INVENTORY RECONCILIATION

1. Before an order can be placed, your inventory has to be reconciled.

2. Using the Navigation Menu, click on Orders/Transfers Menu and then click Create/View Orders to show the Current Order/Transfer List.

3. Click the Create Order button at the bottom of screen – the Reconciliation screen appears.

4. Print the Reconciliation page and take the list of lot numbers to your fridge to do your physical count. The Print button can be found in the lower right hand corner.

5. To reconcile the inventory, do one of the following options:

   **Option A:** If the “Physical Inventory” matches the “Quantity on Hand” (the quantity you counted in your refrigerator) for all the vaccines, select Submit Monthly Inventory and the Create Order screen will appear.

   **Option B:** If changes are required, determine if the changes are due to waste or expired reasons. If yes, make all necessary changes by:

   a. Entering the “Physical Inventory” (negative quantity)
   b. The “Adjustment” is automatically calculated
   c. Selecting the “Category”
   d. Selecting the “Reason”
   e. If the “Physical Inventory” equals 0 on any lot number, the “Inactive” box can be checked to take the lot number off the Reconciliation screen.
   f. Click on Submit Monthly Inventory and the Create Order screen will appear.

   **Option C:** If changes are required, and it is determined that the reason is due to administered doses not coming over from NMSIIS, make the following necessary changes by:

   a. Entering the “Physical Inventory” (negative quantity)
   b. The “Adjustment” is automatically calculated
   c. Selecting “Administered” under the “Category”
   d. Selecting “Not entered into NMSIIS” under the “Reason”
   e. If the “Physical Inventory” equals 0 on any lot number, the “Inactive” box can be checked to take the lot number off the Reconciliation screen.
   f. Click on Submit Monthly Inventory and the Create Order screen will appear.

6. At the end of the inventory list, on the left side of the page, the “Inventory Last Submitted” date will be listed.

**Please Note:** The used (administered) doses totals are being pulled from NMSIIS, therefore it is important to accurately record all state and VFC administered vaccines in NMSIIS with the correct lot number to ensure that the doses used column is correct. Corrections to incorrect dose used totals should be made within NMSIIS. If you need to make manual adjustments to the doses used/administered please note that the manual adjustment will be recorded and a NM VFC representative may be in contact regarding your inventory in NMSIIS. It is very important to keep your entire inventory in NMSIIS accurate.
MANUALLY ADD VACCINE INTO INVENTORY

This option should be used ONLY if you have VFC vaccine in your inventory that did not get correctly added through the normal receive order/transfer options or through the NMSIIS import.

1. Click the Search/Add menu option under “Lot Numbers” to open the Lot Number Maintenance Screen.
2. Select the vaccine you wish to enter, and click the Search button
   a. This step helps to prevent adding duplicate lots of that vaccine by showing you which lots you already have.
3. Click the Add button.
4. Enter data for all required fields- written in red.
   a. NEVER enter the “-VFC” or “-STATE” after the lot number in the NM VFC Vaccine Online Ordering System if corrections are needed.
   b. Entering the NDC Number will ensure the vaccine data is reflected consistently throughout the rest of the system.
Categories and Reasons Explanation

These are the categories and reasons that are used on the Reconciliation Screen and the Receive/Transfer Order Screen. The adjustment reasons are separated into categories to simplify the process. Always use the category and reason which best describes what happened to the doses in your inventory.

**Positive Adjustments**

<table>
<thead>
<tr>
<th>Category</th>
<th>Rationalization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Received</td>
<td>Received vaccines from the VFC program</td>
</tr>
<tr>
<td>Transfer</td>
<td>Received transferred vaccines from another provider, or borrowing vaccine inventory between private and public supply (this should only be used if vaccines were not transferred through the “create transfer” link under “Create/View Orders.”)</td>
</tr>
</tbody>
</table>

