

**Vaccines for Children (VFC) Program  
Nonviable Vaccine Return Instructions**  
Email: [iowaVFC@hhs.iowa.gov](mailto:iowaVFC@hhs.iowa.gov) Phone: 800-831-6293

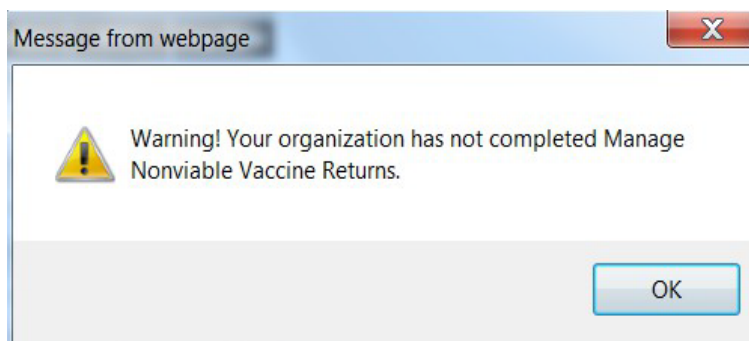
Nonviable Vaccine Return Instructions outline the process to return nonviable VFC vaccines in IRIS. For questions regarding this process, please contact the Vaccines for Children Program at 800-831-6293 or the IRIS Helpdesk at 1-800-374-3958.

Any adjustments made to VFC inventory in IRIS using the following reason codes will require providers to return vaccines to McKesson.

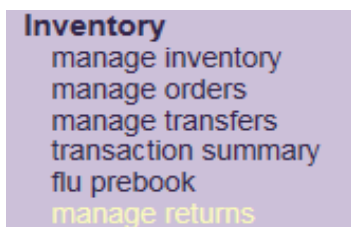
- Expired
- Natural Disaster/Power Outage
- Refrigerator Too Warm
- Refrigerator Too Cold
- Failure to store properly upon receipt
- Vaccine spoiled in transit
- Mechanical Failure
- Spoiled
- Recall

The following steps outline the process to return nonviable vaccines:

1. Users will be notified of returns to be processed when navigating to the 'Show Inventory' menu in IRIS. A message will display to inform providers to return nonviable vaccine via the Manage Nonviable Vaccine Returns process. Select 'OK' to close the message. Users will continue to receive this notification until all returns have been processed.



2. To create a return, select the 'manage returns' link under the Inventory section of the menu panel.



3. On the Manage Returns page, select the 'Create Return' button.

**Manage Returns**

**Special Instructions:** Report only VFC vaccines that have expired, spoiled, or wasted WITHIN 6 MONTHS after expiration. Do NOT return expired and spoiled vaccines to Iowa Immunization Program. A return label will be sent via email from McKesson's email address of 'Mckessonsspecialtycaaredistpkginfo@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to "[PRINT RETURN LIST](#)".

**Create Return**

|                                |                   |                         |                             |                               |
|--------------------------------|-------------------|-------------------------|-----------------------------|-------------------------------|
| <b>VFC PIN</b>                 | Z77000            | <b>Delivery Contact</b> | IRIS IOWATEST               | <a href="#">Create Return</a> |
| <b>Initiating Organization</b> | Iowa Training Org | <b>Delivery Address</b> | 1234 FAKE STREET            | <a href="#">Cancel</a>        |
| <b>Initiating User</b>         | Joseph Zehner     |                         |                             |                               |
| <b>Org Phone</b>               | (800) 374-3958    |                         | DES MOINES IA 50321         |                               |
| <b>Org Fax</b>                 | (515) 555-1111    | <b>Email Address</b>    | Iristestorg@iristestorg.com |                               |

**Returns List**      Show :  Current  Historical  Both

*Current Returns*

4. The Create Nonviable Vaccine Returns page includes vaccine return reasons and contains all VFC doses adjusted from the organization's inventory. To return vaccines, select the section header for the specific reason code. Reason codes with a down arrow indicate return vaccines are included.

