Case Study: **Third Party Logistics**

A leading specialized biopharmaceutical company expands its relationship with Knipper 3PL to broaden end-to-end 3PL distribution and further increase sales for an on-demand injectable.

THE SITUATION

▸ A leading biopharmaceutical company had been granted FDA approval for an on-demand injectable that was not available in retail. After an initial marketing program via a previous in-license agreement, the company wanted to regain control of its sales and marketing efforts and implement a new distribution plan to recapture lost sales opportunities and bolster market share. As the program progressed, these objectives increased as did the scope of associated services required to meet these new goals.

THE CHALLENGES

▸ Re-energizing prescription writing required a substantial, refocused sales and marketing effort. Successfully deploying a program of appropriate scope would help influence new service partners with prior product experience in the category. In addition, it would also provide far better service to patients, HCPs, and increase the pull-through percentage of prescriptions written. The company was also seeking a proactive solution to accommodate DSCSA requirements or unit tracking of products set to take place in 2023. At the same time, the company was operating under a flash title model as they were in the process of acquiring all necessary licenses.

THE KNIPPER 3PL SOLUTION

▸ Create a closed system of distribution to provide Direct To Patient (DTP) dispensing

▸ Manage all distribution and customer transition services

▸ Manage receipt and destruction from the former 3PL of non-sellable discontinued prior licensor NDC labeled product

▸ Coordinate Destruction Vendor pick-up of expired/short-dated product from former 3PL supplier for destruction

▸ Coordinate pick-up of leftover product from the former 3PL supplier

▸ Implement serialization tracking which enable pharmacies and Knipper to send information via EDI for different data sets, including 850 Purchase Order, 867 Product Transfer and Resale Report, and 856 Advance Ship Notice

▸ Proactively implemented serialization tracking via RTS/rfxcel for product unit tracking per FDA Guidelines set to take effect in 2023

▸ Knipper 3PL provided a Flash Title model until the customer received necessary licenses

THE RESULTS

▸ Knipper provided flexibility, accommodation and white glove service which resulted in a positive customer experience and overall satisfaction

▸ 3PL transition implementation was ahead of schedule and successfully accomplished in 59 days

▸ Achieved 100% inventory accuracy as well as on-time order fulfillment throughout the transition

▸ Seamless NDC transition ensured uninterrupted product accessibility

▸ Knipper provided a holistic solution to solve multiple manufacturers' challenges

▸ Knipper Flash Title model enabled customer to conduct business and move to Non-Title as necessary licenses were acquired

▸ FDA Guidelines for unit tracking were achieved well in advance of the 2023 implementation of regulations

▸ Knipper serialization tracking enabled all stakeholders to communicate in a timely manner to facilitate more efficient fulfillment of prescriptions and tracking of sales and product inventory

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

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

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

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