

Case Study: Third Party Logistics

A Global Pharmaceutical Company Partners with Knipper 3PL For a Free Goods Relabeling and Fulfillment Program for its New FDA-Approved Injectable



THE SITUATION

- ▶ A leading Nasdaq publicly traded global biopharmaceutical company needed 3PL assistance in execution of a free goods program for product trial and usage prior to launch. The free goods program would generate HCP awareness, utilization, patient satisfaction and efficacy of a recent FDA approved product. The strategic objective was to transition as many trial patients as possible to commercial patients in the first months of launch that were appropriate, increase exposure to HCPs, demonstrate product efficacy, and patient satisfaction that would in turn help broaden product usage to more clinics and HCPs.



THE REQUIREMENTS

- ▶ Allocation Management to be determined by company to each clinic enrolled
- ▶ Online tool enabling client's customers to order free goods to be shipped to clinic for patient trial
 - Allocation Management of product to clinic enrolled
- ▶ DSCSA compliant, client approved business rules
- ▶ Inbound contact center for HCP and clinic for assistance with inquiries of the program
- ▶ Kitting service
- ▶ Fulfillment



THE KNIPPER 3PL SOLUTION

- ▶ Product storage in cGMP compliant facility
- ▶ Develop Knipper 3PL Portal for HCP's at clinics for product requests
- ▶ Provide relabeling service "Physician Sample" Not For Resale
- ▶ Restock relabeled product in inventory
- ▶ Validate orders/files according to DSCSA requirements and state law
 - Validate prescriber/clinic eligibility and state license
- ▶ Pick/Pack and Ship per approved HCP order requests
- ▶ Ensure and validate each Acknowledgement of Delivery (AOD)
- ▶ Provide weekly activity reports, monthly AOD and inventory reports



THE RESULTS

- ▶ Program implementation completed in 30 days
- ▶ Relabeled 10,800 Trade units with accompanying instruction sheet in each carton and inventoried. Converted to 900 cartons to supply 300 patients with therapy.
- ▶ Managed allocation of kits for each clinic per clients' directives
- ▶ Utilized Knipper 3PL portal to process HCP requests
- ▶ Delivered free goods to multiple clinics





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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