**Create Nonviable Vaccine Returns**

|                                |                                |                         |                             |                               |
|--------------------------------|--------------------------------|-------------------------|-----------------------------|-------------------------------|
| <b>VFC PIN</b>                 | Z77000                         | <b>Delivery Contact</b> | IRIS IOWATEST               | <a href="#">Submit Return</a> |
| <b>Initiating Organization</b> | Iowa Training Org              | <b>Delivery Address</b> | 1234 FAKE STREET            | <a href="#">Cancel</a>        |
| <b>Initiating User</b>         | Joseph Zehner                  |                         |                             |                               |
| <b>Org Phone</b>               | (800) 374-3958                 |                         | DES MOINES IA 50321         |                               |
| <b>Org Fax</b>                 | (515) 555-1111                 | <b>Email Address</b>    | Iristestorg@iristestorg.com |                               |
| <b>Return Date</b>             | 10/28/2016                     |                         |                             |                               |
| <i>Shipping Labels Needed</i>  | <input type="text" value="1"/> |                         |                             |                               |

**Expired ▼**

Natural Disaster/power outage

Refrigerator too warm

Refrigerator too cold

Failure to store properly upon receipt ▼

Vaccine spoiled in transit

Mechanical Failure

Spoiled ▼

Recall


- The vaccine, trade name, lot number, and number of modified doses will display for each reason code. To return doses, type the number of doses for each lot number being returned in the '# Doses returned' field.

| Expired ▼                                |            |              |                  |               |            |                 |              |                                 |             |
|--|------------|--------------|------------------|---------------|------------|-----------------|--------------|---------------------------------|-------------|
| Vaccine                                  | Trade Name | Manufacturer | Packaging        | NDC Number    | Lot Number | Expiration Date | Modified Qty | # Doses returned                | Return Type |
| HPV, Quadrivalent                        | Gardasil   | MSD          | HPV SDV 10-PACK  | 00006-4045-41 | GARD-20    | 01/01/2019      | 4            | <input type="text" value="4"/>  | RETO        |
| Tdap                                     | Boostrix   | SKB          | TDAP SYR 10-PACK | 58160-0842-41 | J00123     | 01/01/2019      | 4            | <input type="text"/>            | RETO        |
| Natural Disaster/power outage            |            |              |                  |               |            |                 |              |                                 |             |
| Refrigerator too warm                    |            |              |                  |               |            |                 |              |                                 |             |
| Refrigerator too cold                    |            |              |                  |               |            |                 |              |                                 |             |
| Failure to store properly upon receipt ▼ |            |              |                  |               |            |                 |              |                                 |             |
| Vaccine                                  | Trade Name | Manufacturer | Packaging        | NDC Number    | Lot Number | Expiration Date | Modified Qty | # Doses returned                | Return Type |
| HPV, Quadrivalent                        | Gardasil   | MSD          | HPV SDV 10-PACK  | 00006-4045-41 | GARD-20    | 01/01/2019      | 6            | <input type="text" value="6"/>  | RETO        |
| Tdap                                     | Boostrix   | SKB          | TDAP SYR 10-PACK | 58160-0842-41 | J00123     | 01/01/2019      | 6            | <input type="text"/>            | RETO        |
| Vaccine spoiled in transit               |            |              |                  |               |            |                 |              |                                 |             |
| Mechanical Failure                       |            |              |                  |               |            |                 |              |                                 |             |
| Spoiled ▼                                |            |              |                  |               |            |                 |              |                                 |             |
| Vaccine                                  | Trade Name | Manufacturer | Packaging        | NDC Number    | Lot Number | Expiration Date | Modified Qty | # Doses returned                | Return Type |
| HPV, Quadrivalent                        | Gardasil   | MSD          | HPV SDV 10-PACK  | 00006-4045-41 | GARD-20    | 01/01/2019      | 20           | <input type="text" value="20"/> | RETO        |
| Tdap                                     | Boostrix   | SKB          | TDAP SYR 10-PACK | 58160-0842-41 | J00123     | 01/01/2019      | 10           | <input type="text" value="10"/> | RETO        |
| Recall                                   |            |              |                  |               |            |                 |              |                                 |             |

- Only full, unopened multi-dose vials can be returned. Users will be unable to return partial multi-dose vials. Partial multi-doses vials will continue to be displayed until six months after the expiration date.

