

North Carolina Immunization Registry (NCIR)

Reporting and Returning Expired Vaccine (Non-COVID-19 Vaccine)

User Guide

Last Updated: October 2022



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**



Background on Expired Vaccine

Expired Private Inventory vs. Expired Public Inventory

- You can modify your expired private inventory on your own.
- Expired state supplied inventory must be:
 1. Physically on hand (accounted for) or not physically on hand (unaccounted for), expired/spoiled public vaccine must be documented in the NCIR.
 2. Unaccounted for vaccine must be reported to the Immunization Branch.
 3. Vaccine that is physically on hand must be returned to McKesson.

Expired State Supplied Vaccine

1. **Vaccine Physically on Hand:** vaccine that is physically located at your facility (counter/box).
2. **Vaccine not on Hand:** vaccine that is no longer located at your facility.
3. **A combination of doses on hand and some that cannot be located:** Some of the vaccine is physically on hand at your facility and some cannot be located.

Scenario 1: Expired Public Vaccine IS Physically On-Hand

Process

1. Document the vaccine expired as expired in the NCIR.
2. Wait for the following items:
 - Wasted/Expired Report that will be **emailed** from the Immunization Branch with a specific Vaccine Return ID number for your vaccine.
 - **Emailed** shipping labels from McKesson, these ship the expired vaccine back to McKesson.

Scenario 2: Expired Public Vaccine is No Longer On-Hand

Quick Notes

- The most common reasons for this discrepancy:
 - Vaccine was administered physically but not documented in the NCIR.
 - An immunization (from an earlier date) was deleted from a shot record and cannot be found in the physical inventory.
- These doses are considered unaccounted doses so please remember to document all doses administered into the NCIR.

Process

1. THE ONLY THING you need to do is contact the NC Vaccines Help Desk at 877-873-6247 and ask them to remove the vaccine from inventory.

Scenario 3: Some Expired Public Vaccine is Physically On-Hand and Some Is Not

Quick Notes

- The most common reason for this discrepancy is that the vaccine was administered but not documented.

Process

1. Document in the NCIR the expired vaccine you have **physically** to send back.
2. Call the NC Vaccines Help Desk and ask them to remove the remaining unaccounted doses from your NCIR inventory.
3. Ship the returnable vaccine to McKesson (with required labels).

Steps to Document Expired Vaccine

Step 1 of 5: Count Expired Vaccines and Navigate to Transfers Page

1. It's a good idea to count your expired vaccines before you begin the process to document them in the NCIR. This helps ensure that the physical count of vaccines matches what the NCIR reports your facility as having on hand.
2. Click **Manage Transfers**.

Audience

Administrator

The screenshot shows the NCIR web application interface. The top navigation bar includes links for 'home', 'change password', 'logout', and 'help desk'. Below this, the user's organization is identified as 'TEST ORGANIZATION' and the user as 'Athena Roberts' with the role of 'Administrator'. The main content area is divided into sections: 'announcements' with several recent notices, 'release notes' with a note about 'Release Version 9.5.0', and 'Vaccine Order/Transfer Notification ...' which shows a table with columns for Type, Shipped, Awaiting Return Shipment, and Rejected. Below this is a section for 'Active Inventory that is Going to Expire ...' with a table listing vaccine details.

Type	Shipped	Awaiting Return Shipment	Rejected
Order(s)		No Order Notification	
Transfer(s)		No Transfer Notification	

Site Name	Trade Name	Lot Number	On Hand	State	Exp Date
TEST ORGANIZATION	Imovax Rabies ID	123456	998	N	06/01/2016
TEST ORGANIZATION	RabAvert	abcdef	998	N	07/01/2016
TEST ORGANIZATION	YF-VAX	test_yfvax	97	N	06/30/2016
Wright Way Peds	Adacel	AD4857894	1	N	03/29/2016

Step 2 of 5: Create New Transfer

1. You should get a pop-up for the expired vaccine. Click **OK**.
2. Click **New Transfer**.
3. Click **Transfer All Expired**.

