



Department  
of Health

# Vaccines for Children (VFC) Program Training Vaccine Orders

Division of Vaccine Excellence  
Bureau of Vaccine Programs

SERIES 11



4/9/2025 | 1

Hello again, and welcome back. This training is intended to provide clarification on vaccine ordering.

# NYS VFC PROGRAM REQUIREMENTS

- All vaccine orders must be placed using NYSIIS
- Must be at least 30 days between orders for routine vaccine
- Current & complete NYSIIS data:
  - Doses administered
  - Public vaccine inventory
  - Additional consideration: data exchange between your EMR and NYSIIS may be on a delay. Per Public Health Law, doses may be entered into NYSIIS up to 14 days after administration.
- Practice must be open for at least one 4-hour window for deliveries, other than a Monday



Providers must use NYSIIS to order publicly funded vaccine and to maintain vaccine inventory information.

VFC providers can place new orders for non-flu vaccine every 30 days. Stockpiling vaccine is discouraged due to the risk of vaccine expiration and loss of inventory because of storage and handling issues.

VFC providers must maintain complete and accurate data in NYSIIS. This includes reporting all doses administered within 14 days, and maintaining public vaccine inventory.

Orders will be reduced or denied if any of the above requirements are not met or if a provider's order exceeds their expected administration over the next three months.

Providers who report all vaccine doses administered and who have low levels of vaccine wastage are more likely to receive their orders without modification or delay.

It should also be noted that your practice must be open to receive deliveries for at least one consecutive 4 hour window on a weekday other than a Monday.

# NYSIIS ORDERING\*

## Inventory

manage inventory  
inventory not deducted  
inv not deducted report  
check not deduct status  
manage orders  
manage transfers  
record temp log  
manage campaigns  
manual orders  
manage ndc  
manage returns and  
wastage



**Create Order**

VFC PIN: 242526  
Initiating Organization: Sheila's Test Organization  
Initiating User: Scott Coley  
Org Phone: (718) 555-1212  
Org Fax: (718) 555-1313  
Order Created Date: 06/09/2016  
Order Submitted Date:  
Previous Order Date:  
Order Status:

Delivery Contact: Sheila Brown  
Delivery Address: 123 Anywhere  
BUFFALO, NY 12121-2121

Delivery Days/Hours:  
Mon 7:00AM - 10:00PM  
Wed 7:00AM - 9:00AM  
Fri 6:00AM - 9:00AM

Delivery Instructions:

Order the number of doses of vaccine that are needed.  
Allow approximately 2 weeks for delivery.

Order Notes:  
Enter text 150 character maximum.

Inventory Verified  
 By checking this box, I attest that the physical inventory count matches the Doses on Hand in NYSIIS.

Orderable Vaccines

Trade Name	Packaging	NDC Number	Doses Admin (EOQ)	Doses on Hand	Recommended Order Qty	Doses Ordered
Bexsero	la de da	87878-7578-78	0	0	0	



\*Administrative user role is needed

Image obtained from the New York State Immunization Information System (NYSIIS) "Create Order" screen

An Administrative User role in NYSIIS is required to place orders. If you do not have an Administrative User role, you must contact NYSIIS Help Desk NYSIIS Help Desk at 1-866-389-0371 or [nysiishelpdesk@gainwelltechnologies.com](mailto:nysiishelpdesk@gainwelltechnologies.com).

On the left side of the NYSIIS home page under the Inventory header, select Manage Orders to access your orders. Further NYSIIS user training is located on the Resources document included with this training series.

# ORDER APPROVALS

## VFC staff review orders and either:

- Approve
- Hold\*
- Deny
- Approve with reduced quantity

## Check for Program Compliance

- Current VFC Provider Agreement
- Wastage
- Outstanding Issues
  - e.g., temperature excursions, site visit compliance issues, etc.

## Amount approved will reflect:

- Current inventory
- Average monthly usage
- No more than 3 months' supply on hand at any given time
  - Small volume immunizers may have more

\*an order will typically be held due to missing information and approved when requested info is provided to VFC program



4/9/2025 | 4

VFC staff review all orders to determine whether the order meets requirements. If you are out of compliance with program requirements, NYS VFC staff may contact you to request missing information and may deny your order. Held or denied orders will have a note indicating the issue with your order.

Your order may be held or denied if you have not submitted a complete provider agreement for the current year, your inventory appears incomplete, or there are unreported temperature excursions.

Your order may also be held, denied, or modified if the order exceeds more than 3 months of vaccine inventory in your practice. This assessment depends on your current inventory and average monthly doses administered as reflected in NYSIIS.

