

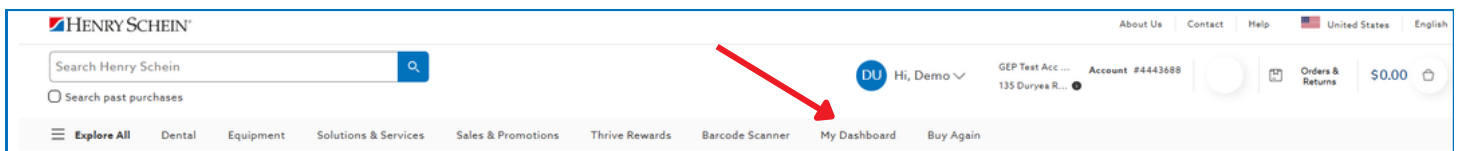
How to Process Returns

A quick guide for processing returns on the new Henry Schein website.

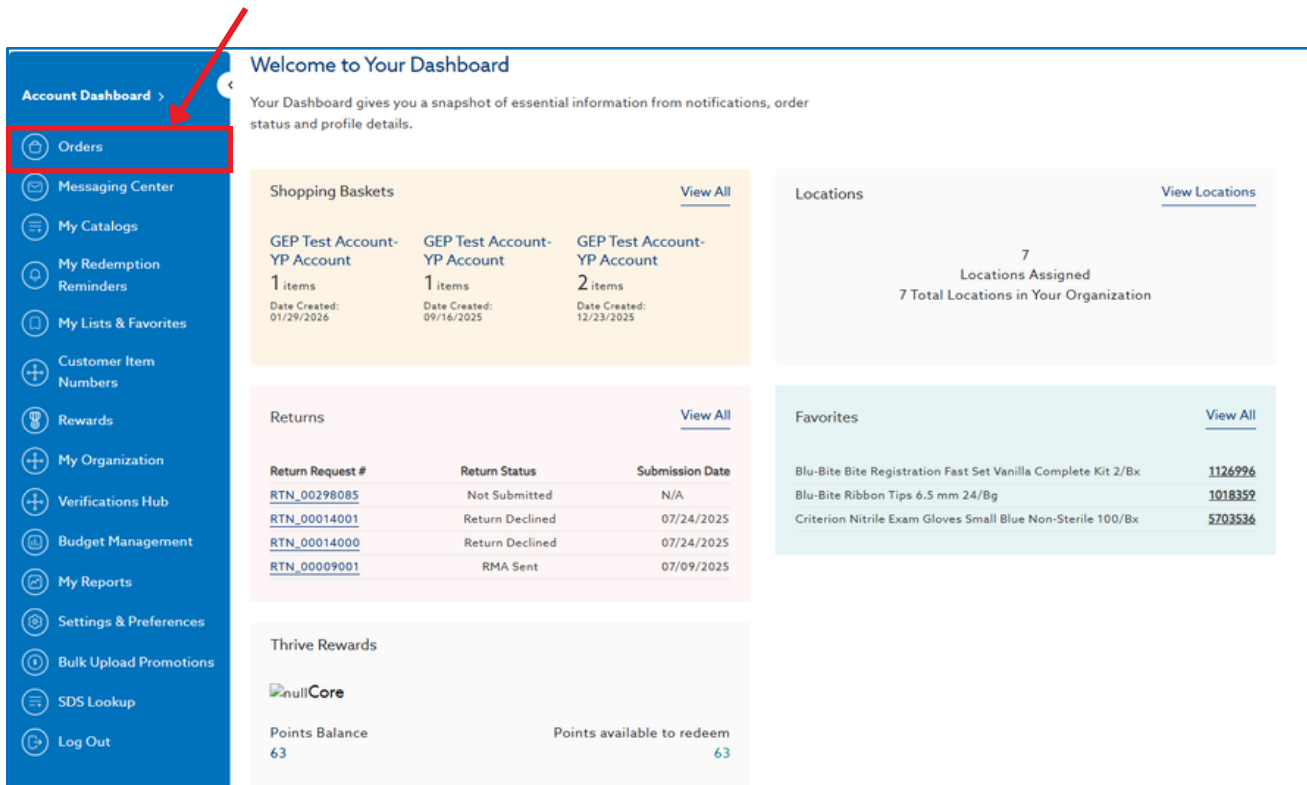
01

How to Start a Return

- After logging in, click **My Dashboard**.