Lot Number: C3818AA Vaccine Name: Dtap-Hib-IPV Trade Name: Pentacel Expiration Date: 01/15/2013
All expired state-supplied inventory must be transferred to the state.
Please transfer this inventory to the State via the manage transfer menu option.

Note: There are additional expired lots in inventory.

OK

Manage Transfer

Create a New Transfer....

New Transfer

Return to Manage Transfer Screen....

Cancel

New Transfer

Sending Site TEST ORGANIZATION ▼

Save

Internal Receiving Site ▼ or

Transfer all Expired

Receiving Organization ▼

Cancel

Note: Only those sites or organizations which have inventory set up are displayed.

Audience

Administrator



Step 3 of 5: Enter Expired Dose Quantity

1. In the **Transfer Quantity** box, enter the number of doses that you are PHYSICALLY sending back. Make sure this number matches EXACTLY what the NCIR says you have (Quantity Available).
2. If it matches, move to the next step.
3. If the numbers DO NOT match call the NC Vaccines Help Desk at 877-873-6247 and ask them to remove the excess doses from your inventory.
4. Enter a **Preventive Action** (e.g. "Use before expires").

Audience

Administrator

Internal Receiving Site or

Receiving Organization

Note: Only those sites or organizations which have inventory set up are displayed.

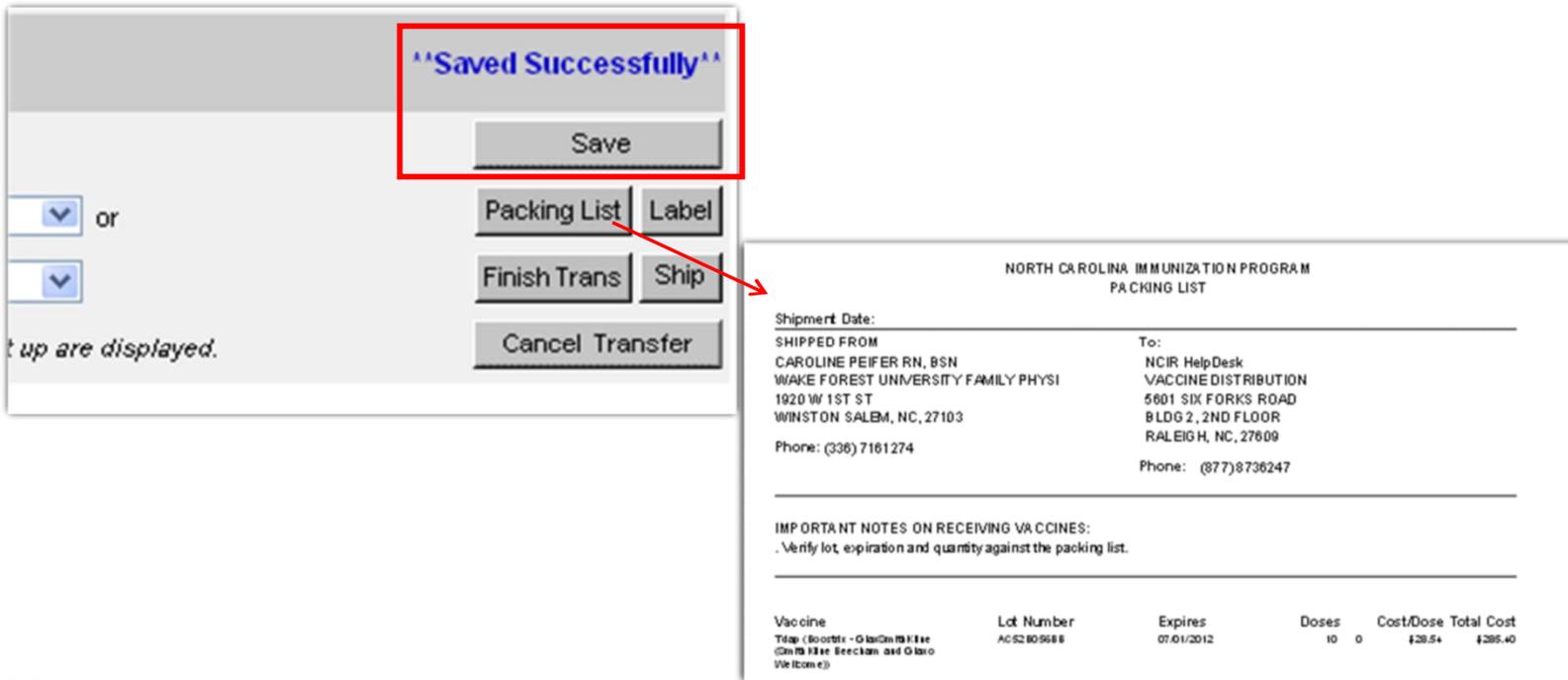
Remove	Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Active	State	Expiration Date	* Preventive Action
<input type="checkbox"/>	<input type="text" value="10"/>	Boostrix	Td - Tdap/Pertussis	AC52B056BB	10	N	Y	07/01/2012	<input type="text"/>
<input type="checkbox"/>	<input type="text" value="7"/>	Boostrix	Td - Tdap/Pertussis	AC52B060CA	7	N	Y	09/17/2012	<input type="text"/>

