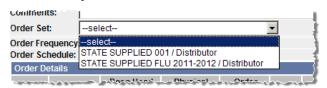## Create and Submit a Vaccine Order

Providers electronically order state-supplied vaccine in the system using the Create Order function.

Step by Step Instructions:

1) Using the Navigation Menu, click on the **Orders/Transfers Menu Heading** and click *Create/View Orders* under the menu to show the list of your Inbound (open) Orders.

2) Click the **Create Order** button at the bottom of screen to open the new order screen.

3) Vaccine Delivery Information: Review your vaccine delivery information (Delivery Address, Contact, Delivery Days and Times). *NOTE: Notify your Local Health Jurisdiction (LHJ) immediately if your delivery address is incorrect – Do not continue with your order.* If your clinic's Contact Name, Delivery Days or Times have changed, correct them and click the **Save** button at the top of screen. *Note: The save button at the top of screen only saves the vaccine delivery information, not the order itself.*

4) Order Set: Select the desired Order Set from the drop down menu located just above the blue **Order Details** title bar.

NOTE: You will not see vaccines to order until you select an order set.

5) Order Details: To place an order, enter the following information:
   1. ***Doses Used Last Month*** (required for all products)
   2. ***Physical Inventory*** (required for all products)
   3. ***Order Quantity*** (required for products you want to order)
   4. ***Comments*** (if desired.) *Note: Use this field to notify your Local Health Jurisdiction (LHJ) of anything special about the vaccine order quantity. Your LHJ may also add comments to the field that you can see on the order history.*

6) *Optional*: Select a ***Priority Reason*** from the dropdown menu to request an urgent order, and contact your Local Health Jurisdiction. **Note***: You must justify your priority request. Only genuinely urgent orders are approved by your Local Health Jurisdiction or the State Department of Health.*

7) Double check your entries and click one of the following buttons at the to continue:
   1. Click the **Submit Order** button at the bottom of the page to send the order to your Local Health Jurisdiction. You cannot change orders3 after submitting. Contact your Local Health Jurisdiction immediately if you need to make changes.
   2. Click the **Save Order** button to save, but not submit. Saved orders are listed in 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.
   3. Click the **Cancel** button to cancel the order and exit the Order Details screen. Nothing will be submitted or saved.

Quality Assurance Checks: The registry automatically does a quality assurance check on your order before it is submitted.
- If your order contains typos – error messages 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 a 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.

Washington State Immunization Information System Quick Reference
WWW.WAIIS.WA.GOV

Receive Vaccine Orders into Inventory

Providers electronically receive (add) state-supplied vaccine shipments to their inventory in the system using the Receive Order function.

Step by Step Instructions:

1) Using the Navigation Menu, click on the **Orders/Transfers Menu Heading**. Click *Create/View Orders* under the menu to show the list of your Inbound (open) orders.

2) Select the desired vaccine order to open the *Receive Order* screen. ***Note****: You can receive orders that have a status of either* Approved *or* Shipped*.*
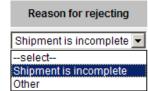
Option A) If your shipment is **COMPLETE** and you want to add all of the vaccine products in your order to your inventory:

1) Enter the ***Receipt Quantity*** for each vaccine product shipped.

2) 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 note below about orders with missing products (e.g., varicella).*

3) 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 note below about orders with missing products (e.g., varicella).*

4) 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 1) to add the portion that arrived to your inventory now and 2) later add the missing portion. For example, separate varicella shipment or if the order is split across multiple shipments:

1) Receive the products shipped as described above.

2) For the missing vaccine products:

a. Enter a ***Receipt Quantity*** of zero.

b. Enter a ***Rejected Quantity*** that equals the original order quantity for that product.

c. Select the *Shipment is Incomplete* reason from the ***Reason For Rejecting*** drop down menu.

3) Click the **Receive** button. The system updates your inventory with only the received doses. A new order is created in the system for the rejected products. 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 1) to add the portion that arrived to your inventory now but 2) not ever add the missing portion to your inventory.

1) Receive the products shipped as described above.

2) Reject the missing products as described above, but select "Other" from the ***Reason For Rejecting*** drop down menu.

3) Click the **Receive** button. The system updates your inventory with only the received doses. The rejected products show as not received.

Option D) If your shipment arrives **DAMAGED** or **SPOILED:**

1) Stop. Do not receive the shipment into the system. Accept the order from the shipper and store in the proper vaccine storage unit.

2) Contact your Local Health Jurisdiction immediately for return and replacement instructions.

Need help with vaccine ordering or have questions about the WA Childhood Vaccine Program? Contact your Local Health Jurisdiction
Need technical assistance? Contact the Help Desk: 800-325-5599 or 206-205-4141 email: cphelpdesk@kingcounty.gov

If you have a disability and need this document in another format, please call 1-800-525-0127 (TDD/TTY 1-800-833-6388).
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