



New York State Immunization Information System (NYSIIS) Vaccine Returns/Wastage Training Handout

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New York State Immunization Information System (NYSIIS)

Vaccine Returns/Wastage Training Handout



Introduction

Providers enrolled in the New York State Vaccines for Children (NYS VFC) Program are now able to report and manage returns/wastage transactions for publicly-funded vaccine in the New York State Immunization Information System (NYSIIS).

NYSIIS Returns/Wastage Preparation

Before beginning use of the NYSIIS Returns/Wastage module:

1. Determine and/or confirm the staff person(s) in your facility that is responsible for returning publicly-funded vaccine in NYSIIS.
2. If needed, obtain Health Commerce System (HCS) account access and NYSIIS Administrative User role.
 - Contact the Commerce Account Management Unit (CAMU) Help Desk at 1-866-529-1890 or camu@its.ny.gov
 - Register with the NYS Immunization Information System (NYSIIS) by calling the NYSIIS Help Desk at 1-866-389-0371 or email NYSIISHelpDesk@hpe.com
3. Confirm that your organization's contact person's name, email and address information is correct in the NYSIIS Edit Organization screen, Delivery Address section (see page 15).
 - **Important: Call the NYS VFC Program if you make any updates to this page 1-800-543-7468**
4. Make sure your NYSIIS inventory is accurate and up-to-date.
 - Compare your NYSIIS inventory against your physical stock. The number of vaccine doses in your storage units and number of vaccine doses in NYSIIS should match.

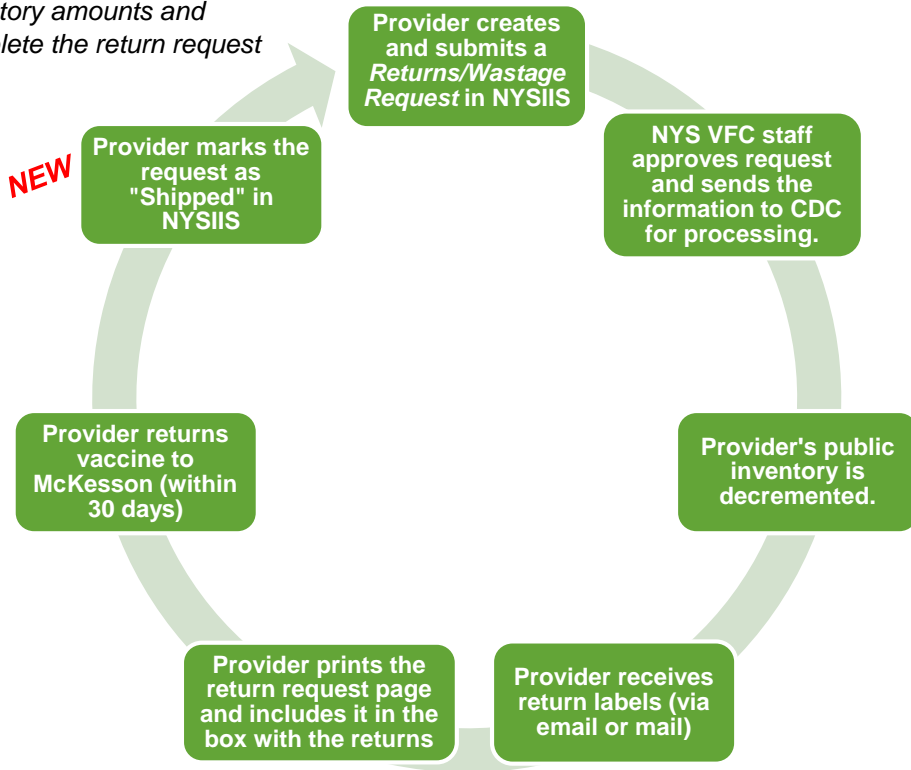
Training Objectives

At the completion of the NYSIIS Returns/Wastage training, participants will be able to:

- Understand the returns/wastage process
- Create vaccine return requests in NYSIIS and report wasted vaccine in NYSIIS
- Modify vaccine return and wastage requests in NYSIIS
- Print return authorization/request sheets from NYSIIS (to be included in the return box(es))
- Indicate that a return request has been shipped to McKesson
- Understand other changes made to the Manage Inventory functionality

