

INVOICE-LINKS USER GUIDE

2022



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invoice-linksm Overview and Technical Requirements

Invoice-link is a web-enabled application that serves as a centralized location for all vendor returns invoices generated from Inmar CLS and Inmar CLS MedTurn. By providing one website, one user name and password and one system for vendors to access returns invoices, issue product disposition instructions and Return Authorizations, the invoice management process is significantly more efficient. Utilizing Invoice-link, vendors can view, print, and save Rx and non-Rx invoices. Users also can issue RAs and product disposition instructions online, as well as quickly access shipping information. Because all of this can be accomplished online, Inmar and vendors practice environmental sustainability because paper invoices no longer are required. Instead, invoices will be accessible and retained on the invoice-link system for a period of 36 months for Rx invoices and for 24 months for non-Rx invoices. So, welcome to invoice-link! Please follow the instructions below to get started:

Check your system for the minimum and preferred requirements:

1. Google Chrome is the recommended web browser (<https://www.google.ca/chrome/>) or Microsoft Edge
2. Adobe Acrobat Reader (<https://acrobat.adobe.com/ca/en/acrobat/pdf-reader.html>)

Using invoice-linksm is now easier than ever!

Returning users will notice the following enhancements:

Enhanced invoice search capabilities

- Search for invoices currently in a wait status
- Quickly retrieve new invoices that you have not previously viewed

Automated email notifications*

- Know immediately when invoices are available for authorization
- Click a hyperlink in the email to:
 - o View invoice detail
 - o Issue an RA (Go to your "My Account" page and agree to the Authorization Disclaimer in order to access this feature.)
 - o Provide product disposition instructions
 - o Submit special shipping instructions and carrier preference (non-Rx only)
 - o View Proofs of Destruction (Rx only)
- Receive reminder emails for invoices not authorized immediately (Go to your "My Account" page and agree to the Authorization Disclaimer in order to enable this feature.)

Increased visibility to shipping status and information*

- Access tracking information
- Review and update shipping address
- View ship to address and ship date

