



Vaccine Accountability: Returns & Waste

Unused, non-viable vaccine is disposed of in two ways. All unopened vaccine that is expired or spoiled, including influenza vaccine, must be **returned** to McKesson Specialty Distribution within six months after the expiration date. Non-viable, returnable vaccine is eligible for Federal Excise Tax credit. Any non-viable vaccine that cannot be returned to McKesson is considered **waste**.

Terms used in vaccine accountability:

- OPENED:** a partially used multi-dose vial;
a vial that has been punctured;
a syringe with an opened safety cap; or
a vial missing the plastic cap.
- UNOPENED:** a pack of single dose vials or syringes with doses administered – the remaining doses are considered “unopened.”
- EXPIRED:** any vaccine in its original container that has not been administered prior to the expiration date indicated on the vial or syringe.
- SPOILED:** any vaccine that has been exposed to temperatures outside of the recommended range, transport conditions, power outages, or unit failure.
- WASTED:** any vaccine that has been drawn up, but not administered;
a broken vial or syringe;
lost or unaccounted for vaccine; and
open/partial vials that have expired or been exposed to temperatures outside of the recommended range, power outages, or unit failure.
- LOST OR UNACCOUNTED FOR:** any vaccine for which the physical vial or syringe is missing.

The above terms should be considered when determining the proper form to complete and submit to Division of Immunizations (DOI).

All unopened, non-viable vaccine, if ordered through the Department of Health, must be returned to McKesson Specialty Distribution within six months after the expiration date. Vaccines will still be accepted after six months, but this should be a rare situation. If the non-viable vaccine is returnable, providers must complete and submit a **Spoiled/Expired Returnable Form**.

Non-viable vaccine that cannot be returned to McKesson is considered waste. (See above for waste criteria.) Wasted vaccine must still be reported and accounted for but can then be discarded appropriately. If the non-viable vaccine cannot be returned, providers must complete submit a **Wasted/Destroyed Form**.

** Diluent is not a vaccine and is **not** returnable. Opened multi-dose vials (e.g., Polio) are also **not** returnable.

If the vaccine is being returned or wasted for any reason other than “expired,” a **Vaccine Incident Report and Worksheet** must be completed and submitted to DOI within five days of the incident.



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To return spoiled/expired non-viable vaccine, follow these steps:

1. Complete and submit the Spoiled/Expired Returnable Form. This form is available on the VFC website: [Vaccines for Children \(pa.gov\)](http://Vaccines for Children (pa.gov)). Submitting a form will initiate the request for a shipping label. If providers contact FedEx or UPS directly, there may be a charge for the retrieval of the box(es).
2. Providers can request to receive a UPS shipping label for returns in two ways:
 - **Email** – An email will be sent to the person reporting at the email address indicated on the return form.
 - The email will come from pkginfo@ups.com with the subject 'UPS Label Delivery, <tracking #>.' Providers should receive their UPS shipping label(s) within one to three hours after DOI staff have entered the return into the appropriate system.
 - One unique shipping label will be included per email. Unused labels must be discarded and cannot be used for future returns.
 - Shipping labels will be coded with an internal tracking number used by McKesson. They do not contain the VTrckS return ID required to be included in the box(es) with the vaccines.
 - Shipping labels can only be used once and cannot be photocopied or reprinted.
 - Shipping labels must be used within 30 days.
 - **Pick-up** – Staff at McKesson will make arrangements with UPS for a pick-up. A UPS driver will arrive at the site within reported clinic hours with the number of requested shipping labels. If this option is chosen, the vaccine must be packed and ready to go once notification is received from DOI that the request has been processed.
3. Return requests can take up to 30 days from when the request is received for processing. Once the return request is processed, an email will be sent from DOI to the person reporting the return at the email address provided on the request. This email from DOI will include the VTrckS return ID.
4. Returns can be sent in the McKesson shipping container or a container of your own. If you use your own container, ensure the vials are secure so they don't break during transport.
5. Providers **must** include the VTrckS return ID in the box(es) with the vaccines.
6. **DO NOT** return any vaccines not included in the original return request. A separate request must be submitted for additional returns.
7. UPS will pick up all vaccines being returned to McKesson, even if packages are normally shipped to the site by a different company.
8. Once the shipping label is received and printed, attach it to the box and give the box to the UPS driver the next time he/she is at your site. The box(es) must be picked up within 30 days of receiving the shipping label.
9. **DO NOT** return vaccines prior to the expiration date unless they were exposed to temperatures outside of the recommended range for storing vaccines.
10. Providers must update their vaccine inventory accordingly. All IIS updates should be made when the return request is submitted. Please do not wait until after it's processed.



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To report wasted vaccine, follow these steps:

1. Complete and submit the Wasted/Destroyed Form. This form is available on the VFC website: [Vaccines for Children \(pa.gov\)](http://www.vaccinesforchildren.pa.gov).
2. Waste requests can take up to 30 days from when the request is received for processing. Providers will **not** receive notification from DOI when their waste request has been processed.
3. Providers must update their vaccine inventory accordingly. All IIS updates should be made when the waste request is submitted.
4. Once the Wasted/Destroyed Form has been submitted and IIS updates have been made, the vaccine should be destroyed/discarded according to the site's procedures.