

Immunization Registry Information System (IRIS) Vaccines for Children (VFC) Program Providers Nonviable Vaccine Return Instructions November 2016

The following instructions outline the process to return nonviable vaccines in IRIS. For questions regarding this process, please contact the Vaccines for Children Program at 800-831-6293 ext. 4 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:

 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 'McKessonspecialtycaredistpkginfo@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to <u>"PRINT RETURN LIST".</u>								
Create Return								
VFC PIN	Z77000	Delivery Contact	IRIS IOWATEST	\subset	Create Return)		
Initiating Organization	Iowa Training Org	Delivery Address	1234 FAKE STREET		Cancel			
initiating User Org Phone Org Fax	Joseph Zehner (800) 374-3958 (515) 555-1111	Email Address	DES MOINES IA 5032 Iristestorg@iristestorg.co	1 om				
Returns List Show : O Current O Historical O 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 Nonviat	ole Vaccine Returns			
oreate Horitian				
VFC PIN	Z77000	Delivery Contact	IRIS IOWATEST	Submit Return
Initiating Organization	Iowa Training Org	Delivery Address	1234 FAKE STREET	Cancel
initiating User	Joseph Zehner			
Org Phone	(800) 374-3958		DES MOINES IA 50321	
Org Fax	(515) 555-1111	Email Address	Iristestorg@iristestorg.com	
Return Date	10/28/2016			
Shipping Labels Needed	1 🗸			
Expired 🔻	>			
Natural Disaster	/power outage			
Refrigerator too	warm			
Refrigerator too	cold			
Failure to store	properly upon receipt 🔻			
Vaccine spoiled	in transit			
Mechanical Fail	ure			
Spoiled 🔻				
Recall				

5) 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	4	RETO	
Tdap	Boostrix	SKB	TDAP SYR 10- PACK	58160- 0842-41	J00123	01/01/2019	4		RETO	
Natural Dis	aster/po	wer outage								
Refrigerato	Refrigerator too warm									
Refrigerato	r too col	d								
Failure to s	tore pro	perly 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	6	RETO	
Tdap	Boostrix	SKB	TDAP SYR 10- PACK	58160- 0842-41	J00123	01/01/2019	6		RETO	
Vaccine sp	oiled in t	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	20	RETO	
Tdap	Boostrix	SKB	TDAP SYR 10- PACK	58160- 0842-41	J00123	01/01/2019	10	10	RETO	
Recall										

6) 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 the expiration date.

Spoiled V										
Vaccine	Trade Name	Manufacturer	Pa	ckaging	NDC Number	Lot Number	Expiration Date	Modified Qty	# Doses returned	Return Type
HPV, Quadrivalent	Gardasil	MSD	HPV SI	DV 10-PACK	00006- 4045-41	GARD- 20	01/01/2019	20		RETO
Polio-Inject	IPOL	AVENTIS	INAC IPOL	T. POLIO- -10 DOSE VIAL	49281- 0860-10	IPOL234	12/12/2018	1	1	RETO
Tdap	Boostrix	SKB	TDA	Message fr	om webj	page				×
Recall										
					Only ful	ll, unoper	ned multi-d	lose vials	can be ret	urned!
Copyright	© 1999 - 2	016 State of Wisconsin.	All rights							
			_							OK
									L	

