



48-hour curbside recyclable cold chain packout guide & overview

The specialty distribution network - cold chain delivery

Brooks, KY

October 2026

What this guide will contain:

- Packout education
- Package excursion specs
- Illustrations by season
- ISTA performance qualifications

Packout overview and education

This guide provides comprehensive information and knowledge on our cold chain packaging solutions so you can remain confident that your orders are received in their intended condition.

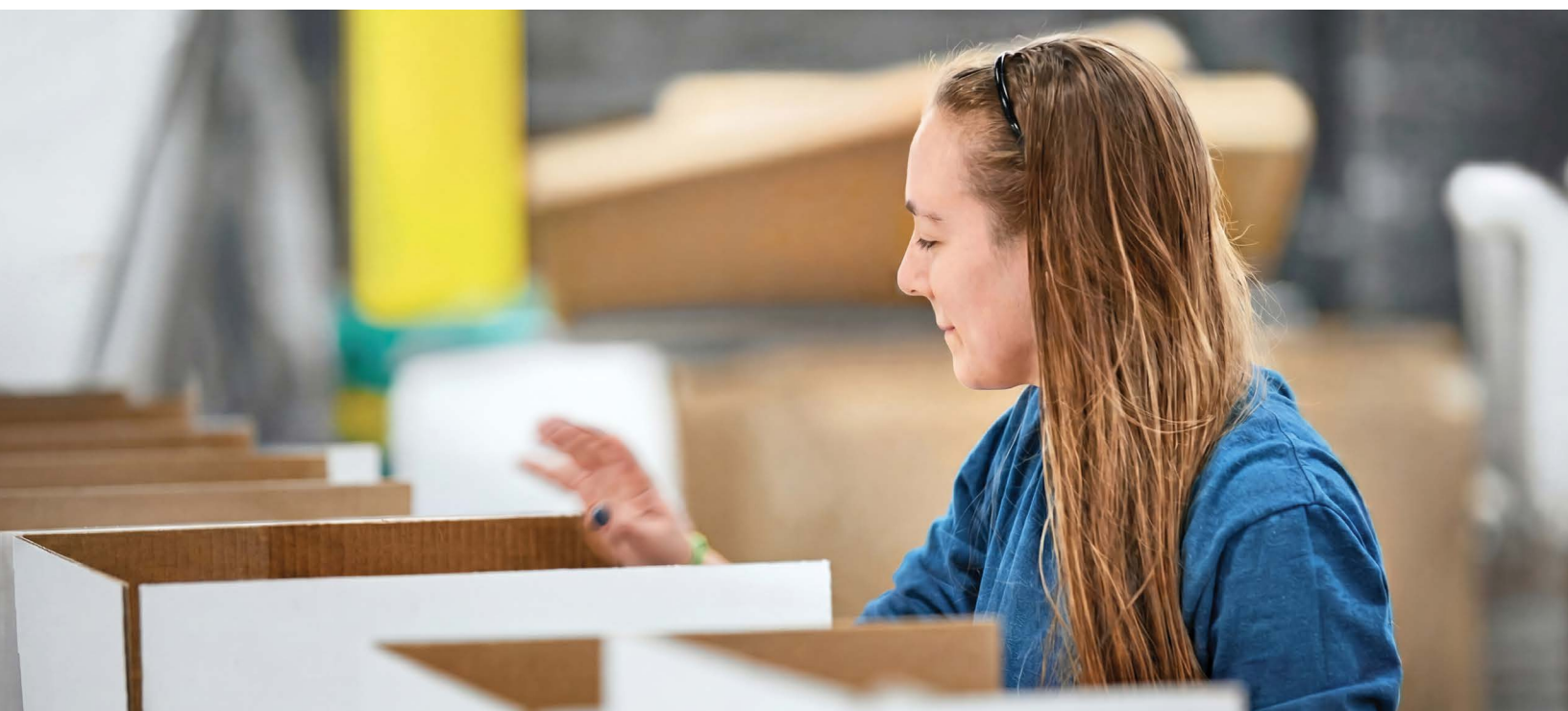
We are dedicated to maintaining the integrity of the healthcare supply chain, leading the distribution industry in accuracy, compliance, and product integrity. Cencora follows ISTA standards and has qualified and validated refrigerated packaging solutions according to these standards. This helps see that proper refrigerated product temperature is maintained during transit. You can trust that your shipments are handled with the utmost care and expertise, maintaining the safe and effective delivery of pharmaceutical products.

