Tennessee Immunization Information System (TennIIS)
Quick Reference Guide

Returning Vaccines

Returning vaccines is a simple process that ensures accurate inventory management and allows the shipping label to be sent directly to your office. Follow these steps to process a vaccine return for the various reasons.

Reconcile Your Inventory

1. Under the main navigation menu click **Lot Numbers** and then click **Reconciliation** to reconcile your inventory.

To Return Expired Vaccines

**NOTE:** Expired vaccines are highlighted in **RED**

1. In the **Physical Inventory** box enter the value of “0” to return ALL of the expired vaccines of that particular lot number.

3. **DO NOT** check the Inactive box at the end of the row. Checking the Inactive button will cause the vaccine return to populate incorrectly on the Vaccine Return packing slip.

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The Helpdesk will be closed on all state holidays.
Returning Vaccines

4. Complete your Reconciliation of vaccines and click either the **Save** or **Submit Monthly Inventory** button on the bottom of the page.

5. To create and print the Vaccine Return packing slip, go to the **Orders/Transfers** tab on the main navigation menu and click **Create/View Orders**.

6. This will open the **Current Order/Transfer List** page. On the bottom of the page click **Vaccine Return**.

7. Any vaccines you reconciled with a returnable reason on the Reconciliation page are now on the vaccine return page.

8. Enter the number of vaccines you are returning in the **Return Quantity** box. **NOTE:** This number must be the same as the number in the **Wasted Quantity** box or you will get an error.

9. Click the **Submit and Print Vaccine Return** button to submit your return for processing and to print a packing slip.

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To Return Wasted Vaccines

1. In the **Physical Inventory** box on the Reconciliation page enter the number of viable/usable vaccines you have in your inventory.

2. The **Category** dropdown will open for you to select an appropriate category for the adjustment. You will find a complete list of the **Category** and **Reason** for returns at the end of this guide. **NOTE:** Only those reconciled with a category of “Spoiled”, ‘Expired” or “Recall” will appear on the Vaccine Return page.

3. The **Reason** dropdown will open for you to select an appropriate reason for the return.

4. Complete your Reconciliation and click either the **Save** or **Submit Monthly Inventory** button on the bottom of the page.

5. To create and print the Vaccine Return packing slip, go to the **Orders/Transfers** tab on the main navigation menu and click **Create/View Orders**.

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6. This will open the **Current Order/Transfer List** page. On the bottom of the page click **Vaccine Return**.

7. Any vaccines you reconciled with a returnable reason on the Reconciliation page are now on the vaccine return page.

8. Enter the number of vaccines you are returning in the **Return Quantity** box. **NOTE:** This number **must** be the same as the number in the **Wasted Quantity** box or you will get an error.

9. Click the **Submit and Print Vaccine Return** button to submit your return for processing and print a packing slip. **NOTE:** Do not close this page until you have printed the packing slip. **NOTE:** You are ONLY printing a packing slip. The actual mailing label will be shipped to you via UPS from McKesson.

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A list of Reconciliation Categories and Reasons that will trigger a Vaccine Return:

<table>
<thead>
<tr>
<th>Category</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expired</td>
<td>Expired</td>
</tr>
<tr>
<td></td>
<td>Expired opened multi-dose vial</td>
</tr>
<tr>
<td>Wasted</td>
<td>Drawn up, not used</td>
</tr>
<tr>
<td></td>
<td>Lost or unaccounted</td>
</tr>
<tr>
<td></td>
<td>Broken/Dropped/Spilled</td>
</tr>
<tr>
<td></td>
<td>Vaccine damaged in Transit</td>
</tr>
<tr>
<td>Recall</td>
<td>Vaccine recall</td>
</tr>
<tr>
<td>Spoiled</td>
<td>Power Outage/Natural Disaster</td>
</tr>
<tr>
<td></td>
<td>Not properly stored</td>
</tr>
<tr>
<td></td>
<td>Failure to store upon receipt</td>
</tr>
<tr>
<td></td>
<td>Refrigerator/Freezer too cold</td>
</tr>
<tr>
<td></td>
<td>Refrigerator/Freezer too warm</td>
</tr>
<tr>
<td></td>
<td>Refrigerator/Freezer Mechanical failure</td>
</tr>
</tbody>
</table>

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