New Returns/Wastage Process

NYS VFC staff will reconcile inventory amounts and complete the return request



1. Provider gathers information on public vaccine that needs to be returned or reported as waste and discarded¹.
2. Provider logs into NYSIIS, navigates to the *Inventory* section in the side menu panel and clicks on **Manage Returns/Wastage**.
3. Provider creates a Returns/Wastage Request.
4. Provider saves the request.
 - a. If needed, provider modifies the request.
 - b. When ready, provider submits the request to NYS VFC program (status changes to *Pending*, can still be edited by provider).
3. NYS VFC staff opens request and reviews (status changes to *Under Review by VFC*, provider edits are no longer allowed).
4. NYS VFC staff approves request and sends the information to CDC for processing².
 - a. Provider's public inventory is decremented automatically.
 - b. Request status changes to *Sent to CDC*
5. If returns were indicated, provider receives return labels (via email or mail)³.
6. Provider logs into NYSIIS, prints the return request page and includes it in the box with the returns. The return request page will only display items that are deemed to be returnable per CDC policy.
7. Provider returns vaccine to McKesson (**within 30 days of the date the label was received**).
8. Provider logs into NYSIIS and marks the return as Shipped (**NEW**).
9. NYS VFC staff complete each line item in the return request with the information that is received from McKesson (status changes to *Complete*).
 - a. Additional changes to inventory may occur (+/- doses) if the amounts sent to McKesson do not match the amounts in the original request.

¹For more information on what qualifies as returnable vaccine, refer to Table 2 on page 13 and separate handout titled: **NYS VFC Program Job Aid: Return or Discard**

² Most return/wastage requests are reviewed and approved by NYS VFC staff within 24-48 hours of submission.

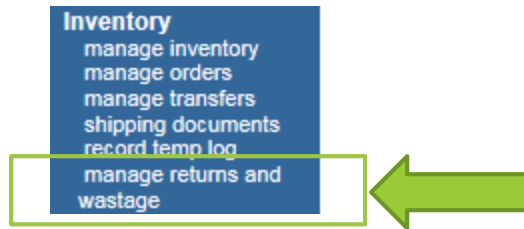
³ The length of time to receive a return label via email can vary but should be within 2 hours after the request has been sent to the CDC for processing. Mailed labels can take between 3 and 5 days after the request has been sent to the CDC for processing.

Create a Returns/Wastage Request

1. From the NYSIIS Home Page, click on **Manage Returns and Wastage** under the *Inventory* section on the side menu panel (Figure 1).

Note: You must be an Administrative User in NYSIIS to access the *Inventory* section.

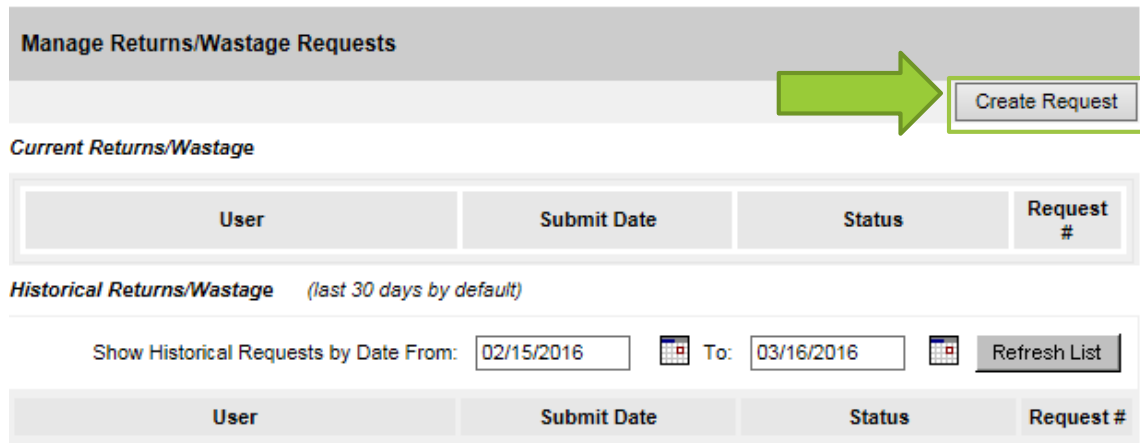
Figure 1



2. On the *Manage Returns and Wastage Requests* screen (Figure 2), click on **Create Request** to create a new Returns/Wastage Request.

Note: A new request cannot be created if there are currently 10 or more requests in a Saved status. One of the saved requests needs to be cancelled or modified and submitted. Refer to section *Modify a Returns/Wastage Request* on page 8 for instructions on modifying requests.

Figure 2



3. The *Create Returns/Wastage* screen will display.

The top portion of the *Create Returns/Wastage* page (Figure 3 on page 5) displays your organization's:

- VFC PIN
- Initiating Organization (Organization Name from Edit Org screen)
- Initiating User (Your User Name)
- Org Phone
- Org Fax
- Returns/Wastage Created Date
 - This is the date of initial request creation and only populates if the request is in a *Saved* or *Saved and Submitted* status.
- Returns/Wastage Submitted Date
- Returns/Wastage Status (see page 13 for more information)
 - Note: This field remains blank until the request is in a *Saved* or *Saved and Submitted* status
- Request Notes
 - Notes can be entered into the Request Notes section.
- Contact Name
- Email address (from NYSIIS Edit Organization page, Delivery Contact section)

- Address (from NYSIIS Edit Organization page, Delivery Contact section)

4. Select a **Label Type** from the drop-down (Email or Mail). If returns are indicated, the Label Type is required to *Save*, or *Save and Submit* the request. The label type selected here indicates the method in which you will receive the return labels for this request.

