



Department
of Health

Vaccines for Children (VFC) Program Training: Managing Vaccine Inventory

Division of Vaccine Excellence
Bureau of Vaccine Programs

SERIES 10



4/9/2025 11

Hello and welcome. The objective of this training is to provide guidance to NYS Vaccines for Children (VFC) providers on best practices for managing vaccine inventory and how to conduct a physical inventory.

This training briefly touches on how to use the New York State Immunization Information System (or NYSIIS) to conduct inventory related activities but should not be considered comprehensive. NYSIIS offers detailed, in-depth user trainings separately. Those trainings can be found by visiting the resources document included with these trainings.

NYS VFC PROGRAM REQUIREMENTS: VACCINE INVENTORY

- Primary and backup vaccine coordinators are responsible for all vaccine inventory activities:
- Manage inventory in the New York State Immunization Information System (NYSIIS)
- Accept vaccine deliveries - verify viability of vaccine, appropriately store vaccine, "Accept" inventory in NYSIIS Manage Orders module
- Rotate vaccine stock weekly:
 - Remove expired and spoiled vaccine from storage units immediately. Submit returns and wastage requests in NYSIIS.
 - Ensure most recent expiration is in the front.
- Conduct a physical inventory and compare it with NYSIIS inventory on at least a monthly basis



The primary and backup vaccine coordinators are responsible for managing vaccine inventory. The primary coordinator can take responsibility for all tasks with the backup providing support in their absence, or the primary and backup coordinator can split or share the tasks.

There are multiple tasks related to managing inventory, which include:

Manage inventory in the New York State Immunization Information System (NYSIIS), including placing orders for publicly funded vaccine;

Accept vaccine deliveries, which involves personally accepting physical shipments, including confirming the viability of the shipped vaccine and appropriately storing the vaccine;

Rotate vaccine stock weekly;

Remove expired and spoiled vaccine from storage units immediately. Submit returns and wastage requests;

Conduct a physical inventory and compare it with NYSIIS inventory on a monthly basis.

USE NYSIIS FOR VFC INVENTORY ACTIVITIES

NYSIIS includes functionality for the following vaccine activities:

- Documenting doses administered - automatically decrements from inventory
- Placing orders and accepting vaccine deliveries
- Submitting and tracking transactions for non-viable vaccine (Returns and Wastage)
 - “Non-viable” - vaccine that can no longer be used for any reason including: expiration, spoilage due to temperature excursion, vaccine that has been opened/damaged (e.g., broken syringe, vaccine that was drawn up but not administered, etc.).

Inventory

manage inventory
inventory not deducted
inv not deducted report
check not deduct status
manage orders
manage transfers
record temp log
manage campaigns
manual orders
manage ndc
manage returns and
wastage
vaccine loss report
vaccine loss status
manage allocation
create prebooking
manage prebooking



All VFC providers are required to use NYSIIS to order and track publicly funded vaccine inventory.

Each dose that is administered must be documented in NYSIIS. All doses must be entered into NYSIIS within 14 days of vaccine administration. Each dose administered will automatically deduct from your inventory in NYSIIS.

NYSIIS can interface with a provider’s electronic medical record system (EMR), which can transfer a patient’s vaccine administration into NYSIIS.

Users can also manually enter immunization information into NYSIIS. Document each patient’s VFC eligibility for every administered vaccine.

Providers must place and accept VFC vaccine orders in NYSIIS. Placing VFC orders in NYSIIS is covered in Training 11 of this series. Accepting orders in NYSIIS is covered in Training 12 of this series.

Providers must also use NYSIIS to process returns and wastage

transactions for nonviable vaccine. “Nonviable” refers to vaccine that is no longer useable. This includes vaccine that is expired, spoiled, or wasted. Handling returns and wastage is covered in Training 13 of this series.

ACCEPTING A VACCINE DELIVERY

- Coordinator or backup must be present to:
 - accept physical shipment
 - confirm viability of all vaccines in delivery
 - ensure proper immediate storage of vaccine
- **Never leave a vaccine delivery unattended**
- Unpack shipment as soon as possible
 - After confirming that contents are viable and storing vaccine in appropriate storage unit , *Accept Transfer* in NYSIIS:



Receive Transfer	
Accept Entire Transfer....	Accept Transfer
Return to the Previous Screen....	Cancel



Vaccine coordinators and backup coordinators must accept vaccine deliveries. Coordinators need to:
Personally accept shipments,
Confirm the viability of the shipped vaccine,
Ensure the vaccines' proper storage.

