Shipper and Logger
Return Instructions

Current, as of March 20th, 2023
Important Disclaimer

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The Pfizer-BioNTech COVID-19 Vaccine or BioNTech-Pfizer COVID-19 Vaccine is also known as COMIRNATY® (COVID-19 Vaccine, mRNA).

COMIRNATY® (COVID-19 Vaccine, mRNA) and the Pfizer-BioNTech COVID-19 Vaccine for use in individuals 12 years of age and older can be used interchangeably by a vaccination provider when prepared according to their respective instructions for use.
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Shipper and Logger Return Instructions: Global Markets

Shipper and Logger Overview

This guidance features detailed instructions for thermal shipper suppliers. Each thermal shipper utilizes temperature monitoring capabilities.

Softbox Thermal Shipper

AeroSafe Thermal Shipper

Temperature Monitoring Device

NOTE: Each thermal shipping container only includes one temperature monitoring device, either the Controlant SAGA Logger or the Controlant Logger 10.01. Please note the Sensitech logger does not track real-time data and is used as a backup option.
Softbox

Shipper and Logger Returns Process
**Softbox Thermal Shipper and Logger Return Process Overview**

1. Confirm Receipt of Return Label
   - Each shipment will include a blank label inside the Thermal Shipper. Shipments performed by an express carrier* will include a return label (airway bill).
   - Follow the provided guidelines for handing dry ice safely. See Dry Ice Safe Handling Guidelines

2. Remove all Dry Ice from Box
   - Follow the provided guidelines for handing dry ice safely.

3. Secure Temperature-Monitoring Device in Box
   - Make sure the temperature-monitoring device is put back in place inside the box where it was positioned at delivery.

4. Seal Boxes with Transparent Tape
   - Ensure tape is NOT covering the UN label on the top right of one of the box’s sides.

5. Use Blank Label to Cover Dry Ice Hazard Labels
   - Cover Dry Ice UN1845 Markings & Diamond Shaped Class 9 as the box no longer has dry ice, where appropriate.

6. Apply Preprinted Labels
   - Ensure Return Label and Proforma Invoice are applied to the correct locations on the box.

7. Arrange for Pick Up(s)
   - Click on the link in the Controlant email to request a pickup. This email includes the quality report that’s necessary for tracking each box.

8. Container(s) Picked Up
   - Box(es) should be readily accessible for the carrier at prearranged time of pickup.

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*DHL Express, UPS Small Parcel, FedEx

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**Softbox and Logger Return Process**

2. When receiving a shipment, take out the accompanying documents (on top, outside the inner cardboard layers) for returning the box and logger and **safely store them**.
   - **Return label** will be provided where express carriers are used: DHL Express, UPS Small Parcel or FedEx
   - **Blank label** to cover up dry ice UN1845 mark and diamond shaped Class 9 label
   - Shipment delivery Email from Controlant

If you have not received a **shipment delivery email** from Controlant please contact pfizer.logistics@controlant.com to ask for further guidance.

In case of a **missing return label***, download the label directly from the shipment delivery email received from Controlant (**additional guidance**).

In case of **missing blank label** you can use a blank piece of paper and transparent tape (ideally 2 pieces of paper to make sure the dry ice UN1845 mark and diamond shaped Class 9 label are not visible through paper).

*Only return label needed for shipments via express carrier: DHL Express, UPS Small Parcel or FedEx
Shipper and Logger Return Instructions: Global Markets

**Softbox and Logger Return Process**

2. Remove all **dry ice** from the box (dry ice safe handling guidelines).

3. Make sure the temperature monitoring device* is put back in place inside the box where it was positioned at delivery.

4. Seal the box with **transparent tape** and ensure the box is properly closed.

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**NOTE:** The Thermal Shipper images above are illustrative and may differ based on the manufacturing location and/or market. If your shipper contains a lithium battery (UN3481) image, you need to cover it up. If the shipper does not feature a lithium battery icon on the box, there is no further action needed.

*The logger within each box may vary slightly based on select markets.
Softbox and Logger Return Process

5. Use the blank label to **cover** the Dry Ice UN1845 Markings & Diamond Shaped Class 9 as the box no longer contains dry ice (label preparation instructions).

6. Ensure the **pre-printed return label** is applied to the correct location on the box. The inbound transport label needs to be fully removed or covered (label preparation instructions).

**Box and logger are ready for pickup**

Make sure all dangerous goods labels (including all carrier dangerous goods labels) are covered.

**For non-EU/non-US countries:** ensure Proforma Invoice for customs clearance (PDF received via email from Controlant) is applied to each box (Proforma Invoice).