Delivery commitment

- We deliver refrigerated product by 10:30am local time the next business day anywhere in the continental U.S.
- Friday orders remain in a temperature-controlled environment over the weekend, seeing that refrigerated product temperature is accurately maintained and shipped out on Sunday to arrive safely on Monday.

Refrigerated product packaging

- In collaboration with TemperPack, a leading supplier in sustainable packaging, Cencora will be implementing an upgraded refrigerated packaging solution that is qualified to maintain refrigerated temperature for a minimum of 48-hours, a full 24-hours longer than our current refrigerated packaging.
- Additionally, existing EPS Styrofoam insulation is now being replaced by ClimaCell® liner insulation, which is able to be recycled along with other curbside recyclable materials.
- The exterior shipping box is also being updated as part of the enhanced 48-hour packout solution to provide a more consistent packaging experience; however, Cencora branding is not prominently visible during transit to support shipment safety and security practices.



Quality and sustainability

Cencora’s upgraded 48-hour refrigerated packaging reflects our commitment to protecting product integrity while reducing environmental impact across the healthcare supply chain. As a healthcare leader, we recognize the importance of addressing climate and environmental challenges that affect human and we have invested in a solution that balances sustainability with performance. The new packaging replaces traditional EPS insulation with ClimaCell® curbside recyclable insulation, delivering meaningful reductions in carbon emissions and landfill waste, supported by peer reviewed life cycle assessment data. At the same time, the packaging is fully ISTA qualified and validated to maintain refrigerated temperature for a minimum of 48-hours across both summer and winter profiles, supporting consistent cold chain protection, regulatory compliance, and confidence in every shipment. Through this investment, Cencora continues to advance responsible packaging innovation without compromising safety, reliability, or quality.

EPS and ClimaCell® environment comparison

The following calculations are based on our peer-reviewed, cradle-to-grave Life Cycle Assessment, comparing each box size with an EPS cooler and ClimaCell®. Switching from EPS to ClimaCell® will reduce the carbon emissions of a shipper by an average of 37%. The chart below shows a box-to-box comparison of emissions between the current EPS solution and the proposed ClimaCell® insulation.

Based on Cencora’s provided order volume, assumed total emissions avoided by switching from EPS to ClimaCell® is estimated to exceed 2,100,00 kg of CO2e.

That’s the equivalent¹ of...

- Powering 282 American homes for one year
- Charging over 169 million smartphones
- Planting 34,724 tree seedlings to grow for 10 years
- Taking 490 cars off the road for one year

Landfill impact

Based on unit order volume, Cencora can also reduce its plastic waste to landfill by removing roughly 1,056,088 ft³ of EPS by switching to ClimaCell®, which is equivalent to over 9 Olympic sized swimming pools or 352 standard 40 ft. shipping containers.

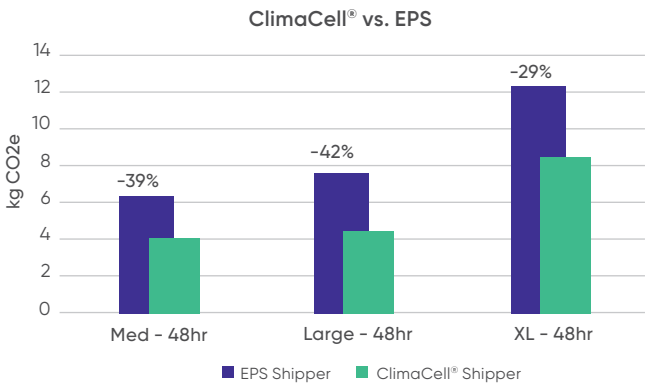
Other reasons why ClimaCell® is better than the EPS for people and the planet:

01 Materials:

- ClimaCell® is USDA Certified Biobased
- ClimaCell® uses FSC Certified paper and domestic corn starch.

