

A thick yellow diagonal line runs from the top right towards the bottom left, crossing the page.

# **INMAR RETURNS.ORG USER GUIDE**

A horizontal teal bar is positioned at the bottom of the page, partially overlapping the yellow diagonal line.

OCTOBER 2020

---

# CONTENT

---

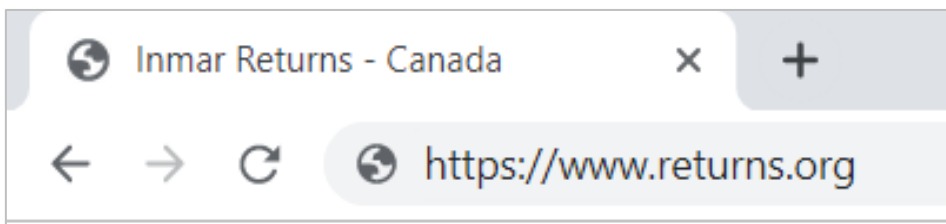
How to Login	1
How to Create Returns Inventory	3
How to Prepare an Rx Returns Shipment	7
Step 1: Close Boxes for Shipment	7
Step 2: Shipping Boxes	8
Step 3: Scheduling a Shipment	9
Narcotic & Controlled Drug Authorizations & Shipping Procedure	10
Customer Support	12

---

# HOW TO LOGIN

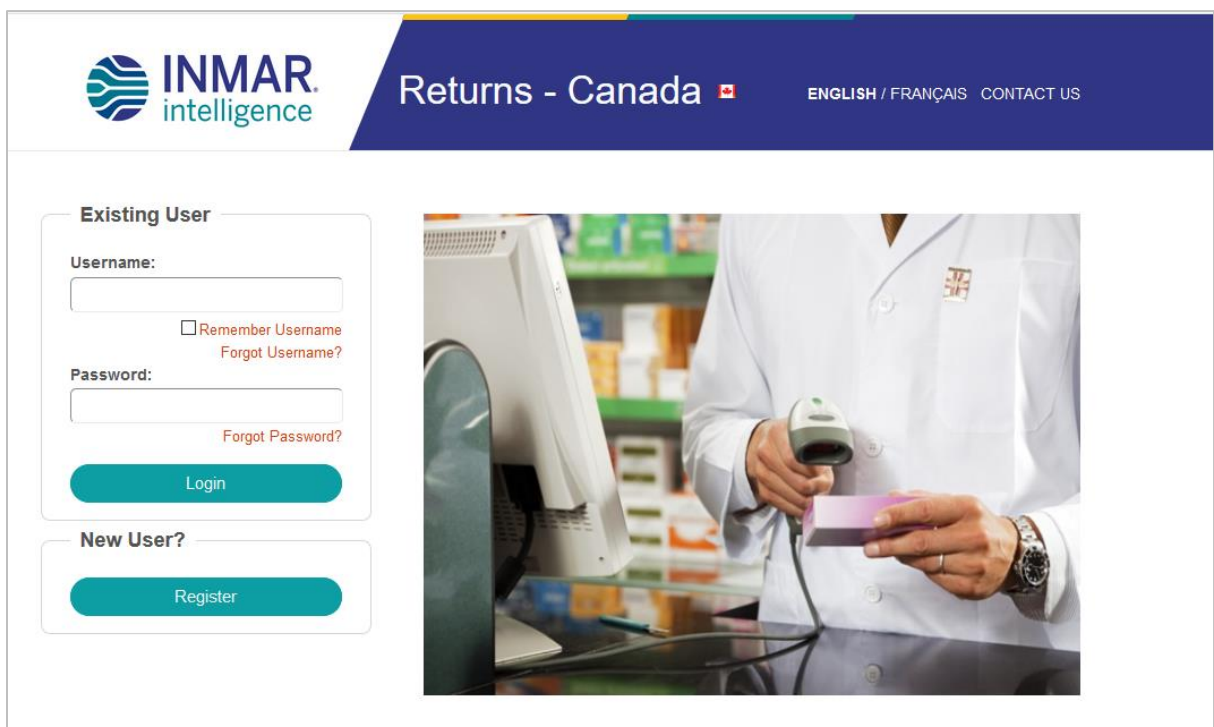
Check your system for the minimum and preferred requirements:

