



# How do I return vaccines?

# Things You Should Know

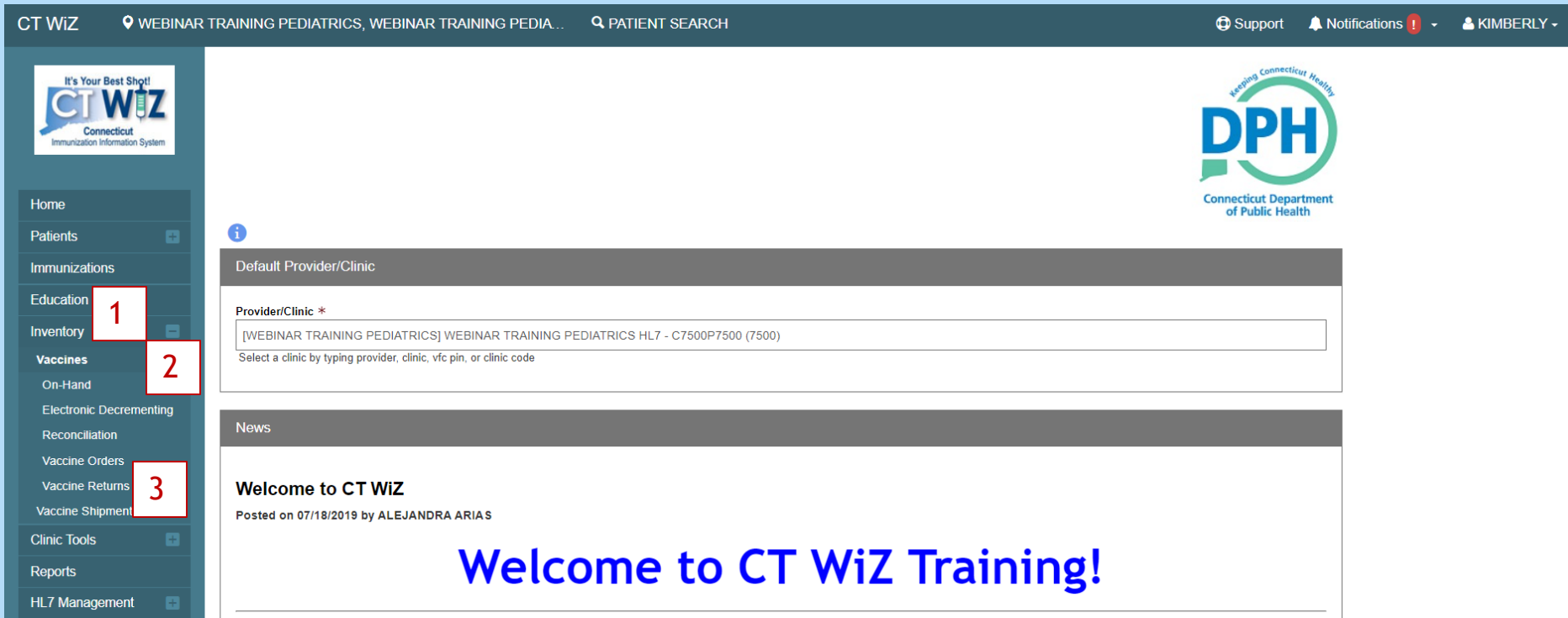
Vaccines may need to be returned to the manufacturer. For example, vaccine may have expired or may have been in a temperature excursion resulting in loss of vaccine.

If you need to return vaccine, start by entering the information in CT WiZ. Once the return is approved, you will receive a shipping label from McKesson (e-mail sent from UPS) to return the vaccine.

According to VFC regulations, all expired vaccines should be removed from your storage unit upon expiration date, accounted for in CT WiZ.

Returns and adjustments are two separate actions, and both should not be done. Visit our website for more information on which process applies to your vaccine.

