

## **Frequently Asked Questions:** **Online VFC Vaccine Ordering & Management Tool**

\*OLR- Online Registry

\*VFC- Vaccines for Children (VFC) Program

### **1. How can I access the Online VFC Vaccine Ordering and Management Tool?**

Providers can access the **Online VFC Vaccine Ordering and Management Tool** by going to [www.nyc.gov/health/cir](http://www.nyc.gov/health/cir) and clicking on the **Online Registry** button on the right side of the screen. Once logged in, providers can go to the **VFC** icon on the CIR tool bar and tab on **Order VFC Vaccine** to begin using the tool.

### **2. I do not see the “Order VFC Vaccine” tab when I log onto the OLR. Why?**

You may have “Read-Only” access. The site administrator at your location may have to grant you full security privileges. If you have additional questions, please email us at [nycimmunize@health.nyc.gov](mailto:nycimmunize@health.nyc.gov). In your email please include your facility name, and your CIR facility code and/or VFC pin number.

### **3. What does a “Recommended Order Frequency” mean?**

The online ordering tool assigns providers a “Recommended Order Frequency” based on the size of the population served with VFC vaccine and the actual volume of doses ordered over a one-year period. This assignment is specific to the provider and informs him/her of how often to place their VFC vaccine orders. There are three categories: monthly, bi-monthly, and quarterly.

### **4. I disagree with my “Recommended Order Frequency.” For example, the system states that I should be ordering quarterly but I do not agree. What should I do?**

We will work with you on an individual basis to ensure that you are ordering the right quantity of vaccine at the right time. If you feel that your “Recommended Order Frequency” is inaccurate, please email us at [nycimmunize@health.nyc.gov](mailto:nycimmunize@health.nyc.gov).

### **5. I am using the Online VFC Vaccine Ordering and Management Tool for the first time and the system is asking me to select my refrigerator and/or freezer unit but I do not see a picture of the storage unit used in my practice. What should I do?**

The pictures in the online tool are just for reference. Entering the correct cubic feet of the storage unit used in the office is sufficient. This information can be entered next to any picture.

### **6. I need to place a vaccine order before the “Recommended Date Range” for my site. Will my order be processed?**

Yes, but you may be contacted by staff before the order is processed to determine the reason the order is being placed outside of the assigned time frame.

**7. How is the system calculating the recommended doses in the Online VFC Vaccine Ordering and Management Tool?**

The recommended doses are calculated using prior ordering history, vaccine inventory at the time an order is placed, time of year, and a five-week safety stock. If you do not agree with the recommendations made by the tool, you may elect to order a different quantity of vaccine or you can email us at [nycimmunize@health.nyc.gov](mailto:nycimmunize@health.nyc.gov) for assistance with placing your order.

Note: If you place an order that is different than the recommendations made by the tool, you may be contacted by staff before the order is processed to determine the reason for such difference.

**8. I am receiving a message from the system that there isn't sufficient storage for my vaccine order. What should I do?**

If this message appears, check your inventory and make sure you are indicating the right capacity for storage in the refrigeration section. The storage check is only an estimate. If you are sure the order can fit in your refrigerator and/or freezer, you can continue with the order.

Note: You may be contacted by staff before the order is processed to ensure the order is accurate.

**9. I submitted an order online and the confirmation page has someone else's name on it. What should I do?**

If this occurs, you may be using an OLR account that has been registered to someone else. Please contact your Online Registry site security administrator to have an account created under your name. If you have additional questions, please email us at [nycimmunize@health.nyc.gov](mailto:nycimmunize@health.nyc.gov), or contact the CIR at (347) 396-2400 for assistance.

**10. Can I track my VFC order?**

Yes. You can track your VFC order by logging-on to the CIR Online Registry and clicking on the VFC icon. Once there, click on the Vaccine Order Tracking tab.

**11. I want to place my VFC vaccine order via fax (on paper). Can I do that?**

Beginning May 31<sup>st</sup> 2011, VFC will no longer accept faxed (paper) orders. Providers must use the online ordering tool to place all of their VFC vaccine order requests.

**12. Who should I contact if there is a problem with an order that was placed online?**

If you have a problem with an order that was placed, please email us at [nycimmunize@health.nyc.gov](mailto:nycimmunize@health.nyc.gov). In your email please include your facility name, your CIR facility code and/or VFC pin number, and the vaccine order confirmation number generated at the time you placed your order.

Visit Us Online!  [nyc.gov/health/cir](http://nyc.gov/health/cir)

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