

Summary: Providers who submit vaccine returns and wastage in the Immunization Information System (IIS) reduce paper reporting and simplify the vaccine returns process. This guide walks providers through submitting a return online in the IIS.

**Online Returns Steps**

1. Ensure pop-up blocker is disabled before completing the vaccine return. If pop-up blocker is enabled in your internet browser, you may submit the return twice or not have access to the vaccine packing slip.
2. Log into the Washington State Immunization Information System (IIS).
3. Select your facility, if needed.
4. Follow [inventory reporting procedures](#) in the reconciliation screen.
5. During this process, mark any wasted, spoiled, or expired vaccine\* and click the submit button at the bottom of the reconciliation screen.

Note: Do not inactivate the vaccine lot number you need to return. Inactivating the lot number at the same time as submitting will not create a vaccine return.

meningococcal MCV4P (Menactra)	U7208AB	02/10/2023	30	0	-30.0	Spoiled	Not properly stored	PUB	<input type="checkbox"/>	+
MMR (MMRII)	T000890	01/10/2022	3	0	-3.0	Expired	Expired	PUB	<input type="checkbox"/>	+
Tdap (Boostrix,Adacel)	57GJ2	05/29/2023	40	40	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+
Tdap (Boostrix,Adacel)	J39HG	06/05/2023	1	1	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+
Tdap (Boostrix,Adacel)	MR5RK	09/21/2023	40	40	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+
varicella (Varivax)	U008180	03/12/2023	6	6	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+
varicella (Varivax)	U015689	05/18/2023	0	0	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+
varicella (Varivax)	U019904	06/24/2023	30	30	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+
varicella (Varivax)	U024221	08/04/2023	10	10	0.0	--No Category Required--	--No Reason Required--	PUB	<input type="checkbox"/>	+

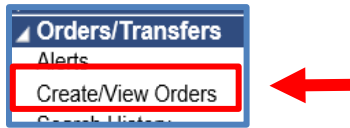
Inventory Last Submitted: 01/06/2022  
 Vaccine Administered Report Last Submitted: 01/06/2022

\* Key to Accounting for Returns/Waste in the IIS

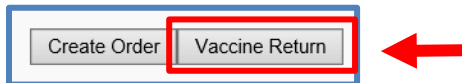
Return Type	Category	Reason
Expired vaccine (including unopened multi-dose vials)	Expired	Expired
COVID Vaccine with expired beyond-use-date (BUD)	Spoiled	Expired BUD
Spoiled vaccine due to temperature excursion (including unopened multi-dose vials)	Spoiled	Enter specific reason for temperature excursion
Waste Type (Non-Returnable)	Category	Reason
Expired, opened multi-dose vials†	Expired	Expired Opened Multi-Dose Vial
Opened multi-dose vials with temperature excursion†	Wasted	Dose Count Variance Multi-Dose Vial
Non-viable vaccine that cannot be returned†	Wasted	Choose from: Broken/dropped/spilled; lost and unaccounted; drawn up not used; vaccine damaged in transit

†These vaccines cannot be returned. They must be accounted for as waste in the IIS and discarded per your facility policy.


6. Go to the **Orders/Transfers** menu in the left menu and click on **Create/View Orders**.



7. On the **Create/View Orders** page, there is a button on the bottom right side of the screen near the **Create Order** button called **Vaccine Return**. Select the **Vaccine Return** button.



8. The **Vaccine Return** page will display the vaccines marked as expired/spoiled from the **Reconciliation** screen.
9. Confirm your clinic information is correct. Make sure your shipping label method is listed as **Email**. Make sure your name and a valid email are listed on the returns screen to ensure you receive the shipping label for your return.



