

# GSKDirect.com Frequently Asked Questions for Flu Vaccine Returned Goods

## Table of Contents

- [How do I determine if I am eligible to return product?](#)
- [What is a Debit Memo?](#)
- [How and When do I generate a Debit Memo?](#)
- [How is my eligibility calculated?](#)
- [Do I need to include a Debit Memo in the box with my returns?](#)
- [Can I edit my Debit Memo form after it has been generated?](#)
- [What is a Box Label?](#)
- [How do I print my Box Labels and Shipping Labels?](#)
- [What if I need additional Box Labels or Shipping Labels?](#)
- [When should I send in product for return?](#)
- [Who is responsible for the shipping costs associated with the return?](#)
- [Where do I mail my return product?](#)
- [How do I track my return?](#)
- [How can I check my return status?](#)
- [Why is my return status "In Process"?](#)
- [Can I return more doses than I am eligible for?](#)
- [Can I return other products with my flu doses?](#)
- [Can I return partially full vials for full credit?](#)
- [Can I return single pre-filled syringes for full credit?](#)
- [Can I return flu doses that I purchased from my distributor for full credit?](#)
- [What if I return my flu doses after the full credit end date?](#)
- [What if the quantity I send for return is different than the quantity on my Debit Memo?](#)
- [Who can I contact for questions or assistance?](#)

How do I determine if I am eligible to return product?

**A:** You can log into [www.gskdirect.com](http://www.gskdirect.com) and access Account > Returns to view your Returns Eligibility. An email will also be sent to the address(es) on your account notifying you of eligibility and when you can begin to return doses. You can also contact your local GSK Representative or the GSK Vaccine Service Center (1.866.475.8222, [vaccine.service-center@gsk.com](mailto:vaccine.service-center@gsk.com)) to inquire about eligibility.

The “Authorized Doses to Return” on the “Available Returns” tab **will only display the maximum eligibility**, in doses, achieved by the customer (inclusive of sales and adjustments multiplied by the Flu return eligibility percentage). Regardless if any doses have already been returned, the amount will continue to display the original maximum eligibility.

In order to obtain details on the status of your return you can either Single Sign On to the Inmar website, search the Debit memo and confirm status, or contact the GSK Service Center at 1-866-475-8222.

What is a Debit Memo?

**A:** A debit memo is a paper form used by returning entities to identify who they are, and the contents of the package being returned (similar to a shipment packing list). A debit memo will provide: return entity information, entity to which credit should be remitted, product details (including NDC, product description and Eligible Quantity). The GSK Flu Return Debit Memo number is auto-generated by GSK and acts as your required GSK issued Return Goods Authorization (RGA). The Flu Return Debit Memo is viewable both on the Available Returns page of GSKDirect and in the flu return email GSKDirect customers receive when the flu return window opens. GSK recommends including a copy of the debit memo in the box however it is not required as long as the return labels (Box and Shipping Labels) associated with your debit memo are affixed to the return package(s).

How and when do I generate a Debit Memo?

**A:** The Debit Memo will be auto generated based on maximum eligibility and will be available to view on [www.gskdirect.com](http://www.gskdirect.com) through the Account > Returns section once the return window has opened.

How is my eligibility calculated?

**A:** Eligibility is based on a percentage of purchased doses and is applied for each NDC (i.e. if 100 doses Pre-filled syringes and 100 doses Multi-dose vials are purchased and the Return Percentage is 30%, the eligibility would be 30 doses PFS and 30 doses MDV).

Do I need to include a Debit Memo in the box with my returns?

**A:** GSK recommends the debit memo document be included in the box with your eligible Flu return shipment however it is no longer required. Including the Debit Memo will ensure you are reimbursed correctly if there is damage to the box label.

Can I edit my Debit Memo form after it has been generated?

**A:** Once a Debit Memo form has been generated at the beginning of the Returns Window it can no longer be edited. The Debit Memo is generated with maximum eligibility.

Any purchases that increase eligibility will not update on the Debit Memo, but will be reflected in your Authorized Doses to Return on [www.gskdirect.com](http://www.gskdirect.com)

What is a Box Label?

**A:** A box label is a unique bar code that must be affixed to the outside of the package(es) being returned which will allow GSK's return goods vendor to identify the return for timely and accurate processing. Box labels can be printed by accessing [www.gskdirect.com](http://www.gskdirect.com) through Account > Returns > Print Box Labels.

**Each package for return should have a unique box label.** For example, each of two return packages requires a unique box label. Shipping locations for the GSK Returns Vendor is located on the debit memo. Box labels should be attached to the outside of the package containing the return product and debit memo. **The box label is not a shipping label.** Please note that the box label is not a guarantee of credit issuance but is used to ensure accurate and timely processing of return product.

How do I print my Box Labels and Shipping Labels?

**A:** To print Box Labels and Shipping Labels login to [www.gskdirect.com](http://www.gskdirect.com) and navigate to Accounts > Returns > Print Box Labels button. This will redirect you to the Inmar website to obtain box label(s)/pre-paid shipping label(s). This link will automatically log you into the Inmar site. Once you have been logged into the Inmar site, click the Returns Authorization tab. Next click "RA status". Enter the Debit Memo number from GSKDirect into the debit memo field and click search. Your debit memo will appear and you can click on the highlighted debit memo number within the search results section. Scroll down to the bottom of the page and select "Reprint Labels" (ensure your pop up blocker is disabled). Your box labels and pre-paid shipping labels will appear on the screen to print.

