



Pharmaceutical Returns Service

110 Oak Street ■ North Aurora, IL 60542-1109
(630) 892-8760 ■ (800) 215-5878 ■ Fax (630) 892-8780

Dear Client:

I appreciate your time and interest in Pharmaceutical Returns Service. We are a complete return service committed to generating the highest dollar for your outdated pharmaceuticals. I assure you of PRS's commitment to taking the work out of returning your expired pharmaceuticals.

For responding to our website invitation, we are offering a FREE Membership into our **Pharmacy Plus Program**. *This program we have developed provides you with a full-service return program at bulk rate discounts!* PRS has been servicing independent Pharmacies for over two decades; we know this is one of the most cost-effective programs available in the industry.

In addition, to make this offer even more attractive ...

For your initial Return, I am offering a 15% Discount off your Pharmacy Plus Return Rate!

This price includes:

- **FREE Disposal • Simple, One Box Process • FREE Shipping Labels •**

Thank you for taking the time to become more familiar with PRS. We will be in contact with you to review the information package and answer any questions you may have. If you have an immediate need, please call us at **1-800-215-5878**.

Sincerely,

John DeMars
President



Pharmaceutical Returns Service

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Dear Pharmacy Manager:

For over 23 years, Pharmaceutical Returns Service has been serving the Return needs of Independent Pharmacies across the country.

PRS wrote the "industry standard" software for Returns over a decade ago, and offers the most comprehensive reporting in the industry.

Our two+ decades of enhancements to pharmaceutical returns technology and processing methods allows us to **individually profile** each customer and provide a unique level of unmatched service. We learn from each order how to serve you better.

Simple and personal is our approach to business — which makes us unique in this industry! When you partner with PRS, you aren't just another customer or number, you become a unique part of our system.

Great **technology** allows us to provide excellent service and prices along with a simple, streamlined return process. Good **people** allow us to provide personalized service that doesn't have you wading thru a website or lost in voice mail to get your questions answered quickly and efficiently.

COMPARE OUR BENEFITS...		PRS	Other Return Services
Destruction Fees	FREE	FREE	\$
HazMat Fees	FREE	FREE	\$
Non-Returnable Processing	FREE	FREE	\$
Quick Turn-Around	YES!	YES!	NO
Accurate Pricing	YES!	YES!	?
Shipping	FREE	FREE	\$
Loyalty Discounts	YES!	YES!	NO
CIII-V Drug Returns	FREE	FREE	\$
Non-Returnable Processing	FREE!	FREE!	?
Credit Reconciliation	YES!	YES!	NO
Minimal Paperwork	YES!	YES!	NO
Form 41s	FREE	FREE	\$
Certificates of Destruction	FREE	FREE	\$
In-Date Program/Warehousing	FREE	FREE	?
Individualized Service	YES!	YES!	NO
Shipping	FREE!	FREE!	?

- **Destruction & HazMat fees?** Usually they're extra with other services. We don't charge for the destruction of haz/non-haz materials.
- **Individualized Service?** Your Account Manger handles every aspect of your return... from answering questions to credit follow-up. While processing, if we notice a way in which you could have maximized your return... we'll let you know!
- **Long DEA 222 Waits?** Most services don't handle CIIIs very quickly. We turn them around in 7 days or less.
- **Hidden Charges?** There aren't any. Period.
- **CIII-V Drug Returns?** With PRS, there's never a line charge for CIII-Vs. Many services charge added fees for these Controls.
- **Accurate Pricing?** We calculate returns based on your acquisition cost — not the current AWP, direct cost, or Redbook price.
- **Ease of Use?** We've streamlined the return process to minimize your time and effort at every step.
- **Non-Returnable Processing, Form 41s, Certificates of Destruction, and In-Date Management?** Free. There are no hidden charges, "ups or extras."
- **Credit Follow-up?** We assume responsibility for making sure you receive full credit reconciliation for your returns.
- **Pre-Paid Fed-Ex shipping labels** provide FREE shipping to PRS and then we Bulk Rate ship to the manufacturer at a lower cost than most other services.
- **Filing system for outdate management** to keep all the tools, forms, tips, instructions and reports conveniently at your fingertips.
- **Simple 3-Step Shipping** and an 800# to your PRS Account Manager in case you have questions or concerns at any juncture.
- **FREE Non-Returnables Analysis**
- **Additional Loyalty discounts** throughout the year.