Step 4 of 5: Print Packing List

1. Click **Save** (and make sure you see the blue “Saved Successfully” message).
2. Click **Packing List**.
3. Print the Packing List. You **MUST** do this in order to finish the transfer. (This will popup in a separate window, if you have your popup blocker on, click **Allow**).

Audience

Administrator



The screenshot shows a web application interface. A red box highlights a blue message that says “Saved Successfully”. Below this message are several buttons: “Save”, “Packing List”, “Label”, “Finish Trans”, “Ship”, and “Cancel Transfer”. A red arrow points from the “Ship” button to a separate window titled “NORTH CAROLINA IMMUNIZATION PROGRAM PACKING LIST”. This window contains shipment details, important notes, and a table of vaccine information.

Shipment Date:

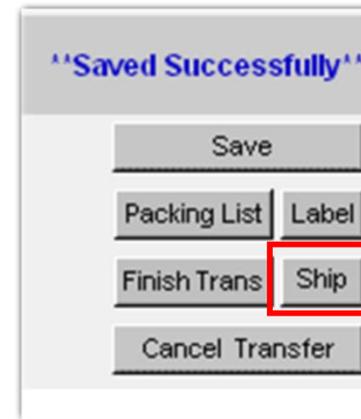
SHIPPED FROM	To:
CAROLINE PEIFER RN, BSN	NCIR HelpDesk
WAKE FOREST UNIVERSITY FAMILY PHYSI	VACCINE DISTRIBUTION
1920 W 1ST ST	5601 SIX FORKS ROAD
WINSTON SALEM, NC, 27103	BLDG 2, 2ND FLOOR
Phone: (336) 7161274	RALEIGH, NC, 27609
	Phone: (877)8736247

IMPORTANT NOTES ON RECEIVING VACCINES:
Verify lot, expiration and quantity against the packing list.

Vaccine	Lot Number	Expires	Doses	Cost/Dose	Total Cost
Tdap (Boostrix - GlaxoSmithKline) (Contains: Streptococcus and Clostridium botulinum)	AC52805688	07/01/2012	10 0	128.54	1285.40

Step 5 of 5: Ship Transfer

1. Click **Ship**.
2. Verify ship date (do not change the date).
3. Click **Ship** again.
4. Look for the “**Transfer Successfully Shipped**” message.



