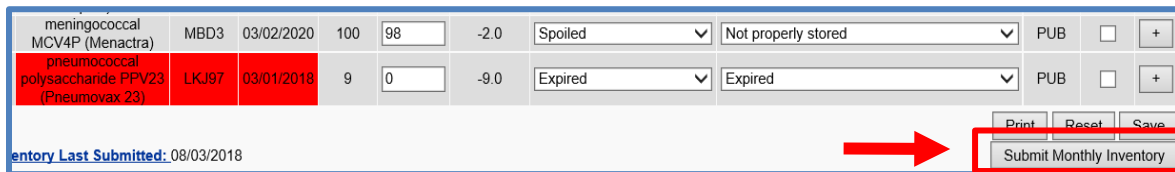Summary: Providers who submit vaccine returns and wastage in the Immunization Information System (IIS) reduce paper reporting and simplify the vaccine returns process. This guide walks providers through submitting a return online in the IIS.

Online Returns Steps

1. Ensure pop-up blocker is disabled before completing the vaccine return. If pop-up blocker is enabled in your internet browser, you may submit the return twice or not have access to the vaccine packing slip.
2. Log into the Washington State Immunization Information System (IIS).
3. Select your facility, if needed.
4. Follow inventory reporting procedures in the reconciliation screen.
5. During this process, mark any wasted, spoiled, or expired vaccine and click the submit button at the bottom of the reconciliation screen.
   a. Do not inactivate the vaccine lot number you need to return. Inactivating the lot number at the same time as submitting will not create a vaccine return
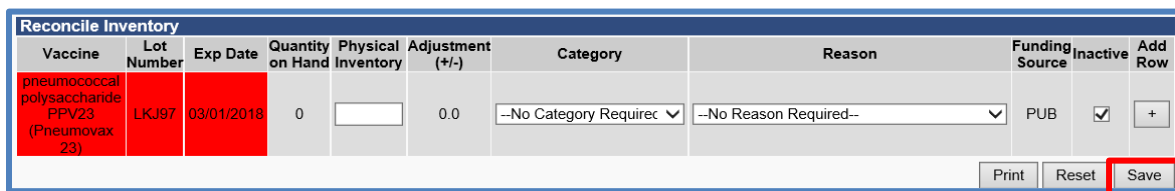

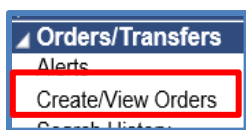6. Once your inventory has been submitted and the vaccine lot number shows zero doses on hand, you may inactivate the vaccine lot number.
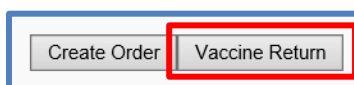
7. Go to the **Orders/Transfers** menu in the left menu and click on **Create/View Orders**.

8. On the **Create/View Orders** page, there is a button on the bottom right side of the screen near the **Create Order** button called **Vaccine Return**. Select the **Vaccine Return** button.

9. The **Vaccine Return** page will display the vaccines marked as expired/spoiled on the **Reconciliation** screen. Confirm your clinic information is correct.
10. Fill in the vaccine quantity for each vaccine you'd like to return listed under the **Vaccine Returns** header.

11. Make sure your shipping label method is listed as **Email**. Make sure you have a valid email listed on the returns screen to ensure you receive the shipping label for your return.

12. Once you've filled out everything, click on the **Submit and Print Vaccine Return** button.

13. The IIS will open a web page showing your **Vaccine Return Packing List**.

Tip: Print and insert this packing slip in the box with the vaccines you're returning. If you forgot to print the packing slip, you can reprint it by: logging into the IIS, selecting **Search History** under the **Orders/Transfers** heading in your left menu. Select the **Vaccine Return** radio button and click **Search**.

14. After submitting the vaccine return, the State Approvers will review and approve the vaccine return. Once the return is approved, a shipping label will be emailed to you. If you do not receive a shipping label within three weeks, email WAChildhoodVaccines@doh.wa.gov.
    a. Shipping labels are valid for 30 days after their issued date.
    b. Shipping labels will be emailed directly from UPS, pkginfo@ups.com to the email provided in the online vaccine return submitted in the IIS

15. If you have any issues with the process, please contact the Childhood Vaccine Program at 360.236.2829 or at WaChildhoodVaccines@doh.wa.gov.

16. For additional step by step guidance on how to complete an online return, please review our Online Returns Training video.