



**Returning**  
**EXPIRED, SPOILED/NON-VIABLE or WASTED**  
**VFC Vaccine Instructions**



**Enter your facility’s Vaccine Returns in NMSIIS. The VFC Program will approve or deny your vaccine return request. Include the Vaccine Return Details sheet in your box to McKesson.**

1. Vaccine returns are conditional. Only return vaccines that are:
  - a. **Expired**
  - b. **Spoiled/non-viable** as the result of a temperature excursion
2. There are no additional steps for returning expired vaccine, other than entering the return request in NMSIIS.
3. For **spoiled/non-viable** vaccine, entering your return in NMSIIS should follow the submission of a VFC Troubleshooting Record (<https://nmhealth.org/publication/view/form/523/>)
4. You cannot return **wasted** vaccines to McKesson. Wasted vaccines should be entered in NMSIIS as a return with the Return Reason as “Other” and the date and reason in the “Clinic Comments”.

**Discard (DO NOT RETURN) wasted vaccine, but account for the following:**

- a. Broken vial(s)/syringe(s)
- b. Open vial but not all doses administered
- c. Vaccine drawn into syringe and not administered

*Make sure the person listed to receive the return shipping label is a verified vaccine coordinator so McKesson will email the recipient the return shipping label.*

*If you have any questions please contact your Regional Coordinator.*