**NOTE:** The Thermal Shipper images above are illustrative and may differ based on the manufacturing location and/or market. If your shipper contains a lithium battery (UN3481) image, you need to cover it up. If the shipper does not feature a lithium battery icon on the box, there is no further action needed.
Shipper and Logger Return Instructions: Global Markets

**Softbox and Logger Return Process**

7. Open the shipment delivery email received from Controlant and click on ‘**Please confirm collection or usage**’ in order to inform Controlant that the box is ready for collection. In the popup screen select ‘**Yes, they are ready to be collected**’. Controlant automatically receives a notification and will arrange the pickup with the carrier.

8. Pick up of boxes by the carrier. Boxes should be readily available and accessible for the carrier at prearranged time of pickup.

The **carrier** will reach out to the POU to confirm and schedule the **pickup date and time**.

**Shipment Quality Report**

Attached to this email are the shipment quality reports that state the temperature of your product during transit.

**How to return the shipment quality report**

**Returning box and logger**

Pfizer is proud to use state-of-the-art, recyclable packaging and remote temperature loggers to protect your products and fulfill our environmental sustainability commitment.

When you have retrieved all the product, return the box they sent in, please follow the return instructions included with the box and insert below.

**Is the box and logger ready to be collected?**

Please confirm whether the box and the data loggers inside are ready to be collected or if you plan to continue using the box.

**Please confirm collection or usage**

**Have other questions?**

Please contact your local Pfizer customer service.

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Softbox Used for Temporary Storage

The shippers, in which the vaccine doses arrive in, can also be used as temporary storage units by refilling with dry ice every five days for up to 30 days of storage. If not using the thermal shipping container as temporary storage, please return as soon as possible. **Controlant needs to be informed about any usage of boxes for temporary storage.** Use the link in the shipment delivery email to notify Controlant about this.

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**Shipment Quality Report**

Attached to this email are the shipment quality reports that show the temperature of your product during transit.

**Returning box and logger**

Pfizer is proud to use sustainable, 100% reusable packaging and real-time temperature loggers to protect your products and fulfill our environmental sustainability commitment. When you have received all the product, from the box they arrived in, please follow the return instructions included with the box and shown below.

**Is the box and logger ready to be collected?**

Please confirm whether the box and the data loggers inside are ready to be collected if you plan to continue using the box.

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**Controlant**

Are the boxes and loggers ready to be collected?

Please confirm whether the boxes and the data loggers inside are ready to be collected by pressing the relevant button below.

- Yes, they are ready to be collected
- My return/label link is not giving access to label, can you please assist/email me another.
- No, I plan to continue to use the box to store my products

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“**No, I plan to continue to use the box to store my products.”**

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**Thank you**

We will send you a reminder in 7 days
**Softbox FAQ**

**Q: Is it possible to return shippers in bulk?**

A: Shippers can be returned in bulk instead of individually. The **pre-printed return labels** need to be attached to each individual box. In case a **proforma invoice** is needed (for non-EU/non-US countries), one invoice for the entire bulk return is sufficient (and will be provided by Controlant). *(bulk return packing instructions)*

**Q: Who should I contact in case of any questions regarding the pickup process or further support?**

A: The single point of contact for any questions is **pfizer.logistics@controlant.com**.

**Q: What is the expected lead time between my pickup request and a booked pickup?**

A: Overall lead time is **3-5 days**. Controlant confirms pickup requests on a **daily** basis with the carriers. The carriers have **48 hours** to reach out to the POU and arrange the actual pickup date and time.
Softbox Additional Details

- Email Screenshots
- Label Prep
- Bulk Returns
Shipper and Logger Return Instructions: Global Markets

Softbox Email (Sent in local language and English)

**Shipment Quality Report**
Attached to this email are the shipment quality reports that show the temperature of your product during transit.

**Returning box and logger**
Pfizer is proud to use state-of-the-art, 100% reusable packaging and real-time temperature loggers to protect your products and fulfill our environmental sustainability commitment.

When you have removed all the product, from the box they arrive in, please follow the return instructions included with the box and shown below.

**Is the box and logger ready to be collected?**
Please confirm whether the box and the data logger inside are ready to be collected or if you plan to continue to use the box longer.

**Please confirm collection or usage**

**Have other questions?**
Please contact your local Pfizer customer service.

**Pfizer customer service information**

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**Want to return popup link**

**Are the boxes and loggers ready to be collected**
Please confirm whether the boxes and the data loggers inside are ready to be collected by pressing the relevant button below.