- Click on **Orders**.



- Click **Returns** tab.
- A list of your returns and their statuses can be found here.
- Click **Request a Return** to start the return process.

Account ▸ Orders

My Returns

Summary of orders placed across all assigned locations, including unplaced orders (open shopping carts), return status, purchase history, and any future-dated or recurring orders that have been set up.

Submitted Orders Unplaced Orders Approvals Future & Recurring **Returns** Item History Controlled Substances

All drafts will be deleted 90 days after the invoice date. [Request Return](#)

[Filter](#)  Show 25 per page ▾

Total Results: 5 Items #

Return Request #: ▲	Request Date ▲	Returned Items ▲	Return Reference #: ▲	Status ▼	Amount Applied ▲	
17218815	04/10/2026	1	-	Return Completed	\$ 4.16 CR Applied View Credit Memo	View Details
RTN_00009001	07/09/2025	2	8283897	Rma Sent	Estimated \$ 25.48 CR	View Details

- Select a search method to find items to return.
- Click **Find**.

×

Find items to return by

You may use the Keyword search to enter the product description, manufacturer name or item code.

☐ Keyword
 ☐ Manufacturer #

☐ PO #
 ☐ Invoice #

☐ Item Code
 ☐ GTIN

☐ Date Range
 ☐ Reference #

☐ Order #
 ☐ Serial #

☒ All Eligible Items

- Verify/update the **quantity** of item being returned.
- Use dropdown box to select the **reason the item is being returned**.

Product ▲	Purchased Date ▲	Invoice ▲	Item # ▲	Order # ▲	Return Qty	Reason for Return
 Facial Tissue White 2 Ply 100/Bx Qty:5	03/09/2026	#54279148	9004214	#WEB00966373	- 3 + 3 available for return	Reason for Return - Did Not Order - Wrong Item Received - Product Quality/Product Performa... - Wrong Item Ordered - No Longer Needed - Wrong Quantity
 Kleenex Boutique Facial Tissue White 2 Ply 90/Bx Qty:5	03/09/2026	#54279148	1005911	#WEB00966373	- 1 + 5 available for return	

- Type additional return details (optional).
- Click **Save** to add item to return.



Facial Tissue White 2 Ply 100/Bx
9004214
QTY: 3

Additional notes about return.

Save

Cancel

- To add additional items to you return repeat the steps above.
- To continue processing the return, scroll down to the **Returns Cart**.
- Click **Confirm**.

Returns Cart

Remove All

Product	Purchased Date ▼	Invoice ▼	Item #	Order #	Return Qty	Reason for Return	
 Facial Tissue White 2 Ply 100/Bx Qty:5	03/09/2026	#54279148	9004214	#WEB00966373	3	Wrong Item Ordered	<a>Edit <a>Remove

Cancel

Confirm

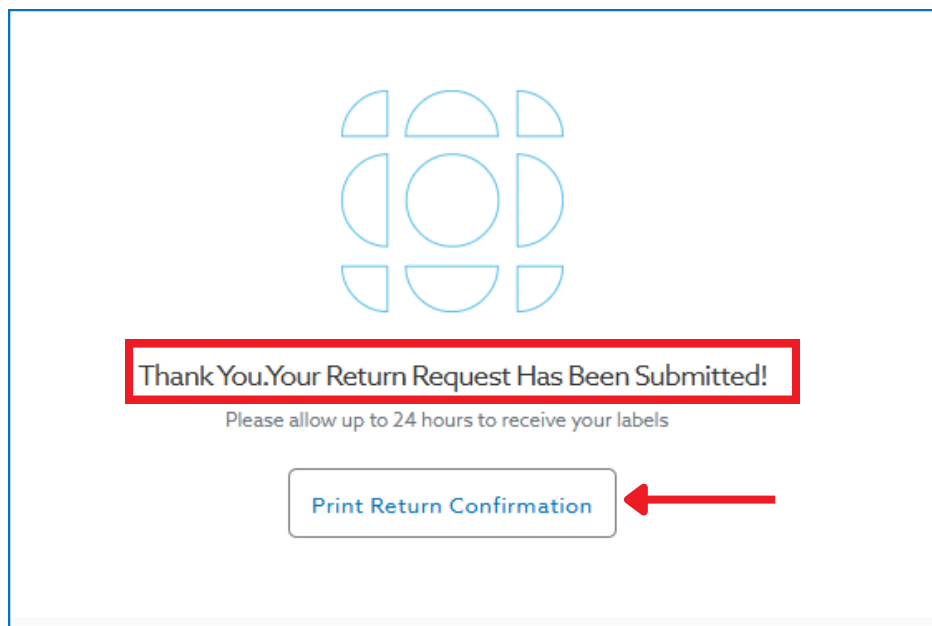
- Verify the details of your return, click **Confirm Your Return**.

