



**LOWERS
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COURIER CERTIFICATION STANDARDS FOR THE PHARMACEUTICAL SERVICES SECTOR

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Please Note: The following Courier Certification Standards for the Pharmaceutical Services Sector have been developed based in whole or in part on Courier Industry best practices and the requirements spelled out in applicable Federal or State statutes and regulations, including but not limited to, Title 21, Section 1301 of the Code of Federal Regulations relating to Manufacturers, Distributors, and Dispensers of Controlled Substances; Title 21, Section 1305 of the Code of Federal Regulations relating to ordering controlled substances; the Controlled Substances Act; and the Prescription Drug Marketing Act.

I. PERSONNEL

Regardless of the source of applicants, the Courier Company must ensure that policies and procedures are in place to ensure that the standards below are met. Sources of applicants include direct hires, independent contractors, employees and subcontractors of independent contractors and third party companies.

A. Personnel Screening

1. Documentation of Policies and Procedures:

Courier must have current written policies and procedures available to all individuals involved in the hiring or contracting process. The policy must require the disclosure of arrest for any criminal act by the employee or independent contractor during the term of contract or employment.

2. Application for Employment or Independent Contractor Status:

An application must be available for applicants for hire or for contracting. The application must collect all information necessary to complete a full background check over the past seven years. As a minimum, all applications used by any entity in the hiring or contracting process must elicit the information outlined below. It is incumbent upon the Courier Company to verify the adequacy of any application:

- a. Full name and any alias used
- b. Current residence and telephone number (no post office boxes; must have street address)

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- c. Prior residences for last seven years.
- d. Previous employment for the last seven years.
- e. In accordance with 21 CFR Section 1301.90, the following questions must become a part of the comprehensive screening program:
 - i.) Within the past five years, have you been convicted of a felony, or within the past two years, of any misdemeanor or are you presently formally charged with committing a criminal offense? (Do not include any traffic violations, juvenile offenses or military convictions, except by general court martial.) If the answer is yes, furnish details of conviction, offense, location, date and sentence.
 - ii.) In the past three years, have you ever knowingly used any narcotics, amphetamines or barbiturates, other than those prescribed to you by a physician? If the answer is yes, furnish details.

3. Applicant Release Form:

A release document separate from the application authorizing the background check must be used as part of the personnel screening process. (See 21 CFR Section 1301.90).

4. Background Investigation Methodology:

At a minimum, in order to qualify as a full background check, the following required checks must be conducted by or through a third party Consumer Reporting Agency that is a member in good standing of the National Association of Professional Background Screeners.

- a. Social security validation that verifies to the extent possible the subject's identity and confirms address history. Additional addresses or identities must be added to the scope of the criminal records research.
- b. National database search that searches publicly available government watch and sanctions registries as well as databased criminal records for jurisdictions that are made available.
- c. County criminal record research comprised of the search of all jurisdictions of residence for the past seven years. Misdemeanor and felony records must be checked. State wide research is acceptable if local records research is not viable due to access restrictions (i.e. CT).

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- d. Federal criminal records research of all federal; districts or residence within the past seven years.
- e. Motor vehicle record must be conducted in the state of licensure upon initial contract or employment.

5. Drug Screening:

In addition to the above background checks, prospective employees or independent contractors must be given drug screening prior to hiring or contracting. As a minimum, a “five-panel” drug screen must be conducted as part of the screening process. In addition, Annual Random Drug Screens must be conducted. Annual rescreening of all drivers involved in the transportation of Pharmaceuticals is recommended. At a minimum, 12 ½ percent of all drivers in the pool must be rescreened each quarter in order to ensure that 50 percent of the driver pool is rescreened each year.

6. Annual Background Update:

At a minimum, an annual update of motor vehicle records and a national database search must be conducted.

7. Management Review:

Management must review and document all completed applications and background checks prior to hiring or contracting. Evaluation of the information received by management may cause an applicant to be disqualified from further consideration. While the criteria may vary from company-to-company, a standard must be established in writing and consistently followed. Disqualification from consideration as an employee or contractor, or any derogatory information resulting from the investigation must be thoroughly documented and maintained in the applicant's file. All applicants should be notified that periodic re-evaluations of background data can and will be conducted without subsequent prior notice.

