



Step-by-Step Instructions

2019-20 General Influenza Vaccine Product Returns

Logging into the Site

1. Navigate to **MyFluVaccine.com**, click **ORDER**.
2. Click on **LOG IN** at the top right corner of the screen.
3. On the **Login or Register** page, click **inside the Email text box** and enter your email address. Then click **inside the Password text box** and enter your password.
4. Click the **Login** button.

Selecting Your FFF Account

1. On the **My FFF Account** page, click **on the account** you wish to generate a return for.
2. This will take you to the **Account Details** page. This page will display all of your account information.
3. To select a different FFF Account, navigate to the **Profile Options drop down** at the top right hand corner of the screen.
4. Click **My FFF Accounts** from the **Profile Options drop down** menu on the top right.
5. Select the **account** you need to create a return for.

Returns - Return Goods Authorization (RGA) Requests

RGA Status

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

New Returns

1. To create a new return, click on **New Returns**.
2. You will now be on the **Create New Return** screen.
3. You will see a chart with the following information regarding your return:
 - Manufacturer
 - Product(s)
 - Accepting Requests
 - Receive Returns By

Manufacturer	Product(s)	Accepting Requests	Receive Returns By
MedImmune	FluMist	2/24/2020	3/27/2020
Seqirus	Fluad - Afluria - Flucelvax	3/30/2020	5/1/2020
GlaxoSmithKline	FluLaval - Fluarix	4/27/2020	5/29/2020
Sanofi Pasteur	Fluzone - Flublok	6/1/2020	7/3/2020



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Returns - Return Goods Authorization (RGA) Requests cont.

6. Enter the following information:
 - Name
 - Phone
 - Email or Fax
7. You will see a list of the products that are available for you to return, along with the instructions on how to enter your return information.
8. Click on **Add line** for the product you wish to return.
9. Enter **Lot #**
10. Enter **Quantity**
11. Click on the **Verify and Submit** button at the top or bottom of the screen.
12. A pop up will appear and read:
"Click OK to submit RGA Request. Click CANCEL to continue editing your request."
13. If your request is approved, you will see a **GREEN check mark** next to your product.
14. You will now see the **RGA Details** screen with your **RGA # and Return Summary**.
15. You will **receive an email or fax** that will contain an attachment of your RGA. *(Note: please allow up to 48 business hours to receive your fax.)*
16. Follow the detailed instructions from the **email or fax** to ensure proper return of your product to FFF Enterprises, Inc.

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 ext. 1164.