



Dear GSKDirect Customer,

Reimbursement for all eligible influenza and portfolio vaccine returns is available in the form of a credit through your GSKDirect.com account ([GSK Return Goods Policy](#)). While checks are no longer issued, there is a way to apply your account credit to an open invoice balance on the GSKDirect site.

• **How do I apply a credit to an open invoice balance?**

- You can apply your account credit through the Invoices portal on GSKDirect.com. A stepwise approach can be found in the Customer Resources section of GSKDirect or by clicking on this link: [How to Apply Credit to an Invoice Balance](#)
  - **Apply Credit + Pay Remaining Balance by Credit Card or ACH**
    - Once the credit is applied to an invoice balance, use your credit card or ACH method to close out the remaining balance before the end of the day that the transaction is completed.
    - Applied credits will display online as open in GSKDirect for up to 7 working days until the transaction is fully executed by the bank.
  - **Apply Credit + Pay Remaining Balance by Check**
    - Once the credit is applied to an invoice balance, pay the remaining balance via paper check.
    - Credits applied to an invoice and closed out with a paper check will display online until the check arrives at the bank.
- If you require any other options to apply the credit, please contact the GSK Finance team via the options stated below.

• **Who should I contact to escalate a request or concern?**

- If you have a question on the process of applying your credit in your GSKDirect account, please contact us by calling the GSK Finance team at 1-866-334-7111, Monday through Friday 8am to 6pm ET or emailing [O2CVaccinesCollections@gsk.com](mailto:O2CVaccinesCollections@gsk.com)

We thank you for your continued commitment to protect patients with GSK Vaccines

Sincerely,

The GSKDirect Team