

Instructions for Using a Collection Return System

**PHARMA
DROP™**
A SAFE PLACE FOR
YOUR UNUSED MEDS



**Please Read
All Instructions
Before Proceeding**

Contents

- 1 – Cardboard Box – Sent flat, **keep this box** as it will be what you put in the Kiosk with your liner
- 1 – Tamper Evident Liner with printed size and serial number
- 1 – Serialized Seal
- 1 – Order Tracking Form
- 1 – Plastic Order Form Holder
- 1 – Instructional Packet
- 2 – Absorbent Pads
- 2 – Integrity Seals
- 1 – Return Shipping Label



Trilogy MedWaste

is proud to be at the forefront of the **Consumer Take Back Movement** to keep our communities and waste streams safe!



47.75" H

18.06" D

20.06" W

Weight 114 Lbs.



PharmaDrop Collection System

7 Step - Collection Return System Process FOR USING A COLLECTION RETURN SYSTEM

Consult DEA Regulations regarding the collection and destruction of Controlled Substances from Ultimate users (customers, patients, non-practitioners) before starting services. These regulations are found in 21CFR Parts 1300, 1304, 1305, 1307, and 1317.

Trilogy's Mailback program DOES NOT ALLOW Schedule I Controlled Substances or any other illicit or dangerous substances, hazardous wastes or Regulated Medical Waste (including sharps) to be shipped to Trilogy as a part of this program. Every user of the Mailback program must ensure that the materials they place in the Shipping Package complies with the rules and restrictions of the carrier - in this case, FedEx.

Only DEA Registered Collectors and Law Enforcement agencies are permitted to collect and arrange for the destruction of controlled substances for Ultimate Users.

We recommend that you check the fill levels of your collection system at least weekly and replace the box and liner when it is nearly full or at least monthly.

DOT SP-20295 ALLOWS FOR A MAXIMUM WEIGHT ON EACH SEALED INNER LINER PACKAGE OF 66 LBS. PLEASE NOTE, SHIPPING CHARGES FOR PACKAGES WEIGHING OVER 66 LBS. WILL BE ACCESSED AND CHARGED BACK TO YOUR ACCOUNT.

REMOVE and SHIP

The DEA prohibits any handling of waste collected under the consumer takeback waste collection program. No one, neither Trilogy nor the Collector, can inventory or go through the waste collected within this program. Have your new collection bundle prepared and ready to replace the one you are removing from the Kiosk.

- Place remaining absorbent pad on the top of the products within the liner.
- Gather excess liner that had been tucked over the box edges, twist and close with the serialized seal that has been provided.
- Verify that the seal and liner numbers you are pulling from the kiosk match what is on the order tracking form.
- Be sure that the Ref number on the FedEx return label matches the Order Tracking Form number on the form.
- Complete the Order Tracking Form in its entirety including 2 signatures and place inside the packing list pouch.
- Attach the pouch to the outside of the box.
- Close box and place second integrity seal across the edges where the flaps meet then secure package with packing tape (not included).
- Follow FedEx Shipping directions included in this packet.



PharmaDrop Collection System

Step 1

Begin preparing the cardboard box with the arrows pointing towards the ground. Place 1 integrity seal across the middle where the flaps meet then seal the bottom flaps with packing tape. (Not Included)



Step 2

Flip the box back over to where the arrows are facing up. Fold the flaps down to the outside of the box. Do not fold the flaps inside of the box. Open and place the inner liner inside the box and pull the top opening out and around the top of the box down past the edge of the flaps. Place 1 absorbent pad in the bottom of the box.



Step 3

Place the prepared box with the liner inside the kiosk. Keep the numbered seal and the Return Order Tracking Form in a safe place for use when full.



Step 4

When the box is full, place the remaining absorbent pad on the top of the products in the bag.



Step 5

Gather the excess liner and then seal it closed using the numbered seal.





PharmaDrop Collection System

Step 6

Complete the Order Tracking Form completely, including 2 signatures and verifying that the seal and liner number match what is documented on the Order Tracking Form and that the Ref # on the FedEx return label matches the work order on the Order Tracking Form.

Step 7

Close the box top and place the second integrity seal in the center of the box where the flaps meet. Secure with packing tape (not included). Affix the packing list pouch and return shipping label to the top of the box. Then follow FedEx directions provided to schedule the pickup for return.



