



AmerisourceBergen

Distribution Services Reference Manual

Updated 8/10/21

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I. Servicing Distribution Center Information

AmerisourceBergen Amityville

5500 New Horizons Boulevard
Amityville, NY 11701
631-789-6300

AmerisourceBergen Hawaii

238 Sand Island Access Rd. #M1
Honolulu, HI 96819
808-848-6566

AmerisourceBergen Puerto Rico

21 Diana Street
Guaynabo, PR 00968
787-793-6262

AmerisourceBergen Atlanta

3930 Mason Mill Rd N. E.
Buford, GA 30518
770-623-3193

AmerisourceBergen Houston

12727 W. Airport Blvd.
Sugar Land, TX 77478
281-240-3400

AmerisourceBergen Raleigh

120 Trans Air Drive
Morrisville, NC 27560
919-651-5800

AmerisourceBergen Bethlehem

5100 Jandl Blvd.
Bethlehem, PA 18017
610-837-5300

AmerisourceBergen Indianapolis

4860 Indianapolis Road
Whitestown, IN 46075
317-769-1465

AmerisourceBergen Corona

1851 California Ave
Corona, CA 92881
951-371-2000

AmrisourceBergen Richmond

9900 Jeb Stuart Pkwy
Glen Allen, VA 23059
804-553-0142

AmerisourceBergen Boston

101 Norfolk Street
Mansfield, MA 02048
508-337-8750

AmerisourceBergen Kansas City

11200 N. Congress Avenue
Kansas City, MO 64153
816-464-4000

AmerisourceBergen Sacramento

1325 West Striker Avenue
Sacramento, CA 95834
916-928-0641

AmerisourceBergen Chicago

1001 West Taylor Road
Romeoville, IL 60446
815-221-3600

AmerisourceBergen Newburgh

108 Route 17K Suite
Newburgh, NY 12550
845-245-2880

AmerisourceBergen Salt Lake City

1765 Fremont Drive
Salt Lake City, UT 84104
801-972-4131

AmerisourceBergen Columbus

6305 LaSalle Drive
Lockbourne, OH 43137
800-759-8810

AmerisourceBergen Louisville

6001 Global Distribution Way #102
Louisville, KY 40228
502-491-0593

AmerisourceBergen Seattle

2141 S. 211th Street Suite A
Des Moines, WA 98198
206-575-3343

AmerisourceBergen Dallas

501 Patriot Parkway
Roanoke, TX 76262
817-859-3600

AmerisourceBergen Olive Branch

12577 Stalene Road
Olive Branch, MS 38654
662-408-3200

AmerisourceBergen Shakopee

500 Innovation Drive
Shakopee, MN 55379
952-941-9550

AmerisourceBergen Denver

501 W. 44th Avenue
Denver, CO 80216
303-433-6644

AmerisourceBergen Orlando

10910 Lee Vista Blvd. Suite 401
Orlando, FL 32829
407-454-6600

AmerisourceBergen Williamston

One Industrial Park
Williamston, MI 48895
517-655-5433

AmerisourceBergen Phoenix

7775 W. Buckeye Rd, Suite 150
Phoenix, AZ 85043
602-477-8660

II. Customer Support Information

Customer Service

Monday – Friday 7:00 AM – 11:00 PM (CST)
Phone 1-844-ABC-CARE (1-844-222-2273)
Fax 1-888-292-9774
Email service@amerisourcebergen.com

Please note: During normal business hours, for requests submitted via email, we will reply within two hours to provide you with an updated status of your request.

Customer Systems Support

Monday – Friday 7:00 AM – 11:00 PM (EST)
Saturday – Sunday 8:30 AM – 8:00 PM (EST)
Phone 1-888-711-5469
Email customersystemssupport@amerisourcebergen.com

Accounts Receivable Support

Monday – Friday 8:00 AM – 5:00 PM (EST)
Phone 1-866-451-9655

Policies & Procedures

III. Customer Service

The Customer Service contact center is available to assist you by addressing day-to-day inquiries such as order processing, help with locating items, logistical questions, and aid in resolving order discrepancies or delivery issues. They can also manually enter orders on your behalf in the event you experience problems with your regular order entry device.

At AmerisourceBergen, our Customer Service specialists understand that your primary objective is to take care of your patients, so their goal is to quickly provide information that you need and resolve any service-related issues that may arise.

Refer to the [Customer Support Information](#) section for contact details.

IV. Customer Systems Support

The Customer Systems Support team is available to assist in resolving any technical issues you may experience, including order transmission or ordering platform access problems.

Refer to the [Customer Support Information](#) section for contact details.

V. General Order Cutoffs Guidelines

Each AmerisourceBergen DC has established order cutoff times to ensure timely delivery of product to our customers. Order cutoffs are determined by a variety of components included, but not limited to, size of the DC, geographic coverage, complexity of delivery routes, and operating hours.

All orders should be received by AmerisourceBergen by your order cutoff. Orders received after the cutoff time will be filled and delivered with the next scheduled delivery. For example, if your cutoff time is 8:00 PM and an order is received at 7:45 PM on Tuesday evening, your order will be delivered on Wednesday. If your order is received at 8:05 PM on Tuesday evening, the order will be delivered on Thursday.

Refer to the [Customer Support Information](#) section to contact Customer Service for specific order cutoff details regarding the DC that services your account.

VI. Drop Shipments

Items not currently available in your servicing DC are sometimes available directly from the manufacturer and may still be billed through AmerisourceBergen and shipped directly to your location. Dropship orders may be placed through the ordering platform or by contacting [Customer Service](#). Please note that drop ship items are not returnable to AmerisourceBergen and additional shipping charges may apply.

VII. New Item Requests & Usage Updates

If your servicing DC does not currently stock an item that you purchase on a regular basis, please contact [Customer Service](#) with your approximate monthly usage. AmerisourceBergen will attempt to stock the item whenever possible. Also, if your usage increases or decreases please alert us to the change.

VIII. Special Orders

A member of the Customer Service team can assist with placing orders containing large quantities, quantities above your normal usage, or other unusual requests. Suspect and suspicious quantity logic built into our systems may restrict orders for quantities larger than 24. This logic will also prevent orders placed for quantities that include repeating digits (i.e. 11, 22, 33, etc.).

IX. Order Discrepancies

It is essential that AmerisourceBergen is notified within 48 hours concerning any discrepancies in your order. All product and shipping related claims – such as mis-picks, product shortages or overages, items received damaged, or product received that does not meet your dating requirements – should be submitted directly in your ordering platform utilizing the Returns/Claims functionality or by calling [Customer Service](#).

Mis-Picked Items: You received an item you did not order, or you did not receive the item you were billed for.

- Complete the claims report by providing the invoice number; the item name and number; NDC # or UPC Code from the product picked in error.
- A credit will be issued for the mis-picked items and a Merchandise Return Authorization (MRA) form should be printed and included with the incorrect product. Review the quantity and sign all copies of the RA and put the product in the tote.
- The driver will sign the RA, leave the customer copy for your records, and will return the mis-picked items to the AmerisourceBergen DC.
- If you would like to keep the product, please contact [Customer Service](#) and you will be billed appropriately.

Missing Items: Items are missing from your order, or you are billed for an item you did not receive.

- Submit the shortage utilizing the Returns/Claims functionality in your ordering platform or provide the invoice number, item number, description and quantity of the missing items to Customer Service.
- Once researched and validated, a credit will be issued for the missing items.
- You may re-order the missing item with Customer Service or with your next order.

Overages: Received item was not on your invoice, and you were not billed for it.

- If you would like to return it:
 - Complete the claims report by providing the invoice number; the item name or number; NDC # or UPC Code from the product picked in error. You may also contact [Customer Service](#) for assistance.
 - Print the “no credit due” MRA to return the product overage. Prior to sending, please verify the quantity and sign all copies of the RA and put the product in a separate tote from your regular returns.
 - The driver will sign the RA and return the overage product to the AmerisourceBergen DC.
- If you would like to keep the product overage, please contact [Customer Service](#) and you will be post-billed.

Damaged Items: Received item is damaged or shortdated.

- Complete the claims report by providing the invoice number; the item name and number; NDC # or UPC Code from the product picked in error.
- The MRA form can be printed utilizing the Returns/Claims functionality in your ordering platform and included with the damaged product, or a claim can be submitted by contacting [Customer Service](#), who will then process the MRA to arrive with your next delivery.
- Review the quantity, sign all copies of the MRA and put the product in the tote.
- The driver will sign the MRA and return the damaged product to the AmerisourceBergen DC.
- If the product is a hazardous material, please dispose of the product according to hazardous disposal policies. Provide Customer Service with the invoice and/or picking number, the item number, description and quantity that was damaged and they will issue credit. Claims for hazardous materials must be called into [Customer Service](#) – they cannot be submitted via ABC PassPort or ABC Order.

