

## Pharma Logistics Stericycle Service Acquisition FAQ



Effective October 28, 2019, Pharma Logistics acquired Stericycle's pharmaceutical returns business and has begun serving existing Stericycle customer contracts. Pharma Logistics is happy to welcome you to our family of customers and looks forward to serving your pharmaceutical reverse distribution needs.

Any change is bound to bring about some uncertainty, but it is our goal to make the transition as seamless as possible for you and provide you with uninterrupted great service. Below are some questions you may have right away. If you have additional questions that have not been addressed, please contact us.

### Did Pharma Logistics acquire all of Stericycle?

No, this acquisition is specifically for the pharmaceutical returns service portion of Stericycle. Stericycle is a large, global business services provider and their other services are not affected. If you have other services with Stericycle in addition to pharmaceutical returns, those will not be impacted.

### Who is Pharma Logistics?

Founded in 1996, Pharma Logistics is the trusted, proven industry leader in reverse pharmaceutical distribution services, including rapid credit, box and ship, onsite and drug take back programs. Pharma Logistics has spent 23 years solely focusing on reverse distribution. Pharma Logistics' clients include hospital pharmacies, the Department of Defense and Veterans Health Administration, independent pharmacies, pharmacy chains and physicians' offices.

### Do I have to do anything?

Any returns prior to October 21, 2019 are being processed by Stericycle and coordinated with Pharma Logistics to make sure you receive payments accordingly. Returns shipped on or after October 21, 2019 will be sent directly to Pharma Logistics.

Upon using Pharma Logistics' return services you agree to Pharma Logistics' standard terms and conditions. The terms and conditions can be found on Pharma Logistics' client portal. Information for accessing the portal has been provided in a welcome packet sent via email from your dedicated Pharma Logistics' customer advocate. If you have any questions or need help accessing the portal, contact [plcustomerservice@pharmalogistics.com](mailto:plcustomerservice@pharmalogistics.com) or 888-729-7427.

### When will this affect me?

October 28, 2019.

## Will my service be disrupted?

No, Stericycle returns shipments were rerouted to Pharma Logistics starting on October 21, 2019, so any returns after that date are being processed without delay. Moving forward, you will work directly with Pharma Logistics. Any returns shipped prior to October 21, 2019 are being processed according to Stericycle terms and conditions.

## Will my contact for pharmaceutical returns change?

Yes. Rather than contacting Stericycle for your pharmaceutical returns services, you will contact Pharma Logistics. You may reach Pharma Logistics' Customer Advocate team at: [plcustomerservice@pharmalogistics.com](mailto:plcustomerservice@pharmalogistics.com) or 888-729-7427.

You will receive a welcome packet with information on your dedicated customer advocate who will help you navigate the process.

For customers in Puerto Rico, your Field Service Representative will not change and you will receive a dedicated Pharma Logistics' Customer Advocate.

## Will my pricing change?

No. Current Stericycle customer contracts, including pricing, are honored under the terms of the acquisition.

## Will the amount of credit I receive change?

Although return credits may vary in this business due to manufacturer return policy and Expected Return Value calculations, Pharma Logistics processes via a patented technology, yielding highly accurate Expected Return Values.

## What is Expected Return Value (ERV)?

Expected Return Value (ERV) is what Stericycle referred to as Estimated Cash Value (ECV). For more information on ERV refer to Pharma Logistics' blog "[Do You Know Your ERV?](#)"

## How quickly will I get my checks?

Just as quickly, if not faster! All Stericycle customers who are part of the Fast Pay service will be transitioned to Pharma Logistics' Rapid Credit Program, which is expedited processing for pharmaceutical returns with both financial and operational benefits for your pharmacy. Under the Fast Pay service, credits were paid out in 12 business days, whereas the Rapid Credit Program is paid out within 14 calendar days. This means that under the Rapid Credit Program, you may receive your check up to 20 percent faster than you previously did.

More information on the Rapid Credit Program is provided in your welcome packet as well as online.

## Do I have more service options with Pharma Logistics?

You will continue receiving your current services under honored contracts, however with Pharma Logistics, you have additional service choices. In addition to the Box and Ship or Onsite services for returns, Pharma Logistics also offers value-added programs such as drug take-back kits.

## How can I track my services and returns?

As a Pharma Logistics' customer, you have 24/7 access to our state-of-the-art client portal for real-time analytics and tracking. In this user-friendly portal, you'll be able to access robust reporting showing the status of your return, Expected Return Value (ERV), and Rapid Credit payments. And all the data can be exported to support compliance and financial reporting.

In addition to this reporting, for Box and Ship services you will be able to access the DEA 222 Form through the portal along with requesting supplies.

## What about compliance?

We have you covered when it comes to compliance. With Pharma Logistics you are EPA, FDA, DEA, OSHA, and DOT compliant. Pharma Logistics' employees undergo rigorous and ongoing training to stay up to date on adhering to proper procedures. Pharma Logistics is:

- The industry's first Verified-Accredited Wholesale (VAWD) Distributor
- Drug Enforcement Agency licensed for Schedule II–V
- Licensed or approved in all required states and Puerto Rico
- Statement on Standards for Attestation Engagements No. 16 Type 1 attestation
- A Healthcare Distribution Management Association Returns Task Force member
- Fully bonded and insured
- Listed for Environmental Protection Agency Large Quantity Generators status
- EPA, FDA, DEA, OSHA, and DOT compliant

For additional compliance information please visit: <https://www.pharmalogistics.com/compliance/>

## Who can I contact with questions?

We're here to help make this transition as easy as possible. Do not hesitate to reach out: [plcustomerservice@pharmalogistics.com](mailto:plcustomerservice@pharmalogistics.com) or 888-729-7427.