# Starting a New Return



The screenshot shows the CT WIZ web application interface. The top navigation bar includes 'CT WIZ', a location dropdown for 'WEBINAR TRAINING PEDIATRICS, WEBINAR TRAINING PEDIA...', and a 'PATIENT SEARCH' button. On the right, there are links for 'Support', 'Notifications', and a user profile for 'KIMBERLY'. The left sidebar contains a menu with the following items: Home, Patients, Immunizations, Education, Inventory (marked with a red box and the number 1), Vaccines (marked with a red box and the number 2), On-Hand, Electronic Decrementing, Reconciliation, Vaccine Orders, Vaccine Returns (marked with a red box and the number 3), Vaccine Shipment, Clinic Tools, Reports, and HL7 Management. The main content area features the DPH logo and a 'Default Provider/Clinic' section with a text input field containing '[WEBINAR TRAINING PEDIATRICS] WEBINAR TRAINING PEDIATRICS HL7 - C7500P7500 (7500)'. Below this is a 'News' section with a 'Welcome to CT WiZ' announcement posted on 07/18/2019 by ALEJANDRA ARIAS, and a large blue heading 'Welcome to CT WiZ Training!'.

1. Click on Inventory
2. Click on Vaccines
3. Click on Vaccine Returns

# Starting a New Return

Click Here

Add New Vaccine Return

## Vaccine Returns [Learn More](#)



- Home
- Patients
- Immunizations
- Education
- Inventory
- Vaccines
- On-Hand
- Electronic Decrementing
- Reconciliation
- Vaccine Orders
- Vaccine Returns
- Vaccine Shipments
- Clinic Tools
- Reports

### Search

Clinic	Return Status
(ALL)	(ALL)
Return Reason	Return Type
Return Date Range	Date Submitted to VTrckS Date Range
From: 12/12/2023 Through: 03/12/2024	From: MM/DD/YYYY Through: MM/DD/YYYY
Date Submitted to Program Date Range	
From: MM/DD/YYYY Through: MM/DD/YYYY	
Previous Criteria	Clear Search

# Starting a New Return - Select Your Clinic

Vaccine Returns [Learn More](#) Cancel Next **2**

Add - Select Clinic

Clinic \* **1**

1. Click the dropdown to choose your clinic. This is important if you are linked to multiple clinics.
2. Click on Next.

*The dropdown list will include all the clinics you are associated with.*



# Starting a New Return - Confirm Shipping and Deliver Information



Add Vaccine Order Creation Process i

Cancel

Next

2

## Add

Clinic:DPH TRAINING CLINIC 2

### Primary Shipping Contact

Name:  
Phone:  
Fax:  
Email:

### Shipping Address

450 CAPITOL AVE  
HARTFORD, CT 06106

### Delivery Information

	Delivery Time 1		Delivery Time 2	
	From	To	From	To
Monday	08:30	12:00	13:00	17:00
Tuesday	08:30	12:00	13:00	17:00
Wednesday	08:30	12:00	13:00	17:00
Thursday	08:30	12:00	13:00	17:00
Friday	08:30	12:00	13:00	17:00
Saturday				
Sunday				

Special Instructions:NO SPECIAL INSTRUCTIONS

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

1

Review the shipping and delivery information for your clinic. If it is all correct:

1. Click the check box.
2. Click Next.

Refer to [update clinic information](#) if the shipping information needs to be changed.

# Enter Return Information

Vaccine Returns [Learn More](#) Cancel Create

**Add**

Clinic: WEBINAR TRAINING PEDIATRICS HL7  
 Return Number: R03062024750000  
 Return Status: IN WORK  
 Return Created Date: 03/06/2024  
 Label Shipping Method: EMAILED TO PROVIDER EMAIL STORED IN VTRCKS  
 Clinic Comments

Last Approved Return Date: MM/DD/YYYY  
 Return Type: RETURN ONLY  
 Date Submitted to Program: MM/DD/YYYY  
 Description

Created By: \_\_\_\_\_  
 Return Reason: OTHER  
 Date Submitted to VTrckS: MM/DD/YYYY  
 Number of Shipping Labels: 1