All claims will be reviewed and, if validated, a credit will be applied to your account within approximately seven (7) business days. If the claim was a mis-pick, the division will issue a MRA to bring the item back to the division. If the mis-picked item is not returned to the DC with the MRA within 7 days, the item will be billed to the account.

X. Narcotic Orders

The safety and security of our CII ordering process is one of our top priorities. The following process will help us in these efforts and will also ensure timely delivery of your orders. The Federal Drug Enforcement Agency (DEA) regulations give you the choice of ordering controlled substances using the DEA Controlled Substance Ordering System (CSOS) for secure electronic transmission of orders, or using the traditional paper DEA Form 222 in either the new single-ply (20 line) form, or the three-ply (10 line) form which will retire October 30, 2021.

This section includes information on the special procedures related to distribution of Schedule II controlled substances.

Ordering CII Products Process:

Digital CSOS: Users may transmit their CII orders as normal once the system has been configured to route to AmerisourceBergen. Orders placed utilizing CSOS and received by the order cutoff time will be delivered with the next scheduled delivery.

DEA 222 Paper Form: Orders will be filled and shipped within 48 business hours of the completed DEA Form 222 being received in the DC. Follow instructions below when submitting a paper blank.

- All CII orders should be transmitted. The original DEA Form 222 will still need to be handed to the courier driver in the envelope provided the same day as the order is transmitted.
 - Puerto Rico customers must also include the local Health Department form in the envelope that is provided to the courier driver.
- Please use the 222 order form number found in the “No. of this order form” on the 10 line form or the “ORDER FORM NUMBER” on the 20 line form below as the PO # for your transmission. If more than one 222 form is submitted, please send a separate transmission for each 222 form using the order form number as the PO #.
- Transmit your CII order separately from your regular order.
- You cannot transmit more than ten lines per order if using the 10 line form, or more than twenty lines per order if using the 20 line form. CII orders that are not transmitted will be returned to the customer after 3 business days.
- The transmission and the DEA Form 222 must match in order for each line to be filled.
- Fill in the “Last Line Completed”. See Special Notes below for tips on how to complete this.
- Sign the DEA Form 222.
- Please list your account name and account number on the outside of the CII order envelope.
- Complete the shaded areas of DEA Form 222 as shown in Figures 1 and 2 below and do the following:

If Using the 10 Line Form:

- Keep copy three for your records.
- Return copies one and two to the DC by our driver, or mail them to [your servicing AmerisourceBergen DC](#).

If Using the 20 Line Form:

- Make a photocopy for your records.
- Return the original to the DC by our driver, or mail it to [your servicing AmerisourceBergen DC](#).

Important Information:

- Items color-coded as yellow on the DEA Form 222 should only be completed/checked by the Supplier.
- Please be aware of the detailed instructions on the back of your copy of DEA Form 222.
- For each DEA Form 222, you may order up to 10 different products if using the 10 line form, or up to 20 different products if using the 20 line form, in whatever quantities you need.

It is our goal to have proper inventory levels of product. If we cannot fill an item for any reason, that item will be cancelled from the order. Another form should be sent when product is available.

Canceling Items:

If you need to cancel a line, DO NOT draw a line through or write "cancel" on the form. Instead, attach a note indicating the line number to be cancelled accompanied by your signature. That line must also be included in the "number of items completed" box.

Please also reference our materials included in this manual on the following topics, which will also provide relevant information on policies and procedures related to controlled substances:

- [Order Monitoring Program \(OMP\)](#)
- [Controlled Substance Returns](#)

Completed by Purchaser/Checked by Supplier
Completed and/or Checked by Supplier

Date purchaser fills out D.E.A. Form 222 (Not to be filled 60 days after this date)

Supplier's physical address

Supplier's D.E.A. Registration Number (To be entered when filling order)

Date shipped must match shipping invoice EXACTLY

Number of packages shipped

National Drug Code to be filled in by supplier

Signature of Purchaser Form must have a signature before it can be filled

D.E.A. registration number to match computer & invoice

Schedules are to match EXACTLY with customers DEA and Suppliers computer information.

D.E.A. order form number, to show on invoice

Purchaser's complete physical address, to match EXACTLY with Suppliers computer ship-to screen & manifest

Figure 1: Sample DEA Paper Form 222 – Three-ply (10-line) form

Completed by Purchaser/Checked by Supplier
Completed and/or Checked by Supplier

Purchaser Information arrives auto-filled from the DEA

Registration Information arrives auto-filled from the DEA

Purchaser Printed Name and Title

Signature of the authorized signer or Power of Attorney – "designated agent", "attorney in-fact", "by power of attorney", or "secretary" may be used

Date purchaser fills out DEA Form 222 (Not to be filled 60 days after this date)

Number of packages purchaser is ordering

Size of package purchaser is ordering

Name, dosage form and strength of product purchaser is ordering

Last Line Completed on DEA Form 222 should correspond to number of lines used.

Supplier DEA Number

Name of Supplier

Supplier's physical address

Supplier's city/state/zip

Alternate Supplier DEA Number - filled in by first supplier if order is endorsed to another supplier to fill

Signature of first supplier (and date) if another supplier to fill

Date shipped must match shipping invoice EXACTLY

Number of packages shipped

When substituting an item, the Supplier will write the NDC with leading zeros, and without any dashes.
 Example: NDC 59011-441-10 is written as 59011044110
 Note: NDC does not need to be completed if the item is not substituted.

Date packages received

Number of packages received

Figure 2: Sample DEA Paper Form 222 – Single-ply (20-line) form

XI. Chemotherapeutic/Antineoplastic Packing Guidelines

These items require specific packing instructions. Contact [Customer Service](#) for more information.

XII. Emergency Orders

We understand that patient care needs will sometimes require emergency orders and it is our policy to support those needs in whatever way necessary. Additional charges may apply.

If the need for an emergency order arises during normal division hours, please contact [Customer Service](#).

For emergency orders after hours and weekends, Health Systems customers please call 877-639-6390 to place your order. Community & Specialty Pharmacy customers please call your Sales Executive.

XIII. EDI Systems Support

The EDI Systems Support team is available to assist in resolving any technical issues you may experience, including EDI order transmission or EDI server access problems. Please contact [Customer Systems Support](#) with any questions or concerns.

XIV. Deliveries

Delivery Commitments

Your account is assigned to a specific delivery route and stop with an expected daily delivery time. We are committed to delivering your order within 30 minutes of your expected delivery time. From time to time, weather, traffic or other issues may result in delivery delays. Please contact [Customer Service](#) with any questions or concerns regarding your delivery.

Delivery Driver Expectations

- AmerisourceBergen requires all contracted drivers to train their delivery personnel on how to properly handle product for all pharmaceutical customers.
- All delivery personnel handling pharmaceutical products must be pre-screened and they must pass all background checks and drug screens before being hired. All delivery personnel must have a current and valid driver's license – along with proof of insurance on file – prior to and during the life of the contract between AmerisourceBergen and the contractor.
- All personnel will report any discrepancies that are found to the Supervisor on Duty. The Supervisor will determine the course of action to be taken once the report is made. If the discrepancy still exists after the Supervisor has investigated the situation, AmerisourceBergen will be notified in the morning reports by Customer Service.
- No driver will be allowed to begin delivery until they have reported an Overage, Shortage and Damage to the Shift Supervisor.
- Drivers must perform vehicle inspections before each route is loaded. All drivers will perform a walk around and check specific areas for defects. All vehicles shall be properly fueled and inspected before they begin loading the product for the route.
- All drivers need to be able to deliver all pharmaceuticals before they stop for fuel. Drivers need to make sure that their vehicle is in good mechanical condition to help avoid any issues while on route that could leave the product unsecured.
- All delivery personnel will be required to properly secure the product for each customer in the delivery vehicle so as not to cause any damage to the product. All delivery personnel are required to secure all loads regardless of the product or the customer. Supervisors will do inspections of vehicles to ensure that loads are secured.
- Only approved vehicles are permitted to deliver for AmerisourceBergen. These vehicles are; Cargo Vans, Box Trucks, Cars and Mini Vans. Trucks with toppers are not permitted.