Vaccines should only be delivered when the primary or backup coordinator is on duty. The vaccine delivery should never be left unattended and should be unpacked as soon as possible.

After the vaccine coordinator (or backup) confirms the delivered vaccine is viable and has appropriately stored the vaccine, they should complete the "accept transfer" procedure in NYSIIS. Please keep in mind that frozen vaccine ships separately from refrigerated and may not all arrive on the same day.

VACCINE STOCK ROTATION, REMOVAL AND RETURNS



- Rotate vaccine stock weekly so that vaccine with the earliest expiration date is always in front
- Identify any non-viable (expired, unusable, or wasted) vaccine:
 - Label expired vaccine “Do Not Use” and remove from storage unit immediately
 - Label vaccine exposed to a temperature excursion “Do Not Use” but leave in storage unit until The NYS VFC Program deems non-viable or “spoiled”
 - vaccinetempexcursion@health.ny.gov must be contacted immediately to report any out-of-range temperatures
- Return unopened expired and spoiled vaccine vials and syringes to McKesson
- Discard wasted vaccine with medical waste
- Document all non-viable vaccine in NYSIIS “Manage Returns and Wastage” module



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Vaccine stock should be rotated weekly, moving the vaccine with the earliest expiration date to the front of the storage unit.

During vaccine rotation, identify any nonviable vaccine. Nonviable vaccine is vaccine that can no longer be used for any reason, including expiration, temperature excursion, damaged or opened vials and syringes, and vaccines that were drawn up but not administered.

Any nonviable vaccine should be removed from the storage units and clearly labeled “Do Not Use.”

If you suspect a temperature excursion, label vaccine “Do Not Use” and complete and submit a Temperature Excursion Report. Do not remove spoiled vaccine from the storage unit unless the NYS VFC Program has deemed it nonviable.

Spoiled and expired vaccine vials and syringes that are unopened should be returned to McKesson, which is the Center for Disease Control and Prevention’s (CDC) centralized distributor for publicly

funded vaccine.

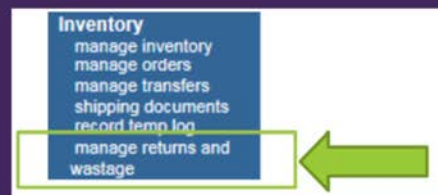
Wasted vaccine is vaccine that has been opened or damaged in some way. It is not eligible to be returned and should be discarded.

All expired, nonviable, and wasted vaccine must be reported in NYSIIS.

DOCUMENTING WASTED VACCINE



- Any time vaccine is wasted (dropped, broken, opened and not used etc.), it should be appropriately discarded and documented
- Document in NYSIIS at the time of occurrence
- Consider maintaining a tally sheet on or near the storage units where vaccine is stored



When vaccine is wasted, for example, if it is dropped, broken, or opened and not used:

Appropriately document and discard the vaccine according to your facility's policies for medical waste disposal

Document all wasted vaccine in NYSIIS

For internal record-keeping, consider maintaining a tally sheet of wasted vaccine on or near the vaccine storage units. This provides an easy record for reporting in NYSIIS.

Submit returns and wastage transactions in NYSIIS regularly to account for any expired, spoiled, or wasted vaccine. Wastage transactions can be submitted on an as-needed basis.

CONDUCTING A PHYSICAL INVENTORY OF VACCINE

- Confirm physical inventory against inventory in NYSIIS at least monthly
 - Can be done with weekly stock rotation
 - Required prior to submitting a vaccine order
 - Submit returns/wastage transactions regularly to account for expired/spoiled or wasted vaccine
 - Can submit wastage transactions on an as-needed basis
 - Always conduct inventory check prior to placing order
 - # of doses in NYSIIS and # of doses in storage units should always match
 - Vaccine orders may be reduced or denied if inventory is inaccurate



Conduct a physical inventory of vaccine on a monthly basis at a minimum. This can be done at the same time as your weekly vaccine stock rotation.

Always conduct an inventory check prior to placing an order.

The number of physical vaccine doses in your storage units and number of vaccine doses in NYSIIS should match.

Based on the doses on hand shown in NYSIIS, your orders can be reduced or denied.

The next few slides will explain how to properly conduct a physical inventory of vaccine.

PHYSICAL INVENTORY STEP 1: STORAGE UNIT TEMPERATURE MAINTENANCE

- Ensure storage units are properly set up
 - Organize and label vaccine as instructed in separate training
- To minimize the risk of temperature excursions:
 - Break inventory check into smaller sessions
 - i.e. one vaccine at a time, or one shelf per hour, closing door in between
- If excursion occurs:
 - Contact NYS VFC **immediately** at vaccinetempexcursion@health.ny.gov
 - Keep door closed
 - Monitor temperature closely



Prior to conducting a physical inventory, ensure your refrigerator and freezer units are properly set up.

