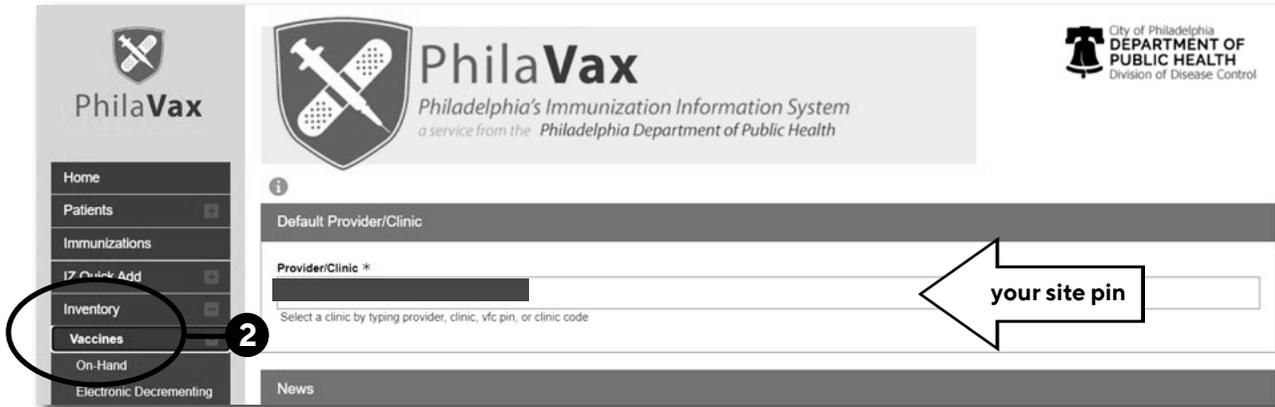


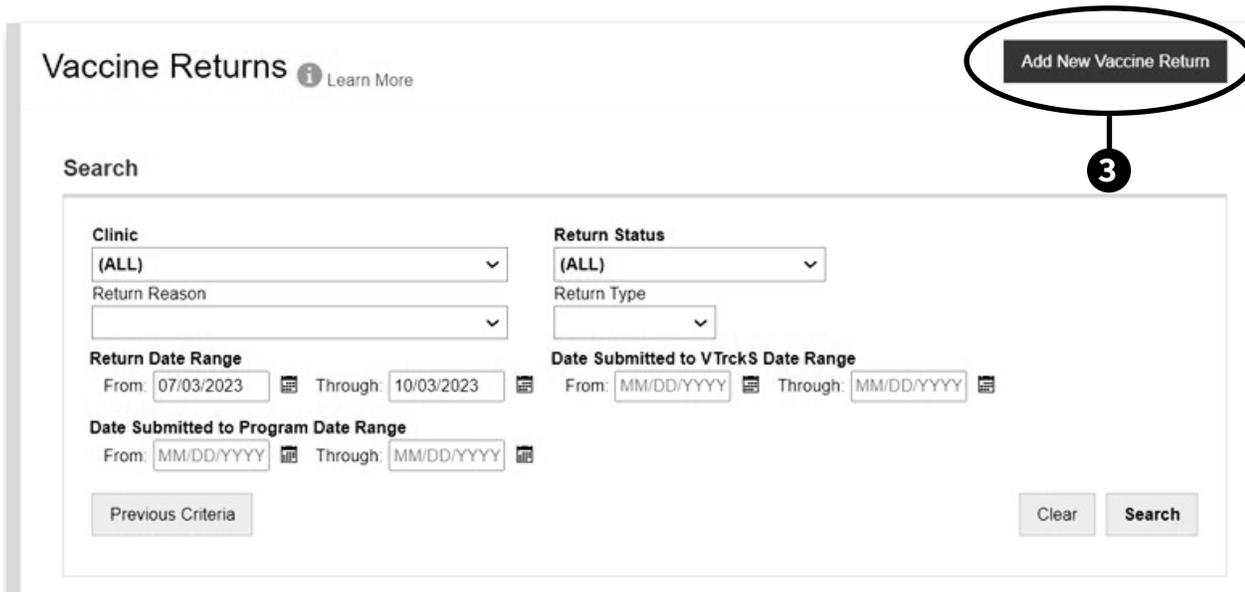
# Guide to Returning Vaccines

Follow these steps to return your temperature compromised or expired vaccines (COVID vaccines included). This process is called returns. You must complete all returns before opening your reconciliation. If you have any questions reach out to [dphproviderhelp@phila.gov](mailto:dphproviderhelp@phila.gov).

1. Log in to PhilaVax with your personal username and password.
2. Type in the site pin on PhilaVax home screen, then click **Inventory**, then **Vaccines**, then **On Hand** from the left-hand navigation plane.



