

STATE OF NEVADA

JIM GIBBONS
Governor

MICHAEL J. WILLDEN
Director



RICHARD WHITLEY, MS
Administrator

TRACEY D. GREEN, MD
State Health Officer

DEPARTMENT OF HEALTH AND HUMAN SERVICES HEALTH DIVISION

Bureau of Child, Family & Community Wellness
IMMUNIZATION PROGRAM
4150 Technology Way, Suite 210 - Carson City, Nevada 89706
Telephone: (775) 684-5900 • Fax: (775) 687-7596

June 21, 2010

Dear Health Care Providers,

Two common issues the Centers for Disease Control and Prevention (CDC) has encountered with the Central 2009 H1N1 Influenza Vaccine Recovery Program are:

- 1) **LABELS WITH NO INSTRUCTIONS:** As a result of staff turnover, not checking emails/faxes, or internal miscommunications between staff members, a small percentage of providers received UPS labels, but did not have any instructions to follow regarding the H1N1 recovery process. To avoid this issue, please ensure relevant office staff are aware of the recovery program procedure. If you have questions regarding any part of the recovery program please do not hesitate to contact the NV State Immunization Program.

If the UPS labels have been discarded by mistake, contact the HHS Supply Service Center and replacement labels will be issued.

- 2) **CHARGED FOR PICK-UP:** You will be charged a pick-up fee if you request upgraded pick-up services (e.g. express pick-up), which are not covered under the federal contract.

Please note: If UPS routinely delivers or picks up packages to your health care facility, clinic, or office, you do not need to schedule a separate UPS pick-up. Wait until the next time UPS visits your office to take your unused/expired H1N1 vaccine.

You can also go on-line: At www.ups.com to schedule a UPS pick-up and avoid being charged an additional fee. Instructions to request an online pick up are attached and also posted on <http://sseweb.psc.gov/h1n1>

Please read the attached step-by-step instructions from UPS on how to schedule a pick-up. If you have not received your labels by the end of this week, you may call Department of Health and Human Services (HHS) Supply Service Center (SSC) at **1-800-642-0263**.

Thank you for your participation in our program, and your cooperation with the Central 2009 H1N1 Influenza Vaccine Recovery Program. Again, if you have questions or concerns, please email the Nevada State Immunization Program at nviz@health.nv.gov, or call **(775) 684-5900**.

HHS Central 2009 H1N1 Influenza Vaccine Recovery Program

Guidance for Providers to Use the
Internet to Schedule a Pickup for UPS
Return Services

Updated June 2010

Why Use the Internet to Schedule a Pick-Up?

- Easy and convenient
- Accurate
- Providers will not be charged for pick-up services

Note: Providers who do not use the internet to schedule a pick-up may be charged a UPS pick-up fee

What if I Use the Internet and Am Still Asked to Pay?

- Contact the HHS Supply Service Center
 - Phone: 1-800-642-0263
 - 7:00 am – 7:00 pm EST
 - Email: H1N1Recovery@hhs.gov
 - Have your UPS tracking number and PIN ready

What if I Don't Have Internet Service?

- Call the HHS Supply Service Center
 - 1-800-642-0263
 - Have your UPS label ready
 - No charge will be incurred
- Call UPS to schedule a pick-up
 - Providers may be charged a UPS pick-up fee

Who Does Not Need to Schedule a UPS Pick-Up?

- If UPS routinely delivers or picks up packages to your health care facility, clinic, or offices, you do not need to schedule a separate UPS pick-up. You can wait until the next time UPS visits your office.

Example: When UPS delivers a package to your office, at that time you can ask the UPS delivery man to take the boxed unused/ expired H1N1 vaccines for shipment to the H1N1 Vaccine Recovery Program.

