Flu Vaccine Returns Process
2015-2016

If you purchased GSK Flu Vaccines directly from GSK (through www.GSKDirect.com), you may be eligible to return some of the unused doses. Here’s everything you need to know in order to return your flu vaccine doses:

### STEP 1 Return Eligibility

- **Beginning 3/1/2016,** view the number of doses you are eligible to return in the View and Manage Returns area of www.GSKDirect.com
  
  **Note:** Returnability is per NDC and not cumulative doses purchased

- All returns must be received at the Return Vendor (Inmar) **between 3/1/2016 and 6/30/2016**

### STEP 2 Prepare and Ship Return

- In the Account section, go to the **“View and Manage Returns”** button

- Click **“Print Box Labels”** to access the GSK Return Goods Vendor (Inmar) system in order to print your shipping labels (Box Labels and Prepaid Shipping Labels)
  
  **Note:** A new window will open and log you into the Inmar website. You can then toggle back and forth between GSKDirect.com and Inmar to print all shipping labels per Debit Memo/RGA Number

- In the Inmar website — if you see a drop down menu please choose **“GSK”**. (If you are associated with multiple Inmar return programs, you will see a drop down menu). If needed, access the Inmar URL at: **https://returns.healthcare.inmar.com**

- Choose the **“Returns Authorization”** dropdown menu at the top of the page

- Choose **“RA Status”** from the dropdown menu options

*Step 2 continued on reverse side.*
Prepare and Ship Return (continued)

- Enter your **Debit Memo Number** in the box indicated, click **“Search”**
  **Note:** This is your RGA number generated on GSKDirect.com

- Click the **Debit Memo** link presented in the **“Search Results”** section

- Scroll to the bottom of the screen and click **“Re-Print Labels”**

- Affix all Shipping Labels to the outside of the boxes (Box Label and Shipping Label) being careful not to cover the bar codes of any labels
  **Note:** Please take special care to ensure a unique box label/shipping label is used for each container being returned

- Tender package to UPS on your next delivery, daily pickup, or contact **1-800-PICK-UPS** to schedule pickup of your Flu Vaccine Return
  **Note:** Repeat process if you have multiple RGAs to return

Return Reimbursement

- Your Flu Vaccine Return Reimbursement will be provided within **8–10 weeks** of receipt of your return shipment

- Reimbursement may be in the form of a credit or check:
  - A **credit** will be issued if there is **an open GSK Balance** on your account
  - A **check** will be issued if there is **no open GSK Balance** on your account

- For further support with Flu Vaccine returns, see the **Customer Resource Guide** on the GSKDirect homepage for step-by-step instructions with visuals

Before you send your Flu Vaccine Return Reimbursement, make sure steps 1 and 2 are completed. Step 3 covers receiving your return.

If you have questions about your Flu Vaccine Return Reimbursement, please contact the Vaccine Service Center at **1-866-GSK-VACC**, log onto **www.GSKDirect.com**, or contact your **Sales Representative**.