- Internet Browser: Google Chrome (preferred) or Microsoft Edge
- Microsoft Excel
- Adobe Reader
- Resolution: 1024 x 768 minimum



Login Instructions:


- Go to [www.returns.org](http://www.returns.org)
- Enter your username and password

A screenshot of the INMAR Returns - Canada login page. The page features the INMAR intelligence logo and the text "Returns - Canada" with a Canadian flag icon. There are links for "ENGLISH / FRANÇAIS" and "CONTACT US". The login form is divided into two sections: "Existing User" and "New User?". The "Existing User" section has fields for "Username:" and "Password:", a "Remember Username" checkbox, and links for "Forgot Username?" and "Forgot Password?". A teal "Login" button is below the password field. The "New User?" section has a teal "Register" button. To the right of the form is a photograph of a pharmacist in a white lab coat using a barcode scanner on a pink card at a pharmacy counter.

## Registration Instructions:

- New users will need to register
- Select the “**Register**” button
- Fill in the required information
- You will receive two emails:
  - Immediate Registration Acknowledgement that your request has been received
  - Within 48 hours, confirmation of Username & Password.


Note: You cannot login until you receive the 2<sup>nd</sup> email.



# Returns - Canada

[REGISTER](#) [LOGIN](#)  
[ENGLISH](#) / [FRANÇAIS](#)

Home
Contact Us



## Register

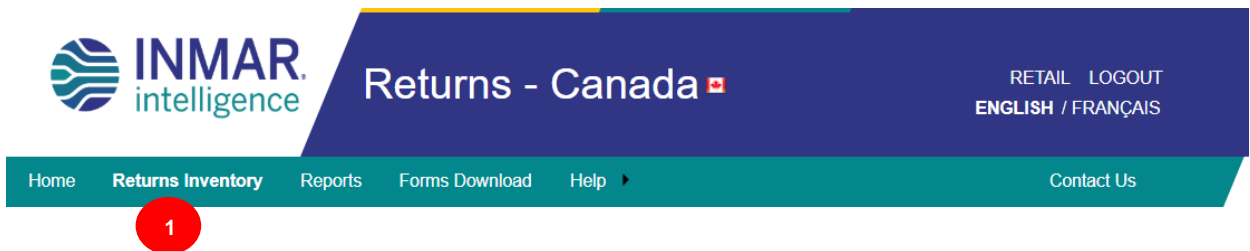
\*Note: Membership to this website is private. Once your account information has been submitted, the website Administrator will be notified and your application will be subjected to a screening procedure. If your application is authorized, you will receive notification of your access to the website via email. All fields marked with an asterisk (\*) are required.

User Information	Store Information
<p>First Name*: <input type="text"/></p> <p>Last Name*: <input type="text"/></p> <p>Email*: <input type="text"/></p> <p>Address*: <input type="text"/> <input type="text"/></p> <p>City*: <input type="text"/></p> <p>Province*: <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f0f0f0; padding: 2px 5px; width: 100%;" type="text"/></p> <p>Postal code*: <input type="text"/></p> <p>Country*: <input style="border: none; border-bottom: 1px solid #ccc; background-color: #f0f0f0; padding: 2px 5px; width: 100%;" type="text"/></p> <p>Phone number*: <input type="text"/> Ext.: <input type="text"/></p> <p>Fax number*: <input type="text"/></p> <p>Communication Language: <input checked="" type="radio"/> English <input type="radio"/> French</p>	<p>Store Name / Company*: <input type="text"/></p> <p>Store Number*: <input type="text"/></p> <p>NCD Licence #: <input type="text"/></p> <p><input type="checkbox"/> Hospital</p> <p style="margin-left: 20px;"><input type="checkbox"/> Inpatient pharmacy</p> <p style="margin-left: 20px;"><input type="checkbox"/> Outpatient pharmacy</p> <p><input type="checkbox"/> Pharmacy</p> <p style="margin-left: 20px;"><input type="checkbox"/> Independent pharmacy</p> <p style="margin-left: 20px;"><input type="checkbox"/> Chain pharmacy</p> <p style="margin-left: 40px;">Head office <input type="text"/></p> <p><input type="checkbox"/> Wholesaler</p> <p><input type="checkbox"/> Representative</p> <p><input type="checkbox"/> Doctor's office</p> <p>Special Instructions: <input style="width: 100%; height: 40px; border: 1px solid #ccc;" type="text"/></p>

