

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

LOGGING IN

From the main homepage, simply enter your current Username and Password. If you've forgotten either, simply click the **Forgot Username or Password** links.

CREATING A USERNAME

If you're new to VaxServe or need to add a new user to an existing account, you can do so from the log in module on the homepage or in the navigation.

CUSTOMER LOGIN

Username

Password

Login

1Forgot username or password ?

2New to Vaxserve?
Add a new user to an existing account.
Create a new account for your organization.

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.*

1 How many doses will you return?

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



Search vaccines to return

of boxes

-

0

+

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).

Submit

! Double-check your products, quantities and shipping box count for accuracy, then submit.

2 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

This feature will be available on VaxServe.com in a later enhancement.

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.

Date created	Return #	Status	Credit #	Credit date	Credit issued	# of shipping boxes	Actions
03/04/2021	700000010304225959	RA issued	—	—	Add shipping boxes & additional RAs Reprint issued RA labels Download return information Print return information		...
03/04/2021	700000010304101645	RA issued	—	—			...
02/24/2021	700000010224161352	Received	—	—			...
02/21/2021	700000010221140718	Processed	—	—			...
01/11/2021	700000010111113244	Complete	99999999 345722486 956783492	01/25/2021 01/29/2021 02/07/2021	(\$1,306.22) (\$0) (\$3,225.15)	6	...
12/21/2020	700000011221094416	Complete	458274214	01/03/2021	(\$306.55)	3	...
12/11/2020	700000011211150132	Complete	806979542	12/21/2020	(\$777.77)	20	...
12/04/2020	700000011204110903	Complete	876795532	12/10/2020	(\$1,411.06)	13	...