02 End of Life:

- The ‘How2Recycle’ label encourages consumers to recycle and designates that at least 60% of Americans have access to a recycling facility that can collect and process the panels.



Material	Med - 48hr	Large - 48hr	XL - 48hr
EPS unit kg CO2e	6.45	7.52	12.26
ClimaCell® unit kg CO2e	3.97	4.37	8.74
kg CO2e reduction by Unit Totals	763,422	551,765	831,307

Summary 48-hour qualifications: Summer profile

Testing of the optimized shippers with the 48-hour design demonstrates that the shippers tested have met the accepted criteria to meet and maintain temperatures between 2–8°C when exposed to the ISTA 7E Heat Profile.

Summer Profile
Small: ≥ 48-hours
Medium: ≥ 48-hours
Large: ≥ 48-hours
Extra Large: ≥ 48-hours

Summary 48-hour qualifications: Winter profile

Testing of the optimized shippers with the 48-hour design demonstrates that the shippers tested have met the accepted criteria to meet and maintain temperatures between 2–8°C when exposed to the ISTA 7D Winter Profile.

Winter summary
Small: ≥ 48-hours
Medium: ≥ 48-hours
Large: ≥ 48-hours
Extra Large: ≥ 48-hours

Resources:
<https://www.temperpack.com/products/qualified-shippers>

Refrigerated product packaging seasons

Generally, summer conditions occur between May and October, and winter conditions occur between November and April. Seasonal profiles may vary based on geographic location and ambient temperature conditions.

- In collaboration with TemperPack, refrigerated coolers have been qualified against ISTA 7D Winter and ISTA 7E Summer profiles to maintain refrigerated temperature for a minimum of 48-hours.

Checklist

This checklist sees that your product is received in the way it should be:

- 01 Remove packaging and open box.
- 02 Gel Packs and Refrigerated Product should be cool to the touch, not frozen, which is normal and does not mean the product integrity has been compromised. The presence of condensation and slight gel migration is an expected outcome of normal transportation and handling conditions. These observations do not indicate a loss of packaging integrity or thermal performance.
- 03 If package has arrived within a 48-hour window no further temp checks are needed.
- 04 However – If you feel more comfortable testing the temperature you can insert a calibrated thermometer probe quickly and reclose the lid of the cooler – the temperature should read between 2°C – 8 °C; 35.6°F – 46.4°F.
- 05 Unpack the product(s) and immediately place them in a temperature-controlled environment consistent with the products requirement.
- 06 Follow your normal intake processes, including scanning into inventory if applicable.

Cencora resources:

