

# WAY 13

## How to Maximize Credit Recovery With PharmaLink

PharmaLink's innovative approach to pharmacy returns provides the most cost effective, accurate, and compliant solutions to safely remove unsaleable pharmaceuticals from pharmacies, hospitals, and other healthcare organizations.

**President & COO:** Thierry Beckers

Founded: 2000

Employees: 125+

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### Company Background

Founded in 2000, PharmaLink is the nation's premier pharmaceutical returns and disposal provider. Our progressive operations model offers custom solutions to ensure maximum returns credits and regulatory compliance. With our unique advanced web-based reporting platform, Encore®, we provide an analysis of your returned pharmaceuticals to help you make better financial business decisions for your pharmacy. With both mail-in and on-site return services nationwide, we offer maximum credit with every return, personalized customer service, guaranteed compliance, and advanced reporting tools to provide you with the best returns and disposal services.

### Service Overview

PharmaLink offers on-site and mail-in returns services nationwide utilizing our custom operations model to ensure compliance and maximum credit recovery. All members of the PharmaLink team are trained in every aspect of our operations process and exhibit extensive knowledge relative to the reverse logistics industry. We prepare regulatory paperwork, including DEA 222 Forms and provide real-time reports through Encore®, our web-based returns management platform. Whether you choose to have us service your facility on-site, or mail-in your returns for processing, you will receive the highest standard of service, excellence, and expertise with PharmaLink.

### Features & Options

#### ■ On-Site Service Features

- Segregate products to be inventoried for processing.
- Prepare regulatory paperwork including DEA 222 Form.
- Inventory and ship product to processing facility.
- Process returnable and recalled products.
- Returns authorization management.
- Disposal of non-returnable product via incineration.
- Access to detailed processing reports and analytics via web-portal.
- Credit reporting and reconciliation.

#### ■ Mail-In Return Service Features

- Upload inventory for return via web-portal.

- Ship product to processing facility.
- Online preparation of regulatory paperwork including DEA 222 Form.
- Process returnable and recalled products.
- Returns authorization management.
- Disposal of non-returnable products via incineration.
- Access to detailed processing reports and analytics via web-portal.
- Credit reporting and reconciliation.

#### ■ Company Advancements

- Capture 2D serialization data during returns processing.
- Streamline operations by implementing new automated equipment and technologies.
- New partnerships with manufacturers and wholesalers.
- New security and data warehouse technology systems.
- Provided input by speaking before congress and OMB on new agency regulations that monitor the reverse pharmaceutical distributor industry.

### Testimonials

*"PharmaLink provides exceptional service for on-site returns. With each service, my representative removes expired product from the shelves, creates an inventory, and packs and ships product back to PharmaLink, giving me more time to continue to work and service my customers."*

— Maura, New York

*"The electronic record keeping and access to reports on Encore® allows me to track all of my inventory that is being processed for credit any time. I can see which products yielded higher return values, which in turn, enabled me to make better financial purchasing decisions for my pharmacy."*

— Mary Jane, Arizona

*"Mailing in my returns is extremely easy with PharmaLink. I enter my inventory for return online and ship the box to their facility. If I have any questions, the customer solutions team provides quality service to address all of my inquiries."*

— Hanh, California

*"PharmaLink has provided me with a cost-effective, accurate, and compliant returns solution that is quick and efficient."*

— Gladys, Chicago

### Additional Product Lines

#### ■ RxTakeBack®

Keep your existing customers returning to your pharmacy by introducing RxTakeBack®, a compliant and responsible drug disposal solution for the consumer. With our RxTakeBack® kiosk, the independent pharmacy can run its own drug take back program while helping to fight against the opioid crisis. RxTakeBack® provides a safe disposal outlet for the consumer that is DEA compliant and will help make a difference in your community.