

# Manage Vaccine Wastage and Returns in IRIS

Idaho Vaccines for Children (VFC) providers are required to account for all doses of vaccine supplied by the Idaho Immunization Program (IIP), including non-viable vaccines. Wastage and returns must be completed and submitted in Idaho's Immunization Reminder Information System (IRIS) as soon as possible. When vaccine becomes non-viable due to inappropriate storage and handling, a Temperature Incident Report must also be completed and submitted to the IIP.

## Wastage vs. Returns

**Wastage:** Non-viable vaccine that cannot be returned. Wasted vaccine should be reported to the IIP as soon as possible, or at least before each vaccine order, and the vaccine should be disposed of appropriately.

Wastage Detail	Explanation
Broken vial/Syringe	If a vial or syringe is dropped, cracked, or leaking
Lost or unaccounted for vaccine	If the doses cannot be found and reconciled
Non vaccine product (e.g. IG, HBIG, Dil)	If the product is not a vaccine
Open vial but not all doses administered	If an open, multi-dose vial expires (e.g. IPV)
Other*	If the wasted doses do not fit the other explanations
Vaccine drawn into syringe but not administered	If a vaccine is drawn into the syringe, but the patient changes their mind, a contraindication is discovered, etc.

**Returns:** Non-viable vaccine supplied by the IIP to be returned to McKesson Distribution for federal excise tax credit. Vaccine lost due to expiration or improper storage and handling must be reported to the IIP within four weeks of expiration or loss. A completed Temperature Incident Report must also be submitted to the IIP for all incidents of improper storage and handling that result in vaccine loss.

Return Detail	Explanation
Expired Vaccine	If there are expired doses of vaccine
Failure to store properly upon receipt	If the vaccine is not properly put away into the storage unit upon delivery
Mechanical failure	If the vaccine is compromised due to a failure on the part of the storage unit
Natural disaster/power outage	If the vaccine is compromised due to a storm or other natural disaster, or a power outage that affects the storage unit.
Other*	If the wasted doses do not fit the other explanations
Recall	If the vaccine has been recalled by the manufacturer
Refrigerator too cold	If the vaccine has been compromised in a temperature incident that was lower than the proper storage range
Refrigerator too warm	If the vaccine has been compromised in a temperature incident that was higher than the proper storage range
Vaccine spoiled in transit (Freeze/Warm)	If the vaccine arrives having been compromised somewhere along the cold chain

*\*If the Detail "Other" is selected for either wastage or return, then an explanation of why it does not fall under the defined Detail categories is required.*

