

McKesson Medical-Surgical

# SupplyManager<sup>SM</sup>

## Resource Guide

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# WELCOME!

Welcome to McKesson Medical-Surgical. We're delighted to have the opportunity to assist you with your supply needs.

To help you enjoy the maximum benefits from our services, we've prepared this resource guide. It provides contacts and information on ordering, shipping, returns, reporting, tools and policies. This guide also shows you how to use McKesson SupplyManager<sup>SM</sup>, a state-of-the-art Web-based ordering system. Versatile, fast and convenient, SupplyManager aids you in managing orders and learning about and searching for supplies.

Again, welcome to McKesson Medical-Surgical! We'll strive to ensure your success every working day.

We offer free shipping on orders over \$100.00. Next day delivery on stocked items for orders entered by 3pm EST.

## Who to contact for Help

### Contact your Account Manager

**Randy Searls 1.304.593.1511 [Randy.Searls@McKesson.com](mailto:Randy.Searls@McKesson.com)**

This information is listed on your home page, under My Community News

### Sending An Email To Get Help

SupplyManager makes it easy to send an email directly to your Account Manager. This ensures that help and answers to your questions are just one click away. To contact your Account Manager, please:

- Click on the phrase "Contact Your Account Manager." This appears in the top right side of the SupplyManager page. An email form will appear. It will have all "to" and "from" information filled in.
- Type your message in the box provided. It will accept up to 1,024 characters.
- Click the blue "Submit" button to send the message.

Feel free to use the telephone number, which appears when the email form

- This is our Customer Service phone number 1.866.625.2679

The screenshot shows the McKesson SupplyManager interface. At the top right, there is a link for "Contact Your Account Manager" with a red arrow pointing to it. Below this, there is a "Customer Support" menu with options like "Contact Us", "Support Home", "Product Recalls", "Request Training", "Take Customer Tour", "FAQ's", "Generic Rx Cross-Ref", and "Pre-Book Flu Vaccines". The main content area shows a "Contact Your Account Manager" form. The form has a dropdown menu for "Please Select the Appropriate Topic/Contact:" with "Contact Your Account Manager" selected. Below this, there is a text area for the message, a "SUBMIT" button, and a "CANCEL" button. The form also displays account information for Randy Searls, including his email address and phone number.

### Calling the Help Desk

SupplyManager is easy-to-learn and easy-to-use. However, if you ever have a question, then call our Help Desk @ 1.800.422.0280, Option 5 then Option 1. Trained, friendly experts can give you clear answers and guidance.

If you are looking for support regarding the punchout and Jaggaer please contact MMS Connectivity Support @ 1.800.765.6363 or via email @ [mmsconnectivitysupport@mckesson.com](mailto:mmsconnectivitysupport@mckesson.com)

**MCKESSON**

# Let's get started

**MCKESSON**

Q SEARCH

CART \$0.00 (0)

Home Products Orders Lists Support Resources

Hello Punchout User  
#4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE

Welcome to McKesson SupplyManager<sup>SM</sup>

Contact Your Account Manager


## Essential Tasks

- Start New Order
- Reorder Guide
- My Lists
- Suspended Carts (3)
- Scheduled Orders
- Check Order Status

## Services & Offers

## My Community News

## Tips & Resources

 **Lori Nolan** one month ago  
Welcome to McKesson SupplyManager!  
  
Account Manager: Randy Searls  
  
Email: Randy.Searls@McKesson.com  
  
Phone: (304)593-1511

## Customer Support

- Contact Us
- Support Home
- Product Recalls
- Request Training
- Take Customer Tour
- FAQ's
- Generic Rx Cross-Ref
- Pre-Book Flu Vaccines

## Overview- McKesson SupplyManager

McKesson SupplyManager<sup>SM</sup> is a state-of-the-art online ordering system. It is fast, flexible and comprehensive. With it, you can:

- Search the catalog
- Access your account and cart
- Create new orders
- Order using order history and lists
- Order using reorder suggestions
- Review order status
- Access reports
- Process returns

**MCKESSON**

## Searching For Supplies

SupplyManager makes searching for supplies easy. Remember you always can use the "Search" tool when you're in SupplyManager. To do so, please:

- Locate the search box. It is on the middle top of the screen.
- Type in the box either keywords, item numbers or brand.
- Click on the blue "Search" button. A drop-down menu will appear with four search options: "Keyword," "McKesson #," "Manufacturer #" and "Manufacturer." Select the desired option by clicking on it.
- Hit "Enter."
- View category lists provided by SupplyManager.
- Click a category to narrow your search.
- Click an item description to learn more.