To reduce the chance of a temperature excursion during an inventory check, consider breaking the inventory into smaller sections to lessen the time that the door stays open. For example, inventory one shelf per hour, closing the door in between.

If an excursion occurs, keep the storage unit door closed, continue to monitor the temperature, and complete and submit a Temperature Excursion Report.

PHYSICAL INVENTORY STEP 2: PRINT AND COMPARE INVENTORY

- Print a copy of your current inventory in NYSIIS

- Manage Inventory*
- Radio button “non-expired”
- File > “print”

- Public lots are indicated with Y in “Public” column

Manage Inventory

Add Inventory for Site (Julie's Organization) ...

Modify Quantity On Hand for Selected Sites...

Show Transactions for Sites...

Return to the Previous Screen...

Add/Edit Inventory with 2D Barcode scan... Barcode:

Site: Julie's Organization Show Active Inactive Non-Expired Expired

Select	Trade Name	Lot Number	Inv On Hand	Active	Public	Exp Date
<input type="checkbox"/>	DECAVAC	rely123	100	Y	Y	09/15/2016
<input type="checkbox"/>	Gardasil 9	tytyt	200	Y	Y	05/01/2018
<input type="checkbox"/>	IPOL	8789845	99	Y	Y	08/01/2018
<input type="checkbox"/>	Infanrix	TRAINWA1	1	Y	Y	11/01/2017
<input type="checkbox"/>	Pediarix	JLSJKDFA	50	Y	N	03/31/2018
<input type="checkbox"/>	Pentacel	kkkjk	50	Y	Y	03/15/2018
<input type="checkbox"/>	Prevnar 13	56764	40	Y	Y	06/01/2017

*Must have administrative user role in NYSIIS to access



To conduct a physical inventory:

Print a copy of your current inventory in NYSIIS

You must have an administrative user role in NYSIIS to access the Manage Inventory feature

Click on Manage Inventory, then select the radio button for “non-expired” on the main Manage Inventory page.

For more information on managing inventory in NYSIIS, see chapter 9 of the NYSIIS User Manual, found on the resources page of this training.

Compare the physical inventory in the storage unit with the inventory information on the NYSIIS inventory print out.

PHYSICAL INVENTORY STEP 3: SELECT & SORT VACCINE

1. Identify all publicly-funded vaccine.
2. Quickly remove doses of vaccine you will be checking and close storage unit door immediately. Do this in several batches to minimize risk of temperature excursion.
 - The NYSIIS print out displays inventory alphabetically by Trade Name. The Trade Name is located directly below the Vaccine Name on the box of vaccine.
3. Group vaccine by lot #.
 - The Lot # in NYSIIS is the Lot # that is printed on the **OUTER package or the box of vaccine, NOT on the individual vial/syringe.**



Confirm that the vaccine is publicly funded before removing vaccine from the storage unit. Ideally, publicly funded vaccine should be stored on a different shelf than privately purchased vaccine.

Remove all doses of the first trade name of vaccine you are checking and close the storage unit door.

The NYSIIS Inventory sheet displays inventory alphabetically by trade name. The Trade Name for each vaccine product is located on the box.

Group the vaccines by Lot Numbers.

The lot numbers for each vaccine are located on the box.

PHYSICAL INVENTORY STEP 4: INVENTORY MATCHING

1. Count the number of individual doses in each box of vaccine and confirm that they match the information listed on the printed NYSIIS inventory sheet for each trade name and lot #.
 - If the vaccine is in a multi-dose vial such as IPOL (10 doses), and marks have been made on the vial, you can subtract the marks from the total # of doses that the vial started with. This is the total # of remaining doses.
2. Confirm that the vaccine quantities and lot #s match information listed on printed NYSIIS inventory sheet. Note any discrepancies on the sheet.
3. **Remove any expired vaccine (do not put back in storage unit).**



For each trade name and lot number, count the number of individual doses in each box of vaccine.

If vial caps are all same color, then each one is one dose.

If vial caps are different colors, then it takes one of each color to make one dose.

If the box contains vials and syringes, then it takes one of each to make one dose.

If the vaccine comes in a multi-dose vial and marks have been made on the vial, you can subtract the marks from the total number of doses that the vial started with, which results in the number of doses remaining in the vial.