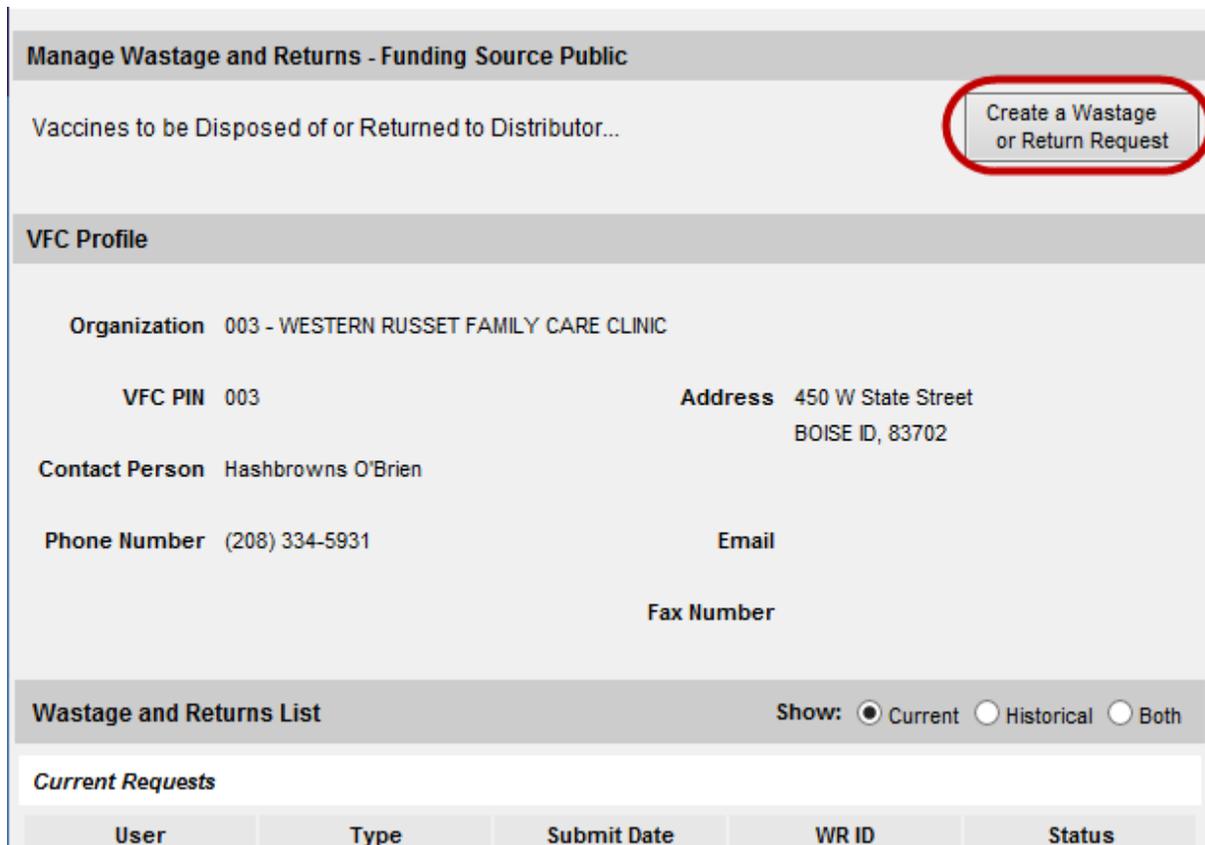
# Manage Vaccine Wastage and Returns in IRIS

## Wasting Vaccine in IRIS

Log into IRIS. On the left-hand side in the **Inventory** section click *manage wastage and returns*.



The **Manage Wastage and Returns - Funding Source Public** screen will open. Click the *Create a Wastage or Return Request* button.

A screenshot of the 'Manage Wastage and Returns - Funding Source Public' screen. The screen displays the following information:

- Manage Wastage and Returns - Funding Source Public**
- Vaccines to be Disposed of or Returned to Distributor... (with a 'Create a Wastage or Return Request' button circled in red)
- VFC Profile**
- Organization** 003 - WESTERN RUSSET FAMILY CARE CLINIC
- VFC PIN** 003
- Address** 450 W State Street  
BOISE ID, 83702
- Contact Person** Hashbrowns O'Brien
- Phone Number** (208) 334-5931
- Email**
- Fax Number**
- Wastage and Returns List** Show:  Current  Historical  Both
- Current Requests**
- Table with columns: User, Type, Submit Date, WR ID, Status

# Manage Vaccine Wastage and Returns in IRIS

The **Create a Request - Funding Source Public** screen will open. Choose the *Record a Wastage* radio button. The screen will change to a light blue color, and the Vaccine Wastage Table will open. The table will default to Active (use the radio buttons to toggle between Active, Inactive, Expired and All vaccines). In the *Transaction Date* box, enter the date the dose(s) was wasted.

**Create a Request - Funding Source Public**

**Status** PENDING Save & Submit  
**Submit Date** 08/30/2016 Return to List  
**Submitted By** Hash Browns  
**Phone Number** (208) 332-7201  
**Email** iip@dhw.idaho.gov

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**Contact Information**

**Organization** 003 - WESTERN RUSSET FAMILY CARE CLINIC  
**VFC PIN** 003 **Address** 450 W State Street  
 BOISE ID, 83702  
**Contact Person** Hashbrowns O'Brien  
**Phone Number** (208) 334-5931 **Email** iip@dhw.idaho.gov

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**Wastage/Return Information**

Do you want to record a wastage or request a return?

