

2021-2022 General Influenza Vaccine Return Instructions

Sign in to MyFluVaccine

1. Go to **MyFluVaccine.com**, click **ORDER**
2. Click **LOG IN**
3. On the **Login or Register** page, enter your Email and Password
4. Click **Login** button

Select FFF Accounts

1. On the **My FFF Account** page, select the **account** you need to create a return for
2. This will take you to the **Account Details** page, which displays all account information
3. To select a different FFF account, go to the **Profile drop-down**
4. Click **My FFF Accounts**
5. Select the **account** you need to create a return for

Return Goods Authorization (RGA) Requests

RGA Status

1. From the **Dashboard**, click **Returns**
2. This is the **RGA Status** page. This page will let you know if you have any outstanding Return Goods Authorization (RGA) requests.
 - To view details on an existing RGA, click on an **RGA number**

New Returns

1. To create a new return, click **New Returns** to access the **Create New Return** page
2. You will see a chart with the following information regarding your return:

Manufacturer	Product	Returns Begin	Returns End
Seqirus	Fluad® Quad, Afluria® Quad, Flucelvax® Quad	04/11/2022	05/27/2022
GlaxoSmithKline	FluLaval® Quad, Fluarix® Quad	04/11/2022	05/27/2022
AstraZeneca	FluMist® Quad	04/11/2022	05/27/2022
Sanofi Pasteur	Fluzone® HD Quad, Fluzone® Quad, Flublok® Quad	04/11/2022	05/27/2022

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Return Goods Authorization (RGA) Requests cont.

3. Enter the following information:
 - Name
 - Phone
 - Email or Fax
4. You will see a list of the products that are available for return, along with instructions on how to enter your return information
5. Click **Add line** for the product you wish to return
6. Enter **Lot #**
7. Enter **Quantity**
8. Click **Verify and Submit** button
9. The following pop up will appear:
 - “Click OK to submit RGA Request. Click CANCEL to continue editing your request.”
10. A **GREEN checkmark** will display next to your product if your request is approved
11. The **RGA Details** page will display your **RGA #** and **Return Summary**
12. Within 48 business hours, you will receive an **email or fax** with your RGA and return instructions
 - Follow the instructions to ensure the proper return of your product to FFF Enterprises

Need Help?

Our MFV Support Team is available to answer all of your technical questions. Please send your email to mfvcustomer@fffenterprises.com or call (800) 843-7477.