Compare physical inventory to the NYSIIS inventory sheet printed out in step 2. Note any discrepancies between physical inventory and NYSIIS inventory.

Remove any expired vaccine that you find in the unit.

PHYSICAL INVENTORY STEP 5: RECONCILE INVENTORY IN NYSIIS

- Arrange for the return of expired or spoiled vaccine by submitting a returns/wastage request in NYSIIS “Manage Returns and Wastage” module
 - Once request is approved by NYS Vaccine Program staff, NYSIIS inventory is decremented automatically
- Doses administered may not be updating in real-time, and this may impact displayed inventory counts
- If there are errors with your inventory due to doses administered data not transferring over correctly, contact NYSIIS directly at either (518) 473-2839 or nysiis@health.ny.gov.



Manage Returns/Wastage Requests

Create Request

Current Returns/Wastage

User	Submit Date	Status	Request #
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Reconciling inventory in NYSIIS involves accounting for nonviable or wasted vaccine. Submit a return/wastage request in NYSIIS for any nonviable vaccine. Once the NYSIIS returns/wastage request is approved by the VFC Program, your NYSIIS inventory will automatically deduct.

Other factors besides returns and wastage can impact inventory quantities. If your practice interfaces with NYSIIS via EMR or data exchange, and there are issues with the file transfer process, inventory may not decrement properly. Check the “inventory not-deducted” module in NYSIIS to identify any data exchange discrepancies.

Contact NYSIIS directly for assistance with any data exchange issues.

VACCINE BORROWING



- If you lack private-stock vaccine due to unexpected circumstances such as:
 - A delayed vaccine shipment,
 - Vaccine that became unusable in-transit
 - Staff incorrectly calculated ordering/delivery times.
- This should be a **RARE** event and requires prior approval from the NYS VFC Program at nyvfc@health.ny.gov or 1-800-543-7468.



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In certain circumstances, the NYS VFC Program will allow providers to borrow vaccine from public stock for private use. These circumstances can include:

- A delayed vaccine shipment
- Vaccine that was spoiled in transit
- Ordering time was calculated incorrectly

These should be a rare events, and borrowing requires prior approval from the NYS VFC Program. The Borrowing Request form can be found in the VFC Program Forms and Resources section of NYS Vaccines for Children Program Website, also linked on the resources document included with this training.

VACCINE RESTITUTION



- The NYS Vaccine program has a vaccine restitution policy that requires vaccine providers to provide financial restitution in situations in which publicly-funded vaccine is deemed nonviable due to provider negligence.
- Standard population size practices (eligible patient population > 50) will be allowed a 5% allowance toward wasted vaccine annually
- Small population size providers (eligible patient population < 50) will have an annual wastage threshold of 10%.
- Vaccine lost due to uncontrollable circumstances (such as power outage) will not be counted against the annual wastage allowance

$$\text{Wastage for a 12-month period} = \frac{\text{number of vaccine doses wasted, expired or lost}}{\text{number of vaccine doses ordered}}$$



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The NYS VFC program has a vaccine restitution policy that requires vaccine providers to provide financial restitution in situations in which publicly-funded vaccine is deemed nonviable due to provider negligence.

The restitution policy depends on the size of the eligible patient population:

VFC practices with standard population size of eligible patient population greater than 50 are allowed a 5% annual allowance toward wasted vaccine.

VFC practices with small population size of eligible patient population less than 50 have an annual wastage threshold of 10%.

Seasonal flu vaccine and any vaccine purchased as part of an outbreak response will not be counted as part of the annual wastage.

The allowance is based on the total doses of vaccine wasted compared to the total doses of vaccine ordered over the practice's previous 12-month period.

Providers who lose vaccine due to uncontrollable circumstances, such as power outages or unforeseen equipment failure, will not have those losses counted against their wastage allowance.

RESTITUTION SCENARIOS

Scenarios considered for restitution

- Over-ordering or having excessive amounts of vaccine (flu excluded)
- Vaccine loss due to inappropriate storage and handling
- Vaccine loss due to staff negligence (e.g., incorrect thermostat adjustment or not monitoring temperatures)

Scenarios that will not be considered for restitution

- Excess amounts of flu vaccine on-hand
- Vaccine loss due to a power outage when the office is closed



Examples of restitution scenarios are included in the table on this slide. Possible restitution scenarios for restitution may include:

Having an excess of expired non-flu vaccine or over ordering non-flu vaccine,

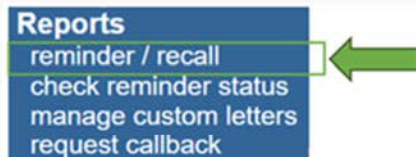
Vaccine loss due to inappropriate storage and handling equipment,
OR

Vaccine loss due to staff negligence (e.g., adjustment of thermostat incorrectly or failure to monitor temperatures).