Record a Wastage  Request a Return

**Transaction Date**

**Detail**

**Return Type**

**Detail**

**Explanation** 300 character maximum

Vaccine Wastage Table is listed below. Please fill in the Quantity to be Wasted field.

Vaccine								Show: <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> Expired <input type="radio"/> All
Quantity to be Wasted	Trade Name	Vaccine	Manufacturer	NDC	Description	Lot Number	Exp Date	Quantity on Hand

# Manage Vaccine Wastage and Returns in IRIS

Select the appropriate wastage Detail from the Detail drop-down menu. The selected Detail will apply to all dose quantities to be wasted. If two wasted doses have different Details, then two wastage requests will need to be created. If the Detail selected is "Other," then an explanation is required.

**Wastage/Return Information**

Do you want to record a wastage or request a return?

Record a Wastage

Transaction Date: 08/29/2016

Detail:   
 Broken Via/Syringe  
 Lost or unaccounted for vaccine  
 Non vaccine product (e.g. IG, HBIG, Dil)  
 Open vial but all doses not administered  
 Other  
 Vaccine drawn into syringe but not admin

Explanation: 300 c

Enter the quantity of doses to be wasted beside each Trade Name.

Vaccine Wastage Table is listed below. Please fill in the Quantity to be Wasted field.

Vaccine									Show: <input checked="" type="radio"/> Active <input type="radio"/> Inactive <input type="radio"/> Expired <input type="radio"/> All
Quantity to be Wasted	Trade Name	Vaccine	Manufacturer	NDC	Description	Lot Number	Exp Date	Quantity on Hand	
1	Adacel	Tdap	PMC	49281-0400-10	ADACEL; SDV; 10-PACK	C3941AA	01/18/2017	16	
	DAPTACEL	DTaP,5 pertussis antigens	PMC	49281-0286-10	DAPTACEL; SDV; 10-pack	C4172DE	03/19/2017	20	
1	Gardasil 9	9vHPV	MSD	00006-4119-03	HPV9 Gardasil 9; SDV; 10-PACK	G97531	12/01/2016	24	
	Kinrix	DTaP-IPV	SKB	58160-0812-52	KINRIX; SYR; 10-PACK	KN426857X	01/27/2017	13	
	MMR II	MMR	MSD	00006-4681-00	MMR II ; SDV; 10-PACK	0871DD	09/17/2016	31	
1	Menveo	Meningococcal-MCV4O	NOV	46028-0208-01	MENVEO; SDV; 5-PACK	M10129	02/28/2017	6	
	Pediarix	DTaP-HepB-IPV	SKB	58160-0811-52	PEDIARIX; SYR; 10-PACK	AC21B323AA	10/25/2016	28	
	Recombivax Peds	HepB-Peds	MSD	00006-4981-00	RECOMBIVAX-PEDS; SDV; 10-PACK	0893AA	09/17/2016	93	
	VAQTA-Peds 2 Dose	HepA-Ped 2 Dose	MSD	00006-4831-41	VAQTA-PEDS; SDV; 10-PACK	1288AA	06/17/2017	54	

# Manage Vaccine Wastage and Returns in IRIS

When all information within the wastage request is correct, click the *Save and Submit* button.

**Create a Request - Funding Source Public**

Status PENDING

Submit Date 08/30/2016

**Save & Submit**

Return to List

After the request has been submitted, IRIS will return to the **Manage Wastage and Returns - Funding Source Public** screen. Each wastage request will have a unique WR ID (Wastage/Return Identification) starting with W. The status will be PENDING after a request is submitted.