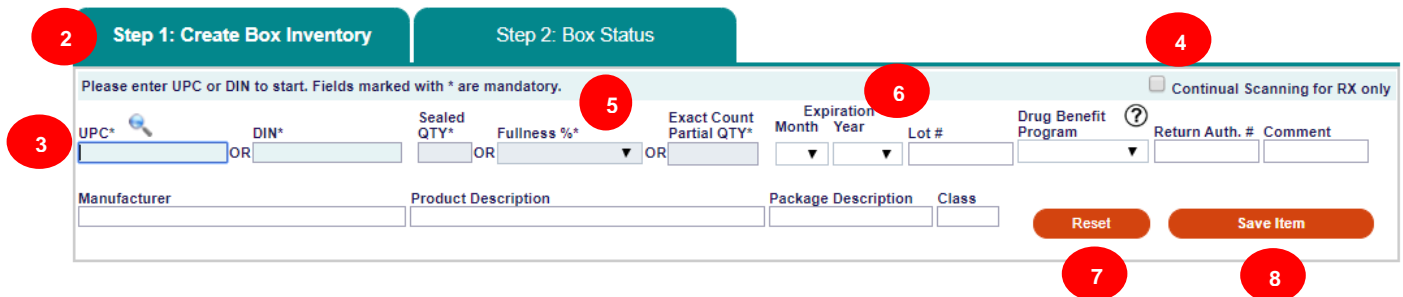
# HOW TO CREATE YOUR RETURNS INVENTORY

To inventory your pharmaceutical returns, complete the following steps:

1. Select “Returns Inventory”



2. You will be directed to the “Step 1: Create Box Inventory” tab
3. Scan the UPC barcode or manually enter the DIN number of your product. Hit Tab or select a Quantity field. The system will search for the product and populate all applicable information.

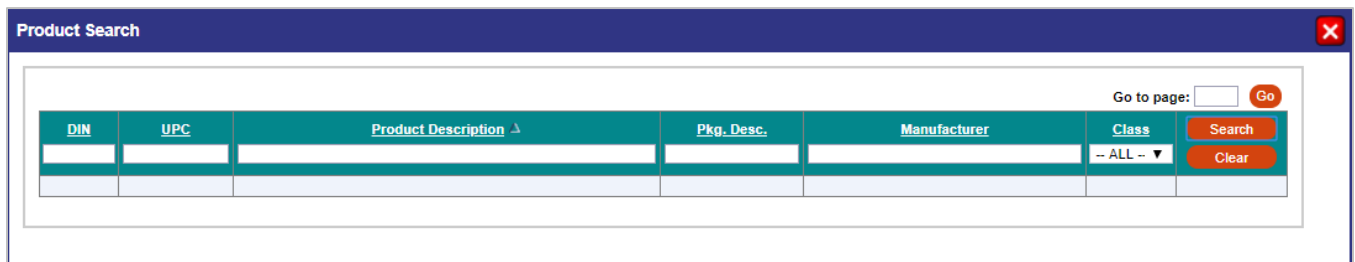


Please enter UPC or DIN to start. Fields marked with \* are mandatory.  Continual Scanning for RX only

UPC\*  OR DIN\*  Sealed QTY\*  OR Fullness %\*  OR Exact Count Partial QTY\*  Expiration Month  Year  Lot #  Drug Benefit Program  Return Auth. #  Comment

Manufacturer  Product Description  Package Description  Class

If the DIN or UPC is not available, you may search for a product by selecting the  icon. Search options are as follows:



Product Search

Go to page:

DIN	UPC	Product Description	Pkg. Desc.	Manufacturer	Class
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

If the product cannot be found, the adjacent message will appear.



