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:

- Create return request by clicking "**Return Requests**" under Essential Tasks
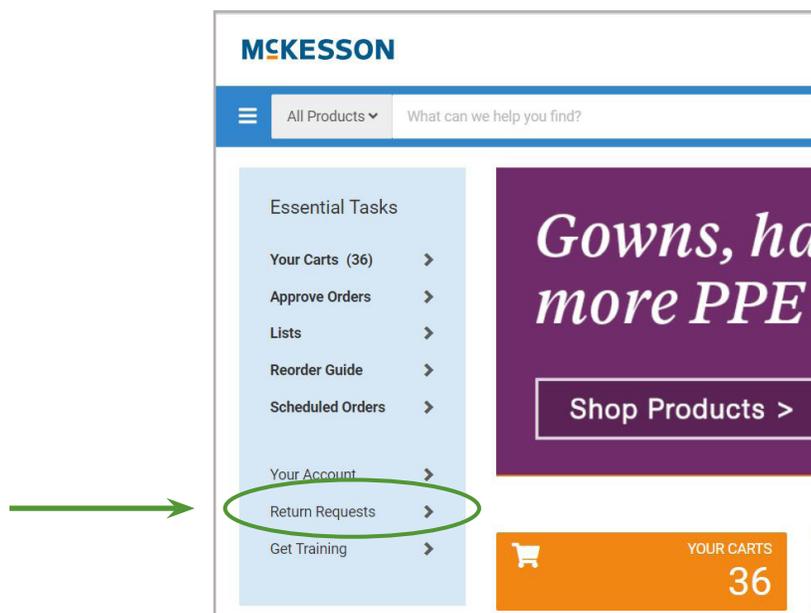
- Click on "**New Return**"
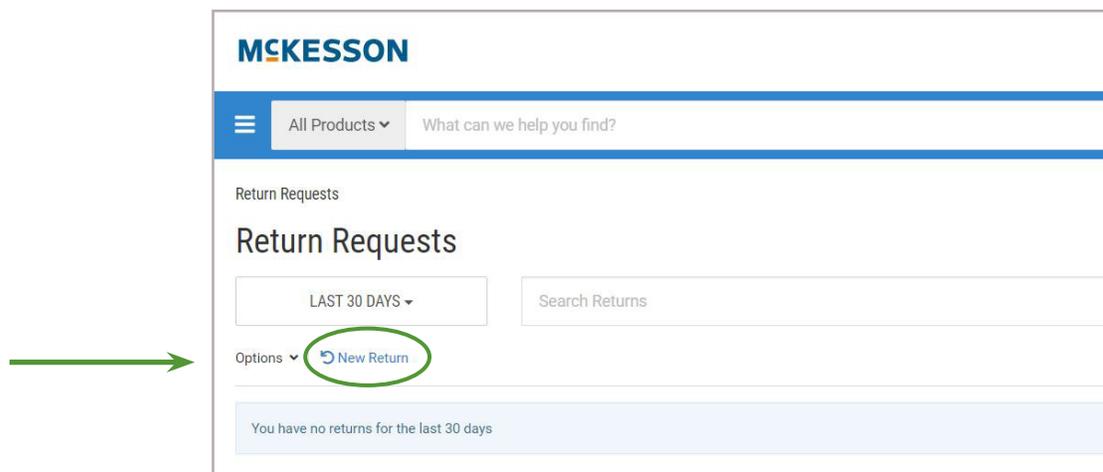
- You can locate your item by searching *invoice number*, *order number* or *McKesson item number* or you can scroll down the page

- Once you've found the item/s that you would like to return, select "**Reason for Return**" from drop down menu

- 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
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 ›

- 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**"

- 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

SUBMIT RETURN

For help or to complete a return over the phone, please call customer service at 800.422.0280