

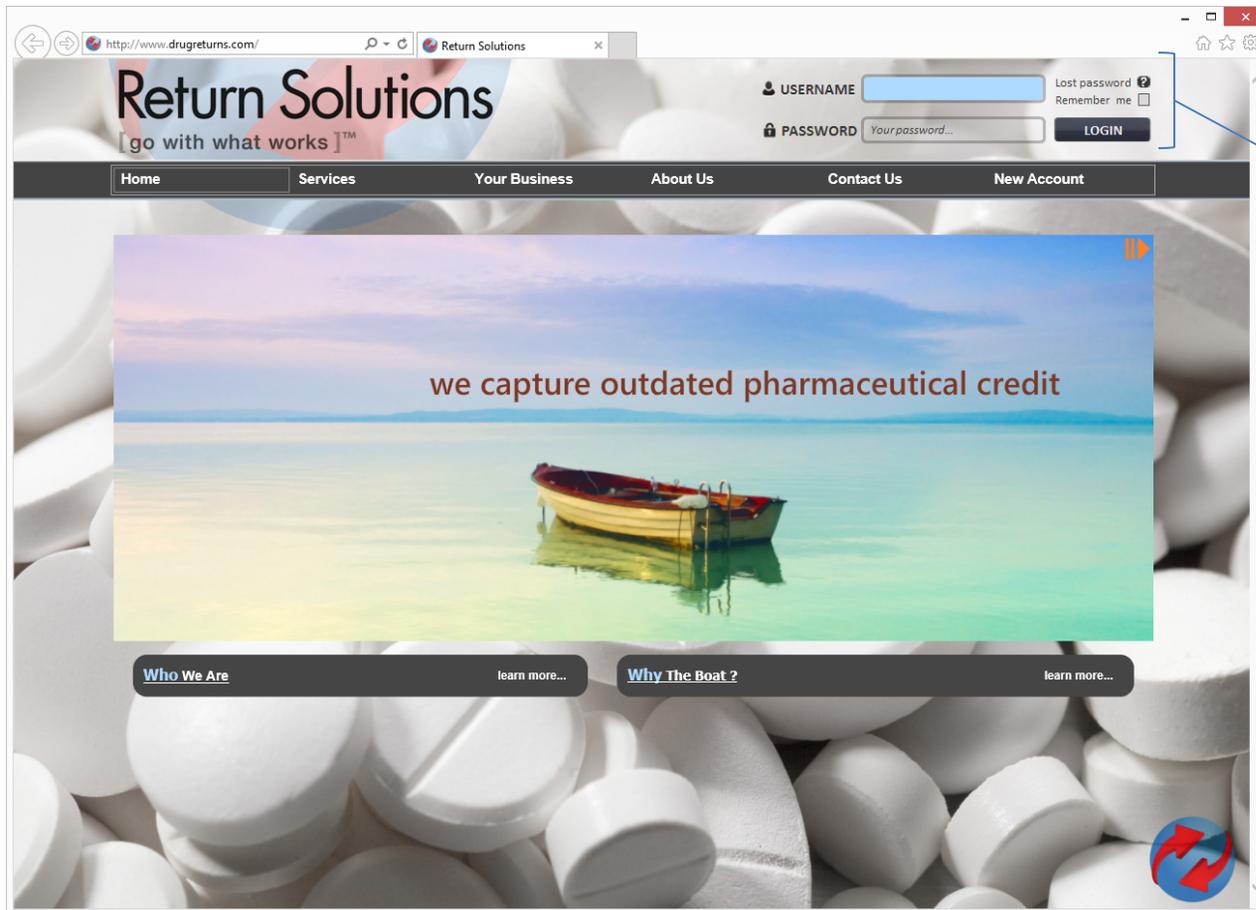


# Return Solutions

[ go with what works ]<sup>TM</sup>

Inventorying your Returns  
Online

# Log In



Go to  
[www.drugreturns.com](http://www.drugreturns.com)  
and enter your login  
name and password in  
the upper right-hand  
corner

# Log In

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

Pharmacy zip code:

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:

# Create a Return



The screenshot shows the Return Solutions website interface. At the top, there is a navigation bar with links for Home, Services, Your Business, About Us, Contact Us, and New Account. Below this is a central area with seven icons: Home, View Returns, Schedule, Non-Returnable Management, Top Returned Drugs, Reports, and Create Returns. The 'Create Returns' icon is highlighted with a blue circle and a blue arrow pointing to it from a text box on the right. Below the icons is a section titled 'Welcome To Return Solutions Online Services' with a note about browser compatibility and a list of services available.