Scenarios that are not considered for restitution include having too much expired flu vaccine or over ordering flu vaccine OR vaccine loss due to power outage that occurred when the office was closed or equipment failure with no previous signs of a problem.

BEST PRACTICES: INCREASING VACCINE UTILIZATION & REDUCING WASTAGE

- **Use NYSIIS “Reminder Recall” tool**
 - Helps increase vaccine utilization
 - Can search by date range, birth date range or by vaccine group
 - Generate a reminder for patients who have not completed a vaccine series
- **If > 10 doses are about to expire, transfer vaccine between facilities**
 - Decreases need for financial restitution
 - Locate an office that can use the vaccine
 - Obtain prior approval with NYS VFC program (1-800-543-7468)



To increase vaccine utilization and reduce waste, use as much of the vaccine as you can before it expires. Run a reminder/recall report in NYSIIS to identify patients who are due or past due for immunizations. NYSIIS trainings provide tutorials on the reminder/recall tool.

If more than 10 doses of vaccine are about to expire, transfer vaccine to another facility that will be able to use it. If your office is part of a larger “Parent” organization, contact the parent organization to see if other sites within the organization can use the vaccine.

If there is another VFC provider nearby, check with this provider to see if they can use the vaccine.

Ask the County Health Department if they can use the vaccine or can assist you in finding a provider that can use it.

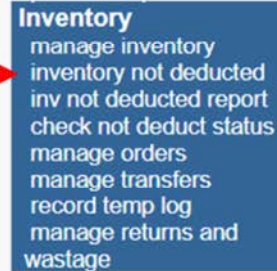
To transfer vaccine, providers must obtain prior approval from the NYS VFC program. Transfers must adhere to transport protocols and complete a transport tracking sheet. Information and instructions on

transporting vaccine is covered in Training 9 of this series.

If you have less than 10 doses of vaccine or you are unable to locate another provider who can use excess vaccine, you must waste the vaccine as explained on slide 6.

NYSIIS INVENTORY NOT DEDUCTED MODULE

- The Inventory Not Deducted module is used to view a listing of immunizations added to NYSIIS through the Data Exchange Process that did not deduct from NYSIIS inventory.
- This option allows you to deduct the immunization from your NYSIIS inventory by assigning the correct trade name and vaccine lot to the listed immunizations.



Inventory
manage inventory
inventory not deducted
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manage transfers
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For detailed training on the Inventory Not Deducted module, please visit the NYSIIS training page on the New York State Department of Health's website:
https://www.health.ny.gov/prevention/immunization/information_system/status.htm

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The Inventory Not Deducted module is used to view a listing of immunizations added to NYSIIS through the Data Exchange Process that did not deduct from NYSIIS inventory.

This option allows you to deduct the immunization from your NYSIIS inventory by assigning the correct trade name and vaccine lot to the listed immunizations.

Please see the NYS Department of Health website for detailed NYSIIS trainings [Training](#)

KEY MESSAGES: MANAGING VACCINE INVENTORY

The vaccine coordinator and backup are responsible for the following vaccine inventory activities:

- Using NYSIIS to manage inventory including placing orders for publicly-funded vaccine, accepting vaccine orders, and submitting returns/wastage transactions
- Accepting vaccine deliveries (this includes confirming viability of vaccine and unpacking each shipment)
- Rotating vaccine stock weekly and removing expired or unusable vaccine
- Conducting a physical inventory check of vaccine at least monthly and prior to placing a vaccine order
- Using recommended best practices to increase vaccine utilization, and decrease vaccine wastage



The following are the key messages for this training module.

The vaccine coordinator and backup are responsible for the following vaccine inventory activities:

Manage inventory in the New York State Immunization Information System (NYSIIS), including placing orders for publicly funded vaccine;

Accept vaccine deliveries, which involves personally accepting physical shipments, including confirming the viability of the shipped vaccine and appropriately storing the vaccine;

Rotate vaccine stock weekly;

Remove expired and spoiled vaccine from storage units immediately.

Submit returns and wastage requests;

Conduct a physical inventory and compare it with NYSIIS inventory at least monthly

Use recommended best practices to increase vaccine utilization and reduce vaccine wastage

THANK YOU!



nyvfc@health.ny.gov



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Thank you for your participation in this training on managing vaccine inventory.
Any questions can be sent to nyvfc@health.ny.gov.