

## New Mexico VFC Vaccine Online Ordering System FAQs- October 2014



### **1. What is the URL for the online ordering system?**

You can access the ordering system here: <https://www.nmvfcvaccineonlineordering.org>

### **2. I am a new VFC provider and need training for my staff. How do I access the online ordering system training?**

You can access the ordering training on the Department of Health training site: <https://nm.train.org/DesktopShell.aspx>  
Once you create your account for the training site, register for the Online Ordering Training course by searching for the course in the search bar on the site. Our course is **#1052898** (*NM VFC Vaccine Online Ordering System Online Training*).

When you are registered for the course you can launch the slide show and gain access to the training videos. You must watch the Full Online Ordering Training video and click through the slide show. At the end of the slide show there are instructions for taking the quiz. Once you pass the quiz, you can access your certificate of completion. Email the certificate to the VFC Program staff at: [nmvfcorder.support@state.nm.us](mailto:nmvfcorder.support@state.nm.us). We will send you your user name and password within 48 hours.

### **3. How can I reset my password in the new vaccine online ordering system?**

You can automatically reset your password by clicking "Forgot Password" link 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. To update your contact information, email the VFC program at: [nmvfcorder.support@state.nm.us](mailto:nmvfcorder.support@state.nm.us)

### **4. I noticed inaccuracies while reconciling my vaccine inventory. 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 at: [nmvfcorder.support@state.nm.us](mailto:nmvfcorder.support@state.nm.us)

### **5. How long can I remain in the ordering system website before it logs me out?**

The ordering system will log you out of the site after 30 minutes of inactivity.

### **6. Do I need to confirm my vaccine delivery hours every time I submit my vaccine order?**

Yes. You must enter your vaccine delivery hours each time you place an order and check the box next to each day of the week to confirm. Your vaccine order will be denied if you do not confirm and check off your vaccine delivery hours.

## **7. Where can I find the reconciliation worksheet and how do I print it?**

You can print your Reconciliation Worksheet to count your inventory before submitting your monthly inventory. There is a "Print" button at the bottom of the Reconcile Inventory page on the right side.

## **8. How do I receive my vaccine order in the system?**

Here is a link to a video reviewing the ordering process:

<https://www.youtube.com/watch?v=JlWwDn3HPTM&feature=youtu.be>

When you receive your vaccine shipment at your site place the vaccines in your storage units according to VFC Program protocols. Log into the system and access your "Current Order/Transfer List" and check your "Inbound Orders" section at the top of the page. Your current order will be listed there with its status as "Shipped."

Click on the arrow button under "Select" for your order and this will take you to the "Receive Order" page. This page should list all of the vaccines you ordered as they appear on your packing slip. Enter the doses you have received into the "Receipt Quantity" column. If there is vaccine missing from your order, i.e. Merck has not sent you your varicella or ProQuad yet, enter the doses you are NOT entering into the system under the "Not Entered Quantity" column and list the reason as "Shipment incomplete."

Once you have entered all the doses into the "Received Quantity" and "Not Entered Quantity" columns and have filled in any other fields that need information from your packing slip, click the "Receive" button at the bottom of the page and your new lot numbers will all be populated in your inventory on the Reconciliation page.

## **9. Do I separate VFC and State doses in my inventory or in my received doses in the online ordering system?**

No. All vaccine doses are counted as the total amount of doses of the vaccine in the ordering system. VFC and State doses are not separated in your inventory or when you receive them into the system. Vaccine doses are separated according to the packing slip when you enter your inventory into NMSIIS and in your refrigerator and freezer units.

## **10. Are Flu vaccines ordered through the new VFC vaccine online ordering system?**

No. Your Flu vaccine allocations were confirmed in August and orders are distributed in waves based on vaccine availability.

**ORDERING SYSTEM SUPPORT CONTACT INFORMATION: *Please include your VFC PIN# with ANY request for assistance.***

VFC Health Educator- Desiree Valdez, 505-827-2415

VFC Clerk Specialist- Lynne Padilla, 505-827-2147

Email: [nmvfcorder.support@state.nm.us](mailto:nmvfcorder.support@state.nm.us)

DOH Help Desk: **1-800-280-1618** or email them at: [DOH-HelpDesk-main@state.nm.us](mailto:DOH-HelpDesk-main@state.nm.us)

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
<b>Application</b>	NM VFC Vaccine Online Ordering System	New Mexico Statewide Immunization Information System (NMSIIS)
<b>Purpose</b>	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.
<b>Vaccine Inventory</b>	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.
<b>Vaccine Doses Administered</b>	Monthly data pulled from NMSIIS, to show doses administered.	Mandatory reporting of all vaccine doses administered are entered into NMSIIS.
<b>Dose Accountability</b>	Only <b>total</b> numbers of vaccines are recorded without identifiers into the ordering system.	All VFC vaccine doses are entered into NMSIIS with the following identifiers: <b>-State</b> or <b>-VFC</b> .