Your request W424 has been saved and submitted to the State for review and processing.

**Manage Wastage and Returns - Funding Source Public**

Vaccines to be Disposed of or Returned to Distributor... **Create a Wastage or Return Request**

**VFC Profile**

Organization 003 - WESTERN RUSSET FAMILY CARE CLINIC

VFC PIN 003 Address 450 W State Street  
BOISE ID, 83702

Contact Person Hashbrowns O'Brien

Phone Number (208) 334-5931 Email iip@dhw.idaho.gov

Fax Number

**Wastage and Returns List** Show:  Current  Historical  Both

**Current Requests**

User	Type	Submit Date	WR ID	Status
Hash Browns	Wastage	08/30/2016	W424	PENDING

# Manage Vaccine Wastage and Returns in IRIS

When the request is reviewed by the IIP, the status will be IN PROGRESS.

Wastage and Returns List				
Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both				
<i>Current Requests</i>				
User	Type	Submit Date	WR ID	Status
Hash Browns	Wastage	08/30/2016	W424	<a href="#">APPROVED</a>
Hash Browns	Wastage	08/16/2016	W403	<a href="#">IN PROGRESS</a>
Hash Browns	Wastage	08/16/2016	W404	<a href="#">PENDING</a>

If the request is approved by the IIP, then the request will move into the historical Wastage and Returns List, and the status will be APPROVED.

Wastage and Returns List				
Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both				
<i>Current Requests</i>				
User	Type	Submit Date	WR ID	Status
Hash Browns	Wastage	08/30/2016	W424	<a href="#">APPROVED</a>
Hash Browns	Wastage	08/16/2016	W403	<a href="#">IN PROGRESS</a>
Hash Browns	Wastage	08/16/2016	W404	<a href="#">PENDING</a>

Once the request has been processed, the status will be COMPLETE and IRIS will automatically deduct the wasted doses from inventory.

Wastage and Returns List				
Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both				
<i>Current Requests</i>				
User	Type	Submit Date	WR ID	Status
Hash Browns	Wastage	08/30/2016	W424	<a href="#">COMPLETE</a>
Hash Browns	Wastage	08/16/2016	W403	<a href="#">IN PROGRESS</a>
Hash Browns	Wastage	08/16/2016	W404	<a href="#">PENDING</a>

# Manage Vaccine Wastage and Returns in IRIS

If the request is denied by the IIP, then the Primary Vaccine Coordinator will receive an e-mail, the request will move into the historical Wastage and Returns List (use the radio buttons to toggle between Current, Historical and Both), and the status will be DENIED. If communication has not been received regarding the denial, then please contact the IIP to remedy the situation. A new Wastage Request may need to be created.

**Wastage and Returns List** Show:  Current  Historical  Both

*Historical Requests (last 30 days by default)*

Show Historical Requests by Date From:  To:  Refresh List

User	Type	Last Updated Date	WR ID	Status
Hash Browns	Wastage	08/31/2016	W403	<b>DENIED</b>

## Returning Vaccine in IRIS

Log into IRIS. On the left-hand side in the **Inventory** section click *manage wastage and returns*.



# Manage Vaccine Wastage and Returns in IRIS

The **Manage Wastage and Returns - Funding Source Public** screen will open. Click the *Create a Wastage or Return Request* button.

### Manage Wastage and Returns - Funding Source Public

Vaccines to be Disposed of or Returned to Distributor... [Create a Wastage or Return Request](#)

#### VFC Profile

**Organization** 003 - WESTERN RUSSET FAMILY CARE CLINIC

**VFC PIN** 003 **Address** 450 W State Street  
BOISE ID, 83702

**Contact Person** Hashbrowns O'Brien

**Phone Number** (208) 334-5931 **Email**

**Fax Number**

#### Wastage and Returns List

Show:  Current  Historical  Both

##### Current Requests

User	Type	Submit Date	WR ID	Status
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# Manage Vaccine Wastage and Returns in IRIS

The **Create a Request - Funding Source Public** screen will open. Choose the *Request a Return* radio button. The screen will change to a light peach color, and the Vaccine Return Table will open. The table will default to Expired (use the radio buttons to toggle between Active, Inactive, Expired and All).

