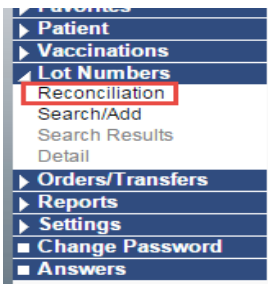# Returning Vaccines

> 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.

2. Select the appropriate Category and Reason.

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.
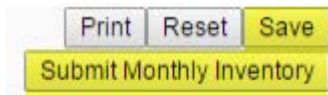

3. **DO NOT** check the Inactive box at the end of the row. Checking the Inactive button will cause the vaccine return to populate incorrectly on the Vaccine Return packing slip.
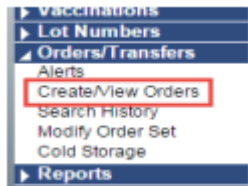

For TennIIS assistance, contact the Helpdesk at: (844) 206-9927 Monday thru Friday 7AM to 6PM CDT or by email at: TennIIS.Help@tn.gov
The Helpdesk will be closed on all state holidays.
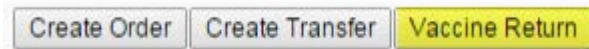
Returning Vaccines

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.
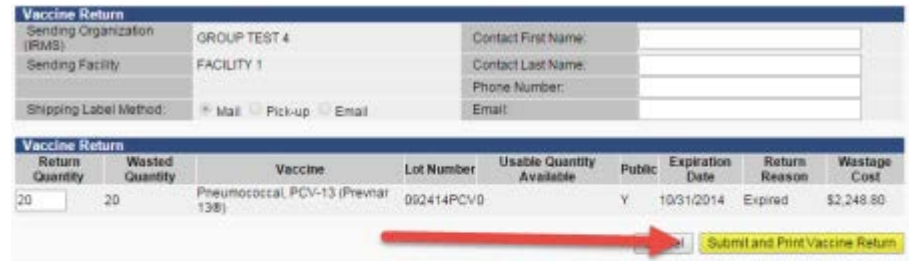

8. Enter the number of vaccines you are returning in the **Return Quantity** box. *NOTE: This number must be the same as the number in the Wasted Quantity box or you will get an error.*

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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Returning Vaccines

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.

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.
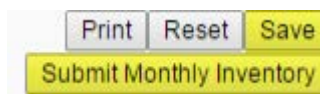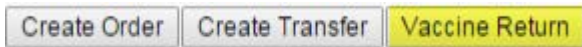

5. To create and print the Vaccine Return packing slip, go to the **Orders/Transfers** tab on the main navigation menu and click **Create/View Orders**.
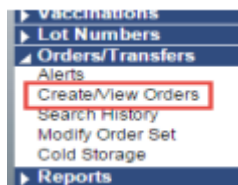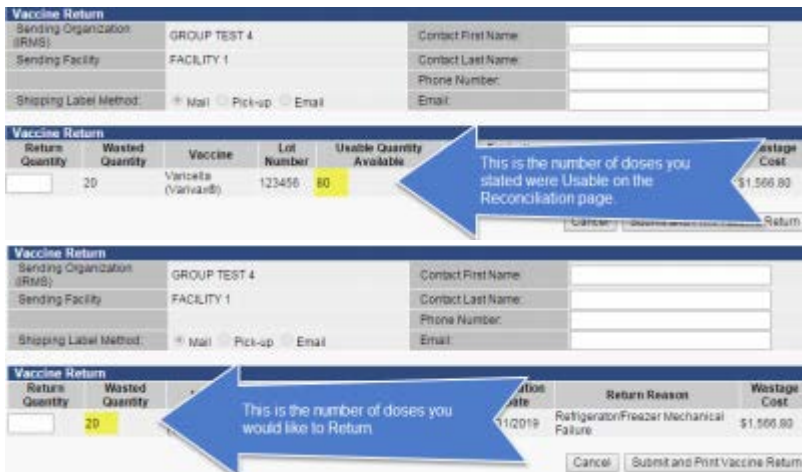

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6. This will open the **Current Order/Transfer List** page. On the bottom of the page click **Vaccine Return**.

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 <u>must</u> 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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Returning Vaccines

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

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

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