| Spoiled ▼         |            |              |                                |               |            |                 |              |                                |             |
|-------------------|------------|--------------|--------------------------------|---------------|------------|-----------------|--------------|--------------------------------|-------------|
| Vaccine           | Trade Name | Manufacturer | Packaging                      | NDC Number    | Lot Number | Expiration Date | Modified Qty | # Doses returned               | Return Type |
| HPV, Quadrivalent | Gardasil   | MSD          | HPV SDV 10-PACK                | 00006-4045-41 | GARD-20    | 01/01/2019      | 20           | <input type="text"/>           | RETO        |
| Polio-Inject      | IPOL       | AVENTIS      | INACT. POLIO-IPOL-10 DOSE VIAL | 49281-0860-10 | IPOL234    | 12/12/2018      | 1            | <input type="text" value="1"/> | RETO        |
| Tdap              | Boostrix   | SKB          | TDAP SYR 10-PACK               | 58160-0842-41 | J00123     | 01/01/2019      | 10           | <input type="text"/>           | RETO        |
| Recall            |            |              |                                |               |            |                 |              |                                |             |

Message from webpage

 Only full, unopened multi-dose vials can be returned!

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7. Once all doses being returned have been entered, select the 'Submit Return' button.

**Create Nonviable Vaccine Returns**

VFC PIN: Z77000      Delivery Contact: IRIS IOWATEST      **Submit Return** (circled in red)

Initiating Organization: Iowa Training Org      Delivery Address: 1234 FAKE STREET      Cancel

Initiating User: Joseph Zehner

Org Phone: (800) 374-3958      Email Address: IRISTESTORG@IRISTESTORG.COM

Org Fax: (515) 555-1111

Return Date: 10/28/2016

Shipping Labels Needed: 1

**Expired**

| Vaccine           | Trade Name | Manufacturer | Packaging        | NDC Number    | Lot Number | Expiration Date | Modified Qty | # Doses returned | Return Type |
|-------------------|------------|--------------|------------------|---------------|------------|-----------------|--------------|------------------|-------------|
| HPV, Quadrivalent | Gardasil   | MSD          | HPV SDV 10-PACK  | 00006-4045-41 | GARD-20    | 01/01/2019      | 4            | 4                | RETO        |
| Tdap              | Boostrix   | SKB          | TDAP SYR 10-PACK | 58160-0842-41 | J00123     | 01/01/2019      | 4            |                  | RETO        |

8. The submitted return will display in a 'Processed' status, grouped by the return reason code.

**Manage Returns**

**Special Instructions:** Report only VFC vaccines that have expired, spoiled, or wasted WITHIN 6 MONTHS after expiration. Do NOT return expired and spoiled vaccines to Iowa Immunization Program. A return label will be sent via email from McKesson's email address of 'Mckessonsspecialtycaresdistpkginfo@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to "PRINT RETURN LIST".

**Create Return**

VFC PIN: Z77000      Delivery Contact: IRIS IOWATEST      Create Return

Initiating Organization: Iowa Training Org      Delivery Address: 1234 FAKE STREET      Cancel

Initiating User: Joseph Zehner

Org Phone: (800) 374-3958      Email Address: IRISTESTORG@IRISTESTORG.COM

Org Fax: (515) 555-1111

**Returns List**      Show :  Current     Historical     Both

**Current Returns**

| User          | Submit Date | Status                                     | Return ID |
|---------------|-------------|--|-----------|
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a>                  | 0104      |
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a>                  | 0103      |
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a> (circled in red) | 0102      |

- Select the 'Processed' status link to review the return. The view return page will display, and the user can verify returned items.

**View Return ID 104**

|                                |                   |                         |                             |  |
|--------------------------------|-------------------|-------------------------|-----------------------------|--|
| <b>VFC PIN</b>                 | Z77000            | <b>Delivery Contact</b> | IRIS IOWATEST               | <input type="button" value="Print Preview"/> |
| <b>Initiating Organization</b> | Iowa Training Org | <b>Delivery Address</b> | 1234 FAKE STREET            | <input type="button" value="Cancel"/>        |
| <b>initiating User</b>         | Joseph Zehner     |                         |                             |  |
| <b>Org Phone</b>               | (800) 374-3958    |                         | DES MOINES IA 50321         |  |
| <b>Org Fax</b>                 | (515) 555-1111    | <b>Email Address</b>    | iristestorg@iristestorg.com |  |
| <b>Return Date</b>             | 10/28/2016        |                         |                             |  |