**Negative Adjustments**

<table>
<thead>
<tr>
<th>Category</th>
<th>Rationalization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recall</td>
<td>Vaccines are nationally recalled, or the State sends notice to stop using the vaccine</td>
</tr>
<tr>
<td>Spoiled</td>
<td>Vaccines have spoiled due to improper storage practices, man-made or natural disasters, or spoiled during transport</td>
</tr>
<tr>
<td>Expired</td>
<td>Vaccines were not used before the manufacture’s expiration date</td>
</tr>
<tr>
<td>Administered</td>
<td>This reason accounts for shots not entered</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>Rationalization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wasted</td>
<td>Vaccines are not viable because they were either dropped, spilled, drawn-up but not used, or lost/unaccounted for</td>
</tr>
<tr>
<td>Transfer</td>
<td>Transferred vaccines to another provider, or borrowing vaccine inventory between private and public supply (this should only be used if vaccines were not transferred through the “create transfer” link under “Create/View Orders.”)</td>
</tr>
</tbody>
</table>

**Key Tips to Remember:**

- Select the best category and reason that describes what happened to those doses
- Tracking doses periodically makes it easier to report inventory at the end of the month
- It may be helpful to develop a system at your clinic to
PLACING AN ORDER

1. Using the Navigation Menu, click on Orders/Transfers Menu and then click Create/View Orders to show the Current Order/Transfer List.

2. Click the Create Order button at the bottom of screen to open the Create Order screen.

3. Vaccine Delivery Information: Review your vaccine delivery information (Delivery Address, Contact, Delivery Days and Times). **NOTE:** Notify the NM VFC Program immediately if your Delivery Address or Contact Name is incorrect – Do not continue with your order. Please use the current process to update your contact information using the Provider Change of Contact Information Form. If your Delivery Days or Times have changed, correct it and once you submit your order, the information will be saved.

4. Order Details: To place an order, review the following information that is prepopulated on the order screen:
   - **a. Doses Used Last Month** (required for all products)
   - **b. Physical Inventory** (required for all products)
   - **c. Enter the Order Quantity** (required for products you want to order)
   - **d. Enter Comments (if desired.)**
     **Note:** Use this field to notify the NM VFC Program of anything special about the vaccine order quantity. The NM VFC Program may also add comments to the field that you can see on the order history.

   Quality Assurance Checks: The NM VFC Vaccine Online Ordering system automatically does a quality assurance check on your order before it is submitted.
   - If any information was entered incorrectly, an error message will show on the top of the page in red or in pop up boxes. Correct the noted mistakes and re-submit.
   - If your order is outside your assigned frequency and timing, or your order quantity is outside of the threshold for the recommended order quantity, a dialogue box will open. Select an Exception Comment from the dropdown menu and click the Submit button to continue. You can click the Cancel button to exit the pop up box and go back to the order or click the Save button to exit and save the order.

5. Optional: Select a Priority Reason from the dropdown menu to request an urgent order, and also contact the NM VFC Program.
   **Note:** You must justify your priority request. Only genuinely urgent orders are approved and will be determined by the VFC Program.

6. Double check your entries and click one of the following buttons at the bottom to continue:
   - **a. Click Submit Order** to send the order to the NM VFC Program. You cannot change orders after submitting. Contact the NM VFC Program immediately if you need to make changes.
   - **b. Click Save Order** to save, but not submit. Saved orders are listed on your Inbound Order screen. Saved orders can be re-opened and
submitted at any time. You may also delete saved orders if they will not be used.

c. Click the Cancel button to cancel the order and exit the Create Order screen. Nothing will be submitted or saved.

RECEIVING AN ORDER

1. Using the Navigation Menu, click on Orders/Transfers Menu and then click Create/View Orders to show the Current Order/Transfer List.
2. Select the desired vaccine order to open the Receive Order screen.

Note: When receiving your order in the NM VFC Vaccine Online Ordering system, you will see the total number for each lot number and it will not be split between State and VFC. Please receive the total doses for each lot number into your inventory in the NM VFC Vaccine Online Ordering system. You can receive orders that have a status of either Approved or Shipped.

3. Please continue to use the current process if you have wasted, spoiled, or damaged vaccine by completing The Return Form and Trouble Shooting Record (TSR).
4. NEVER enter the “-VFC” or “-STATE” after the lot number in the NM VFC Vaccine Online Ordering System if corrections are needed.

