



### **VFC Wasted/Returned Vaccines**

- Q: With the new way of reporting vaccine returns and wasted vaccines, when we select the number of boxes do we select one box for each line item that we are submitting?
- A: Each of the return adjustment reasons are grouped together, and you will see them all listed as one return order on the “Shipping Label Request” page. For example, if you have three items to be returned that have the same adjustment return reason (for example, “Spoiled” “Refrigerator too warm”) all of those items will be listed in one return request, thus allowing you to select the number of boxes to return all three items at once.
- Q: If we have multiple line items for our return requests, do we need to print out a packing slip for each line item?
- A: Once the return order has been exported, you will need to print out packing slips for each return request, not the individual line items. The return orders will be grouped together by the return reason. You will see all return reason items listed on the same packing slip that will be printed out.

### **Questions Specifically for Private Providers**

- Q: Is this return process only for our VFC vaccines?
- A: Yes. You will need to contact the manufacturer for instructions on returning your private stock vaccines.
- Q: What do we do if we do not receive our shipping labels within 10 business days?
- A: Please call the VFC Program office at 1-877-888-SHOT (7468).
- Q: If our flu vaccines expire in the month of June and flu season is over before then, can we return those vaccines before June?
- A: You cannot return the vaccine until the expiration date. The vaccine is still good until it has expired.
- Q: Do the vaccines that are being returned need to be stored in cold temperature?
- A: No, the vaccines that are being returned are expired or spoiled.
- Q: Do we need to request a shipping label for each vaccine being returned? For example, when returning a Hep A and an HPV, do I need two shipping labels?
- A: Only one shipping label is needed. You would put the two vaccines being returned into one container to be sent back.