

SANOFI PASTEUR VACCINE RETURNS PROCESS REFERENCE GUIDE

Please follow the provided steps to complete a product return.



NOTES:

Utilize Google Chrome™ when possible.
Disable pop-up blockers.

Your Guide to Vaccine Returns

Please follow the 3 steps below to return product(s) to Sanofi Pasteur.

Step 1



- **Log into VaccineShoppe.com>Returns**
- **Complete and save** the *Return Goods Information* form(s) on VaccineShoppe.com®. This will document the product(s) being returned
- **Print** the completed *Return Goods Information* form(s). This form will need to be uploaded later when completing the *Returns Authorization* through Inmar and included **INSIDE** the box with the returned product

Step 2



- From the **VaccineShoppe.com>Returns** landing page, click on the Inmar Healthcare Returns Management Portal: <https://returns.healthcare.inmar.com>
- **Click** *Returns Authorization*, then select *Create Manufacturer Return*
- **Enter** Store Number (Account Number)
- **Click** *Search*
- **Scroll down** to Search Results and click on the plus (+) button

Step 3



- **Complete** the fields under *General Information*. Under *Special Returns Programs*, select *Non-Applicable*. Click *Next to Satisfy Additional Requirements*
**Please note, there is now the ability to email labels*
- **Scroll** to *Debit Memo Document Required*. Upload completed *Return Goods Information* form(s) saved from VaccineShoppe.com as the Reference Document. Click *Next*
- **Select** *Submit/Print Box Labels*
- **Save and print** the *Returns Authorization*

IMPORTANT NOTE: The barcode on the *Returns Authorization* is used by Inmar to scan the return when it is received. The *Returns Authorization* must be secured to the **OUTSIDE** of the box being shipped. This is **NOT** a shipping label.

Please obtain a shipping label from your carrier (FedEx and UPS are preferred carriers). Be sure to obtain a tracking number.

REMINDER: **Print and place** the *Return Goods Information* form(s) saved from VaccineShoppe.com **INSIDE** of the box with the returned product.

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Please follow the 3 steps below to return product(s) to Sanofi Pasteur.

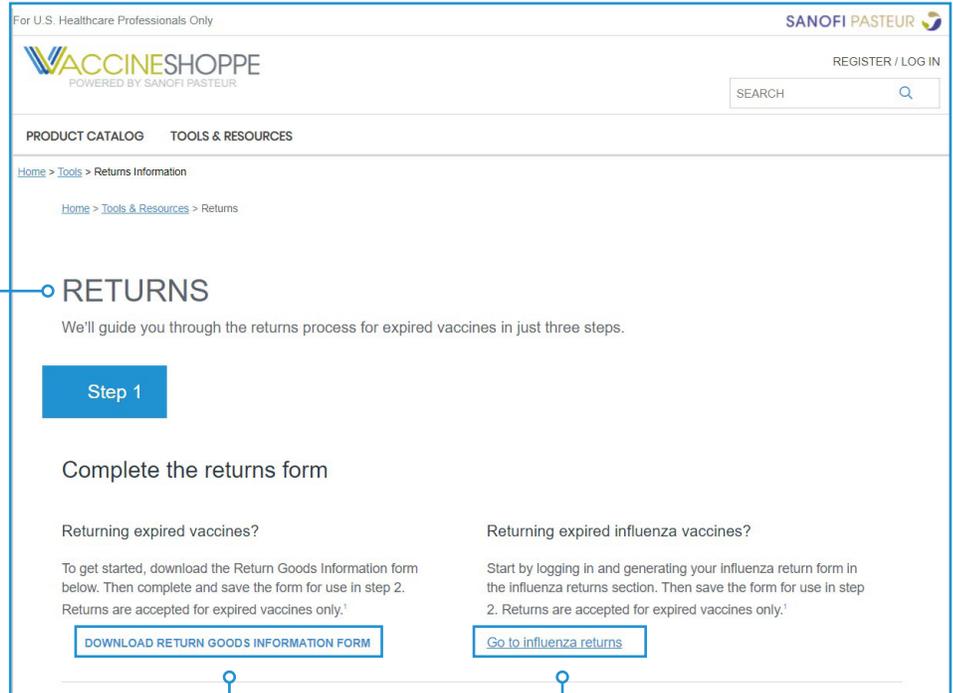
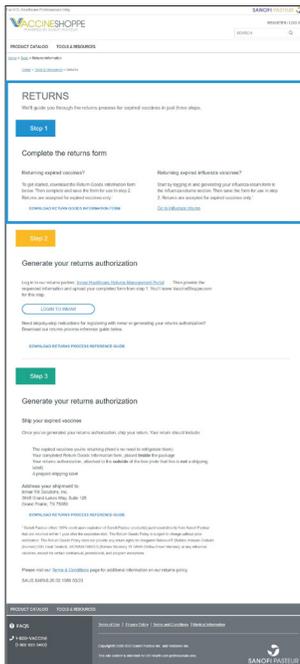
A new landing page, VaccineShopper.com>Returns, puts all the Returns Process Information in one convenient spot, including:

- All returns process forms
- A link to generate a *Returns Authorization (RA)*
- Access to the Inmar Healthcare Returns Management Portal

Step 1



- Log into VaccineShopper.com>Returns to complete and save the *Return Goods Information* form(s)



Save and Print the completed *Return Goods Information* form(s). This form will need to be uploaded later when completing the *Returns Authorization* through Inmar and included INSIDE the box with the returned product or log into the influenza section to get the flu form.

Step 2



- From the [VaccineShoppe.com>Returns](https://returns.healthcare.inmar.com) page, click on the Inmar Healthcare Returns Management Portal: <https://returns.healthcare.inmar.com>

Log In

Username: Remember Me

Username

Password:

Password

Login

[Forgot Password](#)

[Register](#)

Log in with existing username and password or click *Register* to create an account.

- Click *Returns Authorization*, then select *Create Manufacturer Return*



- Enter Store Number (Account Number). Click *Search*

Home Recon Tool Returns Authorization Credits

CREATE MANUFACTURER RETURN

RETURN TYPE

Return Type

Direct

SEARCH

GPO Code DEA Number Store Number Business Name

Address City State/Province Postal Code Include Active

HIN 340B State License

SEARCH CLEAR

- Scroll down to Search Results and click on the plus (+) button



- **Complete** the fields under *General Information*.

New in 2020!
Quantity On Hand
and Claimed
Amount no longer
required!

Under
*Special Returns
Programs*, select
Non-Applicable.
Click *Next*
to Satisfy
*Additional
Requirements*.

- **Scroll** to *Debit Memo Document Required*. Upload completed *Return Goods Information* form(s) saved from VaccineShoppe.com as the Reference Document. Click *Next*
- **Select** *Submit/Print Box Labels*
- **Save and print** the *Returns Authorization*

IMPORTANT NOTE: The barcode on the *Returns Authorization* is used by Inmar to scan the return when it is received. The portion of the *Returns Authorization* shown below must be secured to the OUTSIDE of the box being shipped. This is NOT a shipping label.

Please obtain a shipping label from your carrier (FedEx and UPS are preferred carriers). Be sure to obtain a tracking number.

Sample Returns Authorization

REMINDER:
Place the *Return Goods Information* form(s) saved and printed from VaccineShoppe.com INSIDE of the box with the returned product.