# ORDERING FREQUENCY



No more than once every 30 days for routine vaccines  
(does not apply to flu, COVID, RSV)



Leave up to 2 weeks for the delivery of order from the  
time it is placed



Contact the VFC program for additional guidance on  
calculating order amounts:

1-800-543-7468 or [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)



VFC providers may order routine vaccine no more than once every 30 days. This does not apply to flu, COVID, and RSV vaccine products. Smaller providers may not find it necessary to order monthly. Special circumstances may be considered if a provider needs to order before 30 days since the previous order.

You can order enough vaccine for 2 months at a time, but your inventory should not exceed 3 months' supply at any given time. VFC staff may reduce your order if you have adequate inventory on hand.

Orders can take up to two weeks to arrive, so plan your ordering in advance. Outstanding circumstances such as inclement weather may impact this timeframe.

Contact the VFC Program for guidance on calculating ordering amounts. Please use the Order Notes box to indicate any special circumstances.

## REVIEW AND UPDATE ORGANIZATIONAL INFORMATION

### Vaccine Program Re-Enrollment

provider agreement  
provider profile  
storage and handling  
review and sign  
packet review



- Updates must be made in NYSIIS Provider Agreement (NOT in NYSIIS “Edit Org”)
- Vaccine coordinator and backup
- Phone numbers and email addresses
- For delivery:
  - Delivery Contact
  - Delivery Address
  - Days and times
    - When vaccine coordinator or backup available to accept vaccine

Vaccine deliveries depend on accurate delivery information, including delivery contact, address, delivery days and hours, and additional delivery instructions. Review your contact and delivery information before you order. Any updates to your contact and delivery information must be made in your provider agreement in NYSIIS. This will temporarily pause your ordering capabilities until VFC staff reviews these changes.

Vaccine cannot be delivered unless someone is available to accept the shipment. More information on accepting vaccine deliveries is covered in Training 12.

# PRIOR TO PLACING AN ORDER

- Review Inventory
  - Manual count should match NYSIIS inventory\*
    - NYSIIS Inventory tutorial
    - Managing vaccine inventory, Training #10
- VFC Report
  - Use this to confirm VFC eligibility categories for administered vaccine
    - By age group, vaccine type or trade name
  - Orders can be reduced if doses administered are not displaying correctly



\*As previously indicated, your EMR may be on a delay. Per Public Health Law, doses may be entered into NYSIIS up to 14 days after administration.



4/9/2025 | 7

Prior to placing an order:

Review your inventory.

Your physical inventory should match your NYSIIS inventory.

Discrepancies in your inventory may indicate unaccepted orders or problems in decrementing administered doses or expired vaccine.

Managing Vaccine Inventory is covered in Training 10. \*As previously indicated, your EMR may be on a delay. Per Public Health Law, doses may be entered into NYSIIS up to 14 days after administration.

Review your VFC report in NYSIIS.

This shows your reported vaccine administration by VFC eligibility for vaccine type or trade name. The VFC Report is covered in the NYSIIS Advanced Reports training webinar, which is linked on the Resources document included with this training series.

Run this report monthly to ensure that vaccine doses administered are recorded appropriately in NYSIIS. In some cases, data may not be transfer properly between NYSIIS and providers who exchange data via electronic medical record due to system upgrades or changes. If doses administered are not displaying properly, this can

impact your vaccine order and your order may be reduced.

VFC staff use the NYSIIS VFC Report and provider's current inventory to estimate how many doses a provider may administer over three months.

NYS VFC staff will not approve more than a provider's estimated three month administration need.

# ORDER DENIAL REASONS

- You have ordered < 30 days prior
  - Wait until 30 days have passed to submit a new order
  - If vaccine need is urgent, call the NYS VFC Program at 1-800-543-7468.
- Doses administered data is incomplete or missing
  - VFC eligibility is required with each dose administered in NYSIIS
  - Patients with “VFC eligibility unknown” may cause vaccine orders to be held or denied
  - Proper screening and setup of EMR can help eliminate issues with eligibility entered as VFC Eligibility Unknown
  - If your EMR/EHR exchanges data with NYSIIS, there could be issues due to data exchange errors. Contact the NYSIIS directly at [nysiis@health.ny.gov](mailto:nysiis@health.ny.gov) for assistance



An order might be denied for the following reasons:

You have placed an order less than 30 days ago.

Wait until 30 days have passed to submit a new order.