**Create a Request - Funding Source Public**

**Status** PENDING

**Submit Date** 08/31/2016

**Submitted By** Hash Browns

**Phone Number** (208) 332-7201

**Email** [iip@dhw.idaho.gov](mailto:iip@dhw.idaho.gov)

Save & Submit

Return to List

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**Contact Information**

**Organization** 003 - WESTERN RUSSET FAMILY CARE CLINIC

**VFC PIN** 003      **Address** 450 W State Street  
BOISE ID, 83702

**Contact Person** Hashbrowns O'Brien

**Phone Number** (208) 334-5931      **Email** [iip@dhw.idaho.gov](mailto:iip@dhw.idaho.gov)

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**Wastage/Return Information**

Do you want to record a wastage or request a return?

Record a Wastage       **Request a Return**

**Transaction Date**

**Detail**

**Return Type**

**Detail**

**Explanation** 300 character maximum

**Vaccine Return Table is listed below. Please fill in the Quantity to be Returned field.**

**Vaccine** Show:  Active  Inactive  Expired  All

Quantity to be Returned	Trade Name	Vaccine	Manufacturer	NDC	Description	Lot Number	Exp Date	Quantity on Hand
1	Fluzone Quad	Influenza (IV4)			Fluzone Quad Infant: SVR: 10			

# Manage Vaccine Wastage and Returns in IRIS

Select "Return Only" from the Return Type drop-down menu. Select the appropriate return Detail from the Detail drop-down menu. Use the drop-down menu by the *Detail* box to select the appropriate return Detail. The selected detail will apply to all dose quantities returned. If two returned doses have different Details, then two return requests must be created. If the Detail selected is "Other," then an explanation is required.

Request a Return

Return Type: Return Only

Detail: Expired vaccine

Quantity to be Returned

Enter the quantity of doses to be returned beside each Trade Name.

**Wastage/Return Information**

Do you want to record a wastage or request a return?

Record a Wastage  Request a Return

Transaction Date:

Detail:

Return Type: Return Only

Detail: Expired vaccine

Explanation 300 character maximum

Vaccine Return Table is listed below. Please fill in the Quantity to be Returned field.

Vaccine Show:  Active  Inactive  Expired  All

Quantity to be Returned	Trade Name	Vaccine	Manufacturer	NDC	Description	Lot Number	Exp Date	Quantity on Hand
10	Fluzone Quad PF Infant	Influenza (IIV4) p-free, infant	PMC	49281-0514-25	Fluzone Quad Infant; SYR; 10 pack	FL15984	08/30/2016	10
10	IPOL	Polio-Inject	PMC	49281-0880-10	IPOL; MDV 10; 1-PACK	FGH3857	03/20/2016	10

# Manage Vaccine Wastage and Returns in IRIS

When all information within the return request is correct, click the *Save and Submit* button.

**Create a Request - Funding Source Public**

Status PENDING

Submit Date 08/31/2016

Submitted By Hash Browns

**Save & Submit**

Return to List

After the request has been submitted, IRIS will return to the **Manage Wastage and Returns - Funding Source Public** screen. Each return request will have a unique WR ID (Wastage/Return Identification) starting with R. The status will be PENDING after a request is submitted.

Your request R488 has been saved and submitted to the State for review and processing.

**Manage Wastage and Returns - Funding Source Public**

Vaccines to be Disposed of or Returned to Distributor...

