

GET
COMPETITIVE.
STAY
INDEPENDENT.



STAY INDEPENDENT

COLLABORATE CONFIDENTLY

MAXIMIZE PROFITABILITY

INCREASE EFFICIENCY

STAY INDEPENDENT



LEVEL THE PLAYING FIELD.

Since our first store opened in 1952, we've been committed to independent pharmacy. Like you, we've faced competition from many different fronts over the years. We've managed to stay on top by remaining committed to our unique strength: our ability to better serve the patient. However, in recent years, low reimbursement from PBMs, additional fees, and restricted networks have squeezed profits and forced us to find even better ways to keep our margins safe.



To survive, we had to operate differently. We had to find a way to buy like the national chains and mail-order pharmacies while retaining the service level our customers had come to expect.

WE DID.

With the development of our unique single-source payment system, we were able to begin operating like a chain in the eyes of our vendors. This reduced the vendors' costs and allowed them to sell to us on par with the national chains

**WHILE STILL MAINTAINING OUR
TREASURED INDEPENDENCE.**

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KNOW THIS: FIRST AND FOREMOST, WE ARE PHARMACISTS.

We know how difficult it is to compete with the national chains on price as an independent. Prices change daily. If you are going to keep up with those price fluctuations on your own, you wouldn't have any time to serve your patients. After all, patient care is what independent pharmacies do best.

Year after year, we tried to find an approach that works in our own stores—one we could stake our name and reputation on.

WE FOUND IT.



**"I TRUST SMART-FILL. I KNOW
I'LL GET FAIR PRICES
AND HONEST REBATES
THAT AREN'T MANIPULATED.
I ALSO APPRECIATE
SMART-FILL'S ACCOUNTABLE,
PROFESSIONAL STAFF."**

**– KEVIN ARNOLD,
PHARMACY OWNER**

We've done something unheard of in our business: We've taken the smoke and mirrors out of pricing conversations.

**NO GUESSWORK.
NO LEGWORK.
JUST THE BEST PRICES,
UP FRONT, EVERY MONTH.**

Our competitors would have you believe it's not this easy. We can't possibly be this transparent and still compete.

WE'RE SURE WE CAN.

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GET THE LOWEST DRUG COST.

Whether you are buying through our suppliers or our warehouse, you can be assured that you are receiving the best drug cost in the industry. Our volume, high compliance, and unique single-source payment system enable us to get the pricing of a national chain. It keeps our suppliers honest, it guarantees you the best price for your inventory, and it protects your independence.

REST EASY.

Today, price is more important than ever. We hear you. If our drug cost is not the lowest, tell us about it. We can use our leverage to drive your drug cost even lower—either on invoice or through our warehouse program. Either way, you can feel confident that you have the best pricing in the industry.

MANAGE YOUR CASH FLOW.

Rebates are really just cost adjustments from the supplier. It's your money, and we want to get it back to you as soon as we receive it from the supplier. Thus, all rebates are back to you by the end of the following month. Like the sound of that? Our members love the control it gives them over their cash flow every month—and the time they save in managing their prescription buys.

BENCHMARK YOUR PROGRESS.

We own our own retail, long-term care, and specialty pharmacies, so we know the ins and outs of operating as an independent. No other buying group can say that. What's more, we share with members what we learn in our stores, from programs that build the top line to those that increase margins. We've also trained our consultants to perform KPI benchmarking analyses to help our members understand where they stand and how they can improve.

ENJOY FLEXIBLE REBATE OPTIONS.

We have the lowest net cost in the industry, but how we get there is up to you. As a Smart-Fill member, you choose how you get your rebate. Some like a low invoice cost and a minimal rebate. Others like a higher invoice cost and a big rebate. For some, the perfect fit is somewhere in between. Whatever you like, we can make it happen.

MAKE THE COMPLEX SIMPLE.

We understand the complex needs of independent pharmacies. To help, we offer a number of programs through Smart-HR, Sterling340B, and Sterling Specialty Pharmacy to improve workflow, profitability, and access to specialty and compounded prescriptions. We use each program in our own independent pharmacies, giving us a first-hand look at their effectiveness and impact.