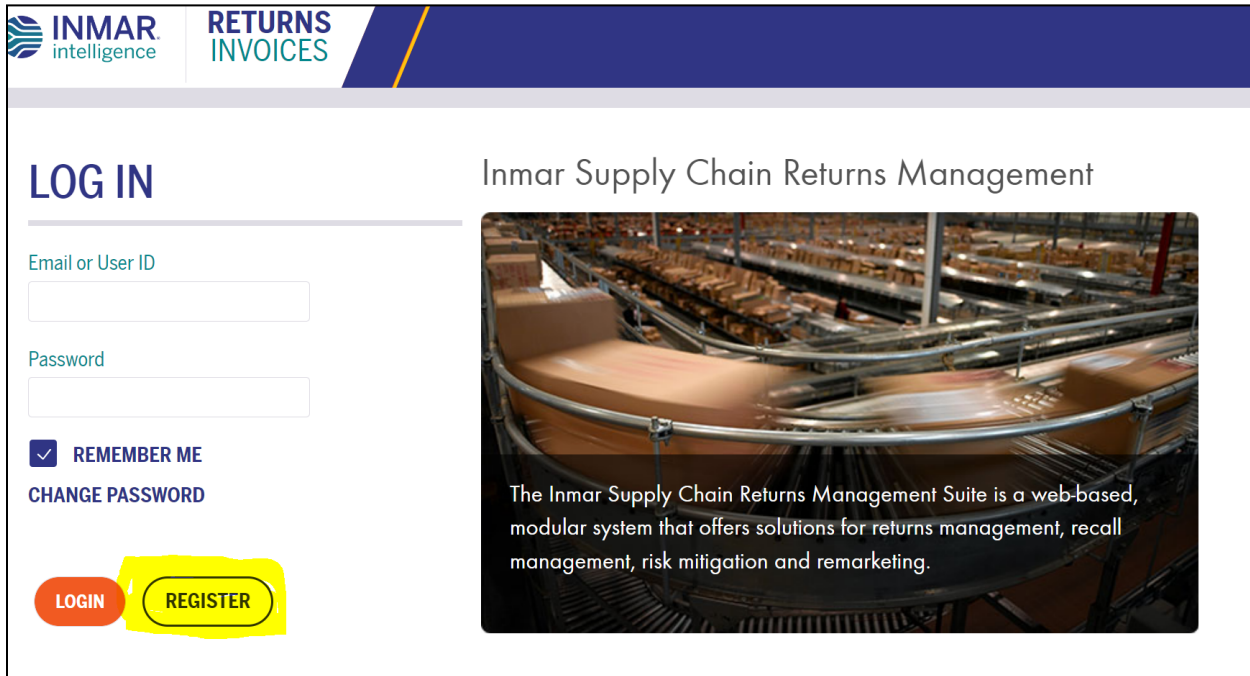
*Not available for some invoices

Registration and Access

Enter the address below in your browser to access invoice-linkSM.
<https://www.clsinvoicelink.inmar.com>

If you are a **Return User**, when the “login” screen appears, simply input your user name and password

If you are a **First Time Visitor**, click **Register**.



The screenshot shows the login interface for the INMAR RETURNS INVOICES system. The header includes the INMAR intelligence logo and the text 'RETURNS INVOICES'. The main heading is 'LOG IN'. Below this, there are two input fields: 'Email or User ID' and 'Password'. A 'REMEMBER ME' checkbox is checked. Below the input fields are links for 'CHANGE PASSWORD', 'LOGIN', and 'REGISTER'. The 'REGISTER' button is highlighted with a yellow box. To the right of the login form is a large image of a warehouse interior with a curved conveyor belt. Below the image is the text: 'Inmar Supply Chain Returns Management. The Inmar Supply Chain Returns Management Suite is a web-based, modular system that offers solutions for returns management, recall management, risk mitigation and remarketing.'

How to Register

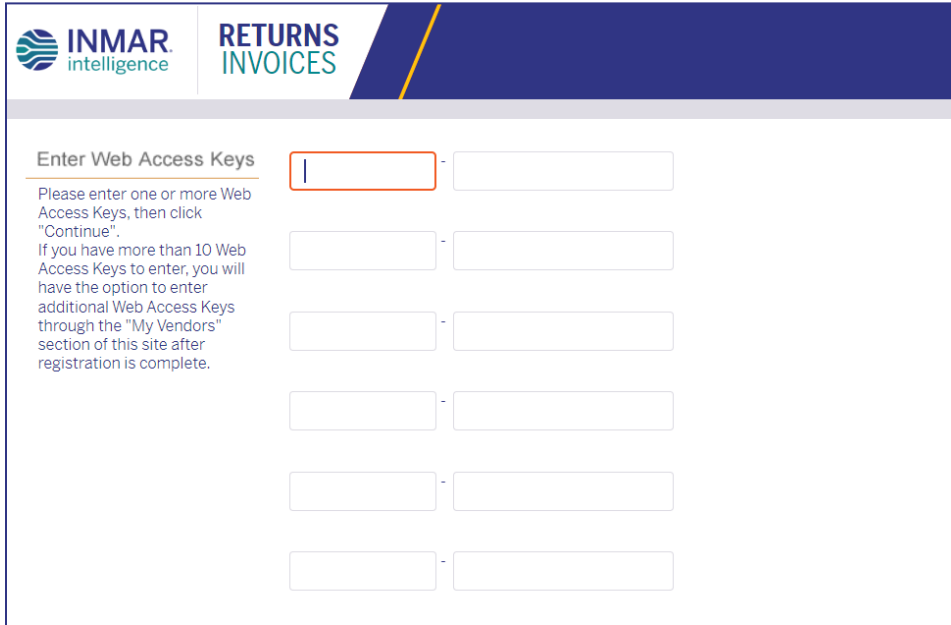
If **registering**, the registration page will appear with your account profile. Complete all fields and click **Continue**.

Note: All fields with the red asterisks "*" must be completed for you to continue.