Create a Wastage or Return Request

**VFC Profile**

Organization 003 - WESTERN RUSSET FAMILY CARE CLINIC

VFC PIN 003 Address 450 W State Street  
BOISE ID, 83702

Contact Person Hashbrowns O'Brien

Phone Number (208) 334-5931 Email iip@dhw.idaho.gov

Fax Number

**Wastage and Returns List** Show:  Current  Historical  Both

**Current Requests**

User	Type	Submit Date	WR ID	Status
Hash Browns	Return	08/31/2016	R488	<a href="#">PENDING</a>

# Manage Vaccine Wastage and Returns in IRIS

When the request is reviewed by the IIP, the status will be IN PROGRESS.

Wastage and Returns List					Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both
Current Requests					
User	Type	Submit Date	WR ID	Status	
Hash Browns	Return	08/31/2016	R488	IN PROGRESS	

If the request is approved by the IIP, then the status will be APPROVED.

Wastage and Returns List					Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both
Current Requests					
User	Type	Submit Date	WR ID	Status	
Hash Browns	Return	08/31/2016	R488	APPROVED	

After the request is approved by the IIP, the status will indicate SENT TO CDC.

Wastage and Returns List					Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both
Current Requests					
User	Type	Submit Date	WR ID	Status	
Hash Browns	Return	08/31/2016	R488	SENT TO CDC	

After the request has been processed by the IIP, the status will be LABEL SENT. The Primary Vaccine Coordinator will receive an automatically generated e-mail from “McKesson Specialty Dist [<mailto:pkginfo@ups.com>]” within 48 hours containing a link to print a shipping label that will be used to return the vaccine.

Wastage and Returns List					Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both
Current Requests					
User	Type	Submit Date	WR ID	Status	
Hash Browns	Return	08/31/2016	R488	LABEL SENT	

Return shipping labels are valid for only 30 days. If the label is not received within 48 hours of the request status updating to LABEL SENT, then please contact the IIP immediately at (208) 334-5931 or [IIP@dhw.idaho.gov](mailto:IIP@dhw.idaho.gov) so a second label can be requested; see last page for additional details.

# Manage Vaccine Wastage and Returns in IRIS

If the request is denied by the IIP, then the Primary Vaccine Coordinator will receive an e-mail from the IIP briefly explaining why the request was denied, the request will move into the historical Wastage and Returns List, and the status will be DENIED. If communication has not been received regarding the denial, then please contact the IIP to remedy the situation. A new Return Request may need to be created.

Wastage and Returns List					Show: <input checked="" type="radio"/> Current <input type="radio"/> Historical <input type="radio"/> Both
<b>Current Requests</b>					
User	Type	Submit Date	WR ID	Status	
Hash Browns	Return	08/31/2016	R488	<b>DENIED</b>	

After the shipping label has been received, log into IRIS. On the left-hand side in the **Inventory** section click *manage transfers*.



The **Manage Transfer** screen will open, showing the vaccine return request as an Outbound Transfer. Click on the date in the Create Date column.

Manage Transfer									
Create a New Transfer...									New Transfer
Return to the Previous Screen...									Cancel
Transfer List									
Outbound Transfer									
Create Date	Type	ID	Sending Org:Site	VFC PIN	Receiving Org:Site	VFC PIN	Ship Date	Receive Date	Return Date
<a href="#">09/01/2016</a>	<a href="#">RETURN</a>	R497	003 - WESTERN RUSSET FAMILY CARE CLINIC	003	Idaho Department of Health and Welfare: McKesson Specialty Distribution				
<a href="#">09/01/2016</a>	<a href="#">RETURN</a>	R488	003 - WESTERN RUSSET FAMILY CARE CLINIC	003	Idaho Department of Health and Welfare: McKesson Specialty Distribution				

# Manage Vaccine Wastage and Returns in IRIS

The **Ship Transfer** screen will open. If the VTrckS Return ID field is empty, then the return has not been processed and cannot be shipped yet. If the VTrckS Return ID is listed, then the return is ready to be shipped.