If you would like to send the product for destruction only or contact Customer Service for a product inquiry, please click **“Send / Contact”**. Otherwise, press **“Cancel”** to continue adding your other products.

Once you select **“Send / Contact”**, complete the form below. If you would like to return the product for destruction only, select **“Add to send for destruction only”**. If you would like to inquire about this product with our Customer Service Team, select **“Contact Customer Service”**. An email response will be sent to you upon verification. The inquired product would not be added to the form.

**Unknown Product** ✖

Please enter the product information.

UPC	DIN	Sealed QTY*	Fullness %*	Exact Count Partial QTY*	Expiry month year	Lot #	Drug Benefit Program	Return Auth. #	Comment
1234567890	12345678	1	OR	OR					

Manufacturer*	Product Description*	Pkg. Description*	Class*
Manufacturer X	Product X	100 TABS	RX

Add to send for destruction only

Contact Customer Service

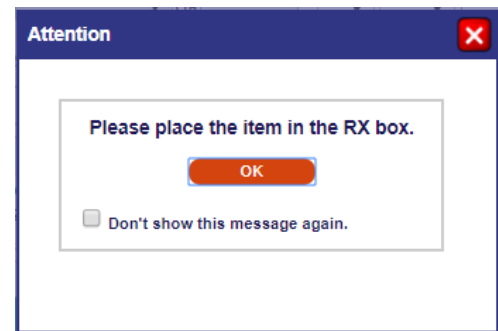
**Disclaimer:** Inmar will not be held liable or responsible for non-participating manufacturers' products or for destruction only products. No notification will be provided for such products upon receipt or prior to processing. Applicable charges will be invoiced to you for the handling and destruction of these products. Products will not be returned to you.

**Disclaimer:** For any product inquiry, select the "Contact Customer Service" button and an email will be sent to our Customer Service team. The product will not be added to the form. A response will be sent to your email address provided at registration.

4. If you have **Rx only** items that default to a full quantity of one (1) and you have barcode scanning capabilities, check **“Continual Scanning”**. Continual Scanning will assume your items are within the manufacturer’s return policy. Please ensure your scanner is configured to send scanned data to the screen with CR (Carriage Return) / LF (Line Feed) / RETURN or Enter Key.
5. **Quantity Entry:** After the DIN/UPC is identified, enter the quantity being returned. Enter a **“Sealed Qty”** or a **“Fullness percentage”** or an **“Exact Count”** (this is required only for partial quantities or for Narcotic & Controlled drugs (NCD)). Only one field can be populated.

*Note: For any narcotic and/or controlled substance or Rx products that the manufacturer requires an exact count, only “Sealed Qty” or “Exact Count Partial Qty” fields will be available.*

6. If available, enter the **Expiry Date and Lot #** of the product to obtain more accurate credit estimations. For any recall products, if the system validates the lot # that you have entered with an active recall in our system, the reason and estimated credit will be updated.
7. If you discover that data has been incorrectly entered, yet not saved, you can click the **“Reset”** button to clear or refresh your fields.
8. Click the **“Save Item”** button. The system will determine the type of box the product will be saved in based on the drug classification.
9. A message will populate instructing which box to place the item in. If you do not want to see this message after each saved item, select the **“Don’t show this message again”** box.



**Note: This message will re-appear for any new box opened.**

10. For Narcotic and Controlled Drugs (NCD), the products will automatically be saved in a separate box from the regular Rx products. You can also refer to the **“Box Type”** column in the Returns Details.

**10**


OPEN BOX SUMMARY					
RX Box: RRRW0036302	Wholesaler:	NCD Box: RNW0015748	Wholesaler:		
Units: 5    Credit: \$200.49	Account:	Units: 3    Credit: \$27.92	Account:		

11. All saved products will be listed in the **“Return Details”** summary as follows:

Return Details														
Box ID	Box Type	DIN	Manufacturer	Product Description	Package Description	Expiry Date	Lot #	Drug Program	Fullness %	Exact Count	Unit Qty	Reason Code	Unit Price	Estimated Credit

**Note:**

For a full “Reason Code” description, place your cursor over the reason code to display.

