



VACCINE RETURNS

VFC, SCHIP, and 317 vaccine returns should be submitted through the WebIZ Vaccine Return Module

How to Create and Submit a Vaccine Return in WebIZ

- Upon logging into the system, select your **Provider** and **Clinic** on the Home screen.
- Navigate to the Vaccine Return screen by selecting **Inventory > Vaccines > Vaccine Returns** from the left-hand menu.
- Click the **Add New Vaccine Return** button.
- Select the **Clinic** and click the **Next** button.
- If your clinic has any returns in IN WORK or REJECTED status, the following message displays:
 - This clinic currently has an open vaccine return. Click OK to continue editing the open return. Click **OK** to navigate to the open return.
- Check the checkbox at the bottom of the screen to confirm the clinic shipping and contact information is correct and click the **Next** button.
- Begin typing a **Vaccine, Manufacturer, or NDC** in the Vaccine auto-complete field.
- Click on the desired vaccine from the auto-populated list.
- Enter the number of doses to be returned and click **Add Return**.
- Repeat steps 6 - 8 until all vaccines have been added to the return.
- Click **Create** to save all changes.
- Click the arrow to the right of the **Update** button and select **Submit to VFC Program** to submit the return.
- The doses included in the return will automatically be removed from on-hand inventory.
- **A vaccine return video training is available** on the WebIZ help page at WebIZ [Help- Create and Submit a Vaccine Return](#).
- Vaccine Return FAQs are also included at the end of this document.

If you have any further questions about the vaccine return process, please contact the Vaccine Management Team (VMT) at 1-800-574-4040 (Option 2)

A Vaccine Return label will be mailed to the main contact listed in your WebIZ facility profile. Please check your SPAM/junk folder if you do not receive the label through your regular email.

Frequently Asked Question on Vaccine Returns

Q. Do I adjust my expired and/or wasted inventory manually?

A. No, once a return is created WEBIZ will adjust the inventory automatically.

Q. How are expired and/or wasted vaccines sent back to McKesson?

A. Use the Vaccine Return Module in WEBIZ for expired and/or wasted vaccines.

Q. Can more than one reason for return be documented on a WEBIZ vaccine return?

A. No, only one reason for return can be used for each WEBIZ vaccine return.

Q. Which expired or wasted vaccines are sent back to McKesson?

A. VFC, 317, SCHIP and Flu vaccine are to be sent back to McKesson for federal excise tax credit.

Q. What is done with open vials of polio (EIPV)?

A. Open vials of polio should be adjusted out of WebIZ and discarded in a medical waste container. DO NOT INCLUDE ON WEBIZ VACCINE RETURN.

Q. Are PPD-tuberculin skin tests considered vaccine?

A. No. PPD-tuberculin skin tests are not vaccine. DO NOT INCLUDE ON THE RETURN FORM.

Q. What if the doses expiring or wasted are from different funding sources but the same lot number?

A. Check each funding source for the Lot number being returned to ensure doses are being returned.

NOTE: The comment section on the WEBIZ vaccine return page is to document special circumstances for returning the vaccine and not to document the funding source of the vaccine or to additional reasons for return.