If email is selected, this indicates a preference to have the labels emailed to you. If mail is selected, this indicates a preference to have the labels mailed to you.*

Figure 3

Be sure to review the information located at the top of the *Create Return/Wastage Request* header, **especially the email address and mailing address**. This information comes from the *Delivery Address* section of the *NYSIIS Edit Org* screen for your organization. **The Delivery Address information must be correct in order for you to receive a label for your return request.** See page 14 for more information.

IMPORTANT: Any updates made to the Edit Organization screen will disable your vaccine inventory when placing a vaccine order. This is done to ensure that you contact the NYS VFC staff and provide the updated information. If you make a change to the Edit Organization page, call the NYS VFC Program at 1-800-543-7468.

5. The bottom portion of the *Create Returns/Wastage* screen, or the *Public Lots Available* section (Figure 4), displays a table to record the quantity of each lot of publicly-funded vaccine that is to be returned or reported as wastage, along with the reason.

Note: This area displays all of your public lots with a quantity > zero. This includes expired, not expired, active and inactive public lots. Lots that are listed in red have been expired >6 months. Call the NYS VFC program if you have public lots that are expired > 6 months.

Figure 4

Public Lots Available						Quantity	Add Line
Trade Name	Packaging	NDC Number	Lot Number	Expiration Date	Doses on Hand	Returns/Wastage Reason	
ActHib	Haemophilus Influenzae, Type B - ActHIB	49281-0545-05	0000000	10/30/2017	50	--Returns-- Expired Expired- Shortened expiration date Failure to store properly upon receipt Equipment failure (refrigerator/freezer) Natural disaster/Power Outage Refrigerator too cold Refrigerator too warm Freezer too warm Spoiled- other Recall Returned: Other --Wastage-- Broken vial/syringe Lost or unaccounted for vaccine Non vaccine product (e.g., IG , HBIG, Dil) Open vial but all doses not administered Vaccine drawn into syringe but not admin Wasted: Other	<input type="text"/>
Pediarix	DTAP/HEP B/IPV 1 DOSE VIALS	58160-0811-11	11111	01/15/2018	20		<input type="text"/>

The column headers under the *Public Lots Available* section (Figure 4 on page 5) are:

- Trade Name
- Packaging – the packaging description associated with the Trade name/NDC code for this vaccine
- NDC Number – National Drug Code (number assigned by the FDA)
- Lot Number

- Expiration Date
 - Expiration dates are sorted in order from oldest to newest. Lots that are expired or lots that will expire soon will always display towards the top.
- Doses on Hand (populated from your current inventory)
- Returns/Wastage Reasons* (You must select a reason)
- Qty. (the quantity you intend to return or report as wasted)

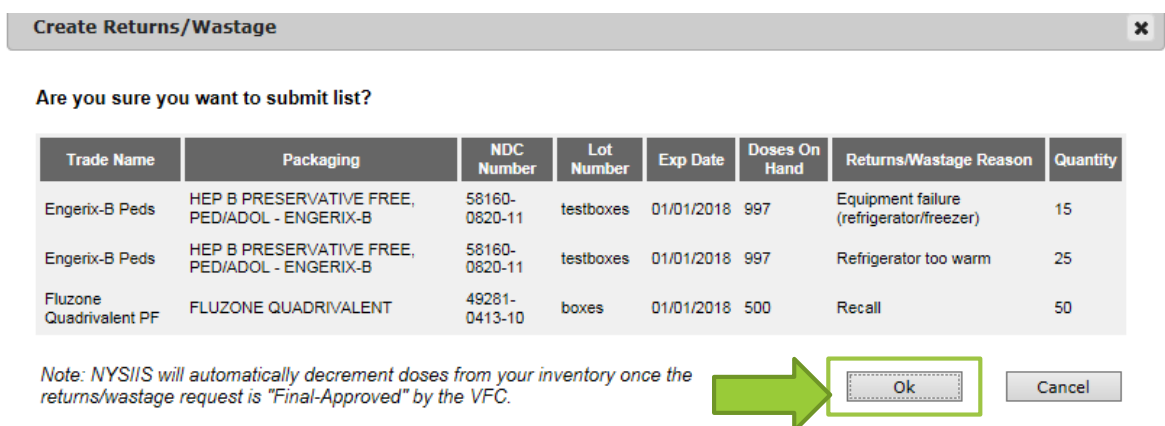
Note: You cannot enter a quantity that exceeds your doses on hand for that lot.
- Add Line (will add same vaccine information below).

Note: Two duplicate lots cannot be listed with the same Returns/Wastage Reasons for both.

