

Department: Distribution Operations	SOP #:046
Title: CS Lost In Transit	

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, a system to exclude and eliminate pests. This is to include, but not be limited to:

* Customer Service

2.0 Purpose

To properly manage all lost in transit orders.

3.0 Procedure

A. Tracking Packages- FedEx or UPS

1. Located the FedEx or UPS tracking number also referred to as the shipment number. This can be found on the invoice header display page (2-1-5-1-8-invoice #) or on the invoice inquiry multiple documentation selection screen, (2-1-5-1-8-acct #). The tracking number will be on the right side about halfway down the screen.
 - a. Shift F6 from the invoice header display will show an online Proof of Delivery, stating who signed for the package and what time.
 - b. Shift F4 from the invoice header display to the invoice detail display screen to obtain multiple tracking #'s for all boxes that were shipped.
2. Select the Internet Explorer button via a left click on the mouse. Access www.fedex.com or www.ups.com . The website will display.
3. Enter the tracking # under "Track It" and click on "Track".
 - a. You can also track a package using the reference number by clicking "Track by reference" and including the ship date. The reference number is the same as the Anda invoice number.
4. Your individual request should appear.
5. For further information on Proof of Delivery, refer to the Proof of Delivery Section in the Training Manual.
6. To print
 - a. Use arrow to select Print option on top(left click mouse)
 - b. Select Print



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7. When tracking packages, if you come across a situation where a customer has relocated and the driver in the area is familiar with the customer and wants to forward the package to the customer's new address, **WE CAN NOT DO THIS!** Per Federal and State Regulations, we are never allowed to change the Shipping to address on a package. All pharmaceuticals must be sent to the address that is on the customer's DEA and State licenses. If we do not have the current DEA and State license on file, it is illegal for us to ship them any pharmaceutical merchandise other than vitamins or over the counter medications. If a customer places an order with us and forgot to change the address, we need to have package sent back to Anda.
- B. Tracking Packages- OTD
1. Unlike tracking numbers for FedEx and UPS; an OTD tracking number will not display in the TPS system. In fact, there is no OTD tracking number available to track. In order to track an OTD shipment, you will need the invoice number, addressee information and type of outbound route of the shipment.
 2. Once you have this information, contact OTD at 954-567-3686. OTD Customer Service will request the following information.
 - a. Invoice Number
 - b. Type of Route (Same day delivery, Next day delivery, etc.)
 - c. Ship to address
 - d. Number of boxes
 3. Should you need Proof of Delivery, OTD will fax the information.
- C. Tracking Packages- Freight Bill of Ladings
1. Similarly to OTD, there are no tracking numbers that can be found on TPS for freight shipments. Freight shipments will have to be called in to the appropriate courier for tracking information.
 - a. Identify the invoice is a freight shipment from the outbound route code.
 - b. Look into the daily manifest. The date the invoice was shipped, is the date you should check in the daily manifest.
 - c. Find the corresponding freight courier Bill of Lading (BOL). This BOL will have the courier name, tracking number, shipper and destination information, as well as the contact number for tracking.
 - d. Contact the corresponding courier for tracking information and use the information on the BOL for the representative to track the package(s).
- D. Short Shipments
1. Prior to processing a short shipment:
 - a. Ensure the customer was billed for the product
 - b. Note the dollar amount of the short shipment and follow the appropriate credit authorization levels.
 - c. Complete a weight/inventory check for valid backup on any short shipments valued at \$50.00 or more regardless of the number of pieces. For short shipments under \$50.00 the customer service



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- representative is empowered to make the decision based on past sales and credit history.
- d. Complete a credit authorization request form for a shipment. Note the invoice number, invoice date, item number and quantity that was missing, the manifest weight versus reweigh if necessary, physical count and if any wrong items were shipped to the customer.
2. To process a short shipment:
 - a. Follow the same procedure as returns process; only use the adjustment code of "SS".
 - b. For times that we decide to process a short ship credit even when inventory does not agree. We need to ensure we do not affect stock and process these requests as Price Adjustments "PC".
 - c. AR notes should be updated on the result of the short ship research or credit memo number.
 3. Control Packets-Any issue with controls needs to have control packet made up and sent to the Director of Logistics to be reviewed.
 - a. Completed control check list is attached to the front of a manila folder.
 - b. Completed Credit Authorization Request form
 - c. Copy of invoice in question
 - d. Copy of tracking information printed from the internet
 - e. Print the AR notes
 - f. Verify with customer if the box appeared to be tampered with in any way.
 4. Filing Claims with Carriers
 - a. When a package is confirmed as lost or damaged in delivery, ensure a claim is filed with the proper carrier.
 - i. Verification steps to follow prior to filing a claim for lost shipments
 - Determine the route the package was shipped on.
 - Contact the carrier to track the shipment for verification of who signed for it.
 - Compare the customer's information versus the carrier's information. If the shipment was mis-delivered, have the carrier try to recover from the original drop off location and deliver to correct location.
 - b. If the carrier is unable to locate the package or recover from the original drop off location, file a claim
 - i. Verification steps to follow prior to filing a claim for Damaged Shipments.
 - Determine the route the package was shipped on
 - Contact the carrier and provide the invoice number, the dollar amount of the invoice, contents of the package, and any information the customer provided as to if the



- box was tampered or not, and if the box is available for inspection.
 - File a clime
- 5. Filling claims with FedEx
 - a. Complete a Claim Form
 - b. Attach a copy of tracking number
 - c. Attach any documentation supporting the amount claimed. Examples: Invoice, Prod, Credit Authorization Request form and copy of Credit Memo
 - d. Send Claim Form and its attachments to FedEx fax # 877-229-4766
- 6. Filling claims with UPS
 - a. Call the carrier and provide all necessary information requested for the claim filing.
 - i. UPS will mail a claim form to be filled out, it may take 2-3 weeks to receive
 - b. Complete the Claim Form
 - c. Attach a copy of the tracking
 - d. Attach any documentation supporting the amount claimed. Examples: Invoice, Prod, Credit Authorization Request form and copy of Credit Memo
 - e. Send Claim Form and its attachments to UPS fax # 888-458-7703
- 7. Unexplained product losses in-transit will not only be reported to appropriate carrier for further investigation but will be reported to appropriate State(State Licensing Agency) or Federal Authority(FDA, DEA), when applicable, within three business days.

4.0 Revision History

SOP will be reviewed annually, each February, by management

Effective Date	Version	Author	Change Description
June 1, 2013	046	Michael Cochrane	Original Issue
August 26, 2014	046.00	Emily Schultz	Review