Pharmaceutical Returns Service — it's a simple choice.

PHARMACY **PLUS**

- Flexible
- Convenient
- Time Saving
- Personalized
- Cost Effective
- Comprehensive

About PRS...

For over 23 years, Pharmaceutical Returns Service has been serving the Return needs of Hospitals and Independent Pharmacies across the country.

PRS wrote the "industry standard" software for Returns over a decade ago, and still offers the most comprehensive reporting in the industry.

Our two+ decades of enhancements to pharmaceutical returns technology and processing methods allows us to individually profile each customer and provide a unique level of unmatched service.

A Returns Program designed around YOUR individual needs — not somebody else's

- *Efficient On- or Off-Site processing programs in which you can select your level of involvement*
- *Thorough credit reconciliation*
- *Additional Loyalty Discounts throughout the year*
- *Individualized, personal service*
- *Complete follow up & follow through!*

Our Philosophy...

Simple and personal is our approach to business — which makes us unique in this industry!

When you partner with PRS, you aren't just another customer or number, you become a unique part of our system.

Great **technology** allows us to provide excellent service and prices along with a simple, streamlined return process.

Good **people** allow us to provide personalized service that doesn't have you wading thru a website or lost in voice mail to get your questions answered.



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Introducing ... PHARMACY **PLUS**



Pharmaceutical
Returns Service
800-215-5878

BOX • SHIP • and SAVE! with the **Premier Level Returns Program**

- Simple Shipping – minutes to prepare
- No itemization of Legends necessary
- **FREE** Destruction of all Haz/Non-Haz Materials
- Complete Credit Reconciliation

— **PLUS** —

Two On-Site Programs
with all the advantages of our
Premier Level Returns Program

With ALL Return Programs you receive ...

- **Filing system for outdate management**
to keep all the tools, forms, tips, instructions and reports conveniently at your finger tips
- **Returns based on your acquisition cost**
not the current AWP, direct cost, or Redbook price, guaranteeing the accuracy of your credit dollars
- **Return Efficiency Analysis**
PRS individually profiles your account and then trains a Returns Coordinator at your facility
- **Complete Credit Reconciliation**
we call EVERY manufacturer to phone verify your credits
- **FREE CIII-V Processing**
- **FREE Haz/Non-Haz/Sample Destruction**
- **FREE Form 41s and Certificates of Destruction**
- **FREE Non-Returnables Analysis**

All the benefits of
our basic Program
AND...

PLUS

All the benefits of
the first two
Programs **AND...**

Our Mid-Level Program provides On-Site help where you need it

{ This is the program we recommend for a Pharmacy that wants an extra pair of hands On-Site, to help with part of the process. }

- A trained Outdate Technician to inventory all Controls
- On-Site, computerized DEA 222 Forms
- Immediate, on-site reporting of complete Controlled inventory
- On-Site, same-day boxing and labeling of expired inventory
- Net 60 day payment terms
- 24 Month In-Date Management/Storage

Our High-Level Program provides comprehensive On-Site assistance

{ We recommend this program for those who want everything handled for them — with virtually no staff involvement. }

- A trained Outdate Technician to pull all your outdate pharmaceuticals. We'll also inventory all Controls, box, label, and ship — same day.
- On-Site inventory report of all outdated returns
- Red-tagging of soon-to-expire drugs
- Net 90 day payment terms
- 36 Month In-Date Management/Storage



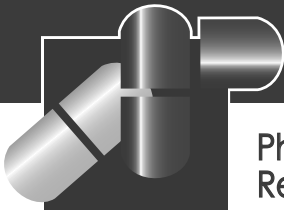
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— To Our Potential Customer —

Please use this as a tool to help you understand the series of reports that Pharmaceutical Returns Service provides for your processed outdates. PRS utilizes some of the most sophisticated software in the business, to generate a complete tracking picture for you of each item returned. Some of your company's most valuable outdate return resources can be found in these pages.

