

## 2022-2023 General Influenza Vaccine Return Instructions

### Sign in to MyFluVaccine

1. Go to [ordermyflu.myfluvaccine.com](https://ordermyflu.myfluvaccine.com), click Login
2. Enter your Email Address and Password
3. Click Login button

### Select FFF Accounts

1. Click the "My Accounts" box, select the account you need to create a return for
  - a. Click on the Change Account dropdown
  - b. Click on the account, then click Apply

### Return Goods Authorization (RGA) Requests

#### New Returns

1. To create a new return, click the "Return season is currently open" box on the home page
2. Verify Contact Information
  - Click the pencil icon if changes need to be made to the Name, phone, email, or PO#
3. You will see a list of the products that are available for return

Manufacturer	Product	Returns Begin	Returns End
AstraZeneca	FluMist® Quad	04/17/2023	05/26/2023
GlaxoSmithKline	FluLaval® Quad, Fluarix® Quad	04/17/2023	05/26/2023
Seqirus	Afluria® Quad, Flud® Quad, Flucelvax® Quad	04/17/2023	05/26/2023
Sanofi	Fluzone® HD Quad, Fluzone® Quad, Flublok® Quad	04/17/2023	05/26/2023

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### Return Goods Authorization (RGA) Requests cont.

4. Click the box to add a product
  - Enter the Batch/Lot#
  - Enter the Quantity
  - Click Add to Request, line will be added to your cart
5. Repeat step 4 if you need to submit additional lines
6. When all lines have been entered, click Submit Request
7. The RGA details page will display your RGA# and Return Summary
8. Within 24 hours, you will receive an email with your RGA and return instructions
  - Follow the instructions to ensure the proper return of your product to FFF Enterprises

### RGA Status

1. From the main screen click the *"Order History"* box
2. Click Returns
3. This page will display all RGAs requests along with the status
4. To view details on an existing RGA, click View

### Need Help?

Our Wow Customer Care Team is available to answer your flu return questions. Please email [mfvcustomer@fffenterprises.com](mailto:mfvcustomer@fffenterprises.com) or call (800) 843-7477 for assistance.