*A list of Returns/Wastage Reasons and descriptions are included in Table 2 on page 14.

- Once a *Quantity* has been entered and a *Reason* has been selected for the appropriate lot(s), click on the **Save** button, the **Save/Submit** button, the **Cancel Request** button or the **Exit Page** button in the upper right corner of the *Create Returns/Wastage Request* screen (Figure 3 on page 5).
 - Save** – retains the request in a *Saved* status and allows you to come back to it later and make edits. Saving the request **does not** submit it to the NYS VFC Program.
 - Save/Submit** – will save and submit the request to the NYS VFC Program for approval.
 - Note: You cannot submit the request to the VFC program if any of the following apply:
 - You have a current request that contains returns and is in a status of *Pending*, *Final-Approved*, or *Sent to CDC*. The status of your last request that contains returns has to be *Shipped* or *Complete* in order for you to submit a new return request. (Note: This rule does not apply to wastage-only requests).
 - Vaccine is listed on the request with the reason of Expired or Expired-Shortened Expiration Date but the expiration date for the vaccine has not passed. Either remove the item or save the request and wait until the expiration date has passed and then submit the request.
 - Cancel Request** – will cancel the request (**does not save**). Cancelled requests will display under *Historical Requests* in the *Manage Returns and Wastage Requests* screen, are not modifiable, and are only viewable by the provider.
 - Exit Page**– **does not save the request** and will redirect to the *Manage Returns and Requests* screen.
- Click on **Save/Submit**.
 - A dialog box will appear which asks “Are you sure you want to submit list?”
- Confirm the information then click on **OK** to proceed (Figure 5).

Figure 5



- a. The request is saved in a *Pending* status. The request has been submitted to the NYS VFC Program.
 - b. Once the Vaccine Program opens your request, the status will change to *Under Review by VFC* and you will no longer be able to make edits to the request.
9. After the request has been submitted, you will be automatically redirected back to the *Manage Requests* screen. Your request will display in the *Current Requests* section.

IMPORTANT: DO NOT ATTEMPT TO GO INTO YOUR PUBLIC INVENTORY AND MAKE MODIFICATIONS TO LOT QUANTITIES THAT WERE IMPACTED BY RETURNS/WASTAGE REQUESTS. When your request reaches a “Final-Approved” status, your inventory will decrement automatically.

Manage Returns/Wastage Requests

The *Manage Returns/Wastage Requests* screen (Figure 6) displays current and historical returns and wastage requests for your organization.

Figure 6

Manage Returns/Wastage Requests Create Request

Current Returns/Wastage

User	Submit Date	Status	Request #
Julie Schenkman		SAVED	9
Julie Schenkman	06/09/2016	PENDING	11
Julie Schenkman	06/09/2016	PENDING	10

Historical Returns/Wastage (last 30 days by default)

Show Historical Requests by Date From: To: Refresh List

User	Submit Date	Status	Request #
Julie Schenkman	06/09/2016	SHIPPED	8
Lori Isabella-Rhoades	03/30/2016	SHIPPED	7

Current Returns/Wastage

The *Current Returns/Wastage* section (shown in Figure 6) will display a request that is current or not yet complete. This includes requests with a status of: *Saved*, *Pending*, *Under Review by VFC*, *Final-Approved*, *Denied* and *Sent to CDC*. See table 1 on page 13 for more information on statuses.

Historical Returns/Wastage

The *Historical Returns/Wastage* section (shown in Figure 6) defaults to display the last 30 days of historical requests and includes the user name, the submit date, the status and the request # for each historical request.

A specific date range can also be indicated in the *Show Historical Requests by Date From* and *To* date fields. Click on **Refresh list** to see the results.

The *Historical Returns/Wastage* section only displays requests with a status of *Cancelled*, *Shipped* or *Complete*.

Modify a Returns/Wastage Request

1. Navigate to the *Manage Returns/Wastage Requests* screen (Figure 6 on page 7).
2. Under the *Current Requests* section, click on the request you would like to modify.
 - a. **Note:** Returns/Wastage requests can only be modified when in a *Saved, Pending* or *Denied* status.
3. NYSIIS will display the *Modify Returns/Wastage Request* screen (Figure 7 on page 8).
 - a. The *Modify Returns/Wastage Request* screen includes a Request # to the far right of the header (Figure 7, A) and will also have a status indicated.

Figure 7

A Modify Returns/Wastage Request #12

<p>VFC PIN: VT9000</p> <p>Initiating Organization: Julie Test Org</p> <p>Initiating User: Julie Schenkman</p> <p>Org Phone: (518) 473-2839</p> <p>Org Fax: (518) 414-0011</p> <p>Request Created Date: 03/30/2016</p> <p>Request Submitted Date: 03/30/2016</p> <p>Request Status: SAVED</p>	<p>Contact: JULIE SCHENKMAN</p> <p>Email: julie.schenkman@health.ny.gov</p> <p>Address: 123 TEST LANE ALBANY, NY 12201</p> <p>Label Type: Email</p>	<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Save</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Save & Submit</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">Cancel Request</div> <div style="border: 1px solid #ccc; padding: 2px;">Exit Page</div>
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Request Notes:
Enter text 150 character maximum.

