Genentech
A Member of the Roche Group

Customer **Service**

Inmar Healthcare Returns Management (HRM) User Guide

Getting Started

HRM is a Web portal that manages pharmaceutical returns. This guide has been created to help you effectively navigate the portal to create and track your Genentech returns.

The Web portal is intended for use on a computer and may not display properly on a tablet or phone.

Some parts of the website may appear as pop-up windows, so be sure to **allow pop-ups on your browser.**

If you are having difficulty enabling pop-ups on your browser, you can visit https://www.wikihow.com/Allow-Pop-ups for assistance.

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Step 1: Register and log in

To begin, go to https://returns.healthcare.inmar.com. If you already have an HRM account, enter your username and password. If not, you'll need to create an account now.

To create an account:

1. Click Register, located below the Log In screen, as shown in the figure below (A).
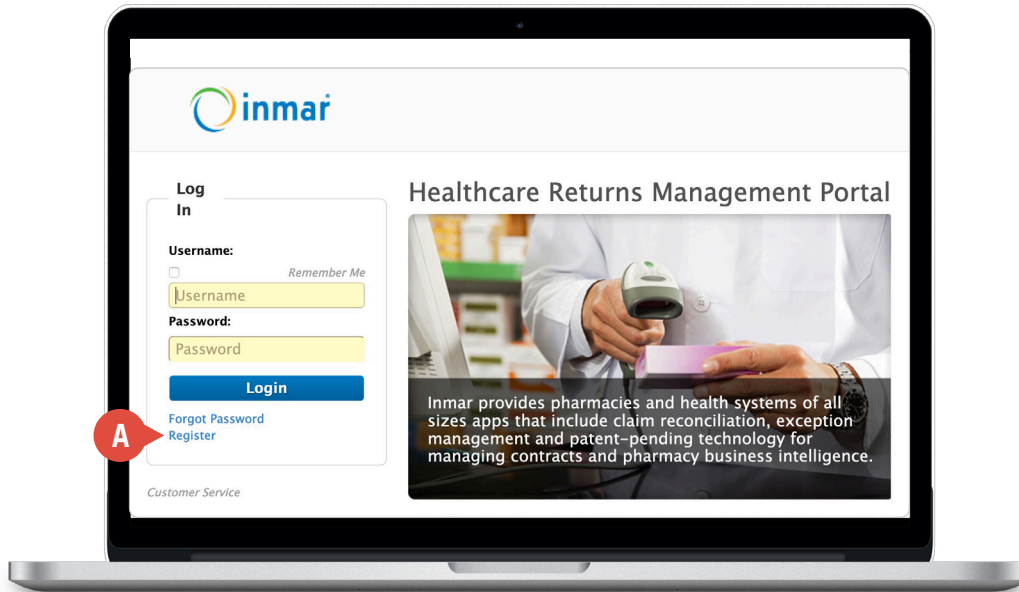
2. On the User Registration page, enter your information.

3. On the Registration Type page, select the second button that says "I plan to use the Manufacturing Return Authorization application for managing returns to an Inmar affiliated manufacturing client." After entering your DEA number, you will be prompted to select your manufacturers before clicking "Submit Registration."

> **NOTE:** If you do not have a DEA number, call Inmar Customer Service at 800-967-5952 to set up a pseudo-DEA number. This may take up to one hour.

4. When you see "Registration Complete" click "Home." You will be redirected to a page shown below.

REGISTRATION COMPLETE

Thank you for registering. Your registration will now be reviewed and processed by an Inmar associate, and future instructions will be provided by phone or email.

Feel free to disregard this message. You can log into your Inmar HRM account immediately and get started.

Step 2: Create and print a Returns Authorization (RA) Box Label (Inmar Box Label)

Note: If you have products from manufacturers other than Genentech to return, you can put them all in the same box. However, you will need to place each set of products in a smaller container with its own Inmar Box Label before placing them in the main shipping container.

