

Non-Viable Vaccine Returns

1. Providers will fax completed return forms to the VVFC Order Center so appropriate adjustments to their inventory records can be reflected.
2. Providers can re-use the shipment container provided by McKesson to send non-viable vaccine. Non-viable vaccine does NOT need to be kept cool. Do not include any syringes with attached needles or used vials. Contact McKesson Customer Service at 1-877-822-7746. A representative will schedule a pick up and send out a return label.
3. Providers should include a copy of the vaccine return form with each return.
4. McKesson's records will be verified with VVFC's records.
5. McKesson will ship non-viable vaccine back to manufactures for the excise tax credit.

Viable Vaccine Returns

1. All viable vaccine **must** be transferred.
2. Providers will fax completed return forms to the Order Center.
3. The Vaccine Management Specialist (VMS) will fax the provider a list of VFC providers in their area for a possible transfer.
4. Once the vaccine is delivered, the provider will fax the return form again to the Order Center with the following information:
 1. Date of Transfer
 2. Receiving Provider's PIN
 3. Contact Name
5. The VMS will call the receiving provider to verify the transfer and make the appropriate adjustments to each of the providers' inventory records.