Return Solutions  
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USERNAME  Lost password? Remember me

PASSWORD  Your password... LOGIN

Home Services Your Business About Us Contact Us New Account

Home View Returns Schedule Non-Returnable Management Top Returned Drugs Reports Create Returns

Welcome To Return Solutions Online Services

**Note: In order to fully utilize all the features of this web site, it is recommended that you use a supported version of Microsoft Internet Explorer.**

Scroll over above icons to learn what each one does, and then click on the image to initiate its function. From here you can:

- Inventory product, create return authorization forms, and generate shipping labels
- View your entire returns history
- View credits issued by RSI, and enter credits you receive directly from a manufacturer
  - Click [here](#) to read our policy regarding assistance in locating manufacturer-direct credits
- Manage your non-returnable product
- Various other functions

Note: On April 20, 2009 we began processing stores under our OneCheck Select program. This change also dictated a change in the way our website displays check data for stores processed under our previous "All-4-One" program. Summaries of your entire returns history are available here, but certain detailed data for checks issued on or before 7/2/09 may not be viewable. If there is any data you cannot find, please contact us and we'll be more than happy to assist you.

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.

The screenshot shows the Return Solutions website interface. At the top, there is a navigation bar with links for Home, Services, Your Business, About Us, Contact Us, and New Account. Below this, a user greeting reads "Hello, ZZ Local Pharmacy 123". A row of seven circular icons represents different functions: Home, View Returns, Schedule, Non-Returnable Management, Top Returned Drugs, Reports, and Create Returns. Below the icons is a row of buttons: "Create Return" (blue), "Print Shipping Labels" (green), "Print Packing List" (orange), "Instructions and Terms & Conditions" (yellow), and "View / Print Previous RA:" followed by a dropdown menu. A blue arrow points from the "Create Return" button to the text box on the right. Another blue arrow points from the "Instructions and Terms & Conditions" button to the text box below it. The background of the website is a close-up image of white pills.

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*:	<input type="text" value="ZZ Local Pharmacy 123"/>	Contact 1*:	<input type="text" value="Stephen Turner"/>	<input type="checkbox"/> Mailing Address is same as Physical Address
Physical Address*:	<input type="text" value="10635 Kingston Pike"/>	Contact 2:	<input type="text" value="John Smith"/>	Mailing Address: <input type="text"/>
Physical City*:	<input type="text" value="Knoxville"/>	Wholesaler*:	<input type="text" value="Cardinal Dist., Knoxville"/> ▼	Mailing City: <input type="text"/>
Physical State*:	<input type="text" value="TN"/>	Wholesaler Acct #*:	<input type="text" value="45678"/>	Mailing State: <input type="text"/>
Physical Zip*:	<input type="text" value="37919"/>	GPO / Buying Group:	<input type="text" value="-- None --"/> ▼	Mailing Zip: <input type="text"/>
Phone*:	<input type="text" value="123-333-4444"/>	DEA*:	<input type="text" value="AA7775555"/>	
Fax:	<input type="text" value="865-675-2474"/>	DEA Expires*:	<input type="text" value="4/30/2017"/>	
Email*:	<input type="text" value="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

Return Solutions  
[go with what works]™

USERNAME: Your username...  
PASSWORD: Your password...  
LOGIN

Home Services Your Business About Us Contact Us New Account

Hello, ZZ Local Pharmacy 123

Home View Returns Schedule Non-Returnable Management Top Returned Drugs Reports Create Returns

Create Return Submit Return & Print Shipping Labels Print Packing List Instructions and Terms & Conditions View / Print Previous RA: Select

RA NUMBER: EF62306  
DATE CREATED: 6/23/2015  
DATE SUBMITTED:   
DATE PROCESSED AT RSI:   
PLEASE SHIP ALL CONTROLS AND NON-CONTROLS UNDER THE SAME RETURN. YOU MAY ONLY CREATE A RETURN EVERY TWO WEEKS.

DRUG ENTRY FORM: To add this entry, click the "ADD Entry" button below. Click the "Clear Fields" button to clear the input fields.