B Modify Saved/Submitted Request

Trade Name	Packaging	NDC Number	Lot Number	Expiration Date	Doses on Hand	Returns/Wastage Reason	Quantity	Delete Line
Engerix-B Peds	HEP B PRESERVATIVE FREE, PED/ADOL - ENGERIX-B	58160-0820-11	testboxes	01/01/2018	597	Refrigerator too warm	50	Delete Line

C Add Returns/Wastage Line

Trade Name	Packaging	NDC Number	Lot Number	Expiration Date	Doses on Hand	Returns/Wastage Reason	Quantity	Add Line
ActHib	Haemophilus Influenzae, Type B - ActHIB	49281-0545-05	0000000	10/30/2017	2			Add Line
Engerix-B Peds	HEP B PRESERVATIVE FREE, PED/ADOL -	58160-0820-11	testboxes	01/01/2018	597			Add Line

D

4. The *Modify Saved/Submitted Request* section (Figure 7, B) displays vaccines that are already included on this request.
 - a. Vaccines can be removed from the request by clicking on **Delete Line**.
 - b. To modify quantities, click in the **Quantity** text box(es) and make changes to the quantities as needed.
5. Additional vaccines can be added to the request by entering quantities under the *Add Returns/Wastage Line* section (Figure 7, C).
6. When finished making changes, click on **Save and Submit** (Figure 7, D).
 - a. The changes are saved in the request and the request is resubmitted to the NYS VFC program for review.
 - b. You will be redirected back to the *Manage Returns/Wastage Requests* screen and your request will display with a *Pending* status under the *Current Returns/Wastage* section.

NOTE: The request will remain in a *Pending* status until it has been opened by the NYS VFC Program. Once the request is opened by the NYS VFC Program, the request status will change to *Under Review by VFC* and is no longer editable.

If there are additional corrections needed, please call the NYS VFC program at (1)-800-543-7468.

Denied Requests

If a request has been denied, the request will display in the *Current Returns/Wastage* section of the Manage Returns/Wastage Requests screen (see Figure 8 on page 9).

Figure 8

Current Returns/Wastage

User	Submit Date	Status	Request #
Julie Schenkman	06/09/2016	DENIED	12

The NYS VFC Program will include notes and/or reasons for the declination. These notes display in the *Historical Notes* section of the Modify Return/Wastage Request screen (Figure 9). Denied requests should be modified by the provider and resubmitted to the NYS VFC program.

Figure 9

Historical Notes		
Created By	Create Date	Note
Julie Schenkman	06/09/2016	Please correct reasons and quantities for IPOL.

Return Labels

The NYS VFC Program determines the number of labels needed when they approve the request. This is based on the # of doses and the presentation of the vaccine that is expected to be returned.

Once a Returns/Wastage request is in a *Sent to CDC* status, labels should follow shortly after. Receipt of the labels varies depending on the *Label Type* that was selected in the request.

- If email was selected as the preferred label type, the label will be emailed within 2 hours after the request has been sent to the CDC. The label will be emailed to the delivery contact indicated in your organization's *Edit Organization* screen in NYSIIS (see page 15).
 - The sender email address is pkginfo@ups.com
 - The subject line of the email should read "UPS Label Delivery, [Tracking Number]".
 - One unique return label will be included per email (e.g., if 3 boxes are required to return all the vaccines, 3 labels will be sent in 3 separate emails).
 - Labels cannot be photocopied or reprinted for multiple uses.
 - If you do not receive the labels, check your junk/spam folder and/or call the NYS VFC program at (1)800-543-7468.

If mail was selected as the preferred label type, the label will be mailed within 3-5 business days after the request has been sent to the CDC. The label will be mailed to the delivery contact person and mailing address indicated in your organization's *Edit Organization* page in NYSIIS (see page 15).

Important: Emailed return labels expire within 30 days and can no longer be accessed.

Print a Return/Wastage Request

IMPORTANT: You must print the appropriate return request page and place it in the box with the vaccine that is to be returned. Otherwise, the return will be rejected. The return request page is unique to each return and cannot be re-used for future requests.

- Once the request has a status of *Sent to CDC*, the request page can be printed. You should print the return request page after you have received your return labels.
- To print the request:
 1. From the NYSIIS Home Page, click on *Manage Returns and Wastage* under the Inventory section on the left menu panel.
 2. Under the *Current Requests* section, click on the request you would like to print (see Figure 10).

Note: Returns/Wastage requests can **only** be printed when in a *Sent to CDC* status.