Option A: If your shipment is COMPLETE and you want to add all of the vaccine products in your order to your inventory:

a. Enter the “Receipt Quantity” for each vaccine product shipped.

b. Missing Information: If there is any missing Manufacturer, Lot Number, or Expiration Date information for any product, enter the missing information. Use information from the vaccine package. See Option B about orders with missing products (e.g., varicella).

c. Incorrect Information: If there is any incorrect product Manufacturer, Lot Number, or Expiration Date information, enter the correct information. Use information from the vaccine package. See Option B about orders with missing products (e.g., varicella).

d. Click the Receive button. The system updates your inventory with these received doses by lot number.

Option B: If your shipment is MISSING vaccine products and you want to add the portion that arrived to your inventory now and later add the missing portion: (For example, separate varicella shipment or if the order is split across multiple shipments)

a. Receive the products shipped as described above.

b. For the missing vaccine products:
1) Enter a “Not Entered Quantity” that equals the original order quantity for that product.
2) Select **Shipment is Incomplete** from the **Reason For Not Entering** dropdown.
   c. Click the **Receive** button. The system updates your inventory with only the received doses. A new order is created in the system for the products that have not been entered. The order is on your Inbound Order screen and has the same date as the original order. Use this order to receive the missing product later when it arrives.

**Option C:** If your shipment is **MISSING** vaccine products and you want to add the portion that arrived to your inventory now but not ever add the missing portion to your inventory:
   a. Receive the products shipped as described above.
   b. Enter the missing quantity under “Not Entered Quantity” as described above, but select any reason except “Shipment is Incomplete” from the “Not Entered Quantity”.
   c. Click the **Receive** button. The system updates your inventory with only the received doses. The not entered quantity will be shown as not received.

**Option D:** If your shipment arrives **DAMAGED** or **SPOILED**:
   a. Accept the order from the shipper and store in the proper vaccine storage unit.
   b. Call the NM VFC Program for return and replacement instructions.
   c. Do not enter damaged or spoiled quantities into the system.
TRANSFERRING VACCINE

1. Please continue to use the current process when transferring vaccines by filling out the Vaccine Transfer From and submit it to the NM VFC Program.

2. Using the Navigation Menu, click on Orders/Transfers Menu and then click Create/View Orders to show the Current Order/Transfer List.

3. Click the Create Transfer button at the bottom of screen to open the Create Transfer screen.

   a. To receive a transfer- Using the Navigation Menu, click on Orders/Transfers Menu and then click Create/View Orders to show the Current Order/Transfer List.

   b. Click the Select Arrow next to the transfer you want to receive under the Outbound Transfers section.

   c. This will take you to the Receive Transfers screen. Indicate the number of doses you are receiving and click Receive.

4. Your inventory will show under Transfer Details.

5. Indicate the organization and facility you are transferring to, the number of doses for each lot number, and the transfer reason.

6. Click the Create Transfer in the lower right.

7. The transfer will appear under Outbound Transfers on the Create Order/Transfer screen.
VIEW INVENTORY NUMBERS FROM NMSIIS IMPORT

1. On a regular basis, it is recommended that you check to ensure your administered doses are being imported into the NM VFC Vaccine Online Ordering system correctly. At first, it is recommended that you perform these tasks on a daily basis.

2. Using the Navigation Menu, click on Lot Numbers Menu and then click Reconciliation to show a list of your current inventory.

3. Click the View Inventory Numbers from Import button located below the list of your inventory.

4. The “View Inventory Numbers from Import” report below will generate displaying items coming over from NMSIIS.

   Please note: this is a log to help you troubleshoot why your inventory counts are different between NMSIIS and the NM VFC Vaccine Online Ordering System. The report identifies any lots that came over that did not match due to user entry errors (for example, lot number typos or incorrect vaccine selection, etc.). The log will show everything that was submitted from NMSIIS from last time the “Submit Monthly Inventory” button was clicked. The log report will clear every time the Inventory is submitted. It is very important to keep your entire inventory accurate in NMSIIS.

   a. Use the above report to correct doses administered in NMSIIS.
   b. The doses administered are sent to the NM VFC Vaccine Online Ordering system nightly and will be updated as changes are made.

RESOURCES

- Direct all NMSIS and online ordering system questions to the NMDOH Immunization Program Help Desk
  o (800) 280-1618
  o DOH-HelpDesk-Main@state.nm.us

- Direct all VFC Program Questions to the VFC Program Office
  o (505) 827-2415
  o nmvforder.support@state.nm.us