

# The Life Sciences Supply Chain: HOW OUR PRODUCTS GET FROM US TO YOU

Most orders for Corning products are placed through distributors. From the moment you place an order with a Corning distributor, we work hard to get our products to your lab. But how do orders get from us to you? Let's follow this part of the supply chain.



This is Elle.

## THE CUSTOMER

Elle orders Corning microplates from an authorized distributor.

## THE DISTRIBUTOR

Distributors stock Corning products in their regional warehouses based on historical demand. Products are shipped to customers upon ordering.



The distributor streamlines the supply chain by ordering in bulk from Corning and warehousing products closer to customers, like Elle. They also combine orders from Elle's colleagues and other labs making delivery of the products more efficient. Customers can benefit from the efficiencies in shipping high volumes of product worldwide as quickly as possible.

The distributor then decides to ship product to the customer based on prearranged shipping terms.

## THE CUSTOMER

Elle receives her microplates from the distributor.



## WHEN BACK ORDERS HAPPEN

Most of the time, the distributor has enough supply to fulfill every order as their inventory is based on historical data. But sometimes, unexpected surges in demand can cause back orders.

Suppliers have experienced unprecedented demand for many products as well as unforeseen disruptions caused by:



Suspended exports due to travel restrictions.



Increased demand of supplies for unforeseen needs like testing kits, COVID treatments and vaccine development.



Industry-wide raw materials shortages.



Prioritized shipments due to government-mandated programs that are part of the Defense Production Act in support of COVID-19-related activities.

When back orders happen, Corning will need to manufacture more products to meet the new demands.

## CORNING MANUFACTURING SITES

If we don't have products ready to go in our inventory or safety stock, we'll manufacture additional products in one of our manufacturing facilities or add additional manufacturing capacity.

[www.corning.com/worldwide/en/products/life-sciences/resources/announcements/a-letter-from-ronald-verkleeren.html](http://www.corning.com/worldwide/en/products/life-sciences/resources/announcements/a-letter-from-ronald-verkleeren.html)



Finished goods are then shipped to a Corning warehouse.

## CORNING WAREHOUSE

As distributor orders come in, Corning will pull and ship products to them. The distributor then ships the products to the customers. Corning does not know or manage shipments to the customer from the distributor.

In some cases, a special order, large quantity order can be shipped directly. In almost all cases the fastest way to get your products is through a distributor.

In some cases, there might not be enough raw materials or equipment available to meet an unexpected rise in demand. When this happens, products are placed on back order. If that happens, you can:



Work with your distributor to understand when your order might be fulfilled. Corning provides promise dates to distributors on products that are being manufactured within the next 90 days.



If an order is placed directly with Corning, our customer service team can provide estimated promise dates on products manufactured for that order within the next 90 days.

Corning is shipping multiple truckloads daily to our distributors. This is the fastest way to get the products you need. See our FAQs for more information on [www.corning.com/supplyupdate](http://www.corning.com/supplyupdate).

## The Right Supplies at the Right Time

We know how important it is to get every order right every time. Despite the COVID-19 pandemic and unprecedented demand, we're committed to keeping production and distribution operations stable. If you have questions or feedback, contact Corning or your distributor.

# CORNING

[www.corning.com/supplyupdate](http://www.corning.com/supplyupdate)