

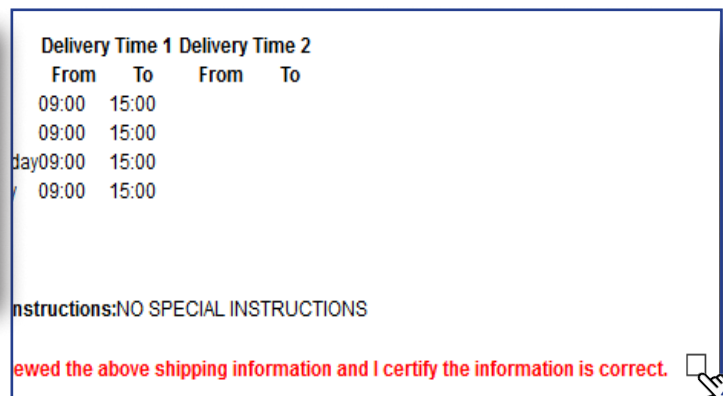
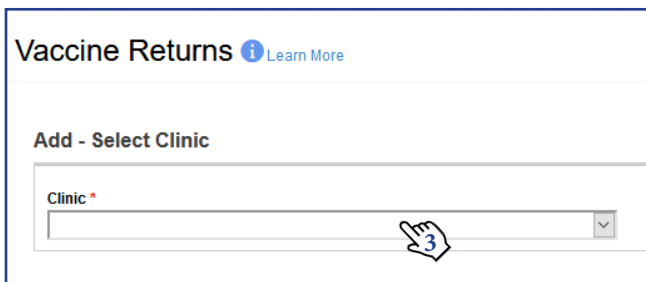
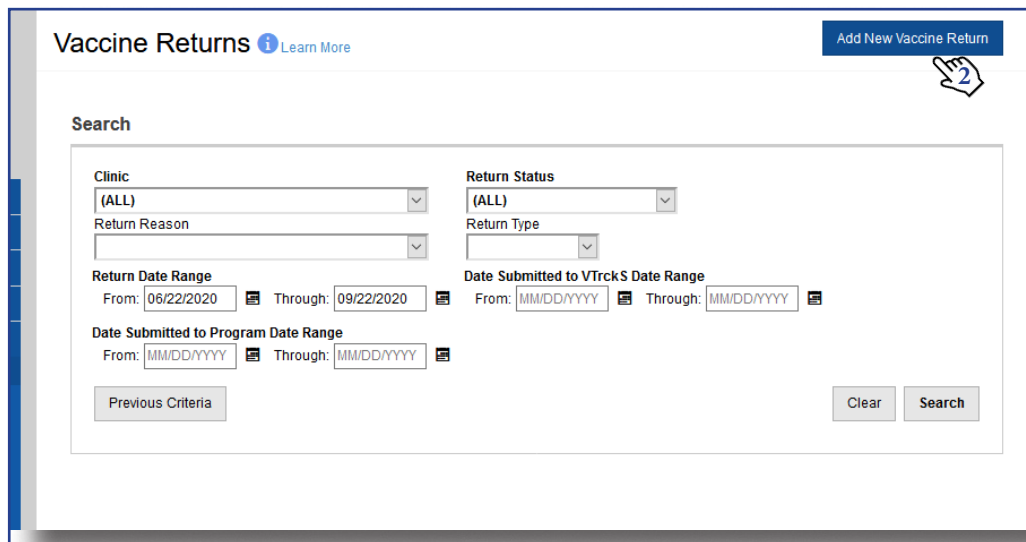
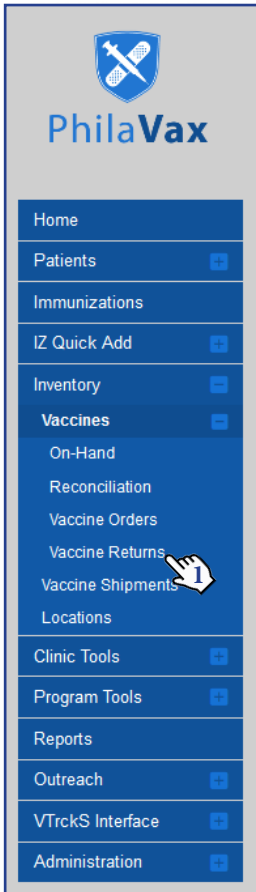
Returning Non-Viable Vaccine:

Learn how to return non-viable vaccine in PhilaVax
<https://vax.phila.gov>

Instructions:

All returns must be completed before opening a reconciliation. Make sure vials are unopened for returns. All non-viable, opened vials must be adjusted. Contact dphproviderhelp@phila.gov for adjustments. Only pre-filled syringes without needles attached can be returned

