

# DELIVERED WITH

**PASSION & PERFORMANCE**

**patheon**

## Life Science Logistics Experts Should Be Your Only Choice for Sample Distribution

For over 30 years life science manufacturers have chosen Patheon Logistics solutions for their commercial sample distribution needs.

### What qualifies us as a Life Sciences logistics expert?



#### **Efficiency**

We examine your distribution data and design a solution that maximizes representative time in territory while delivering cost efficiencies



#### **Partner**

We collaborate to provide solutions that optimize quality, service and cost while delivering unmatched performance results



#### **Security**

We understand what it takes to protect and preserve your pharmaceutical products



#### **Quality / Compliance**

Our Quality Management System is 'manufacturer's-grade' and is specific to the Life Science industry

## Sample Distribution Services

We provide specialty warehousing and transportation services with impeccable quality standards and industry leading service to satisfy and protect our clients.



### Inventory Management

- DEA Controlled Substance Class III-V
- Ambient, Controlled, Refrigerated and Frozen



### Multi-Channel Sampling / Marketing

- Sample Forms/BRC Design
- Outbound Direct Mail / Vacant Territory / White Space



### Order Entry

- Automated Form Scanning w/OCR Processing
- Mobile / Web / EDI Services
- Configurable Business Rules
- White Space / Vacant Territory



### Fulfillment Services

- Samples, Literature, Ancillary Materials
- Consolidated shipments



### Transportation Management

- Optimized Transportation Plans
- Transportation Services, including final mile



### Tracking Services

- Temperature management
- Shipment status and POD reporting



### Pharma Call Center

- Appointment scheduling & follow up reminders
- Representatives & Practitioner support services



### Compliance Services

- Signature Audits
- Acknowledgement of Contents (AOC) Follow Up
- Representatives & Practitioners support services



### Returns Management

- Consolidated Returns w/Rep Delivery
- Reverse Logistics & Reconciliation Services



### Program Management

- Dedicated Account Executive
- Reporting and Quarterly Business Reviews

## Why Choose Patheon Logistics:

### Leadership

We are the industry leader for the delivery of sample send materials direct to practitioners and to pharmaceutical representatives, managing the largest sample send programs in North America

- We facilitate over 8,500 daily life science shipments, and have managed over 3 million annual Direct to Practitioner shipments with over 53 million individual product units picked

### Performance

We provide impeccable quality standards and industry leading service to satisfy and protect our clients and their patients. We consistently deliver performance that exceeds expectations.

# 99%

On-time service (99%+)  
Pick accuracy (99.9%)  
Shipments delivered without damage or loss (99%)

### Process Improvement

We are constantly working to streamline and improve processes using our corporate Practical Process Improvement (PPI) methodology, and we collaborate with our clients to share industry best practices

### Stability

As part of Thermo Fisher Scientific, the world leader in serving science, our growth strategy is exclusively focused on pharmaceuticals and health care.