

Inventory & Ordering

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.

1. Log in to [PhilaVax](#) with your personal username and password.
2. Type in the site pin in the **Provider/Clinic box**.
3. On the left-hand side click **Inventory**, then **Vaccines**, then **Vaccine Returns**.
4. Click **Add New Vaccine Return** in the top right.

The screenshot shows the PhilaVax interface. On the left is a blue navigation menu with the following items: Home, Patients, Immunizations, IZ Quick Add, Inventory, Vaccines, On-Hand, Electronic Decrementing, Reconciliation, Vaccine Orders, and Vaccine Returns. A circled '3' points to the 'Inventory' and 'Vaccines' items. The main content area is titled 'Vaccine Returns' and includes a 'Learn More' link and an 'Add New Vaccine Return' button. A circled '4' points to the 'Add New Vaccine Return' button. Below the title is a search section with several filters: Clinic (dropdown menu), Return Reason (dropdown menu), Return Date Range (From: 01/30/2026, Through: 04/30/2026), Return Status (dropdown menu), Return Type (dropdown menu), Return Number (text input), 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 'Clear' and 'Search' buttons at the bottom right of the search section.

5. Select your clinic from the **drop down**.
 - a. Click **Next**.

The screenshot shows the 'Add - Select Clinic' step in the Vaccine Returns process. The main content area is titled 'Vaccine Returns' and includes a 'Learn More' link and 'Cancel' and 'Next' buttons. A circled '5a' points to the 'Next' button. Below the title is a section titled 'Add - Select Clinic' with a dropdown menu labeled 'Clinic *'. A circled '5' points to the dropdown menu.

6. Confirm all the contact information is correct by **clicking the box** at the bottom of the screen.
 - a. Click **Next**.

Add Vaccine Return Creation ...

Cancel
Next

6a

Add Vaccine Return Creation Process

Add

Clinic:PROJ01 - PDPH - DDC

Primary Shipping Contact

Name: JOHN SMITH
Phone: 215-500-8000
Fax:
Email: JOHN.SMITH@PHILA.GOV

Shipping Address

1930 S BROAD ST
 UNIT 12
 PHILADELPHIA, PA 19145

Delivery Information

	Delivery Time 1		Delivery Time 2	
	From	To	From	To
Monday	08:00	13:00	14:00	16:00
Tuesday	08:00	13:00		
Wednesday	08:00	13:00		
Thursday	08:00	13:00		
Friday				
Saturday				
Sunday				

Special Instructions:NO SPECIAL INSTRUCTIONS

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

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7. Click the **return type drop down** and select **Return Only**.

Vaccine Returns [Learn More](#)

Cancel
Create

Add

Clinic PROJ01 - PDPH - DDC	Last Approved Return Date 07/29/2021	Created By
Return Number R04302026PROJ0100	Return Status IN WORK	Return Reason *
Return Created Date 04/30/2026	Date Submitted to Program MM/DD/YYYY	Return Type *
Label Shipping Method *		Number of Shipping Labels *

Clinic Comments

VFC Program Comments

Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining

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

Doses Returning Add Return

Vaccines To Return

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8. 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 vaccines that have passed their beyond-use date, then in the **comments box** type in "**Past BUD [insert the BUD expiration date]**".

Vaccine Returns [Learn More](#) Cancel Create

Add

Clinic: PROJ01 - PDPH - DDC
 Return Number: R04302026PROJ0100
 Return Status: IN WORK
 Return Created Date: 04/30/2026
 Label Shipping Method:
 Clinic Comments:
 VFC Program Comments:
 Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses
 BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT
 Vaccines To Return

Last Approved Return Date: 07/29/2021
 Return Type: RETURN ONLY
 Date Submitted to Program:
 Date Submitted to VTrckS:
 Description:
 Created By:
 Return Reason:
 EXPIRED VACCINE
 NATURAL DISASTER/POWER OUTAGE
 REFRIGERATOR TOO WARM
 REFRIGERATOR TOO COLD
 FAILURE TO STORE PROPERLY UPON RECEIPT
 VACCINE SPOILED IN TRANSIT(FREEZE/WARM)
 MECHANICAL FAILURE
 RECALL
 OTHER

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Add Return

9. Click the **Label Shipping Method** drop-down and select **Emailed to Provider Email Stored in VTrcks**.
 - a. Skip **Description**.
 - b. Enter the **Number of Shipping Labels**.
10. Click **Create**.

Vaccine Returns [Learn More](#) Cancel Create

Add

Clinic: PROJ01 - PDPH - DDC
 Return Number: R04302026PROJ0100
 Return Status: IN WORK
 Return Created Date: 04/30/2026
 Label Shipping Method:
 Clinic Comments:
 VFC Program Comments:
 Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining
 BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT #, OR DATE HERE
 Vaccines To Return

Last Approved Return Date: 07/29/2021
 Return Type: RETURN ONLY
 Date Submitted to Program:
 Date Submitted to VTrckS:
 Description:
 Created By:
 Return Reason: OTHER

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Number of Shipping Labels: 1 **9b**

Add Return

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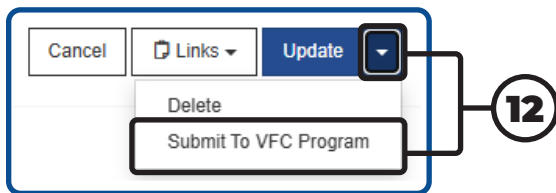
11. Enter the details for each of the vaccines that you are returning:
 - a. Type in the **lot number** for the product you need to return.
 - b. Enter the **number of doses** that you need to return in **Doses Returning**.
 - c. Click **Add Return**.
 - d. Click **Update**.
 - e. Repeat steps 11a-11d if you are returning multiple vaccine products for the same return reason.

The screenshot shows the 'Vaccine Returns' form. At the top right, there are buttons for 'Cancel', 'Links', and 'Update'. A callout '11d' points to the 'Update' button. The form is titled 'Edit' and contains several fields:

- Clinic:** PROJ01 - PDPH - DDC
- Return Number:** R05182026PROJ0100
- Return Status:** IN WORK
- Return Type:** RETURN ONLY
- Return Reason:** OTHER
- Return Created Date:** 05/18/2026
- 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:** [Grid]
- Number of Shipping Labels:** 1
- Clinic Comments:** [Text area]
- VFC Program Comments:** [Text area]

 At the bottom, there is a table of 'Vaccines To Return' with columns: Vaccine, Mfg, NDC, Brand/Packaging, Funding Source, Lot Number, Expiration Date, Doses Remaining. One row is visible: TDAP, ADSORBED | PMC | 49281-0400-20 | ADACEL (0.5 ML X 5 SYR) | VFAAR | AK3244 | 08/20/2026 | 8. To the right of the table are two buttons: 'Doses Returning' (with value 5) and 'Add Return'. Callouts 11a, 11b, and 11c point to the 'Doses Remaining' column, the 'Doses Returning' button, and the 'Add Return' button respectively.

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



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 out the packing slip and place it 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 for assistance.