Reason Code	Unit Price	Estimated Credit	
UNA	\$220.72	\$0.00	
EXPI	UNAUTHORIZED RETURN / POST-EXPIRED		

If the product entered is deemed “Unauthorized” under “reason code”, then it is non-creditable. However, the product can still be returned to Inmar for destruction purposes. There will be no associated charges for Inmar manufacturer client returns.

Estimated Credits are based on the information that was entered. If limited information is provided, credit estimation is based on the assumption that the product is within the manufacturer’s policy. You will not be reimbursed for a product which does not conform to the return goods policy of the participating manufacturers or any claimed products not physically received. Inmar MedTurn will not be held liable or responsible for non-participating manufacturers products received. No notification will be provided for such products upon receipt or prior to processing. These products will not be returned to you. Applicable charges will be invoiced to you for the handling and destruction of these products. All monetary values are subject to change without prior notification. The manufacturer reserves the right to refuse credit. Any comments entered will be reviewed at the time of processing the item on-site and if eligible for credit, it will only be adjusted at that time.

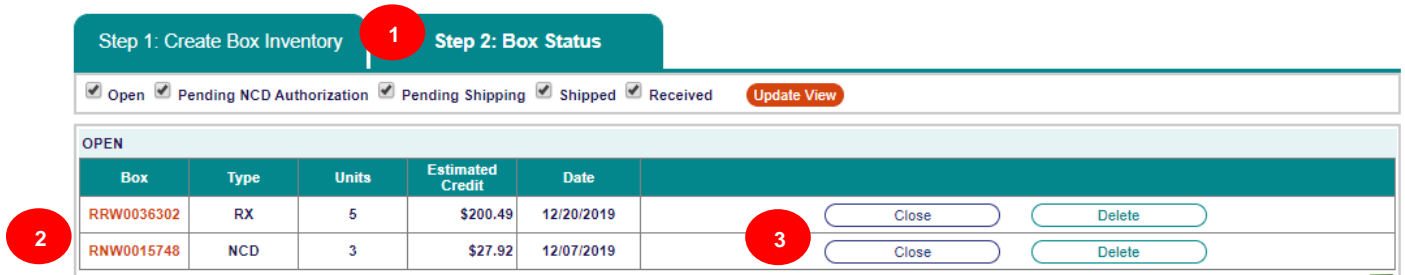
12. To delete an item, select the  button from the **Returns Detail** section.



# HOW TO PREPARE AN RX RETURNS SHIPMENT

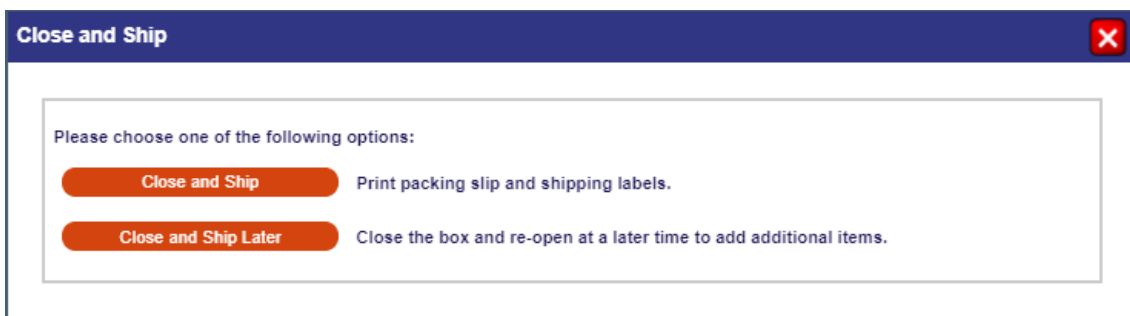
## Step 1: Close Boxes for Shipment

1. After all items have been entered for return, select **“Step 2: Box Status”** under **“Returns Inventory”**.



Box	Type	Units	Estimated Credit	Date	
RRW0036302	RX	5	\$200.49	12/20/2019	Close Delete
RNW0015748	NCD	3	\$27.92	12/07/2019	Close Delete

2. To verify items in the box prior to closing, select the box number. **“Print Box Inventory”** is not a packing slip and is not to be placed in the box at this point.
3. Select **“Close”**.
4. Select either **“Close and Ship”** if you will not be adding anymore items to the box and are ready to send the shipment to Inmar or, select **“Close and Ship Later”** if you would like to re-open the box at a later time to add additional items.