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

Create No	Create Nonviable Vaccine Returns								
VFC PIN	Z	77000	Delivery C	ontact	IRIS IOV	VATEST	\square	Submit Re	eturn
Initiating Organizatio	n ^{le}	owa Training Org	Delivery A	ddress	1234 FA	KE STREET		Cance	I
initiating Us Org Phone Org Fax Return Date Shipping Lat Needed	er J (i (i))))) (i)) (i) (i)) (i)) (i) (i) (i)) (i) (i)) (i) (i)) (i) (i) (i) (i) (i) (i) (i) (i) (i) (i)) (i) (i)) (i) (i)) (i))) (i)) (i))) (i)) (i)))) (i))) (i)))) (i))))(i)))(i)))(i)))(i)))(i)))(i))(i	oseph Zehner 800) 374-3958 515) 555-1111 0/28/2016 1	Email Add	ress	DES MC Iristestor	DINES IA 50 g@iristestor	0321 g.com		
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 'Mckessonspecialtycaredistpkginfo@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to <u>"PRINT RETURN LIST".</u>							
Create Return							
VFC PIN	Z7700	D	Delivery Con	tact	IRIS IOWATEST		Create Return
Initiating Organization initiating User	lowa T Josepł	raining Org n Zehner	Delivery Add	iress	1234 FAKE STREET	г	Cancel
Org Phone Org Fax	(800) 3 (515) 5	374-3958 555-1111	Email Addres	55	DES MOINES IA 50 Iristestorg@iristestor	D321 rg.com	
Returns List			Show :	• Curr	ent 🔾 Historical 🤇	Both	
Current Returns							
User		Submit	Date		Status		Return ID
Joseph Zehner		10/28/2	2016	E	ROCESSED		0104
Joseph Zehner		10/28/2	2016	F	ROCESSED		0103
Joseph Zehner		10/28/2	2016		ROCESSED		0102

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

View Ret	View Return ID 104									
VFC PIN		Z77000		Delivery C	ontact	IRIS IOWA	TEST		Print Pr	eview
Initiating Organizatio	on	Iowa Train	ing Org	Delivery A	ddress	1234 FAK	E STREET		Can	cel
initiating U Org Phone Org Fax Return Date	ser	Joseph Ze (800) 374- (515) 555- 10/28/2016	hner 3958 1111 5	Email Add	ress	DES MOIN Iristestorg(NES IA 503 @iristestorg.	21 com		
Vaccines	Return	ned								
Item #	Return Qty.	Vaccine	Trade Name	Packaging	NDC	Lot Number	Exp Date	Return Reason	Return Type	Status
104	20	HPV, Quadrivale	nt Gardasil	HPV SDV 10-PACK	00006- 4045-41	GARD- 20	01/01/2019	Spoiled	RETO	Filled Pending
Item #	Return Qty.	Vaccine	Trade Name	Packaging	NDC	Lot Number	Exp Date	Return Reason	Return Type	Status
105	10	Tdap	Boostrix	TDAP SYR 10-PACK	58160- 0842-41	J00123	01/01/2019	Spoiled	RETO	Filled Pending

10) 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.

Create Return						
VFC PIN	Z7700	0	Delivery Con	tact IRIS IOWAT	EST	Create Return
Initiating Organization	lowa T	raining Org	Delivery Add	ress 1234 FAKE	STREET	Cancel
initiating User Org Phone Org Fax	Josepl (800) 3 (515) 9	n Zehner 374-3958 555-1111	Email Addre	DES MOINE ss lristestorg@i	S IA 50321 ristestorg.com	
Returns List			Show :	• Current O Histo	orical 🔘 Both	
Current Returns						
User		Submit	t Date	Status		Return ID
User Joseph Zehner		Submit 10/28/	t Date 2016	Status <u>PROCESSED</u>		Return ID 0104
User Joseph Zehner Joseph Zehner		Submit 10/28/ 10/28/	t Date 2016 2016	Status PROCESSED PROCESSED		Return ID 0104 0103
User Joseph Zehner Joseph Zehner Joseph Zehner		Submit 10/28/ 10/28/ 10/28/	t Date 2016 2016 2016	Status PROCESSED PROCESSED PROCESSED		Return ID 0104 0103 0102
User Joseph Zehner Joseph Zehner Joseph Zehner Joseph Zehner		Submit 10/28/ 10/28/ 10/28/ 10/28/ 10/28/	t Date 2016 2016 2016 2016 2016	Status PROCESSED PROCESSED PROCESSED PROCESSED PROCESSED		Return ID 0104 0103 0102 0101
User Joseph Zehner Joseph Zehner Joseph Zehner Joseph Zehner Joseph Zehner		Submit 10/28/ 10/28/ 10/28/ 10/28/ 10/28/ 10/28/	t Date 2016 2016 2016 2016 2016 2016	Status PROCESSED PROCESSED PROCESSED PROCESSED SENT TO CDC		Return ID 0104 0103 0102 0101 0081
User Joseph Zehner Joseph Zehner Joseph Zehner Joseph Zehner Joseph Zehner Joseph Zehner		Submit 10/28/ 10/28/ 10/28/ 10/28/ 10/28/ 10/27/	t Date 2016 2016 2016 2016 2016 2016 2016	Status PROCESSED PROCESSED PROCESSED PROCESSED SENT TO CDC SENT TO CDC		Return ID 0104 0103 0102 0101 0081 0054