When entering a full item, type in the # of containers, NOT the size of the package. For partial items, type in the quantity within the container, NOT the # of containers.

NDC	# FULL	QTY OF PARTIAL	EXP DATE	LOT NUMBER	PRODUCT NAME	STRENGTH	DESCRIPTION / FORM	SIZE OF PACKAGE	DEA CLASS
23490936006		39	06/15		MORPHINE	10 MG	TABLETS	60	2

ADD Entry Clear Fields  
Drugs entered are listed below: To EDIT or DELETE an entry, click on it, and it will appear in the editor above.

Click column headers to sort

NDC	Full	Partial	ExpDate	LotNumber	PRODUCT NAME	SIZE	DEA
66479058350	1	0	05/15	A6TG09	ROXICODONE 5 MG/5 ML SOLUTION	500	2

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

The screenshot shows the Return Solutions website interface. At the top, there is a navigation bar with links for Home, Services, Your Business, About Us, Contact Us, and New Account. Below this is a user greeting: "Hello, ZZ Local Pharmacy 123". A row of icons represents various features: Home, View Returns, Schedule, Non-Returnable Management, Top Returned Drugs, Reports, and Create Returns. Below the icons are several buttons: "Create Return" (blue), "Submit Return & Print Shipping Labels" (green, highlighted with a blue arrow), "Print Packing List" (orange), "Instructions and Terms & Conditions" (yellow), and a dropdown menu for "View / Print Previous RA:". Below the buttons is a table with columns: RA NUMBER, DATE CREATED, DATE SUBMITTED, and DATE PROCESSED AT RSI. The table contains one row with values: EF62306, 6/23/2015, and empty cells. Below the table is a blue warning message: "PLEASE SHIP ALL CONTROLS AND NON-CONTROLS UNDER THE SAME RETURN. YOU MAY ONLY CREATE A RETURN EVERY TWO WEEKS." followed by a red error message: "DRUG ENTRY FORM: Partial of 39 - 23490936006 - MORPHINE 10 MG TABLETS was added." Below this is a form for entering drug information with fields for NDC, # FULL, QTY OF PARTIAL, EXP DATE, LOT NUMBER, PRODUCT NAME, STRENGTH, DESCRIPTION / FORM, SIZE OF PACKAGE, and DEA CLASS. Below the form are "ADD Entry" and "Clear Fields" buttons. Below the form is a table with columns: NDC, Full, Partial, ExpDate, LotNumber, PRODUCT NAME, SIZE, and DEA. The table contains two rows of data.

NDC	Full	Partial	ExpDate	LotNumber	PRODUCT NAME	SIZE	DEA
23490936006	0	39	06/15	LO0159	MORPHINE 10 MG TABLETS	60	2
66479058350	1	0	05/15	A6TG09	ROXICODONE 5 MG/5 ML SOLUTION	500	2

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.

(and continue adding products)

To finish this return type complete the section below 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.

Comments or special instructions for this return:

**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

Return Solutions  
RETURN AUTHORIZATION # EF62411

ACCOUNT INFORMATION  
ZZ Local Pharmacy 123 (19999)  
10635 Kingston Pike  
Knoxville, TN 37919  
Contact: Stephen Turner  
Phone: 123-333-4444  
Fax: 865-675-2474  
DEA #: AA7775555  
DEA expires: 4/30/2017  
Wholesaler: Cardinal Dist., Knoxville  
Knoxville, TN 37931  
Account #: 45678

Buying Group: Pricing/Cost code: 1 2 3 4 5 6 7 8 9 0

SHIPMENT INFORMATION  
Shipment contains: # boxes 1 OR # pallets  
Non-returnable items: (Destroy is default) Destroy  OR Return to pharmacy  
Preferred reimbursement time-frame/rate: 30 Days (40%) 60 Days (30%)  90 Days (20%)

READ AND FOLLOW THE INSTRUCTIONS/TERMS AND CONDITIONS PAGE ON OUR WEBSITE. Complete this form and place a copy in EACH box you are returning - keep a copy for your records. Please verify that all of your account information on this form is correct. MAKE ANY NECESSARY CHANGES ON THIS FORM. Note that if nothing is selected above for non-returnable items they will be destroyed, and the default reimbursement time-frame is 90 days.

