

March 5, 2012

We recently ran an ad on Monster.com and in the New York Times asking you visit the employment page on our website. We typically receive overwhelming responses to employment ads, and would like you to review the specifics of the job before sending your resume. We want you to understand everything about the job to be sure it would be a good fit for you. We are interested in career-minded individuals, not simply someone wanting a job. Carefully reviewing the job description will enable you to make an informed decision about whether or not you would like to be considered for this opportunity.

First, let me say this is NOT a pharmaceutical rep position. You will be working in pharmacies, not visiting doctors' offices. With that said I would like to introduce you to Return Solutions and try to give you a feel of what our "company culture" is like. This will help you decide if Return Solutions is a company you would feel comfortable working with. Feel free to browse www.drugreturns.com to learn more about us.

First and foremost, we are a company based on ethics. We instill in everyone that we approach our jobs and our treatment of each other with high, ethical, and professional standards.

Second, we are a company who believes strongly in customer service. As with any company, without a strong customer base we cannot survive. We go out of our way to ensure our customers' needs are taken care of correctly and promptly.

Third, we are a company that believes in taking care of its workers. You, as a service representative, will need to work hard. Your work, however, is rewarded by good pay each week, and time off whenever needed. To avoid "burnout" our reps simply ask whenever they feel the need for a day or two off. Even a week or more for vacation is granted whenever you feel the need, as long as the policy is not abused. It is our philosophy that if your mind and body are well rested you are able to provide a higher level of service to our customers, and your family. We also value your opinion. Many of the major decisions affecting our business are discussed with everyone in the company. Many of our procedures are a result of suggestions by employees.

Finally, we are what you might call "laid-back." We work very hard, but we always try to have fun doing it. Every four months we have a company meeting in Knoxville, TN. Friday morning we all meet and discuss ideas, our company, and our industry. On Friday night we all go to dinner together. This allows everyone to really get to know one another. These meetings are always fun and productive.

These are a few major things to consider when deciding if you're interested in accepting this job. Thanks again for considering us.

Sincerely,



Michael W. Ayres
President

JOB DESCRIPTION

In order for you to make an informed decision as to whether or not you feel this career opportunity suits you, we have put together some things that are relevant to your decision.

CUSTOMERS:

- Independently owned pharmacies
- Small to medium sized chain drug stores

THE TERRITORY:

- New York City (all 5 boroughs) and Long Island
 - We have endorsements that cover over 900 independent pharmacies in NYC alone
- In 2012 we:
 - Had 73 customers in the territory
 - Performed our service 130 times
- 110-130 customers would make up a full territory
 - This job will initially be about 60% service and 40% sales.
 - After 6 months it should change to 70% service and 30% sales.
 - After 1 year it should be 80% service and 20% sales.
- There may be opportunities to work outside of the territory from time-to-time.

Our company is 20 years old, and we have been very strong in the northeastern U.S. for the last twelve years. We hired a rep in Connecticut in 1999, and Pennsylvania in 2001, and a rep in NYC in November 2007. In the four years since we've had a rep in the city the territory has doubled. We expect it to double again in less than two. We are looking for someone to continue our tradition and maintain our well-respected name in the area. You must be hard-working, friendly, and professional.

INCOME POTENTIAL:

While you will be required to work very hard and travel occasionally, the pay is very rewarding. While not guaranteed, your first year income should be at least \$60K, while second year should be \$85K. Most of our reps are well into six figure incomes. Furthermore, our reps often work only three to four days a week. Let us be clear though, you will only get out of this job what you put into it. Your income potential depends on you. We do not have quotas, but want to emphasize that to get to 6 figures you must be willing to solicit business, meet with helpful contacts over lunch, build relationships, etc.

BENEFITS AND EXPENSES:

There are no benefits associated with this position, and you pay all of your own expenses. We understand that this may be of significant concern to you, but consider the fact that we have reps on the same compensation plan that have been with us for over 17 years. Your income will more than allow you to purchase benefits on your own. Furthermore, you do have the option of purchasing health insurance through our group at reduced rates.

THE JOB ITSELF

“Blue-collar work – White-collar pay” is the best way to explain this job. This job can be physically and mentally challenging at times. You will be on your feet quite a bit, and need to be able to lift 20 pounds.

WHAT IS INVOLVED IN THE SALES ASPECT OF THE POSITION?

You will be able to call on approximately 10-25 pharmacies in a full day of prospecting. The first thing to do is to map out what stores you will visit for the day. We will supply you with a list of every pharmacy in the city.

We will train you in how to go about presenting our company to prospective customers. The presentation will generally take less than 5 minutes, although sometimes all you can do is drop off some information. It is imperative that you keep a record of your sales calls as many accounts may require a 2nd or 3rd visit before agreeing to use our service.

An extremely beneficial thing you can do in building this territory is getting to know wholesale and buying group reps. These men and women are in pharmacies every day, and will help promote you. Take them to lunch (at our expense) and educate them on you and our company.

EQUIPMENT NEEDED TO PERFORM THE JOB:

The equipment you carry with you consists of a laptop computer, bar-code scanner, and laser printer, boxes, a tote with labels, tape, tape gun, plastic bags, bins (small baskets into which merchandise is sorted), newspaper (used as packing material), etc. This merchandise is needed at each location to service an account.

WHAT IS INVOLVED IN A TYPICAL DAY OF SERVICING AN ACCOUNT:

8:30AM – Leave home with supplies

9:15AM – Arrive at pharmacy

- Enter store and introduce yourself
- Talk to the pharmacist – get to know your customer
- Explain what you will need to get started
- Unpack supplies

9:45AM – After choosing an area in which to work, begin scanning the prescription shelves for outdated products

11:45PM – Scanning shelves is now complete and you will need to set up your equipment

12:00PM – Begin sorting merchandise into bins

1:00PM – Begin scanning merchandise into computer and printing paperwork

3:00PM – Pack merchandise into boxes, seal, and place shipping labels on boxes (We ship an average of 3-4 boxes from each account)

3:15PM – Go through a “walkthrough” with pharmacist explaining the work you have done and the paperwork you are leaving for him

3:30PM – Repack equipment and go home or to next the store

Thank you for taking time to read this. If you are interested in being further considered for this position, please continue to the following page.

Please answer the following questions and submit them with your resume. Some may seem rather strange or insignificant, but do your best to answer them. There are no right or wrong answers - have fun with this. After answering them, please submit your answers with your resume to lashley@drugreturns.com or fax to 865-675-2474 by 9AM on Thursday, March 22nd, 2012. Thanks for your time.

Leslie Ashley

Director, Human Resources

1. What two or three people in the world (dead or alive) would you most want to have dinner with?
2. What two or three people in the world (dead or alive) would you least want to have dinner with?
3. What are your interests outside of work?
4. If you were given a free full-page ad in the newspaper and had to sell yourself in six words or less, how would the ad read?
5. If you had unlimited time and financial assets, what would you do?
6. What are you most proud of?
7. If you could change one thing in your life what would it be?
8. Why is a manhole cover round?
9. If you stood quarters up on end (not lying flat) how many would you need to equal the height of the empire state building?
10. What is the toughest situation you have ever had to face at work? How did you handle it?
11. Describe the best boss you've ever had.
12. Do you prefer to work alone or in groups?
13. What date would you be able to start work?