# **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.

Filter Options		-
Inventory Location QUALITY INSIGHT-AGR	Status DEPLETED/EXPIRED	
Vaccine Vaccine	Funding Source	
		▼ Filter -

#### Vaccine Inventory On-Hand G Learn More

1	*		100	1.4184		Funding	Doses On-	Expiring	
Location	vaccine (Brand)	***9	NDC	Los No	Explose	source	Hang	aoon	Clear
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	COVID-19 MRNA (PFR) (PFIZER COVID-19 (195 X 6 (0.3ML/DOSE) MDV))	PER	59267-1000- 02	789456120	12/01/2022	FEDERAL	0	0	Action •
QUALITY INSIGHT AGR - 000001 (AGOREGATE REPORTER)	HEP A, PEDIADOL, 2D (HAVROX (0.5 ML X 10 VALS))	5KB	58160-0625- 11	ABC113	01/28/2019	FEDERAL	0	0	Action •
QUALITY INSIGHT-AGR - 000001 (AGOREGATE	HEP B. PEDIADOL (ENGERIX B (0.5 ML X 10 VALS))	5KB	58160-0820- 11	HAP769	62/62/2620	FEDERAL	15	0	Action •
QUALITY INSIGHT-AOR - 000001 (AGGREGATE REPORTER)	HPV9 (GARDASIL 9)	MSD	00006-4119- 03	12QW	06/13/2022	FEOERAL	0	0	Action •
QUALITY INSIGHT-AGR - 000001 (AGGREGATE REPORTER)	MCV4 (MENACTRA) (MENACTRA (0.5 ML X 5 VIALS))	PMC	49281-0589- 05	KL2635	64/15/2019	FEDERAL	0	0	Action •
QUALITY INSIGHT-AGR - 000001 (AGGREGATE	MCV4 (MENACTRA) (MENACTRA (0.5 ML X 5 VIALS))	PMC	49281-0589- 05	TEX111	04/14/2020	FEDERAL	0	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."

Q	Pre-Chec	k Results	
У		No Open Reconciliation for this inventory location	
L	Ø	There are Returns in Process for this Clinic	Resolve
Ł		No Rejected Returns outstanding for this Clinic	
l	0	Expired Inventory at this inventory location, prior to previous Count Date/Time.	Resolve
L		No Vaccines Added but not Administered	
L		No Pending Inventory Transfers	
L		No Pending VTrcks Shipment	
ŀ			
L			Cancel

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

Add New Inventory D Links •

- 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.

	On-Hand
Vaccine Returns	Electronic Decrementing
Learn More	Reconciliation
Search	Vaccine Orders
Clinic Detun Status	Vaccine Returns
QUALITY INSIGHT PEDIATRICS (ALL)	Prebook
Return Type	Vaccine Shipments
Return Date Range         Date Submitted to VTrcks Date Range           From:         [05/23/2022]         Image: Through: [08/23/2022]         Image: Through: [08/23/202]         Image: Through: [08/23/202]         Image: Through: [08/23/202]         Image: Through: [08/23/202]         Tmage:	Locations
Date Submitted to Program Date Range	Reports/Training
Previous Criteria Clear Search	VTrckS Interface

Home

Patients

Immunizations

IZ Quick Add

Vaccines

- 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.

dd								
Clinic:QUA	LITY INSI	GHT PED	IATRICS					
Primary Sh	ipping Co	ontact						
Name:	PRIMAR	Y CONTA	ст					
Phone:	302-555-	1234						
Fax:								
Email:								
Shipping A	ddress							
1234 ABC	DE ST							
DOVER, [	DE 19901-	-0000						
Delivery Inf	ormation	1						
	Deliver	ry Time 1	Delivery T	ime 2				
	From	То	From	То				
Tuesday	08:00	19:00						
Wednesda	00:00 av08:00	19:00						
Thursday	08:00	19:00						
Friday	08:00	19:00						
Saturday								
Sunday								
	struction	S:NO SP	ECIAL INS	TRUCTION	IS			

- 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

Clinic			Last Approved Return Date	•	Created By		
QUALITY INSIGHT PEDIA	TRICS		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 VIrckS				
08/23/2022	MM/DD/YYYY		MM/DD/YYYY				
Label Shipping Method *			Description		Number of Shipping Labels *		
EMAILED TO PROVIDER E	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.