- Yes, they are ready to be collected
- No, I plan to continue to use the box to store my products

**Download return shipping labels**

Email: wyeyang@gmail.com
Phone: [null]
Pickup instructions: [null]

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**Softbox Email**

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**Softbox Email (Want to Return Pop-up Link)**

- **If you choose ready for collection, this is the response page**
  - Thank you
  - We will arrange a pickup shortly
  - Please follow the “How to return box and logger instructions”

- **If pdf download of return shipping labels doesn’t work**
  - Thank you
  - Response has been received
  - A PDF version of the return shipping label will be emailed to you to print and attach to the box (using normal clear tape is fine)

- **If you plan to continue using the box, this is the response page**
  - Thank you
  - We will send you a reminder in 7 days

- **If you want to download the return shipping labels in pdf**
  - Downloads
  - What do you want to do with ReturnShippingLabels...
    - Open
    - Save as

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**Softbox Return Process – Label Prep**

**A. COVER DRY ICE INDICATORS**

Cover the Dry Ice UN1845 markings and diamond-shaped Class 9 hazard label on the thermal shipping container with the blank labels, where appropriate.

**B. APPLY RETURN LABEL**

Apply the pre-printed return shipping label over the existing shipping label

**C. PROFORMA INVOICE**

Apply the label containing necessary information for customs clearance (proforma invoice)

Controlant will arrange for needed documentation upon pickup request

**NOTE:** The Thermal Shipper images above are illustrative and may differ based on the manufacturing location and/or market. If your shipper contains a lithium battery (UN3481) image, you need to cover it up. If the shipper does not feature a lithium battery icon on the box, there is no further action needed.
**Softbox Bulk Return Instructions**

**PACKING INSTRUCTION**

12 units palletised on EU Pallet (1200x800mm), either shrink-wrapping or banding is acceptable – see attached example photographs and packing instruction for guidance.

Mark all pallets with return address and Controlant RLS ticket number

Please visit the FAQ section within this document for further details on returning shippers in bulk.
Relevant to all vendors
**Shipper and Logger Return Instructions: Global Markets**

**Proforma invoice for customs clearance (outside of US and EU)**

**PROCESS**

1. POU requests pickup to Controlant.
2. As part of their process, Controlant populates the proforma invoice based on the pickup request (quantity and EOR).
3. Controlant sends proforma invoice (PDF-file) to the POU.
4. POU sticks proforma invoice to the outside of the shipper (clearly visible for the carrier).

**EXAMPLE**

Export on Record for your country, as defined together with the Pfizer Market Lead.

Date and reference fields for shipment tracking and reconciliation (Controlant and Carrier).

Physical pick up location.

Quantity (loggers and shippers) returned.

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Safe Handling Guideline for Dry Ice

FACTS ABOUT DRY ICE
Dry ice is the frozen form of carbon dioxide. When heated, most frozen solids melt to a liquid form, but dry ice transforms directly into a gas (sublimation). Dry ice sublimes at temperatures at or above -109°F (-80°C). The main hazards of dry ice include asphyxiation and burns. Use of dry ice in confined spaces (small rooms or walk-in coolers) and/or poorly ventilated areas can result in depletion of oxygen resulting in asphyxiation. Exposed skin should be protected from contact with dry ice. To ensure appropriate controls are in place, review the enclosed Safety Data Sheet (SDS) and consult with your EHS/Occupational Health department.

VENTILATION
At room temperature (including most cold storage temperatures), dry ice becomes carbon dioxide vapor which may cause difficulty breathing or suffocation. If dry ice has been in a closed area, trailer or container for more than 10 minutes, open doors and allow adequate ventilation before entering. Leave area containing dry ice if you start to pant and breath quickly, develop a headache, notice that your fingernails or lips start to turn blue, or experience other symptoms of asphyxiation. These signs can indicate that you have inhaled too much carbon dioxide. Carbon dioxide is heavier than air and accumulates in low, poorly ventilated spaces.

BURN TREATMENT
Dry ice may cause cold burns to the skin. Seek medical care as directed by the SDS.

DISPOSAL
Once dry ice is no longer needed, open the container and leave it at room temperature in a well-ventilated area. It will readily sublime from a solid to a gas. DO NOT leave dry ice in an unsecured area. DO NOT place in drain or flush in toilet. DO NOT dispose in trash.

GENERAL SAFETY GUIDANCE FOR DRY ICE

DO NOT TOUCH - AVOID EYE CONTACT
Use insulated gloves when removing or adding dry ice to prevent cold burns and frostbite. Avoid contact with face and eyes. Consider wearing safety glasses.

DO NOT EAT
Dry ice is harmful if eaten or swallowed. If ingested, seek immediate medical care.

DO NOT STORE IN CONFINED SPACES
Dry ice changes to a vapor very rapidly at room temperature displacing oxygen. Only use dry ice in open or well-ventilated areas.

DO NOT PLACE IN AIRTIGHT CONTAINERS
Airtight containers may explode as dry ice rapidly expands to a vapor when exposed to temperatures above -109°F (-80°C).