The screenshot displays the McKesson SupplyManager search results page for the keyword 'gloves'. At the top, the McKesson logo is on the left, and a search bar contains the text 'gloves|'. To the right of the search bar is a red 'SEARCH' button. Further right is a shopping cart icon with 'CART \$0.00 (0)'. Below the search bar is a blue navigation bar with links for Home, Products, Orders, Lists, Support, and Resources. On the right side of this bar, it says 'Hello Punchout User #4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE'. Below the navigation bar is a 'Product Catalog' section with a 'Contact Your Account Manager' link. The main content area is titled 'Product Catalog > Keyword Search 'glove''. On the left, there is a 'Narrow Your Results' sidebar with a search box and a 'SEARCH' button. Below this are several filter categories: 'View Local Warehouse Only (609)', 'Manufacturer Name' (listing various brands like McKesson Brand, Alba Healthcare, etc.), 'Medical Gloves (2,102)', 'Utility Gloves (274)', 'Glove Box Holders and Dispensars (251)', 'Compression Gloves (201)', 'Glove Liners (97)', 'Impact Gloves (82)', 'Food Service Gloves (16)', 'Clinical Laboratory', 'Test Kits (76)', 'Clinical Laboratory Accessories (5)', 'Lab Equipment (4)', 'Wound Care', 'Personal Hygiene', 'Drainage and Suction', and 'Indicators and Signage'. The main search results area shows '3,249 Matches' and '# Per Page: 10'. A red arrow points to a 'Jump to a Matching Category' button, which has a dropdown menu with options: Medical Gloves, Utility Gloves, Glove Box Holders and Dispensars, Compression Gloves, Glove Liners, Impact Gloves, and Food Service Gloves. Below this, there are three product listings for 'Exam Glove McKesson Confiderm® 3.5C' in Medium, Small, and Large sizes. Each listing includes a product image, a 'Preferred' badge, a 'UOM' (Unit of Measure) dropdown, a price, and a 'Qty' input field. The first listing is for the Medium size, priced at \$10.00 per BX/200. The second is for the Small size, priced at \$8.69 per BX/200. The third is for the Large size, priced at \$8.69 per BX/200. Each listing also includes a 'In stock, ships from your local warehouse' status and a list of features like 'Medium', 'Small', 'Large', 'Powder-Free', and 'Tested for use with Chemotherapy Drugs using ASTM D6978-05. Gloves used for protection ...'.

You can also search by Product Categories by hovering on Products on blue tab at the top of the screen, then selecting a specific category.

# Creating an Order

**MCKESSON**

Home Products Orders Lists Support Resources Hello Punchout User #4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE

Working Cart

Account #4336682 OHIO UNIVERSITY 213A WEST UNION OFFICE CTR ATHENS, OH 45701 Ship To #4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE 065 GROSVENORHALL ATHENS, OH 45701-2979

[Click here to go back to the Catalog](#) 0 items total \$0.00

Quick Add

#  Qty

Item #	Description	Manufacturer	Mfr #	UOM	Price	Qty	Total Delete/Edit
There are no items in your cart							

## Keying Item Numbers

To create an order by keying item numbers, please:

- Click on cart icon in upper right corner of screen.
- Type an item number in the “#” box located on left side of screen under “All Items” tab. A pop-up will appear, showing product details.
- Choose a different unit of measure (UOM), if needed.
- Enter quantity.
- Add item to cart.

## Using Order History or List

Click on the [Lists](#) link on the navigation bar.

**MCKESSON**

Home Products Orders Lists Support Resources Hello Punchout User #4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE

Welcome to McKesson SupplyManager<sup>SM</sup>

**Essential Tasks**

- Start New Order
- Reorder Guide
- My Lists
- Suspended Carts (3)
- Scheduled Orders
- Check Order Status

**Services & Offers** **My Community News** **Tips & Resources**

**Lori Nolan** one month ago  
Welcome to McKesson SupplyManager!  
Account Manager: Randy Searls  
Email: Randy.Searls@McKesson.com  
Phone: (304)593-1511

**Customer Support**

- Contact Us
- Support Home
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- Generic Rx Cross-Ref
- Pre-Book Flu Vaccines



## Choose the desired list. Note: "Main" list is your order history.

- Choose item unit of measure (UOM) and quantity.
  - Click plus (+) button on screen to add item to cart.
  - Select multiple items by placing a check mark in box next to desired item.
- Be sure to enter quantity and UOM. To place a check mark, place cursor over box and click on mouse.

Include additional information with each item added to the cart (Optional).

All Items Recently Purchased Selected (0) Change to Edit Mode List Help

ADD TO CART (0)  FIND CLEAR View All Categories Sort Description Per Page 25 More Options...

<input type="checkbox"/> Item #	Description	Manufacturer	Mfr #	UOM & Pricing	Qty	Add
<input checked="" type="checkbox"/> 881399	Sharps Container McKesson Prevent 2-Piece 10-3/4 H X 10-1/2 W X 4-3/4 D Inch 5 Quart Red Horizontal Entry Lid <i>In stock, ships from your local warehouse</i>	McKesson Brand	2262	BX/10 \$67.67	1	
<b>Customer Contract</b>						
<input type="checkbox"/> 765875	Exam Glove McKesson Confiderm 3.5C Medium NonSterile Nitrile Standard Cuff Length Textured Fingertips Blue Chemo Tested <i>In stock, ships from your local warehouse</i>	McKesson Brand	14-6976C	BX/200 \$12.50	1	
<b>Customer Contract</b>						
<input type="checkbox"/> 854487	Surgical Glove McKesson Confiderm LT Size 7.5 Sterile Latex Standard Cuff Length Bisque Ivory Not Chemo Approved <i>In stock, ships from your local warehouse</i>	McKesson Brand	3158VA	BX/40 \$32.64	1	
<b>Customer Contract</b>						

### Tips

- See all items on the screen by clicking "View All" link. After doing so, add items using the "Quick Add" button or check mark multiple items and then click "Add to cart."
- Search for items using the "Find in List" box.
- Re-sort a list, using the options in the "Sort" drop down menu.
- Search a list by product category, using the "View by category" drop down menu.
- View items in cart, using cart icon in upper right corner.
- Use the "More Options" drop down menu to – print a list, print a list with bar codes, export the list to Excel, or copy selected items to an existing list or new list for customized uses.

## Using Reorder Guide

You can use reorder suggestions to order supplies.

The screenshot shows the McKesson website interface. At the top, there is a search bar and navigation links for Home, Products, Orders, Lists, Support, and Resources. A dropdown menu is open under the 'Lists' link, with 'Reorder Guide' highlighted by a red arrow. Other options in the dropdown include View All Lists, View All Items, Maintenance, Create New List, and Import List. The background shows a list of items with columns for Item #, Description, Manufacturer, Mfr #, UOM & Pricing, Qty, and Add.



The reorder guide is similar to ordering from a list and will show the last date of purchase.

- Change quantity and unit of measure (UOM).
- Click the "quick add +" button to add item to cart.
- Select multiple items by placing a check mark in box next to desired item.

Reorder Guide [Contact Your Account Manager](#)

**Reorder Suggestions** reflect items you purchased in the last 90 days that you should consider for purchase. [More info...](#)

Recent Items | Recent Orders Print | Refresh | Filter

ADD SELECTED TO CART (0)    View All Categories ▾ Next >> Page: 1 ▾ of 2 View All

Item #	Description	Mfr	Mfr #	Reorder Date	UOM	Avg Qty	Add
<input type="checkbox"/> 370845	WIPE, SANICLOTH PLUS GERMICIDELG (160/BX 12BX/CS) <i>In stock, ships from your local warehouse</i> <a href="#">Find Alternatives</a>	PROFESSIONAL DIS	Q89072	Oct 26, 2019 <small>Last Ordered Oct 2, 2019</small>	CS/1920 \$57.60 ▾	1	<input type="button" value="+"/>
<input type="checkbox"/> 466812	BANDAGE, ADHSV FABR STRP 1X3 (100/BX 24BX/CS) <i>In stock, ships from your local warehouse</i>	McKesson MedSurg	16-4811	Nov 9, 2019 <small>Last Ordered Oct 25, 2019</small>	CS/2400 \$56.64 ▾	1	<input type="button" value="+"/>
<input type="checkbox"/> 957814	TUBE, CAPILLARY 40UL BULB SQZ DISPENSE (16/BG) <i>In stock, ships from your local warehouse</i>	POLYMER TECHNOLO	2866	Nov 15, 2019 <small>Last Ordered Oct 25, 2019</small>	BG/16 \$4.74 ▾	8	<input type="button" value="+"/>
<input type="checkbox"/> 986110	TEST STRIPS, CARDIOCHEK+ LIPID+ EGLU+ SMRT BNDL (15TESTS) <i>In stock, ships from your local warehouse</i>	POLYMER TECHNOLO	2729	Nov 15, 2019 <small>Last Ordered Oct 25, 2019</small>	PK/1 \$179.49 ▾	7	<input type="button" value="+"/>

## By Searching The Catalog

You may create an order by searching the catalog. To do so, please:

- Type a search term in the "Search" box. You may search, using a brand name, McKesson item number, descriptive term, manufacturer's name or manufacturer's number.
- Click "Enter."
- Narrow search by clicking refinement selections appearing beneath the "Search" box under the heading "Refine your search by...". Options there are: "brand or series," "color," cuff style" and "manufacturer name."
- Learn more about an item by clicking on its description, which appears in blue text next to its picture. Descriptions provide details about the item as well as information on accessories, similar items and access to MSDS sheets.
- Add an item to your cart by entering a quantity and clicking "Add to cart +" button.

**MCKESSON**

Home Products Orders Lists Support Resources Hello Pund  
#4336683 HERITAGE COLLEGE OF OST

Product Catalog [Contact Your Acc](#)

Product Catalog > Keyword Search 'syringe'

**Narrow Your Results**

Search Within...

**Jump to a Matching Category**

- Syringes with Needles
- Syringes
- Cannulas > Cannulas with Syringe
- Cannulas > Cannulas without Syringes

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## Finding Alternative and Similar Items

To find alternative items, please:

- Go to the "Search" box on the left side of the Home Page.
- Type the name of the item you want in the box.
- Click "Search" button. A list of selections will appear.
- Click on the phrase "View Alternatives," which appears directly under the product's description and to the left of the "UOM" box.

Product #765875

Contact Your Account Manager

Product Catalog > Gloves > Medical Gloves > Exam Glove

#765875 MCKESSON Mfr# 14-6976C

### Exam Glove McKesson Confiderm® 3.5C Medium NonSterile Nitrile Standard Cuff Length Textured Fingertips Blue Chemo Tested

GLOVE EXAM NITRL 3.5C PF BLU MED (200/BX)

In stock, ships from your local warehouse



Actual Product May Vary. See Product Specifications for more detailed information.

25,362+

#### Features

- McKesson Confiderm® 3.5C Nitrile Exam Gloves
  - Medium
  - Powder-Free
- More features ...

#### Size Options

X-Small Small Medium Large X-Large

Find Alternatives Compare

UOM BX/200 \$10.00

QTY 1

ADD TO CART

ADD TO LIST

Once you click, a new page will open. It will show the "Original Item" and directly beneath that is a heading "Alternative Items." You will then see a list of alternative items displayed below.

**Original Item**

#765875 MCKESSON Mfr# 14-6976C

**Exam Glove McKesson Confiderm® 3.5C Medium NonSterile Nitrile Standard Cuff Length Textured Fingertips Blue Chemo Tested**

In stock, ships from your local warehouse

Unit Price \$0.05/UN

---

Compare to Shown Items

#765874 MCKESSON Mfr# 14-6974C

**Exam Glove McKesson Confiderm® 3.5C Small NonSterile Nitrile Standard Cuff Length Textured Fingertips Blue Chemo Tested**

In stock, ships from your local warehouse

- Small
- Powder-Free
- Tested for use with Chemotherapy Drugs using ASTM D6978-05. Gloves used for protection ...

19,332+ Unit Price \$0.04/UN UOM BX/200 \$8.69 Qty +

---

#765876 MCKESSON Mfr# 14-6978C

**Exam Glove McKesson Confiderm® 3.5C Large NonSterile Nitrile Standard Cuff Length Textured Fingertips Blue Chemo Tested**

In stock, ships from your local warehouse

- Large
- Powder-Free
- Tested for use with Chemotherapy Drugs using ASTM D6978-05. Gloves used for protection ...

16,379+ Unit Price \$0.04/UN UOM BX/200 \$8.69 Qty +

MCKESSON

## Changing the Unit of Measure (UOM) On An Order

Changing the Unit of Measure (UOM) on an order is easy. Underneath the description of an item appears the letters (UOM) and next to those letters is a box. In that box appears the unit of measure that the item is available in i.e. box, case, etc.

To change the UOM for an item, please:

- Click on the "arrow" icon next to the box indicating UOM. A drop-down menu will appear
- Select the UOM you desire by click on the appropriate item in the drop-down menu.

Product #765875

Product Catalog > Gloves > Medical Gloves > Exam Glove

#765875 MCKESSON Mfr# 14-6976C

**Exam Glove McKesson Confiderm® 3.5C Medium NonSterile Nitrile Standard Cuff Length Textured Fingertips Blue Chemo Tested**

GLOVE, EXAM NITRIL, 3.5C MF, BLUE MED (200/BX)

In stock, ships from your local warehouse

25,362+

Find Alternatives Compare

UOM BX/200 \$10.00

BX/200 \$10.00

CS/2000 \$100.00

ADD TO CART

ADD TO LIST

## Stocking Messages

Occasionally, customers will order a quantity of an item that is not immediately available. When this occurs, SupplyManager will report this by having a "stocking" message in orange text appear. This reports the current quantity available. This message appears when you "add" the item to your cart. This ensures you know instantly the status of this item. It also allows you to select quickly an alternative or similar item, if desired.

Product #256757

Product Catalog > Orthopedic > Immobilizers, Splints and Supports > Upper Body > Wrist, Hand and Finger > Thumb Splint

#256757 Alimed Mfr# 5782

**Thumb Splint Freedom® Thumb Spica Vinyl Right Hand Beige / Blue Small / Medium**

THUMB SPLINT, SPICA FREEDOM RTSM/MED

Out of stock, will ship when available. Please see stocked alternatives Find Alternatives

Product #226421

Product Catalog > Pharmaceuticals > Rx > Corticosteroids > Corticosteroid

#226421 Pfizer Mfr# 00009307301 Ref# 1605443 Customer Contract

**Depo-Medrol® Methylprednisolone Acetate 40 mg / mL Injection Vial 1 mL**

DEPO-MEDROL, VL 40MG/ML 1ML

In stock, ships from your local warehouse

## Completing Your Order

Completing your order is easy. This process gives you the opportunity to review your cart's contents as well as billing and shipping information.

To begin the "order completion" process, please:

- Click the "cart icon" in the upper right corner of your screen. The icon consists of a picture of a shopping cart and white text reading "Cart" followed by the total number of items and their total price.
- Change the unit of measure (UOM) and quantities, if needed. Do so by clicking the "Edit" button.
- Delete items by clicking the red minus (-) button to the left of the "Edit" button.
- Confirm the order by clicking the green "Punchout" button on the right side of the screen.

**MCKESSON**

Home Products Orders Lists Support Resources Hello Punchout User  
#4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE

Cart #82232686 - PUNCHOUT CART Contact Your Account Manager

Account #4336682 OHIO UNIVERSITY  
213A WEST UNION OFFICE CTR  
ATHENS, OH 45701

Ship To #4336683 HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE  
065 GROSVENORHALL  
ATHENS, OH 45701-2979

3 items total \$152.16 Help Print

All Items (3) Reorder Guide

#  Qty    Quick Add Sort: Recent Cart

Item #	Description	Manufacturer	Mfr #	UOM	Price	Qty	Total	Delete/Edit
957814	TUBE, CAPILLARY 40UL BULB SQZ DISPENSE (16/BG) <small>In stock, ships from your local warehouse</small>	POLYMER TECHNOLO	2866	BG/16	\$4.74	8	\$37.92	<input type="button" value="Delete"/> <input type="button" value="EDIT"/>
466872	BANDAGE, ADHSV FABR STRP 1X3 (100/BX 24BX/CS) <small>In stock, ships from your local warehouse</small>	McKesson MedSurg	16-4811	CS/2400	\$56.64	1	\$56.64	<input type="button" value="Delete"/> <input type="button" value="EDIT"/>
370845	WIPE, SANICLOTH PLUS GERMICIDELG (160/BX 12BX/PROFESSIONAL DIS) <small>In stock, ships from your local warehouse</small>		Q89072	CS/1920	\$57.60	1	\$57.60	<input type="button" value="Delete"/> <input type="button" value="EDIT"/>



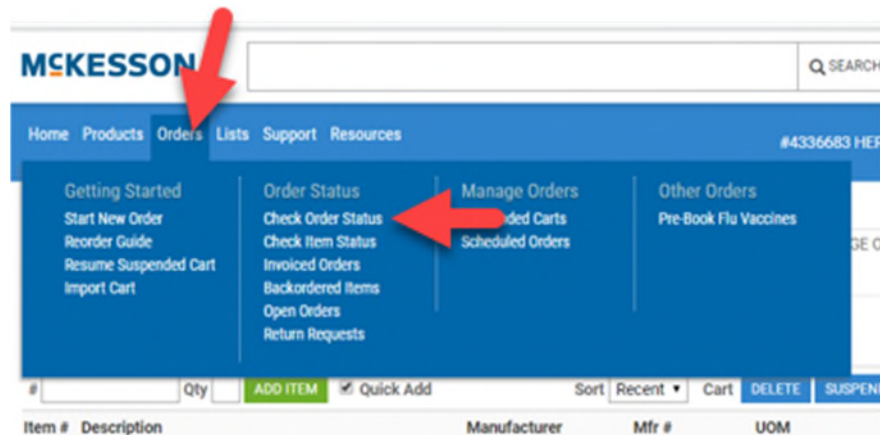
## MANAGING ORDERS

### Checking Order Status

SupplyManager allows you to check on the status of your orders.

To do so, please:

Click on the "Orders" button on the horizontal tool bar at the top of the page. A drop-down menu will appear, offering: "Check Order Status," "Invoice Orders" and "Backorders." Select the desired option by clicking on it. A list of the appropriate orders will. Click on the one you wish to view.



You will be able to view the status of the order on the left hand side of the screen, and you will be able to click on the word "Track" on the right hand side of the screen to see where your order is in the delivery process.

Submitted Order Status (Oct 6, 2019 to Nov 4, 2019) [Contact Your Account Manager](#)

**All Orders** | **Open Orders (1)** | **Backordered (1)** | **Shipped Orders (12)** | [Check Item Status](#) | [Export Backorders to xls](#)

Find  in **All Fields** From  To  [FIND](#) [CLEAR](#)

Status	PO	Order #	Date	Ship To #	Ship To	City	State	Lines	B/O	Track
COMPLETE	458056	46941772	11/4/19	4336683	HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE	ATHENS	OH	1	0	
COMPLETE	458036	46941630	11/4/19	54850222	OHIO UNIV HERITAGE COLLEGE-CLEVELA	BEACHWOOD	OH	1	0	
COMPLETE	458057	46941534	11/4/19	4770235	DUBLIN MEB1 / OHIO UNIVERSITY HERITAGE	DUBLIN	OH	1	0	
COMPLETE	457480	46276616	10/25/19	4336683	HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE	ATHENS	OH	12	0	<a href="#">Track</a>
COMPLETE	457008	45861581	10/21/19	54850222	OHIO UNIV HERITAGE COLLEGE-CLEVELA	BEACHWOOD	OH	1	0	<a href="#">Track</a>
COMPLETE	456771	45629380	10/17/19	4336683	HERITAGE COLLEGE OF OSTEOPATHIC MEDICINE	ATHENS	OH	3	0	<a href="#">Track</a>
COMPLETE	10/10/2019	45078534	10/10/19	4679059	THE OFFICE OF RURAL AND UNDERSERVED PROG	ATHENS	OH	1	0	<a href="#">Track</a>

## ORDERING NON-STOCK ITEMS

McKesson Medical-Surgical can provide non-stock items. At minimum, these take 7-10 business days to reach one of our warehouses.

## Returning Items

Supply Manager provides access to create and manage your items you wish to return to McKesson. Please review the Return Policy listed in the "Create Return Request" section.

To do so, please

Click on the "Orders" button on the horizontal tool bar at the top of the page. A drop down menu will appear, offering: "Create Return Request" and "Return Request". "Create Return Request" should be used to start the return process, "Return Request" will allow you to manage and view credit details after a return request has been submitted.

The screenshot shows the McKesson Supply Manager interface. At the top, there is a navigation bar with the McKesson logo and a search bar. Below the navigation bar, there is a horizontal tool bar with the following items: Home, Products, Orders, Lists, Reports, ScanManager, Tools, Support, Resources. The 'Orders' button is highlighted with a red arrow. A dropdown menu is open under 'Orders', showing the following options: Getting Started, Start New Order, Reorder Guide, Resume Suspended Cart, Import Cart, Create Return Request, Order Status, Check Order Status, Check Item Status, Cancelled Orders, Backordered Items, Open Orders, Return Requests, Manage Orders, Suspended Carts, Pending Carts, Scheduled Orders, Payment, and Payment Portal. The 'Create Return Request' button is highlighted with a red arrow. Below the navigation bar, there is a blue banner with the text: Home Products Orders Lists Reports ScanManager Tools Support Resources. On the right side of the banner, it says: Hello Lori Nolan #61884 MCKESSON PHYSICIAN OFFICE. Below the banner, there is a section titled 'Create Return Request' with the text: Items: 0 Product Value \$0.00. On the right side of this section, it says: Step 1 of 5: Reason for Returning Item. Below this text, there are two buttons: CANCEL and CONTINUE TO NEXT STEP. The 'CONTINUE TO NEXT STEP' button is highlighted with a red arrow.

## To Create a Return Request

- Click the "Create Return Request" button. Review the policies and information provided then click the green button on the left "Continue to Next Step".
- Find items to return by searching PO/Name, Invoice, Order, Ship To, Invoice Date Range, and/or McKesson Item # or product description (enter item # of key words in the item box).
- Select the invoiced items that will be returned by entering the quantity to return next to the item and clicking on the Add button.
- Select a Reason for Return and enter any additional information if necessary. Click OK.
- Select finish Return or select Continue to use the filter option to find other items on the same invoice to add to the return.
- Enter the number of shipping labels needed, review the email address for receipt of shipping labels, click "Continue to Next Step".
- Review Total Pending Credit and item details then click "Submit for Processing".
- Review the "What you should expect" section and then access print options, create a new return request, or click Finished.



## Checking the status of a Return

- Click on the Return number or line item for more information.
- **Open Return** - In process is a return that has been submitted to McKesson and is in the process of being complete.
- **Closed Return** – Completed is a return that has been submitted to McKesson and the credit has been completed.
- Click on the View drop down to see Open Returns, Closed Returns, or All Returns.
- Look for returns by using the Find feature by PO, Order #, Return #, Item #, Description, Mfg #, and/or date range.

Home Products Orders Lists Reports Tools Support Resources Hello Lori Nolan  
#4347450 MADISON MEDICAL IM

Return Requests Contact Your Account Manager

Print Export to Excel RETURNS HELP CREATE NEW RETURN REQUEST

### Submitted Return Requests

All submitted return requests are listed below. Specific items can be clicked on to view credit details, or a return request can be expanded for additional information.

View: All Returns Find  in PO From 10/07/ To 11/05/ FIND CLEAR Sort By Return #

Item #	Description	Order #	PO	Mfr	Mfr #	UOM	Qty	Credit
* Open Returns 27950 Completed Submitted on Oct 17, 2019 Total Pending Credit								
* Closed Returns								
* All Returns								
226421	DEPO-MEDROL_VL 40MG/ML 1ML OVA*)	44367410	RX10/2/19,JEFF,IM	MCKESSON PHARMAC	00009307301	EA/1	15	
* CLOSED Return #45493482 Completed Submitted on Oct 16, 2019 Total Pending Credit								
14303	ILLUMINATION SYSTEM, ENDOSCOPE F/O WA	36172776	6/19/19OC.GI/NONCAP	WELCH ALLYN INC.	36103	EA/1	1	
Reason: Customer Return								

Displaying Returned Items 1 to 2 of 2