VFC Vaccine Online Ordering Provider Quick Reference Guide:
Receiving a Vaccine Order

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.

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/Incorrect information: If there is any missing or incorrect Manufacturer, Lot Number, or Expiration Date information for any product, pause and contact ISDH before proceeding.
   c. Missing Products: 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.

Please Note: If you ordered either ProQuad or Varivax, provider NO LONGER need to login and manually change the funding code to PUB. CHIRP is updating the funding code automatically the morning after the doses are received.

Option B: If your shipment is MISSING vaccine products and you want to add the portion that arrived to your inventory now and then later add the missing portion: (For example, separate varicella shipment or if the order is split across multiple shipments)
   a. Enter the “Receipt Quantity” for each vaccine product shipped.
   b. For the vaccines that you did not receive (varicella), leave the boxes blank.
      i. Do not include anything further for this particular vaccine. Once the vaccines are received, you can go back and follow the directions above for receiving an order.
   c. Click the Receive button. The system updates your inventory with only the received doses at that time.

Option C: If you have vaccines that were never delivered and/or the shipment arrives DAMAGED or SPOILED:
   a. Accept the shipment at the time of delivery and store in the proper vaccine storage unit.
   b. Enter the “Rejected Quantity” for each vaccine in question
   c. Select the “Reason for Rejecting”
      i. Shipment is damaged
      ii. Shipment is incomplete
      iii. Shipment was not ordered
      iv. Damaged during state shipment
   d. Click the Receive button. The system updates your inventory with only the received doses at that time.
   e. Call the Immunization Division for return and replacement instructions within 2 hours of delivery.