



McKesson SupplyManagerSM: Making returns online easier

In addition to calling our customer service to make a return, you can also make a return online in SupplyManager. Follow these simple steps to initiate a return in SupplyManager:

- 1 Create return request by clicking “**Manage Returns**” under Notifications

The screenshot shows the McKesson SupplyManager homepage. The top navigation bar includes links for Shop Products, Orders, Tools, Reports, Resources, and Need Help?. The user is logged in as Mike Barnett. The main content area features a welcome message, quick links for Start New Order, My Shopping Lists, and My Scheduled Orders. A large banner for McKesson FluWise is displayed. Below the banner, there are sections for Previously Purchased items and Saved Carts. The Notifications section on the right lists several items, with 'Manage Returns' highlighted by a red box and a red arrow pointing to it.

- 2 Click on “**New Return**”


The screenshot shows the 'Return Requests' page in McKesson SupplyManager. The page has a header with the McKesson logo and a search bar. Below the header, there is a section for 'Return Requests' with a filter for 'LAST 30 DAYS' and a search bar. The 'Options' dropdown menu is open, and the 'New Return' option is highlighted by a red box and a red arrow pointing to it. The main content area shows a message: 'You have no returns for the last 30 days'.

- 3 You can locate your item by searching **invoice number**, **order number** or **McKesson item number** or you can scroll down the page
- 4 Once you've found the item/s that you would like to return, select **"Reason for Return"** from drop down menu
- 5 Next add the quantity to be returned. You will see your return cart being built on the right hand side of the screen

Select the return items and your reason for returning them.

The following items are eligible for return, select a return reason and enter a return quantity.

Invoice, Order Number or McKesson Item Number

 #1172455 | Roche Diagnostics #04625315160
TEST STRIP, PT COAGUCHEK XS PTPROF 2X24 (48/BX) Invoice #21998174 | Order Date 03/08/2021

\$243.46 x 1 per BX **\$243.46**

RETURN REASON:

RETURN HOW MANY?: (1 RETURNABLE) **ADD TO RETURN**

RETURN REQUEST SUMMARY

Items (0)	
Estimated Credit	\$0.00
Estimated Fees	\$0.00
Total*	\$0.00

[RETURN POLICY >](#)

- 6 On the next page, you will select how many labels you will need and fill in an email address for them to be sent to and click **"Submit Return"**
- 7 Place UPS Return Label on package and it will be picked up by UPS to return. If your package is picked up by a McKesson driver, you will not need this UPS label.

Return Requests > Create a Return > Return Submit

Return authorization labels and contacts

Please review the return reasons and policy information below. Click on 'Continue' to create your return.

SHIPPING LABELS NEEDED: 1 shipping label per shipping container.

How would you like to receive your return Authorization?

EMAIL ADDRESS FOR RETURN AUTHORIZATION:

Okay. We've got everything we need.

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RETURN REQUEST SUMMARY

Items (1)	
Estimated Credit	\$20.75
Estimated Fees	\$0.00
Estimated Freight	\$0.00
Total*	\$20.75

SUBMIT RETURN

