Online Registry Vaccine Management: Reporting Vaccine Wastage and Returns

NYC Department of Health & Mental Hygiene
Bureau of Immunization
July 2014
VFC Vaccine Returns and Wastage Tool

Reporting VFC vaccine returns and wastage is a simple 3-step process:

1. Enter VFC vaccine returns/wastage information
   - Complete all the fields in the “VFC Vaccines Return/Wastage form” below

2. Review/confirm VFC vaccine return/wastage information

3. Receive VFC Vaccine Return/Wastage receipt
Navigating to the Vaccine Returns and Wastage Tool

- Click on the VFC icon.
- Click on “VFC Vaccine Returns/Wastage” tab.

For complete instructions on how to report VFC Vaccine returns/wastage, click [here](#).

1. Enter VFC vaccine returns/wastage information.
   - To report vaccine returns/wastage, complete all the fields in the "VFC Vaccines Return/Wastage Form" below.
2. Review/confirm VFC vaccine return/wastage information.
3. Receive VFC Vaccine Return/Wastage Receipt.

Please note that vaccines that are reported for the following reasons cannot be returned: 'Broken Vial/Syringe', 'Vaccine drawn into syringe but not administered', 'Opened multi-dose vial', 'Other wastage (non-returnable)'. Please dispose of these vaccines properly.

Please print the VFC Vaccine Return/Wastage Receipt in the last step of the return process and insert it in a shipping box with your non-viable returnable vaccines.

The Shipping Contact will receive the vaccine return label, if that person needs to change please call 347-396-2405.
Step 1a. Enter returned and wasted vaccine information on VFC stock

- Select Vaccine Return/Wastage Reason, Vaccine Type, Brand, Manufacturer, Vaccine Lot, Expiration Date, and Unit Presentation from the dropdown lists for each lot of returned vaccine.
- Enter the number of doses returned for each vaccine lot.
- Click the Add Event button to add additional vaccine returns.
Step 1b. Enter returns/wastage vaccine information on borrowed stock

• If you are returning privately-purchased vaccine which was used to replace VFC Inventory (after borrowing VFC vaccine was documented), please select “Yes” to the question highlighted in blue, a new section will appear on the screen. If not, please select “No.”

• For the privately-purchased replacement vaccine, select from each of the drop-down lists a Vaccine Return/Wastage Reason, Vaccine Type, Brand, and Manufacturer.

• Type in the vaccine lot, expiration date, and number of doses for the replacement vaccine.
Step 1c. Request labels

- Please select the number of return labels needed based on the size of your vaccine return. A label is not necessary for reporting vaccine wastage events.

- Select **Continue**
**Step 2. Review/confirm VFC vaccine return/wastage information**

<table>
<thead>
<tr>
<th>VFC Return/Wastage #1</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vaccine Return/Wastage Reason:</strong></td>
<td>Improper storage upon receipt</td>
</tr>
<tr>
<td><strong>Vaccine Type:</strong></td>
<td>DTaP, HepB, IPV</td>
</tr>
<tr>
<td><strong>NDC:</strong></td>
<td>58160-0811-52</td>
</tr>
<tr>
<td><strong>Brand:</strong></td>
<td>Pediarix (Primary Series Only)</td>
</tr>
<tr>
<td><strong>Expiration Date:</strong></td>
<td>12/03/2015</td>
</tr>
<tr>
<td><strong>Unit Presentation:</strong></td>
<td>0.5ml SYR, 10-Pack</td>
</tr>
<tr>
<td><strong>Number of Doses:</strong></td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VFC Return/Wastage #2</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Vaccine Return/Wastage Reason:</strong></td>
<td>Power outage</td>
</tr>
<tr>
<td><strong>Vaccine Type:</strong></td>
<td>Hep A</td>
</tr>
<tr>
<td><strong>NDC:</strong></td>
<td>00006-4031-41</td>
</tr>
<tr>
<td><strong>Brand:</strong></td>
<td>Vaqta</td>
</tr>
<tr>
<td><strong>Expiration Date:</strong></td>
<td>11/23/2013</td>
</tr>
<tr>
<td><strong>Unit Presentation:</strong></td>
<td>SDV, 10-Pack</td>
</tr>
<tr>
<td><strong>Number of Doses:</strong></td>
<td>20</td>
</tr>
</tbody>
</table>

**Number of Return Labels Requested:** 2

- Review/confirm the return/wastage information.
- Select ![Change](change_icon) to update any incorrect or missing information.
- Select ![Confirm](confirm_icon) once all of the information is accurate.
Step 3. Receive confirmation of VFC vaccine return and wastage form submission

Thank you. This VFC Vaccine Return/Wastage form has been submitted by

The confirmation number is 323. A copy of this return has been emailed to

- Please use the Printer-Friendly Format link below to print this confirmation and only insert the VFC Vaccine Return/Wastage Receipt with your vaccines in an empty shipping box. If you are unable to print the button, you can also print the email confirmation you will receive and include it in the vaccine delivery box.

- If returning vaccines, return label(s) will be sent to you from McKesson Specialty after you submit your form to the Bureau of Immunization. Please allow up to 2 weeks for delivery.

- **DO NOT** mail any vaccine products directly to the Bureau of Immunization. They will be returned to you.

- **DO NOT** include ice packs.

- **DO NOT** send open vials, broken vials or syringes.

- Give the packed and labeled box to UPS the next time a delivery is made to your site.

- Only the vaccines eligible for return that you originally reported on the vaccine return/wastage form will be accepted. Please do not add any additional vaccines to the box.

- **Please DO NOT** call McKesson Specialty, UPS, or Federal Express to arrange a pickup or you will be charged for the pickup. Below are samples of the return label and return envelope.

- Please e-mail nycimmunize@health.ny.c.gov or call 347-396-2405 with your CIR facility code and/or VFC PIN if you have questions.

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Sample Return Label

Sample Return Envelope
Step 3. Receive VFC Vaccine Returns/Wastage Receipt

- Insert the VFC Vaccine Return Receipt with your returnable vaccine in a shipping box.
Contact

If you have questions regarding the Citywide Immunization Registry please email us at:

nycimmunize@health.nyc.gov