Creating a Vaccine Return Tip Sheet

Requirements for creating a Vaccine Return:

- The vaccine must be Federal vaccine - VFC or 317.
- Expiration must have been within the last six months (vaccine with an expiration date older than six months cannot be returned).
  - If the expired vaccine is > 6 months old, a "Vaccine Return" form must be completed and sent to the Bureau of Immunizations. The form can be obtained by contacting the Bureau of Immunizations.
- The vaccine must be unopened (punctured vials cannot be returned).
  - If the vaccine vial is punctured, it can be wasted.

To check which specific vaccines need to be returned:

On the left gray bar on the DelVAX homepage, select "Inventory," then select "Vaccines," then choose "On Hand."

- Select the inventory location.
- Then select the "Depleted/Expired" option in the "Status" box.
- Click "Filter."
  - This will show any vaccines that have expired. If there is federal vaccine with an inventory count, these vaccines need to be returned.

Vaccine Inventory On-Hand ⓘ Learn More   Add New Inventory   ⟳ Links ▾

Location	Vaccine (Brand)	Mfg	NDC	Lot No	Exp Date	Funding Source	Doses On-Hand	Expiring Soon	
									Clear
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	COVID-19 MRNA (PFR) (PFIZER COVID-19 (195 X 6 (0.3ML/DOSE) MDV))	PFR	59267-1000-02	789456120	12/31/2022	FEDERAL	0	❓	Action ▾
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	HEP A, PED/ADOL, 2D (HAVRIX (0.5 ML X 10 VIALS))	SKB	58160-0825-11	ABC113	01/28/2019	FEDERAL	0	❓	Action ▾
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	HEP B, PED/ADOL (ENGERIX B (0.5 ML X 10 VIALS))	SKB	58160-0820-11	HAP789	02/02/2020	FEDERAL	15	❓	Action ▾
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	HPV9 (GARDASIL 9)	MSD	00006-4119-03	12QW	06/13/2022	FEDERAL	0	❓	Action ▾
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	MCV4 (MENACTRA) (MENACTRA (0.5 ML X 5 VIALS))	PMC	49281-0589-05	KL2635	04/15/2019	FEDERAL	0	❓	Action ▾
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	MCV4 (MENACTRA) (MENACTRA (0.5 ML X 5 VIALS))	PMC	49281-0589-05	TEX111	04/14/2020	FEDERAL	0	❓	Action ▾

Two ways to initiate a return:

1. Through the reconciliation process:
   a. If a reconciliation submission is attempted and the site has expired vaccine that needs to be returned, an error message will appear that says, "Expired Inventory at this location, prior to previous count Date/Time."

Pre-Check Results

✔ No Open Reconciliation for this inventory location

🚫 There are Returns in Process for this Clinic   Resolve

✔ No Rejected Returns outstanding for this Clinic

🚫 Expired Inventory at this inventory location, prior to previous Count Date/Time.   Resolve

✔ No Vaccines Added but not Administered

✔ No Pending Inventory Transfers

✔ No Pending VTrcks Shipment

                                                        Cancel

   i. If this occurs, click the "resolve" button to initiate the return.
   ii. Move to step 2b.

2. Through the Inventory feature:
   a. On the left gray bar of the DelVAX homepage:
      i. Select "Inventory."
      ii. Then select "Vaccines."
      iii. Choose "Vaccine Returns."
   b. Select the clinic name.
   c. Select "Add New Vaccine Return" in the upper right hand corner.

   d. Select the correct "Clinic."
   e. Click "Next."
   f. Verify that the primary shipping contact and address are correct.
      i. If the shipping contact and/or address are incorrect, contact the Bureau of Immunizations.

Add Vaccine Return Creation … ⓘ

Cancel | **Next**

Add

Clinic:QUALITY INSIGHT PEDIATRICS

Primary Shipping Contact

Name: PRIMARY CONTACT
Phone: 302-555-1234
Fax:
Email:

Shipping Address

1234 ABCDE ST
DOVER, DE 19901-0000

Delivery Information

	Delivery Time 1		Delivery Time 2	
	From	To	From	To
Monday	08:00	19:00		
Tuesday	08:00	19:00		
Wednesday	08:00	19:00		
Thursday	08:00	19:00		
Friday	08:00	19:00		
Saturday				
Sunday				

Special Instructions:NO SPECIAL INSTRUCTIONS

I have reviewed the above shipping information and I certify the information is correct. ☐

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3. Click the box at the bottom of the screen labeled, "I have reviewed the above shipping info and I certify that the info is correct" once the information is verified.
4. Click "Next" in the upper right hand corner.
5. In the return type box, select "Return Only."
   a. The Bureau of Immunizations must be contacted prior to selecting "Return and Replace"
6. In the return reason box, select "Expired Vaccine."
   a. *Note* always select "Expired Vaccine." Spoiled vaccine should be reported as wastage.
7. In the label shipping method box, select "Emailed to Provider."

Vaccine Returns ⓘ Learn More

Cancel Create

Add

Clinic	Last Approved Return Date	Created By
QUALITY INSIGHT PEDIATRICS	03/22/2021	

Return Number	Return Status	Return Type *	Return Reason *
R0823202200000100	IN WORK	RETURN ONLY	EXPIRED VACCINE

Return Created Date	Date Submitted to Program	Date Submitted to VTrckS
08/23/2022	MM/DD/YYYY	MM/DD/YYYY

Label Shipping Method *	Description	Number of Shipping Labels *
EMAILED TO PROVIDER EMAIL STORED IN VTRCKS		

Clinic Comments

8. Select the number of shipping labels. This will generally be one, unless there is a large quantity of vaccine to return and multiple labels are needed for multiple boxes.
9. In the Vaccine | MFG | NDC box begin typing the name of the vaccine. The name of the expired vaccines in the clinic inventory will appear.
10. Choose the correct vaccine from the list.
11. Enter the number of doses to be returned.
12. Click "add to return."
13. Repeat steps 9 to 12 until all expired vaccines have been added to the return.

Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining

MCV4 (MENACTRA) | PMC | 49281-0589-05 | MENACTRA (0.5 ML X 5 VIALS) | FEDERAL | 123456 | 08/21/2022 | 8

Doses Returning: 8   Add Return

Vaccines To Return

Vaccination	Mfg	NDC	Brand/Packaging	Funding Src	Lot Number	Expiration Date	Doses Remaining	Doses Returned	
DTaP (Daptacel)	PMC	49281-0286-10	Daptacel (0.5 mL x 10 vials)	Federal	123456	07/11/2022	10	10	⊗

14. Once all of the vaccines to be returned are added, click "Create" at the top of the screen.
15. Next, click the "update" dropdown.
16. Select "Submit to VFC Program." The return is not complete until it is submitted.

17. Once the shipping labels are received via email, the vaccine can be packaged and returned using the shipping labels provided.