



## CHARGEBACK POLICY & PROCEDURE

1. Reimbursement of chargeback claims will be handled in credit memo form after an EDI transmission or hard-copy report is received from your company identifying the following information for each claim:
  - Facility HIN or DEA number
  - Upsher-Smith contract number
  - Product NDC number
  - Invoice date
  - Invoice number (unique to this purchase, cannot repeat invoice number for other purchases)
  - Quantity shipped
  - Wholesale Acquisition Cost on date of facility purchase
  - Contract price per unit
  - Extended chargeback claim
2. **Chargebacks, chargeback resubmissions, and credit/rebills must be submitted for processing within three (3) months of the facility purchase to be eligible for credit. Chargebacks and/or resubmissions submitted after this three (3) month period will be automatically denied or rejected as “line item too old”, and will not be paid.**
3. Upsher-Smith will deny chargeback claims for all sales to facilities that are **not** members of the designated purchasing group at the time of sale. Accurate eligibility validation is subject to the frequency and completeness of the membership lists provided to Upsher-Smith and to the wholesaler from the group purchasing organization.
4. Upsher-Smith will calculate chargeback payments using deal acquisition cost during promoted product deal periods if the invoice date of the claim submitted falls within the deal period.
5. Each wholesaler must report negative chargebacks and reduce chargeback claims by the amounts not earned due to customer returns of product.
6. Upsher-Smith reserves the right to monitor and audit chargebacks. Wholesalers must maintain accurate records containing sufficient data from which chargebacks may be audited. Each party will maintain such records for a minimum of two (2) years after the end of the calendar year to which the records relate. Subject to the terms of the Program agreement entered into between USL and Customer, audits shall be limited to this two-year period. Either party can retain the services of a third party to assist in such audits.

Upsher-Smith prides itself on excellent chargeback processing turn around time. Credit is issued within seven (7) days of receipt of your debit memo. The timely and accurate reporting of data will help us continue to serve our Wholesale trading partners needs by providing prompt, accurate debit memo processing. Please call the Upsher-Smith chargeback department at 800-654-2299, (Jean Thielen, Contract Assistant) if you have questions regarding your chargebacks, or if you have not received your credit within two weeks.

UPSHER-SMITH LABORATORIES, INC.

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