

## **FFF Portal Overview 4/19/2023 Q&A**

Q: Can boxes with the expiration date written on the outside be returned for credit?

A: Yes, full unopened boxes with the expiration date written on the box can be returned for credit.

Q: We can only return full boxes not partial boxes is this correct?

A: Only full unopened boxes can be returned. Partial boxes will not be accepted.

Q: So the sites need to pay and arrange the returns?

A: The agreement Providence has with FFF is for the sites to create and pay for the return shipping labels this year. FFF will provide a system credit for the return shipping charges. I am working with the system team to identify how the credit will be applied to each site.

Q: Are they rounding returns by site. Example purchased 60 vaccines so return would be 6 vaccines (Opened box).

A: Sites that purchased less than 100 doses will not be able to return any vaccines that have a 10% returnability for credit since the eligible return quantity would be less than an unopened box of 10.

Q: What is the reasoning for requiring that boxes be full and unmarked? We've had some people expressing concerns about this.

A: Manufacturers will not provide credit for any partial boxes.

Q: Are these pricings the same whether pre-ordered or later in the season?

A: Pricing is the same for the entire season for all products except Flumist.

Q: Are the estimates delivery dates for the prebook orders on the FFF portal, correct?

A: No. The initial round of flu vaccine distribution will be fulfilled via FFF beginning late August 2023. Followed by a second round of deliveries in late September 2023 and a third round in late October 2023.

Q: When are we getting online with FFF? Are we getting an email to sign us up?

A: FFF is working on sending user information to caregivers listed as order placers in the FFF system. You can also register for account access by clicking the "register" button on the top right side of the website, [ordermyflu.myfluvaccine.com](https://ordermyflu.myfluvaccine.com)

Q: Did GSK provide full credit for partial boxes received in past years?

A: Yes. In past years working directly with the manufacturers, GSK has been able to provide credit for full and partial boxes. The terms with FFF is full credit for eligible returns that are full unopened boxes.

Q: Can I use my FFF BioSupply login information to access the FFF ordering portal?

A: Yes, the login information is the same. You will need to use the following website for the ordering portal [ordermyflu.myfluvaccine.com](https://ordermyflu.myfluvaccine.com)

Q: Will I see last years returns on the FFF portal?

A: No, the portal will only show orders placed through FFF beginning with the 2023-23 season.

Q: Since we are funding all of our own returns, can we combine multiple accounts into one box?

A: Multiple account returns can be combined into one box but you do need to include a return authorization form for each account.

Q: Would ineligible return go to pharmacy waste?

A: Ineligible unopened boxes can be returned to FFF in August for a Federal Excise Tax credit of \$0.75/dose.

Q: Are there requirements for temp monitoring/bubble wrap for packing?

A: Product does not need to be returned refrigerated or bubble packed. Reference return guidelines provided with return authorization for further details.

Q: Can multiple sites be added to my account?

A: Yes, a user can access all of these sites using one login. Work with your designated FFF rep to add necessary accounts to your login.

Q: Is there any account limit for each login?

A: There is no limit to the number of accounts you can have access to.