RSI Pedigree Policy  
RSI shall not be liable for the value of, and cannot guarantee credit for products that were purchased outside of "normal pharmaceutical distribution channels". This includes products that were not purchased directly by our Customer from a particular manufacturer or directly by our Customer from an approved wholesaler/distributor of said manufacturer. This also includes products that were purchased outside of the United States, counterfeit items, and any product purchased by Customer on a non-returnable basis, including short-dated product purchased at a discounted price. At any time RSI or product manufacturer may require proof of purchase (pedigree) for such product. If product has been shipped by RSI or its Customer to a manufacturer or their agent, RSI cannot guarantee the return of product to Customer, and in no instance shall RSI be responsible for reimbursing Customer for such product. Manufacturers reserve the right to destroy such product without issuing credit. In the event product is available for return to Customer, it shall be at Customer's expense. If Customer is unable to have product returned to it within 14 days, product is subject to be destroyed without any payment or credit issued to Customer. In any dispute, failure by Customer to provide a product pedigree shall release RSI from any and all liability of products involved in dispute. In no instance shall RSI's liability for any product exceed the actual cost paid for product by Customer. For certain product with an unconfirmed pedigree RSI may give Customer the option of returning product for credit. Should Customer choose to return product for credit, RSI's rate will apply to these returns, and is non-refundable. Credit for such returns is not guaranteed. Signing below indicates you understand and agree to these terms.

Electronic Signature: Stephen Turner Date: 6/24/2015

NDC/UPC	Label Name / Strength	Full Qty	Part Qty	Pkg Size	DEA	Exp Date	Lot #
23490936006	MORPHINE 10 MG TABLETS	0	39	60	2	06/01/2015	LO0159
66479058350	ROXICODONE 5 MG/5 ML SOLUTION	1	0	500	2	05/01/2015	A6T309

our CII item(s) and should pass days.

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

The screenshot shows the Return Solutions web application interface. At the top, there is a navigation bar with links for Home, Services, Your Business, About Us, Contact Us, and New Account. Below this is a user login section with fields for USERNAME and PASSWORD, and a LOGIN button. The main content area features a header with the text "Hello, ZZ Local Pharmacy 123" and a row of six circular icons representing different functions: Home, View Returns, Schedule, Non-Returnable Management, Top Returned Drugs, and Reports. Below the icons are five buttons: "Create Return" (blue), "Print Shipping Labels" (green), "Print Packing List" (orange), "Instructions and Terms & Conditions" (yellow), and "View / Print Previous RA:" (grey). The "Print Packing List" button is highlighted with a blue arrow pointing to a dropdown menu on the right side of the page. The dropdown menu contains a list of return IDs and dates, such as "EF62411 - 6/24/2015". Below the buttons is a form section for creating a return, including fields for RA NUMBER, DATE CREATED, DATE SUBMITTED, and a table for drug entry with columns for NDC, # FULL, QTY OF PARTIAL, EXP DATE, LOT NUMBER, PRODUCT NAME, STRENGTH, and DESCRIPTION. A table with two rows of data is visible below the form.

NDC	Full	Partials	ExpDate	LotNumber	PRODUCT NAME
23490936006	0	39	06/15	LO0159	MORPHINE 10 MG TABLETS
66479058350	1	0	05/15	A6TG09	ROXICODONE 5 MG/5 ML SOLUTION

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.

**View/Print Label**

1. **Print the label:** Select Print from the File menu in this browser window to print the label below.
2. **Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. **GETTING YOUR SHIPMENT TO UPS**  
**Customers without a Daily Pickup**
  - Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliance (Office Depot® or Staples®) or Authorized Shipping Outlet near you or visit <https://ups.com/content/ups/en/index.jsp> and select Drop Off.
  - Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.**Customers with a Daily Pickup**
  - Your driver will pickup your shipment(s) as usual.

FOLD HERE

1 OF 1

8 LBS

ACCOUNT NUMBER: 19999  
721 LOCAL PHARMACY 12  
10635 KINGSTON PINE  
KNOXVILLE TN 37919

**SHIP TO:**  
RECEIVING  
8656751355  
RETURN SOLUTIONS  
10635 DUTCHEWOWN RD  
KNOXVILLE TN 37932

TN 379 9-21

UPS GROUND  
TRACKING #: 1Z AW5 076 03 9013 6393

BILLING: P/P

Reference No. 1: BFG2411

BRG2411

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.