**Close and Ship**

Please choose one of the following options:

- Close and Ship** Print packing slip and shipping labels.
- Close and Ship Later** Close the box and re-open at a later time to add additional items.

5. If **“Close and Ship”** is selected, complete the shipping information and print out the Shipping Documents. The box will be moved to the **“Shipped”** section automatically. If **“Close and Ship Later”** is selected, the box will be moved to the **“Pending Shipping”** section. See Step II for shipping instructions.

- For Rx shipments, you can “**Reopen**” the box anytime as long as the box has not been “**Shipped**”. If the box is physically on-site but is in “**Shipped**” status and you forgot to add an item, contact Customer Service and they can assist you to “**Reopen**” the box and add the item for you.

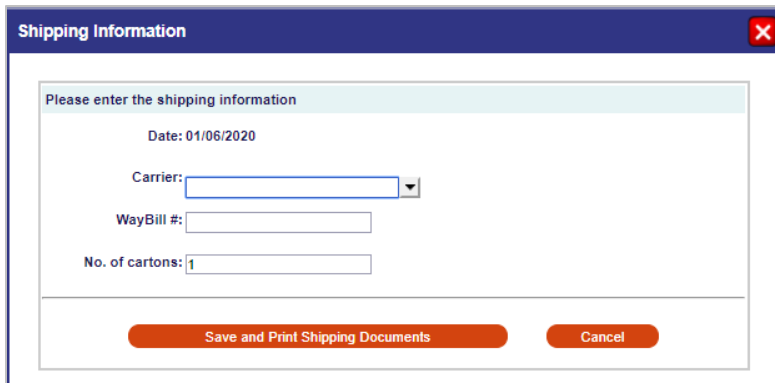
PENDING SHIPPING									
Box	Type	Units	Estimated Credit	Closing Date	Claims Entered				
RRW0036101	RX	62	\$2,963.89	12/20/2019	N	<input type="button" value="Reopen"/> <input type="button" value="Shipping"/>			

SHIPPED									
Box	Type	Units	Estimated Credit	Closing Date	Shipping Date	Carrier / Waybill	Claims Entered		
RRW0017987	RX	157	\$9,649.44	12/20/2019	12/20/2019	Purolator / 40162305648	N	<input type="button" value="Print Shipping Documents"/>	

## Step 2: Shipping Boxes

- If your box is under the “**Pending Shipping**” section, select the “**Shipping**” tab next to the box to be shipped.
- Complete the applicable shipping information. If the Carrier you are using is not part of the drop-down list, you can enter your own carrier.
- Select “**Save and Print Shipping Documents**”.

