



Department
of Health

Vaccines for Children (VFC) Program Training Vaccine Returns and Wastage

Division of Vaccine Excellence
Bureau of Vaccine Programs

SERIES 13



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This training provides guidance to NYS Vaccines for Children (VFC) providers on returning and wasting publicly-funded vaccine.

VFC PROGRAM REQUIREMENTS: VACCINES RETURNS AND WASTAGE

- Primary and backup vaccine coordinators are responsible for the following returns and wastage activities:
 - Removing non-viable vaccine from storage units
 - Reporting all non-viable vaccine in NYSIIS at least monthly
 - Returning all eligible publicly-funded expired or spoiled vaccine to distributor on a monthly basis
 - Not all spoiled/expired vaccine is eligible to be returned. Open/punctured vials of IPOL, for example, may not be returned and must be recorded as wastage in NYSIIS. Contact VFC at nyvfc@health.ny.gov with questions.



The VFC vaccine coordinator and backup coordinator are responsible for removing non-viable vaccine from storage units.

The coordinator is also responsible for completing a manage returns/wastage request for non-viable VFC, vaccine in NYSIIS on a monthly basis.

Coordinators must return nonviable products in original vials or prefilled syringes to the Centers for Disease Control and Prevention (CDC) centralized distributor, McKesson Specialty, for federal excise tax credit for the VFC program.

Vaccines will be returned using the shipping label generated after submitting a returns/wastage request. Eligible vaccine should be returned at least monthly.

DEFINITIONS

- **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.).
 - Expired – vaccine with an expiration date that has passed
 - Spoiled – vaccine exposed to inappropriate storage conditions and has been deemed non-viable by the product manufacturer and/or NYS vaccine program staff
 - Wasted – non-viable vaccine not eligible to be returned and was discarded (e.g., broken vial/syringe, dose drawn up but not used)



The following terms are important for understanding the returns and wastage process.

Nonviable vaccine is vaccine that can no longer be used for any reason, including expiration, spoiling during a temperature excursion, opened or damaged vaccine.

Expired vaccine is any vaccine that is past its expiration date or beyond use date (BUD).

Spoiled vaccine is vaccine that has been exposed to inappropriate storage conditions and has been deemed nonviable by the product manufacturer.

Wasted vaccine is nonviable vaccine that was not eligible to be returned and was discarded. Examples may include a broken vial or syringe, a dose that was drawn but not used, or an open multi-dose vial.

RETURN OR DISCARD?

RETURN	DISCARD (WASTE)
Unopened vaccine vials and/or pre-filled syringes that have: <ul style="list-style-type: none">• Expired• Spoiled• Been recalled by the manufacturer	Open or damaged intact vaccine vials and pre-filled syringes including: <ul style="list-style-type: none">• Used syringes (with or without needles)• Syringes that were drawn up but not administered• Non-vaccine products (IG, HBIG, PPD)• Expired and viable diluent• Expired or spoiled multi-dose vials that are opened (e.g., an IPOL vial with <10 doses remaining)

Privately purchased vaccine and viable publicly-funded vaccine is not eligible to be returned to McKesson.



Not all VFC vaccines should be returned to the distributor. Some products should be discarded. The general rule for discarding vaccine is if the vial or syringe is damaged.

Nonviable vaccine vials and syringes that have been opened and syringes that are damaged should be discarded as medical waste and reported in NYSIIS as waste.

Examples of vaccine that should be discarded and reported include:

Used syringes (with or without needles)

Syringes that were drawn but not administered

Non-vaccine products including IG, HBIG, and PPD

All diluent, including viable diluents

Opened or pierced multi-dose vials that are expired or spoiled

You cannot return viable publicly funded or privately funded vaccine to McKesson.

MULTI-DOSE VIALS (MDVS)

1. Open multi-dose vials of vaccine that are expired or spoiled (or multi-dose vials with some doses withdrawn) are not eligible to be returned
2. Unopened multi-dose vials of vaccine that are expired or spoiled are eligible to be returned
3. Examples:
 - A vial of IPOL that is expired or spoiled and has been punctured/had some doses withdrawn (# of doses remaining < 10) is considered waste and should be discarded.
 - A vial of IPOL that is expired or spoiled but is unopened (# of doses remaining = 10) can be returned



Opened or punctured multi-dose vials of vaccine that are expired or spoiled are not eligible to be returned.

Unopened multi-dose vials of vaccine that are expired or spoiled are eligible to be returned. For example, a vial of IPOL that is expired or spoiled but is unopened can be returned.