- Before the delivery vehicle departs from the warehouse, all windows, doors and compartments must be locked and kept locked. Vehicle doors must be locked at all times while on delivery route, except for the cargo door when opened for actual loading and unloading of merchandise from the vehicle. If several trips are required to deliver product from the vehicle to the customer, the cargo doors must be closed and locked each time the driver leaves the vehicle.
- If the driver arrives at a location and the address is incorrect or the business has moved, the driver must contact their AmerisourceBergen DC to get further instruction. Under no circumstances is the driver allowed to deliver to an address different from the one indicated on the manifest or the product.
- All containers will be counted once the driver arrives at the customer's location to ensure that the quantity delivered matches the quantity expected to be received by the customer.
- Drivers will obtain a delivery signature and the customer must note the time of delivery on manifest. The manifest must be returned to AmerisourceBergen DC.
- Drivers will accept any returns that the customer might have with an approved AmerisourceBergen MRA Form on the business day after the customer receives the form from AmerisourceBergen (i.e. form received Monday, driver will accept return Tuesday). Exception: Drivers will not accept returns on Fridays.
- Drivers are required to sign MRA Forms prior to the MRA paperwork being placed in the sealed tote.
- Under no circumstances shall the sealed containers be opened by the driver, nor shall the driver have any knowledge as to the contents of the sealed container.
- Any returns that are brought back by the driver shall pass from the driver's possession through dispatch so they may be logged and secured until they are returned to the appropriate customer.
- As a reminder totes are the property of AmerisourceBergen and are expected to be returned to your servicing DC. Drivers are instructed to pick up empty totes from previous deliveries upon the next scheduled delivery (i.e. Totes delivered Tuesday will be picked up on Wednesday.) If empty totes are not picked up by your driver as expected, please contact [Customer Service](#) so we can work to resolve the issue.
- Customers will have Narcotic Order forms that they send in for orders to be filled. The customer should hand any 222 forms to the driver and note it on the manifest.
- The driver is to be attentive to the possibility of being observed or followed by vehicles. If a person or persons are observed following the delivery vehicle, the driver's supervisor/dispatcher should be contacted immediately. Any suspicious activity noted on the route will be reported to each customer.
- No driver is to provide rides to any person(s) for any reason. Drivers are not to assist stranded motorist(s) or other persons while on route.
- If someone wants the driver of the vehicle to stop, the driver should travel to a crowded business location or nearest police station before stopping anywhere else other than the designated delivery address.

Receiving and Verifying Your Delivery

- Count the number of containers being delivered (totes, cases and coolers).
- Check all containers for signs of damage or tampering (i.e. straps missing from totes).
- Compare the number of containers received to the number of containers indicated on the AmerisourceBergen delivery manifest. If there is a discrepancy to the amount of cartons to be received, the customer should check the Carton ID(s) to identify which carton is missing.
- If any containers are missing from your order, cross off the total count, write the number of containers actually received on the manifest and circle the Carton ID(s) of the containers you are missing BEFORE signing the manifest.

- Remember to sign the manifest for the exact number of containers received.

Resolving Delivery Discrepancies

- Report any discrepancies to [Customer Service](#) as soon as possible (within 48 hours of your delivery) to report the missing container. Every effort will be made to locate and deliver any missing containers the same day. If we are unable to locate the missing container, you will be notified the same day and asked to reorder needed items for your next delivery.
- A Shortage Claim will be entered by Customer Service on your behalf and if validated, a credit will be applied to your account within approximately 7 business days. Failure to follow the receiving verification process may result in a delay or rejection of your Shortage Claim Credit.
- For customers using ABC PassPort or ABC Order, claims can be submitted directly utilizing the Returns/Claims functionality.

Checking In Your Order

Refer to the following steps when checking in your order.

1. Locate the invoices that were delivered with your order.
2. After delivery, open each container and compare the pieces received with the pieces billed on your invoice. Please do not detain the driver for this post delivery process.
3. Discrepancies should be submitted to [Customer Service](#) or via your ordering platform within 48 hours of receipt. These include shortages, mis-picks or damages within containers. Please be prepared to provide the following information:
 - a. Account Number
 - b. Invoice number w/ invoice date
 - c. Notation of any damages BEFORE opening (i.e. tote not strapped, etc.)
 - d. Quantity and AmerisourceBergen item number and/or description of any items that are:
 - i. Missing
 - ii. Received but not billed
 - iii. Damaged
4. Please re-order missing items.
5. A Shortage Claim for any missing items will be entered by Customer Service on your behalf. Claims submitted via ABC PassPort or ABC Order will also be reviewed by Customer Service.
6. If approved, a credit will be applied to your account within approximately 7 business days.
7. Failure to submit a claim via your ordering platform or to contact [Customer Service](#) within 48 hours may result in a rejection of your Shortage Claim Credit. These returns MUST be processed through your ordering platform or Customer Service to be considered for full credit.
8. If the claim was submitted electronically, the MRA for over shipped items or items received damaged can be printed via your ordering platform. An MRA will also be included with your next delivery.

Customer Closures

- If a customer plans to be closed during normal operating hours, please notify AmerisourceBergen 48 hours prior to the dates closed. Failure to notify AmerisourceBergen of closings may be subject to additional fees.

XV. Tote Configuration

AmerisourceBergen's DCs utilize a variety of tote sizes and colors. You will become familiar with the specific totes from your servicing DC. Empty totes and Phase Change Material (PCM) pillow panels (provided with refrigerated orders) should be returned back to AmerisourceBergen with your delivery driver.

When reporting a shortage within a tote to [Customer Service](#), please indicate if the tote straps or hinges were intact when you received the delivery.

XVI. Refrigerated Merchandise - Cold Chain Procedures

At AmerisourceBergen, we are committed to the highest quality, safety and reliability in our pharmaceutical supply chain service. Our packaging solution used for the distribution of refrigerated products is another example of our continued pursuit of excellence, environmental sustainability and commitment to our customers.

Our enhanced refrigerated cooler program:

- Sustainable:** PCM pillow panels replace water-based gel packs and are made from a non-toxic, plant-based refrigerant, which make them safer and gentler to dispose of at the end of their lifecycle.
- Superior Product Integrity:** AmerisourceBergen shares our customers' commitment to patient safety. The PCM pillow panels are qualified to hold temperature for up to 24 hours, protecting refrigerated product from temperature excursions during transport.
- Reduced Waste:** The PCM pillow panels and expanded Polypropylene (EPP) lids in a dark grey are more durable than traditional materials. With longer lifecycles for both the PCM pillow panels and the EPP lids, AmerisourceBergen is able to reduce the amount of plastic-based waste that is sent to the landfill over time.
- Improved Cleanliness:** A more durable lid sustains less damage and marking, addressing customer concerns regarding cleanliness. Additionally, the introduction of the PCM pillow panels allows for easy inspection and cleaning after repeated use.
- Aligned to Industry Standards:** AmerisourceBergen strives to achieve industry standard sustainability goals. Our refrigerated packing solution conforms with ISTA 7E qualification for up to 24 hours. ISTA 7E is a set of standard profiles based on exhaustive "real world" measurements, and more specifically, designed to evaluate the effects of external temperature exposures of individually packaged products.

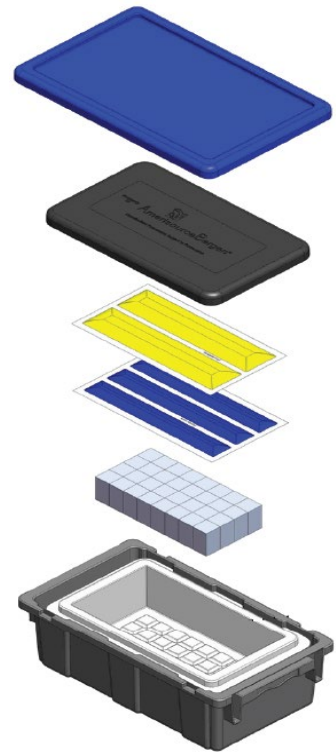


Figure 3: Refrigerated Tote (Figure depicts parts of a small refrigerated tote only. Color may vary.)

It is important that you repack the materials to your coolers and return the cooler to AmerisourceBergen after removing your refrigerated product.

Please follow these steps to return coolers:

1. Unpack your temperature-sensitive product by removing the PCM pillow panels.
2. Return the PCM pillow panels to the package and replace the lids.
3. Provide the empty coolers, which contain the PCM pillow panels to your delivery person the next day you receive a shipment.

XVII. Merchandise Returns

To ensure full compliance with The Food and Drug Administration's (FDA) Prescription Drug Marketing Act (PDMA) Guidance, we enforce strict policies related to saleable returns. Our procedures and policies are outlined in the following pages. Please also refer to the AmerisourceBergen Pharmaceutical Distribution & Strategic Global Sourcing Returns Policy for additional details regarding returns.

For all questions regarding returns, please do not hesitate to contact [Customer Service](#).

Our goal is to process returns as efficiently as possible. In order to do this, every returned item must be listed on an MRA Form. The driver and customer must sign and date all copies of the MRA Form.

When submitting a return request, you are requesting authorization to return product that you have purchased from AmerisourceBergen within the past 24 months. Returned product should be in the original package with all seals intact.

To contact your DC for state and/or facility-specific requirements regarding returns handling, please contact [Customer Service](#).

Customers using ABC PassPort, ABC Order, or EDI: When creating the return request, an invoice must be specified on which the item was originally billed. Only invoices that have been issued within the past 24 months will be available for selection.

