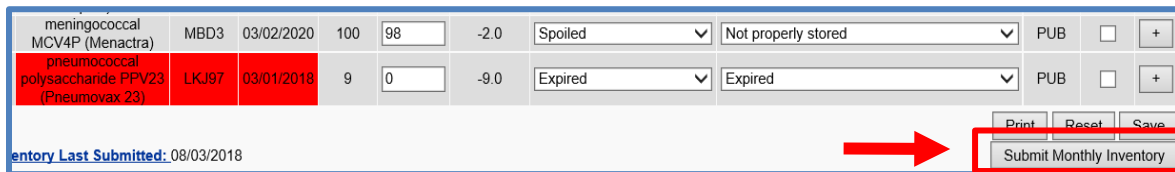


Summary: Providers who submit vaccine returns and wastage in the Immunization Information System (IIS) reduce paper reporting and simplify the vaccine returns process. This guide walks providers through submitting a return online in the IIS.

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

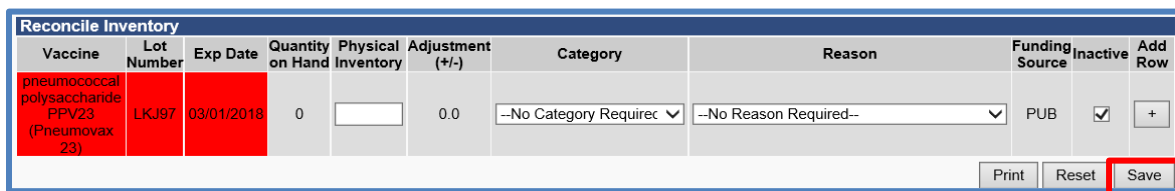


meningococcal MCV4P (Menactra)	MBD3	03/02/2020	100	98	-2.0	Spoiled	Not properly stored	PUB	<input type="checkbox"/>	+
pneumococcal polysaccharide PPV23 (Pneumovax 23)	LKJ97	03/01/2018	9	0	-9.0	Expired	Expired	PUB	<input type="checkbox"/>	+

Print Reset Save

Submit Monthly Inventory

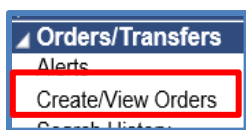
6. Once your inventory has been submitted and the vaccine lot number shows zero doses on hand, you may inactivate the vaccine lot number.



Vaccine	Lot Number	Exp Date	Quantity on Hand	Physical Inventory	Adjustment (+/-)	Category	Reason	Funding Source	Inactive	Add Row
pneumococcal polysaccharide PPV23 (Pneumovax 23)	LKJ97	03/01/2018	0		0.0	--No Category Required--	--No Reason Required--	PUB	<input checked="" type="checkbox"/>	+

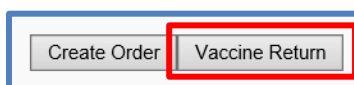
Print Reset Save

7. Go to the **Orders/Transfers** menu in the left menu and click on **Create/View Orders**.



- Orders/Transfers
- Alerts
- Create/View Orders
- Search History

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.



Create Order Vaccine Return

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.

Vaccine Return

Sending Organization (IRMS)	MEGAN ORGANIZATION	Contact First Name:	DEMING
Sending Facility	DEMING COLLEGE	Contact Last Name:	DAVID
Shipping Label Method:	<input type="radio"/> Mail <input type="radio"/> Pick-up <input checked="" type="radio"/> Email	Phone Number:	(360)236-2829
		Email:	WACHildhoodVaccines@DOH.WA

Return Quantity	Wasted Quantity	Vaccine	Funding Source	Lot Number	Usable Quantity Available	Expiration Date	Return Reason	Wastage Cost
2	2	meningococcal MCV4P (Menactra)	PUB	MBD3	98	03/02/2020	Not properly stored	\$164.24
9	9	pneumococcal polysaccharide PPV23 (Pneumovax 23)	PUB	LKJ97	0	03/01/2018	Expired	\$341.91

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


Washington State Department of Health
Vaccine Return Packing List

Sending Organization (IRMS):MEGAN ORGANIZATION
 Sending Facility:DEMING COLLEGE
 VFC Pin: 193189

IIS Return ID: 1756

Transfer Quantity	Vaccine	Lot Number	Usable Quantity Available	Wasted Quantity	Wastage Cost	Funding	Expiration Date	Return Reason
9	pneumococcal polysaccharide PPV23 (Pneumovax 23)	LKJ97	0	9	\$341.91	PUB	03/01/2018	Expired

IIS Return ID: 1757

Transfer Quantity	Vaccine	Lot Number	Usable Quantity Available	Wasted Quantity	Wastage Cost	Funding	Expiration Date	Return Reason
2	meningococcal MCV4P (Menactra)	MBD3	98	2	\$164.24	PUB	03/02/2020	Not properly stored



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](#).