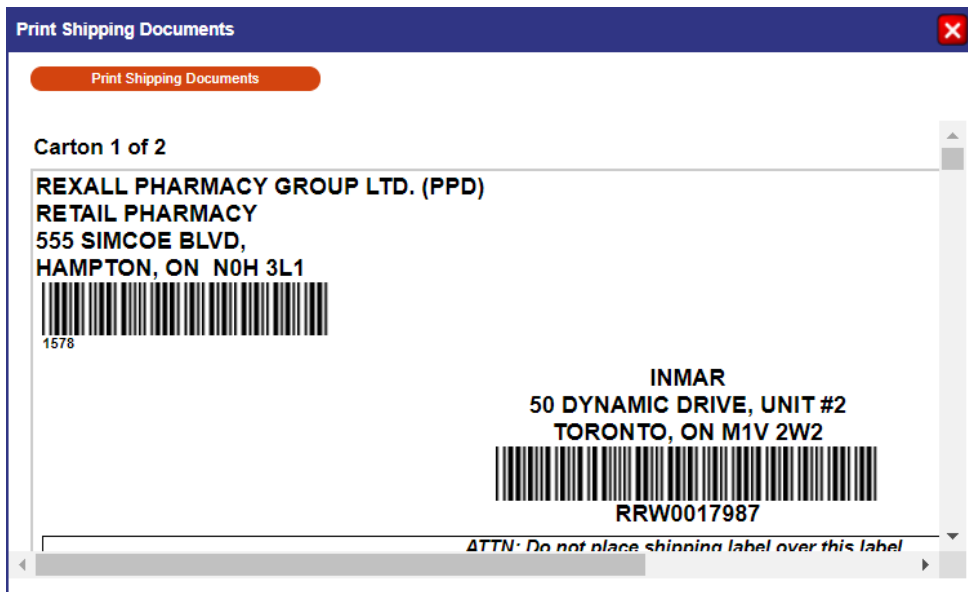


The image shows a 'Shipping Information' dialog box with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- A header area with the text: "Please enter the shipping information".
- A date field: "Date: 01/06/2020".
- A "Carrier:" label followed by a dropdown menu.
- A "WayBill #:" label followed by a text input field.
- A "No. of cartons:" label followed by a text input field containing the number "1".
- At the bottom, there are two buttons: "Save and Print Shipping Documents" (highlighted in orange) and "Cancel" (highlighted in orange).

- You will be instructed to print the Shipping documentation. This will consist of an outer “**Box Label**” to be affixed to the exterior of the carton and a “**Packing Slip**” to be placed inside the box. If you have multiple cartons, multiple copies of the “**Box Label**” and “**Packing Slip**” would print and are required to be affixed and placed inside each of the boxes, respectively.

*Note: The “Box Label” does not substitute the carrier waybill. A carrier waybill is also required to be affixed to the exterior of the carton.*



- **DO NOT** place the box label over the center seam of the box.
- Match the box label to the correct box.
- Inmar's box label **MUST** be visible on the outside of the box.

11. The Box will automatically move to the **"Shipped"** status.

### Step 3: Scheduling a Shipment

12. Contact the carrier of your choice to schedule a pick-up of your shipment.

13. To ship to Inmar **collect**, fill out a manual Purolator waybill and check the **"Receiver"** box in the payment section. Purolator has confirmed an account # is not required for collect shipments. If you require manual waybills, please order them from Purolator at 1-888-744-7123. Pre-printed waybills will no longer be provided by Inmar. Shipping charges incurred will be deducted from your total credits by your head office when applicable.

# NARCOTIC & CONTROLLED DRUG AUTHORIZATIONS AND SHIPPING PROCEDURE

- Under “Open” section select “Close” next to applicable NCD box.

Step 1: Create Box Inventory
Step 2: Box Status

Open
  Pending NCD Authorization
  Pending Shipping
  Shipped
  Received
 Update View


**OPEN**

Box	Type	Units	Estimated Credit	Date	
RRW0036302	RX	5	\$200.49	12/20/2019	<div style="border: 1px solid #007060; border-radius: 10px; padding: 2px 10px; display: inline-block;">Close</div> <div style="border: 1px solid #007060; border-radius: 10px; padding: 2px 10px; display: inline-block; margin-left: 10px;">Delete</div>
RNW0015748	NCD	3	\$27.92	12/07/2019	<div style="border: 1px solid #007060; border-radius: 10px; padding: 2px 10px; display: inline-block;">Close</div> <div style="border: 1px solid #007060; border-radius: 10px; padding: 2px 10px; display: inline-block; margin-left: 10px;">Delete</div>

**PENDING NCD AUTHORIZATION**

Box	Type	Units	Estimated Credit	Closing Date	Status	Claims Entered	
RNW0007712	NCD	2	\$34.60	12/20/2019	Declined	N	<div style="border: 1px solid #007060; border-radius: 10px; padding: 2px 10px; display: inline-block;">Delete</div>
RNW0003178	NCD	184	\$7,379.27	12/09/2019	Pending	N	<div style="border: 1px solid #007060; border-radius: 10px; padding: 2px 10px; display: inline-block;">Authorization</div>

- The adjacent message will appear:

 Box RNW0015748 has been selected for closure. Once the box has been closed, you have until midnight (Eastern Standard Time) of the same calendar day to re-open. Closed boxes will be sent automatically to Inmar for authorization. The approval will be sent via Canada Post. Upon receipt, please enter the "Receipt Confirmation #" indicated on the authorization letter by selecting the "Authorization" button below in the "Pending NCD Authorization" section to proceed with shipping.