To get started, from the main menu click "Returns Authorization," then "Create Manufacturer Return."

CREATE MANUFACTURER RETURN

RETURN TYPE

Return Type

Direct ▾

1. Select type of return:

- **Direct:** The product you are returning was purchased directly from Genentech
- **Indirect:** The product you are returning was purchased from a wholesaler, distributor, or specialty pharmacy
- **Third Party:** You are returning product on behalf of a client

2. Select your return program:

You can find your return program using a drop-down menu (A) or via the search feature (B).

Then, proceed to the next page.

Return Program Ⓐ

Program	Store Number	Business Name
GENENTECH ▾	2	ENTREE HEALTH
GENENTECH		

Submit

NOTES:
- If you are returning products from multiple manufacturers, you will need to create a separate Inmar Box Label for each manufacturer

- If you do not see Genentech listed for your return, please contact Inmar Customer Service at 1-800-967-5952, Option 3

SEARCH Ⓑ

GPO Code	DEA Number	Store Number	Business Name	
Address	**City**	**State/Province**	**Postal Code**	**Include Active**
				Yes
HIN	**340B**	**State License**		

SEARCH

CLEAR

3. Create and enter a Debit Memo Number (A, below).

Here, you will create a unique number or letter code to track this specific return. You can include the date, manufacturer account number, your initials, or an abbreviation of your company's name.

On this page you will also be asked to enter:

B) the quantity of items you are returning

C) The approximate cost of the returned items. If you do not know the approximate cost of the items, enter 0. This will not affect the amount you are refunded

D) The number of Inmar box labels needed

E) The reason for your return

F) Any Special Returns Programs you may be part of

Then, click the button at the bottom of the page that says "Next to Satisfy Additional Requirements" (G)

> **Remember that each box needs its own Inmar Box Label, and the Inmar Box Labels are unique to each specific return— do not reuse or photocopy the Inmar Box Labels.**

4. You must upload a debit memo form or reference document. It should contain:
- Your DEA number (if you do not have a DEA number, do not include one)
- Your debit/reference number
- Your company name and address
- The date the document was created
- A list of products you are returning, with NDC details and quantities

The document can be a PDF, Word, or Excel file.

5. Click "Next" and double-check the information you entered.

6. Click the "Submit/Print Box Labels" button. Your labels will appear in a pop-up window, where you can choose to save them as a PDF or print them. You will also be receiving a copy of your Inmar Box Label via email.

This is what your label will look like:

Step 3: Pack and send a return

1. If you are including a memo form or reference document, print a copy and place it inside the box.

2. On the label, click "Print Box Label" (A) to print a copy of the label.

3. Securely tape one box label securely on each box you intend to return, and do not place the shipping label over the box label. Be sure not to ship a box without a label or it will be returned to you.

4. Ship using FedEx or UPS. Do not use USPS, as they do not ship directly to Inmar.

> **NOTE:** Be sure to double-check the address on the shipping label from your shipping provider to ensure that the package is sent to Inmar's Texas facility.

Step 4: Check status of a return

To track your return or refund status:

1. Go to the "Returns Authorization" tab and click the "Returns Authorization Status" link.

2. Enter your Debit Memo/Reference # (A).

3. You can filter and sort your returns by status (B).
- "Issued" means that a return label has been issued, but has not been received yet
- "Received" means that the box has arrived at Inmar and been scanned into their system
- "Processed" means that the return is complete

4. You can also filter by the date on which you entered the return request (C).

5. You can go to the "Credits" tab to view any refund credits you have received from the return.

Additional assistance

If you have any questions or concerns regarding your account or the return process, please contact Inmar customer service at 1-800-967-5952, Monday through Friday, 8 AM ET to 5 PM ET, or 5 AM PT to 2 PM PT.

If you are processing a spoilage return, Genentech customer service can assist you at 1-800-551-2231, Monday through Friday, 9 AM ET to 8 PM ET, or 6 AM PT to 5 PM PT.