New Mexico VFC Vaccine Online Ordering System FAQs
September 2014

1. Is placing orders through the new VFC vaccine online ordering system a mandatory requirement of the NM VFC Program?

Yes. On September 1st, <u>all</u> NM VFC providers are required to place vaccine orders online.

2. How do I access the online ordering system?

You can access the ordering system by using this link: https://www.nmvfcvaccineonlineordering.org

3. How can I provide vaccine online ordering system training to my new staff?

There will be training available through the NM DOH training website. The NM VFC Program will let you know when these materials are available.

4. How can I reset my password in the new vaccine online ordering system?

You can automatically reset your password, by clicking "Forgot Password" on the log-in home page. Your new password will be sent to your email address. If you do not receive an email from the system to reset your password, this means we do not have your correct email address on file. Contact the VFC program to update your contact information.

5. While reconciling my vaccine inventory, I noticed inaccuracies. How can I correct these?

You can correct your inventory using the steps detailed in the Provide Training Guide (pgs. 6-7) and in the Provider Quick Reference Guide (page 1.) If you have any further questions, contact our support team at: nmvfcorder.support@state.nm.us

6. Where can I find the reconciliation report page and how do I print the page?

You can print this page before you place your vaccine order to ensure your inventory and vaccine order are accurate by clicking the "Print" button on the reconciliation page.

7. Can I access the "Create Order" page, before completing the reconciliation page?

No. You must complete the reconciliation page first because submitting your vaccine inventory every month is a VFC requirement. After completing the reconciliation page, you gain access to the "Create Order" screen.

8. How can I check to see when my vaccine order was approved?

Your VFC vaccine order is tracked on the Current Order/Transfer List page. On that dash board, you can see the status of your order as "approved", "shipped", and "received".

9. The doses of administered vaccine at my site have not been subtracted from my vaccine inventory in the ordering system. What can I do?

Complete a Help Desk ticket so we can address this issue. You can call the Help Desk: **1-800-280-1618** or email them at: DOH-HelpDesk-main@state.nm.us. Please include your VFC PIN# with your request for assistance.

Here is a chart clarifying the NM VFC Vaccine Online Ordering System and New Mexico Statewide Immunization Information System, (NMSIIS).

	VACCINE ORDERING	VACCINE MANAGEMENT & REPORTING
Application	NM VFC Vaccine Online Ordering System	New Mexico Statewide Immunization Information System (NMSIIS)
Purpose	An efficient tool used for vaccine ordering, reconciling inventory, transferring vaccine, and tracking vaccine orders.	Mandatory reporting tool for vaccine inventory, transferred vaccines, borrowed vaccine and doses administered.
Vaccine Inventory	A one-time data feed of vaccine inventory in NMSIIS was pulled into the online ordering system on August 1, 2014. <u>These numbers should match with the first order.</u>	Vaccine inventory is entered into NMSIIS every time a vaccine shipment is received by a provider. The doses are separated as either "State" or "VFC" doses per the packing slip that comes with each vaccine shipment.
Vaccine Doses Administered	Monthly data pulled from NMSIIS, to show doses administered.	Mandatory reporting of all vaccine doses administered are entered into NMSIIS.
Dose Accountability	Only **total** numbers of vaccines are recorded without identifiers into the ordering system.	All VFC vaccine doses are entered into NMSIIS with the following identifiers: **-State** or **-VFC**.