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**Vaccines Returned**

| Item # | Return Qty. | Vaccine           | Trade Name | Packaging        | NDC           | Lot Number | Exp Date   | Return Reason | Return Type | Status         |
|--------|-------------|-------------------|------------|------------------|---------------|------------|------------|---------------|-------------|----------------|
| 104    | 20          | HPV, Quadrivalent | Gardasil   | HPV SDV 10-PACK  | 00006-4045-41 | GARD-20    | 01/01/2019 | Spoiled       | RETO        | Filled Pending |
| 105    | 10          | Tdap              | Boostrix   | TDAP SYR 10-PACK | 58160-0842-41 | J00123     | 01/01/2019 | Spoiled       | RETO        | Filled Pending |

- Iowa VFC Program staff will review and submit the nonviable vaccine return to CDC. The status of the return will change from 'Processed' to 'Sent to CDC'. Users can view the return by selecting the 'Sent to CDC' link. The provider's VFC contact will receive an email notification from McKesson which includes the return label for the nonviable vaccine return shipment. The email will be received from [pkginfo@ups.com](mailto:pkginfo@ups.com).

**Create Return**

|                                |                   |                         |                             |  |
|--------------------------------|-------------------|-------------------------|-----------------------------|--|
| <b>VFC PIN</b>                 | Z77000            | <b>Delivery Contact</b> | IRIS IOWATEST               | <input type="button" value="Create Return"/> |
| <b>Initiating Organization</b> | Iowa Training Org | <b>Delivery Address</b> | 1234 FAKE STREET            | <input type="button" value="Cancel"/>        |
| <b>initiating User</b>         | Joseph Zehner     |                         |                             |  |
| <b>Org Phone</b>               | (800) 374-3958    |                         | DES MOINES IA 50321         |  |
| <b>Org Fax</b>                 | (515) 555-1111    | <b>Email Address</b>    | iristestorg@iristestorg.com |  |

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**Returns List** Show :  Current  Historical  Both

*Current Returns*

| User          | Submit Date | Status                      | Return ID |
|---------------|-------------|-----------------------------|-----------|
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a>   | 0104      |
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a>   | 0103      |
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a>   | 0102      |
| Joseph Zehner | 10/28/2016  | <a href="#">PROCESSED</a>   | 0101      |
| Joseph Zehner | 10/28/2016  | <a href="#">SENT TO CDC</a> | 0081      |
| Joseph Zehner | 10/27/2016  | <a href="#">SENT TO CDC</a> | 0054      |
| Joseph Zehner | 10/27/2016  | <a href="#">SENT TO CDC</a> | 0053      |

- Once the returns have been processed by CDC, the status will change from 'Sent to CDC' to 'Print Return List'. Select the 'Print Return List' link.

**Manage Returns**  
**Special Instructions:** Report only VFC vaccines that have expired, spoiled, or wasted WITHIN 6 MONTHS after expiration. Do NOT return expired and spoiled vaccines to Iowa Immunization Program. A return label will be sent via email from McKesson's email address of 'Mckessonsspecialtycaresdistpkginfo@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to "[PRINT RETURN LIST](#)".

**Create Return**

VFC PIN: P98543      Delivery Contact: JOEY ZEHNER     

Initiating Organization: Joey Training Org Testing      Delivery Address: 1234 FAKE AVENUE     

Initiating User: Joseph Zehner

Org Phone: (909) 576-8345      DAVENPORT IA 52803

Org Fax: (909) 576-8340      Email Address:

**Returns List**      Show :  Current     Historical     Both

**Current Returns**

| User           | Submit Date | Status                            | Return ID |
|----------------|-------------|-----------------------------------|-----------|
| Kimberly Tichy | 10/21/2016  | <a href="#">SENT TO CDC</a>       | 0024      |
| Becky Moisant  | 10/18/2016  | <a href="#">PRINT RETURN LIST</a> | 0001      |

- Select the 'Print Return List' button.

**Print Return List**      Vtrcks Return # 0023582358

**Instructions:** Click on "Print Return List" and enclose list in the returned vaccine shipment box. Please send only the vaccines included on the printed list. A postage-paid return label will be sent from McKesson's email address of 'Mckessonsspecialtycaresdistpkginfo@ups.com' to the email address indicated below.