How to Schedule a UPS Pick-Up using the Internet (1 of 7)

The screenshot shows the UPS website interface for the United States. The top navigation bar includes 'Shipping', 'Tracking', 'Freight', 'Locations', 'Support', and 'Business Solutions'. The 'Shipping' tab is active. On the left sidebar, under the 'Track' section, the 'Schedule a Pickup' option is highlighted with a red circle. Other options in the sidebar include 'Create a Shipment', 'View History', 'Void Shipment', 'Create a Return', 'Calculate Time and Cost', 'Use International Tools', 'Order Supplies', 'Open a UPS Account', and 'Set Preferences'. The main content area features a large image of a woman in a purple shirt, with a 'Schedule a Pickup' button overlaid. Below the image are sections for 'UPS Billing Center', 'Industrial Manufacturing', and 'My UPS'. At the bottom, there are links for '2010 Rates Information', 'New Scheduled Pickup Options', and 'UPS On-Call Pickup Enhancement'.

1. On the www.ups.com website, select "Schedule a Pickup" under the "Shipping" tab.

How to Schedule a UPS Pick-Up using the Internet (2 of 7)

1 Shipping Label Questions

Do you have [UPS Shipping Labels](#) for your packages or letters? ♦

Yes
 No

Do you have any [preprinted Return Labels](#)? ♦

Yes
 No

Enter all tracking numbers from your return labels, one per line.

1Z1234567891234567

2. Answer “Yes” to both questions – “Do you have UPS Shipping Labels for your packages or letters?” and “Do you have any preprinted Return Labels?”
3. Enter the return label's 1Z tracking number's.

How to Schedule a UPS Pick-Up using the Internet (3 of 7)

2 Pickup Information and Location

Pickup Address:

<p>Company or Name: <input type="text"/></p> <p>Contact Name: <input type="text"/></p> <p>Street Address: <input type="text"/></p> <p>Suite/Room: <input type="text"/></p> <p>Floor: <input type="text"/></p> <p><input type="checkbox"/> Residential Address</p>	<p>Country: United States</p> <p>City: <input type="text"/></p> <p>State: Choose One ▼</p> <p>ZIP Code: <input type="text"/></p> <p>Telephone: <input type="text"/> Ext.: <input type="text"/></p>
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4. Complete “Pickup Address” information and Telephone number.

How to Schedule a UPS Pick-Up using the Internet (4 of 7)

3 Service and Package Information

Select the number of packages in your pickup, as well as the UPS Services indicated by your UPS Shipping Labels.

Package(s) in Your Pickup:

UPS Services in Your Pickup:
[▶ UPS Domestic Services](#) [▶ UPS International Services](#)

Does your pickup contain:
Items that weigh more than 70 lbs.?
 Yes
 No

5. Select the number of packages in the pickup (H1N1 vaccine only), and select "UPS Domestic Services" for each package.

How to Schedule a UPS Pick-Up using the Internet (5 of 7)

4 Pickup Date and Time

Pickup Date:

Earliest Pickup Time: : AM PM

Latest Pickup Time: : AM PM

Additional Pickup Information
Preferred Pickup Location: **Pickup Reference:**

Enter any special instructions to the UPS Driver:

5 Pickup Notifications [▶ Show Pickup Notifications](#)

6. Select a Pickup Date. Schedule a Pickup will display an available range of pickup times based on UPS capability by ZIP Code
7. Users can schedule a pickup up to 14 days in advance
8. Select "Next"

How to Schedule a UPS Pick-Up using the Internet (6 of 7)

Verify Pickup Request Details

Please verify the details of your request.

Pickup Date and Time		Edit
Pickup Date:	Friday, January 8, 2010	
Earliest Pickup Time:	9:00 AM	
Latest Pickup Time:	8:00 PM	

Pickup Address		Edit
Company or Name:	UPS	
Contact Name:	55 Glenlake Pkwy	
	Atlanta, GA 30328	

Pickup Information		Edit
Telephone:	1234567890	Ext.:
Special Instructions:		
Send Pickup Notifications To:		

Shipment Information		Edit
Total Number of Packages:	1	
Services Selected:	UPS Next Day Air	

Payment Information for All Fees		Edit

[«Back](#) [Cancel](#) [Next»](#)

9. Verify "Pickup Request" details are correct and select "Next"

How to Schedule a UPS Pick-Up using the Internet (7 of 7)

Schedule a Pickup

Pickup Request Complete [Print](#)

Thank you for choosing UPS. Your Pickup Request has been successfully received. Please print this page for future reference.