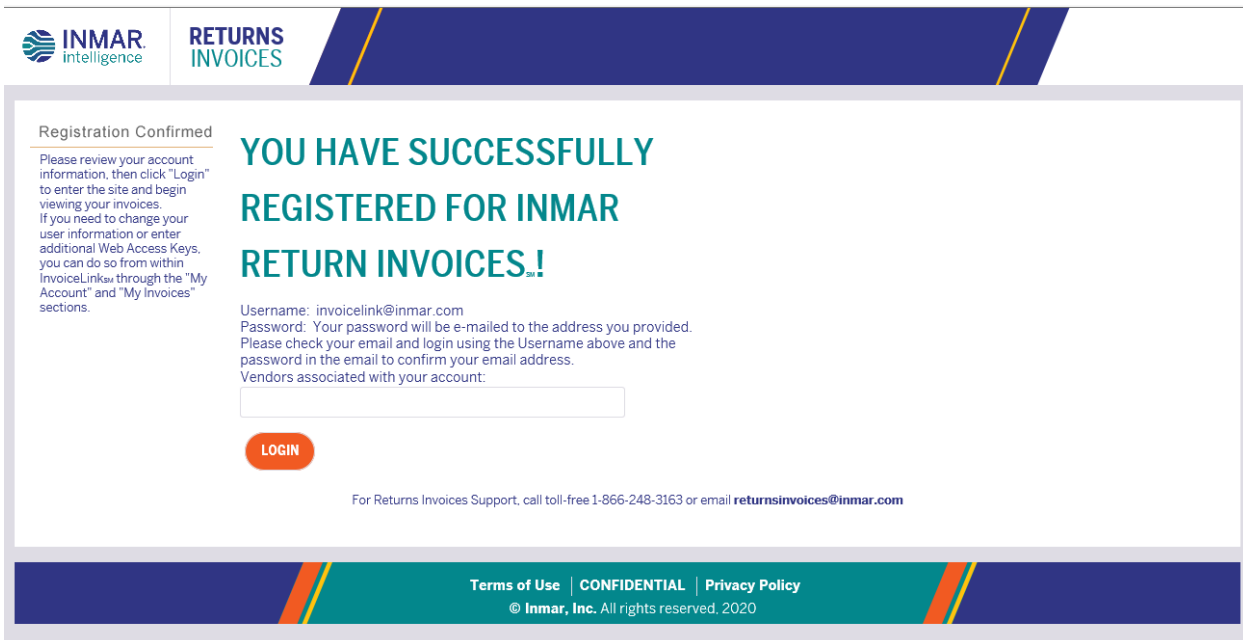
REGISTER

First Name*	Last Name*	Please fill out the form to the left, then click "Continue". Please note that all fields marked with an asterisk (*) are required.
<input type="text"/>	<input type="text"/>	
Email*	Company*	
<input type="text"/>	<input type="text"/>	
Address Line 1*	Address Line 2	
<input type="text"/>	<input type="text"/>	
City*	State* Zip Code*	
<input type="text"/>	<input type="text" value="v"/> <input type="text"/>	
Phone*	Fax	
<input type="text"/>	<input type="text"/>	
Country*	Filter by*	
<input type="text" value="v"/>	Days <input type="text" value="v"/>	
Security Question*	Security Answer*	
<input type="text" value="v"/>	<input type="text"/>	

The next screen prompts you for **Web Access Keys**. A web access key is unique for each vendor/retailer relationship. Web access keys are located on the hard copy invoice. If you need assistance obtaining the web access key, please contact customer service at 866-248-3163.



Once you have successfully registered you will receive a confirmation page and e-mail with your username and password.



Password Reset

- Type in user name
- Uncheck, Remember Me
- Select change password



**RETURNS
INVOICES**

LOG IN

Email or User ID

Password

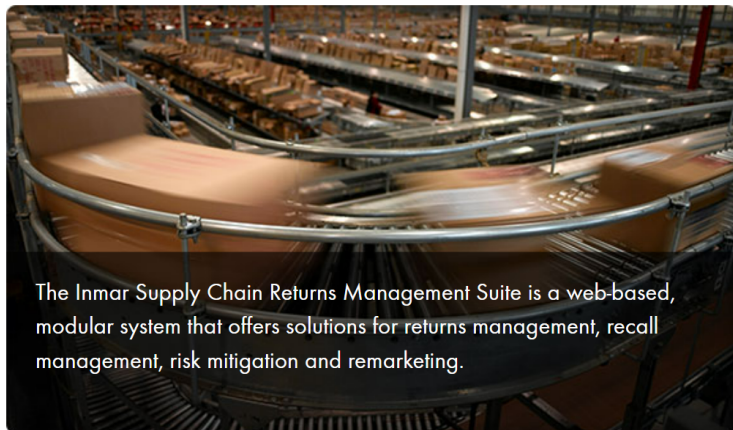
REMEMBER ME

CHANGE PASSWORD

LOGIN

REGISTER

Inmar Supply Chain Returns Management



The Inmar Supply Chain Returns Management Suite is a web-based, modular system that offers solutions for returns management, recall management, risk mitigation and remarketing.

