

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**

The screenshot shows the top navigation bar of the Henry Schein Medical website. The 'My Account' button is highlighted with a red box and labeled 'B'. Below it, the 'Orders' section is expanded, and the 'Returns' link is highlighted with a red box and labeled 'C'. The 'CREATE NEW RETURN' button is labeled 'D'. The 'LOGIN' button is labeled 'A'.

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**

The screenshot shows the 'FIND ITEMS TO RETURN BY:' section with search criteria: Keyword, Date Range, Invoice #, PO #, Order #, Reference #, Item Code, and Manufacturer #. A 'Keyword' search box is highlighted with a red box and labeled 'A'. Below the search box, the 'ITEMS: (63)' section is shown with a table of items. The first item is highlighted with a green box and labeled 'B'. The 'Return this Item' button is also highlighted with a green box and labeled 'B'.

Date Ordered	Invoice #	QTY Shipped	Return QTY
11/10/2016	36079095	6	1

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 re-

The screenshot shows the 'Please select a reason for return' dropdown menu with the following options: Damaged, Defective, Duplicate Order, Recalled item, Wrong Item, Wrong Quantity, and Other. The dropdown is highlighted with a blue box and labeled '3'.