Figure 10

User	Submit Date	Status	Request #
Julie Schenkman	03/25/2016	SENT TO CDC	10

3. On the upper right corner of the request, click on the **Print Page** button (Figure 11).

Figure 11

Returns/Wastage Request #31

VFC PIN: 00000J

Initiating Organization: Julie Test Org

Initiating User: Julie Schenkman

Org Phone: (518) 473-2839

Org Fax: (518) 414-0011

Request Created Date: 06/09/2016

Request Submitted Date: 06/09/2016

Contact: JULIE SCHENKMAN

Email: julie.schenkman@health.ny.gov

Address: 123 TEST LANE
ALBANY, NY 12201

Label Type: Email

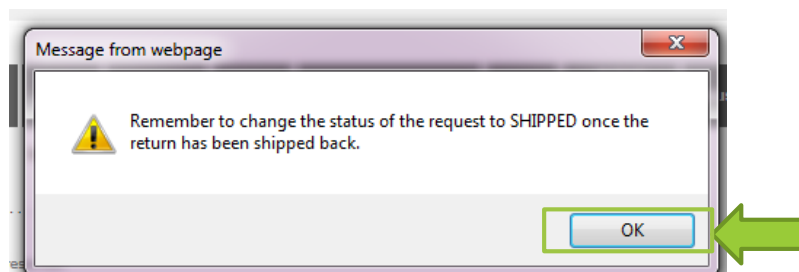
Exit Page

Print Page

Shipped

4. You will see a pop-up message with the following text: "Remember to change the status of the request to SHIPPED once the return has been shipped back." (Figure 12).

Figure 12



5. Click on **OK** to proceed.
 6. A new window will load.
- Note: The printable Return/Wastage Request screen only includes vaccine that is eligible to be returned. Only return the vaccines listed on the printed NYSIIS Return Request page.

If items were forgotten, do not simply add those products to the box. Create a new return/wastage request and ship those items with your next return.

Wasted vaccine is not included on this page and therefore should not be included in the box. Wasted products should be disposed of as medical waste.

7. Print the NYSIIS Return Request page by selecting **File** from your top browser ribbon, then **Print**.
8. Tape one printed label on each box.
9. Give the packed and labeled box to UPS.

IMPORTANT: You must return the vaccine listed on the Returns/Wastage Request page to McKesson within 30 days of the date the labels were received. Failure to do so will cause delays in processing your return and in some cases, a new return request may have to be submitted.

The Return Request page is unique to each return and cannot be re-used for future requests.

Indicate that a Request has Shipped (NEW)

Requests with returns will remain in a Sent to CDC status until they are indicated as shipped or until NYS VFC staff complete the request.

You cannot submit a new return request until you have marked the status of your last return request as Shipped.

To mark a request as shipped:

1. From the NYSIIS Home Page, click on *Manage Returns and Wastage* under the Inventory section on the left menu panel.
2. Under the *Current Requests* section, click on the return request with a status of *Sent to CDC* (see Figure 10).

Note: Returns/Wastage requests can **only** be changed to Shipped when in a *Sent to CDC* status.

Figure 13

Manage Returns/Wastage Requests			
			Create Request
Current Returns/Wastage			
User	Submit Date	Status	Request #
Julie Schenkman		SAVED	33
Julie Schenkman	06/09/2016	SENT TO CDC	31

3. Click on the **Shipped** button in the upper right corner of the page (Figure 14).

Figure 14

Returns/Wastage Request #9	
VFC PIN: 12546	Exit Page
Initiating Organization: Julie's Pediatrics	Print Page
Initiating User: Julie Schenkman	Shipped
Org Phone: (518) 888-8888	
Org Fax: (555) 555-5555	
Request Created Date: 06/09/2016	Contact: John Smith
Request Submitted Date: 06/09/2016	Email: frog@health.org
Request Status: SENT TO CDC	Address: 10 main st ALBANY, NY 12345
	Label Type: Email

4. You will be automatically redirected to the Manage Returns/Wastage page. The status of the request will change to Shipped.
5. The Shipped request will display under the Historical Requests section with a *Shipped* status.
6. You may now submit a new return request.

Completed Return/Wastage Requests

For requests with returns indicated, NYS VFC program staff will reconcile the number of doses that were expected be returned with the number of doses that McKesson actually received (noted in the **Actual Quantity Shipped** column). Additional updates to inventory will occur if amounts received at the distributor differ from what was indicated in the request. **Do not attempt to go into your public inventory and make modifications to lot quantities that were impacted by return/wastage requests.**

Once the lot indicated in the request has been received at McKesson, NYS VFC Program staff will update each line item to complete. Line items that were reported as waste are automatically set to *Complete* after the request is sent to CDC and will display with a null value for **Actual Quantity Shipped** when in a *Shipped* status. Once all line items in a request are marked as complete the status of the entire request will change to *Complete* (see Figure 12).

