



Department
of Health

Vaccines for Children (VFC) Program Training: Accepting Vaccine Deliveries

Division of Vaccine Excellence
Bureau of Vaccine Programs

SERIES 12



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This training is intended to provide guidance to New York State (NYS) Vaccines for Children (VFC) providers on accepting vaccine deliveries.

NYS VFC PROGRAM REQUIREMENTS

- Standard Operating Procedure (SOP) for Accepting a Vaccine Delivery
 - Part of Vaccine Management Plan for Storage and Handling
 - Increases adherence to proper procedure and identification of problems
 - Include: Who, What, When, Where, and How?
 - How to accept, examine and store deliveries so that cold chain is maintained immediately upon receipt of delivery



You must establish a routine for receiving vaccine deliveries in accordance with your Vaccine management plan. A standard operating procedure will guarantee that your vaccine is handled properly. Keeping to a routine will also help you identify and correct any issues with the vaccine delivery.

Your Vaccine Storage and Handling plan should cover your vaccine receiving process and how the vaccine is stored. For example, your plan should include details on how to accept, examine, and store vaccine deliveries so the cold chain is maintained.

Procedures should be reviewing and updated annually and staff should be notified any time changes are made.

WHO IS RESPONSIBLE FOR ACCEPTING A VACCINE DELIVERY?

- Responsible staff are: VFC coordinator, back-up coordinator, and any staff designated and trained to receive vaccine deliveries by primary VFC coordinator
- Ensure all staff who handle deliveries are:
 - Aware of importance of maintaining the cold chain
 - Aware of need to immediately notify vaccine coordinator or back-up upon arrival
 - Knowledgeable of proper procedures to follow in absence of dedicated staff
- **Never leave deliveries unattended/unpacked**
- Staff should refer to Storage and Handling plan for steps to take on how to properly store the vaccine
 - Your practice will be financially responsible for mishandled vaccine



The vaccine coordinator and back-up coordinator are typically responsible for accepting vaccine deliveries and ensuring the cold chain is maintained. The vaccine coordinator and/or backup should be available on the days and times your provider agreement has listed for receipt of vaccine deliveries.

All staff members who handle vaccine deliveries must-

Know how to maintain the vaccine cold chain

Know how to properly store vaccine

Notify the vaccine coordinator or a back-up coordinator when the vaccine delivery arrives

If vaccine is delivered and the vaccine coordinator or back-up are not available for the next for 2 or more hours, other trained staff should properly check, unpack and store the vaccine delivery in accordance with your vaccine management plan.

Your practice may be financially responsible if vaccine is mishandled

after the delivery has been accepted.

STEPS TO TAKE AFTER ACCEPTING A VACCINE DELIVERY

Immediately unpack the contents and inspect the delivery.

1. Check for signs of physical damage to package and contents
2. Cross-check contents with packing slip to be sure they match
3. Check expiration dates to ensure none of the expiration dates have passed or will expire soon
4. Lyophilized (freeze-dried) vaccines – ensure that they came with correct type and quantity of diluents
5. Check for heat or cold damage, including cold chain monitor if included in package
6. Take inventory to ensure all items have been received. Check for broken vials/syringes or any other kind of damage.
7. Place in correct storage unit immediately
8. Always monitor temperatures inside of storage unit, especially after large order received (door is opened longer than usual, large quantity of vaccine can impact temperature)
 - Contact NYS VFC program immediately at vaccinetempexcursion@health.ny.gov if excursion occurs
9. “Accept Transfer” in NYSIIS “Manage Orders” module



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Accepting a vaccine delivery includes the following steps:

Immediately unpack and inspect a vaccine delivery once you receive it. Check for signs of physical damage to the package and contents. Cross-check contents with the packaging slip to be sure they match. Check the expiration date to ensure none of the vaccine is expired or soon expiring.

If the order contains lyophilized (freeze-dried) vaccines, check that they have been shipped with the correct type and quantity of diluents. Make sure diluents have been shipped in separate compartments for all frozen vaccines.

Check the package for heat or cold damage if a cold chain monitor has been included in the package, ensure that it does not indicate any out-of-range temperatures.

Take inventory to ensure all items have been received.

Place vaccine in storage units as soon as possible and monitor the storage unit for out of range temperatures after a large order is received.

Some storage units may be incapable of maintaining appropriate temperatures after large vaccine shipments are stored in them. If this happens, contact the NYS VFC program at 1-800-543-7468. If everything is accounted for, and no issues are noted with the delivery, accept the vaccine order in the New York State Immunization Information System (NYSIIS).

If you experience any issues with your delivery, including damaged vaccine, missing vaccine, or cold chain concerns, contact the VFC program as soon as possible.

WHEN CAN VACCINE BE DELIVERED?

- Facility should be open at least one other day than Monday for at least 4 consecutive hours to receive vaccine shipments.
- Don't order vaccines prior to an anticipated office closure for an extended length of time (i.e., holidays etc.)
- Only when the vaccine coordinator, back-up, or trained designated staff is on duty
- Always notify VFC immediately of any changes to delivery hours or change in key VFC personnel
- Update this information in your VFC provider agreement (not in Edit Org screen!)