Would you like to continue?

Yes

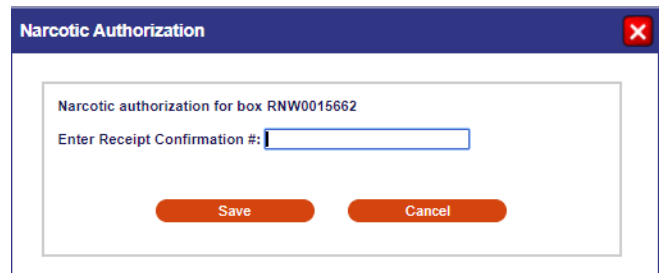
No

- As soon as a Narcotic & Controlled Drug (NCD) Box has been closed, the box will be moved to the “Pending NCD Authorization” status. You will have until midnight (EST) to “Reopen”. After midnight (EST), an automated request for authorization will be sent to Inmar’s Qualified Person in Charge (QPIC) for review. The “Authorization” button will be non-selectable until the authorization has been approved by Inmar.

- Upon authorization, Inmar will be sending you the authorization package **via mail (Canada Post)** with the following documents:
  - Authorization letter with the “Receipt Confirmation #”.
  - Product listing – detailing the authorization status for each product i.e. approved status and “Inmar’s comments” if applicable.
  - Box label.
  - Purolator Chain of Signature (COS) Waybill to return the shipment to Inmar.

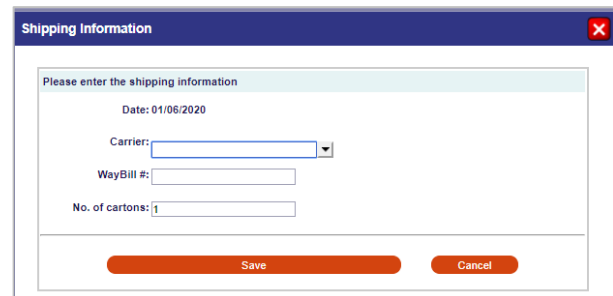
*Note: If you have a preferred COS carrier, you are not obligated to use the Purolator COS waybill enclosed in the authorization package. You may return the waybill in your package.*

- Also, upon authorization by Inmar's QPIC, the "Authorization" button will be selectable. Once you have received the authorization package via Canada Post, verify the NCD items in your box against the authorized listing. If everything is correct, select the "Authorization" button and enter the "Receipt confirmation #" indicated on Inmar's authorization letter. Click "Save". If you decide not to return an authorized item, mark an "X" beside the product on the form.



Please note: As per Health Canada regulations, NCD products **CANNOT** be returned to Inmar without prior **written** authorization from Inmar's QPIC.

- Complete the applicable shipping information.
- Select "**Save**".
- The box will then be moved to the "Shipped" status.



- Pharmacist or authorized personnel is required to complete and sign the designated lower right section of the original authorization letter.
- Place the original product listing and authorization letter in the box and retain copies of each for your records. The box label is to be affixed to the exterior carton along with the completed chain of signature waybill.

To schedule a pick-up of your shipment, contact **Purolator at 1-888-744-7123** or the Carrier of your choice.

## CUSTOMER SUPPORT

If you have any questions or are experiencing issues with the website, please contact our Customer Service Team.

### Contact Information

Address:

Inmar  
50 Dynamic Drive, Unit 2  
Toronto, ON  
M1V 2W2

Phone: 416-298-1234

Toll-Free: 1-888-784-2323

Fax: 416-291-7519

Email: [mtics@inmar.com](mailto:mtics@inmar.com)

Operation hours:

Monday to Friday, 8:00AM - 4:30PM (EST)