## Idaho's Immunization Reminder Information System PACKING LIST

<b>Shipment Date:</b>	<b>VTrckS Return ID:</b> 1879944
<b>Shipped From:</b> Hashbrowns O'Brien 003 - WESTERN RUSSET FAMILY CARE CLINIC 450 W State Street  BOISE, ID, 83702 Phone: (208) 334-5931	<b>To:</b> McKesson Shipping McKesson Specialty Distribution 4100 Quest Way  MEMPHIS, TN, 38115 Phone: (208) 334-5995

Vaccine	Lot Number	Funding Source	Expires	Doses	Cost / Dose	Total Cost
Polio-Inject (IPOL - PMC)	FGH3857	Public	03/20/2016	10		
Influenza (IIV4) p-free, infant (Fluzone Quad PF Infant - PMC)	FL15964	Public	06/30/2016	10		

### IMPORTANT NOTES ON RECEIVING VACCINES:

*Verify lot, expiration and quantity against the packing list.*

**CALL THE IMMUNIZATION PROGRAM IMMEDIATELY AT (208) 334-5931 ABOUT ANY DISCREPANCIES BETWEEN THIS INVOICE AND WHAT WAS ACTUALLY RECEIVED.**

# Manage Vaccine Wastage and Returns in IRIS

Verify all of the information is correct. If so, then click the *Packing List* button. If not, then please refer to the *Troubleshooting Vaccine Wastage and Returns* document.

**Ship Transfer** ID: R488

The VTrckS Return ID is required to ship a return.

The Idaho Immunization Program (IIP) enters the VTrckS Return ID on a regular basis. If the VTrckS Return ID is empty for 10 or more days of the return transfer 'Transfer Between Organizations Created on' date, then contact the Idaho Immunization Program at (208) 334-5931 or [iip@dhw.idaho.gov](mailto:iip@dhw.idaho.gov)

Enter Ship Date

VTrcks Return ID 1879944

**Buttons:** Packing List (circled in red), Ship, Cancel

**Transfer Between Organizations Created on 09/01/2016**

Sending Entity		Receiving Entity	
<b>Organization</b>	003 - WESTERN RUSSET FAMILY CARE CLINIC	<b>Organization</b>	Idaho Department of Health and Welfare
<b>Site</b>	003 - WESTERN RUSSET FAMILY CARE CLINIC	<b>Site</b>	McKesson Specialty Distribution
<b>VFC PIN</b>	003	<b>VFC PIN</b>	
<b>Address</b>	450 W State Street BOISE, ID 83702	<b>Address</b>	4100 Quest Way MEMPHIS, TN 38115
<b>Contact</b>	Hashbrowns O'Brien	<b>Contact</b>	McKesson Shipping
<b>Phone #</b>	(208) 334-5931	<b>Phone #</b>	(208) 334-6524
		<b>VTrckS Return ID</b>	1879944

**Transfer Vaccine Item**

Transfer Quantity	Trade Name	Vaccine	NDC	Description	Lot Number	Shipping Information	Reject Quantity	Reject Reason
10	Fluzone Quad PF Infant	Influenza (IV4) p-free, infant	49281-0514-25	Fluzone Quad Infant; SYR; 10 pack	FL15964			
10	IPOL	Polio-Inject	49281-0860-10	IPOL; MDV 10; 1-PACK	FGH3857			

# Manage Vaccine Wastage and Returns in IRIS

The **Packing List** may be generated in a new tab or pop-up window, depending on the computer's internet browser settings. Print the **Packing List** and include a copy in the box with the vaccine to be shipped back to McKesson. The vaccine shipped must match the information listed in the **Packing List**.

A packing list **must be included** in the vaccine shipment.