To receive vaccine shipment, your practice must be open for at least 4 consecutive hours on a weekday other than Monday.

Some storage units may be incapable of handling a large shipment, and temperatures may fluctuate after a vaccine delivery. Ensure staff is available during and after all delivery times to monitor storage unit temperatures after a vaccine delivery.

Before placing a vaccine order, consider holiday, vacations, staff schedules, and changes in hours of operation to guarantee you will have staff available to receive vaccine deliveries. You must make updates to your Provider Agreement in NYSIIS if you have any changes in delivery hours or contact information.

CHECK DELIVERY FOR HEAT OR COLD DAMAGE

- Is a vaccine Cold Chain Monitor (CCM) present?
 - One-time use and should be discarded
 - Not all shipments contain a CCM
- Issues with temperatures?
 - Immediately label vaccine "DO NOT USE"
 - **Store at proper temperature – vaccine may be determined to be viable by manufacturers. Not storing at proper temperature may further impact vaccine viability**
 - Immediately contact VFC program for guidance
vaccinetempexcursion@health.ny.gov

A cold chain monitor is a single-use monitor placed in a shipping container that indicates if the container temperature has gotten too warm or too cold.



Some vaccine deliveries contain a vaccine cold chain monitor (CCM). A CCM tracks whether the cold chain was maintained during shipment.

CCMs should be discarded after one use.

If a vaccine delivery does not contain a CCM, the shipment should contain an insulating barrier between vaccine and refrigerated or frozen coolant packs.

If there are any issues with the contents of the shipment, label the vaccine "Do Not Use," store it at the proper temperature and contact the VFC Program for guidance.

If you are unsure if the cold chain was appropriately maintained, contact the NYS VFC program.

WHERE SHOULD VACCINE BE STORED?

- Refer to product inserts to learn product-specific storage and handling practices, save inserts in storage and handling plan
 - <http://www.immunize.org/fda/>
- Post a list of appropriate storage for vaccines and diluents near storage units
- Leave vaccines in their original packaging and put the first to expire in front of the storage unit
- Remove any expired vaccine/diluent
- Also refer to Training #6: Setting Up Vaccine Storage Units
- **Never leave shipping container unpacked and unattended**



Review the manufacturer product inserts that come with vaccines and diluents to learn the most up-to-date storage and handling practice for the products. Keep copies of the inserts with your vaccine management plan. Updated product inserts can be found at immunize.org/fda

After confirming that the cold chain has been maintained, place the vaccine in the proper storage units.

Post a list of vaccine and diluents that need to be refrigerated and frozen near the storage units. Diluents should never be placed in a freezer.

Store vaccine in its original packaging.

Remove any expired vaccines and diluents from the storage units. Rotate vaccine with the earliest expiration date to the front of the storage unit.

STORAGE OF REFRIGERATED AND FROZEN VACCINES

Refrigerator Store between 2°C and 8°C (36°F and 46°F)	
Vaccine	Product Name
COVID-19*	Comirnaty, Novavax
Dengue	Dengvaxia
DTaP	Daptacel, Infanrix
HepA	Havrix, Vaqta
HepB	Engerix-B, Hepislav-B, RecombivaxHB, Prehevbrio
Hib	ActHib, Hiberix, PedvaxHib
HPV	Gardasil 9
IIV	Afluria, Fluad, Flublok, Flucelvax, FluLaval, Fluarix, Fluvirin, Fluzone, Fluzone High-Dose
IPV	Ipol
LAIV	Flumist
MMR	M-M-R II*, Priorix
MenACWY	MenQuadfi, Menveo
MenB	Bexsero, Trumenba
Nirsevimab	Bevyfortus
PCV15	Vaxneuvance
PCV20	Prevnar20
PPSV23	Pneumovax 23
RSV	Abrysvo, Arexvy
RV1	Rotarix
RV5	RotaTeq
RZV	Shingrix
Tdap	Adacel, Boostrix
Td	Tenivac, TDVax
Combination Vaccines	
DTaP-HepB-IPV	Pediarix
DTaP-IPV	Kinrix, Quadracel
DTaP-IPV/Hib	Pentacel
DTaP-IPV-Hib-HepB	Vaxelis
HepA-HepB	Twinrix
MenABCWY	Penbraya

- Improperly stored or outdated vaccines won't protect your patients, and is not consistent with VFC requirements
- Refer to package insert for specific instructions on the storage of each vaccine

Freezer Store between -50°C and -15°C (-58°F and 5°F)	
Vaccine	Product Name
COVID-19*	Spikevax, Moderna (EUA)
Var ⁶	Varivax
Mpox ⁸	Jynneos
Combination Vaccines	
MMRV ⁵	Proquad

Ultra-Cold Freezer Store between -90°C and -60°C (-130°F and -76°F)	
Vaccine	Product Name
COVID-19*	Comirnaty, Pfizer-BioNTech (EUA)



Source: <https://www.cdc.gov/vaccines/hcp/admin/storage/downloads/vaccine-storage-temperatures.pdf>



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This slide lists which vaccines can be stored in the refrigerator and which can be stored in the freezer (or Ultra-Cold).