The following apply for all returns, regardless of ordering method:

- The quantity listed on the MRA Form for each prescription item cannot be less than the quantity actually returned.
- We do not accept partial returns.
- We do not accept returns of prescription drugs or OTC products that are not in the full sealed container/packaging from the manufacturer.
- The MRA must be signed by an authorized person at your pharmacy/facility to certify that all of the information listed is true and accurate according to both the specific item details and the statement on the back side of the form. Our delivery carriers have been instructed that they cannot pick up any returns from our customers unless each MRA Form is signed by an authorized person at the facility. For ABC Order, customers can utilize the e-signature feature prior to printing the MRA Form.
- Drivers are required to sign MRA Forms as well before taking possession of the return.
- If any of the information on the MRA Form is missing or incorrect, we will send the merchandise/product back to your pharmacy/facility.
- We do not accept products for return that are damaged or defaced. If a damaged product is received as part of a return (not as a claim as described above), the product will be destroyed and no credit will be issued for the unauthorized return.
- For specific information on schedule II, refrigerated, or frozen items, please reference the sections below.
- All returns are subject to DSCSA, including Title II of The Drug Quality and Security Act and 21 U.S.C. § 360eee-1(d)(1)(B) et. seq. If AmerisourceBergen is unable to trace a Product back to a manufacturer, it shall be treated by AmerisourceBergen as a Nonreturnable Product and Customer will receive 0% credit. AmerisourceBergen has discretion to either return such Product to Customer (and assess processing / return freight fees) or destroy the Product.

Please note that the MRA cannot be altered – writing additional merchandise on a MRA will only delay your credit. For any additional items to be returned, please transmit on a separate MRA.

The following situations may prevent or delay us from processing your return(s) – if this occurs, the item will be returned to you with an explanation. Once the problem is corrected, the credit will be issued.

- Merchandise not received in the tote with the MRA Form.
- MRA without the appropriate signature.
- Vendor does not allow AmerisourceBergen to process returns if the invoice date is over 30 days.
- Stickers have not been removed from merchandise.

- Saleable merchandise must be in the original packaging.

Proper Handling Procedures

Transmit an MRA to your AmerisourceBergen DC. Enter the specific invoice number for which you are requesting the return to ensure your credit reflects the invoice price.

Please remember to remove ALL price stickers before returning any merchandise/product. Product returned with stickers still attached may be returned to your pharmacy/facility for sticker removal before processing. A deduction in credit may also be applied.

- Returns for refrigerated or frozen items must be called into [Customer Service](#) or submitted on ABC Order for processing. Cold Chain Returns are picked up on Monday through Thursday only.
 - Exception: Remote Customers must return all refrigerated or frozen items via UPS. A Return Service (RS) label will be supplied.
- C3 – C5 Controls should be returned via your courier.
 - Exception: Remote Customers must return all refrigerated or frozen items via UPS. An RS label will be supplied.
 - Exception: Customers serviced out of 010 Columbus requires that customers return all C2-C5 via UPS. An RS label will be supplied.
- All returned totes must include the appropriate paperwork. Totes of merchandise sent without the MRA will delay or impede the proper issuing of credit.
- Please limit each MRA to a single tote of returns. If you have multiple totes, please make sure that the paperwork corresponding to that merchandise only is in that tote. The appropriate MRA should be included in the corresponding bag containing the returned product.
- The driver and customer are to sign and date all copies of the MRA Form. The Customer Copy will be your record that the product has been retrieved and is being returned to the AmerisourceBergen DC.
- Any products returned in unmarked totes will not be credited.
- Please take the sheet that came with your MRA that has the barcode on it and have the entire sheet hang from your return tote. Totes should be sealed with tote ties before being provided to the driver.

Schedule II Items: As a policy, AmerisourceBergen will accept returns of Class II controlled substances for a period of 60 days from invoice date. There will be a 10% restocking fee deduction on CII return credits. In the event of damage in transit or an error in order filling, full credit will be given. Please contact [Customer Service](#) regarding Class II returns.

Refrigerated Items: Saleable items requiring refrigeration should be kept under proper storage conditions. Customers are required to re-freeze their yellow PCM pillow panels or ice packs for 24 hours before returning refrigerated product back to AmerisourceBergen. See below for further instructions. All refrigerated returns must be returned in a refrigerated tote or supplied Styrofoam cold chain foam box return package in order to receive full credit. Contact [Customer Service](#) if you need a refrigerated tote or Styrofoam cold chain foam box return package. Returned refrigerated items that are not maintained at temperatures required by the manufacturer will be destroyed, will not be returned to the sender and credit will not be given.

Non-Remote Customers: With the implementation of our new packaging solution that is utilized for the distribution of refrigerated products, we wanted to provide you with the proper guidance and instructions on how to prepare and package your returns with the new PCM pillow panels. The below documentation, which will also be provided to you with each return authorization, should provide you with the proper guidance on how to properly return refrigerated products to AmerisourceBergen to ensure credit can be provided.

Please use the following instructions to ensure your refrigerated “cold chain” returns are appropriately returned to AmerisourceBergen.

- All refrigerated products returned to AmerisourceBergen deemed Saleable must have been stored and maintained at

appropriate temperatures based on manufacturer requirements.

- Refrigerated products being returned to AmerisourceBergen must be returned in an AmerisourceBergen-provided refrigerated tote for customers who return via their courier services.
- Different sized totes require different packaging instructions. See below tote configurations.
- **Important Reminder:** To ensure that the yellow pillow panels are completely frozen, please remove them from the tote/shipping box upon receipt and re-freeze for no less than 24 hours prior to shipping your return. Pillow panels should be frozen all the way through and they should be hard to the touch prior to shipment. The blue pillow panels should be refrigerated for the same amount of time as the yellow panels.

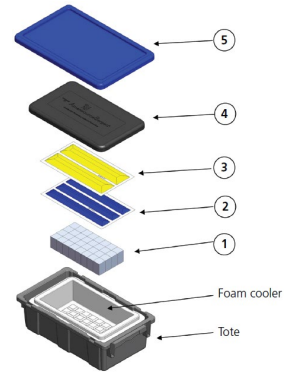


Figure 4: Small Refrigerated Tote Configuration

Small Totes:

1. Place refrigerated product in the base of foam cooler
2. Place refrigerated (blue) pillow panel over product
3. Place frozen (yellow) pillow panel over refrigerated panel
4. Place black lid to seal cooler
5. Place plastic lid on tote, ensuring barcode on RA document is hanging out

Large Totes: Summer – Returns sent back May 1 – October 31

1. Place a frozen (yellow) pillow panel in the base of the foam cooler
2. Place a refrigerated (blue) pillow panel over the frozen pillow panel
3. Place your refrigerated product returns over the blue pillow panel
4. Place another refrigerated (blue) panel over the refrigerated product returns
5. Place another frozen (yellow) pillow panel over the refrigerated panel
6. Place black lid to seal cooler
7. Place plastic lid on tote, ensuring barcode on RA document is hanging out

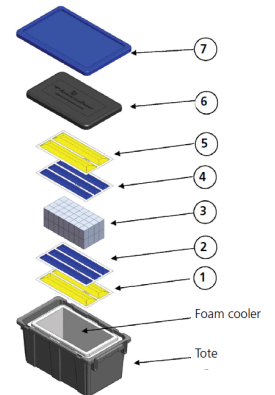


Figure 5: Large Refrigerated Tote; Summer Returns Configuration

Large Totes: Winter – Returns sent back November 1 – April 30

1. Place a refrigerated (blue) pillow panel over the frozen pillow panel
2. Place your refrigerated product returns over the blue pillow panel
3. Place another refrigerated (blue) panel over the refrigerated product returns
4. Place 2 frozen (yellow) pillow panels over the refrigerated panel
5. Place black lid to seal cooler
6. Place plastic lid on tote, ensuring barcode on RA document is hanging out

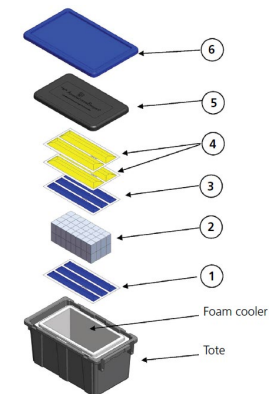


Figure 6: Large Refrigerated Tote; Winter Returns Configuration

Remote Customers: Remote Customers are required to ship refrigerated returns back to their servicing DC via United Parcel Service (UPS) at no cost to you. An RS label will be supplied. Please adhere the UPS label provided to the outside of the box. If you have regular UPS service, please contact UPS to schedule a pickup. If you do not have regular UPS service, you may drop the package at your local UPS drop-off point or call UPS to schedule a pickup. You will not be charged for UPS pickup or shipping costs. Please ensure that you schedule a pickup for the eligible return days for refrigerated items. You can contact [Customer Service](#) to verify eligible return days.

- **Important Reminder:** To ensure that the ice packs are completely frozen, please remove them from the Styrofoam cold chain foam box return package upon receipt and re-freeze for no less than 24 hours prior to shipping your return.

