Case Study: Third Party Logistics

A Global Biotechnology Company Partners with Knipper 3PL to Manage Reverse Logistics for Self-Administered Injectable Product



THE SITUATION

▶ A leading publicly traded NASDAQ biotechnology company needed 3PL assistance to manage a reverse logistics process for returns of a self-administered injectable product. Because the returned injectables are considered a biohazard, partnering with a logistics provider who had specialized expertise handling biohazard material retrieval, processing, storage, shipping and destruction of returned drug kits from patients.



THE REQUIREMENTS

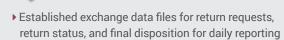
- Process return request authorizations received by company
- ▶ Receipt and processing of product returns
- Management of returned product
- ▶ Shipping returned product to company or company designee
- ▶ Manage patient discrepancies and patient follow up for non-returned product
- ▶ Returned product storage until manufacturer determined dispensation
- ▶ Returned product destruction upon manufacturer's authorization
- Data exchanges with company for tracking and reporting
- ▶ Verify authenticity of the return from patient requiring special handling with biohazard product



SOLUTION

THE KNIPPER 3PL

- Develop and ship product return kit for patients to package and send product back to 3PL. ▶ Provided a solution to capture lot numbers and return
- reason codes
- Implement individual product return verification of return contents
- ▶ Implement procedure to handle biohazard return verification
- ▶ Customer Service to provide on-going patient follow up for non-returned product
- Implement data exchange program to provide company with daily status of individual product returns
- ▶ Provide flexibility of disposition per company's request, store, destroy or return to EU



THE RESULTS

- ▶ Implemented individual returns Biohazard process to verify contents
- ▶ Storage of returned product for dispensation instructions
- Implemented patient follow ups for non-returned products
- Managed over 400 returns per month

and access











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Email: info@knipper.com

FULFILLMENT & DISTRIBUTION

- ▶ Trade-focused warehousing and distribution – cGMP, VAWD, and 21 CFR part 11 compliant
- Inventory, storage management
- Automated Pick-and-Pack (Perfect Pick®), Pick to Light
- DSCSA Serialization service

- Product launch commercialization, advanced data and analytics
- ▶ EDI and comprehensive reporting
- ▶ 3PL Consignment / Title and Flash Title models
- ► Repacking/relabeling, reverse logistics

CONNECTIVITY

- ► Electronic Data Interchange (EDI) transaction sets
- Proven document time-tested and document mapping techniques for EDI to customer's specific file formats
- ▶ Complete US DSCSA serialization support to ensure your required transaction documents (TD) is exchanged using industry standard EPCIS XML files with serialization partners, including Axway, LSPedia, RFXCEL SAP, ATTP/ICH Tracelink, and others

ORDER PROCESSING

- Orders received, pricing determined, order validated against customer license and other business rules (i.e., credit limits, shipping windows, class of trade, REMS qualified, etc.)
- Valid orders are released upon completion of processing or held for release at a later date, if required
- Order processing issues handled by customer service through resolution
- Warehouse receives order to Pick, Pack and Ship; Orders received by 3:00 pm EST are shipped the same day

CASH COLLECTION & PROCESSING PAYMENTS

Short Pay – Knipper will resolve any difference in payment through resolution, including:

- Negotiated discounts with the manufacturer
- Disagreement on invoices
- Reconciliation processed monthly or bi-monthly with manufacturer, as needed

BILLING

- Customer billed when product is shipped
- Payment terms established
- Management of customer contracts
- Cash collection and payment processing
- Reconciliation processed per manufacturer needs

CHARGEBACKS & CONTRACTS

- Manages pricing and contracts for client's customers
- Chargeback process with predetermined client pricing and eligibility on contracts
- ▶ Rebates processing ensures rapid turnaround

ePAS ACCELERATED ELECTRONIC PRIOR AUTHORIZATION

- ▶ Rapid, efficient, secure
- Cutting-edge technology helps significantly accelerate the prior authorization process
- Overcomes the barriers to access, which often delay critical therapy

