

## GSK Flu Vaccine Returns & Reimbursement

### **STEP 1**

Navigate to the **Account section** of GSKDirect. Once you receive a notification that you are eligible for reimbursement, you'll be able to view your details and print your shipping and box labels.\*

**Please note:** A combination of both flu vaccine brands can be applied to your total authorized returns

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### **STEP 2**

**Return eligible doses** 

- Select Returns, and then Available Returns.
- Click **Print Box Labels**. You will be redirected to the Inmar Inc. website.
- On the Inmar website, select **GSK** from the returns program's drop-down menu (if associated with multiple Inmar return programs).

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#### **STEP 3**

• In the **Returns Authorization** drop-down menu, select **RA Status**.

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WELCOME		RA Status Create Manufacturer Return					

#### **STEP 4**

• Enter your **Debit Memo Number** (found at the top of the **View Details** section of the **Returns** page) and click Search.

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#### **STEP 5**

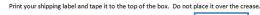
• Click the **Debit Memo** link.

#### **STEP 6**

• Scroll to the bottom of the screen and click **Re-Print Labels**.

*Return Authorization (RA) box labels are linked specifically to this return. Do NOT use RA box labels from another return. Each box shipment must contain the RA box label. Do not photocopy the return authroziation box label.
*Do not ship your control products until you have received your 222 form. Shipping controls prior to receiving your 222 form may result in additional charges.
BarCode
5G021100102000500040
5G021100102000500041
RE-PRINT LABELS

#### **STEP 7**



- Affix all shipping labels to the outside of the boxes (shipping label and box label) without covering any bar codes.
- Tender package to UPS on your next delivery, daily pickup, or **call UPS at 1-800-PICK-UPS** to schedule pickup.

**Be reimbursed (if eligible)**. You will be reimbursed **within 8–10 weeks** of receipt of your return shipment.



Affix the corresponding Inmar Box Label for the physical box to the SIDE of the box.

#### **Return Privileges**

Based on your purchasing agreement, a % of your seasonal GSK flu vaccine doses purchased via GSKDirect may be eligible to be returned for full credit. (the % return eligibility is applied in the aggregate across brands). In order to qualify for return reimbursement of eligible flu vaccine doses, customers must obtain a GSK-issued Return Goods Authorization (RGA).<sup>\*†</sup> The RGA can be obtained via GSKDirect.com or by calling the GSK Vaccine Service Center at 1-866-475-8222.

RETURNS AUTHORIZATION STATE

Eligible flu vaccine doses returned must be received at the GSK Return Goods Vendor (Inmar) within the Flu Vaccine Return Period. GSK will notify eligible customers of the return window begin date and end date ("The Flu Vaccine Return Period") and when the RGA will be available. Flu vaccines returned without the RGA and/or received outside of the eligible Flu Vaccine Return Period will be reimbursed Federal Excise Tax (FET) only.<sup>\*†</sup>

• With the exception of terms that conflict with the purchasing agreement (in which case the purchasing agreement terms supersede all other provisions), all other GSK Return Goods Policy provisions apply as published on GSKDirect.com. GSK's Return Goods Policy is subject to change on GSKDirect.com without notice.

\*The initial number of eligible doses to return will not decrease as doses are returned. Please contact the Vaccine Service Center for an update to the number of doses eligible to return.

<sup>†</sup>GSK-issued Return Goods Authorization (RGA) — GSK will provide customers with a document in the form of a debit memo authorizing the return of eligible flu vaccine doses. Please note, the creation of a return box label through the GSK Return Goods Vendor (Inmar) is not a guarantee of reimbursement and is not to be used in place of a GSK-issued RGA.

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