

**Oregon Board of Pharmacy  
2014  
Renewal Frequently Asked Questions  
Drug Distribution Agents**

**1. Q: Are we able to renew our Drug Distribution Agent registration online?**

**A:** Yes. To complete your renewal online please go to the Board's website at: [www.pharmacy.state.or.us](http://www.pharmacy.state.or.us) and click on the link located at the top of the home page that states, "Click here to start your license renewal." You will need to:

- Select your registration type from the drop-down menu.
- Enter your registration number (numbers only). Leading zeros are NOT required.
- Enter the Renewal ID # found on your renewal notice and click "Log-in."

**2. Q: Additional documents are necessary to complete our online renewal. How should we submit them?**

**A:** You may email PDFs to [rene.sanders@state.or.us](mailto:rene.sanders@state.or.us), fax to 971-673-0002, or mail them to our physical address:

Oregon Board of Pharmacy  
800 NE Oregon St Ste 150  
Portland, OR 97232

**3. Q: How do we pay for our online renewal?**

**A:** At the end of each renewal you will be prompted to choose your payment method. If you are paying online, you will be redirected to US Bank's secure payment site. **Visa, MasterCard, or electronic check are accepted.** Please be sure to correctly enter your e-mail address as you will receive a payment confirmation by email from the US Bank processing system. This will be your receipt for payment.

If you would like to mail in a paper check or money order, you **MUST** print the renewal confirmation page, sign and date it, and mail it with the correct fees to the address on the form.

If you would like to renew more than one registration you will need to complete this process for each registration. However, if you are paying by check, you may submit one check for the grand total along with the confirmation page for each renewal.

**4. Q: Our online renewal has been completed; can you submit the payment for me?**

**A:** No. For security reasons, **DO NOT** submit your credit card number via mail, fax, e-mail or phone to the Oregon Board of Pharmacy. Either submit the payment by check, or if you are having difficulty with your payment online try it again later.

**5. Q: Are we still able to mail our renewal forms and payment to the Board Office?**

**A:** Yes. Renewal forms were mailed the week of July 8<sup>th</sup>. If you have not received your renewal forms, please request them in writing via email or fax. Provide your registration number(s) and the appropriate return email or fax information.

6. **Q:** I do not have the original Supplemental Information Form where can I obtain an additional copy?  
**A:** You may obtain an additional Supplemental Information Form by going to the Board's website. Click on the link "Need to renew your license? Click here". Then scroll down to your appropriate license type.
7. **Does the Supplemental Information Form have to be submitted on the blue paper that was mentioned in the Renewal Notice?**  
**A:** No. Plain white printer paper and photocopies will suffice.
8. **Q. Why are the attestations required for renewal?**  
**A:** The attestations serve as a reminder of the Oregon Administrative Rules for your registration type. Links to the full text of the Board's Administrative Rules can be found on our website: [www.pharmacy.state.or.us](http://www.pharmacy.state.or.us) under the "Laws and Rules" tab. Oregon Administrative Rules Division 62 specifically pertains to Drug Distribution Agents, and can be found here:  
[http://arcweb.sos.state.or.us/pages/rules/oars\\_800/oar\\_855/855\\_062.html](http://arcweb.sos.state.or.us/pages/rules/oars_800/oar_855/855_062.html);  
Oregon State Pharmacy Statute Chapter 475: Controlled Substances; Illegal Drug Cleanup; Paraphenalia; Precursors <http://landru.leg.state.or.us/ors/475.html>;  
Oregon State Pharmacy Statute Chapter 689: Pharmacists, Outlets; Sale <http://landru.leg.state.or.us/ors/689.html>
9. **Q: Must we check every box for the attestations?**  
**A:** Yes. It is the registrant's responsibility to ensure that all drug and prescription medical device transactions are with those that are legally authorized to engage in such transactions.
10. **Q: What happens if our renewal is received after the postmark deadline?**  
**A:** Any renewal submitted online or postmarked after 11:59 pm on August 31, 2014 **MUST** include the assessed \$100.00 delinquent fee.
11. **Q: How will I know that our registration has been renewed?**  
**A:** To verify that your registration has been renewed, please go to the Oregon Board of Pharmacy's "Online License Lookup & Verifications" system available on the Board's website and search for your outlet by registration number. The letters and dash that appear before the numbers are considered part of the registration number. If your expiration date appears as September 30, 2015, your registration has been renewed and you should receive it shortly. Please allow 10-14 business days for the processing of your renewal.

***New questions and answers will be added to the end of this document as needed.***