Accine   Mfg   NDC	Brand	<b>Packaging   Func</b>   49281-0589-05	ling Source   Lot Number   Exp MENACTRA (0.5 ML X 5 VIALS)	iration Date   Do   FEDERAL   123	ses Remaining 3456   08/21/202	2 8	Doses Returning ଥ		Add Return
Vaccination	Mfg	NDC	Brand/Packaging	Funding Src	Lot Number	Expiration Date	Doses Remaining	Doses R	eturned
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.

Cancel

Create

	ns 💡	learn More	× :	Success The Reco	ord Has I	Been Save	ed ×	Cancel	J Links ▼	Update
									Delete	
dit									Submit To	VFC Program
Clinic				Last Approved Return	Date	Created B	/			
QUALITY INSIGHT P	EDIATRI	ICS		03/22/2021		ELISE HA	RRY, EHARRY@G	UALITYINSIGHTS.OF	RG	
Return Number		Return Status		, Return Type *		, Return Re	ason *			
R0823202200000100		IN WORK	~	RETURN ONLY 🗸		EXPIRED	VACCINE		~	
Return Created Date		Date Submitted to P	rogram	Date Submitted to VTr	ckS					
08/23/2022		MM/DD/YYYY		MM/DD/YYYY						
abel Shipping Metho	od *			Description		Number o	f Shipping Labels			
EMAILED TO PROVID	DER EM	AIL STORED IN VTRO	oks 🗸			1				
Clinic Comments										
/FC Program Comme	nts									
/FC Program Comme	nts									
/FC Program Comme	nts									
/FC Program Commer /accine   Mfg   NDC	nts Brand/P	ackaging   Funding :	Source   Lot Nu	mber   Expiration Date	e   Doses	Remaining		Doses Returning		
/FC Program Commer /accine   Mfg   NDC   BEGIN TYPING A V	nts Brand/P ⁄ACCINE	ackaging   Funding	Source   Lot Nu 3RAND/PACKAG	mber   Expiration Date BING, FUNDING SOUR	e   Doses RCE, LOT ;	<b>Remaining</b> #, OR DATE	HERE	Doses Returning		Add Return
/FC Program Commer /accine   Mfg   NDC   BEGIN TYPING A V /accines To Return	nts Brand/P /ACCINE	ackaging   Funding ; , MFG CODE, NDC, E	Source   Lot Nu 3RAND/PACKAQ	mber   Expiration Date BING, FUNDING SOUR	e   Doses RCE, LOT ;	<b>Remaining</b> #, OR DATE	HERE	Doses Returning		Add Return
/FC Program Commen accine   Mfg   NDC   BEGIN TYPING A V accines To Return Vaccination	nts Brand/P /ACCINE Mfg	ackaging   Funding ; , MFG CODE, NDC, B NDC B	Source   Lot Nu 3RAND/PACKAG rand/Packaging	mber   Expiration Date BING, FUNDING SOUR	e   Doses RCE, LOT a	Remaining #, OR DATE ot Number	HERE	Doses Returning Doses Remaining	Doses R	Add Return
/FC Program Commen /accine   Mfg   NDC   BEGIN TYPING A V /accines To Return Vaccination DTaP (Daptacel)	nts Brand/P /ACCINE Mfg PMC	ackaging   Funding 9 , MFG CODE, NDC, 8 NDC B 49281-0286-10 D	Source   Lot Nu 3RAND/PACKAC rand/Packaging aptacel (0.5 mL	mber   Expiration Date BING, FUNDING SOUR 1 Fundin x 10 vials) Federa	e   Doses CE, LOT ; Ig Src L	Remaining #, OR DATE ot Number 23456	HERE Expiration Date 07/11/2022	Doses Returning Doses Remaining 10	Doses R 10	Add Return

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



This project is in collaboration with the Division of Public Health (DPH) – Comprehensive Cancer Control Program, Immunization and Vaccines for Children, and the Centers for Disease Control and Prevention (CDC). Publication number DEDPH-IM-031623B