

# Returning Expired/Spoiled Vaccine

## Step 1: Report Expired/ Spoiled Vaccine in the NCIR

### START HERE

Is the state supplied vaccine that needs to be returned physically **ON HAND** ?

**NO**

You will need to contact the NCIR Help Desk and ask them to remove the expired doses from the NCIR. The Help Desk can be contacted by phone at 877-873-6247 or you can send an email to [ncirhelp@dhhs.nc.gov](mailto:ncirhelp@dhhs.nc.gov). If you choose to use email please include the name of your organization along with the (1) **Trade Name** (2) **Lot Number** (3) **Expiration Date** (4) **Quantity** that needs to be removed.

**YES**

Do the number of doses in the NCIR match the amount that you physically have to return?

**NO**

Transfer back the **CORRECT** number of doses

- Click **Manage Transfer**
- Click **New Transfer**
- Click **Transfer All Expired**
- Adjust the **Transfer Quantity** to the correct number of doses that are being sent back to McKesson and enter a Preventive Action
- Click **Packing List**
- Click **Save**
- Click **Ship** and then **Ship** again

**Call the NC Help Desk at 877-873-6247 to have them remove the remaining doses in the NCIR.**

**YES**

Transfer back the vaccine through the NCIR

- Click **Manage Transfer**
- Click **New Transfer**
- Click **Transfer All Expired**
- Enter a **Preventive Action**
- Click **Packing List**
- Click **Save**
- Click **Ship** and then **Ship** again

If you have questions  
call 877-873-6247  
Option #5

**Step 2: Ship vaccine back to McKesson (1) Include the Wasted/Expired Report provided by the Immunization Branch (2) then use the labels provided by McKesson**