B. Independent Contractor Agreement

All independent contractors must be required to sign an independent contractor agreement. This agreement is important in that it lays out the terms and conditions under which the independent contractors operate. Management must ensure that there is a signed independent contract agreement for each independent contractor. The independent contractor agreement must outline the security standards that each independent contractor must follow and contain work specifications that details the criteria the independent contractor must meet to complete the work for each customer. In addition, the agreement must specify the penalties for violation of the terms and conditions of the contract up to possible termination of the contract. The IC Agreement should also address the minimum insurance requirements expected of IC's as outlined below in the Insurance Requirements

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Section IX. The IC Agreement must explicitly prohibit the use of IC employees or subcontractors who have not met all the contractual requirements of the primary contractor.

C. ID Cards and Uniforms: Control and Issue

1. ID Cards:

- a. ID cards must be issued to all full-time and part-time employees and to all Independent Contractors. If employees or sub-contractors of the IC are used to perform courier services to the pharmaceutical industry, then ID cards must be furnished to them also.
- b. Employee and contractor ID cards must conform to the following format:
 - Color photograph (front facial view as a minimum)
 - Typed name and signature
 - Employee or contractor number and unique ID badge number
 - Name, address, and telephone number of the company
 - Signature and printed name of the company officer authenticating the card
 - Date of expiration
 - Instructions if ID card is found, including guaranteed postage
 - The issuance and cancellation of ID cards must be controlled by management.
 - Employees and contractors must wear their ID card in clear view at all times

2. Loss of ID Cards:

Loss of ID cards must be reported immediately and a new ID card issued.

D. Training and Familiarization

Employees must undergo training and independent contractors must undergo pre-contract customer orientation, in order for them to understand the policies and procedures of the Company, as well as the security and operational requirements of the Company's clients when picking up, transporting, and delivering pharmaceutical work. All training or attendance at pre-contract orientations must be documented. Separate attachments must be developed that incorporate each customer's specific security and operational requirements. The pre-contract customer orientation for independent contractors is an orientation that is mandated by the customer of the Company not the Company itself.

II. FLEET SECURITY

A. Documentation of Fleet Security Standards

Fleet security standards must be established and documented at the corporate level. These standards must clearly set out: the acceptable types of vehicles, required vehicle features, initial inspection requirements, routine inspection schedules, driver capabilities/training, and any supporting documentation that must be maintained concerning each vehicle. These standards apply to all vehicles used to perform courier operations, regardless of ownership.

B. Prohibited Vehicles and Vehicle Configurations

1. The following types of vehicles are prohibited from use:

- Pickup trucks without fully enclosed and lockable bed cover, unless cargo is secured in the driver's compartment.
- Vehicles without a secure cargo area, such as convertibles
- Motorcycles
- Bicycles

C. Fleet Equipment

1. Communications:

Each vehicle must be equipped to allow two-way communications with law enforcement, company management, and/or the company dispatcher. Operators must carry their cell phones at all times.

2. Accident management packs (company-owned vehicles only):

Each vehicle must be equipped with accident management tools including a camera, accident information cards (generally provided by the auto insurance company), and emergency contact numbers.

3. Cargo Security:

The cargo compartment of the vehicle must be securely locked at all times except for loading and unloading. Whenever possible, the cargo must be stored so that it is not visible from outside the vehicle.

4. Signage:

Each vehicle used to transport cargo must be equipped with window signs or magnetic signs indicating that no cash is onboard.

III. STREET OPERATIONS SECURITY

A. Documentation of Operational Security Standards

Operational security standards must be established and documented at the corporate level between the company and the customer. These standards must clearly set out security standards for route operations including how cargo is secured and protected in the vehicle, how cargo is containerized, chain of custody procedures, communication procedures, and emergency procedures. These security standards must be included in pre-employment training or pre-contract orientation.

B. Non-Permissible Activities

Non-Permissible activities must be documented; some of these include:

1. No passengers who have not been screened by Courier Company and do not have a contractual agreement with the Courier Company
2. No family or no friends in the vehicle during courier operations
3. No firearms
4. No stopping to assist other motorists.
5. No transportation of material which would conflict with the delivery of pharmaceuticals
6. No stops while cargo on board other than at authorized delivery locations.
7. No unattended vehicles unless the courier is making an actual delivery.