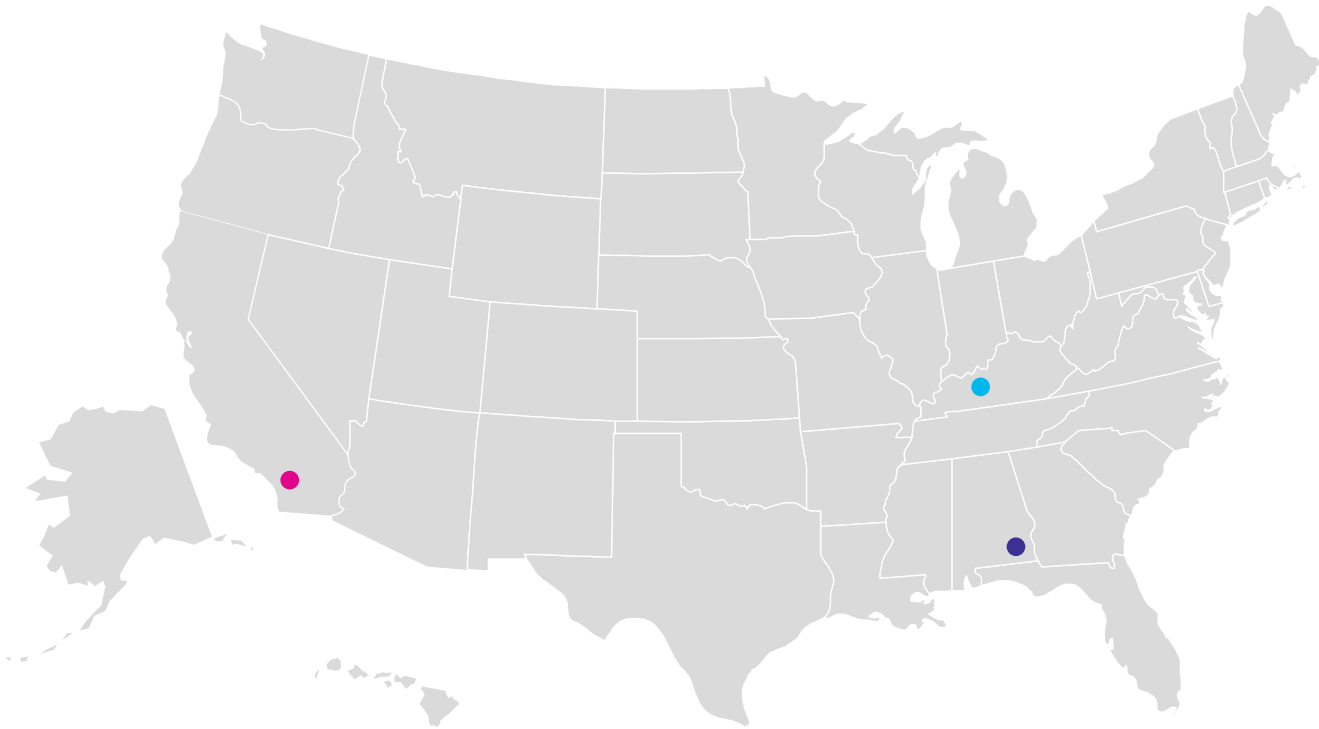
<https://www.besse.com/returns>

Additional resources:

<https://ista.org/docs/7Eoverview.pdf>

<https://www.hda.org/>

U.S. Supply Chain speciality distribution networks



Specialty distribution network

- Three specialty Rx distribution centers

Montclair, CA
5566 Arrow Highway
Montclair, CA 91763

Dothan, AL
2811 Horace Shepard Drive
Dothan, AL 36303

Brooks, KY
345 International Blvd Suite 400A
Brooks, KY 40109

Summer packaging configuration

Brooks, KY

In collaboration with TemperPack, refrigerated coolers have been qualified against ISTA 7D Winter and ISTA 7E Summer profiles to maintain refrigerated temperature for a minimum of 48-hours.

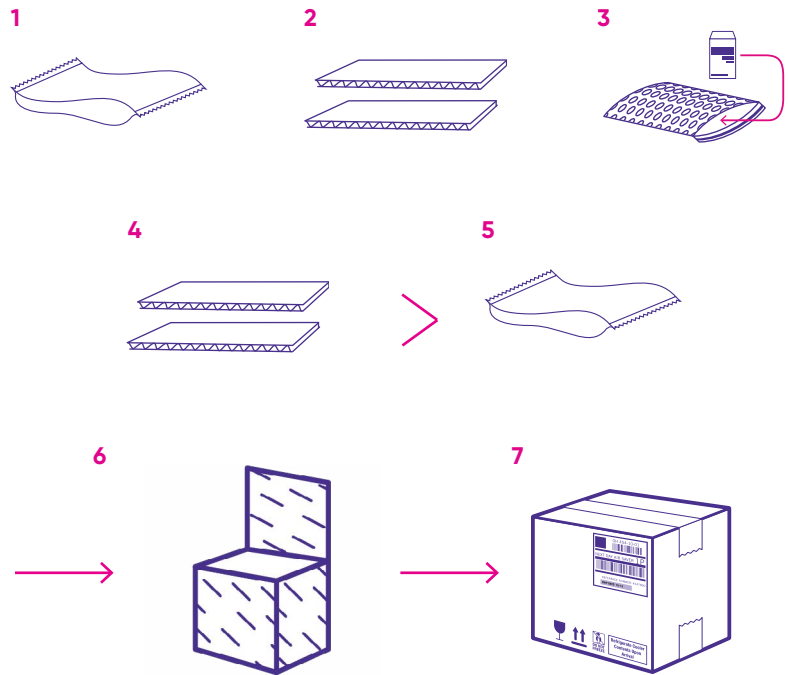
Small cooler size:

14.5" x 12.375" x 11.375"

Summer performance: **48-hours**

Total gel packs: **2**

Package contents:



- 1 [1] 48 oz. gel pack in the bottom of ClimaCell® recyclable liner
- 2 [2] corrugate dividers
- 3 Package product with bubble bag
- 4 [2] corrugate dividers on top of bubble bag/void fill
- 5 [1] 48 oz. gel pack on top of corrugate dividers
- 6 Lid securely fastened, securing ClimaCell® recyclable cooler and contents inside shipping box
- 7 Sealed box with shipping label

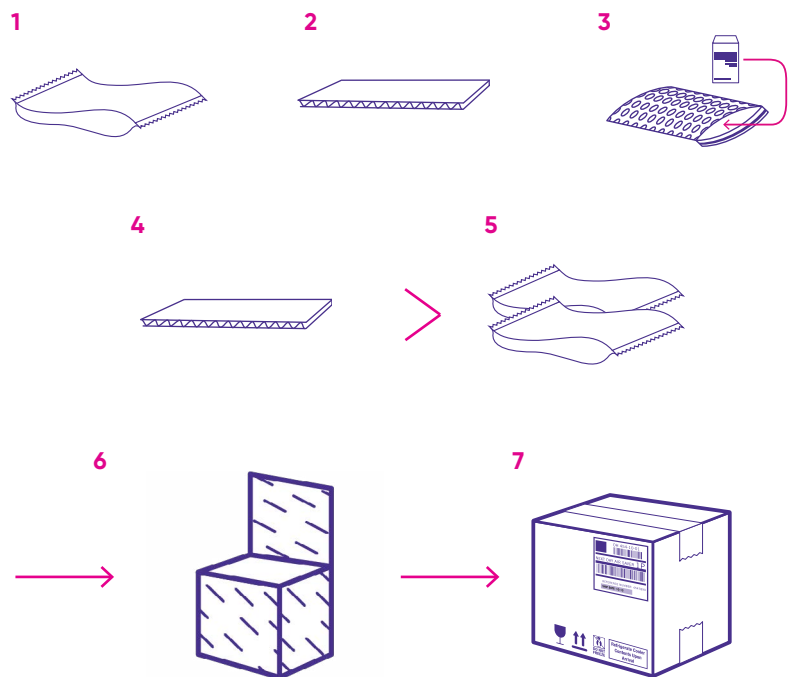
Medium cooler size:

15" x 13" x 12.25"

Summer performance: **48-hours**

Total gel packs: **3**

Package contents:



- 1 [1] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler
- 2 [1] corrugate divider
- 3 Package product with bubble bag
- 4 [1] corrugate divider
- 5 [2] 48 oz. gel packs on top of bubble bag/void fill
- 6 Lid securely fastened, securing ClimaCell® recyclable cooler and contents inside shipping box
- 7 Sealed box with shipping label