Figure 15

Request Status: COMPLETE								
Submitted Request								
Trade Name	Packaging	NDC Number	Lot Number	Expiration Date	Returns/Wastage Reason	Quantity	Actual Quantity Shipped	Return/Wastage ID
Boostrix	TDAP BOOSTER SYRINGES NO NEEDLES	58160-0842-46	54879455	05/25/2019	Natural disaster/Power Outage	600	595	R20160422TRAINI00001
Flu-Mist		66019-0109-10	789456	06/01/2017	Broken vial/syringe	3		W20160422TRAINI00002

Note: Requests that include wastage only will skip this step and change to *Complete* after the information is sent to the CDC for processing.

Changes to Manage Inventory Functionality

Additional changes were made to *Manage Inventory* functionality in NYSIIS as a result of the Returns/Wastage release. These changes impact the *Edit Vaccine* and the *Modify Quantity* screens.

Inventory Functionality for Public Lots

1. The *Edit Vaccine*, *Modify Quantity on Hand* screen and the *Modify Quantity* screen for active, inactive and non-expired public lots were modified to display a more limited list of reasons for modifying quantity. **Providers can no longer manually modify their public lots for reasons that are related to returns/wastage (e.g., spoilage, broken vial, etc.).**
 - To make modifications to public lot quantities related to return/wastage reasons, providers must now use the *Manage Returns/Wastage* module under the *Inventory* section on the left side bar.
 - NYSIIS will automatically decrement doses from inventory once the returns/wastage transaction has been approved by VFC staff.
 - Existing lot quantity modification reasons that are not related to returns/wastage (e.g., *Adults not in NYSIIS*, or using *Error Correction* for data exchange errors) will continue to be functional.
2. Providers will continue to be unable to modify quantity for expired public lots. All expired public lots should be submitted as return/wastage requests through the returns/wastage module.

Inventory Functionality for Private Lots

1. The *Edit Vaccine*, *Modify Quantity on Hand* screens for active, inactive, non-expired and expired private lots were modified to display a more comprehensive list of reasons when modifying inventory for private lots.
2. The *Modify Quantity on Hand* tool was added to the *Edit Vaccine* screen for private expired lots.

Show Transactions

The *Show Transactions* screen has been updated to capture all new returns/wastage reasons and related transaction types.

Appendix

Table 1: Returns/Wastage Requests: Statuses and Descriptions

Status	Description
<i>Saved</i>	The request has been created by the provider and has been saved but not yet submitted. The request can still be modified or cancelled by the requesting provider organization. If not submitted, saved requests will automatically be cancelled 30 days after the create date and will display with a <i>Cancelled</i> status.
<i>Pending</i>	The request has been submitted by the provider organization and it will now appear in the Pending list for the NYS VFC Program. The request has not yet been viewed by the NYS VFC Program and can still be modified or cancelled by the requesting provider organization.
<i>Cancelled</i>	The request was cancelled by the requesting organization or was not opened and modified within 30 days of the save or deny date. Requests can be cancelled by the provider organization only during the <i>Saved</i> or <i>Pending</i> status. Once a request is cancelled, it can no longer be submitted, and is considered a historical request.
<i>Under review by VFC</i>	The request has been received and opened/viewed by the NYS VFC Program. This request can no longer be edited or cancelled by the provider organization. The NYS VFC Program can approve or deny the request in this status.
<i>Final-Approved</i>	The request has been reviewed and finalized by the NYS VFC Program and is ready to be included on an export file. This type of request can no longer be modified but is considered a non-historical or current request. Decrements from the provider's public inventory lots occur at this point.
<i>Denied</i>	The NYS VFC Program staff sent the request back for Provider to modify. The provider must then modify and save and submit the request to send it back to NYS VFC again and restart the approval cycle. If the provider does not re-open and make modifications to this request within 30 days of the date it was denied, the status will automatically change to <i>Cancelled</i> .
<i>Sent to CDC</i>	The request has been approved and included on an export file that will be imported into VTrckS (CDC's Vaccine Ordering and Tracking System). This request can no longer be modified. Return mailing labels are generated and sent by McKesson. Providers are now able to print the Return/Wastage request page to include in the box of vaccine.
<i>Shipped</i>	The return request has been marked as Shipped by provider staff. Shipped requests are considered historical requests.
<i>Complete</i>	This status is set by NYS VFC program staff. This status is set once the request has been identified as <i>Complete</i> and the doses reported as returned have been reconciled with what was received at the distributor. Additional decrements to inventory may occur. Complete requests are considered historical requests.