Pickup Request Number [295061NJ3U](#)

Pickup Date and Time	
Pickup Date:	Friday, January 8, 2010
Earliest Pickup Time:	9:00 AM
Latest Pickup Time:	8:00 PM

Pickup Address	
Company or Name:	UPS
Contact Name:	55 Glenlake Pkwy
	Atlanta, GA 30328

Pickup Information	
Telephone:	1234567890
Special Instructions:	Ext.:
Send Pickup Notifications To:	

Shipment Information	
Total Number of Packages:	1
Services Selected:	UPS Next Day Air

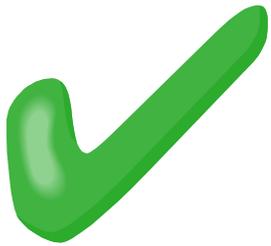
Payment Information for All Fees	

[Cancel Pickup](#) [Modify Pickup](#)

10. A "Pickup Request" Number will display indicating the Pickup is scheduled

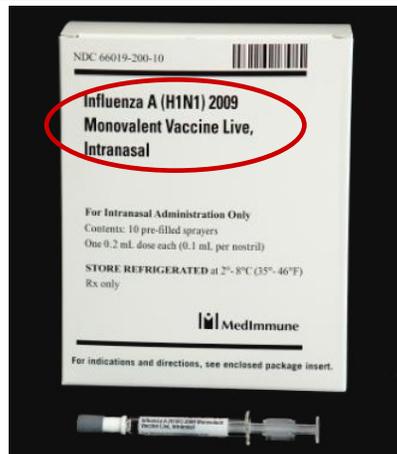
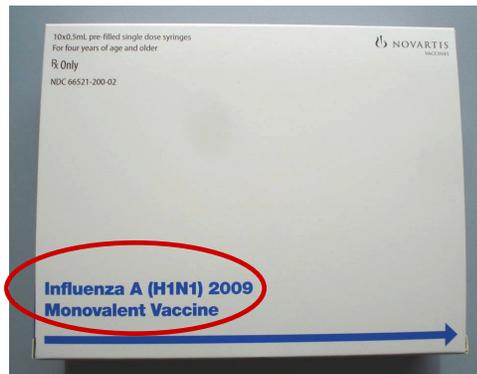
2009 H1N1 Influenza Vaccine - Central Vaccine Recovery Program

What H1N1 Influenza Vaccine Products Can Be Returned?



YES

ONLY
UNOPENED and WRAPPED
INFLUENZA A (H1N1) 2009
MONOVALENT VACCINE IN
ORIGINAL PACKAGING



NO

- **NO SEASONAL INFLUENZA VACCINE**
- No other vaccines or antiviral drugs
- No syringes with needles attached
- No broken, used or empty vials
- No unused ancillary kits (needles, syringes, vaccination cards, alcohol prep pads and sharps containers)

Note: Unused ancillary items can be kept for later use.



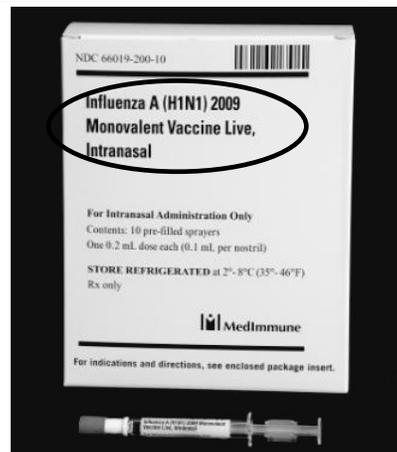
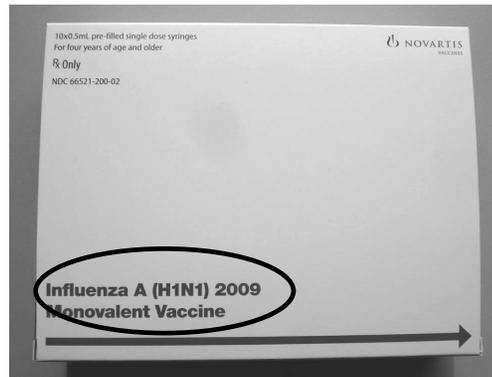
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