- ❖ **Non-saleable write-off report.** This report refers to the items in a job that are non-returnable waste. The dollar total represents money that you have lost and should use as a tax write-off. This report should be provided to your accountant.
- ❖ **Tally Sheet.** Pharmaceutical Returns Service provides complete credit reconciliation on any job, upon request. The Tally Sheet will help you keep track of what you receive from the Manufacturers, and in what form you receive credit. This will be a valuable tool to both you, and PRS, in tracking and following up on credits as they arrive. (Please note that the Manufacturer's telephone number is listed next to their name, if you have any concerns about your credit.)
- ❖ **Returned products detail.** This gives you an itemized list of drugs that will be returned to each Manufacturer for credit. In addition to the drug detail and pricing, you are provided with the Manufacturer as well as any third party information that may apply. This report provides the detail necessary to understand each credit being issued from the Manufacturer.
- ❖ **Non-returnable detail.** This provides a detailed list of all drugs in your return job that are not credit-worthy, and will be destroyed FREE of charge. Scheduled drugs will also be listed separately from Non-scheduled items.
- ❖ **Returned Scheduled Drugs.** The DEA requires detailed tracking of all Controlled drugs acquired and disposed of by all registrants, including 'from whom' they were purchased and 'to whom' they are given for disposal. This report provides you the complete detail regarding your Scheduled drugs – including date tracking of shipments, and to which Manufacturer or third party your returnable drugs will be sent.
- ❖ **Non-returnable Scheduled Drugs.** All non-returnable Scheduled Drugs are 'witness-burned' every 45 days, and full detail of their destruction is reported to the DEA by PRS. This report provides proof for you of their destruction, and is utilized to reflect the end of the 'chain of liability' on Controlled items.
- ❖ **Future dated products.** To most efficiently pull outdates from your Pharmacy – in order to maximize your return – we recommend pulling items two to three months in advance. Some of these items will not be returnable to the Manufacturer for a short time, due to their return policy. PRS holds these items in stock until such time they become returnable. When that window opens, you will be given the opportunity to add new items for a full return, or to simply return the remaining items.



SIMPLE 3-STEP Return Procedure

Pharmaceutical
Returns Service

Need Supplies? Call Customer Service!
800-215-5878

#2: CII RETURNS

- ❶ Fill out 222 Request Form
- ❷ Fax to: 630-892-8780
wait a week, or so...
- ❸ Form & labels arrive by mail
- ❹ Follow instructions provided with Form 222
Go to Step #3 ...

#1: PULLING & SORTING

- ❶ Pull your outdates 3 months ahead
- ❷ Separate into three categories: Class II, Class III-V, or Legend/OTC/HazMat
Go to appropriate Step #2 ...

#2: CIII-V RETURNS

- ❶ Fill out Control Drug Report
- ❷ Make/keep a copy
Go to Step #3, or ...

#3: BOXING & SHIPPING

- ❶ Pack safely in a box (see "Shipping Details" box)
- ❷ Put any/all forms in Packing List Envelope
- ❸ Fill in FedEx label
- ❹ Put ALL the labels (3) on outside of box(s)
- ❺ Call 888-777-6040 for "PRP" Pickup
Relax, you're done!

#2: LEGEND RETURNS

- ❶ Put CIII-Vs in supplied tamper-evident bag
- ❷ Put in box with all the Legends/OTC/HazMat
Go to Step #3 ...