VFC Program Comments

Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining | Doses Returning

BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT #, OR DATE HERE

Vaccines To Return

Vaccination	Mfg	NDC	Brand/Packaging	Funding Src	Lot Number	Expiration Date	Doses Remaining	Doses Returned
Hib (PRP-T)	PMC	49281-0545-03	ActHIB (5 pack - 1 dose vial)	BLENDED PUBLIC CVP	U029145	03/29/2024	25	25

1. Choose **RETURN ONLY**.
  2. Select a **Return Reason**.
  3. Enter the number of shipping labels needed (usually 1 label is enough).
  4. Choose email for your method of receiving the return label.
  5. Enter your spoilage letter under the **Clinic Comments** section. This is reviewed by the VFC Coordinator. If it is missing, it will be rejected.
  6. Choose the **Vaccine to Return** - Begin typing Vaccine, NDC, Brand, or Lot Number. **Make sure you choose the correct lot number.**
  7. Enter the number of doses being returned.
  8. Click Add Return.
- Repeat steps 6-8 for other vaccines to be returned.
9. Click Create to **save the work**.

Vaccine Returns [Learn More](#) Cancel Links Submit To VFC Program Update

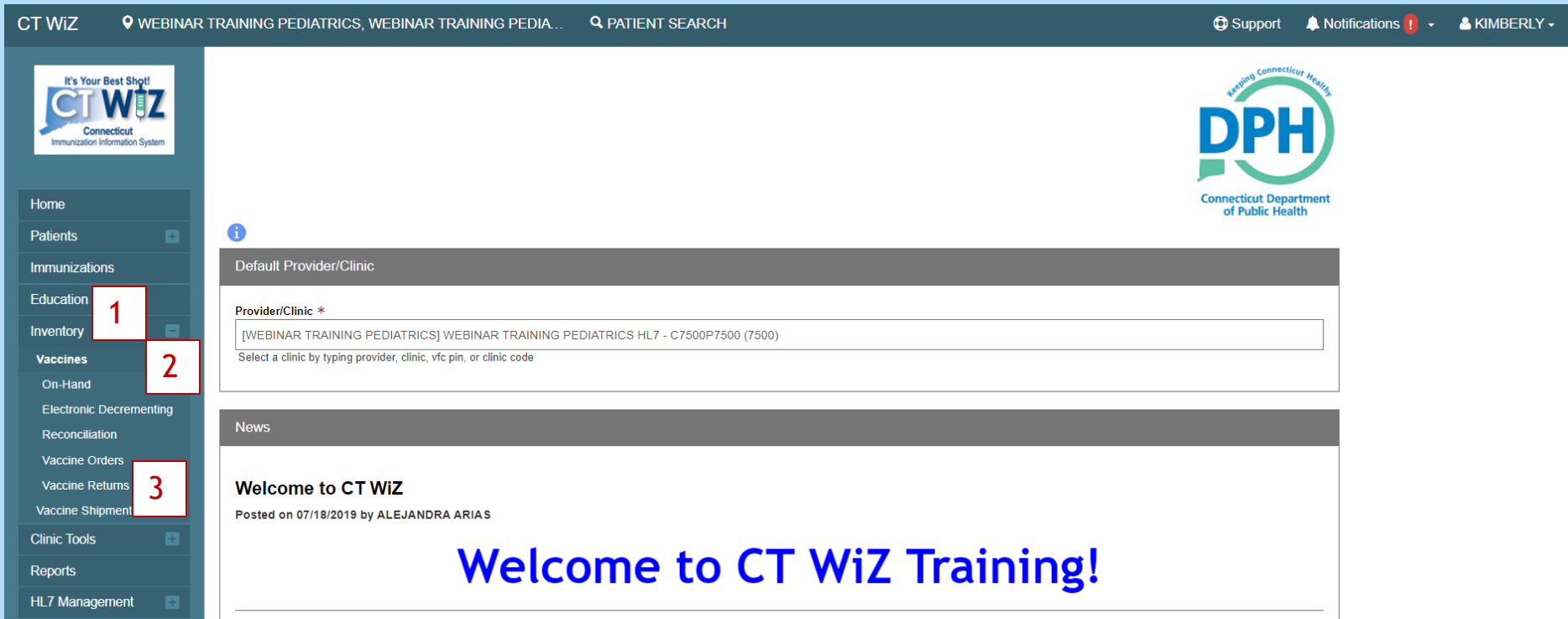
Once you click on Create, you will then see an option to Submit to VFC Program. Your return will not be submitted until you click this.



