Creating Vaccine Returns

1. Find Inventory in the blue bar on the left side, and click the plus sign to expand your view.
2. Next, click on the Vaccines plus sign to expand your view further.
3. Select Vaccine Returns.
4. On the upper right side of the screen, click the blue Add New Vaccine Return.
5. Select the clinic that is submitting the return then click Next.
6. Review all information on the next screen; submit a Help Desk ticket to make any required updates or corrections.
7. Click on the box next to “I have reviewed the above shipping information and I certify the information is correct” then click Next.
8. The Vaccine Return screen is now displayed. Under Return Type, select Return Only.
9. Under Return Reason, select the appropriate reason for this return*.
   If you have vaccines to be returned for different reasons, a separate return is required for each reason.

NOTE: For spoiled vaccine, a VFC Troubleshooting Record should have been submitted for spoiled vaccine, prior to submitting a Vaccine Return.

*Do not return wasted vaccine (e.g. broken vial/syringe/s, opened vials, etc.). To account for wasted doses, please follow the instructions in the VFC Returning Expired, Spoiled/ Non-Viable or Wasted VFC Vaccines document found in NMSIIS Reports.

10. Under Number of Shipping labels, enter the number of shipping labels you need based on the quantity of vaccine you will be returning. The rule of thumb is one label for each 100 doses being returned.
11. Under Label Shipping Method, select Email to provider email stored in VTRCKS. If you prefer to receive it by MAIL, select Mail to provider address stored in VTrckS.
12. You may enter a description and comments.
13. To find the vaccine in your inventory, begin typing a vaccine, NDC, BRAND, FUNDING SOURCE, or LOT # for the vaccine that will be returned. Then enter the number of doses to be returned. Click Add Return.
14. NOTE: The types and doses of vaccines listed on the return must match exactly what is contained in the box of returned vaccine.
15. Repeat step 13 for additional vaccines to be returned.
16. When all vaccines have been added, click Create on the right side of the screen.
17. On the right side of the screen, click on the drop-down arrow next to Update, and click on Submit to VFC Program.
18. On the right side of the screen, click on Links.
19. Click on Vaccine Return Details.
20. A Vaccine Return Detail Report will generate. Print 2 copies, place one in the box with the returned vaccines and keep the other in your files.
21. When you receive the return label, place it on the box of vaccines to be returned, making sure there is a copy of the Vaccine Detail Report in the box.

Check on Vaccine Return Status

1. Find Inventory in the blue bar on the left side, and click the plus sign to expand your view.
2. Next, click on the Vaccines plus sign to expand your view further.
3. Select Vaccine Returns.
4. Select your Clinic.
5. Under Return Date Range, select From and Through dates for the return you are searching for.
6. Vaccine Returns will display and will list the Return Number, Return Date, Return Status, Return Type, and Return Reason.
7. Click on View to display the Vaccine Return Information.

If you do not receive an emailed return label within three business days, please contact the helpdesk.

Questions?
Contact the Help Desk
1-833-882-6454