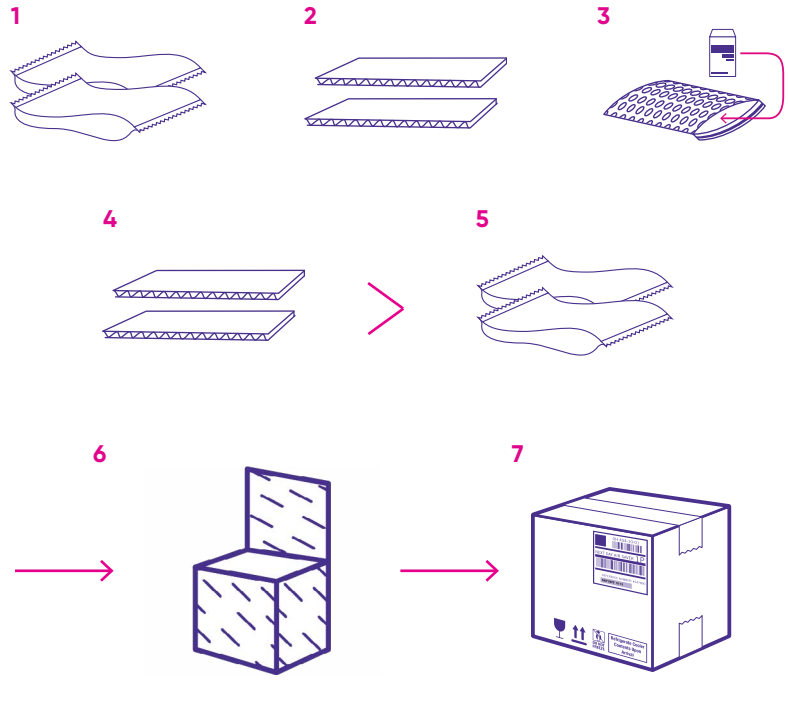
Large cooler size:

18" x 13.5" x 10.5"

Summer performance: **48-hours**

Total gel packs: **4**

Package contents:



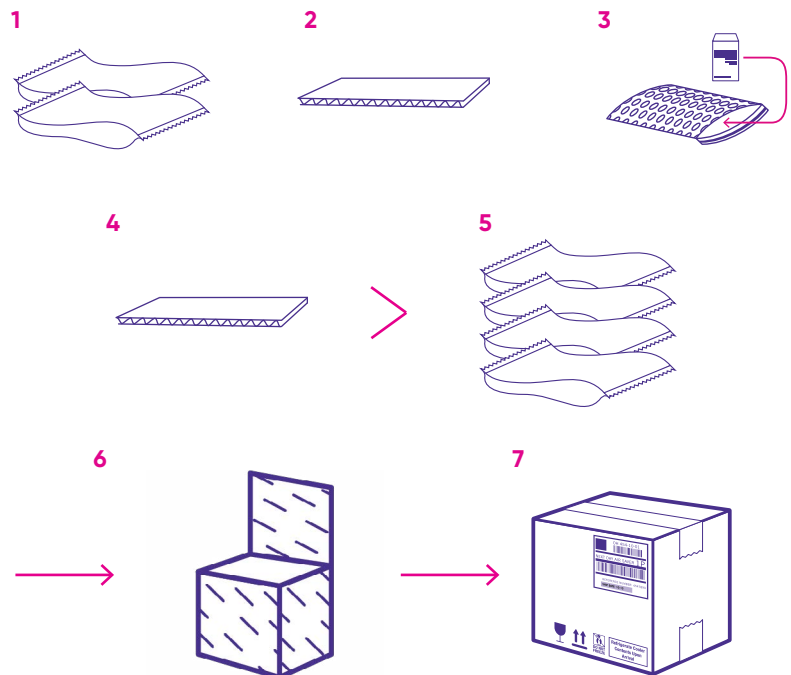
Extra large cooler size:

23.75" x 18.75" x 14"

Summer performance: **48-hours**

Total gel packs: **6**

Package contents:



Winter packaging configuration

Brooks, KY

In collaboration with TemperPack, refrigerated coolers have been qualified against ISTA 7D Winter and ISTA 7E Summer profiles to maintain refrigerated temperature for a minimum of 48-hours.