# Tracking a Return



# Navigate to Vaccine Returns



The screenshot shows the CT WIZ web application interface. The top navigation bar includes 'CT WIZ', a location filter for 'WEBINAR TRAINING PEDIATRICS', a search bar for 'PATIENT SEARCH', and user options for 'Support', 'Notifications', and 'KIMBERLY'. The left sidebar contains a menu with the following items: Home, Patients, Immunizations, Education, Inventory (marked with a red box and the number 1), Vaccines (marked with a red box and the number 2), On-Hand, Electronic Decrementing, Reconciliation, Vaccine Orders, Vaccine Returns (marked with a red box and the number 3), Vaccine Shipment, Clinic Tools, Reports, and HL7 Management. The main content area features the DPH logo and a 'Default Provider/Clinic' section with a dropdown menu showing '[WEBINAR TRAINING PEDIATRICS] WEBINAR TRAINING PEDIATRICS HL7 - C7500P7500 (7500)'. Below this is a 'News' section with a 'Welcome to CT WiZ' announcement posted on 07/18/2019 by ALEJANDRA ARIAS, and a large blue heading 'Welcome to CT WiZ Training!'.

1. Click on Inventory
2. Click on Vaccines
3. Click on Vaccine Returns

# Checking Return Status - Getting Started

Vaccine Returns [Learn More](#) Add New Vaccine Return

**Search**

<b>Clinic</b> (ALL) <input type="text"/>	<b>Return Status</b> (ALL) <input type="text"/>
<b>Return Reason</b> <input type="text"/>	<b>Return Type</b> <input type="text"/>
<b>Return Date Range</b> From: 12/06/2023 <input type="text"/> Through: 03/06/2024 <input type="text"/>	<b>Date Submitted to VTrckS Date Range</b> From: MM/DD/YYYY <input type="text"/> Through: MM/DD/YYYY <input type="text"/>
<b>Date Submitted to Program Date Range</b> From: MM/DD/YYYY <input type="text"/> Through: MM/DD/YYYY <input type="text"/>	

You can select the following fields to narrow the search for orders by:

- Clinic
- Return status: In Work (not submitted for approval), Submitted for Approval, Rejected, Approved.
- Return reason
- Return date range, date submitted to VTrckS date range, or date submitted to program date range.

Click Search once search criteria has been entered.

# An example of Approved Returns

Vaccine Returns [i Learn More](#)



[Add New Vaccine Return](#)

### Search

Clinic: (ALL)  Return Status: (ALL)   
 Return Reason:  Return Type:   
 Return Date Range: From: 12/12/2023  Through: 03/12/2024  Date Submitted to VTrckS Date Range: From: MM/DD/YYYY  Through: MM/DD/YYYY   
 Date Submitted to Program Date Range: From: MM/DD/YYYY  Through: MM/DD/YYYY

Return Number	Return Date	Return Status	Return Type	Return Reason	Date Submitted to Program	Date Submitted to VTrckS	Return Detail
WEBINAR TRAINING PEDIATRICS HL7 - 7500							
R03122024750000	03/12/2024	APPROVED	RETURN ONLY	FAILURE TO STORE PROPERLY UPON RECEIPT	03/12/2024		<input type="button" value="View"/>

# How to get help

- Click on the  located at the top of the page to get a description of whichever screen you are on.
- Some pages have a  link. Click on this to see short "How To" videos. These appear on a separate page so you can play videos while navigating through CT WiZ.
- Visit the CT WiZ training page [here](#). The training page has numerous documents and step by step videos to help you.
- Still can't find an answer to your question? After you exhausted all of the above options, submit a help desk ticket to get the quickest answer. You may do so by clicking [here](#).

