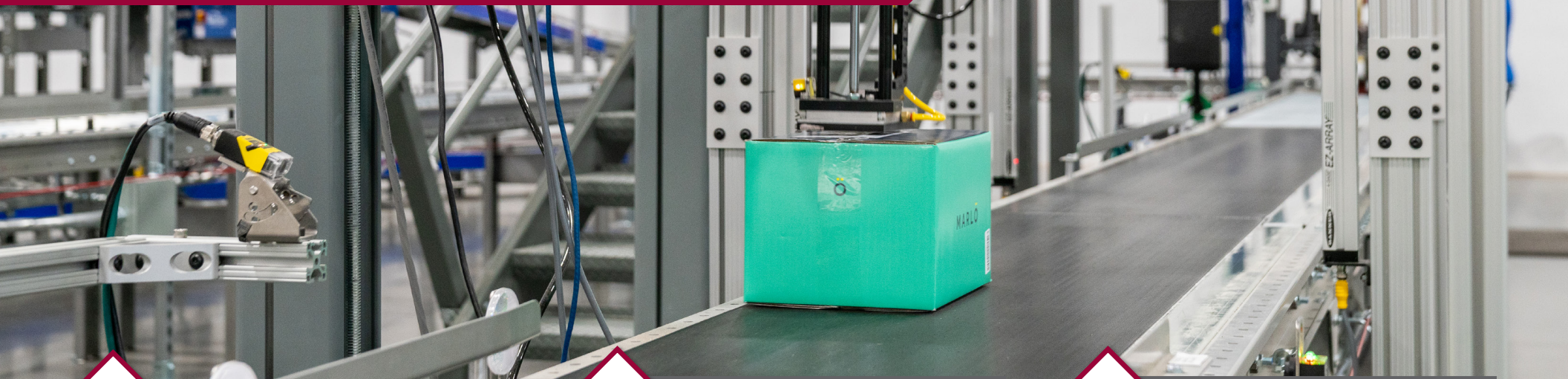


Case Study: Third Party Logistics

A Nasdaq-listed, global biopharmaceutical company partners with Knipper 3PL to manage the reverse logistics for an auto injectable and dual chamber cartridge.



THE SITUATION

- ▶ A leading publicly traded specialized biopharmaceutical company needed assistance to manage 3PL reverse logistics for an auto injector and dual chamber cartridges in coordination with the manufacturer's HUB.



THE CHALLENGES

- ▶ The auto injector return aspect presented a Biohazard component which would require special handling. The specific challenge involved an auto injector and dual chamber cartridge return process that would require part of the unit to be returned domestically and a component whose final return destination would be international.



THE KNIPPER 3PL SOLUTION

- ▶ Manage all product component returns with manufacture's HUB (including unauthorized product returns)
- ▶ Product returns processed in accordance with defined manufacturer's business rules
- ▶ Develop and implement disposition of Biohazard material process and procedure in accordance with manufacturer's HUB
- ▶ Development and implementation of client portal to provide visibility into the entire return processing activity



THE RESULTS

- ▶ Implementation was 60 days
- ▶ 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 manufacturer's final directives
- ▶ Implemented patient follow ups for non-returned products
- ▶ Managing over 60-90 returns per month



THIRD PARTY LOGISTICS

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

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 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