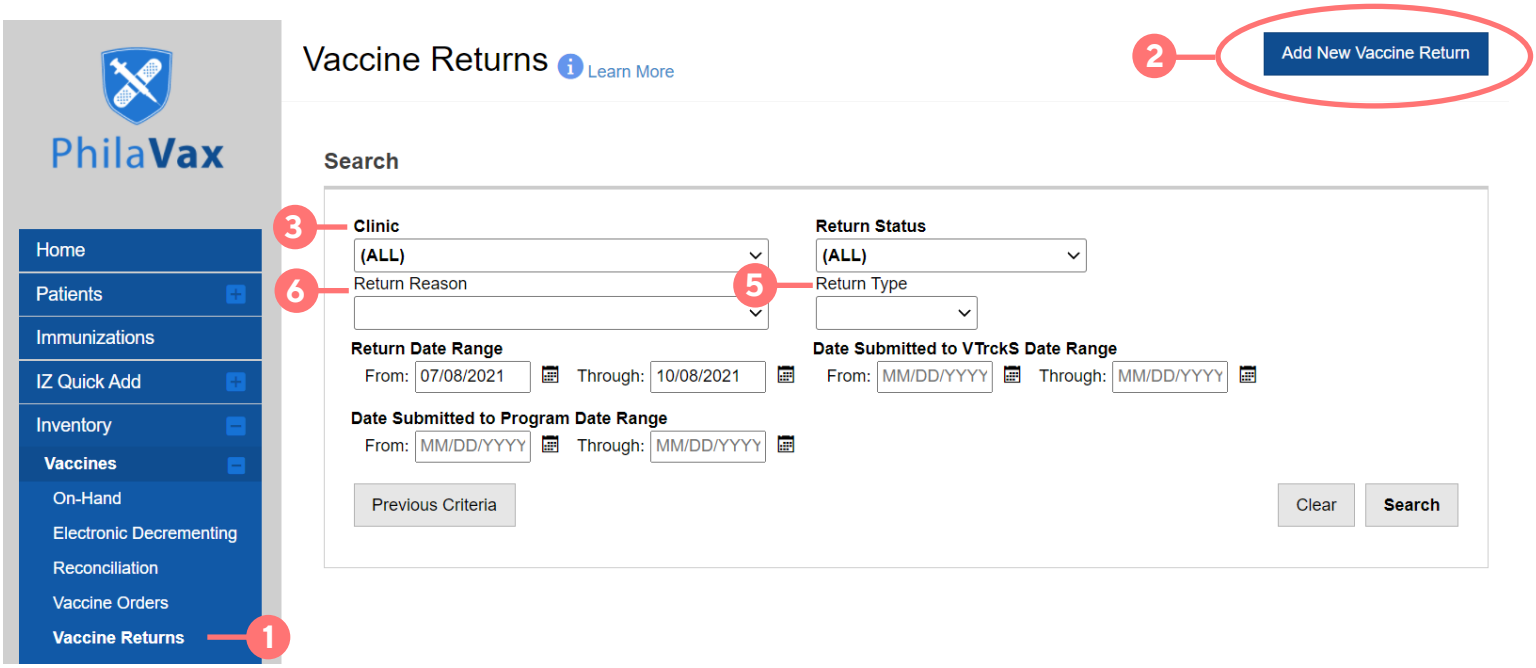
Online Ordering: Vaccine Returns

Department of Public Health
CITY OF PHILADELPHIA

October 2021 | **DPHproviderhelp@phila.gov**

1. From the left-side navigation panel select **Inventory** → **Vaccines** → **Returns** from the subsequent dropdown menus.

2. Click on the **Add Vaccine Return** button in the upper right hand corner.



3. Select **your** clinic (it begins with your clinic's PIN). Click **Next**.

4. Take the time to verify that the info in the Shipping Info box is correct.

   a. If it IS correct, certify it by checking the small box (see below) in the lower right-hand corner.

   Then click **Next**.

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

   b. If it is NOT correct, contact the VFC/VFAAR program right away.

