

Online Ordering: Vaccine Returns

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

PhilaVax

Vaccine Returns [Learn More](#)

2 Add New Vaccine Return

3 Clinic (ALL) **5** Return Status (ALL)

6 Return Reason **5** Return Type

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

Date Submitted to Program Date Range From: MM/DD/YYYY Through: MM/DD/YYYY

Previous Criteria Clear Search

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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- 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**.

- 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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Edit

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

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.