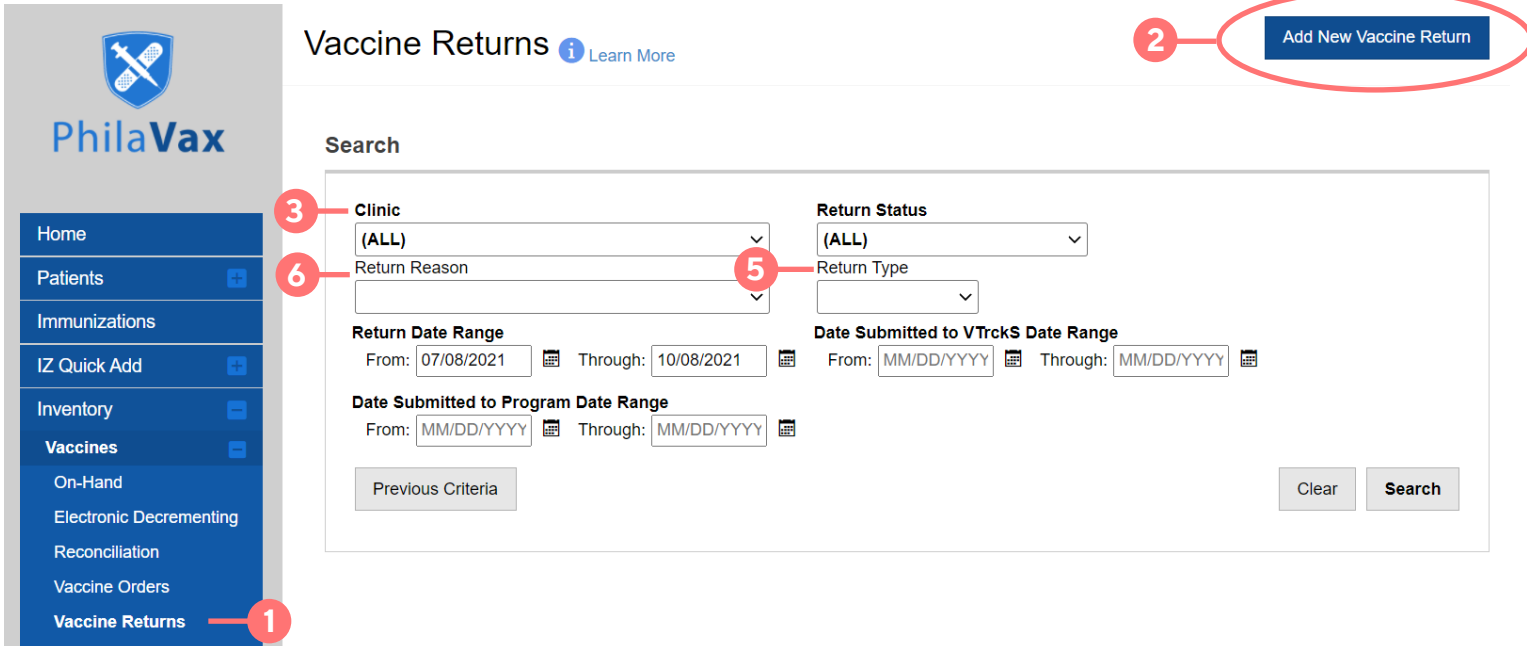


# Online Ordering: Vaccine Returns

October 2021 | [DPHproviderhelp@phila.gov](mailto: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.



The screenshot shows the PhilaVax interface. On the left is a navigation menu with 'Vaccine Returns' highlighted (1). The main header says 'Vaccine Returns' with a 'Learn More' link. In the top right, the 'Add New Vaccine Return' button is circled in red (2). Below the header is a search form with several fields: 'Clinic' (3), 'Return Reason' (6), 'Return Status' (5), 'Return Type' (5), 'Return Date Range' (From: 07/08/2021, Through: 10/08/2021), 'Date Submitted to VTrckS Date Range' (From: MM/DD/YYYY, Through: MM/DD/YYYY), and 'Date Submitted to Program Date Range' (From: MM/DD/YYYY, Through: MM/DD/YYYY). There are 'Previous Criteria', 'Clear', and 'Search' buttons at the bottom of the form.