PROCEDURE FOR RETURNING VACCINE

- 1. Label non-viable vaccine “DO NOT USE” and put in box.**
 - No ice packs or original packaging needed
- 2. Submit a Returns/Wastage Request in NYSIIS.**
 - NYS VFC approves and forwards to CDC within 1-2 business days.
 - Vaccine returns automatically decrement NYSIIS inventory
- 3. Tape return label on each box**
 - Pack return request & extra return labels inside of box
- 4. UPS will pick up box(es) during next service visit**
 - Do not schedule a pickup
 - Use UPS drop box if your office has no UPS service
- 5. Mark the item as “SHIPPED” in NYSIIS**

CALL VFC IF RETURN LABELS ARE NOT:

Emailed within 2 business days of return request (check spam for email from pkginfo@ups.com)

Received by mail within 7 days of return request



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The procedure for returning VFC vaccines is as follows: Label the non-viable vaccine to be returned “DO NOT USE” and put in box. No ice packs or original packaging is needed. Then, submit the return request in the “Manage Returns and Wastage” module in NYSIIS. Be sure to select “Email” or “USPS” for your return label request. Please note the following:

Emailed return labels will be received in 1-2 business days and sent to the primary vaccine coordinator’s email address listed in your provider profile. If you do not receive the label, check your spam or junk email folder. Contact the NYS VFC Program for assistance if you do not receive it in 5 business days. Shipping label links will expire in 10 days; open and print it out immediately.

Mailed return labels will come in a postcard sized envelope. Mailed labels take 3-5 business days to process. Contact VFC if you do not receive the mailed label within 7 business days.

Once you receive your return label,

Log into NYSIIS and mark the return request as "shipped."

Click "print page" on the Return Request page to generate a packing slip and place it in the box.

Give the packed and labeled boxes to UPS. Do not call to schedule a pickup from UPS. If your office is not on a pickup route, drop the box off at any UPS drop box.

PROCEDURE FOR DISCARDING VACCINE

1. Label the vaccine "Do Not Use" and remove from storage unit (if necessary).
2. Make a note of the Lot #, Expiration Date and Trade Name of the vaccine and the # of doses you will be discarding.
3. Discard wasted vaccine per your office's policies for medical waste disposal (e.g., sharps container)
4. Create a Wastage Request in NYSIIS "Manage Returns and Wastage" module
5. The Returns/Wastage request is reviewed and approved by NYS VFC staff.
 - Your NYSIIS Inventory will decrement automatically.
 - **You will not receive a return label for any vaccine submitted as "wastage"**



Some nonviable vaccine is not eligible to be returned to McKesson. This vaccine should be reported as waste in NYSIIS and discarded as medical waste. This includes damaged vials and syringes, opened multi-dose vials, and drawn vaccine that has not been administered.

The procedure for wasting nonviable vaccine includes:

Label the vaccine "Do Not Use" and remove from storage unit.

Note the Lot, Expiration Date, and Trade Name of the vaccine and the number of doses you will be wasting.

Create a Returns/Wastage Request in NYSIIS.

The Returns/Wastage request will be approved by NYS VFC staff. Your inventory is automatically updated once it is approved. The status on the request will be "Complete."

Discard the wasted vaccine according to your office's medical waste

policy.

NYSIIS RETURNS/WASTAGE MODULE



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



- Additional resources are available on the [VFC webpage](#)
- Ensure your contact information is up-to-date in NYSIIS for receipt of emailed return labels



In addition to the NYSIIS user manual and trainings in the New York State Learning Management System (LMS), there is a step-by-step guide to the Manage Returns and Wastage module on the New York State VFC website linked in this slide and on the resources document included with this training.

KEY MESSAGES

- NYS Vaccine Program requirements:
 - Report all non-viable, publicly-funded vaccine in NYSIIS monthly, at a minimum.
 - Return unopened, undamaged non-viable vaccine to CDC's Centralized Distributor (McKesson) monthly.
 - **Do not return** open vials, vaccine that is pre-drawn, broken vials and/or broken syringes, or open multi-dose vials. Report these items in NYSIIS then discard as medical waste.
- If return label requested by email, check your spam or junk email folder first. Contact the NYS VFC Program for assistance if not received within 5 business days.
- Mailed labels take an additional 3-5 days to process.
- Contact VFC program if you don't receive the mailed label within 7 days.



The following are key messages for this training:

All nonviable publicly-funded vaccine must either be returned or wasted. Nonviable vaccine should be marked "Do Not Use" and removed from storage units.

The VFC coordinator is responsible for completing a manage returns/wastage request for nonviable VFC vaccine in NYSIIS on a monthly basis.

Coordinators must return nonviable products in original vials or prefilled syringes to the CDC centralized distributor, McKesson Speciality. Vaccines will be returned using the shipping label generated after submitting the return request.

Damaged vials and syringes, opened multi-dose vials, and drawn vaccine that has not been administered should be reported as waste in NYSIIS and discarded as medical waste.

If return label requested by email, check your spam or junk email

folder first. Contact the NYS VFC Program for assistance if not received within 5 business days.

Mailed labels take an additional 3-5 days to process.

Contact VFC program if you don't receive the mailed label within 7 days.

THANK YOU!



nyvfc@health.ny.gov



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Thank you for your participation in this training on vaccine returns and wastage.
As always, any questions can be sent to nyvfc@health.ny.gov.