5. Select **RETURN ONLY** under **Return Type**.

6. Under **Return Reason**, select the reason for the current return. Each return reason must be processed separately.

7. Enter **"1"** in the box under **Number of Shipping labels**.

8. Select **EMAILED TO PROVIDER EMAIL STORED IN VTRCKS**.

9. Enter your email address into the Clinic Comments box.

10. Click Create to save draft.

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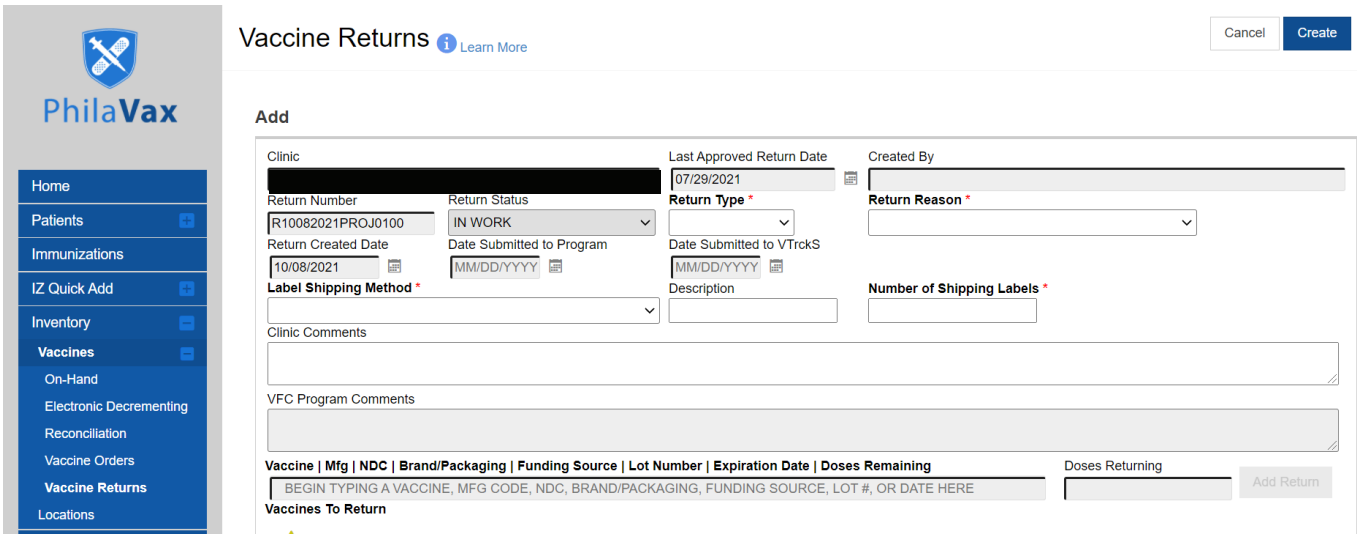


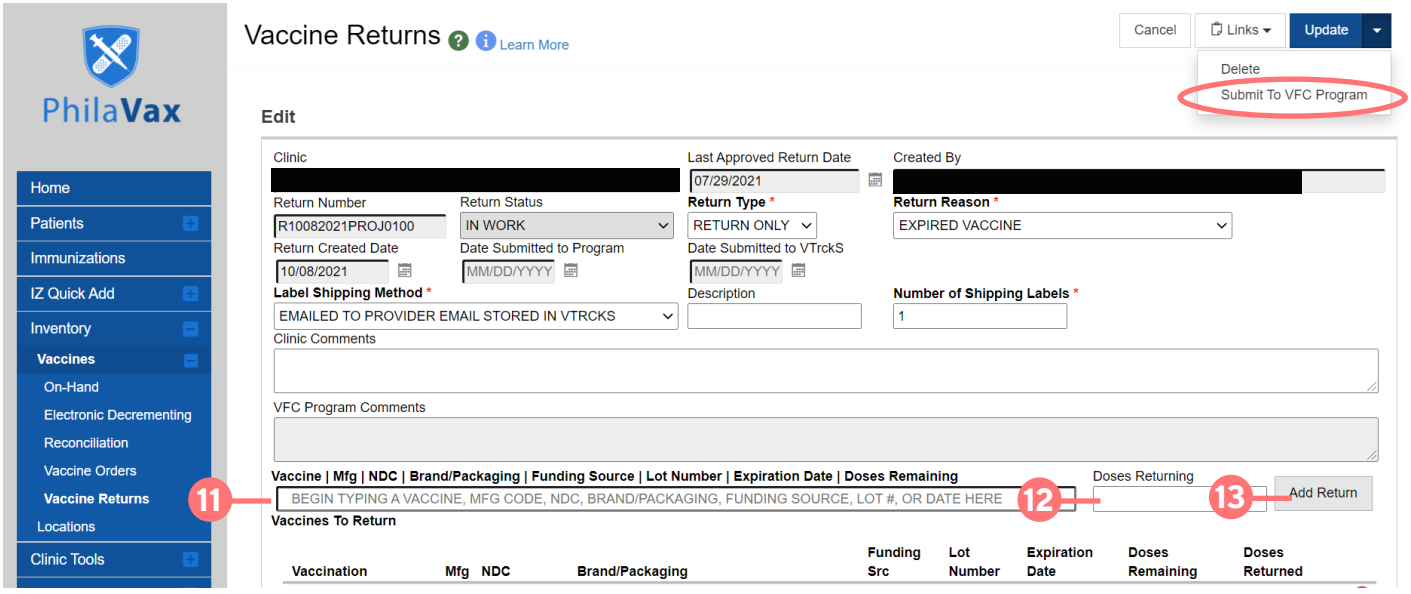
11. Type in the first three letters of the vaccine you wish to return in the **Vaccine** box. Select the vaccine to be returned from the drop down menu.