Your container will be processed by Trilogy MedWaste Certified Pharmacy Technician Upon Receipt

Please be sure to fill out all required contact information and sign the Packing List in the area labeled "Customer Witness Certification." We cannot process incoming packages without these signatures.

Note: a restocking fee of 40% will be applied to items returned within 30 days from the date of purchase. There will be no credit offered for orders older than 30 days. All items must be unused and free of any damage.

Thank you!

Trilogy Pharmaceutical Services

Scheduling YOUR Return Pickup

Return Shipping Instructions

1. Place the shipping label on the container's most visible side away from seams.
2. Ship your package one of three ways:
 - Use your regular scheduled pickup.
 - **Drop off at FedEx.** Find your closest location at [fedex.com/locate](https://www.fedex.com/locate) or by calling 1.800.GoFedEX 1.800.463.3339
 - **Schedule a pickup.** No account number required but label information may be needed. Go to [fedex.com/returnpickup](https://www.fedex.com/returnpickup) for FedEx Ground labels with "G" or "PRP" or call 1.800.GoFedEX 1.800.463.3339 and say:
 - "Return Manager" or "PRP" for FedEx Ground labels with "G" or "PRP"

Prepare Your Package With Care.

- Use an appropriate container, cushioning materials and at least three strips of packing tape.
- When reusing packaging, remove or black out old shipping labels including their barcode(s).

FedEx Shipping Tracking Printing Services Locations Support

Schedule a Ground Return Package Pickup
FedEx Ground Pickup Information [? Quick Help](#)

1 Enter information **2 Pickup confirmation**

To schedule a FedEx Ground Return Package Pickup, please complete the information below.
Asterisk (*) Indicates required fields.

| Pickup information | Pickup information - continued |
|---|---|
| <p>*Tracking ID from label</p> <p>*Country United States</p> <p>*Contact name</p> <p>*Company</p> <p>*Address</p> <p>*City</p> <p>*State/Province <Select></p> <p>*ZIP/Postal code</p> <p>*Phone number</p> | <p>*Pickup type <input type="radio"/> Business <input type="radio"/> Residence</p> <p>*Pickup date 4/27/2021</p> <p>*Number of packages 1</p> <p>*Does any package exceed 150 lbs or contain a hazardous material? <input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Pickup location None</p> <p>Special instructions (65 character maximum)</p> |

[Clear fields](#) [Schedule pickup](#)

Please note:

- You can schedule a FedEx Ground return pickup on Monday-Friday for business locations or Tuesday-Saturday for most residential locations and up to 14 days in advance.
- You must have a Return label issued to you by an authorized FedEx Ground shipper. This page is NOT for FedEx Ground Call Tags or FedEx Ground customer "call-in" pickups.
- Packages picked up from a residence may have one additional transit day; for faster returns, packages can be dropped off at FedEx staffed locations.
- The pickup window for Business locations is 8am-6pm and most Residences is 8am-8pm. Use the special instructions to request an alternative time frame or other pickup comments. These requests are not guaranteed to be accommodated. (Limit 65 characters including spaces).

FROM: (512)555-1212
John Smith
Facility
1234 Name St.
HIGHLANDS RANCH CO 80129
US

CAD: 253362409INET4340
DIMMED: 16 X 16 X 24 IN

TO Processing
TMW
148 Boxwood Lane
Gastonia NC 28054
(817) 907-0891
REF:
INV:
PO: DEPT:

RMA: **FedEx Ground** **G**

TRK# 7735 4370 3098 **RETURN** **28054**

9632 0137 6 (000 000 0000) 0 00 7735 4370 3098

ALL CHARGES ARE PREPAID THROUGH TRILOGY MEDWASTE. PLEASE FOLLOW THE NEXT STEPS LISTED BELOW TO CONTINUE WITH YOUR PICKUP REQUEST AT NO COST TO YOU.

Contact Information

Trilogy Medwaste Southeast Pharmaceutical Department

Mailback@trilogymedwaste.com

704.503.8138

DEA

[https://www. DeaDiversion.usdoj.gov](https://www.DeaDiversion.usdoj.gov)

1.800.882.9539

FedEx

[www. Fedex.com](http://www.Fedex.com)

1.800.463.3339



Healthcare Waste Management Solutions

TrilogyMedWaste.com
888 7-MEDWASTE
888 763.3927