Table 2: NYSIIS Returns/Wastage Reasons and Definitions

Returns	
<i>Reason</i>	<i>Definition/Example</i>
Expired	Vaccine that has passed its expiration date
Expired - Shortened Expiration Date	Vaccine that is expired due to a manufacturer-shortened expiration date (e.g., potency was reduced as a result of a temperature excursion)
Failure to store properly upon receipt	Vaccine that became non-viable ⁴ as a result of inappropriate storage conditions after delivery (e.g., not put away or left unattended, stored at incorrect temperature)
Equipment failure (refrigerator/freezer)	Vaccine that became non-viable as a result of an equipment failure (e.g., storage unit malfunction, temperature monitoring device malfunction)
Natural Disaster/Power Outage	Vaccine that became non-viable as a result of a natural disaster and/or power outage
Refrigerator too cold	Refrigerated vaccine that became non-viable due to exposure to temperatures colder than the acceptable temperature range ⁵ (too cold)
Refrigerator too warm	Refrigerated vaccine that became non-viable due to exposure to temperatures exceeding the acceptable temperature range (too warm)
Freezer too warm	Frozen vaccine that became non-viable due to exposure to temperatures exceeding the acceptable temperature range (too warm)
Spoiled - other	Vaccine that became non-viable or spoiled as a result of some other reason not listed above
Recall	Vaccine that was recalled by the manufacturer (this is uncommon)
Returned - other	Vaccine that became non-viable due to some other reason, but is eligible to be returned
Wastage ⁶	
<i>Reason</i>	<i>Definition/Example</i>
Broken vial/syringe	Vaccine vial or syringe that was damaged
Lost or unaccounted for vaccine	Vaccine that was lost or unaccounted for
Non vaccine product (e.g., IG, HBIG, dil)	Non-vaccine product such as IG, HBIG, PPD or vaccine diluent
Open vial but all doses not administered	An open multi-dose vial of vaccine, with doses remaining that is expired or spoiled (e.g., IPOL) or a dose of reconstituted vaccine that is past the beyond use date or has been spoiled
Vaccine drawn into syringe but not admin	Vaccine that was drawn up but not administered
Wasted: Other	Vaccine that was wasted due to some other reason and is not eligible to be returned

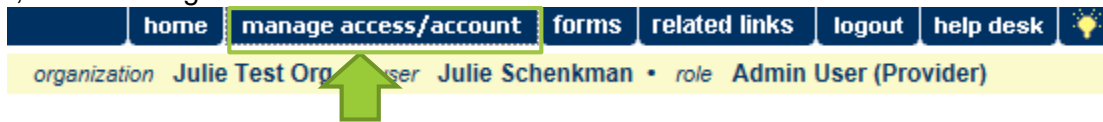
⁴Nonviable vaccine refers to vaccine that can no longer be used for any reason including: expiration, spoilage due to temperature excursion, or vaccine that has been opened/damaged (e.g., broken syringe, vaccine that was drawn up but not administered, etc.). For additional definitions of key terms, refer to supplemental handouts **NYS VFC Program Job Aid: Return or Discard** and the **NYS VFC Program Job Aid: Monitoring Expiration Dates**.

⁵Acceptable temperature range for refrigerated vaccine: Between 35°F – 46°F or between 2°C – 8°C. Acceptable temperature range for frozen vaccine: Between 5°F and -58°F or between -15°C and -50°C.

⁶**Wasted** vaccine should be reported and then discarded per your office's policies for medical waste disposal. Additional information and instructions can be found in the **NYS VFC Program Job Aid: Return or Discard**.

NYSIIS Edit Organization Screen

1. Log in to NYSIIS.
2. Click on **Manage Access/Account** at the very top of the screen. Note: If you have access to multiple organizations, select an organization from the list.



3. Click on "Edit Organization" on the left side of the screen.



4. The *Delivery Address Information* section contains contact information for both vaccine ordering and vaccine returns.

Delivery Address Information

* Address 1

Address 2

PO Box

* City

* State * Zip Code -

* First Name * Last Name

* Email

* Area Code * Phone Number Ext

* Area Code * Fax Number

Delivery Instructions

If email is selected as the label type in your return request, the labels will be sent to the email address listed here.

If mail is selected as the label type in your return request, the labels will be mailed to the mailing address listed here.

IMPORTANT: Any updates made to the Edit Organization screen will temporarily prevent your practice from placing vaccine orders. This is done to ensure that NYS VFC staff have the most up-to-date information on file for your practice. If you make a change to the Edit Organization page, call the NYS VFC Program immediately at 1-800-543-7468.

Resources

New York State Department of Health, Vaccines for Children (VFC) Program
1-800-543-7468 nysvfc@health.ny.gov <http://www.health.ny.gov/vfc>

New York State Department of Health, New York State Immunization Information System (NYSIIS),
1-866-389-0371, nysiis@health.ny.gov, http://www.health.ny.gov/prevention/immunization/information_system/

NYS Information Technology Services, Commerce Accounts Management Unit (CAMU),
1-866-529-1890, camu@its.ny.gov