Password Reset (cont.)

- Type in username
- Answer security questions
- Submit

PASSWORD RESET CONFIRMATION

Enter the information below to reset your password.

User Name*

Security Question*

Security Answer*

SUBMIT

CANCEL

For Returns Invoices Support, call toll-free 1-866-248-3163 or email returnsinvoices@inmar.com

Password Reset (cont.)

- New password must consist of 8 lowercase letters and 2 numbers
- Do not copy/paste
- Select Change Password

CHANGE YOUR PASSWORD

New Password

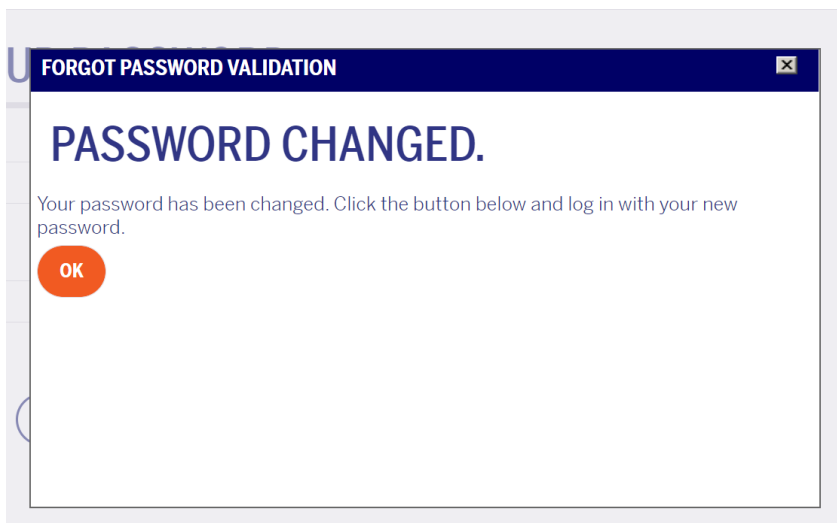
Confirm New Password

CHANGE PASSWORD

CANCEL

For Returns Invoices Support, call toll-free 1-866-248-3163 or email returnsinvoices@inmar.com

- Select OK



- Takes you back to log in page

Navigation and Application Tools

The Landing Page

When you login, the **Landing Page** will appear with the **Invoices** tab opened. By using the tab options on the screen, you can navigate from **Invoices** to **My Account**, to **My Vendors**, and **Helpful Hint**.

INVOICES

Lists current invoices for filtering, sorting, and printing of retail vendor invoices, issue RAs, view PODs, search for invoices in wait status

MY VENDORS (CUSTOMERS)

Lists vendors' (your customer/vendor relationships), add web access keys, or change permanent address

MY ACCOUNT

Contains user profile information including name, company name, address information, telephone number, password, security question, and day/week filter option

HELPFUL LINKS

Provides information on filtering data, authorizing invoices, and resetting of password

Default Screen is the Invoices tab.

Search for invoices one of two ways: **FIND BY INVOICE # or RA #**, or **FIND USING PARAMETERS**

INVOICES

FIND BY INVOICE # or RA

Invoice # RA # VIEW

Hide Advanced Search Criteria

FIND USING PARAMETERS

Company <input type="text"/>	Invoice Age <input type="text"/>	Vendor Name <input type="text"/>
Client <input type="text"/>	Invoice Date <input type="text"/>	Vendor # <input type="text"/>
Client # <input type="text"/>	Posted Dates <input type="text"/>	Invoice Total <input type="text"/>
Authorization Status <input type="text"/>	Viewed Status <input type="text"/>	VIEW

FIND USING PARAMETERS (top 2, but any parameter with a drop down arrow can be used to limit your search options)

Company Drop Down

FIND USING PARAMETERS

Company Invoice Age

Authorization Status Drop Down

Authorization Status

Invoice Detail

By clicking on a particular Invoice #, you can view the Invoice Detail, which contains the Disposition and Shipping tabs. (See examples below.)

Note: Some invoices don't allow the functionality to click on invoice # or see the authorization status. If the RA functionality is not available for a particular invoice, the Authorization status will read "Not Available" and the invoice number will not contain a hyperlink.