Frozen Items: As a policy, we do not accept frozen items for return. However, if a claim such as a damage, shipping, or ordering error occurs, Customer Service will make special arrangements for pick-up and appropriate credit will be posted to your account. All frozen returns must be returned in refrigerated totes with the label on the outside of the tote to receive full credit.

Types of Returns

Saleable Return: Item in saleable condition with at least nine months dating that is returned at the customer's request. The MRA must reference the invoice number for which the product was purchased to ensure the customer receives the proper credit. Select saleable product when completing the return in ABC PassPort or ABC Order.

Non-Saleable/Outdated Merchandise: Items that cannot be resold due to short dating or damage while at your pharmacy/facility. Select non-saleable product when completing the return in ABC PassPort or ABC Order.

Recalled Merchandise: Items that are returned when recalled by the manufacturer or AmerisourceBergen. Please read the recall letter to determine how the merchandise is to be returned. If advised to return through your wholesaler, complete a recall request in ABC PassPort or ABC Order. Please note that partials on recalled merchandise must be returned to the manufacturer or your third party processor.

Recall Classifications: Assigned by the FDA to indicate the degree of health hazard presented by the merchandise. Classifications are as follows:

- *Class I:* There is a reasonable probability that the use of, or exposure to, a volatile product will cause serious adverse health consequences or death.
- *Class II:* The use of or exposure to, a volatile product may cause temporary or medically reversible adverse health consequences or where the probability of serious adverse health consequences is remote.
- *Class III:* The use of, or exposure to, a volatile product is not likely to cause adverse health consequences.

Returns Pick-Up Schedule

In most cases, all returns (excluding controlled substances) – including refrigerated product – will be picked up Monday – Thursday. Returns cannot be picked up on Fridays or the day before a holiday. Please reach out to [Customer Service](#) for specifics for your servicing DC.

Return Credits

You will receive a copy of the credit memo when the credit is posted to your account. Your Return document number will be referenced on the credit memo. The credit will be referenced on your next statement. If you have not received a credit within 7 days, please contact [Customer Service](#) and provide the following information:

- Account name and number
- MRA reference number and date (found on your Customer Copy of the MRA Form)

We will then research the status of the credit due and inform you of the results. Missing credits or discrepancies must be reported within two months of the date on the MRA Form.

XVIII. Merchandise Supplies

AmerisourceBergen supplies items to support a customer's daily business needs. Items are available to order through your ordering platform or by contacting [Customer Service](#).

Items include:

- Shelving
- Hanging Back Tags
- Magnetic Chips
- Shelf Chips
- Shelf Channeling / Stripping / Molding
- Shelf Peg Hooks

Miscellaneous (Items and item numbers may vary by DC)

- CII Envelopes
- Controlled Substance Returns
- Tote Ties
- Empty Totes / Regular Totes
- Cold Chain Totes
- Cold Chain Foam Boxes

Appendix

Appendix

The following sections provide additional information regarding the following topics:

- AmerisourceBergen's OMP
- Sample Forms
 - Manifest
 - Merchandise Invoice
 - Merchandise Return Authorization (MRA)
 - Credit Memo – Returned Item
 - Credit Memo – Miscellaneous Credit
 - Debit Memo – Miscellaneous Invoice
 - Credit / Claim
 - Credit / Rebill – Credit
 - Credit / Rebill – Invoice
 - Statement
- Sample Labels
- Business Continuity Plan
- Receiving Instant Notifications

Appendix A: Order Monitoring Program (OMP)

AmerisourceBergen, along with our supply chain partners, is committed to preventing the diversion of controlled substances from legitimate medical use. We have taken a leadership role in developing programs to identify and prevent instances of diversion, keeping the pharmaceutical supply chain safer for our customers and their patients.

Current Regulations

One of the DEA's highest priorities nationwide is to eliminate the diversion and abuse of controlled substances. All individuals and firms that handle controlled substances must be registered with the DEA, and are required to “**provide effective controls and procedures** to guard against theft and diversion of controlled substances” (Title 21, Code of Federal Regulations, parts 1300 to 1316). As a DEA registered pharmacy, you have a “corresponding responsibility” to that of the prescriber to ensure the proper dispensing of controlled substances (21 C.F.R. 1306.04(a)). AmerisourceBergen, as a distributor, is required to take an active role in monitoring the ordering of controlled substances. In response, we have taken the lead in developing an enhanced OMP. Individual state requirements regarding distribution of controlled substances are factored in to each DC's operations.

About our Order Monitoring Program

The OMP is the cornerstone of our diversion control effort. The DEA requires wholesalers to “design and operate a system to disclose to the registrant suspicious orders of controlled substances”, (21 CFR 1301.74(b)). In response, AmerisourceBergen continues to modify and enhance its OMP to provide effective controls to prevent diversion. We monitor orders for controlled substances and listed chemicals and will cancel orders that are identified as suspicious, which can be defined by the DEA as orders of unusual size, frequency or orders that deviate from a normal pattern.

Factors considered in the order review process include DEA registrant type (hospital, retail, clinic, physician, etc.), customer size, customer location, item family, ordering history, and other considerations. Our state of the art system uses statistical models and proprietary algorithms to detect and hold potentially suspicious orders for further review by our Corporate Security and Regulatory Affairs (CSRA) team. Orders determined to be suspicious or otherwise problematic will be rejected. Other orders will be released, generally within 12-24 hours.

Ordering Controlled Substances

Customers are encouraged to be mindful of their patient needs and demands (including any changes they are seeing) as well as to keep track of their ordering patterns. If an order is rejected, we encourage you to review your controlled substance ordering to determine if there are any potential problems with patients or internal controls that may have resulted in an order of unusual size, frequency or that deviates from a normal pattern. You may attempt to place another order at a later date. All orders are reviewed individually, and customer ordering patterns and history are monitored regularly. If your order is rejected and you have an urgent patient need, please contact [Customer Service](#).

Individual Customer Considerations

Ordering patterns are tracked by DEA Registration Number. If your patient demographic has changed and you are seeing a difference in the types and/or quantities of controlled substances that are required to service your patients' legitimate medical needs, or if your orders are being rejected and interfering with your ability to service your patients' legitimate medical needs, contact [Customer Service](#). If appropriate, Customer Service can send you a Consumption Review Request Form to complete and submit directly to CSRA for review and evaluation. CSRA will respond in writing within 7-10 days of receipt of all necessary information.

Order Monitoring Program in ABC PassPort and ABC Order

There are messages within ABC PassPort and ABC Order to inform customers when an order is under OMP review and when an order is rejected due to OMP. In both ordering platforms, the message transmitted back to the customer is “Order Line Under Review” as reflected in the following examples.

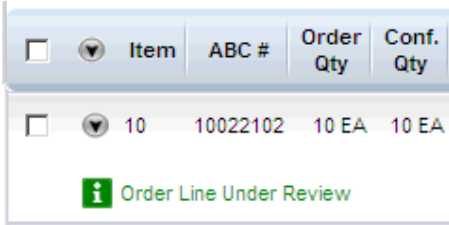


Figure 7: OMP Under Review in ABC PassPort



Figure 8: OMP Under Review in ABC Order

Rejected Orders

In ABC PassPort and ABC Order, the message transmitted back to the customer is “Rejected due to OMP.” Below, are examples of the message displayed on the order confirmation.

Rejected orders will also be noted on the customers’ invoice.



Figure 9: OMP Rejected Order in ABC PassPort.



Figure 10: OMP Rejected Order in ABC Order

[Return to Top](#)

Appendix B: Sample Forms

Manifest

AmerisourceBergen
Detail Manifest Print For All Parcels

11/07/18 Page : 1
02:44:49

Delivery Route: Stop: Deliver by: 6:15
Load: 0003847173

100

Customer: 1000
Phone: Driver Warnings:
FROZEN REFER

R E T U R N S						D E L I V E R Y										
Total	Empty	Cases	Ctrl	Env	Cooler	OTHER	STOTE	LTOTE	CASES	BOXES	COOLER	HAZBOX	HRX	DRPPKG	OTHER	Total
							3	2	8		2					15

Driver Signature Customer Signature Date :
Print Driver Name Print Customer Name Inv Dt : 11/07/18
Time :
Del By : 6:15

Codes	Qty	TYPE	CARTON#	PICK#	DESCRIPTION
S	1	STOTE	00026877010053680382		
F	1	COOLER	00026877010053679102		
R	1	CASES	00026877010053678969	35464356470	10 EA INFUVITE PED 40ML +10ML
R	1	COOLER	00026877010053679072		
	3	CASES	Multiple Cases	30264446030	1 EA NUTRILIPID 20%
	4	CASES	Multiple Cases	30264934155	1 EA TROPHEAMINE 10 %
	1	LTOTE	00026877010053679119		
	1	LTOTE	00026877010053679164		
	1	STOTE	00026877010053679140		
	1	STOTE	00026877010053679195		

Invoice Invoice Invoice

Special handling cartons are sorted first.
Subsort by Carton Type, then by Carton#.


