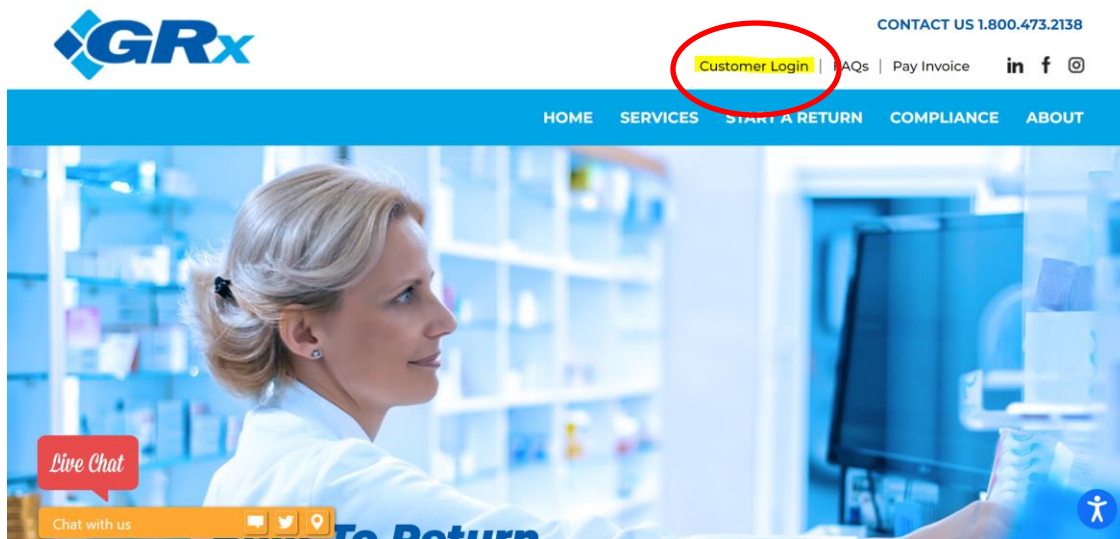


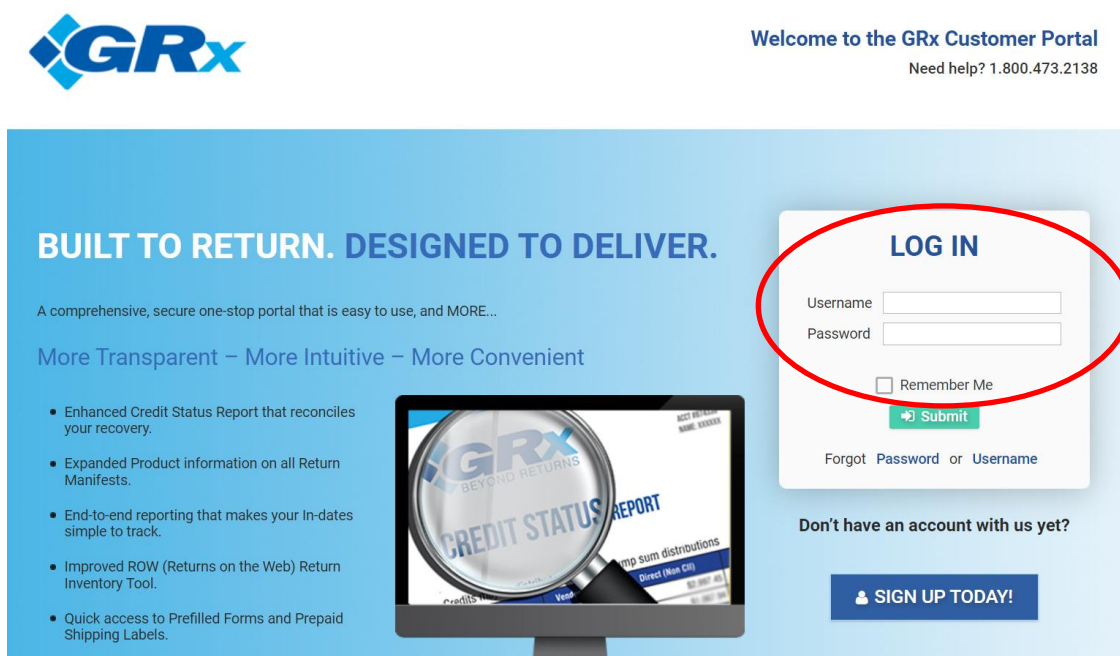
How to Start a Mail-In Return

After you obtain your GRx Customer Portal login information, please log into the portal to start your return. Directions on how to access the portal and start your return are below.

1. Click on Customer Login from any page on the GRx website – www.guaranteedreturns.com.



2. Enter Username and Password in the LOG IN box.



3. Click on Start a Return and follow the Instructions in column on right.

Mail-in Pharmaceutical Returns



The screenshot shows the 'Start a Return' section of the GRx web application. The left sidebar has 'Start a Return' circled in red. The main content area displays a table of sessions. The 'New Box' button is circled in green, and the 'Print RA' button is circled in red. A red arrow points from the 'New Box' button to the 'Print RA' button.

Session ID	Store ID	RA Number	Create Date	Submitted Date	No Of Boxes	No Of Entries	No Of Items	No Of Boxes Received	Carrier	Status
5085	5085	\$505185	9/16/2022		1	0	0	0		Print RA
5197	106655	\$505137	9/21/2022		1	0	0	0		Print RA

Instructions:

1. Open Start a Return section.
2. Select ROW and Return Forms.
3. Create a NEW SESSION (Green New Session button)
4. Pop-up – select Generate to open session.
5. The new ROW session will appear at the top of the list.
6. Click on session ID to enter boxes.
7. Select New Box.
8. Enter Number of boxes and box weight in pop-up window. (Please note adding box weights is optional if customer wants to be able to keep better track of what is being sent in. Also, nothing heavier than 50 lbs.)
9. Click yes. One form has been created.
10. Click Generate Labels (upper right)
11. Click Print RA under status section
12. Check I accept Return Instruction and Policies in Pop-up then press Generate.
13. Select download.
14. Open attachment at the bottom of the screen to open Form and labels.
15. You can now either print or save the RA and labels.

Please connect with our Customer Service team if you need any assistance or have questions. We are happy to help and are available at 1.800.473.2138 or you can chat with us on the GRx website.



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