**Additional Information:** GSK recommends printing all of the box label(s)/shipping label(s) during your initial visit to Inmar. GSK has estimated the number of box labels/shipping labels that you may need based on your Return eligibility. A unique box label must be used for each container or pallet being shipped. Save any additional box label(s)/shipping label(s) not used in the event you have additional doses to return for the current season and prior to the return deadline (discard all labels after the return deadline as they will have expired). Please keep a record of the tracking number on the prepaid shipping label that you use to return your Influenza vaccine.

What if I need additional Box Labels or Shipping Labels?

**A:** If you require additional box labels AND you have not sent any flu doses back you can access Inmar through the same process when creating your original labels, search the debit memo where additional labels are needed and click the "Add Label" option next to the debit memo number in the search results. Please note: once a return is processed under this debit memo you will no longer have the ability to add labels to this debit memo. If additional labels are required you can contact the Vaccine Service Center at 1-866-GSK-VACC.

When should I send in product for return?

**A:** Return product should be sent with a **box label and pre-paid shipping label** beginning March 2, 2020 and **received no later than July 31, 2020** for full product credit eligibility. The debit memo can also be sent but is not required. Returns received **before March 2, 2020** or **after July 31, 2020** will be accepted for **Federal Excise Tax credit only**.

Who is responsible for the shipping costs associated with the return?

**A:** GSK is providing Pre-Paid Shipping labels for the return of Flu doses. You can obtain these by accessing Inmar through [www.gskdirect.com](http://www.gskdirect.com) > Account > Returns > Print Box Labels. Pre-Paid labels are ground only. Expedited shipping on behalf of the customer to meet the return deadline will not be covered by GSK. Shipping cost incurred by the customer outside of the pre-paid shipping label generated through Inmar will not be reimbursed.

Where do I mail my return product?

**A:** GSK Pharmaceuticals – Trade  
C/O Inmar – Rx Solutions  
3845 Grand Lakes Way – Suite 125  
Grand Prairie, TX 75050

How do I track my return?

**A:** A UPS tracking number will be provided on your pre-paid shipping label. Please make note of this tracking number for your records before shipping the flu return product.

How can I check my return status?

**A:** Customers can track the return shipment using the UPS tracking number provided on the pre-paid shipping label to ensure the package was delivered to Inmar. Additionally, you can view the return status in the Inmar system using the following steps.

Login to [www.gskdirect.com](http://www.gskdirect.com) and navigate to Account > Returns > select the Print Box Labels button. This will redirect you to the Inmar website to obtain box label(s)/pre-paid shipping label(s). This link will automatically log you into the Inmar site. Once you have been logged into the Inmar site, click the returns authorization tab. Next click “RA status”. Enter the Debit Memo number from GSKDirect into the debit memo field and click search. Your debit memo will appear and reflect the status of the return:

- Issued – Label(s) have been created but no return has been processed against the Debit Memo. It can take Inmar a few days to verify the return at which time the status will update to received.
- Received – Return label(s) for the specified Debit Memo have been scanned into the Inmar system and is being processed.
- Processed – Inmar has completed processing of the returned units and have transmitted to GSK for valuation and reimbursement

Please allow 8-10 week for processing. When the return is processed, customers can go to [GSKDirect.com](http://GSKDirect.com) > navigate to the account section and select Returns > select Return History tab. Influenza returns received will be displayed.

Why is my return status “In Process”?

**A:** The “In Process” status on GSKDirect indicates that your returns have been received by Inmar and the credit is being reviewed by GSK.

Can I return more doses than I am eligible for?

**A:** Yes, all Flu doses received above a customer’s return eligible quantity can be returned for Federal Excise Tax credit only. These extra doses do not need to be sent separately.

Can I return other products with my flu doses?

**A:** No, please return your flu doses separate from your non-flu products. This will guarantee appropriate reimbursement.

Can I return partially full vials for full credit?

**A:** No, partially full multi-dose vials will only be reimbursed for Federal Excise Tax (FET). The vials will be visually inspected and estimated to the nearest 10%, 25%, 50%, or 75% to determine the FET reimbursed

Can I return single pre-filled syringes for full credit?

**A:** Yes, if you have eligibility, single pre-filled syringes will be reimbursed for full purchase price.

Can I return flu doses that I purchased from my distributor for full credit?

**A:** No, flu doses purchased indirectly are not eligible for full credit. Returns of flu doses purchased through a distributor will be reimbursed for Federal Excise Tax (FET) only.

What if I return my flu doses after the full credit end date?

**A:** Any doses received after the full credit end date (this date will be posted on the “Returns” page) will only be reimbursed for Federal Excise Tax (FET).

What if the quantity I send for return is different than the quantity on my Debit Memo?

**A:** Full product credit will be applied to each eligible dose. Each dose above the maximum authorized quantity will be processed for Federal Excise Tax credit only.

Who can I contact for questions or assistance?

**A:** You can contact your local GSK Representative or the GSK Vaccine Service Center (1.866.475.8222, [vaccine.service-center@gsk.com](mailto:vaccine.service-center@gsk.com)) for assistance.