

<b>Department: Distribution Operations</b>	<b>SOP #:013</b>
<b>Title: Damaged Controls</b>	

## 1.0 Scope

The directives contained in this SOP apply to all Anda and Anda Pharmaceutical employees that have or may have contact or involvement in the activities associated with, Cycle Counting non Controlled Items. This is to include, but not be limited to:

- \* Cage
- \* Customer Returns
- \* Vendor Returns

## 2.0 Purpose

To document the procedure for the return of damaged controls

## 3.0 Procedure

1. No damaged controls are to be accepted in a customer return without the DEA Supervisor's authorization, which can be given only after the determination is made that the item is not considered to be a partial container.  
Any damaged liquids must be sent out to be destroyed immediately
2. **We DO NOT ACCEPT PARTIAL CONTROLS back from customers.**
3. At the point in time when a damaged control is either returned from a customer with proper approvals or is a product that has become damaged in our warehouse the following steps need to be performed with regards to handling the item:
  - The item is to be inventoried and verified to determine the item #, expiration date, and lot number as well verifying the quantity in the container.
  - The item will be placed in an Anda box and taped shut before moving the product to the morgue area.
  - The item information is then given to the Vendor returns Team Leader to seek a Return Authorization number from the Vendor.
  - After receiving authorization the product is to be returned as soon as possible (no later than the next business day).
  - The product is then adjusted out if the system the same day as the shipment.



Anda, Inc  
Anda Pharmaceuticals, Inc

STANDARD OPERATING PROCEDURE

**4.0 Revision History**

**\*SOP will be reviewed annually, each February, by management\***

<b>Effective Date</b>	<b>Version</b>	<b>Author</b>	<b>Change Description</b>
August 20, 2004	013	Patrick Cochrane	Original Issue
September 26, 2008	013.01	Michael Cochrane	Change Management where Applicable
May 21, 2010	013.02	Michael Cochrane	Review