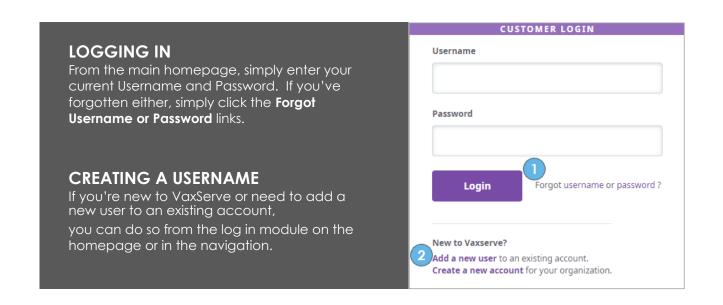


# Vaccine returns process reference guide

Easily return expired vaccines and view the status of your past returns using the VaxServe returns center. To get started, visit VaxServe.com/returns or select "Returns" from the main navigation.

## Logging In and Creating a New Username



Note: For improved security, the new website requires that each email only be associated with a single username and account. If your email was associated with multiple emails or accounts, you will need to sign up with a single username for a single account.

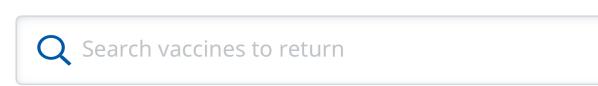
## Create a return

Use the simple form to return expired vaccines, and then package and ship the products back for eligible credit.\*



To start your return authorization, search and add vaccine products and/or select from the pre-populated list of eligible influenza products, if applicable.

#### **VACCINE PRODUCTS**



#### # of boxes



Enter how many boxes you will use to ship back the expired products.

Click submit and you will receive a confirmation and email with the return authorization (RA).



# Package and ship products

- Download and print your RA labels and secure them on the outside of each shipping box
- Obtain shipping from a carrier (such as FedEx or UPS), add the shipping label to the boxes and ship to: **Inmar RX Solutions**

3845 Grand Lakes Way, Suite 125 **Grand Prairie, TX 75050** 

\* Most vaccines are returnable upon expiration based on certain contractual, promotional and program agreements.

## View your return history

### Check the status of your returns

The Return history table lists each of your returns created and the status. The four statuses are:

- RA issued: Return authorization initiated
  - Box(es) still need to be shipped to Inmar
- Received: Shipped return box(es) received by Inmar
- Processed: Return processed by Inmar
- Complete: Return complete and applicable credit issued

## View, download and print your return information

You can access your return information details by clicking the return number in the table, or print and download the information using the "Actions" menu. If you need to reprint RA labels or adjust shipping boxes, simply click on those from the "Actions" menu.