C. Suspicious Activity Reporting

1. Documentation

- a. A corporate standardized suspicious activity report that is designed to report suspicious activities observed while on the route must be established and distributed throughout the company for use by employees or independent contractors. The document must include space for information which includes date/time, location, vehicle information, identifying features of persons, and any actions taken by management. Examples of suspicious activity may include, but is not limited to, vehicles following the courier; individuals observing or photographing courier activities; and any other abnormal or unusual activity.

2. Reporting

- a. Couriers must report suspicious activities either to management or the dispatcher as they happen or within a reasonable amount of time afterwards. But in every instance, they must be reported no later than the end of the courier's daily route.

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- b. A suspicious activity report must be completed and provided to management for review.

3. Response

Management must maintain a documented plan for responding to suspicious activity reports.

D. Street Operations Audit

Management must conduct regular unannounced audits of street operations to ensure compliance with corporate policies (for employees) and customer delivery requirements (for independent contractors). A street operations audit program must include:

1. A review of key aspects of courier performance such as:
 - Selecting the best available parking position
 - Securing the vehicle appropriately
 - Securing cargo within vehicle properly
 - Presenting an alert image whenever on the pavement
 - Carrying cargo properly
 - Not drawing undue attention to oneself
 - Proper wear of uniform items and ID badge
 - Vehicle signage conforms to the standard
 - Check courier to make sure carrying cell phone
 - Check courier route manifest to ensure proof of delivery
2. Sufficient surveillances so that each courier is observed at least twice per calendar year.
3. Each audit must be documented and reviewed couriers
4. Couriers must sign an acknowledgement of receiving the critique
5. Courier performing poorly must be sanctioned as determined by corporate policy

IV. CARGO ACCOUNTABILITY

A. Transfers of Custody

All transfers of custody of cargo must enforce chain of custody procedures. *This includes cargo transferred to an aircraft for air transport to another courier and subsequent delivery to another location.*

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Transfer documentation must include space for:

1. Date and time of transfer
2. Number of container(s) by type (for example: Totes, coolers, cartons, controls, and envelopes).
3. The total number of items transferred
4. FULL signature of transferor and receiver. (Initials are not acceptable) All entries on this form should be in ink. The use of “white out, liquid paper,” or similar products must be prohibited by policy. Changes to entries must be lined through in ink, the entry corrected, and then the initials of the person correcting it should be annotated next to the change.
5. Company must have proper procedures in place to ensure that split deliveries are accounted for properly. Route supervisors and management must review completed transfer documentation on a daily basis for accuracy and completeness.

B. Cross Dock Operations

Whenever bulk transfers are received from the Pharmaceutical Company Distribution Center, the seal number on the rear door of the vehicle must be verified and then the entire shipment must be inventoried. This can be accomplished either by use of a barcode scanner or else manually by matching the shipment to the Advance Shipping Notice (ASN) or similar document. All discrepancies must be reported to the Distribution Center immediately. Frequently, an Over, Short, Damaged Report (OSD) is utilized for this purpose.

All identifiable “Controlled Items” must be immediately transferred to the Control Room/Cage that must always be monitored by an employee of the Courier Company. Each piece must be inventoried to ensure that each piece has been received and is on the correct route.

After all routes have been sorted and are verified to be in balance with the route manifests, the items can be released to the individual route drivers. Route drivers must verify all items against the delivery manifest by number of totes, coolers, cartons, envelopes and controls prior to signing for the items on the manifest and loading their vehicle.

C. Control Room Procedures

Companies which provide transportation of Pharmaceuticals are required by DEA and FDA regulations to provide secure controlled storage for narcotics and other addictive drugs. (See 21 CFR Sections 1301.72 and 1301.77) These areas are typically single point of entry controlled access rooms, wire mesh cages or vaults. Access is restricted to essential and approved personnel and all other personnel must be escorted at all times. These areas must be under CCTV observation and all cameras must be recorded.

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Whenever trucks arrive from the Distribution Center, the door seal number must be verified and the control items must be immediately removed from the truck and taken to the Control Room/Cage. All items must be verified item for item against the manifests.

Route drivers should not sign for and load controlled items onto their vehicles until all non controlled items have been loaded into their vehicles. Two (2) copies of the controls manifest must be utilized by the driver to check each item against the manifest. Once each driver has signed for the items on the controls manifest, one copy remains in the control room and the driver takes the other copy on his route. Upon delivery of a controlled item, a registered pharmacist must sign for each control item. At the end of the day, each signed manifest should be returned to the control room or terminal.