12. Type in the number of doses to be returned in the **Doses Returning** box.

13. Click **Add Return**. The vaccine selection will then appear at the bottom of the page.

14. Click **Update** to save changes as you work or if you need to navigate away from the page.

15. When all vaccines related to the **Return Reason** have been entered, click on the arrow (▼) to the right of **Update** and select **Submit to VFC**.



16. Note the **Submitted for Approval** status in the **Return Status** box. Your submission has been sent to the VFC/VFAAR program.

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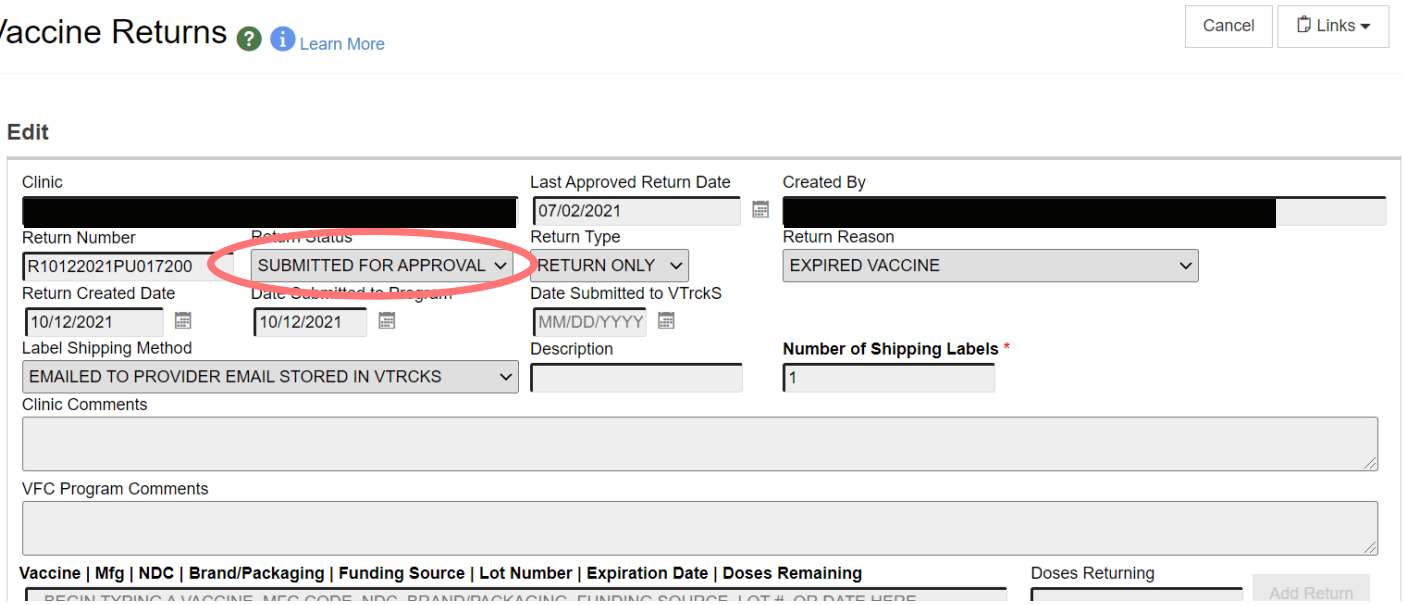

Things to remember:

- Once a Return has been rejected, it must be deleted and a new return created.
- Click the red x to the right of each vaccine added to the return if you make an error and need to change your selection.
- Do any vaccine returns before opening and completing your reconciliation. Vaccines that are returned will be automatically accounted for in your reconciliation.