McKesson SupplyManager℠:
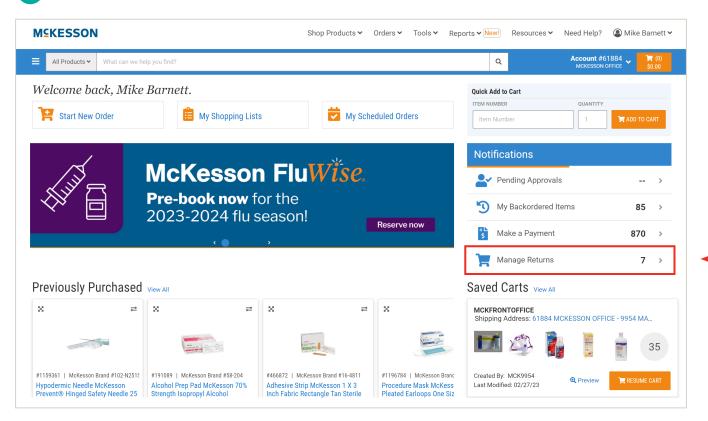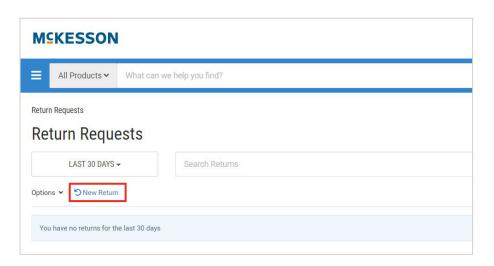# Making returns online easier

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:
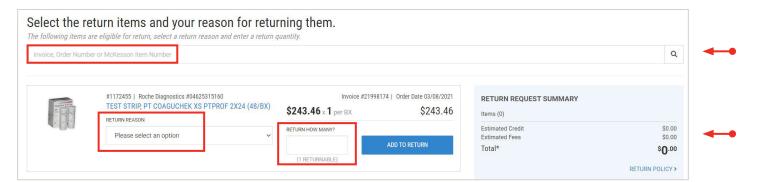
1 Create return request by clicking "**Manage Returns**" under Notifications

2 Click on "**New Return**"

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

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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
Please select an option

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 >

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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

Quantity

1 shipping label per shipping container.

How would you like to receive your return Authorization?

EMAIL ADDRESS FOR RETURN AUTHORIZATION

example@example.com

Okay. We've got everything we need.

RETURN REQUEST SUMMARY
Items (1)

Estimated Credit $20.75
Estimated Fees $0.00
Estimated Freight $0.00
Total*   **$20**.75

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SUBMIT RETURN

For help or to complete a return over the phone, please call the SupplyManager Help Desk at 800.422.0280