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## How overcoming barriers ensured on-time delivery of a life-changing medication

### Challenge

During the last week of June, Jessica received an urgent email from her client. They needed their drug, which is manufactured at Thermo Fisher Scientific's Whitby, Canada site, shipped to Brazil no later than July 2nd in order to sell their product in the country. The drug had been accidentally delivered to Mexico instead of Brazil due to a mistake by the shipping company and wouldn't be released from customs for several weeks. If the deadline wasn't met, millions of patients in the region would not receive this life-changing medication, and the client would lose the opportunity to sell the product in Brazil altogether.

### Solution

New to her role, Jessica reached out to her colleague, Jigal, for help. They began brainstorming various options to ensure the client's medication made it to Brazil by the deadline. The pressure was on. Jessica and Jigal knew what was at stake and were determined to find a solution. They jumped on the phone with the client to talk through the options:

**Option one:** Figure out how to send the drug from Mexico to Brazil in time.

**Roadblock:** Mexican customs and border control would not release the drug quickly enough to make the July 2nd deadline.

**Option two:** Package more tablets and expedite shipping to Brazil.

**Roadblock:** July 1st is a holiday weekend in Canada. The packaging line was extremely busy, and any overtime work would have to be voluntary due to Canadian regulation. However, the team at the site knew the client was in need and volunteered for the packaging job. Still, the timing was too close for comfort. Any delay would result in the drug not making it to the country in time.

**Option three:** As part of Canadian regulations, at least ten percent of a drug product batch sample must be retained at the manufacturing facility. But could it be released to send to Brazil?

**Roadblock:** No, the samples could not be released from the manufacturing facility because of a health authority requirement in Canada.

So, what did Jessica and Jigal do?

## Results

Jessica and Jigal were determined to find a solution. They dove deeper into the regulations with the quality assurance team and discovered the regulation had been updated. Per the new regulation, the samples did not need to be retained by the manufacturer; it could be retained by the distributor. In this case, the client was a distributor. So, with all parties in agreement and in compliance, the samples were able to be shipped directly to Brazil in time for launch. Once the drug was released from Mexican customs and sent to Brazil, the sample requirement could be retained from that shipment in Brazil, satisfying all regulations.

Jessica and Jigal moved quickly to pull the samples, gather all of the appropriate documents and signatures, and get the samples out the door for shipment, updating the client every step of the way. The shipment arrived in Brazil by June 28th, ahead of the deadline. Most importantly, the client was able to provide this much-needed medication to patients that never had access to it before.

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