This guide is for Nevada healthcare providers who order publicly purchased vaccines (Vaccines for Children Program, 317, and state-funded).

All orders for publicly purchased vaccines must be completed in Nevada WebIZ, the state’s immunization information system.

This guide provides step-by-step instructions for managing orders and returns using WebIZ.

https://webiz.nv.gov

Contact the NV WebIZ Help Desk

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Before you place an order

Your clinic will likely order publicly purchased vaccines once each month. There are some important things you need to know so your orders can be processed correctly each month, ensuring that your clinic receives the vaccines it needs.

Checklist before you order
Before the Immunization Program will process your order, you must:

- Close a balanced inventory reconciliation for the past month (covering the 1st through the last day of the month)
- Submit a temperature log or LogTag temperature download for the refrigerators and freezers that hold your public vaccines

When to place your order
You will usually order your clinic’s publicly purchased vaccines during the first two weeks of the month. Your office will receive an emailed Monthly Memo from the Immunization Program that will specify that month’s ordering dates. The exact dates vary from month to month, so look for this memo at the beginning of each month and make note of the ordering deadline.

How much vaccine to order
You should maintain a 60-day supply of publicly purchased vaccine inventory. The Immunization Program may adjust your vaccine order based on how much vaccine your clinic has used in the past.

Flu vaccine
Unlike other publicly purchased vaccines, you can order flu vaccine more than once a month and at any time during the month (during flu season). You must submit separate orders for flu vaccine and other publicly purchased vaccines; they cannot be combined in one order.

Before each flu season, the Immunization Program will give you written guidance about ordering and details about the vaccine(s) available that season.
Go to the **Vaccine Orders** screen
*To place a new order or search for existing orders*

1. From the WebIZ home screen, click **Inventory**.

2. The menu below **Inventory** will expand. Click **Vaccines**.
3. The menu below Vaccines will expand. Click Vaccine Orders.

You are now on the Vaccine Orders screen. From this screen, you can:
- Place a new order
- Search for an existing order
Place a new order

1. From the **Vaccine Orders** screen, click **Add New Vaccine Order**.

2. You will arrive at this screen. Click the drop-down menu in the **Clinic** field.
3. Select the clinic you are ordering for.

4. If your order is for flu vaccine, check the box. If not, leave it unchecked. Click Next.

Note: You cannot combine flu vaccine and other vaccines in the same order. You must submit a separate order for flu vaccine.
5. You will arrive at a screen with your clinic’s shipping information. Review all the information to make sure it is correct.
6. If the shipping information is correct, check the box to confirm, then click *Next*.

If the shipping information is NOT CORRECT:

- You cannot continue with your order.
- Contact the Immunization Program to get the information updated.
- Click *Cancel*. You will be returned to the main *Vaccine Orders* screen.
7. You will arrive on this screen, where you will enter your vaccine order.

First, to get a clear idea of which vaccines you need and how many, you can:

- View your clinic’s most recent inventory reconciliation
- See your clinic’s current inventory
8. In the **Vaccine|Mfg|NDC|Brand/Packaging** field, begin typing any of the following about the vaccine you want to order:
   - Vaccine type (e.g., DTaP)
   - Manufacturer’s code (e.g., MSD)
   - NDC
   - Brand or packaging (e.g., Gardasil)

As you begin typing, a list will appear below the field. This list contains matches for what you are typing and will change as you type, further narrowing results.
9. When you see the vaccine you want to order in that list, click on it. Double check to make sure it is the EXACT vaccine you want by confirming the vaccine type, manufacturer, NDC, and brand/packaging.

10. The vaccine you selected will now appear in the Vaccine|Mfg|NDC|Brand/Packaging field.

Check the Intent field to make sure it is marked correctly.
11. Enter the number of PACKAGES you want to order in the **Quantity of Packages** field.

**Note:** You may be used to ordering number of DOSES, but here you order number of PACKAGES. To determine how many doses per package, look in the **Vaccine | Mfg | NDC | Brand/Packaging** field.

Once you enter the number of packages and click out of the field, the following fields will automatically fill in:

- **Doses Per Package**
- **Total Doses**
- **Cost Per Package**
- **Total Cost($)**
12. If all the information is correct, click **Add to Order**.

If the information is not correct, clear the information in the **Vaccine|Mfg|NDC|Brand/Packaging** field and follow steps 8-11 again with the correct information.
13. This vaccine will be added to your order and details will display on the page. Click **Update** to save the information.

**Note:** When you save your information on this screen, you have NOT submitted your order yet. You can still add more vaccine to the order. Saving the information keeps it “safe” in the system so you don’t lose it, and allows you to continue working on your order later. To learn how to find an order you started and want to keep working on, see the **Search for an order** section on page 26.
14. To add more vaccines to your order, repeat steps 8 – 13 until you have added everything you want to order.

