

# 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



## THE KNIPPER 3PL SOLUTION

- ▶ 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

- ▶ Established exchange data files for return requests, return status, and final disposition for daily reporting and access
- ▶ 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



THIRD PARTY LOGISTICS

Call: 1-888-KNIPPER and have an end-to-end solution "Built for you."

Email: [info@knipper.com](mailto: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 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