



# Vaccine Return Labels

## Frequently Asked Questions

Beginning in June 2015 return shipping labels requested for vaccine returns submitted to the VFC Program will be emailed to VFC providers instead of being sent via US Mail. Having return labels emailed should reduce the amount of time providers wait for a return label and minimize the instances when providers do not receive a return label.

Here are FAQs for emailed VFC vaccine return labels.

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

Below is a screen shot of the email you will receive. The only link you need to know and should use is the one we have highlighted in the screen shot below. **Do not click on or use any of the other links in the email.**

**From:** McKesson Specialty Care Dist [<mailto:pkginfo@ups.com>]  
**Sent:** Sunday, April 12, 2015 12:23 PM  
**To:** Doe, Jane  
**Subject:** UPS Label Delivery, 1Z2R43839096048804

UPS Returns Label Delivery

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

You can print 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](#)

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 awardees and providers to destroy unused labels.

What happens if I don't have the ability to print the labels?

Providers can continue to receive return labels via standard mail, include a note on your vaccine return form that you need to have the labels snail mailed (mailed through the US Postal Service).

What is the best way to ensure that I will be able to receive return labels via email?

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