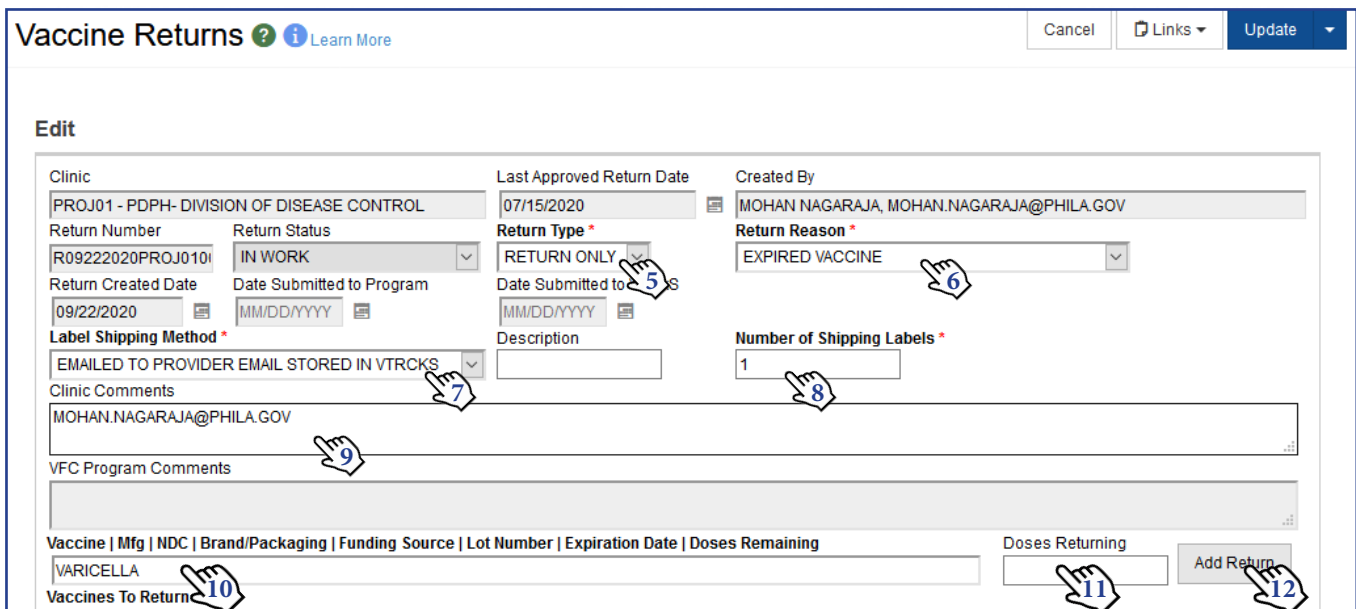
1. Start by clicking the **Vaccine Returns** menu option on the left
2. Select **Add New Vaccine Return** in the top right
3. Select your **Clinic** on the next page and click **Next**
4. Verify your **Shipping Information** by checking the box at the bottom and click **Next**



Instructions Cont.:

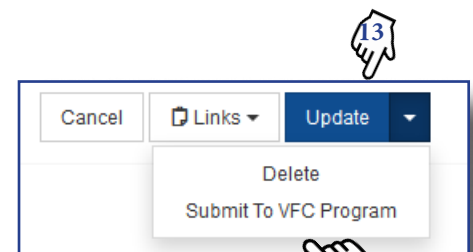
All returns must be completed before opening a reconciliation. Make sure vials are unopened for returns. All non-viable, opened vials must be adjusted. Contact dphproviderhelp@phila.gov for adjustments. Only pre-filled syringes without needles attached can be returned

5. On the Return Form, under **Return Type**, select **Return Only**
6. Select a **Return Reason** from the drop-down menu, you must do separate returns for different return reasons
7. Select **Emailed to Provider Email Stored in VTRCKS** under **Label Shipping Method**
8. Type **1** under **Number of Shipping Labels**
9. Type your email address under **Clinic Comments** and click **Create** or **Update** at the top of your screen to save your draft

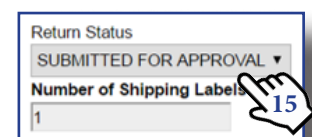


The screenshot shows the 'Vaccine Returns' form in an 'Edit' state. At the top right are buttons for 'Cancel', 'Links', and 'Update'. The form fields include: Clinic (PROJ01 - PDPH- DIVISION OF DISEASE CONTROL), Last Approved Return Date (07/15/2020), Created By (MOHAN NAGARAJA, MOHAN.NAGARAJA@PHILA.GOV), Return Number (R09222020PROJ010), Return Status (IN WORK), Return Type (RETURN ONLY), Return Reason (EXPIRED VACCINE), Return Created Date (09/22/2020), Date Submitted to Program (MM/DD/YYYY), Date Submitted to (MM/DD/YYYY), Label Shipping Method (EMAILED TO PROVIDER EMAIL STORED IN VTRCKS), Number of Shipping Labels (1), Clinic Comments (MOHAN.NAGARAJA@PHILA.GOV), VFC Program Comments, and a table for vaccines. The table has columns for Vaccine, Mfg, NDC, Brand/Packaging, Funding Source, Lot Number, Expiration Date, Doses Remaining, and Doses Returning. The first row shows 'VARICELLA' with '1' in the 'Doses Returning' column. An 'Add Return' button is next to the table. Numbered callouts 1-12 point to various fields and buttons.

10. Start typing in the name of the vaccine you want to return in the **Vaccine Search Box**. Select the correct lot number from the drop down menu that appears.
11. Type the number of doses to be returned in the **Doses Returning Box**
12. Click **Add Return**. The vaccine will then appear at the bottom of the page
13. Click **Update** to save changes as you work or if you need to navigate away from the page
14. When all vaccines have been entered, click on the **down arrow or carrot** next to **Update** and select **Submit to VFC Program**
15. Make sure your **Return Status** says **Submitted for Approval** before leaving the screen



This screenshot shows the 'Update' button dropdown menu. The options are 'Delete' and 'Submit To VFC Program'. A hand icon with the number 14 points to the 'Submit To VFC Program' option.



This screenshot shows the 'Return Status' dropdown menu. The selected option is 'SUBMITTED FOR APPROVAL'. Below it is the 'Number of Shipping Labels' field with the value '1'. A hand icon with the number 15 points to the dropdown menu.