

How to report a failed McKesson* vaccine shipment

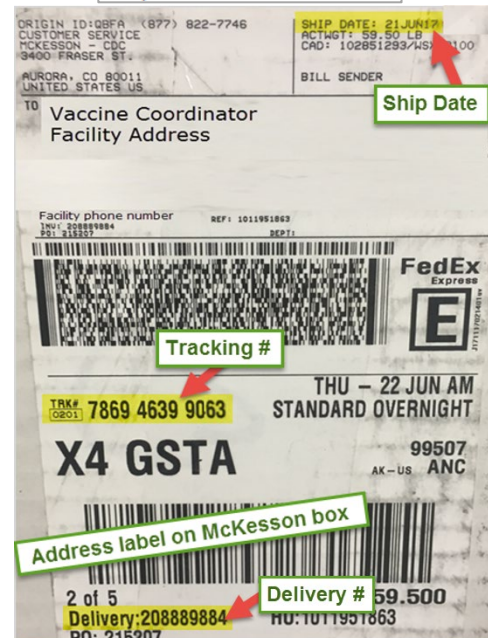
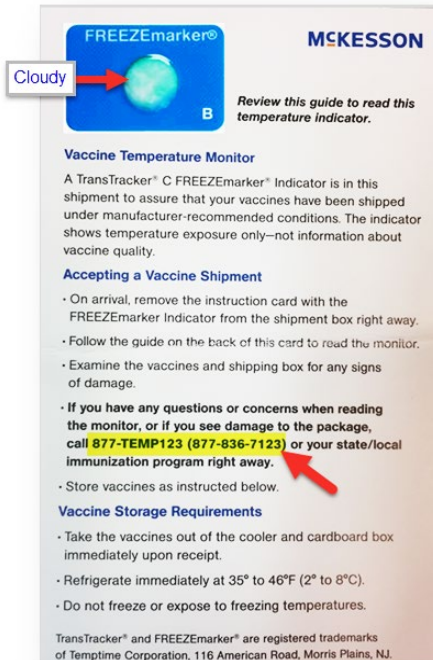
It contained activated paper temperature indicator(s)



AND/OR

It was in transit longer than 4 days

Ship date → Mon (Day 0)
Tues (Day 1)
Wed (Day 2)
Thur (Day 3)
Has until → Fri (Day 4)
midnight on
Day 4 to arrive



- 1) Accept the shipment and open the box. Do not “return to sender.”
- 2) Take a picture of the activated paper temperature indicator (warm or freeze).
- 3) Store vaccine appropriately in storage unit and label “Do no use.”
- 4) Do not receive **or** reject the order in VacTrAK. You will use the same order to receive in the reshipment.
- 5) Call McKesson at the phone number on the temperature indicator (**1-877-836-7123**) the **same day** that you receive the shipment. *If you do not call the same day, you may not receive a reshipment.* Leave a voicemail if it is after business hours for McKesson. Tell them:
 - Facility information (PIN, Facility Name, State of Alaska, phone number)
 - Delivery number from the packing slip or box
 - Brief description of what happened (e.g. freeze indicator activated)
- 6) Email your picture(s) to vaccinedepot@alaska.gov.
- 7) Wait for further instructions from the Immunization Program. CDC will determine the viability of your vaccine and whether a reshipment is needed. You will not receive a new tracking number for the reshipment. It will probably ship the following Monday, so proactively look for the reshipment that week.
- 8) Once the reshipment arrives, carefully compare the vaccine lot numbers to what is populated in VacTrAK. You may need to edit the lot number information in the pending VacTrAK order before clicking Receive.
- 9) Mail the doses deemed not viable from the original shipment back to McKesson. McKesson will email you a UPS postage-paid address label to attach to the box. You can give the box to any carrier, not just UPS.

*These instructions apply to a shipment from McKesson only and do not apply to frozen vaccine shipments from Merck

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Alaska Immunization Helpline Contact

Anchorage: 907-269-8088 | Toll Free: 888-430-4321 | Email: immune@alaska.gov