11) 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 'Mckessonspecialtycaredistpkginfo@ups.com'. Print this nonviable vaccine return form and include it in the return shipment when blue hyperlinked return status updates to <u>"PRINT RETURN LIST"</u> .							
Create Return							
VFC PIN	P98543	Delivery Contact	JOEY ZEHNER	Create Return			
Initiating Organization	Joey Training Org Testing Joseph Zehner	Delivery Address	1234 FAKE AVENUE	Cancel			
Org Phone	(909) 576-8345		DAVENPORT IA 52803				
Org Fax	(909) 576-8340	Email Address					
Returns List		Show : O Curr	ent 🔿 Historical 🔿 Bot	h			
Current Returns							
User	Submi	t Date	Status	Return ID			
Kimberly Tichy	10/21	/2016	ENT TO ODG	0024			
Becky Moisant	10/18	/2016 PRIN	T RETURN LIST	0001			

12) Select the 'Print Return List' button.

Print Return List				Vtrcks Re	turn # 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 'Mckessonspecialtycaredistpkginfo@ups.com' to the email address indicated below.									
VFC PIN	P98543	De	livery Contact	JOEY ZEHNER	Print Return List	\supset			
Initiating Organizati	on Joey Training Org Te	esting De	livery Address	1234 FAKE AVENUE	Cancel				
initiating User	Joseph Zehner								
Org Phone	(909) 576-8345			DAVENPORT IA 52803					
Org Fax Return Date	(909) 576-8340 10/18/2016	En	nail Address						
		Mechanical	Failure						
ltem # Doses Number returned	accine Trade M	anufacturer	Packaging	NDC Lot Number Numbe	Expiration Return r Date Type				
1 1	Polio- nject 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.**

🖶 Print	×
General Options	
Select Printer	
SAdd Printer 5_NW_COLOR on IDPHFS5 5_NW1 on IDPHFS5	☞ Fax ☞ Microsoft XPS Document Writer ☞ Send To OneNote 16
•	4
Status: Ready Location: By Cindy Oliver Comment	Print to file Preferences Find Printer
Page Range	Number of copies: 1
Selection Current Page Pages: 1	Collate
Enter either a single page number or a single page range. For example, 5-12	11 22 33
	Print Cancel Apply

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: after expiration. Do N label will be sent via Mckessonspecialtyo the return shipment	Report only VFC IOT return expired email from McKes aredistpkginfo@u when blue hyperlin	vaccines that have e l and spoiled vaccine son's email address ps.com'. Print this n hked return status up	xpired, spoiled, or w es to lowa Immunizat of onviable vaccine retr odates to <u>"PRINT RE</u>	asted WITHIN 6 MONTHS ion Program. A return urn form and include it in TURN LIST".
Create Return				
VFC PIN	P98543	Delivery Contact	JOEY ZEHNER	Create Return
Initiating Organization	Joey Training Org Testing Joseph Zehner	Delivery Address	1234 FAKE AVEN	UE Cancel
Org Phone	(909) 576-8345		DAVENPORT IA 52803	
Org Fax	(909) 576-8340	Email Address		
Returns List		Show : OC	urient 💿 Historical (Both
listorical Returns (last	30 days by default)			
Show Historical Return	s by Date From: [(09/28/2016	To: 10/28/2016	Refresh List
User	Last Up	dated Date	Status	Return ID
Becky Moisant	10/2	8/2016	COMPLETE	0001

For questions regarding the nonviable vaccine return process, please contact the Vaccines for Children Program at 800-831-6293 ext. 4 or the IRIS Helpdesk at 1-800-374-3958.