Need Help

PDF/FILTER	COMPANY	INVOICE #	INVOICE DATE	POSTED DATE	VENDOR # VENDOR NAME	CLIENT	TOTAL	AUTHORIZATION STATUS	AUTHORIZATION NO	AGE	LAST ACCESS DATE
	CLS	1900RGR994	08/01/2022	08/01/2022	Vendor Name Inmar Customer		\$0.00	Waiting		0	

Disposition Tab

The disposition tab provides detail for products awaiting disposition as well as authorization information. If all invoice sections have a Return Authorization, then the invoice Authorization Status equals "Authorized," otherwise the Authorization Status will equal "Waiting Authorization". The disposition tab displays the following information:

- Class
- Status
- Authorized Date
- Pieces
- Shipping Info
- POD (Proof of Destruction)
- Amount
- Authorization Number
- Disposition
- Authorized By

You can click the **Authorize Button** to access the Authorization **Window**.

DISPOSITION
SHIPPING

Invoice #: 1900RGR994
Authorization Status: Waiting

AUTHORIZE

CLASS	PIECES	AMOUNT	DISPOSITION	DISPOSITION DATE	STATUS	SHIPPING INFO	AUTHORIZATION NUMBER	AUTHORIZED BY	AUTHORIZED DATE	POD	ITEM RA
1	1	\$0.00	RTV		Waiting						

To authorize an invoice, enter the Authorization #; select the Class you wish to authorize, Product Disposition, and verify shipping address is correct. Then click OK.

AUTHORIZATION NUMBER

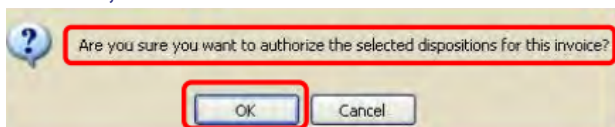
Please provide an authorization number. Then select the classes for which the authorization number applies to as well as the product disposition for each class.


Authorization No.

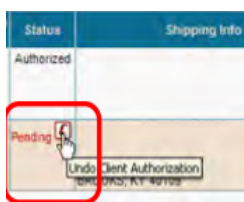
<input type="checkbox"/>	CLASS	DISPOSITION	ADDRESS	CARRIER	COMMENTS
<input type="checkbox"/>	1	RTV	USA		
			EDIT	EDIT	EDIT

OK
CANCEL

A security window will appear asking, “Are you sure you want to authorize the selected disposition of this invoice?” To authorize, click OK.



To **Undo Client Authorization**, simply click the symbol  in the “status column”. (The ability to undo Authorization is available for a short period on the day an invoice is Authorized).



Shipping Tab

To view shipping details for invoices that have been shipped, click on the shipping tab. The carrier, tracking number, ship date, and shipping information is provided.

If the **Tracking Number** is underlined, then you can click on it for additional information.

DISPOSITION		SHIPPING	
CARRIER	TRACKING NO.	SHIP DATE	SHIPPING INFO
Carrier Undefined	<u>Day FR 00651243976</u>	07/21/2022	Shipping Address

Viewing / Printing Invoices

You have two options for viewing and printing.







To print a single invoice, click Page icon in the PDF/Filter column and click Open. A PDF of the invoice will appear, print invoice.



To print multiple invoices, select the check boxes of all the invoices you wish to print and click Go. When the File Download window appears, click Open. A PDF of ALL the invoices will appear.

Retrieve PDF documentation for the Selected Invoice

Invoice(s)

<input type="checkbox"/>	PDF/FILTER	COMPANY	INVOICE #
<input checked="" type="checkbox"/>	 	CLS	1988RBP19907
<input checked="" type="checkbox"/>	 	CLS	1988RBP19904
<input checked="" type="checkbox"/>	 	CLS	1988RBP19900

User Activity Report

The User Activity Report allows the user to see when they last accessed a particular invoice. Go to the Last Access Date column and click on the date to view a User Activity Report

Retrieve PDF documentation for the Selected Invoice(s)

Invoice(s) Results per page 10

PDF/FILTER	COMPANY	INVOICE #	INVOICE DATE	POSTED DATE	VENDOR # VENDOR NAME	CLIENT	TOTAL	AUTHORIZATION STATUS	AUTHORIZATION NO	AGE	LAST ACCESS DATE
	CLS	1988RBP19907	08/01/2022	08/01/2022	DIST SRVCS LLC		\$0.00	Authorized		0	

USER ACTIVITY REPORT

Invoice: 1988RBP19907

CLASS	DATE	USER NAME	ACTIVITY
	08/01/2022	Cindy Luper	View Invoice

Web Access Key

To access information on invoice-linksm, a Web Access Key (WAK) is required. The Web Access Key is a security code number assigned by Inmar CLS and Inmar CLS MedTurn that allows access to invoices generated for a specific retailer.