If the need for vaccine is urgent, resubmit the order with a note AND call the VFC program at 1-800-543-7468.

Doses administered data is incomplete or missing.

VFC eligibility is required to be documented with each dose administered in NYSIIS.

Patients with VFC unknown eligibility may cause vaccine orders to be held or denied.

Proper EMR setup can help eliminate issues with VFC-Unknown Eligibility.

Contact the NYSIIS Help Desk at for assistance with data exchange errors.

## ORDER DENIAL REASONS (CONT.)

- Your Annual VFC Provider Recertification has not been received
- You have some other unresolved compliance or storage and handling-related issue
  - You must resolve any compliance issues prior to resubmitting the order



Your Annual VFC Provider Recertification has not been received

If you have other unresolved compliance or storage and handling issues

You must resolve any compliance issues prior to resubmitting the order.

# COMPLETING THE PROCESS

View NYSIIS “Manage Orders” screen to check order status. Statuses include:

- **Pending:** Your order has been submitted to NYS, but not yet under review
- **In Progress:** Order may have comments or requests from NYS VFC staff
  - May require your response/additional information
- **Tentative-Approved:** Your order has been tentatively approved and will be held until you provide additional information to VFC Program staff.
- **Final-Denied:** Your order has been denied by VFC Program staff. You will need to correct identified issues and submit a new order.
- **Final-Approved:** Your order has been approved and submitted to CDC
- **Shipped:** CDC has fulfilled the order and sent a shipment
  - Once your order has shipped, tracking information will be available in NYSIIS.
- **Accepted:** Once you accept the transfer, it automatically updates your NYSIIS inventory and changes the order status to “Accepted.” Additional information on accepting vaccine deliveries is covered in Training 12.

These are the order statuses:

**Pending:** Your order is submitted but not yet under review.

**In Progress:** Your order is under review by the VFC staff.

**Tentative-Approve:** Additional information is needed before VFC staff can approve the order. VFC staff will communicate with the provider and note on the order what information is needed.

**Final-Denied:** The order has been denied because you have not supplied the required information for the order or your NYSIIS inventory indicates you have adequate vaccine inventory. You will have to resubmit the order in NYSIIS when you have addressed any outstanding concerns.

**Final-Approved:** The order has been approved by the VFC program and sent to the CDC to be filled. Please alert appropriate staff that an order has been filled and should arrive within 2 weeks.

**Shipped:** The CDC has shipped the vaccine. Tracking information is available in NYSIIS. Once you have received the vaccine, verify the contents and accept the transfer.

**Accepted:** Means that you have accepted the order into NYSIIS and

the vaccine doses and specific information has been automatically added to the Manage Inventory module.

# SEASONAL FLU/RSV ORDERS

- **Flu - Beginning in the 2025-2026 season, flu prebooking will replace traditional flu ordering in NYSIIS**
  - This module is expected to be available in NYSIIS prior to the start of the flu season
- **RSV - Place RSV orders separate from regular order in NYSIIS order module**
  - NYS VFC program receives specific allocations and/or ordering thresholds of RSV, often sporadically
  - Orders may be reduced until full supply is received



Beginning in the 2025-2026 flu season, flu prebooking will replace traditional flu ordering in NYSIIS

This module is expected to be available in NYSIIS prior to the start of the coming flu season, with more information to come.

For RSV - Place RSV orders separate from regular order in NYSIIS order module

NYS VFC program receives specific allocations and/or ordering thresholds of RSV, often sporadically

Orders may be reduced until full supply is received

# KEY MESSAGES

- Program compliance issues will result in delays or denials of vaccine orders.
- Doses administered need to be accurately recorded in NYSIIS.
- Public inventory must be accurate.
- Always confirm organization delivery contact information and hours.
- All orders must be placed using NYSIIS.
- Minimum interval of 30 days for ordering non-flu/RSV vaccines.
- Order enough vaccine for at least 2 months, no more than 3.



The following are key messages from this training:

Program compliance issues may result in delays or denials of vaccine orders.

Doses administered need to be accurately recorded in NYSIIS.

Public vaccine inventory must be accurate.

Always confirm organization delivery contact information and hours.

All orders must be placed using NYSIIS.

There is a minimum interval of 30 days for ordering non-flu/RSV vaccines.

Order enough vaccine for at least 2 months, no more than 3.

**THANK YOU!**



[nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov)



4/9/2025 | 13

Thank you for your participation in this training on placing vaccine orders.

As always, any questions can be sent to [nyvfc@health.ny.gov](mailto:nyvfc@health.ny.gov).