10. Fill in the vaccine quantity for each vaccine you'd like to return listed under the **Return Quantity** header.

Vaccine Return									
Return Quantity	Wasted Quantity	Vaccine	Funding Source	Lot Number	Usable Quantity Available	Expiration Date	Return Reason	Wastage Cost	Option
<input type="text" value="29"/>	29	Hep B Ped/Adol - Preserv Free (Engerix, Recombivax)	PUB	YX547	0	03/24/2021	Expired	\$454.52	<input type="button" value="Remove"/>
<input type="text" value="18"/>	18	influenza, injectable, quadrivalent, preservative free (FluLaval 0.5mL, Fluzone 0.5mL)	PUB	UJ559AC	0	06/30/2021	Expired	\$243.00	<input type="button" value="Remove"/>
<input type="text" value="10"/>	10	influenza, injectable, quadrivalent, preservative free (FluLaval 0.5mL, Fluzone 0.5mL)	PUB	UT7102JA	0	06/30/2021	Expired	\$135.00	<input type="button" value="Remove"/>
<input type="text" value="8"/>	8	influenza, live, intranasal, quadrivalent (FluMist)	PUB	NH3062	0	12/14/2021	Expired	\$151.04	<input type="button" value="Remove"/>

11. Once you've filled out everything, click on the **Submit and Print Vaccine Return** button.

Vaccine Return									
Return Quantity	Wasted Quantity	Vaccine	Funding Source	Lot Number	Usable Quantity Available	Expiration Date	Return Reason	Wastage Cost	Option
<input type="text" value="2"/>	2	meningococcal MCV4P (Menactra)	PUB	MBD3	98	03/02/2020	Not properly stored	\$164.24	
<input type="text" value="9"/>	9	pneumococcal polysaccharide PPV23 (Pneumovax 23)	PUB	LKJ97	0	03/01/2018	Expired	\$341.91	

12. The IIS will open a web page showing your **Vaccine Return Packing List**.

Washington State Department of Health		Washington State Department of Health Vaccine Return Packing List							
Sending Organization (IRMS):MEGAN ORGANIZATION Sending Facility:DEMING COLLEGE VFC Pin: 193189									
IIS Return ID: 1756									
Transfer Quantity	Vaccine	Lot Number	Usable Quantity Available	Wasted Quantity	Wastage Cost	Funding	Expiration Date	Return Reason	
9	pneumococcal polysaccharide PPV23 (Pneumovax 23)	LKJ97	0	9	\$341.91	PUB	03/01/2018	Expired	
IIS Return ID: 1757									
Transfer Quantity	Vaccine	Lot Number	Usable Quantity Available	Wasted Quantity	Wastage Cost	Funding	Expiration Date	Return Reason	
2	meningococcal MCV4P (Menactra)	MBD3	98	2	\$164.24	PUB	03/02/2020	Not properly stored	



**Tip:** Print and insert this packing slip in the box with the vaccines you’re returning. If you forgot to print the packing slip, you can reprint it by: logging into the IIS, selecting **Search History** under the **Orders/Transfers** heading in your left menu. Select the **Vaccine Return** radio button and click **Search**.

13. Once you have reconciled your inventory and submitted your return (including printing your packing slip), return to the Reconciliation page and inactivate the vaccine lot numbers that show ‘0’ for Quantity on Hand.

Reconcile Inventory										
Vaccine	Lot Number	Exp Date	Quantity on Hand	Physical Inventory	Adjustment (+/-)	Category	Reason	Funding Source	Inactive	Add Row
pneumococcal polysaccharide PPV23 (Pneumovax 23)	LKJ97	03/01/2018	0		0.0	--No Category Required--	--No Reason Required--	PUB	<input checked="" type="checkbox"/>	+

14. After submitting the vaccine return, the State Approvers will review and approve the vaccine return. Once the return is approved, a shipping label will be emailed to you. If you do not receive a shipping label within three weeks, email [WACHildhoodVaccines@doh.wa.gov](mailto:WACHildhoodVaccines@doh.wa.gov).

- a. Shipping labels are valid for 30 days after their issued date.
- b. Shipping labels will be emailed directly from UPS, [pkginfo@ups.com](mailto:pkginfo@ups.com) to the email provided in the online vaccine return submitted in the IIS

15. If you have any issues with the process, please contact the Childhood Vaccine Program at 360.236.2829 or at [WACHildhoodVaccines@doh.wa.gov](mailto:WACHildhoodVaccines@doh.wa.gov).

16. For additional step by step guidance on how to complete an online return, please review our Online Returns Training [video](#).