Please note the following:

The vaccine package insert will explain the proper vaccine storage and handling requirements.

Refrigerated vaccine must be stored in a refrigerator unit between the temperatures of 36° and 46° Fahrenheit or 2° to 8° Celsius. The ideal temperature for refrigerated vaccine is 41° F or 5° C.

Frozen vaccine should be stored in freezer unit between -58° and +5° Fahrenheit or between -50° and -15° Celsius. The ideal temperature for frozen vaccine is 0°F or -18°C.

Always refer to product insert for specific vaccine storage guidance, as some vaccines have more restrictive temperature ranges. For COVID vaccine products, see manufacturer product insert, as guidance has been known to change more frequently as new

products are introduced to market.

This table is subject to change, as some of the Flu products listed in this CDC resource table may not be available in the 2025-26 season.

DILUENTS

- Always refer to manufacturer's product information
 - Some must be stored in the refrigerator
 - Other diluents have an option - either refrigerator or room temperature (no warmer than 77°F/25°C)
- **Never** store diluents in freezer!
- Store with corresponding refrigerated vaccine
- Diluents for some vaccines including Pentacel (DTaP-IPV-Hib combo vaccine) and Menveo (meningococcal conjugate vaccine) contain antigen
 - Packaged together with the corresponding lyophilized vaccine and **MUST** be stored together



Some diluents need to be stored in a refrigerator, and others can be left at room temperature. Room temperature should be no warmer than 77° F or 25° C. Always refer to the product insert for specific storage and handling requirements for diluents.

If possible, store diluents with their corresponding refrigerated vaccine. **NEVER** store diluents in the freezer.

Diluents for some vaccines including Pentacel (DTaP-IPV-Hib combo vaccine) and Menveo (meningococcal conjugate vaccine) contain antigen

Packaged together with the corresponding lyophilized vaccine and **MUST** be stored together

For an updated diluents reference sheet, visit the Vaccines with Diluents: How to Use Them link on the resources document included with these trainings.

NYSIIS DELIVERY DOCUMENTATION



Inventory
manage inventory
manage orders
manage transfers
shipping documents
record temp log
manage returns and
wastage

- Document in NYSIIS that delivery was received
 - Accept order function
 - Under Inventory header “manage orders”
 - Will auto-populate your inventory!
 - Refer to NYSIIS user trainings for further information



After unpacking the contents of the delivery, accept the vaccine order in NYSIIS. This documents that the delivery was received and will automatically update your NYSIIS inventory.

Accepting an order can be done by clicking on the Manage Orders link under the Manage Inventory header in NYSIIS,

A more detailed tutorial on accepting orders in NYSIIS is included in the NYSIIS user manual linked on the Resource document provided with this training.

KEY MESSAGES

- Developing comprehensive Standard Operating Procedures (SOPs) for vaccine deliveries are a critical part of your practice's Vaccine Management Plan.
- The primary vaccine coordinator and backup coordinator are the primary staff responsible for vaccine deliveries.
- Arrange for vaccine orders only when the vaccine coordinator, back-up, or trained designated staff will be on duty to receive shipment. Always notify VFC immediately of any changes to delivery hours or change in key program staff.
- All staff members who accept vaccine deliveries must be trained on the importance of maintaining the cold chain and the need to immediately notify the vaccine coordinator or back-up coordinator upon arrival.
- Immediately unpack and inspect the delivery. If a Cold Chain Monitor (CCM) is present, check for heat or cold damage. If damage is suspected, mark vaccines "do not use", store as if viable, and contact the VFC program for guidance.
- Keep a list of vaccines and diluents that need to be refrigerated and those that need to be frozen for quick reference. Remember that diluents should never be placed in a freezer.



The following are the key messages for this training module:

Developing comprehensive Standard Operating Procedures (SOPs) for vaccine deliveries are a critical part of your practice's Vaccine Management Plan.

The primary vaccine coordinator and backup coordinator are the primary staff responsible for vaccine deliveries.

Arrange for vaccine orders only when the vaccine coordinator, back-up, or trained designated staff will be on duty to receive shipment. Always notify VFC immediately of any changes to delivery hours or change in key program staff.

All staff members who accept vaccine deliveries must be trained on the importance of maintaining the cold chain and the need to immediately notify the vaccine coordinator or back-up coordinator upon arrival.

Immediately unpack and inspect the delivery. If a Cold Chain Monitor (CCM) is present, check for heat or cold damage. If damage is suspected, mark vaccines "do not use", store as if viable, and contact the VFC program for guidance.

Keep a list of vaccines and diluents that need to be refrigerated and those that need to be frozen for quick reference. Remember that diluents should never be placed in a freezer.

THANK YOU!



nyvfc@health.ny.gov



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Thank you for your participation in this training on accepting vaccine deliveries.

As always, any questions can be sent to nyvfc@health.ny.gov.