

Update to Vaccine Returns Process

6-15-16

Instructions for completing the updated vaccine return form:

1. Please complete all information requested on the return form. The NDC number can be found on the original vaccine packaging or on the McKesson packing slip. **DO NOT USE THE NDC NUMBER ON THE VIAL OR SYRINGE. [Example NDC: 12345-6789-00]**
2. Email a copy of this form to the Immunization Program (william.ledford@arkansas.gov and freddie.barber@arkansas.gov) and keep a copy for your records. **Vaccine return forms are only accepted in Excel format. Incomplete, handwritten, scanned or PDF return forms will be rejected and sent back to the facility. The most recent form is available on the WebIZ Home Page.**
3. Pack all vaccine to be returned to McKesson documented on this form in a cardboard box. **ONLY PACK THE VACCINES DOCUMENTED ON THIS FORM. THE MCKESSON RETURN LABELS WILL BE FOR THIS RETURN ONLY.**
4. Enclose the original return form in the package with the wasted or expired vaccines being returned and seal the box securely with packing tape.
5. Once the Vaccine Management Team enters the return into VTrckS, McKesson will email a postage-paid label to the contact submitting the return form. Once the label has been received, affix the label to the package, and give the package to the next UPS driver.
6. Clearly label the outside of the shipping container with **"Non-viable Vaccine Enclosed"**.

All vaccine return forms will be rejected if any of the following information is not entered on the vaccine return form.

1. Name of the Facility
2. VFC/PIN ID: Enter ARA, then your 4-digit PIN number (Ex. ARA 123A)
3. Contact Name
4. Email: (Required for Emailed Shipping Label)
5. Phone
6. Enter the number of LABELS needed (Equals the number of cardboard boxes containing expired or wasted vaccine being returned to McKesson)
7. Date Submitted

To Receive Return Labels

Due to the efficiency and speed of having return labels delivered electronically after the return is submitted, Email (vs. "Standard Mail") is the recommended option for the delivery of return labels when a provider has an email address available to receive return labels and is currently part of a regular UPS shipping route.

Return labels may be available by email as soon as 15-30 minutes after the return is submitted (Return status is "Sent to Distributor"). However, if a return label is not received via email within 1.5 hours,

please check your spam folder.

- The emailed return label will be coded with an internal tracking number used by McKesson to manage vaccine returns. It is strongly recommended that providers wait to create additional returns until they have received the emailed return label for earlier entries. This will allow you to match the correct return label with the appropriate return box.
- One unique return label will be included per email. Labels cannot be photocopied or reprinted for multiple uses. This means that if three boxes are indicated in the return, the contact will receive three emails, each containing a single return mailing label. It does not matter which label is put on each of the three boxes for that specific return, because when the boxes are received, McKesson will be looking at the boxes altogether.
- If you do not use all of your requested labels, please send any unused labels inside the box to be returned to McKesson. This updates previous guidance to destroy unused labels.

Once a return has been submitted, it will not be possible to update or edit the return contact person, standard mail address or email address in the return.

If you have questions about the provider returns process, please contact William Ledford at William.ledford@arkansas.gov or Thomas Young at Thomas.young@arkansas.gov.

Frequently Asked Questions:

1. What are the benefits to providers for requesting return labels via email rather than standard mail?

Benefits include receiving the return label more quickly (same day) and avoiding having the labels lost or misplaced as part of standard mail, which requires follow-up. In addition, receiving the label more quickly allows providers to ship their returns out with less delay, reducing the need for awardee return corrections that may result from having additional vaccines not listed on the return included with the return when the shipment is not sent out immediately.

2. What will the email that I receive with my return label look like?

Below is a screen shot of the email you will receive once your return has been submitted to McKesson. The only link you need to know and should use is the one we have highlighted in the screen shot below. If you need to schedule a pick-up because you are not on a regular UPS route, you should select the "Pick up" option in VTrckS when creating the return.

From: McKesson Specialty Care Dist [<mailto:pkginfo@ups.com>]
Sent: Sunday, April 12, 2015 12:23 PM
To: Doe, Jane
Subject: UPS Label Delivery. 1Z2R438390MOI68O4

UPS Returns Label Delivery

This notice tells you that a UPS shipper has tent you an electronic label

You can pent and use this label to include in your outbound shipment, or send it to the consignee. The label will be available for 30

days

Note: When retrieving your label below, we will provide you with both a UPS Returns Label and Commercial Invoice if the invoice was prepared by the original shipper.

[View: UPS Returns Documentation Instructions](#)

[Retrieve Your Shipment Label](#)

[Schedule a Pickup](#)

[Get the Receipt](#)

[Find the Closest Service Location](#)

[Find Out More About Returning Your Shipment](#)

3. What will happen if I create multiple returns at the same time, receive multiple emailed return labels, and accidentally put the wrong labels on the wrong boxes?

This may result in a delay in processing your returns and may increase the likelihood of having to do corrections on returns. To avoid this situation, it is recommended that providers wait to create additional returns until they have received the emailed return label for earlier entries. This will allow you to match the correct return label with the appropriate return box. In addition, as stated in the Centralized Vaccine Distribution Guide, a best practice to facilitate returns processing involves including in each box a copy of the vaccine return form submitted the Vaccine Management Team. At a minimum, the following information: Awardee name: **(Arkansas)**, Provider name, and Provider PIN: **ARA (Your PIN#)**.

4. What happens if I request more labels than I need for a specific return?

Please send any unused labels inside the box to be returned to McKesson. This guidance is updated from previous guidance that instructed providers to destroy unused labels.

5. What happens if a provider does not have an email account?

Providers can continue to receive return labels via standard mail.

6. What is the best way to ensure providers and awardee will be able to receive return labels via email?

All McKesson return label communications will come from the following e-mail address, McKesson Specialty Care Dist [<mailto:pkginfo@ups.com>]. You should confirm that this e-mail address will not be blocked by your e-mail service's spam filters.