Vaccine Ordering and Management System (VOMS) – Vaccine Ordering and Receiving

Welcome! This is the third of a four-part instructional video series describing the Vaccine Ordering and Management System (VOMS) within VacTrAK, the State of Alaska’s Immunization Information System (IIS), and is designed for providers who wish to order state-supplied vaccines online using VacTrAK. The series includes:

1) Overview
2) Reconciliation
3) Ordering and Receiving
4) Vaccine Returns

VacTrAK Contact Information

Website: https://vactrak.alaska.gov/iweb/

VacTrAK Support Help Desk
866-702-8725 (866-702-TRAK)
In Anchorage – (907) 269-0312
E-mail: vactrak@alaska.gov
Fax: (907) 562-7802

Epidemiology Vaccine Depot
9210 Vanguard Drive, Suite 102A
Anchorage, AK 99507
E-mail: vaccinatedepot@alaska.gov
Telephone: (907) 341-2202
Fax: (907) 341-2228
This training will instruct you in how to order vaccines and how to receive those vaccines into your inventory within the vaccine ordering and management functions of the system.

We will describe how to create an order, submit the order and how to receive the order into your inventory.

*Note:* To order vaccine using VacTrAK, your account has to be set up with permission to order vaccine. Please have your facility administrator fill out the Modify VacTrAK User Request form and submit it to the VacTrAK Help Desk to make sure you have this permission when you are ready to order vaccine on-line using the system.

Both the Vaccine Coordinator and the Back-up Vaccine Coordinator at your facility should have the Lot Number Manager permission, which allows you to reconcile your inventory, place vaccine orders and process returns.

If you do not already have this permission, please have your facility administrator fill out the “Request to Modify VacTrAK Users” form and submit to the VacTrAK Help Desk. This form can be found on the VacTrAK home page by clicking on Documents & Policies.
After you log into VacTrAK, the State of Alaska’s Web-based immunization information system, you will see the Navigation Menu on the left-hand side. This menu lists all of the functions that VacTrAK can be used for, and helps you move through the system.

To create an order, go to the left-hand Menu Bar and click on the “Order/Transfers” menu heading. Then, below it, click on “Create/View Orders”.

On the bottom right of this screen, click on the “Create Order” button. If you **have not** reconciled your inventory in the last 14 days, a reconciliation page will appear. Do not reconcile here. First you have to take a full inventory of state supplied vaccine. Reconciliation is covered in the previous training session and is performed on the reconciliation page under “Lot Numbers.”
If you have met the reconciliation requirement, the “Create Orders” screen will appear.

The top portion of the Create Order screen shows your contact and delivery address information. It is important that you review the name, address, shipping days and times and all other shipping information in the “Create Order” section of this screen and ensure they are correct.

The address and contact name listed here is the address to which vaccine shipments that you order will be delivered. You cannot edit your vaccine delivery address information. If any of the vaccine delivery address information is incorrect, STOP your ordering process and contact the Vaccine Depot staff.

If your vaccine delivery address and contact name information is correct, continue with the ordering process.

You may change the shipping days and times. These hours should be the hours that your clinic is open and someone is available to accept and properly store the vaccine shipment when it arrives.

To change the days/times: Select the check box for each day that your facility/clinic is open. There are four fields per day to allow you to reflect any lunch hour time that you will not be open to receive the order. This is very important for our direct ship manufacturers.
Your “PIN” number is automatically assigned by the system and is not editable. “Order Date”, “Submitter”, and “Order Status” are also automatically populated. The date of your last reconciliation is shown on the screen.

You may enter a comment, if you have one, for the Vaccine Depot staff in the comments field. The instructions field is for Depot staff use only. Do not enter anything in the instructions field.

You are assigned a specific order frequency and schedule. The information you see for “Order Frequency” and “Order Schedule” is pre-established and not editable. These fields identify how often and when you are assigned to place vaccine orders. If you place an order outside your assigned schedule, an exception message will display and you will need to confirm that you want to place the order. Your off-schedule order will also be reviewed by the Vaccine Depot before it is approved.

You will also see accountability dates recorded by the Vaccine Depot. These dates are not editable. These dates will only be updated by the Depot Staff reflecting the current submission by your facility. When temperature graphs and temperature logs are reviewed and approved, the Vaccine Depot will enter these submission dates. Dates need to be within the last 14 days of an order to be compliant.

If the accountability dates are reflecting past due, your order will automatically go into “Manual Review”. It will remain in “Manual Review” until the accountability requirements have been met.
After you have reviewed the information, you can begin entering your order. First you will select the appropriate order set from the Order Set drop down menu. You will select your list of vaccine products you can order from this drop down list. You may see multiple order sets to choose from.