*** Thank you for your continued business! ***

Codes	DESCRIPTION
E-EXEMPT	
F-FREEZING REQUIRED	
H-H1 & H2	
O-ORMD	
R-REFRIGERATION REQUIRED	

Figure 11: Manifest Sample

Merchandise Invoice

This is a sample invoice. Your invoice will be customized to your specific requirements.



INVOICE

Invoice Number: [REDACTED] P.O. Number: [REDACTED] 1 of 1
 Invoice Date: 11/14/2018 Order Date: 11/13/2018 Ship Date: 11/14/2018

SELLER			BUYER		
Servicing DC	AMERISOURCEBERGEN DRUG CORP 012		Ship To	[REDACTED]	
	Telephone	State License	DEA:	Acct:	State Lic:
	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Remit To	AMERISOURCEBERGEN		Sold To	[REDACTED]	
	[REDACTED]			[REDACTED]	

Qty	UOM	Description	VND	CL	CD	Item Number	Retail Price	Unit Price	Extended Amount
Carton Number : 00012877010084012889									
10	EA	NARCOTIC ENVELOPE	MSC	GM	Z	10043189 655249	0.02	0.00	0.00
Not Serviced Items:									
3	EA	VIT D 2000IU SOFTGEL 100CT RUGBY	MAJ	HB		10050810 782557			
MFG Discontinued Item									
10		Non-service line from a previous customer PO#: [REDACTED]							
		Total Number of Pieces for this Invoice							
Product Summary									
	Supplies	RX Cost	OTC Cost	Retail	G/P %				
	0.00	0.00	0.00	0.00	0.00				

Class Codes	Controlled Substances 2, 2N, 3, 3N, 4, 5	RX Pharmaceuticals OT Over the Counter HB Health & Beauty	GM General Merchandise MS Medical Supplies LC Listed Chemicals	CD - Legend	P Price Change (Within Past 30 days) C Contract R Program Price Z Supernet Price	T Taxable Item
--------------------	---	---	--	--------------------	---	----------------

Terms:

Payment Due: 12/01/2018


Total Amount: 0.00

This wholesale distributor, or a member of the affiliate of such wholesale distributor, purchased the product directly from the manufacturer, exclusive distributor of the manufacturer, or repackager that purchased the product directly from the manufacturer
 IDOC: 0000002550593098 Invoice Type: ZFB Order Type: ZSOR 20181113180144 Terms of sale and claims on next page

Figure 12: Merchandise Invoice Sample

Merchandise Return Authorization (MRA)

This is an example of a product Return Authorization. The document may be printed from ABC Order and placed in the tote with the product.



RETURN AUTHORIZATION

Return No: [REDACTED] Customer Ref No: [REDACTED]
 Document No: [REDACTED]
 Date: 08/14/2017 Expiration Date: 11/12/2017

1 of 1

Servicing DC


AMERISOURCEBERGEN DRUG CORP

Telephone: [REDACTED] DEA Number: [REDACTED]

Ship To

SAMPLE PHARMACY

Account: [REDACTED] DEA Number: [REDACTED]



AUTHORIZATION TO RETURN ONLY

NDC/UPC	Item No	Qty	UOM	Description	Reason Code	Remarks	Unit Price	Ext Price
50383024971	10131339	2	EA	BROMFENAC SODIUM 0.05% OPH SOL 1.7 ML O HI-TECH PHARMACAL		INVOICE : [REDACTED] DATE : 07/20/2017	10.00	20.00
00299590645	10153613	1	EA	EPIDUO FORTE .3%/2.5% GEL 45GM GALDERMA LABS, INC.	0	INVOICE : [REDACTED] DATE : 07/21/2017	10.00	10.00
00008122230	10020208	1	EA	PRISTIQ 100 MG TAB 30 PFIZER/WYETH PHARMACEUTICALS (DISC)	0	INVOICE : [REDACTED] DATE : 08/10/2017	1.00	1.00
00597010061	10145685	1	EA	SPIRIVA RESPIMAT 2.5MCG 4 GM 60 INH BOEHRINGER INGELHEIM	0	INVOICE : [REDACTED] DATE : 05/15/2017	3.00	3.00
00002322830	10045304	2	EA	STRATTERA 25 MG CAP 30 LILLY ELI & CO	0	INVOICE : [REDACTED] DATE : 04/14/2017	3.00	6.00

Total Estimated Credit:

39.00

In order to maintain product integrity, RETURNS WILL NOT BE PICKED UP ON FRIDAY OR SATURDAY.
SIGN FORMS AND PLACE IN CONTAINER BEFORE SEALING

The person signing is duly authorized to sign on behalf of the pharmacy making this return, and represents and warrants he/she has read the statement on the reverse side of page 1 and certifies that it is true and complete.

SIGNED: _____

NAME: _____ (PLEASE PRINT)

DATE: _____

By signing driver acknowledges only the receipt of the container, not its contents.


DRIVER INITIALS: _____ DATE: _____

SEE THE REVERSE SIDE FOR THE CONDITIONS OF THE RETURN AND CREDIT AND THE RETURN REASON CODES

Figure 13: MRA Sample

Credit Memo – Returned Item

This is an example of a credit for a returned item form.



Return Merchandise
CREDIT

Credit Memo Nbr: [REDACTED] Customer Ref Nbr: [REDACTED]
Date: 09/10/2018 Document Nbr: [REDACTED] RA Nbr: [REDACTED]

1 of 1

SELLER

AMERISOURCEBERGEN DRUG CORP 012

Telephone: [REDACTED] State License: [REDACTED] DEA: [REDACTED]

Remit To: AMERISOURCEBERGEN

BUYER

Acct: [REDACTED] State Lic: [REDACTED] DEA: [REDACTED]

Qty	UOM	Description	VND	CL	Inspn Code	Item Number	NDC / UPC	Reference	Unit Price	Extended Amount
1	EA	CRESTOR 10 MG TAB 90	AST	RX	SL	10054515 863771	00310075190	Inv: [REDACTED] PO: [REDACTED]	798.34	798.34
6	EA	CYMBALTA 60 MG CAP 30	LLY	RX	SL	10009431 081463	00002327030	Inv: [REDACTED] PO: [REDACTED]	244.50	1,467.00
1	EA	DEXILANT 60 MG CAP 30	TAK	RX	SL	10007703 067951	64764017530	Inv: [REDACTED] PO: [REDACTED]	279.73	279.73
1	EA	ELIQUIS 2.5 MG TAB 60	BMS	RX	SL	10112091 203612	00003089321	Inv: [REDACTED] PO: [REDACTED]	427.42	427.42
1	EA	LATUDA 40MG TAB 30	SEP	RX	SL	10090322 053557	63402030430	Inv: [REDACTED] PO: [REDACTED]	1,247.87	1,247.87
4	EA	NAMZARIC 28MG/10MG CAP 30	ALR	RX	SL	10150974 399035	00456122830	Inv: [REDACTED] PO: [REDACTED]	430.98	1,723.92
1	EA	PREMARIN 0.9 MG TAB 100	PFZ	RX	SL	10023196 336762	00046110381	Inv: [REDACTED] PO: [REDACTED]	546.23	546.23

Class Codes

Controlled Substances 2, 2N, 3, 3N, 4, 5

RX Pharmaceuticals
OT Over the Counter
HB Health & Beauty

GM General Merchandise
MS Medical Supplies
LC Listed Chemicals

Inspection Codes

SL Saleable
DC Damaged
PD Invalid Pedigree

EX Expired
NS Non-Stock
RTC Return to Customer

RC Recall
DA Defaced product

Terms:

Payment Due: 09/27/2018

Tax Credit:

Total Credit: 6,490.51

This wholesale distributor, or a member of the affiliate of such wholesale distributor, purchased the product directly from the manufacturer, exclusive distributor of the manufacturer, or repackager that purchased the product directly from the manufacturer.
IDOC: 0000002467285474 InvoiceType: ZRL OrderType: ZRCM Terms of sale and claims on reverse side

Figure 14: Credit for Returned Item Sample

Credit Memo – Miscellaneous Credit

This is an example of a miscellaneous credit form.