Small cooler size:

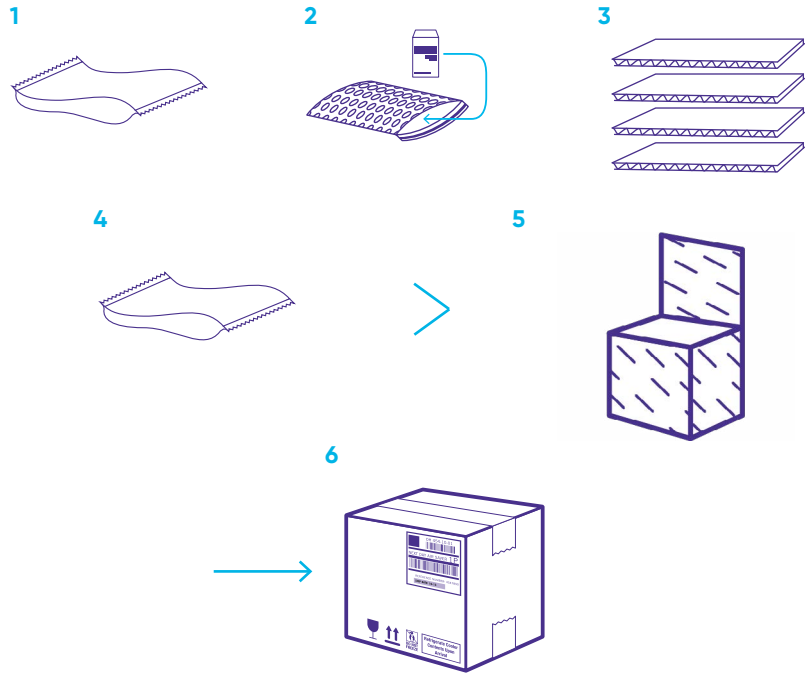
14.5" x 12.375" x 11.375"

Winter performance: **48-hours**

Total gel packs: **2**

- 1 [1] 48 oz. gel pack in the bottom of ClimaCell® recyclable cooler
- 2 Package product with bubble bag
- 3 [4] corrugate dividers
- 4 [1] 48 oz. gel pack on top of corrugate dividers
- 5 Lid securely fastened, securing ClimaCell® recyclable cooler and contents inside shipping box
- 6 Sealed box with shipping label

Package contents:



Medium cooler size:

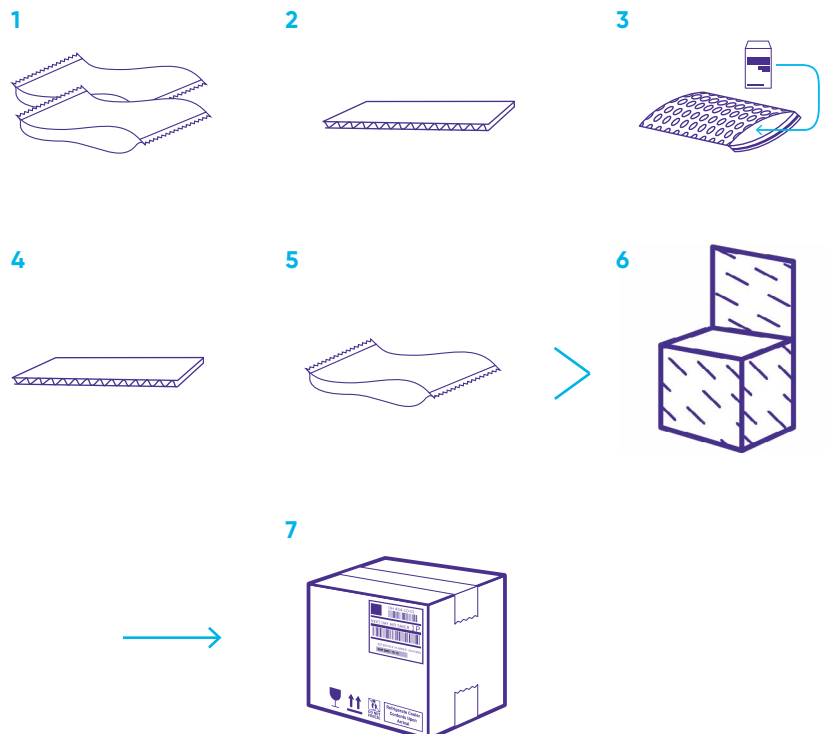
15" x 13" x 12.25"