The Standard IZ Order Set includes all of the pediatric vaccines available for order except for Varicella. If you are frozen vaccine certified, then you will see a separate order set for Varicella. If you order state-supplied vaccines for eligible adults, please order these doses from the Adult order sets.

For this training, we’ll select the Standard IZ order set.
The page will refresh and the vaccines that you are able to order will display. When you enter your own orders, the vaccines you can order may be different than the example shown in this training. If you feel that the vaccines listed in your order set are incorrect, contact the Vaccine Depot.

The “Doses Used Last Month” and “Physical Inventory” fields are pre-populated based on your reported administration and reconciliation. The administration data is calculated based on the previous calendar month based on the order date. If you order in the month of August, the “Doses Used last Month” will reflect the administration reported for the full month of July.

All providers will be required to manually enter the “Order Quantity.” For the vaccines you do not want to order, you can leave the “Order Quantity” field blank or enter a zero (0) value. Use your judgment to order the right amount of vaccine for your facility and base your order off of your administration data.
The depot staff will look at your current inventory, the doses used last month, and your order schedule to evaluate your order request. Orders can be fully or partially denied if your current inventory appears sufficient to meet your recorded administration data. If the quantity of doses used last month does not look correct, this could indicate a problem with your administration data. If you are unable to identify the discrepancy, contact the VacTrAK Helpdesk at (907)269-0312 or (866)702-7825.

You can also enter any comments you want to make about specific vaccine products to help the Vaccine Depot understand any unusual vaccine requests.

After you’ve double checked your entries, you have several options for what action to take with the order:

You may “Cancel” the order by clicking the “Cancel” button. Clicking cancel exits you from the order details screen and nothing is submitted or saved. You will lose your work.

You may “Save” your order at any point in the completion process by clicking on the “Save” button. You will be sent back to the “Create/View” order screen showing your saved order.
Click on the select arrow to re-open the order.

If you are satisfied with your order— and are ready to submit it for review and approval, click on the “Submit” button.

On the rare occasion that you have an urgent order, you can select a “Priority Reason” from the dropdown menu (the urgent box automatically checks after you select a reason). Enter a comment in the comments box for that vaccine to explain your urgent request. Indicating an urgent order will not guarantee a shorter processing time but will alert the Vaccine Depot to an unusual situation.
VacTrAK automatically does a quality assurance check on your order before it is submitted. If your order contains data not recognizable in the system – error messages show on the top of the page in red. Correct the noted mistakes and re-submit.

If you are satisfied with your order— and are ready to submit it for review and approval, click on the “Submit” button.

After you submit your order, the system automatically takes you back to the “Create/View” order screen will display. You will see your order in the “Inbound Orders” section of that screen.
To view any of your orders, click the button in the “Select” column beside the order. A read only screen will show the details of your order. You cannot edit this screen. When you are done looking at the order, click on the “Cancel” button at the bottom.

Once you’ve submitted your order and it is in read only mode, clicking the cancel button will NOT cancel your order, it will simply return you to the previous screen.

If you forgot to order a vaccine, simply create and submit a new order for the vaccines that you did not include in your previous order.

If you submit an order that meets all order specifications, it will reflect the status of “Pending Depot approval.” This means it goes immediately to a final review and typically proceeds quickly through the order process. Any order out of compliance will reflect “In Manual Review.”
Any accountability date not within 14 days of the order date for temperature submission or any order out of set order schedule will put the status of the order to “In Manual Review”. It is in your best interest to avoid the additional review process by ordering on time and routinely submitting all temperature data.

The Vaccine Depot will update the status to “Approved” when the order has been approved and released to the depot warehouse for fulfillment.

Once the order has been completed, it will reflect a status of “Shipped or Ready for Pick-up.” Local providers can pick up their orders during open pick-up hours. Providers who have orders shipped to a local airport will show the status of “Shipped or Ready for Pick-up” once it leaves the Vaccine Depot building and is in route to the provider. A copy of the invoice will also be faxed to the provider’s office once it reaches this final status as additional notification.

The final status of your order will be either “shipped or ready for Pick-up” or “approved” for the direct ship orders. At this time the orders will be available to receive into your inventory.

When your vaccine shipment arrives, open it and check the contents against the invoice to make sure the contents match what is listed. Make notes on the invoice of any differences between the invoice and the physical shipment. Store the vaccine immediately. If you have any discrepancy of quantity or lot number between your invoice and what you actually received, you will need to contact the Vaccine Depot before proceeding. If your invoice matches what you actually received, then login to VacTrAK to receive in your shipment.
Click on the arrow next to your order in the “Create/View Orders” screen.