VFC PIN: P98543      Delivery Contact: JOEY ZEHNER     

Initiating Organization: Joey Training Org Testing      Delivery Address: 1234 FAKE AVENUE     

Initiating User: Joseph Zehner

Org Phone: (909) 576-8345      DAVENPORT IA 52803

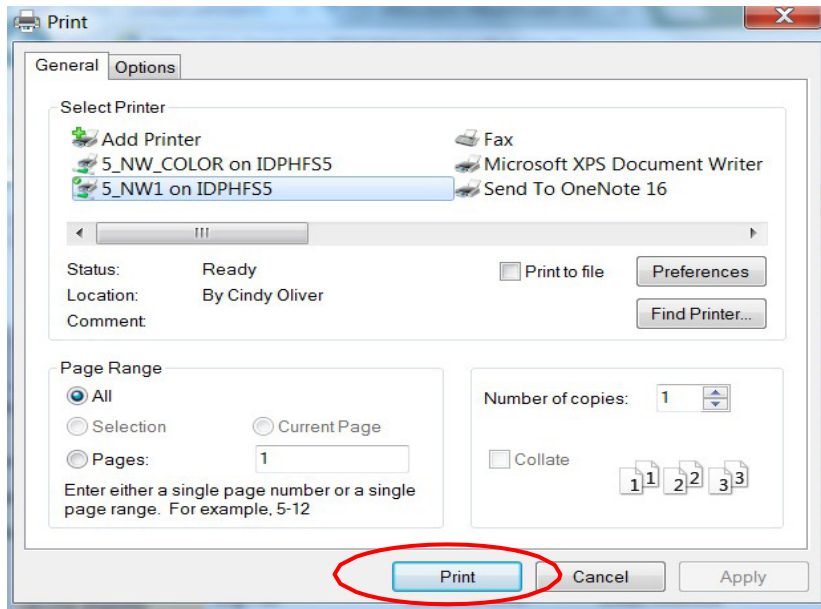
Org Fax: (909) 576-8340      Email Address:

Return Date: 10/18/2016

**Mechanical Failure**

| Item Number | # Doses returned | Vaccine      | Trade Name | Manufacturer | Packaging               | NDC Number    | Lot Number | Expiration Date | Return Type |
|-------------|------------------|--------------|------------|--------------|-------------------------|---------------|------------|-----------------|-------------|
| 1           | 1                | Polio-Inject | IPOL       | AVENTIS      | 10-PACK 1-DOSE SYRINGES | 49281-0860-55 | LOTL       | 01/01/2019      | RETO        |

13. The print menu will display. Select the print button to print the return list. The return list must be included in the box with the nonviable vaccines.



14. After the return list is printed, the status of the return will display as 'Complete' under the historical radio button. If additional copies of the return list are needed, select the 'Historical' radio button and the 'Complete' status link to print the return list again. **The return list must be included in the box with the nonviable vaccines.**

**Manage Returns**  
 Special Instructions: Report only VFC vaccines that have expired, spoiled, or wasted WITHIN 6 MONTHS after expiration. Do NOT return expired and spoiled vaccines to Iowa Immunization Program. A return label will be sent via email from McKesson's email address of 'Mckessonsspecialtycares@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to ["PRINT RETURN LIST"](#).

**Create Return**

|                         |                           |                  |                    |               |
|-------------------------|---------------------------|------------------|--------------------|---------------|
| VFC PIN                 | P98543                    | Delivery Contact | JOEY ZEHNER        | Create Return |
| Initiating Organization | Joey Training Org Testing | Delivery Address | 1234 FAKE AVENUE   | Cancel        |
| Initiating User         | Joseph Zehner             |                  |                    |               |
| Org Phone               | (909) 576-8345            |                  | DAVENPORT IA 52803 |               |
| Org Fax                 | (909) 576-8340            | Email Address    |                    |               |

**Returns List**      Show :  Current  Historical  Both

*historical Returns (last 30 days by default)*

Show Historical Returns by Date From: 09/28/2016 To: 10/28/2016 Refresh List

| User          | Last Updated Date | Status                   | Return ID |
|---------------|-------------------|--------------------------|-----------|
| Becky Moisant | 10/28/2016        | <a href="#">COMPLETE</a> | 0001      |

For questions regarding the nonviable vaccine return process, please contact the Vaccines for Children Program at 800-831-6293 or the IRIS Helpdesk at 1-800-374-3958.