



NMSIIS Quick Reference Guide – Inventory Management

Vaccine Returns



Creating Vaccine Returns

1. Find **Inventory** in the blue bar on the left side, and click the plus sign to expand your view.
2. Next, click on the **Vaccines** plus sign to expand your view further.
3. Select **Vaccine Returns**.
4. On the upper right side of the screen, click the blue **Add New Vaccine Return**
5. Select the clinic that is submitting the return then click **Next**.
6. Review all information on the next screen; submit a Help Desk ticket to make any required updates or corrections
7. Click on the box next to "I have reviewed the above shipping information and I certify the information is correct" then click **Next**.
8. The Vaccine Return screen is now displayed. Under Return Type, select **Return Only**.
9. Under **Return Reason**, select the appropriate reason for this return*
If you have vaccines to be returned for different reasons, a separate return is required for each reason.

NOTE: For spoiled vaccine, a VFC Troubleshooting Record should have been submitted for spoiled vaccine, prior to submitting a Vaccine Return.

***Do not return** wasted vaccine (e.g. broken vial/syringe/s, opened vials, etc.). To account for wasted doses, please follow the instructions in the *VFC Returning Expired, Spoiled/ Non-Viable or Wasted VFC Vaccines* document found in NMSIIS Reports.

10. Under **Number of Shipping** labels, enter the number of shipping labels you need based on the quantity of vaccine you will be returning. The rule of thumb is one label for each 100 doses being returned.
11. Under **Label Shipping Method**, select *Email to provider email stored in VTRCKS*. If you prefer to receive it by MAIL, select Mail to provider address stored in VTrckS.
12. You may enter a description and comments.
13. To find the vaccine in your inventory, begin typing a **vaccine, NDC, BRAND, FUNDING SOURCE, or LOT #** for the vaccine that will be returned. Then enter the number of doses to be returned. Click **Add Return**.
14. **NOTE:** The types and doses of vaccines listed on the return must match exactly what is contained in the box of returned vaccine.
15. Repeat step 13 for additional vaccines to be returned.
16. When all vaccines have been added, click **Create** on the right side of the screen
17. On the right side of the screen, click on the drop-down arrow next to **Update**, and click on **Submit to VFC Program**.
18. On the right side of the screen, click on **Links**.
19. Click on **Vaccine Return Details**.
20. A Vaccine Return Detail Report will generate. **Print 2 copies**, place one in the box with the returned vaccines and keep the other in your files.
21. When you receive the return label, place it on the box of vaccines to be returned, making sure there is a copy of the Vaccine Detail Report in the box

Check on Vaccine Return Status

1. Find **Inventory** in the blue bar on the left side, and click the plus sign to expand your view.
2. Next, click on the **Vaccines** plus sign to expand your view further.
3. Select **Vaccine Returns**.
4. Select your Clinic.
5. Under Return Date Range, select From and Through dates for the return you are searching for.
6. Vaccine Returns will display and will list the Return Number, Return Date, Return Status, Return Type, and Return Reason.
7. Click on **View** to display the Vaccine Return Information.

If you do not receive an emailed return label within three business days, please contact the helpdesk.

Questions?
Contact the Help Desk
800-280-1618
or 505-476-8526
Option 4