caused some information to not display correctly on our online ordering system, McKesson SupplyManager<sup>SM</sup>. This includes pricing for some products. Our Technology teams are working to correct this as soon as possible.

Please know that we'll continue to do everything we can to stabilize our supply chain, inventories and systems as quickly as possible. We'll also continue to communicate often and openly with you. Thank you for taking care of our communities, during the best of times and the hardest of times.

### McKesson Medical-Surgical

#### McKesson Medical-Surgical

9954 Mayland Drive  
Suite 4000  
Richmond, VA 23233

[mms.mckesson.com](http://mms.mckesson.com)