

**Effective November 1, 2020: Updated Process for Non-Refrigerated
Controlled Substance Returns**

Please be aware that beginning November 1, 2020, the returns process for all non-refrigerated Schedule II-V controlled substance products is changing.

The changes from previous policy include:

- ï Prepaid FedEx return service changing from Overnight to Ground service
- ï You will be responsible for providing your own return shipment box

UPDATED as of NOVEMBER 1: Controlled Substance Return Process

1. Generate the controlled substance Return Authorization (RA)
2. McKesson will send the Return Kit with your next scheduled delivery, including:

- ï Controlled substance returns process instruction sheet
- ï DEA form 222 (purchase blank), if applicable
- ï Prepaid FedEx return label for Ground service
- ï Tamper proof security bag

1. Validate controlled substance products to be returned against the RA only return the products and quantities listed on the RA
2. Place all the approved products and the signed RA in the provided tamper proof security bag and seal the bag with the included adhesive strip
3. Pack the return in any cardboard box large enough to contain the security bag, ensuring all flaps on the box are taped
4. Place the prepaid FedEx return label on the box and contact FedEx for pick up preferred pick up days are Monday-Thursday

Please Note:

- ï Do not place controlled substances in your normal McKesson tote for returns.
- ï Refrigerated controlled substance returns process will remain unchanged. Insulated cooler and temperature integrity packing supplies will be provided for refrigerated returns.

Please contact the ARCOS department at the Distribution Center servicing your account.