YOUR PRS PENDAFLEX FILE INCLUDES: Customer Information Form
 • Control III-V Drug Report * • Schedule II Return Request Form * •
 (10) Return Address Labels • (10) ORM-D Labels • (10) "Arrows-Up" Labels
 • (2) Packing List Envelopes • (2) Tamper-Evident Plastic Bags
** Make copies of these forms for your continued use.*

— SHIPPING DETAILS —

- We suggest lining each box being prepared for shipment with a plastic bag and sufficient packing material to prevent breakage. Packing material can include newspaper, packing peanuts (contained in a bag), bubble wrap, etc.
- **Make certain that ALL bottles and jars are CAPPED TIGHTLY to prevent spillage and leaking!**
- Package your outdated Legend drugs into the boxes which have been prepared for shipping. It isn't necessary to inventory or sort the outdated Legends.
- When returning Control III-V drugs, you may ship them in the same box as your Legend drugs — a box within a box, or bag within a box — they cannot be intermingled, however. (Use the provided tamper-evident bag to separate Controls from OTC/Legend.)
- Place any necessary forms, and the Control Drug Report into the packing list envelope and seal. (See "Your First Return" box.)
- Attach the packing list envelope to the outside of one of the boxes. If you are returning Controlled substances, attach the packing list envelope to the box containing the Controlled substances.
- We ask that you please number the quantity of boxes being returned on the return address label, i.e., 1 of 3, 2 of 3, 3 of 3.

— YOUR FIRST RETURN —

- Complete the Customer Information Form with ALL the requested information. As the "contact name," use the name of the person who will be handling the returns for your facility. INCLUDE A PHOTOCOPY OF YOUR FEDERAL DEA LICENSE FOR OUR RECORDS.
- Under "Wholesaler Information," fill in ALL the requested information, and be sure to include your Wholesaler Account Number. If you purchase through more than one Wholesaler, fill in the information of the Wholesaler you want your credit(s) to be issued through. COST CODES ARE REQUIRED TO INSURE THE ACCURACY OF YOUR RETURN.
- The Service Agreement must be signed by a member of your facility and returned.

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— CUSTOMER INFORMATION —

Facility Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Contact Name / Title _____

DEA # _____ **Exp. Date** _____

Please include a photocopy of your DEA Registration.

— WHOLESALE INFORMATION —

Wholesaler Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Account # _____

Signature _____ Date _____

— DIRECT ACCOUNTS —

Manufacturer _____

Account # _____

Manufacturer _____

Account # _____

Manufacturer _____

Account # _____

COST CODE _____



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Phone: 800-215-5878

Fax: 630-892-8780

PO #: 120398

Section #1 GENERAL INFORMATION

- 1) Complete sections 2 & 3, making sure that you PRINT CLEARLY, and provide us with all the required information.
- 2) After completing this form, fax it to: **630-892-8780, Attn: CII Dept**
- 3) *This form may be copied for use.*
- 4) It is a violation of DEA Regulations to ship CII's before receiving a DEA 222 form.

Section #3 CII PRODUCT INFORMATION

- 1) Only ten (10) lines are allowed per DEA Form 222.
- 2) Each partial bottle must be entered on a separate line.
- 3) Multiple full packages of the same product (name, strength, size & NDC number) may be entered on the same line.
- 4) All information is required, or this form will be returned to you.

SCHEDULE II RETURN REQUEST

Section #2 SHIPPER INFORMATION

Enter all Shipper Information as it appears on your DEA registration.
— Please include a Photocopy of your DEA registration. —

DEA # _____ EXP. DATE _____

FACILITY NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

REGISTRANT'S NAME (print) _____

REGISTRANT'S SIGNATURE _____

DATE OF SIGNATURE _____

PHONE NUMBER _____

	# OF FULL PACKAGES RETURNED?	# OF UNITS IN PARTIAL PACKAGES?	ORIGINAL PACKAGE SIZE	DRUG / BRAND NAME & STRENGTH	NDC (National Drug Code) NUMBER
1)					
2)					
3)					
4)					
5)					
6)					
7)					
8)					
9)					
10)					