Audience

Administrator

A screenshot of the “Ship Transfer” form. It features a text input field labeled “* Enter Ship Date” with the value “01/23/2014” and a calendar icon. To the right of the input field is a “Ship” button, which is highlighted with a red arrow. Below the “Ship” button is a “Cancel” button.

A screenshot of the “Manage Transfer” form. A message “**Transfer Successfully Shipped**” is displayed in a red-bordered box. Below the message are two buttons: “New Transfer” and “Cancel”. At the bottom of the form, there are two links: “Create a New Transfer...” and “Return to Manage Transfer Screen...”.

After Completing the Transfer

After Completing the Transfer

Wait **1-2 business days** until you receive TWO emails to help you ship your expired or spoiled vaccine back to McKesson.

- A Wasted/Expired Vaccine report and instructions email from an Immunization Branch Representative- this form includes a Vaccine Return ID Number that is **required** to process the return.
- A Shipping Label from McKesson- this will also arrive by email.

Reminder: ALL State Supplied Expired/ Spoiled vaccines will be returned to McKesson for processing (EXCEPT COVID-19 VACCINE), unless it is an open multi-dose vial (waste on site).

Audience

Administrator

What to Look For

To: Vaccine Shipping Contact

This email is to provide instruction for a new process to return expired state supplied vaccines to McKesson. Please read the instructions listed below carefully and should any questions arise please contact the NC Vaccines Help Desk.

YOU WILL RECEIVE THE FOLLOWING INFORMATION VIA EMAIL:

1. Wasted/Expired Form (*included in this email*) with the REQUIRED codes for you to return the expired vaccine to McKesson.
2. UPS Shipping Label email from McKesson (*included in separate email- See Below for example*).

**** If you do not receive this email from McKesson within 1-2 business days please contact the NC Vaccines Help Desk.**

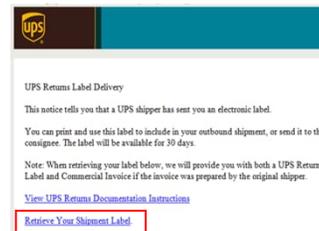
Step 1: Print the Wasted/Expired Form attached to this email and include in the box when the expired vaccines are returned to McKesson.

Step 2: Open the email from McKesson containing the UPS shipping label, click the "Retrieve Your Shipment Label" link to print your return label, and follow the remaining instructions.

The following is an example of the email from McKesson containing the shipping label for your return. This label will be delivered to the same email address as this message was received, with

Emailed Instruction Sheet from the Immunization Branch will look like this

From: McKesson Specialty Care Dist
Sent: Tuesday, March 22, 2016 9:08 AM
To: NCIP Provider



Email containing the shipping labels will look like this, only click "Retrieve Your Shipping Label" link



Shipping labels will look like this

Audience

Administrator

Where to Go for More Help?



Questions?

Contact your Regional Immunization Program Consultant (RIC)

The RIC Coverage Map with contact information is located on the Immunization Branch website:

<https://www.immunize.nc.gov/contacts.htm>

NC Vaccines Help Desk

1-877-873-6247

For help desk hours or to submit a ticket, please click the link below:

https://ncgov.servicenowservices.com/csm_vaccine

Appendix

NCIR Roles

NCIR Role	Role Definition	Corollary Role in CVMS
Reports Only	This person in NCIR is only able to search for clients and view/print client specific records.	N/A
Typical User	Person who can manage, including add and edit, clients in NCIR, as well as manage inventory and ordering. This role also has all of the functionality of the Reports Only role.	Healthcare Provider
Inventory Control	Person who can manage inventory and ordering, as well as all of the functionality of the Typical user and Reports Only roles.	N/A
Administrator	Person who can manage organization users, sites, and clinicians in NCIR. They run practice-level reports, including reminder/recall. This role also has all of the functionality of the Reports Only, Typical User, and Inventory Control roles.	Location Manager