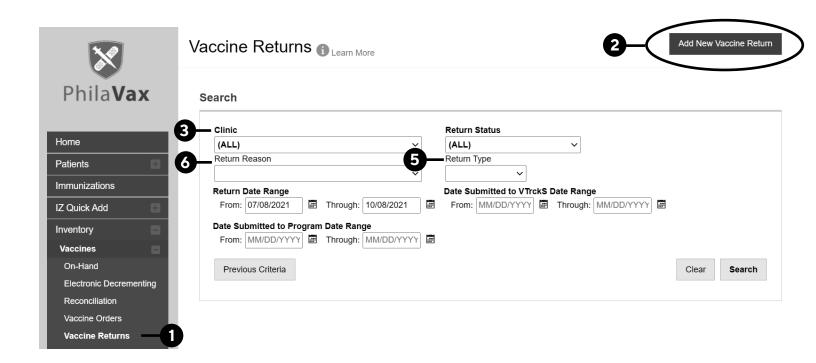
### **Online Ordering: Vaccine Returns**

 From the left-side navigation panel select Inventory → Vaccines → Returns from the subsequent dropdown menus



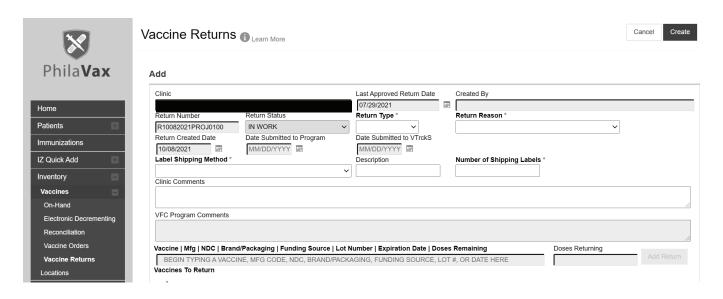
- 3. Select your clinic (it begins with your clinic's PIN). Click Next.
- 4. Take the time to verify that the info in the Shipping Info box is correct.
  - a. If it IS correct, certify it by checking the small box (see below) in the lower right-hand corner.

Then click **Next**.

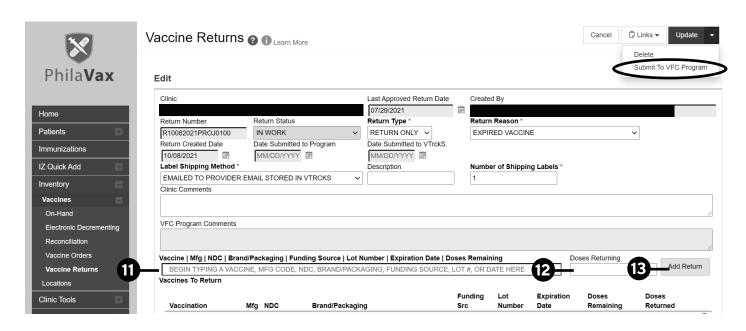
#### I have reviewed the above shipping information and I certify the information is correct.

- b. If it is NOT correct, contact the VFC/VFAAR program right away.
- 5. Select **RETURN ONLY** under **Return Type**.
- 6. Under **Return Reason**, select the reason for the current return. Each return reason must be processed separately.
- 7. Enter "1" in the box under **Number of Shipping labels**.
- 8. Select EMAILED TO PROVIDER EMAIL STORED IN VTRCKS.
- 9. Enter your email address into the Clinic Comments box.
- 10. Click Create to save draft.

## **Online Ordering: Vaccine Returns**

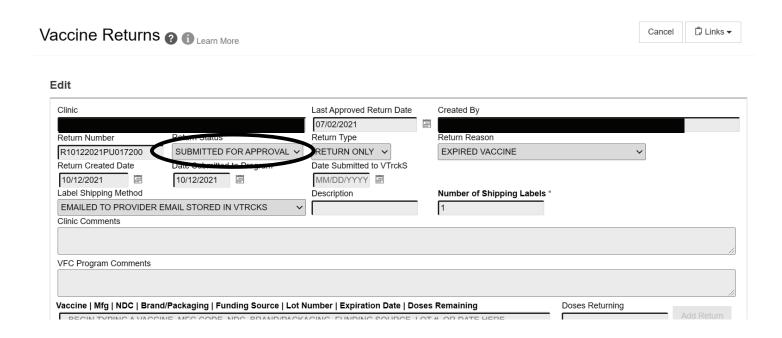


- 11. Type in the first three letters of the vaccine you wish to return in the **Vaccine** box. Select the vaccine to be returned from the drop down menu.
- 12. Type in the number of doses to be returned in the **Doses Returning** box.
- 13. Click **Add Return**. The vaccine selection will then appear at the bottom of the page.
- 14. Click **Update** to save changes as you work or if you need to navigate away from the page.
- 15. When all vaccines related to the **Return Reason** have been entered, click on the arrow (▼) to the right of **Update** and select **Submit to VFC**



16. Note the **Submitted for Approval** status in the **Return Status** box. Your submission has been sent to the VFC/VFAAR program.

# **Online Ordering: Vaccine Returns**



#### Things to remember:

- Once a Return has been rejected, it must be deleted and a new return created.
- Click the red x to the right of each vaccine added to the return if you make an error and need to change your selection.
- Do any vaccine returns before opening and completing your reconciliation. Vaccines that are returned will be automatically accounted for in your reconciliation.