All vaccines in your order will appear in a list, and **Total Doses** and **Total Cost** for all vaccines combined will automatically fill in.

*If you make a mistake*: You cannot edit a vaccine that has been added to an order (e.g., change 2 packages of CPOX to 3). You must delete that vaccine from your order and add it again with the correct information.
To delete a vaccine from your order, click the red “x” on the line for the vaccine you want to delete. It will immediately be removed from the list.

15. Once you finish adding vaccines to your order, in the Clinic Comments field, enter any comments about the order that you would like the Immunization Program to see.
16. When your order is complete and you are ready to submit it, click **Submit to VFC Program**.

**Note:** Once you submit your order, you cannot make any changes to it within WebIZ. If you need an order changed, you must contact the Immunization Program and have them make the change for you.
17. After you submit your order, you will see the following changes to fields on the screen:

- **Record saved** date and time stamp will update to reflect when you submitted the order.
- **Order Status**: Changed from “In Work” to “Submitted for Approval”.

To print a copy of your submitted order, click **Vaccine Order Details**.
Receive a shipment into inventory

When the vaccines your office ordered arrive, you must receive them into your inventory through WebIZ. This adds them to your on-hand inventory in the system and allows you to manage them along with your other vaccines. Please do NOT manually add publicly purchased vaccine(s) you’ve ordered through WebIZ to your on-hand inventory – use the Receive Shipment function explained in this section.

1. From the WebIZ home screen, click Inventory.

2. The menu will expand. Click Vaccines.
Receive a shipment into inventory

3. The menu will expand. Click *On-Hand*.

4. Click *Pending VTrckS Shipments*.
5. WebIZ will display a list of all of your pending VTrckS shipments. Find the vaccine(s) you are receiving into inventory from the list.

**Note:** Each vaccine will display on a separate line, even when you’ve ordered and received them together in one shipment. You must individually receive each vaccine line item into your inventory.

You can view the details of a vaccine line item here.
6. To add the vaccine(s) to your inventory, click **Receive**.

**Note:** You would only use the **Dismiss** button under very limited circumstances. For example, if you accidentally already manually entered the vaccine into your on-hand inventory. In this case, if you use the **Receive** function on this page, the vaccine will be added to your inventory twice, incorrectly reflecting that you have double the inventory of that vaccine than you actually do. Please always use the **Receive** function rather than manually entering your new publicly funded vaccine inventory.
Receive a shipment into inventory

7. Confirm the information on the screen against the vaccine you’re receiving. Make sure the date shown is the date the vaccine was physically added to your inventory. You can update any of the fields on this page to accurately reflect the vaccine you’re receiving.

Click *Create*. 
Receive a shipment into inventory

WebIZ will check the vaccine you’re adding against vaccines already in your inventory to avoid creating two separate entries for the same vaccine. If it finds a potential duplicate, you will be prompted with this screen.

<table>
<thead>
<tr>
<th>NDC</th>
<th>Lot Number</th>
<th>Expiration Date</th>
</tr>
</thead>
</table>

If the vaccine you’re receiving matches **ALL** of the following criteria for the vaccine already in your inventory, click **Add to this Inventory Line Item**:

- NDC
- Lot Number
- Expiration Date

If the vaccine you’re receiving **does NOT** match all three criteria, click **Proceed with Create**.

![Image of WebIZ screen showing vaccine details]

**Possible Duplicates**

If any of the following records are the inventory item you are trying to create, select the item below.

- Add to this Inventory Line Item
Receive a shipment into inventory

8. After you’ve added the new vaccine to your inventory, you will be taken back to the page showing your pending VTrckS shipments. You should no longer see the vaccine you just added, but should see any other vaccine shipments you haven’t yet received into your inventory.

If you have more vaccine(s) in your shipment that you need to add, repeat steps 6-7.

To confirm that your newly added vaccine(s) are showing in your on-hand inventory, click **On-Hand**.
9. You’ll see a list of your entire on-hand inventory. Look for the vaccine(s) you just added.
Search for an order

You can look up orders you have already submitted and orders you have started but not yet submitted. Some reasons you might want to look up an order include:

- Check order status
- Complete, edit, and/or submit an order you have been working on
- See comments about the order from the Immunization Program
- View or print order details

From the **Vaccine Order** screen, you can search for an order by one or more of the following:

- **Clinic**
- **Order Status** (e.g., if you want to see a list of your orders that have been approved by the Immunization Program)
- **Order Type**
- **Order Date Range**
- **Date Range the VFC Program submitted it to VTrckS**

**Note:** The more criteria you enter in your search, the narrower your results will be. This may be most useful if you handle a large volume of orders for multiple clinics. If not, you will likely find what you need by searching from one field (e.g., Clinic).
1. Click on the drop-down menu(s) for the field(s) you want to use in your search, and select the search criteria you want.