This takes you to this “Receive Order” screen. You will see general information about the order. Below that, in the “Order Details” section, you will see that the “Manufacturer”, Lot Number”, and “Expiration Date” are pre-populated. This will be the case for all vaccines received from the Vaccine Depot.

Manually enter the doses received into the “Receipt Quantity” fields.

If there is a discrepancy reported to the Depot, such as you only received 30 doses instead of 40: receive the 30 as your “Receipt Quantity.” Enter 10 as your “Rejected Quantity” and choose a reason for the rejection which in this case would be “Shipment Incomplete.”

Do not receive in a quantity in a line if it does not match the lot number and expiration data.
If you receive any vaccines not listed (including a quantity greater than the ordered quantity), you must contact the Vaccine Depot Staff to make the proper corrections.

After you enter your data for all of your vaccines, click on the “Receive” button at the bottom of the screen. You will be returned to the “Create/View Order” screen.

A Varivax or Zostavax shipment will have a slightly different receiving process. These are direct ship vaccines and come directly from the manufacturer. A direct ship order will not have the same populated information as a depot shipped order. Therefore, you will also be required to manually enter the manufacture, lot number, and expiration date on a direct ship order.

If there is a shortage in a direct ship vaccine order, follow the package insert for notification to the manufacture. In a direct ship order, the manufacturer will arrange a reshipment of any missing doses or doses outside the acceptable cold chain time. If there are rejected doses for a direct ship vaccine, choose the reason of “Shipment is Incomplete”.

<table>
<thead>
<tr>
<th>Shipped</th>
<th>Receipt</th>
<th>Quantity</th>
<th>Vaccine</th>
<th>Manufacturer</th>
<th>Lot Number</th>
<th>Expiration Date</th>
<th>Reason for rejecting</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>DTaP</td>
<td>GLAXOSMITHKLINE</td>
<td>XX4TESTA</td>
<td>12/31/2015</td>
<td>smoking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>DTaPiHep BbPV</td>
<td>GLAXOSMITHKLINE</td>
<td>AC21B32BA</td>
<td>12/07/2013</td>
<td>Tracking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>Hep A 2 dose - PedAdol</td>
<td>ALPHA</td>
<td>123456</td>
<td>12/31/2015</td>
<td>Tracking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>HPV, quadrivalent</td>
<td>MEDIMMUNE, INC.</td>
<td>111250</td>
<td>06/15/2015</td>
<td>Tracking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>IPV</td>
<td>MERCK</td>
<td>12051205</td>
<td>12/31/2013</td>
<td>Tracking</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
<td></td>
<td>Mening. (MCV4P)</td>
<td>SANOFI PASTEUR</td>
<td>U4245BA</td>
<td>08/23/2013</td>
<td>Tracking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>MMR</td>
<td>BIOPORT CORPORATION</td>
<td>MMRT076</td>
<td>12/15/2013</td>
<td>Tracking</td>
</tr>
<tr>
<td>10</td>
<td>20</td>
<td></td>
<td>Rotavirus, pentavalent RV5</td>
<td>MERCK</td>
<td>1860AA</td>
<td>06/29/2013</td>
<td>tracking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>Pneumococcal FOY-13</td>
<td>WYETH-AYERST</td>
<td>G13183</td>
<td>04/30/2014</td>
<td>tracking</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td></td>
<td>Td, Preservative Free</td>
<td>SANOFI PASTEUR</td>
<td>C4114BA</td>
<td>05/06/2014</td>
<td>tracking</td>
</tr>
<tr>
<td>20</td>
<td>10</td>
<td></td>
<td>Tdap</td>
<td>GLAXOSMITHKLINE</td>
<td>TDAPTEST1</td>
<td>12/31/2015</td>
<td>Incorrect Number of Doses</td>
</tr>
</tbody>
</table>

Vaccine Ordering and Receiving 14 v10/03/13
Once you press receive, you will be returned to the “Inbound Order” screen. The “Receipt Quantity” for each product is added to your VacTrAK Lot Inventory, and that order is removed from your “Inbound Orders” screen. If you want to check on this order again, you can look it up using the “Search History” function on the menu bar.

When you have completed your work, you can use the other options available to you on the VacTrAK Main Menu, or you can “Log-out”.

To “Log-out” simply click on the “Logout” option under “Main” at the top of the left-hand Menu.

This concludes Vaccine Ordering and Management System (VOMS) – **Vaccine Ordering and Receiving**. Please return to the VacTrAK website to view the rest of this series listed on the front page of this module.