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**.

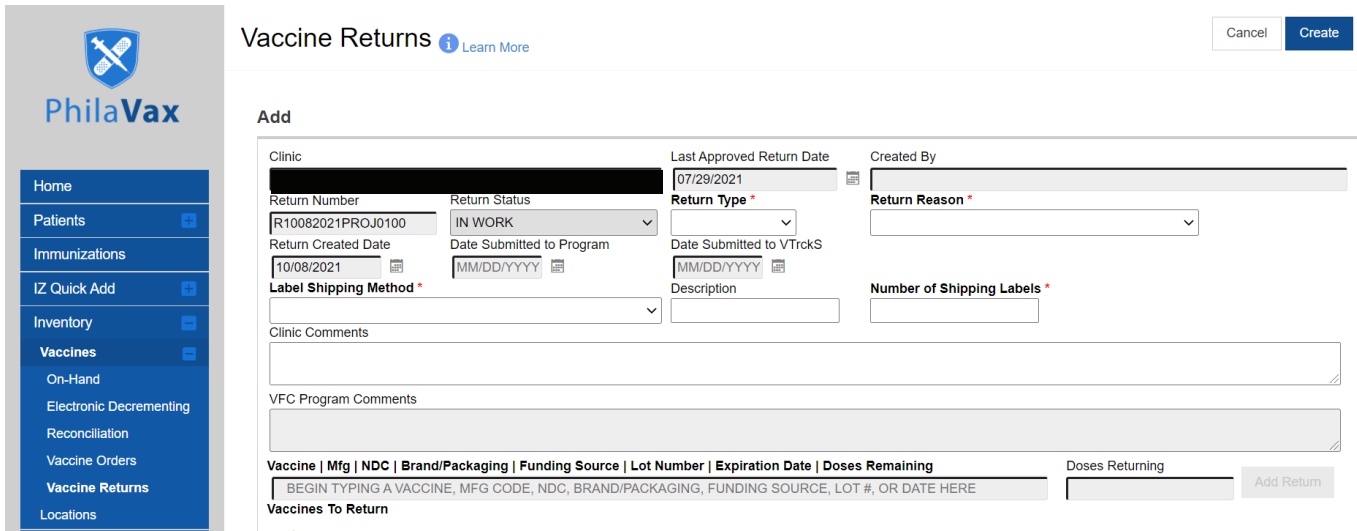
**I have reviewed the above shipping information and I certify the information is correct.**

- 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.

# Online Ordering: Vaccine Returns

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**Vaccine Returns** [Learn More](#) Cancel Create

**Add**

Clinic: [Redacted] Last Approved Return Date: 07/29/2021 Created By: [Redacted]

Return Number: R10082021PROJ0100 Return Status: IN WORK Return Type: RETURN ONLY Return Reason: EXPIRED VACCINE

Return Created Date: 10/08/2021 Date Submitted to Program: MM/DD/YYYY Date Submitted to VTrckS: MM/DD/YYYY

Label Shipping Method: [Redacted] Description: [Redacted] Number of Shipping Labels: 1

Clinic Comments: [Redacted]

