

2019 YEAR END PLANNING

December 5, 2019

Dear Wholesaler and Distributor Buyer:

In preparation for year-end 2019, GlaxoSmithKline (GSK) would like to provide a reminder of important dates to keep in mind during the upcoming holiday season regarding Orders, Contracts and Chargebacks.

ORDERING and SHIPPING

DECEMBER 2019

- December 16, 2019 – last day to place an order for delivery in 2019 for Refrigerated/Specialty Products
- December 17, 2019 – last day to place a stocking order for delivery in 2019 for Non-Refrigerated Products
- **December 25-31, 2019 – GSK Closed**

JANUARY 2020

- **January 1, 2020 – GSK Closed**
- **January 2, 2020 – shipments resume for all Products**

GSK is officially closed Dec 25-31, 2019 and Jan 1, 2020; however, we are committed to serving our customers and we will be available with abbreviated hours of operation.

GSK Pharma Service Center

Hours of Operation for Emergency Assistance:

December 26, 27 and 30 [9:00 AM to 3:00 PM ET only]

Phone: 1-800-877-1158 Email: Customer-Satisfaction@gsk.com

CONTRACTS and CHARGEBACKS

Chargeback Credits/Reconciliations and Contract Bid Awards will not be sent to our trading partners on:

- December 25, 30, 31 and January 1

If you have any questions or need further information, contact your GSK Channel Account Director or please call the GSK Pharma Service Center at 1-800-877-1158, Monday through Friday 8:00 AM – 6:00 PM ET.

Sincerely,



Maureen Danielewicz
Vice President
Channel Development and Sales

GlaxoSmithKline Holiday Schedule

December 2019

Monday	Tuesday	Wednesday	Thursday	Friday
2 Shipments resume for all products after Thanksgiving	3	4	5	6
9	10	11	12	13
16 Last day to place an order for delivery in 2019 for Refrigerated/ Specialty Products	17 Last day to place a stocking order for delivery in 2019 for Non-Refrigerated Products	18	19	20
23	24	25	26	27
GSK Year End Shutdown				
30	31			
GSK Year End				

January 2020

Monday	Tuesday	Wednesday	Thursday	Friday
		1 GSK Closed	2 Shipments resume for all products	3