Miscellaneous **CREDIT** Invoice Number: [REDACTED] P.O. Number: [REDACTED] 1 of 1
 Invoice Date: 11/14/2018

SELLER **BUYER**

Servicing DC AMERISOURCEBERGEN DRUG CORPORATION 016
 Telephone State License DEA: [REDACTED]

Ship To [REDACTED]
 Acct: [REDACTED] State Lic: [REDACTED] DEA: [REDACTED]

Remit To AMERISOURCEBERGEN
Sold To [REDACTED]

Qty	UOM	Description	Item Number	Unit Price	Extended Amount
1	EA	MISC PRICE CREDIT RETURNS	80000274	2,148.11	2,148.11
		MISC CREDIT	078303		
		RA [REDACTED]			
		MULTIPLE ITEMS, MULTIPLE INVOICES			
		DEDUCTIONS PER RETURNS POLICY			

Terms: [REDACTED]

Payment Due: 11/25/2018 Total Amount: 2,148.11

This wholesale distributor, or a member of the affiliate of such wholesale distributor purchased the product directly from the manufacturer, exclusive distributor of the manufacturer or repackager that purchased the product directly from the manufacturer. IDOC: 000002552178866 Invoice Type: 202 Order Type: ZCMR Terms of sale and claims on reverse side

Figure 15: Miscellaneous Credit Sample

Credit Memo – Miscellaneous Invoice

This is a sample miscellaneous invoice. Your invoice will be customized to your specific requirements.



		Miscellaneous		Invoice Number: [REDACTED]	P.O. Number: [REDACTED]	1 of 1																								
		INVOICE		Invoice Date: 11/02/2018																										
Servicing DC	SELLER			BUYER																										
	AMERISOURCEBERGEN DRUG CORP 004			[REDACTED]																										
	Telephone	State License	DEA:	Acct:	State Lic:	DEA:																								
Remit To	AMERISOURCEBERGEN			[REDACTED]																										
	[REDACTED]			[REDACTED]																										
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:5%;">Qty</th> <th style="width:5%;">UOM</th> <th style="width:40%;">Description</th> <th style="width:15%;">Item Number</th> <th style="width:10%;">Unit Price</th> <th style="width:10%;">Extended Amount</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>EA</td> <td>INTELLIORDER</td> <td>80001380</td> <td>22,676.25</td> <td>22,676.25</td> </tr> <tr> <td></td> <td></td> <td>IntelliOrder Web Service</td> <td></td> <td>\$22,676.25</td> <td></td> </tr> <tr> <td></td> <td></td> <td>Total</td> <td></td> <td></td> <td>\$22,676.25</td> </tr> </tbody> </table>							Qty	UOM	Description	Item Number	Unit Price	Extended Amount	1	EA	INTELLIORDER	80001380	22,676.25	22,676.25			IntelliOrder Web Service		\$22,676.25				Total			\$22,676.25
Qty	UOM	Description	Item Number	Unit Price	Extended Amount																									
1	EA	INTELLIORDER	80001380	22,676.25	22,676.25																									
		IntelliOrder Web Service		\$22,676.25																										
		Total			\$22,676.25																									
Terms:				Tax Amount:	1,417.27																									
Payment Due: 11/09/2018				Total Amount:		24,093.52																								
<small>This wholesale distributor, or a member of the affiliate of such wholesale distributor, purchased the product directly from the manufacturer, exclusive distributor of the manufacturer, or repackager that purchased the product directly from the manufacturer. IDOC: 000002537538800 Invoice Type: ZL2 Order Type: ZDMR Terms of sale and claims on reverse side</small>																														

Figure 16: Miscellaneous Invoice Sample

Credit / Claim

This is an example of a Claim for Credit form.



CLAIM

Credit Memo Nbr: [REDACTED] Cust Ref Nbr: [REDACTED] 1 of 1
 Date: 05/10/2018 Document Nbr: [REDACTED]

SELLER				BUYER			
Servicing DC	AMERISOURCEBERGEN DRUG CORP 012			Ship To	[REDACTED]		
	Telephone	State License	DEA:		Acct:	State Lic:	DEA:
Remit To	AMERISOURCEBERGEN			Sold To	[REDACTED]		

Qty	UOM	Description	VND	CL	Item Number	NDC / UPC	Reference	Unit Price	Extended Amount
1	EA	TACROLIMUS OINTMENT 0.03% 30G	PER	RX	10143088 341014	45802039000	Inv: [REDACTED] PO: [REDACTED]	116.97	116.97

CL Legend	Controlled Substances 2, 2N, 3, 3N, 4, 5	RX Pharmaceuticals OT Over the Counter HB Health & Beauty	GM General Merchandise MS Medical Supplies LC Listed Chemicals
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Terms: _____ Tax Credit: _____


Payment Due: 05/27/2018 **Total Credit: 116.97**

This wholesale distributor, or a member of the affiliate of such wholesale distributor, purchased the product directly from the manufacturer, exclusive distributor of the manufacturer, or repackager that purchased the product directly from the manufacturer. IDOC: 0000002038878923 InvoiceType: 2028 OrderType: ZSCM Terms of sale and claims on reverse side

Figure 17: Claim for Credit Sample

Credit/Rebill – Credit

This is an example of a Credit and Rebill credit form.



Credit/Rebill
CREDIT

Credit Memo Nbr: [REDACTED]
Date: 09/28/2018

Cust PO Nbr: [REDACTED]

1 of 1

SELLER

AMERISOURCEBERGEN DRUG CORP 012

Telephone: [REDACTED] State License: [REDACTED] DEA: [REDACTED]

BUYER

[REDACTED]

Acct: [REDACTED] State Lic: [REDACTED] DEA: [REDACTED]

Remit To

AMERISOURCEBERGEN

Ship To

[REDACTED]

Reason: Incorrect Contract Price on Orig Inv

Qty	UOM	Description	VND	CL	Item Number	NDC / UPC	References	Unit Price	Extended Amount
2	EA	PREDNISONE 5 MG TAB 100 CKP	JCP	RX	10182424 706109	59746017206	Inv: [REDACTED] Date: 07/03/2018 ORD Date: 07/02/2018 PC Date: 10/15/2017	5.08	10.16

PO#: [REDACTED]

Reference Related Rebill Invoice #: [REDACTED]

CL Legend	Controlled Substances 2, 2N, 3, 3N, 4, 5	RX Pharmaceuticals OT Over the Counter HB Health & Beauty	GM General Merchandise MS Medical Supplies LC Listed Chemicals
------------------	---	---	--

Terms: [REDACTED]

Payment Due: 10/15/2018


Total Credit: 10.16

This wholesale distributor, or a member of the affiliate of such wholesale distributor purchased the product directly from the manufacturer, exclusive distributor of the manufacturer, or repackager that purchased the product directly from the manufacturer
IDOC: 0000002492716681 Invoice Type: ZRRK1 Order Type: ZRBC Terms of sale and claims on reverse side

Figure 18: Credit and Rebill Credit Sample

Credit/Rebill – Invoice

This is a sample Credit and Rebill invoice. Your invoice will be customized to your specific requirements.



Credit/Rebill
INVOICE

Invoice Number: [REDACTED] P.O. Number: [REDACTED] 1 of 1
 Invoice Date: 09/28/2018 Order Date: 09/28/2018 Ship Date:

SELLER

AMERISOURCEBERGEN DRUG CORP 012

Telephone State License DEA:

BUYER

Acct: State Lic: DEA:

Remit To

AMERISOURCEBERGEN

Ship To

Reason: Incorrect Contract Price on Orig Inv

Qty	UOM	Description	VND	CL	CD	Item Number	NDC/UPC	SWP	Unit Price	Extended Amount
2	EA	PREDNISONE 5 MG TAB 100 CKP	JCP	RX	Q	10182424 706109	5 97460-172-06	72.56	4.57	9.14

ORD Date: 07/02/2018 PC Date: 07/02/2018
 PO#: [REDACTED]
 Inv: [REDACTED] Date: 07/03/2018

Summary	Inv#	Amount
Rebill	[REDACTED]	9.14
Credit	[REDACTED]	10.16
Net		(1.02)

Class Codes	Controlled Substances 2, 2N, 3, 3N, 4, 5	RX Pharmaceuticals OT Over the Counter HB Health & Beauty	GM General Merchandise MS Medical Supplies LC Listed Chemicals
CD - Legend			

P Price Change (Within Past 30 days)
C Contract
N Program Price
Z Supernet Price
T Taxable Item

Terms:

Payment Due: 10/15/2018 Total Amount: 9.14

This wholesale distributor, or a member of the affiliate of such wholesale distributor, purchased the product directly from the manufacturer, exclusive distributor of the manufacturer, or repackager that purchased the product directly from the manufacturer.
 IDOC: 000002492715662 Invoice Type: ZPK2 Order Type: ZRBD 20180928201745 Terms of sale and claims on next page

Figure 19: Credit and Rebill Invoice Sample

Statement

This is an example of a Statement.