D. Return Items

Route Drivers are responsible for picking up return items from Pharmaceutical Distribution Center customers. These items are placed in empty totes along with a Distribution Center form identifying which items are being returned. Drivers are responsible for noting the seal numbers of the one time use seals on the form before placing the form inside of the tote and sealing the tote. The number of Return Item totes and their seal numbers are to be noted on the delivery manifest.

Whenever a Distribution Center customer orders additional Class 2 Narcotic Pharmaceuticals from the Distribution Center, the Route Driver is responsible for picking up the sealed envelope containing DEA form 222 and returning the form to the terminal. These envelopes must be recorded on the delivery manifest. A chain of custody must be maintained on these envelopes until they are delivered to the Distribution Center. (See 21 CFR Sections 1305.11 to 1305.19).

E. General Security Practices

Route Drivers must not open sealed containers. If a driver discovers a container which has a broken seal, he must immediately notify management of the situation.

Route Drivers are not allowed to know the contents of sealed containers. Manifests and Invoices must be designed in such a manner that does not disclose the contents of the containers to the driver. (See 21 CFR Section 1301.74).

V. FACILITY/TERMINAL SECURITY

A. Physical Security (See 21 CFR Sections 1301.77 and 205.50)

1. CCTV: If the facility is used as a sorting facility, at a minimum, CCTV cameras must be installed at appropriate locations and monitored by the Dispatcher. Cameras must be installed in the "Control Room" to record all activity.

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2. The dispatch center is physically segregated from other operations.
3. If the design of the building will allow it, visitors and vendors enter the Facility through a pedestrian entrance that is separate from the entrance used by drivers.
4. Visitors and vendors are escorted throughout the duration of their stay.
5. Exterior doors and gates must remain locked at all times. Dock doors must remain closed except when loading or unloading.

VI. EMERGENCY RESPONSE PLANS

Courier management must develop a plan for responding to the incidents listed below. The plan must include all procedures listed below and also contain emergency contact numbers to assist in following the emergency response plan. Those individuals responsible for implementing the plan must be trained initially and should undergo annual retraining. The training must be documented.

A. Lost or Stolen Pharmaceutical Items

1. Courier must immediately notify dispatch and management.
2. Courier/dispatch/management must notify the police
3. Dispatch/management notifies the customer
4. Courier must identify which totes were lost or stolen by reconciling the available documentation with the remaining totes on hand
5. In the event of a lost pharmaceutical item, courier personnel and management must retrace the route in search of the lost item
6. The remaining items must be transferred to another driver to complete the route
7. Courier must complete an incident report and provide a written statement of the incident

B. Courier Vehicle Accident or Fire

1. Obtain immediate medical attention for those that may be injured
2. Courier notifies dispatch of emergency
3. Dispatch management notifies police.
4. Courier management must immediately notify the customer of the incident
5. After taking an inventory of all items, the undamaged items must be transferred to another driver to complete the route
6. Courier must complete a full incident report and provide a written statement

VII. COMPLIANCE WITH REGULATIONS

Couriers involved in the transportation of pharmaceuticals are regulated by various State and Federal regulations. The Courier Company must ensure that they are in

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compliance with all applicable State and Federal regulations and should not have a history of violations due to non-compliance with State and Federal regulations.

VII. TECHNOLOGY STANDARDS

Technology is advancing at a rapid rate in the courier industry. However, there are many companies which have not yet developed their use of technology to any great degree and the DEA does not recognize electronic signature capture at this time so paper manifests and signatures are still required.

For those companies that have not developed advanced uses of technology, it is recognized that it is possible to manually establish the required chain of custody. This requires that each item in the bulk pharmaceutical delivery must be checked against a manifest item for item. An OS&D Report must be prepared manually for each bulk delivery. Each route driver must also check each item against his delivery manifest before loading his vehicle. Each returned tote must be checked into the terminal and back out of the terminal for shipment back to the distribution center in order for a complete chain of custody to be established. At a minimum, these manual standards must be met for chain of custody and tracking.

