

PROGRAM TRANSITION CASE STUDY

A global pharmaceutical leader calls on Knipper 3PL to flawlessly execute the relocation of sample and promotional storage and pick/pack operations of a recently acquired company to Knipper facilities.



THE SITUATION

- ▶ Following a corporate business acquisition by a leading pharmaceutical company, a decision was made to shut down the acquired internal distribution facility and relocate all of its sample and promotional storage and pick/pack operations to Knipper facilities. Sample Accountability (SA) operations were also to be transferred to Knipper.



THE CHALLENGES

- ▶ Successfully transferring more than 4,500 pallets, including 700+ individual SKUs (literature and samples combined) as well as implementing and ensuring that all data feeds were developed, tested, and validated prior to the movement of product between facilities.



THE KNIPPER 3PL SOLUTION

- ▶ A cross-functional team including Sales Operations, Logistics/Warehousing, Sample Accountability, Compliance, Information Technology, Sales and Marketing, and Project Management was assembled and met weekly.
- ▶ An inventory report-and-cleanse was performed, and a warehousing set-up to accommodate transfer of products was completed prior to receipt of all transferred items, including those that required special handling, such as Cold Chain Storage, DEA Storage, and others.



THE RESULTS

- ▶ With a rolling cutover period based on physical inventory audits being conducted, Knipper supported the push/pull of data to multiple Veeva orgs and data coming back a singular SIMs system and data being pushed from a singular Warehouse Management System.
- ▶ Support for 3000+ sales representatives during the transfer included the establishment of a defined ordering process and recommended post-transition initial "Push Shipment."





THIRD PARTY LOGISTICS

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"Built for you."**

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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 data is mapped and supports EPCIS XML files from your serialization partners including axway, rfxcel, SAP, 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
- ▶ Rebate through ERP, state-of-the-art system MS Dynamics® 365