## Idaho's Immunization Reminder Information System PACKING LIST

<b>Shipment Date:</b>	<b>VTrckS Return ID:</b> 1879944
<b>Shipped From:</b> Hashbrowns O'Brien 003 - WESTERN RUSSET FAMILY CARE CLINIC 450 W State Street  BOISE, ID, 83702 Phone: (208) 334-5931	<b>To:</b> McKesson Shipping McKesson Specialty Distribution 4100 Quest Way  MEMPHIS, TN, 38115 Phone: (208) 334-5995

Vaccine	Lot Number	Funding Source	Expires	Doses	Cost / Dose	Total Cost
Polio-Inject (IPOL - PMC)	FGH3857	Public	03/20/2016	10		
Influenza (IIV4) p-free, infant (Fluzone Quad PF Infant - PMC)	FL15964	Public	06/30/2016	10		

### IMPORTANT NOTES ON RECEIVING VACCINES:

Verify lot, expiration and quantity against the packing list.

**CALL THE IMMUNIZATION PROGRAM IMMEDIATELY AT (208) 334-5931 ABOUT ANY DISCREPANCIES BETWEEN THIS INVOICE AND WHAT WAS ACTUALLY RECEIVED.**

Place the vaccine doses to be returned and the packing list in the shipping container, affix the return label to the outside of the shipping container, and ship the container to McKesson. After all of these steps have been completed, enter the shipping date and click the *Ship* button.

**Ship Transfer** ID: R488

**The VTrckS Return ID is required to ship a return.**

The Idaho Immunization Program (IIP) enters the VTrckS Return ID on a regular basis. If the VTrckS Return ID is empty for 10 or more days of the return transfer 'Transfer Between Organizations Created on' date, then contact the Idaho Immunization Program at (208) 334-5931 or [iip@dhw.idaho.gov](mailto:iip@dhw.idaho.gov)

Enter Ship Date

VTrcks Return ID 1879944

# Manage Vaccine Wastage and Returns in IRIS

After the *Ship* button has been clicked, the return will move into the Historic Transfer list on the *manage transfers* page and IRIS will automatically deduct the returned doses from inventory.

**Historic Transfer (last 7 days by default)**

Show by Last Updated Date From: 08/25/2016 To: 09/01/2016 Refresh List

Create Date	Type	ID	Sending Org:Site	VFC PIN	Receiving Org:Site	VFC PIN	Ship Date	Receive Date	Return Date	Restock Date
09/01/2016	RETURN	R488	003 - WESTERN RUSSET FAMILY CARE CLINIC	003	Idaho Department of Health and Welfare: McKesson Specialty Distribution		09/01/2016	09/01/2016		

Additionally, the status will be COMPLETE in the *Historical Requests* section of the *manage wastage and returns* page.

**Historical Requests (last 30 days by default)**

Show Historical Requests by Date From: 08/02/2016 To: 09/01/2016 Refresh List

User	Type	Last Updated Date	WR ID	Status
Hash Browns	Return	09/01/2016	R488	COMPLETE

When processing a return in *manage transfers* for shipment, you may see the following error message at the top of the **Ship Transfers** screen:

**There is 1 transfer line item which has a transfer quantity that exceeds the available quantity on hand. Please follow the guidance provided on the Troubleshooting Vaccine Wastage and Returns document located on the Related Links tab.**

If you receive this message, then please refer to the *Troubleshooting Vaccine Wastage and Returns* document. This message indicates that the number doses of vaccine submitted for return no longer match the quantity on hand in IRIS.

## Where is the shipping label?

Return shipping labels are sent within hours of a return request submission to VTrckS. If a return label has not been received, then try the following steps to locate it:

1. Check the status of the return request; if it is anything other than Sent to CDC or Label Sent, then a shipping label has not yet been generated.
2. Check junk mail. The return shipping label is electronically generated, which some mail clients such as Outlook, Gmail, etc. immediately label as junk or spam.
3. The shipping label is e-mailed to the Primary Vaccine Coordinator.

If the return shipping label still cannot be found, then please contact the IIP at [iip@dhw.idaho.gov](mailto:iip@dhw.idaho.gov).