For those companies that have made advances in their use of computerized technology for chain of custody and tracking, the following information outlines the purpose of using standard technology and the minimum standards and recommendations for using computerized technology:

A. Purpose

Deploying standard technology will allow the delivery company to keep a 'Chain of custody'. "Chain of custody" refers to the document or paper trail showing the custody, control, transfer, and final delivery of physical parcels (i.e. drugs, controlled substances, totes). An identifiable person or location must always have the physical custody of parcels. In practice, this means that a driver, dock worker or other courier personnel will take charge of a parcel, document its collection and store in a secure place. These transactions, and every succeeding transaction between the collection of the parcels and its final delivery, should be completely documented chronologically in order to withstand legal challenges. Documentation should include the condition of the parcels, the identity of all parcels handlers, duration of parcels custody, security conditions while handling or storing the parcels, and the manner in which the parcels are transferred to subsequent custodians each time such a transfer occurs. Furthermore, the 'Chain of custody' allows for Over, Short and Damaged (OS&D) reporting.

B. Definitions

Over, Short and Damaged (OS&D) - Report lodged by a recipient of a shipment, together with a claim, to the carrier of the shipment. It details what

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items listed in the shipping documents have been received over-shipped, short-shipped, or in an unsatisfactory or damaged condition.

Advanced Shipment Notification (ASN) - an electronic notification of pending deliveries; an electronic packing list

Service Oriented Architecture Protocol (SOAP) - protocol for exchanging XML-based messages over computer networks, normally using HTTP/HTTPS; in which one network node (the client) sends a request message to another node (the server) and the server immediately sends a response message to the client.

File Transfer Protocol (FTP) - is used to transfer data from one computer to another over the Internet, or through a network.

C. Prerequisites

The following is a list of prerequisites that each delivery company will have to meet:

1. Computerized Operational, Dispatch & Tracking Software.
2. Ability to exchange data with others systems.
3. Mobile devices with bar code scanning and signature capture capability.
4. Over, Short and Damage acknowledgment in real-time.

D. Data Transfer

Transferring ASN, status updates and post delivery OS&D reports have many variables. The key parts of exchanging data between organizations reliably, along with timeliness are essential. Along with security and track ability, choosing the best method of file transfer is critical to moving any data between two organizations. The following elements must be incorporated into the data transfer requirements.

1. Reliability and Timeliness

- a. Uptime time of transfer applications or systems.
- b. Ability to import/export data concisely.
- c. Data is exchanged at pre determined intervals or with an expected time frame.
- d. Fallback procedures are in places when data is not exchanged.
- e. Disaster Recovery plans.

2. Security

- a. Encryption.

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3. Trackability
 - a. End-to-end acknowledgments.
 - b. Logged events.
 - c. Audited
4. Method
 - a. Service Oriented Architecture Protocol.
 - b. File Transfer Protocol.
 - c. Email attachments.

E. Advanced Shipment Notification File - Elements

An ASN file is an electronic notification of pending deliveries; an electronic packing list. A notification by a shipper providing instructions to all parties responsible for the movement of freight from origin to destination. There are certain pieces of information that are essential to a successful ASN file. The following outlines these pieces.

1. Information Elements – Required

a. Delivery

1. Ship to Name
2. Ship to Address
3. Ship to Address 2 (Suite / Room / Floor)
4. Ship to City Name
5. Ship to State Code
6. Ship to Zip Code
7. Comments (example – back door, receiving bay)
8. Ship to Phone Number

b. Parcel

Parcel ID / Bar Code (Unique Per Shipment)

2. Information Elements – Recommend

a. Delivery

1. Expected Delivery Date
2. Expected Delivery Time
3. Ship to ID / Key
4. Ship to Phone Extension
5. Signature required
6. Ship to / Customer Reference
7. Total number of expected parcels

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8. Delivery Type (Pickup,Delivery,Transfer)
9. Expected Route ID
10. Route Stop ID

b. Parcel

1. Parcel Type (Tote, Half Tote, Box, Control)
2. Parcel Description
3. Piece count
4. Invoice Number
5. Length
6. Width
7. Weight

F. Over, Short and Damage Data Collection

The OS&D data is defined as a digital list of each parcel that is expected to be loaded, unloaded or delivered to any one stop. This data should be collected at every load and unload but must be collected at the initial load and final delivery stop. Having an OS&D at the initial stop allows for the carrier to take possession of all parcels. Increasing the number of scans allows both parties to have increased insight into the chain of custody. An accurate ASN file sent ahead of the truckload of parcels ensures a more successful OS&D report at the initial offload from the shipper to the carrier.

The following outline shows what should be required at a minimum for a successful OS&D report and accurate chain of custody reporting. The recommended part of the outline simply enhances the accuracy of this reporting.