   *To edit and/or complete an order you have been working on and saved, select In Work from the Order Status field.*

2. Once you have filled in the field(s) you want to use in your search, or clicked Previous Criteria and had the fields auto filled, click **Search**.
3. Your search results will display. This is a list of all the orders that match your search criteria. At a glance you can see the following information for each order:

- **Order Number**
- **Order Date**: Shows the date the order was created
- **Order Status**: Shows if the order is In Work, Submitted for Approval, Approved, or Rejected
- **Order Type**: Shows if the order is Influenza, Priority, or Unavailable Vaccines; Normal orders will not list anything in this column
- **Date Submitted to VTrckS**: Shows the date the Immunization Program sent your order to the CDC; if they have not sent it yet, this column will be blank

To view details for an order, click **View**.
To print details for an order, click the printer icon.
4. After you click **View**, the details of the order will display.

**For orders you have already submitted**: You can see which vaccines are in your order and any comments the Immunization Program has attached to the order.

**Note**: Please check the **VFC Program Comments** field for your orders. This is where the program will share information about any changes they may have made to the order, as well as other information you may need to know.
Search for an order

For orders you have not submitted, you can:

- Add comments for the Immunization Program
- Add vaccines to your order
- Remove vaccines from your order
- Submit your order

(For instructions, see Place a new order on page 4)
Go to the **Vaccine Returns** screen
To create a new return or search for existing returns

1. From the WebIZ home screen, click **Inventory**.

2. The menu below **Inventory** will expand. Click **Vaccines**.
3. The menu below Vaccines will expand. Click Vaccine Returns.

You are now on the Vaccine Returns screen. From this screen, you can:

- Create a new return
- Search for an existing return
Return vaccine

There are times when publicly purchased vaccine in your clinic is no longer usable – for example, when it has expired or spoiled. In these cases, you will return the vaccine and document that return in WebIZ. This ensures the vaccines are accounted for and removed from your clinic’s inventory.

It is very important to know what should be returned and documented in WebIZ as a return, and what should be documented as wasted vaccine and properly disposed of. The chart below shows which vaccines you can and cannot return.

<table>
<thead>
<tr>
<th>Return:</th>
<th>NEVER return:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Vaccine in its original vial</td>
<td>X Syringes that were filled but not used</td>
</tr>
<tr>
<td>✓ Unused pre-filled syringes from manufacturers with an NDC printed on them</td>
<td>X Used syringes with or without needles attached to them</td>
</tr>
<tr>
<td></td>
<td>X Broken vials</td>
</tr>
<tr>
<td></td>
<td>X Multi-dose vial from which any doses have been withdrawn</td>
</tr>
</tbody>
</table>

This section provides instructions for how to return vaccines and process the return in WebIZ. For instructions on wasted vaccines, see the training manual, *Inventory Management and Reconciliation Guide*. 
1. From the **Vaccine Returns** screen, click **Add New Vaccine Return**.

2. Select your clinic from the drop-down menu.

3. Click **Next**.
4. You will arrive at a screen with your clinic’s shipping information. Review all the information to make sure it is correct.
5. If it’s correct, check the box to confirm and click **Next**. If it is not correct, please contact the Immunization Program to get it updated.
6. You will arrive on this screen, where you will enter your vaccine return.

7. Choose the type of return from the Return Type drop-down menu.
8. Choose the reason for your return from the Return Reason drop-down menu.

9. Enter the number of shipping labels you’ll need to return your vaccine(s).
10. Choose how you would like to receive your shipping label from the **Label Shipping Method** drop-down menu.

Note: You can have the shipping label sent by email. Make sure the correct email address is listed in WebIZ (you should have done this in step 7).

11. In the Clinic Comments field, enter any comments about your return that you would like the Immunization Program to see.
12. In the **Vaccine** | **Mfg** | **NDC** | **Brand/Packaging** | **Funding Source** | **Lot Number** | **Expiration Date** | **Doses Remaining** field, begin typing any of the following about the vaccine you want to return:

- Vaccine type (e.g., CPOX)
- Manufacturer’s code
- NDC
- Brand or packaging
- Funding source
- Lot number
- Expiration date
- Doses remaining

As you begin typing, a list will appear below the field. This list contains matches for what you are typing and will change as you type, further narrowing results.
13. When you see the vaccine you want to return, click on it. Double check to make sure it is the EXACT vaccine you want to return by confirming all the details on the line item (lot number, expiration date, etc.).

**Note:** Make sure that the vaccine(s) you’re returning show a funding source that is public (VFC, 317, or state-funded).

The vaccine you selected will now appear in the vaccine|Mfg|NDC|Brand/Packaging|Funding Source|Lot Number|Expiration Date|Doses Remaining field.

