

Web Tutorial: Submitting an Online Return

1

Access Returns Page

- A. Login
- B. Click **My Account**
- C. Expand (+) **Orders**, then **Returns**
- D. On this page, click **Create New Return**

2

Find Item for Return

- A. You can find an item by **Date Range, Invoice Number, PO Number, Item Code, or Order Description**
- B. Click **Return this Item**

3

Finalize Return

- A. Select a **Reason for Return**
- B. Enter quantity to return in **QTY** field
- C. Click **Add and Finalize**
- D. Follow prompts on next screen to receive labels

The screenshot shows the Henry Schein Dental website interface. At the top, there is a navigation bar with the logo, a search bar, and a 'My Account' button (callout B). Below the navigation bar, there is a 'LOG IN' button (callout A) and a 'CREATE NEW RETURN' button (callout D). The main content area displays a 'RETURNS SUMMARY' table with columns for Status, RMA#, Reference#, Date Submitted, Summary, and Amt. Applied. Below the table, there is a 'FIND ITEMS TO RETURN BY:' section with search criteria like Keyword, Date Range, Invoice #, PO #, Order #, Item Code, Manufacturer #, and Reference #. A 'Keyword' search box is present. Below the search criteria, there is a table of items with columns for Date Ordered, Invoice #, QTY Shipped, and Return QTY. A specific item is highlighted with a green border: Adacel Tdap Adolescent/ Adult Injectable PFS 5/PK (5464958) with a quantity of 6. A 'Return this Item' button (callout B) is next to it. Below the item table, there is a dropdown menu for 'Please select a reason for return' (callout A) and a 'Return QTY' field (callout B). A list of reasons for return is shown below the dropdown: Damaged, Defective, Duplicate Order, Recalled item, Wrong Item, Wrong Quantity, and Other. A 'LOGOUT' button is visible at the bottom right of the page.