The screenshot shows a 'Return Details' form. On the left, under 'Return Details', there is an 'Account #' (4443688), 'Return PickUp Location' (135 Duryea Rd, Attention: Yolanda Principe, Melville, New York, US, 11747), and a 'Special Instruction' text area. On the right, there are fields for 'Requested By' (Demo User), 'Email Address' (first.last@myoffice.com.invalid), and a 'Return Label' dropdown (01). Below these is a table titled 'Items Included' with columns: Product, Price, Invoice, Item Number, Quantity, Restocking Fee, and Reason for return. The table contains one item: 'Facial Tissue White 2 Ply 100/Bx' with a price of \$4.16, invoice 54279148, item number #9004214, and quantity 3. The reason for return is 'Wrong Item Ordered'. At the bottom right, a red arrow points to the 'Confirm Your Return' button.

Product	Price	Invoice	Item Number	Quantity	Restocking Fee	Reason for return
Facial Tissue White 2 Ply 100/Bx	\$4.16	54279148	#9004214	3		Wrong Item Ordered

Items: 3, Order Total: \$12.48, Restocking Fees: \$0.00, Sales Tax: \$1.09, Estimated Amount Credited: \$13.57

- A message will populate stating that your return was successfully submitted.
- The return label(s) will be emailed to the user.
- To print a return confirmation, click **Print Return Confirmation**.



How to Track a Return

- Navigate to the Returns page to follow the status of your return.
- Click **View Details**, to see more information about the return.

Submitted Orders	Unplaced Orders	Approvals	Future & Recurring	Returns	Item History	Controlled Substances
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All drafts will be deleted 90 days after the invoice date. [Request Return](#)

[Filter](#) Show 25 per page ▾

Total Results: 6 Items #

Return Request #:	Request Date	Returned Items	Return Reference #:	Status	Amount Applied	
RTN_00324017	04/30/2026	3	-	Submitted	Estimated \$ 12.48 CR	View Details
17218815	04/10/2026	1	-	Return Completed	\$ 4.16 CR Applied View Credit Memo	View Details
RTN_00009001	07/09/2025	2	8283897	Rma Sent	Estimated \$ 25.48 CR	View Details

Return Shipment to Henry Schein

Return Summary

Account #4443688 GEP Test Account- YP Account	Return Date N/A	RMA # 8283897
		Return Boxes 1
Return Pickup location 135 Duryea Rd Attention: Yolanda Principe Melville, New York US 11747	Special Instructions / Notes	Estimated Credit Amount \$27.71 Estimated credit total excludes taxes. Tax credit will be confirmed once returns / credit note is completed
Requested By: Yolanda Principe		Items 2
Email Address: principeyolanda108@gmail.com		Return Total \$25.48
		Total Tax \$2.23
		Restocking Fee -

[View Labels](#)

Items Included in Return

Invoice: #43392215

	Chain Bib Holder Silver Metal Ea 1043748 QTY: 1	\$ 8.49
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Invoice: #43392215

	Criterion N300 Nitrile Exam Gloves X-Small Black Non-Sterile 300/Bx 5703482 QTY: 1	\$ 16.99
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Return Shipment Tracking

RA#8283897

Carrier: UPS 1Z1X1195 61938622

[Print Label](#)

- Reprint return labels.
- OR
- View tracking information for your return.