



GSK
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Dear Valued GSKDirect Customer,

For 2020, our plan is to bring more doses of SHINGRIX to the US compared to 2019. As healthcare professionals continue to vaccinate at a rate many times that of previous years, we anticipate that ordering limits may continue throughout 2020. We continue to focus on a fair and equitable SHINGRIX allocation plan across all customer segments and remain committed to keeping you and your customers fully informed of all developments.

We are pleased to inform you that effective June 8, 2020, SHINGRIX will move from "Backorder" status to "Available" on GSKDirect. This change in status will provide you with more flexibility, as you will be able to choose your own delivery date, including the option for next-day delivery. You will also be able to receive both SHINGRIX and other GSK vaccines you may order in a single shipment, helping to support your inventory management needs. We have also made the decision to **temporarily** remove ordering limits for SHINGRIX to support your immunization needs. As market conditions change over time, GSK may need to re-impose ordering restrictions based on future levels of demand.

The SHINGRIX one dose presentation will continue to be the only the presentation available on GSKDirect (NDC: 5816081912). Because supply conditions are fluid, the status of SHINGRIX on GSKDirect is subject to change.

If you have any additional questions about the status of your order, please contact the Vaccine Service Center at 866-475-8222, *option 3*.

Thank you,

The GSK e-Commerce Team

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