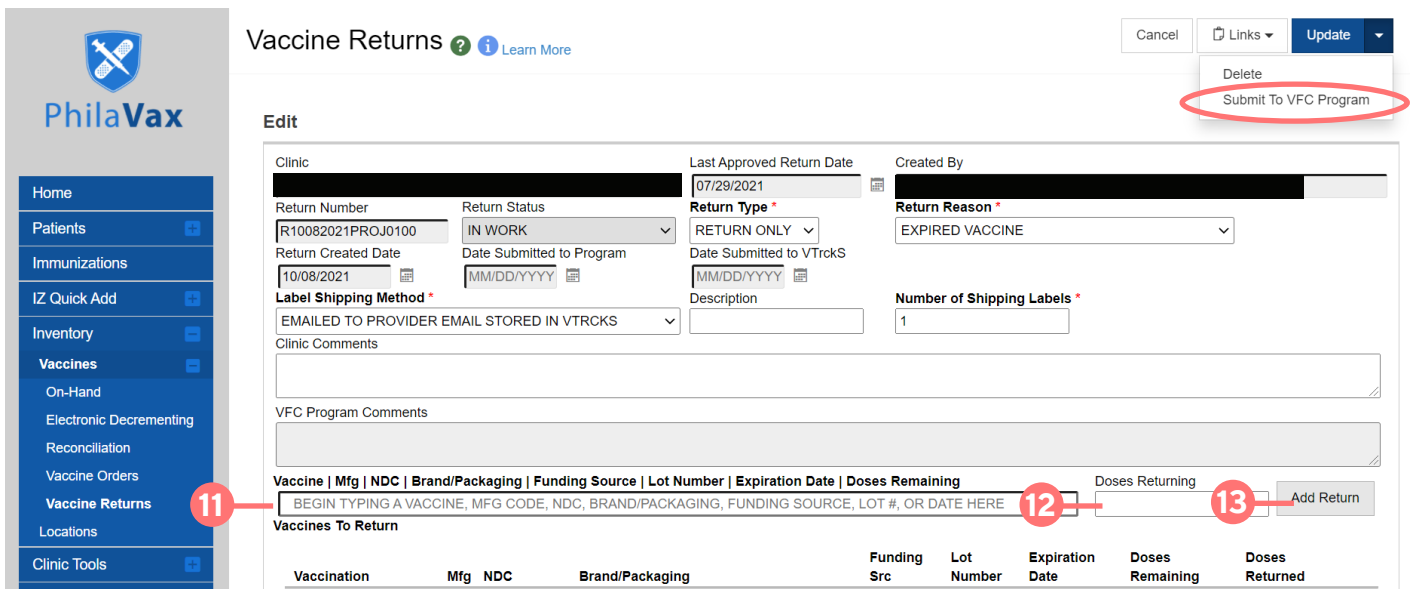
VFC Program Comments: [Redacted]

**Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining** Doses Returning: [Redacted] Add Return

BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT #, OR DATE HERE

**Vaccines To Return**

- 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.
- Type in the number of doses to be returned in the **Doses Returning** box.
- Click **Add Return**. The vaccine selection will then appear at the bottom of the page.
- Click **Update** to save changes as you work or if you need to navigate away from the page.
- 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**.



**Vaccine Returns** [Learn More](#) Cancel Links Update

**Edit**

Clinic: [Redacted] Last Approved Return Date: 07/29/2021 Created By: [Redacted]

Return Number: R10082021PROJ0100 Return Status: IN WORK Return Type: RETURN ONLY Return Reason: EXPIRED VACCINE

Return Created Date: 10/08/2021 Date Submitted to Program: MM/DD/YYYY Date Submitted to VTrckS: MM/DD/YYYY

Label Shipping Method: EMAILED TO PROVIDER EMAIL STORED IN VTRCKS Description: [Redacted] Number of Shipping Labels: 1

Clinic Comments: [Redacted]

VFC Program Comments: [Redacted]

**Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining** Doses Returning: [Redacted] Add Return

BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT #, OR DATE HERE

**Vaccines To Return**

Vaccination	Mfg	NDC	Brand/Packaging	Funding Src	Lot Number	Expiration Date	Doses Remaining	Doses Returned

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

# Online Ordering: Vaccine Returns

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Vaccine Returns [?](#) [i Learn More](#)

Cancel

Links ▼

## Edit

Clinic	Last Approved Return Date		Created By
[REDACTED]	07/02/2021		[REDACTED]
Return Number	Return Status	Return Type	Return Reason
R10122021PU017200	SUBMITTED FOR APPROVAL <span>▼</span>	RETURN ONLY <span>▼</span>	EXPIRED VACCINE <span>▼</span>
Return Created Date	Date Submitted to Program	Date Submitted to VTrckS	
10/12/2021	10/12/2021	MM/DD/YYYY	
Label Shipping Method	Description	Number of Shipping Labels *	
EMAILED TO PROVIDER EMAIL STORED IN VTRCKS <span>▼</span>		1	
Clinic Comments			
VFC Program Comments			
Vaccine   Mfg   NDC   Brand/Packaging   Funding Source   Lot Number   Expiration Date   Doses Remaining			Doses Returning
[REDACTED]			[REDACTED] <span>Add Return</span>

## 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.