

Q1: What are the differences between Wasted, Spoiled, and Expired Vaccine, and what is returnable?

A1: **Wasted Vaccine** is any vaccine rendered unviable by spilling, breaking, or by being drawn up and not administered to a patient. Wasted vaccine also includes vaccine that is lost or unaccounted for. Wasted vaccine is not returnable, but it is important to report wastage in the Immunization Information System (IIS) for tracking purposes.

**Spoiled Vaccine** is any vaccine rendered unviable by becoming too hot, too cold, or exposed to light. Vaccine spoils when it is not stored or handled appropriately. This vaccine is returnable.

**Expired Vaccine** is any vaccine that is not used by the expiration date listed by the manufacturer. Expired vaccine is returnable.

**Exceptions:** If opened multi-dose vials are spoiled, expired, or wasted, they are not eligible for return. However, they should still be reported in the IIS. There is a specific drop-down menu for opened multi-dose vials in the IIS Reconciliation Screen.

Q2: How are wasted vaccines included as part of the online vaccine returns process?

A2: The process for wasted vaccine is very similar to the online returns process. Providers should submit wasted vaccine in their Reconciliation screen of the IIS like normal.

1. When you are reconciling your vaccine in the IIS, update your physical inventory to reflect the amount of wasted vaccine. For example, if you have 10 doses of Gardasil, and 10 doses are wasted, your physical inventory will now be 0.

2. Mark the category for the wasted vaccine as “wasted.” Under the Reason dropdown menu, list how the vaccine was wasted.
3. Use the Save button on the bottom of the Reconciliation Screen to update your inventory. If you have completed all of your inventory reconciliation, you can also use the Submit Monthly Inventory Button.
4. Once the Reconciliation page is updated, the wasted vaccine will be removed from the screen. It has now been reported as wasted to the state Department of Health. They will review it and send it to the state.
5. If the vaccine was spoiled or wasted due to a vaccine emergency, you are required to inform the state Department of Health through email or other communication. If this is the case, follow the instructions on our Excursion Guide and document the wasted/spoiled doses on your Vaccine Loss Log.

Q3: If I have expired vaccine I need to return, but I removed it from the IIS, what should I do?

A3: You may add the inactivated vaccine back into your inventory. The vaccine will be assigned based on the inactivation reason you previously assigned it. By re-activating a lot that was assigned as expired, it will automatically move to your vaccine returns page.

1. Log in to the Immunization Information System (IIS). Select your facility.
2. Go to the Lot Numbers header and click on the “Search/Add” title.
3. Search by vaccine type if you know the vaccine. You can also just hit the Search button.
4. Look for the vaccine lot number in the Search Results list. Make sure it is listed as “Inactive,” as denoted by a “Y” in the Inactive column.
5. Click on the vaccine.
6. On the next page, click the Edit button to edit the inactivated lot. The Lot Number Maintenance screen will load.

7. Make sure to click the “Inactive” box so that it is empty. This means you are activating the lot.
8. Hit the “Save” button. If you do not hit the save button, any changes you made will disappear.

The vaccine will now show in your inventory, like normal. Follow the online returns/wastage procedures as needed.

Q4: Can I view my returns/wastage history in the IIS?

A4: Yes, you can. These are the steps:

1. Log in the IIS. Select your facility.
2. Click on the Orders/Transfers Header and select “Search History.”
3. On the Search History Screen, there are four radial buttons at the top of the screen which list Orders, Transfers, Returns, and Wastage. Select either the Returns or Wastage radial button.
4. Hit the “Search” button.
5. Your results will list on the screen.
6. You can click on any of the orders to review them in detail.

Q5: Do I need to return COVID-19 vaccines?

A5: COVID-19 vaccines became part of the Childhood Vaccine Program in September of 2023 as part of COVID-19 commercialization. Therefore, any expired or spoiled COVID-19 vaccines (not including COVID-19 opened Multi-Dose Vials) ordered after September 11, 2023, must be returned following the online return process.

Q6: How do we account for a Multi-Dose Vial of IPOL, Flu, or COVID-19?

A6: If the Multi-Dose Vial (MDV) of IPOL, Flu, or COVID-19 has not been opened, you will follow the regular online return process. In the reconciliation screen, you’ll assign the vaccine category as **expired** and the reason as **expired**.

If the MDV of IPOL, Flu, or COVID-19 has been opened or partially used, it is considered an open MDV of IPOL, Flu, or COVID-19. Open MDVs of IPOL, Flu, and COVID-19 are not returnable. You must note the vaccine in the reconciliation screen as “Wasted”. The category will be **Wasted**, and the reason will be **Dose Count Variance Multi-Dose Vial**. Once accounted for in the IIS, you may physically discard the spoiled doses based on your clinic’s internal protocol.

Once you save the Reconciliation page, the opened MDV will disappear from your inventory.

Q7: Can you do vaccine returns any time during the month, or does it need to be done when we are doing our end of the month inventory?

A7: Providers can do vaccine returns at any point in the month. However, we strongly recommend doing returns at the same time you do monthly inventory. This will save you time.

Q8: I submitted an online return, but my packing slip didn’t show up in the IIS. What do I do?

A8: If this happens to you, you can use the search history function to pull up the vaccine return and print out the packing slip from there. Follow the steps below:

1. Click on the Orders/Transfers Header and select “Search History.”
2. On the Search History Screen, select the “Return” radio button at the top of the screen.
3. Hit the “Search” button.

4. You can click on any of the return orders and click on “Reprint packing slip”.

Q9: How can I split my vaccine in the reconciliation page if I have a lot that has both expired and spoiled/wasted vaccine?

A9: In the reconciliation screen, process the expired vaccine first. Subtract the expired doses from your inventory and select the category as expired. If you have multi-dose vials, refer to question 5. Once you’ve marked your inventory to account for the expired vaccine, hit save.

The reconciliation screen will update the vaccine lot and subtract the doses. At this point you can subtract spoiled/wasted vaccine from the lot following the same steps.

Q10: How do we package returnable vaccine?

A10: There are no package requirements for returnable vaccine. We recommend using a small box or a padded envelope. Please keep the vaccine in the boxes they came in, if possible. This will help prevent vaccines from breaking during transport. You may also use McKesson Styrofoam boxes for returns.

Q11: How long will it take to get a return label?

A11: Once a label is requested in the Immunization Information System (IIS), it takes approximately 1-2 weeks to process, and the label will be issued to you via email directly from UPS ([pkinginfo@ups.com](mailto:pkinginfo@ups.com)).

Q12: I reconciled my inventory for returns and wastage, but I still have a lot listed on my reconciliation screen with zero inventory. What should I do?

A12: If the system did not automatically remove the lot from your screen after you reconciled those doses and saved the page, you may inactivate it by checking the inactive box and clicking save.

Q13: What should I do if I submitted something for return and it is wrong?

A13: The best thing to do in this case is reconcile your inventory and make the fixes in the IIS to reflect what was expired/returned and what wasn’t. You could also hand correct the packing slip with the correct information before sending the return.

Please let the state Department of Health know so they can remove the IIS return from being submitted.

Q14: My vaccine is about to expire. When do I start the return process?

A14: Please continue to properly store the vaccine until expiration date. Once the vaccine expires, you can adjust the doses from your inventory and begin the return process.