To initiate the set up of Web Access Keys, Inmar sends vendors a postcard for a three month period and hardcopies of invoices. The postcard directs the vendors to the Inmar CLS invoice-linksm site to register for their invoices.

Inmar pre-sets the Web Access Keys and the WAK appears at the bottom of the invoice.

For new Inmar users, Web Access Keys need to be entered into the system in the following manner:

1. Select **My Vendors**
2. Enter the access key
3. Click **Add Vendor**

Postcard Notification

IMPORTANT-NEW WEB ACCESS KEY FOR NEW VENDOR

Carolina Logistics Services has developed an online service called CLS InvoiceLinkSM which allows you to view, print and save your returned goods invoices. Invoices will be accessible and retained online for a period of 8 months. Postcards alerting you of a new vendor assignment will be sent to you for a maximum of three months; after which time no further notices will be sent. Please follow the instructions below.

1. Go to www.cls.inmar.com and click on the CLS InvoiceLinkSM icon.
2. If you are a first time visitor; Click "Register for InvoiceLink", accept the License Agreement, and complete your personal profile. If you are a return visitor; Enter your username and password and go to the "My Vendors" tab.
3. Enter the Web Access Key found below on the card.
4. For questions contact CLS @ 1-866-248-3163 and ask for InvoiceLinkSM Support or email the InvoiceLinkSM Support Team at CLSInvoiceLink@inmar.com.

Invoice

Remit Payment To:

THIS INVOICE AMOUNT WILL BE DEDUCTED FROM YOUR NEXT REMITTANCE.

WEB ACCESS KEY: 0000000000000000

My Account

The My Account tab allows the user to update his or her information and reset his or her password.

In addition, the user can check the Authorization Approval Box, which will ensure he/she is authorized to approve invoices.

Helpful Hints

Open the Helpful Hints tab to view a list of Related Terms and to receive tips on Filtering, Resetting Passwords, Authorize Invoices, etc.

HELPFUL HINTS

Related Terms

1. **Authorization Status** identifies if all sections of the invoice have received a Return Authorization. If all invoice sections have a return authorization then the Authorization Status equals Authorized, otherwise the Authorization status equals Waiting Authorization.
2. **Class** represents the different sections within an invoice. The number 1 listed in the class field indicates the invoice has only 1 invoice section. Pharmaceutical invoices will list the DEA class (RX, CII, CIII-V) in the class field.
3. **Disposition Date** is the date the Inmar, Inc. facility fulfilled the disposition, i.e. Shipped Date or Destroy Date.
4. **Invoice Age or Age** is the number of days between the invoice date and today's date.
5. **POD** stands for Proof of Destruction.

Filtering in the Invoices Tab

1. Use the "%" character as a wild card character in any of the search fields
 - a. i.e. "%Store" in the vendor name field will return all vendors ending in Store (i.e. "My Store")
 - b. i.e. "Store%" in the vendor name field will return all vendors beginning with Store (i.e. "Store A")
2. Searching for invoices by invoice number
 - a. Put a % character plus your invoice number, excluding leading letters or zeros, in the invoice field (i.e.%950)
 - b. Click the view button

Helpful Hints (continued)

Authorize Invoices

1. In order to authorize invoices you must consent that you are an approved person to authorize invoices
 - a. Click the My Accounts tab
 - b. Click on the box next to the "I am authorized to approve invoices". A check mark will appear in the box.
 - c. Click the save button
2. To Authorize an invoice, click on the invoice tab
 - a. Search for an invoice
 - b. Click the invoice number located in the results grid
 - c. Click the Authorize button
 - d. Select the disposition
 - e. Click OK

For additional help, contact Inmar at 1.866.248.3163 for invoice-link Support or email your question to: invoice-link support team at clsinvoicelink@inmar.com