Winter performance: **48-hours**

Total gel packs: **3**

- 1 [2] 48 oz. gel pack in the bottom of cooler
- 2 [1] corrugate divider
- 3 Package product with bubble bag
- 4 [1] corrugate divider
- 5 [1] 48 oz. gel pack on top of bubble bag/void fill
- 6 Lid securely fastened, securing ClimaCell® recyclable cooler and contents inside shipping box
- 7 Sealed box with shipping label

Package contents:



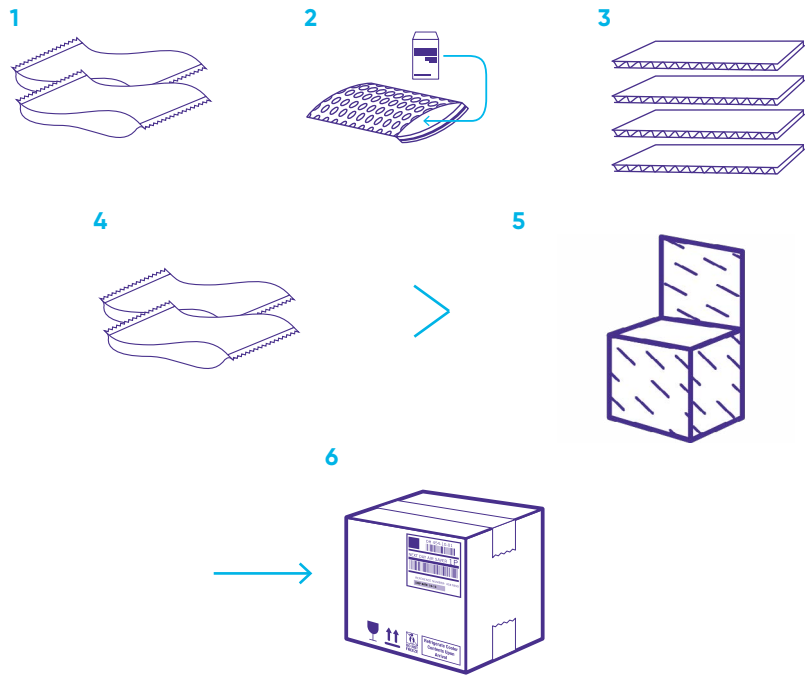
Large cooler size:
18" x 13.5" x 10.5"

Winter performance: **46 hours**

Total gel packs: **4**

- 1 [2] 48 oz. gel pack in the bottom of cooler
- 2 Package product with bubble bag
- 3 [4] Corrugate dividers
- 4 [2] 48 oz. gel pack on top of corrugate dividers
- 5 Lid securely fastened, securing ClimaCell® recyclable cooler and contents inside shipping box
- 6 Sealed box with shipping label

Package contents:



Extra large cooler size:
23.75" x 18.75" x 15.5"

Winter performance: **48-hours**

Total gel packs: **7**

- 1 [2] 48 oz. gel pack in the bottom of cooler
- 2 [1] corrugate divider
- 3 Package product with bubble bag
- 4 [1] corrugate divider
- 5 [5] 48 oz. gel packs on top of bubble bag/void fill
- 6 Lid securely fastened, securing ClimaCell® recyclable cooler and contents inside shipping box
- 7 Sealed box with shipping label

Package contents:

