Return Solutions

[go with what works]™

Inventorying your Returns
Online

Log In
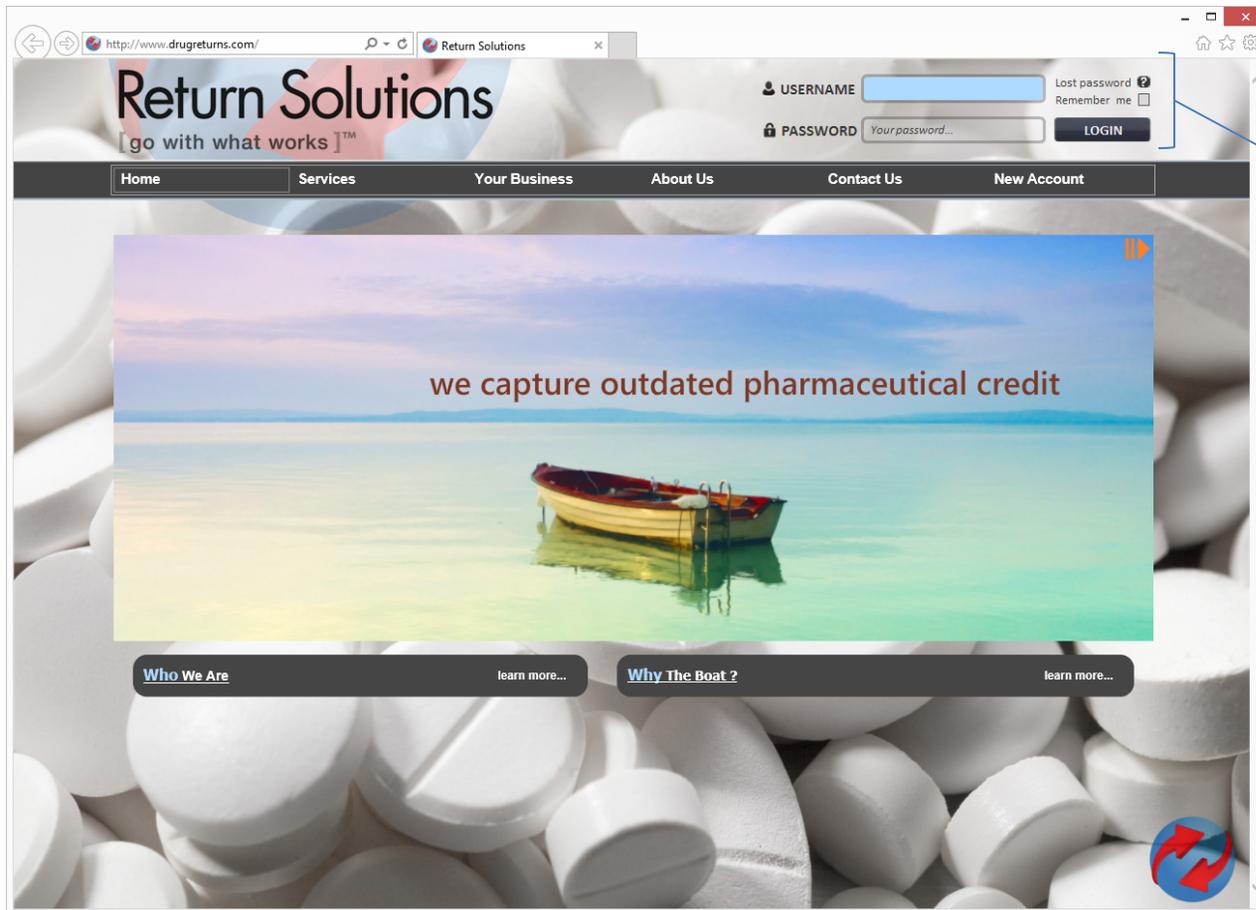
Log In

Your password needs to be reset. Please enter your 5-digit zip code first.

Pharmacy zip code:

Submit

The first time you log in, you may be prompted to change your password. Please verify all information is correct and click "Submit."

Reset Password

New Password:

Re-type new password:

Change Username (Optional)

Existing username:

(To change your username, enter a new one below, otherwise leave it blank.)

New username:

Re-type new username:

Change Email Address

Your email on file is used as a contact email, for example, for sending you your new username and password.

(To change your email on file, enter a new one below.)

Email address:

Re-type email address:

Submit

Create a Return

Once you have successfully logged in, click on the "Create Returns" icon to create a new return.

Creating a Return

Please create a single return for all items you have, not one for each box. We only allow one return to be submitted every two weeks, and once a return is submitted you are not able to add additional items.

Click on the "Create Return" button to begin inventorying your items

Clicking on "Instructions and Terms & Conditions" will provide you with more detailed information about our process

Creating a Return

NOTICE: You will only be able to create a return every two weeks. Should you need to create another return prior to this, please call our office and we will be glad to unlock your account.

A return can have multiple boxes and contain both controls (including CII's) and non-controls.

You do not need to create a new return for each box. The correct number of UPS shipping labels will be printed for you when you submit your return for processing. There is a limit of 5 shipping labels. If you require more, please contact us at 800-579-4804.

[OK]

You will see two pop up boxes. Please read all instructions before proceeding.

You are only required to list controlled substances prior to shipping your return. If you have controlled substances, please choose "Inventory products." If you do not have any controlled substances to return, you may select "Print shipping labels without inventorying products." Your state regulations may require that you list all items, regardless of whether your return contains controlled substances.

Do you wish to inventory your product or simply print shipping labels?

Please note that controlled items CII-CV must be inventoried, and your state regulations may require you to inventory all products prior to shipping.

◉ Inventory products (required for controls)

◯ Print shipping labels without inventorying products

[Continue]   [Cancel]

Confirm Information and E-Sign

Confirm that the information we have on file is correct, make any changes necessary, and enter your name in the Electronic Signature field to indicate you agree to our Pedigree Policy.

Please confirm that the following fields are correct. If any of your info is incorrect, please change it.

Pharmacy Name*:	ZZ Local Pharmacy 123	**Contact 1*:**	Stephen Turner	☐ **Mailing Address is same as Physical Address**	
Physical Address*:	10635 Kingston Pike	**Contact 2:**	John Smith	**Mailing Address:**	
Physical City*:	Knoxville	**Wholesaler*:**	Cardinal Dist., Knoxville ▾	**Mailing City:**	
Physical State*:	TN	**Wholesaler Acct # *:**	45678	**Mailing State:**	
Physical Zip*:	37919	**GPO / Buying Group:**	--- None --- ▾	**Mailing Zip:**	
Phone*:	123-333-4444	**DEA*:**	AA7775555		
Fax:	865-675-2474	**DEA Expires*:**	4/30/2017		
Email*:	rowen@drugreturns.com				

Your electronic signature is required. By typing your name and clicking the submit button, you are verifying that you agree to the terms and conditions of the RSI Pedigree Policy. Click HERE to read RSI Pedigree Policy.

[SUBMIT]   [CANCEL]

Electronic Signature*: [   ]

Inventorying Items

Enter the NDC of the product you would like to inventory into the NDC field and hit enter or tab to the next field.

If the NDC is recognized, the drug information will populate. Simply fill in the quantity, expiration date, and lot number and click the "ADD Entry" Button.

Submit Return & Print Shipping Labels

Once you have entered all your items, you are ready to submit your return and print UPS shipping labels. Click "Submit Return & Print Shipping Labels" button.

Submit Return & Print Shipping Labels

You are about to complete this return. A return can have multiple boxes and contain both controls (including CII's) and non-controls.

Once submitted for processing you will not be able to add any more products to this return or create another for two weeks. Should you need to create another return prior to this, please call our office and we will be glad to unlock your account.

Press "Continue" to select your service type, rate, and number of shipping labels you need.

[CONTINUE]   [CANCEL]   (and continue adding products)

To finish this return type complete the section below and and click "Submit". Your packing list and UPS shipping labels will appear in separate windows. Print and sign the packing list and be sure to include a copy of it in each box. Affix label(s) to box(es) and give to any UPS driver. There is no charge for this. You can reprint the packing list by clicking on the orange button. There is a limit of 5 shipping labels. If you require more, please contact us at 800-579-4804.

How quickly do you want your check?
- ○ 30 days - your rate will be 40%
- ○ 60 days - your rate will be 30%
- ● 90 days - your rate will be 20%

What would you like us to do with your non-returnable product?
- ● Destroy free-of-charge
- ○ Return them to me free-of-charge

How many boxes do you have for this return? A shipping label will be printed for each box.   [1]

Comments or special instructions for this return:

[Submit]   [Cancel]

IMPORTANT!! This return contains CII items. DEA 222 form(s) will automatically be printed and mailed to you. Do not ship this return until you receive the 222 forms. It should take less than a week to receive these forms.

Pop-up windows will explain our process to you and then prompt you to select your timeframe for reimbursement, what you'd like us to do with your non-returnable items, and enter the number of boxes you have. You must print separate shipping labels for each box, you may not make copies of shipping labels you have already printed.

Once you click "Submit," your return will be submitted to Return Solutions. If C-II items are included in your return, we will mail a DEA 222 form to you.

Packing List

The Packing List will open in a new tab at the same time as the shipping labels open. You do not have to fill out the pricing/cost code section, but please complete everything beneath it, then sign and date the form. Please print enough copies of the packing list to include one in each box you ship to us.

If you have inventoried controls, please bag them separately from non-controls. Everything can go in the same box if it will fit, and we do not have any regulations on box size. The shipping label says 8 pounds, but there is no weight restriction. Please ship all controls, non-controls, and OTC items together in the same return. Simply attach the shipping labels to the boxes and give to your UPS driver.

Reprint Packing List

If you need to reprint your packing list, select the top return from the drop down box on the right hand side of the page, then click the orange "Print Packing List" button.

Shipping Labels

A new tab will open with a shipping label for each box you have to ship. Print the label and attach it to the box with clear tape covering the entire label.

Simply tell the next UPS driver that is in your store that you have packages to be shipped and he will take them. If you do not have a regular UPS shipment, we can mail you FedEx labels so you can schedule a pickup.