3. Click **Add New Vaccine Return** in the top right.



# Guide to Returning Vaccines

4. Select your clinic from the drop down, then click **Next**.

Vaccine Returns Learn More

Cancel **Next**

Add - Select Clinic

Clinic \* **4**

your site pin

5. Confirm all the contact information is correct by clicking the box at the bottom of the screen, then click **Next**.

Add Vaccine Return Creation ... Learn More

Cancel **Next**

Add

Clinic: [redacted] **your site pin**

Primary Shipping Contact

Name: NICHOLE HOLMES  
Phone:  
Fax:  
Email: NICHOLE.HOLMES@PHILA.GOV

Shipping Address

1101 MARKET ST  
PHILADELPHIA, PA 19107

Delivery Information

	Delivery Time 1	Delivery Time 2		
	From	To	From	To
Monday	09:00	15:00		
Tuesday	09:00	15:00		
Wednesday	09:00	15:00		
Thursday	09:00	15:00		
Friday				
Saturday				
Sunday				

Special Instructions: NO SPECIAL INSTRUCTIONS

I have reviewed the above shipping information and I certify the information is correct  **5**

6. Next, click the return type drop down and select **Return Only**.

Vaccine Returns Learn More

Cancel **Create**

Add

Clinic [redacted]

Return Number: R10032023PU053700

Return Status: IN WORK

Return Created Date: 10/03/2023

Label Shipping Method \*

Return Type \* **6**

Return Reason \*

REPLACEMENT  
RETURN ONLY

Number of Shipping Labels \*

# Guide to Returning Vaccines

7. Select the appropriate **Return Reason\*** for this return. If you have vaccines that need to be returned for a different reason, you'll need to complete a separate return.

\*Select **Other** for expired COVID vaccines, then in the comments box type in **Past BUD [insert the BUD expiration date]**.

**Vaccine Returns** Learn More Cancel Create

**Add**

Clinic	[REDACTED] S	Last Approved Return Date	08/03/2021	Created By	[REDACTED]
Return Number	R10032023PU053700	Return Status	IN WORK	Return Type *	RETURN ONLY
Return Created Date	10/03/2023	Date Submitted to Program	MM/DD/YYYY	Date Submitted to VTrckS	MM/DD/YYYY
Label Shipping Method *	[REDACTED]	Description	[REDACTED]	Return Reason *	EXPIRED VACCINE
Clinic Comments	[REDACTED]				
VFC Program Comments	[REDACTED]				

8. Under **Label Shipping Method**, select **Emailed to Provider Email Stored in VTrckS**. Never select either of the other label shipping method options and always skip over **Description**.

**Vaccine Returns** Learn More Cancel Links Update

**Edit**

Clinic	[REDACTED] S	Last Approved Return Date	08/03/2021	Created By	NICHOLE HOLMES
Return Number	R10032023PU053700	Return Status	IN WORK	Return Type *	RETURN ONLY
Return Created Date	10/03/2023	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]	Return Reason *	EXPIRED VACCINE
Clinic Comments	[REDACTED]				
VFC Program Comments	[REDACTED]				

# Guide to Returning Vaccines

9. Enter the number of shipping labels needed, then click **Update** in the top right corner.

The screenshot shows the 'Vaccine Returns' form with a success message: 'Success The Record Has Been Saved'. The 'Update' button in the top right is circled. The 'Number of Shipping Labels' field is also circled and has a '9' next to it. The form includes fields for Clinic, Return Number (R10032023PU053700), Return Status (IN WORK), Return Type (RETURN ONLY), Return Reason (EXPIRED VACCINE), and various dates.

10. Enter the details for each of the vaccines that you are returning:

- a) Type in the lot number for the product you need to return.
- b) Enter the number of doses that you need to return in **Doses Returning**.
- c) Click **Add Return**, then click **Update**.

The screenshot shows the 'Vaccine Returns' form with a table of vaccines to return. The 'Doses Returning' field is circled and has a '10b' next to it. The 'Add Return' button is circled and has a '10c' next to it. A large 'X' is over the 'Description' field. The table header is circled and has a '10a' next to it. The table contains one row of vaccine data.

vaccine   Mfg   NDC   Brand/Packaging   Funding Source   Lot Number   Expiration Date   Doses Remaining
COVID-19 (MOD) 12+YRS   MOD   80777-0102-95   SPIKEVAX 2023-2024 (10 X 0.5ML VIALS)   VFAAR   O9083D   10/03/2023   294

# Guide to Returning Vaccines

- Once all your vaccines have been added to the return, click the drop-down arrow next to **Update** and click **Submit to VFC Program**.

The screenshot shows the 'Vaccine Returns' form. At the top right, there are buttons for 'Cancel', 'Links', and 'Update'. The 'Update' button has a dropdown arrow, and the 'Submit to VFC Program' option is circled in red. Below the buttons is an 'Edit' section with various fields for return information, including Clinic, Return Number, Return Status, Return Type, Return Reason, and Date Submitted. At the bottom, there is a table titled 'Vaccines To Return' with columns for Vaccination, Mfg, NDC, Brand/Packaging, Funding Src, Lot Number, Expiration Date, Doses Remaining, and Doses Returned.

Vaccination	Mfg	NDC	Brand/Packaging	Funding Src	Lot Number	Expiration Date	Doses Remaining	Doses Returned
COVID-19 (MOD) 12+yrs	MOD	80777-0102-95	Spikevax 2023-2024 (10 x 0.5mL vials)	VFAAR	O9083D	10/03/2023	294	90

Our team will review your return. Once the return is approved, you'll receive two emails:

- The **first email** will contain the packing slip. Print it and place the slip inside of the box with the vaccines.
  - Vaccines listed on the packing slip should correspond with what's in the box.
- The **second email** will contain the shipping label from UPS. You should receive it within 30 minutes of the first email. Print out the shipping label and tape it to the top of the outside of the box.
  - It is a pre-paid label, so you can drop it off at any UPS drop box or hand it off to your UPS delivery person.
  - If you do not receive one or both of these emails, email our ordering team at [dphproviderhelp@phila.gov](mailto:dphproviderhelp@phila.gov) for assistance.