
Many Happy Returns?

The average manufacturer will process 1% of its top line sales as returns each year. With tens of millions of dollars in returns processed annually, have you validated yours? Is credit being applied correctly? Are the returns processed really eligible to be returned? Did the entity returning goods actually purchase them from you or your ADR? SynTegra Solutions can help you validate the origin of the return and understand whether the appropriate credit has been given.

SynTegra will conduct an analysis of returned product to determine if it was:

- acquired through a non-authorized source; or
- received by a source lacking the appropriate supporting purchase history; or
- sold under a “no return” policy; or
- processed on behalf of reference supplier without supporting purchase history; or
- combined and credited through a “batched” return

SynTegra will quantify any difference between credited price on the return and your allowed return credit on the product.

Understanding the Origin of the Return

During the audit, SynTegra will analyze return submissions from the Reverse Distributor for the following:

- Customer verification. Segregate “suspicious” customers, ones having high return volume or missing DEA numbers, and insures that customers submitted by the Reverse Distributor are eligible for return credit, based on your policy.
- Proper crediting of return. Quantify the extent of pricing discrepancies and understand the allocation and receipt of the credit to the customer. Compare the Reverse Distributor-submitted returns to the credit allowed.
- Ability to detect and manage returns which are NOT eligible for return, based on your Return Goods Policy.

Providing a Clear and Understandable Outcome

SynTegra will provide to you a series of reports that will show a clear and understandable audit outcome. Included among these will be a DEA Number Validation, a Returns Pricing GAP Analysis, and a Top 50 Returns Review. SynTegra also offers the ability for the manufacturer to customize reports to its needs.

With domestic and international experience, our auditors average over 15 years of experience in the pharmaceutical industry encompassing operations, warehousing, IT, and vendor chargebacks. Put SynTegra’s experience to work for you!

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