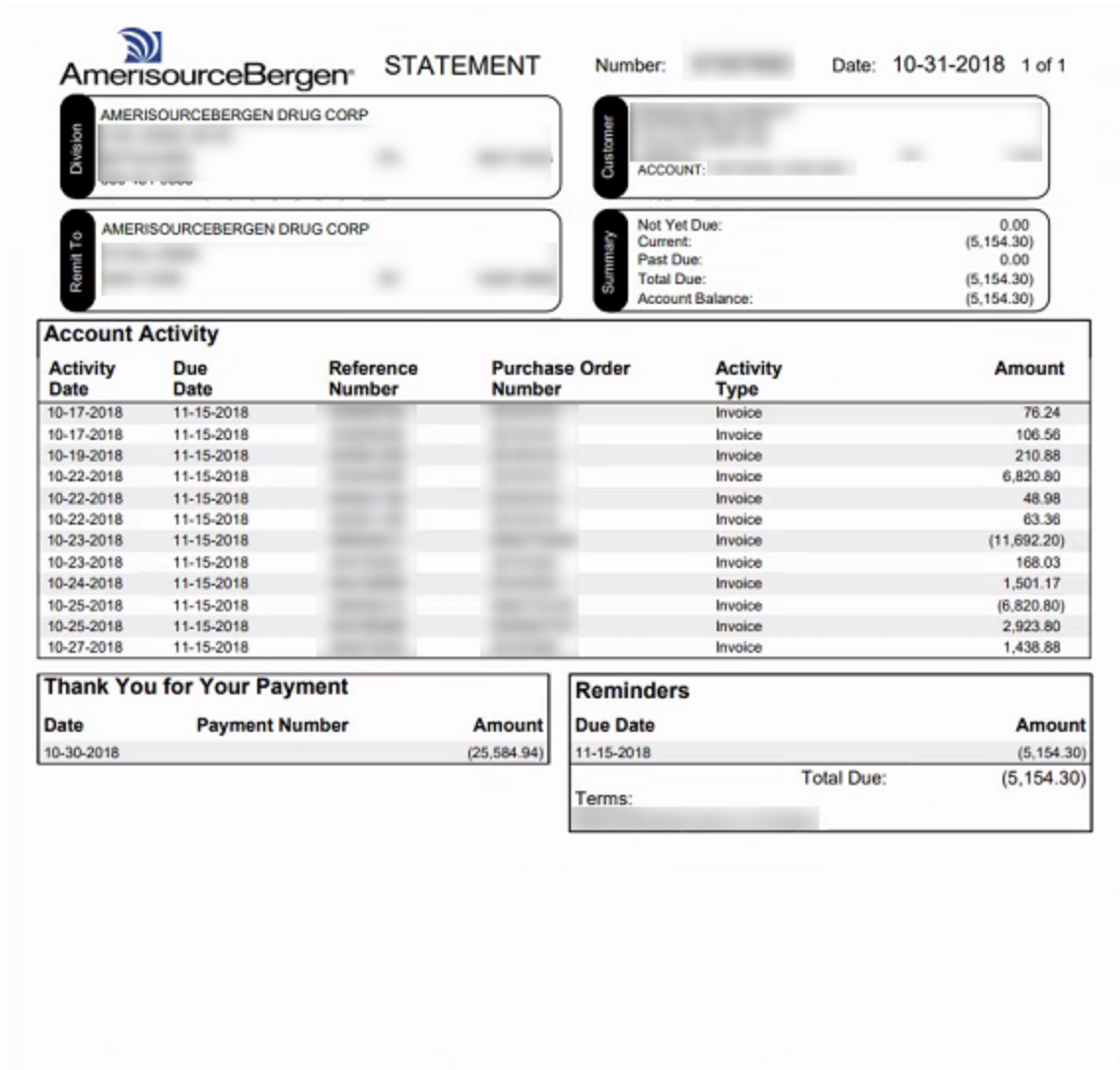


Figure 20: Statement Sample

Appendix C: Sample Labels & Stickers

Case Label

This is an example of a case label.

AmerisourceBergen 12577 Stateline Road Olive Branch, MS 38654		Date : 7/16/17
Cust SKU:		
SKU : 337485 SODIUM CHLORIDE 0.9% EXL BAG 12X100		
Location : PRE50--03--2	Qty : 1	NDC/UPC/HRI: 001/001 30264780000
Picket Control Number : 882522663		
Pick Number : 000000	BTCH: 000046797	
DA6		TOT LGE Lane: 17
TO:	Cust Num:	
Cust PU: 071017	Cust Dept: --	RX 1 of 1
DA6 - W12 - 004		
(00) 0 2787701 099302186 0		
		
<small>HANH/V330/AS/ZTZ140X112/SILBLA1</small>		

Figure 21: Case Label Sample

Price Stickers

These are sample price stickers. Price stickers have various data options to meet your specific requirements.

***** I N V O I C E D S T I C K E R S *****				
* ROUTE/STOP...: UT6/012				
* ACCOUNT#...: 21-000000				
* DATE...: 7/23/08				
* DAY...: Monday				
* INVOICE#...: 21-850492				

PICK#: 863237				

GLYCERIN	4.52	4.52	4.52	4.52
SUP 010213	007130102-13	007130102-13	007130102-13	007130102-13
PED G&W	LOYAL	LOYAL	LOYAL	LOYAL
12 1 EA	107	107	107	107
N 0713-0102-13	1 G237	1 G237	1 G237	1 G237
	850492	850492	850492	850492
ABC # 391-979	391-979	391-979	391-979	391-979
***** I N V O I C E D S T I C K E R S *****				
* ROUTE/STOP...: UT6/012				
* ACCOUNT#...: 21-000000				
* DATE...: 7/23/08				
* DAY...: Monday				
* INVOICE#...: 21-850492				

PICK#: 863286				

GNP CHLD PAIN	4.39	4.39	4.39	4.39
SUS S003429	24385-82463	24385-82463	24385-82463	24385-82463
RELBBGM PER	LOYAL	LOYAL	LOYAL	LOYAL
4 OZ 1 EA	193	193	193	193
U 87701-82463	1 G237	1 G237	1 G237	1 G237
	850492	850492	850492	850492
ABC # 824-631	824-631	824-631	824-631	824-631
GNP SYRING	2.99	2.99	2.99	2.99
40127	-40127	-40127	-40127	-40127
EARADUL CRA	LOYAL	LOYAL	LOYAL	LOYAL
3 OZ 1 EA	180	180	180	180
U 87701-40127	1 G237	1 G237	1 G237	1 G237
	850492	850492	850492	850492
ABC # 531-069	531-069	531-069	531-069	531-069

Figure 22: Price Stickers Sample

RS Label

This is an example of a Return Service label. This is also commonly called a Call Tag or RS Label.



Figure 23: RS Label Sample

Appendix D: Business Continuity Plan (BCP)

The objectives of our Business Continuity Plan are to establish and, if needed, implement a formal protocol for the order and receipt of supplies for a disaster event that affects the normal operations of the AmerisourceBergen DCs.

AmerisourceBergen has a designated business continuity team that includes representatives from AmerisourceBergen business units and functional areas who participate in planning for and implementing BCP. This team will be responsible for establishing and maintaining communication during and after any disaster event that may impact services provided to customers of AmerisourceBergen. This team will also be responsible for determining the frequency and methods of delivery based on the nature of the disaster and the conditions of the transportation routes and equipment.

The primary objective of this BCP is to be prepared to react to the needs of our customers before a critical scenario reaches a point where service is interrupted.

The next page contains instructions for customers to sign up to a communication portal with AmerisourceBergen to receive instant notifications and updates on service delays or disruptions.

Appendix E: Receive Instant Notifications During Service Disruptions

MIR3 (meer-three) is a communication platform through which AmerisourceBergen can send customers automated texts, emails or phone calls to keep you up to date on your deliveries when delays may occur, such as weather events or other incidents. Individual employees are allowed to select which communications they'd like to receive. Please share this with any employees that may want to receive these notifications.

Create a Portal Account in MIR3

You will be required to enter your nine-digit account number (that starts with a "1") and zip code to register. Please have that information available before you begin the registration process.

1. To access the portal, visit: <https://ondemand.mir3.com/amerisourcebergen/login/>.
2. Create an account using the **"Create Account" tab** on the portal home screen. You will receive an email with a temporary password (be sure to check your spam folder if you have not received within one hour) and copy and paste the password into the portal login.
3. Change your password on the **"General" tab** after you login the first time. Passwords must be a minimum of 8 characters and include an uppercase letter, lowercase letter, number and special character.
4. Add your contact information on the **"Devices" tab**. Phone numbers should be direct dial, no extensions (e.g. xxx-xxx-xxxx).
5. Enter your pharmacy's account number and five digit zip code on the **"Account Numbers" tab** to receive notifications. After entering your account number and zip code click the **"Search" button** to validate your account information. If your account information is correct, click **"Add Account,"** then click **"Save."** **You will be required to enter at least one nine-digit account number (e.g., 1xxxxxxx) and corresponding five-digit zip code on the "Account Numbers" tab.** Please note that WAC accounts will be registered with their primary account and/or 340B account to ensure you receive these notifications.
6. Select which notifications you would like to receive on the **"Subscriptions" tab**.
7. Click the **"Save"** button in the bottom right-hand corner before you close out of the window.

If you have feedback, questions or technical issues as you register in or use the portal, please email ServiceCommunications@AmerisourceBergen.com.