14. Enter the number of doses you are returning.
15. If all the return information is correct, click Add Return.

If the vaccine information is not correct, clear the information in the **Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining** field and follow steps 15-17 again with the correct information.
16. The vaccine will be added to your return and the details will display on the page. Click Update to save the information.

**Note:** When you save your information on this screen, you have NOT submitted your return yet. You can still add more vaccine to the return. Saving the information keeps it “safe” in the system so you don’t lose it.

To add more vaccines to your return, repeat steps 15-19 until you have added all the vaccines you want to return.

**Note:** If you are returning more than one vaccine at once, they must be the SAME return type and return reason. If the return type and/or reason are different, you must process them as separate returns in WebIZ.

If you make a mistake: You cannot edit a vaccine that has been added to a return (e.g., change 2 doses returned to 3). You must delete that vaccine from your return and add it again with the correct information.

To delete a vaccine from your return, click the red “x” on the line for the vaccine. It will immediately be removed from the return list.
Return vaccine

17. When your return is complete and you are ready to submit it, click *Submit to VFC Program*.

Your return has now been submitted to the Immunization Program for approval. The vaccine(s) will immediately be removed from your on-hand inventory.

If you opted to receive the return-shipping label by email, you will receive an email *from UPS* with a shipping label you can print and attach to the box containing the vaccine(s) you are returning.

To check the status of your return – for example, to see if the Immunization Program has approved it – follow the steps in the next section, *Search for a return*. 
Search for a return

You can look up returns you have already submitted and returns you have started but not yet submitted. Some reasons you might want to look up a return include:

- Check return status
- Complete, edit, and or submit a return you have been working on
- See comments about the return from the Immunization Program
- View or print return details

From the **Vaccine Return** screen, you can search for a return by one or more of the following:

- **Clinic**
- **Return Status**
- **Return Reason**
- **Return Type**
- **Return Date Range**
- **Date Range the VFC Program submitted it to VTrckS**

**Note:** The more criteria you enter in your search, the narrower your results will be. This may be most useful if you handle a large volume of orders/returns for multiple clinics. If not, you will likely find what you need by searching from one field (e.g., Clinic).
1. Click on the drop-down menu(s) for the field(s) you want to use in your search, and select the search criteria you want.

To edit and/or complete a return you have been working on and saved, select **In Work** from the **Return Status** field.

2. Once you have filled in the field(s) you want to use in your search, or clicked **Previous Criteria** and had the field auto filled, click **Search**.
3. Your search results will display. This is a list of the returns that match your search criteria. At a glance you can see the following information for a return:

- **Return Number**
- **Return Date**: Shows the date the return was created
- **Return Status**: Shows if the return is In Work, Submitted for Approval, Approved, or Rejected
- **Return Type**: Shows if the return is Return Only or Replacement
- **Return Reason**: Shows the reason selected for the return
- **Date Submitted to VTrckS**: Shows the date the Immunization Program sent your return to the CDC; if they have not sent it yet, this column will be blank

To view details for a return, click View.
To print details for a return, click the printer icon.
4. After you click **View**, the details of the return will display.

**For returns you have already submitted**: You can see which vaccine(s) are in your return and any comments the Immunization program has attached to the return.

**Note**: Please check the **VFC Program Comments** field for your returns. This is where the program will share information with you about your return.
For returns you have not submitted, you can:

- Add comments for the Immunization Program
- Add vaccine(s) to your return
- Submit your return

(For instructions, see *Return Vaccine* on page 33.)
Quick Start Guide

Place a new order
1. **Inventory > Vaccines > Vaccine Orders**
2. Click **Add New Vaccine Order**
3. Verify **Clinic Shipping Information**, select checkbox, click **Next**
4. Enter **Clinic Comments**, add **Vaccine** line items, click **Update**, click **Submit to VFC Program**

Receive your shipment
1. **Inventory > Vaccines > On-Hand > Pending VTrckS Shipments**
2. Click **Receive**
3. If necessary, edit details to match shipment, click **Create**

Search for an order
1. **Inventory > Vaccines > Vaccine Orders**
2. Select search criteria, click **Search**
3. To see individual order details, click **View**

Return vaccine
1. **Inventory > Vaccines > Vaccine Returns**
2. Click **Add New Vaccine Return**
3. Select **Clinic**, click **Next**
4. Verify **Clinic Shipping Information**, select checkbox, click **Next**
5. Enter **Return Type**, **Return Reason**, shipping label preferences, and **Clinic Comments**; add **Vaccine** line items; click **Update**; click **Submit to VFC Program**

Search for a return
1. **Inventory > Vaccines > Vaccine Returns**
2. Select search criteria, click **Search**
3. To see individual return details, click **View**