MAXIMIZE PROFITABILITY

INCREASE EFFICIENCY

INCREASE EFFICIENCY

As a pharmacist, your responsibilities continue to increase far beyond filling prescriptions. That leaves you little time to consider ways to maximize efficiencies around record keeping and operations—or to think about long-term strategies for growth. We consult with our members every day to find business solutions that make their businesses run more smoothly and make their lives easier.



“OWNING PHARMACIES MAKES SMART-FILL UNIQUE AMONG BUYING GROUPS. WE CAN TEST NEW IDEAS AND PROGRAMS IN OUR STORES, THEN TRAIN OUR CONSULTANTS TO PROVIDE SPECIFIC, ACTIONABLE SUGGESTIONS THAT HELP MEMBERS REALLY MOVE THE NEEDLE IN THEIR OWN PHARMACIES.”

– BILL BRAZELL,
SMART-FILL PRESIDENT

HERE'S HOW.

Benchmarking Costs: We'll walk you through some of the key performance indicators (KPIs) that impact your bottom line. These include the average prescription price, percentage of generics compared to overall, how much inventory you carry, gross profit per prescription, and operating expense guidelines.

Simplifying Dispensing: With experience we've gained in our own stores, we can show you how we've maximized efficiencies around dispensing, compounding, accounts receivable, synchronization, and point-of-sale transactions.

HR Management: Through Smart-HR, we can help you automate aspects of human resources—one of the most time consuming and demanding aspects of business ownership. Smart-HR provides critical expertise in workforce management, payroll, and employee benefits services for independent pharmacies.

Coaching: We know each pharmacy owner has a unique vision for their pharmacy, and it's our goal to help you get where you want to be. Whether that's in providing personal, efficiency, and leadership coaching or helping you access new markets like 340B or LTC, we leverage our own experience—and that of our partners—to help pharmacy owners and their employees achieve their best.

FILLING THE GAPS IN COMMUNITY HEALTHCARE

For over 65 years, the vision and passion of our pharmacies' founder, Leonard Astrup, has directed our dedicated approach to offering five-star pharmacy care for all by being innovators in independent pharmacy care.

Today, a third generation of pharmacists has joined the business and continues to look for ways to fulfill that vision. Each year, we develop and test new programs to better meet the needs of our patients. We're committed to sharing that experience to help you make even-more-meaningful connections within your communities.



SMART CARE.

Part of our community commitment is to find better and more integrated ways to deliver highly personalized, comprehensive care. We can help you do the same. We provide our members with advice on cutting-edge technology solutions and clinical programs we've tested in our own stores, and we stay up-to-date on legislative changes that impact your care delivery. We also package timely information and materials that you can share with your own patients to help them to be a better-informed part of their own care team.



Improving Medicare Service:

We've been working with our patients on a program that helps them to compare Medicare plans in seconds. Not only does it help our patients make more informed decisions about choosing plans that work for them, but it still enables them to get the attentive, local service of their independent pharmacy. We'll show you how.

Specialty & Long-Term Care Pharmacies:

Many of our members are looking to close the gap on patient care in their communities—and we're here to help. We are deeply experienced in the independent pharmacy market and have used that experience to expand our services into the long-term care and specialty care markets, creating a truly complete community of patient care.

AT SMART-FILL, WE'RE PROUD TO HELP OUR MEMBER PHARMACIES BE MORE COMPETITIVE AND STAY INDEPENDENT. BUT WE'RE ALSO PROUD TO BE PHARMACISTS.

Smart-Fill is a family-owned business that was built to help independent pharmacies thrive with the buying power of a chain, the ease of single-source payment, and the back-office technology services that enable pharmacy owners to focus on serving their patients.

Today, Smart-Fill has grown to be a nationwide group purchasing organization. We continue to transform the game for pharmacies with a growing roster of solutions that help independent pharmacies stay independent—and competitive.



Smart-Fill.com

"WE GIVE THE INDEPENDENT PHARMACY OWNER THE TOOLS TO THRIVE IN TODAY'S RETAIL CLIMATE WHILE STILL ALLOWING THEM TO REMAIN COMPLETELY INDEPENDENT."

**- CHRIS ASTRUP,
SMART-FILL CEO**

