

Frequently Asked Questions – Vaccine Order Management System (VOMS)

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Q. How and when do I reconcile my inventory?

A. To reconcile your VFC inventory, you will first click “Print” at the bottom right of your reconciliation page to print a reconciliation worksheet. Next, take this worksheet to your refrigerator and freezer to count the physical inventory in each unit. Using the worksheet, you will then update the reconciliation page in VOMS. Click “Submit Monthly Inventory” when you are finished. NOTE: You must reconcile your inventory every 30 days even if you do not need to place an order. If you do not reconcile your inventory every 30 days, you cannot place an order - the system will redirect you back to the reconciliation page! Make sure you click “SUBMIT” and not “Save” when you have completed reconciliation. After submission, you will see the “Inventory last submitted” date change to the current date.

Q. Why do I have so many vaccines on my reconciliation page that have a physical inventory count of 0?

A. This happens when either you use all doses of a lot number or when you return, spoil, or waste the doses. Once this happens, you will no longer need it on your reconciliation page and will need to inactivate the lot number. You will click the “Inactive” box to the right of the vaccine with zero quantity and then click “Save” at the bottom of the page. Once the reconciliation page refreshes, the lot number(s) will no longer show on your reconciliation page.

Q. Where is my order?

A. After submitting an order in VOMS, it may take up to 10 business days for your order to ship. The VFC Program recommends you keep an average of 6-8 weeks of vaccine in your inventory at all times.

Q. When will my order arrive?

A. To see the shipment status of an approved order, go to “Orders/Transfers”. Your order will be listed in the “Inbound Order” column with the status noted as shipped. Once it has actually shipped, you will see a tracking number for

each vaccine. This can be copied and pasted into the Fed-Ex/ UPS tracking system and it will give you the exact status of your order. If you do not see a tracking number it has not yet shipped. However in TennIIS it may show shipped without a tracking number. This only means the vaccine have been boxed and are in a shipped status at McKesson but has not yet been put in the Fed-Ex/ UPS delivery system.

Q. My order was delivered, but the vaccine lot numbers are not showing on my reconciliation page.

A. The vaccine lot numbers will appear on the reconciliation screen ONLY AFTER you have "RECEIVED" your order in VOMS.

Q. How do I receive a vaccine shipment in VOMS?

A. To receive/add a shipment to your inventory, go to "Orders/Transfers". Your order will be listed in the "Inbound Order" column with the status noted as shipped. Click on the order number you are receiving and it will allow you to "receive" the number of vaccine that was ordered. Once you "receive" the vaccine order it will appear on your reconciliation page. Vaccine should **never** be manually added into your inventory.

Q. How do I return vaccines that have expired?

A. Returning expired vaccines is a quick three-step process and should be done as soon as the vaccine expires. You do not have to wait until your next monthly reconciliation to return vaccine.

Step 1: Go to the "Inventory Reconciliation" page; find the vaccine that has expired and change the number of doses in the "physical inventory" box to "0" and click SAVE at the bottom of the page. **Do not inactivate the vaccine!**

Step 2: Go to the Orders/Transfers page and click on Vaccine Return. Enter the number of doses you are returning in the "Return Quantity" box then click "Submit and Print Vaccine Return". Once you have printed the return packing slip, you can inactivate the expired vaccine(s).

Step 3: Take the printed packing slip and place it in the box with the vaccines you are returning. NOTE: Health Departments will receive a return mailing label from the United Parcel Service (UPS). Private providers (non-health

department) will receive a return mailing label from the United States Postal Service within 2-4 weeks. If you do not receive a mailing label contact Sarah Moore, (Vaccine Administrator) at 615-253-6915

Q. I created my return, but it's not showing under the Vaccine Return Screen. What do I do?

A. This happens when the lot number(s) are inactivated in Step 1 of the return process. DO NOT check the Inactivate box when saving the return on the reconciliation page. You will check the Inactivate box for the lot number(s) after you have completed Step 2 of the return process and printed your return packing slip. Please call the VOMS Team for assistance.

Q. What is the return process for expired Flu Vaccine?

A. Flu vaccine doses will not be listed in your VOMS inventory and are NOT sent back to the manufacturer, The VFC Program staff must manually enter expired flu vaccine into your inventory before you can initiate a return in VOMS. Please submit the following information for all expired flu vaccine to TennIIS.VOMS@tn.gov or fax to 615-253-3279 at least two weeks prior to the expiration date. Once you receive your mailing label it is returned to McKesson in the usual manner.

- Your VFC Pin number
- Vaccine NDC number
- Lot number
- Expiration date
- Number of doses for each lot number

***Please note, all vaccine must be sent back to McKesson within six months of expiration.**

INTRODUCTION OF VOMS 2.0

- **User Friendly**
- **New Landing Page**

New VOMS is a modernized replacement.

Easier to use for state and provider users

Guide providers in the right direction