Spravato® (esketamine) C III
28 mg nasal spray

Creating Return Authorizations in the Inmar HRM Portal

NOTE: In order to complete the return process, you will be required to upload a completed Unused SPRAVATO® Returns Form to the Inmar HRM Portal. The form can be found at https://www.spravatohcp.com/faq/ under "How do I dispose of the SPRAVATO® nasal device?"

1. Access the Inmar Healthcare Returns Management Portal.
2. Enter your email address in the "Email/Username" box.
3. You will be taken to the Healthcare Returns Management (HRM) home page. Your name should appear in the upper right-hand corner of the screen.
4. Click the "Returns Authorization" tab and click "Create Manufacturer Return."
5. Select Return Type "Direct" from the drop-down menu and click "Search." Enter in Program: "JOMHCP" and "Business Name" if your location doesn't populate.
   Ensure the program selected is JOMHCP
6. Click "Search" again.
7. Find your location and select the plus sign. Verify information under "Ship From" is correct.
8. Enter your Unused SPRAVATO® Returns Form number under "Debit Memo Number."
   The number format is the request date, your initials, followed by a number if making multiple different returns that day. Ex. 010125AA1
9. Enter today's date in "Debit Memo Date."
10. Enter number of individual devices being returned under "Quantity On Hand."
11. Enter value of $0.00 for "Claimed Amount."
12. Enter Number of Return Authorization (RA) Labels Needed. One RA Label per box is required.

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Need help? Contact Inmar Customer Service at 1-800-967-5952, then select Option 3.

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13. Select **Yes** under "RA contains controlled substances" and **No** under "Request 222 Form for CII Product Needed." *(Note: SPRAVATO® is a Schedule III controlled substance and 222 Form is only required for Schedule I and II products.)*

14. **Select a Return Reason that matches the reason selected on your Unused SPRAVATO® Returns Form to ensure return is processed accurately. Mismatched reason may cause a delay in processing the return.**

15. Select "Non-Applicable" under "special returns programs."

16. **Under "Label Options" enter the email the shipping labels will be sent to. Ensure both "Include Shipping Label" and "Display Labels" boxes are selected before moving to the next step.**

17. Click "Next to Satisfy Additional Requirements."

18. Upload a completed Unused SPRAVATO® Returns form by clicking on "Select File" and selecting your document.
    To proceed, you MUST upload this completed form. You will also keep a copy of your form to include inside the box you return.

19. Click "Next."

20. Review information for accuracy on the next screen.

21. Choose the option that reads "Submit/Print Box Labels And Search For New Client."

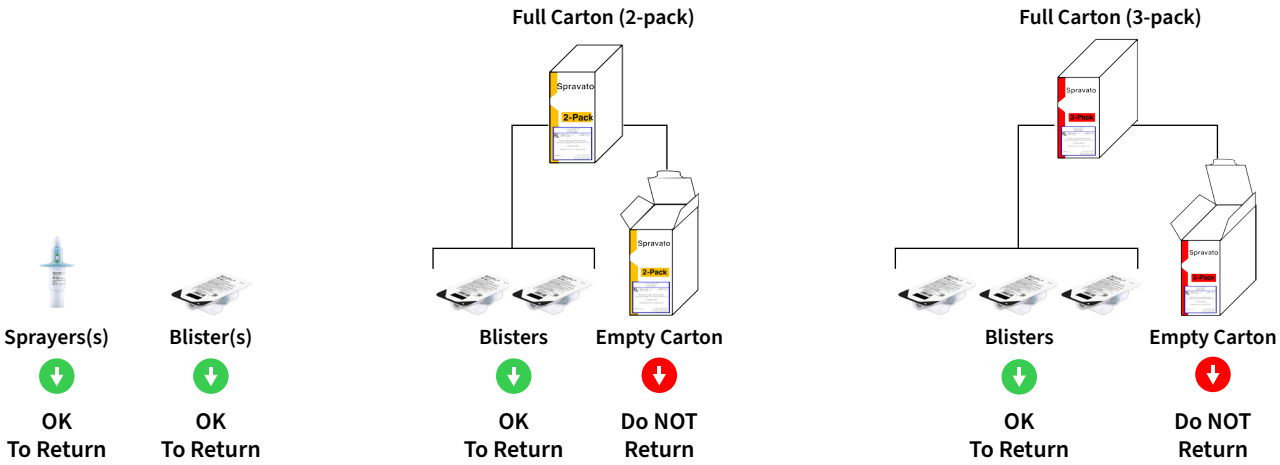
22. Return Authorization labels will appear in a new pop-up window. **Both** Return Authorization (RA) **label and UPS shipping label will need to be printed and adhered to the outside of each return box.** To print labels, click the printer icon in the top right-hand corner of the pop-up window.
    In the upper right-hand corner of the return authorization label is an Inmar warehouse code for your company. Under that code is the Unused SPRAVATO® Returns Form number for your RA. Each RA is unique and has a unique # under the barcode/ box code. DO NOT print multiple copies of this RA.

Continue to next page.

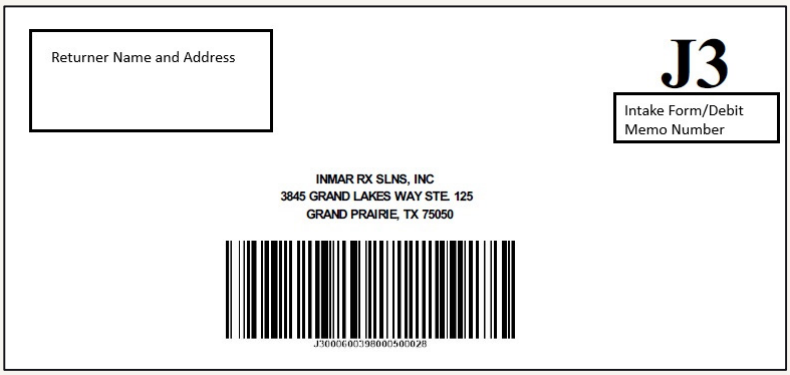
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Return Box Instructions

- Patient Information must be removed prior to making a return.
- Package the product according to below guidelines.



- Enclose a copy of the Unused SPRAVATO® Returns Form inside your returns box. Adhere one (1) RA label, which includes the UPS label, to the outside of each individual box you are returning. **Ensure <u>both</u> UPS label and RA Label are fully visible from the outside of the box. UPS and RA label can be cut and applied separately to accommodate space if needed. Example RA Label below.**



- SPRAVATO® return is ready to be shipped to Inmar.

If the SPRAVATO® device has been used by the patient, it should be disposed of as medical waste according to local, state and federal regulations for controlled substances.

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