1. OS&D Data Collection

a. Required

1. First take ownership.
2. Drop at final stop (Signature).

b. Recommended - Anytime the Parcel Moves.

2. What data to collect

a. Required

1. Unique parcel ID of each parcel that is being acted on.
2. Damaged Parcel Exception Codes.

3. Time/Date stamp for each stop

b. `Recommended - Identify if parcel was scanned with scanner or manually checked.

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G. Over, Short and Damage Reporting

The OS&D report is a tool which enables the Carrier to report any discrepancies and/or unforeseen activity including; overages, shortages, damages to the vendor or shipper. This document is used to limit carrier exposure to claims, reconcile discrepancies, and to give both parties an opportunity to identify negative trends within manifesting and/or service levels. This document can also be used to update the client of delivery times, PODs and transfer signatures.

OS&D reporting requires the use of a mobile device to capture the necessary information in real time by the driver in the field. The following outlines the necessary pieces of information that ensure a successful OS&D:

1. Information Elements – Required

- a. Parcel ID / Bar Code
- b. Delivery Date
- c. Delivery Time
- d. POD
- e. Exception code (if any)

H. Mobile device

The mobile device is a critical and required piece of the whole delivery equation. There are varying requirements from shippers/vendors as it relates to real time data reporting vs. batch. The trend is to real time. Signature capture vs. typed in POD info. The trend is to electronic signature capture.

At a minimum, the following requirements for a mobile device should be met:

1. Operating System - Any OS will work, however Windows Mobile seems to be preferred
2. Feature set
 - a. Wireless Data in real time
 - b. Bar Code Scanner
 - c. Touch Screen for Signature Capture and other features
 - d. Some level of ruggedness

I. Returns and Reverse Logistics: On Demand Order, “Over” Scan, etc.

Reverse logistics is the logistics process of removing new or used products from their initial point in a supply chain, such as returns from consumers, over stocked inventory, or outdated merchandise and redistributing or reuse. A reverse logistics

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operation is considerably different from forward logistics. It must establish convenient collection points to receive the used goods from the final customer or remove assets from the supply chain so that more efficient use of inventory / material can be achieved. It requires packaging and storage systems that will ensure that most of the value still remaining in the used good is not lost due to careless handling. It often requires the development of a transportation mode that is compatible with existing forward logistic systems. Disposition can include returning assets into inventory pools or warehouses for storage, returning goods to the original manufacturer for reimbursement, reuse of packaging or any combination.

Extra stops that are not part of the ASN will need to be defined as collections points. At this point an inventory of goods will be collected as the total number of each parcel type. A report totaling each collection point will be created upon the driver returning the parcel to some predetermined location. Each of the total reports will be sent to the end customer notifying them of all return items.

At this point in time reverse logistics creates a logistical dilemma. One of the following should be used to handle returns and reverse logistics:

1. Create an "On Demand" order by the individual requesting the return. This could be done by creating an order online with the carrier or calling in the order to the carrier.
2. The individual requesting the return could have a bar code label affixed to the parcel and the driver could call in the order to the carriers dispatch center and the driver could then track the order from that point forward.
3. If neither of the above scenarios is applied, the driver should scan the parcel as an "Over" scan and "loosely" track the parcel through the delivery process.

IX. INSURANCE REQUIREMENTS

All Courier companies and Independent Contractors must be covered by minimally acceptable levels of Cargo Insurance coverage in the event pharmaceuticals are lost or stolen while in the custody of the Courier or Independent Contractor. The following outlines minimum acceptable limits in order to ensure adequate coverage:

A. Insurance Coverage Limit

At a minimum, Couriers and Independent Contractors should maintain a cargo policy with at least \$1,000,000 per occurrence minimum limit of liability. In addition, Couriers and Independent Contractors should maintain at least a \$1,000,000 per occurrence policy for personal, property, and automobile liability.

B. Deductible

The coverage should contain no deductibles in excess of \$10,000 without the express written approval of the Pharmaceutical Distribution Center.

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C. Exclusions and Warranties

The Courier and Independent Contractor must disclose all exclusions and warranties that could materially affect the coverage for any Cargo claim or other relevant claim.

D. Certificate of Insurance; No Cancellation/Alteration

The requirements listed above must always be evidenced by providing a certificate of insurance containing a duly authorized signature. In addition, such insurance cannot be cancelled or altered without providing 30 days written notice.