VAMS
Vaccine Administration
Management System

User Manual

Inventory Manager

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Welcome to VAMS

The Vaccine Administration Management System (VAMS) is an easy-to-use, secure, online tool to manage vaccine administration from the time the vaccine arrives at a clinic to when it is administered to a recipient. VAMS is free for public-health-approved clinics, and can be used on computers, tablets, and other mobile devices. It is not a smartphone app, and no installation or download is required for this web-based platform. It supports operations as well as vaccine inventory and administration data collection and tracking for analysis and reporting.

VAMS Portals | Each of the four portals were designed with end users in mind.

Jurisdiction Portal users can use VAMS to:
- Designate specific organizations that serve priority groups (including volunteers) for initial allocation.
- Identify at-risk populations that are a high priority for vaccination.
- Build a database of COVID-19 vaccination clinics in their jurisdiction.
- Access COVID-19 vaccine inventory and administration data for analysis and reporting.

Jurisdiction Portal

Clinic Portal users can use VAMS to:
- Register their clinic location and add clinic staff as users.
- Set up their clinic schedule with ability to cancel, modify, and/or change recipient appointments *(standard and mobile clinics only)*.
- Document and track COVID-19 vaccine administration and waste.
- Monitor vaccine inventory levels.
- View clinic-level reports.

Clinic Portal

Organization* Portal users can use VAMS to:
- Add priority group members to VAMS to be considered for COVID-19 vaccination.
- Automatically send email notifications to those individuals to register in VAMS and schedule their vaccination appointment(s).

Organization Portal

Recipient Portal users** who receive vaccine at a standard or mobile clinic and can use VAMS to:
- Register their account online or using a mobile device.
- Locate a clinic and schedule or cancel vaccination appointments.
- Receive notifications about upcoming appointments or documents for the day of vaccination.
- Schedule and track follow-up vaccination appointments *(if applicable)*.
- Receive proof of vaccination.

NOTE: Vaccine recipients at third-party clinics will not use VAMS at all.

Recipient Portal

*"Organization" refers to any institution, association, company, or other group that identifies and adds members (individuals eligible for COVID-19 vaccine) in VAMS.
**To use VAMS, vaccine recipients must have an email address, internet access, and the ability to navigate the system or have someone assist them.

Your Role and Activities in VAMS

As an **inventory manager**, you will use VAMS to manage COVID-19 vaccine inventory for your clinic. In VAMS, you can place and track inventory requests, log and reduce vaccine inventory, monitor inventory levels, and communicate with your jurisdiction about inventory requests.

As you see below, the activities you will perform in VAMS can also be done by the clinic administrator but will be your primary responsibility as the inventory manager.

Activities in VAMS	Inventory Manager	Clinic Administrator	Front Desk	Healthcare Professional
Serve as clinic point of contact (POC) for your jurisdiction. *(Typically, the clinic administrator serves as the clinic POC.)*		✓		
Manage clinic information (e.g., shipping address).		✓		
Set and manage clinic schedule.		✓		
Manage (add, edit, remove) VAMS clinic users.		✓		
Place COVID-19 vaccine inventory requests.	✓	✓		
Log COVID-19 vaccine inventory when received.	✓	✓		
Reduce COVID-19 vaccine inventory.	✓	✓		
Monitor clinic COVID-19 vaccine inventory levels to match appointments scheduled.	✓	✓		
View and export Inventory-Vaccine Level report.		✓		
Check in vaccine recipients.			✓	
Create walk-in recipient appointments.			✓	
Cancel recipient appointments.			✓	✓
Confirm recipient identity.			✓	✓
Administer and log vaccination (vaccine information, outcome, and waste if applicable).				✓
View recipient next-dose eligibility date(s).				✓

Inventory Manager User Manual

This user manual is designed for <u>you</u>.

This manual describes your role and activities (often referred to as "tasks" in this user manual) in VAMS. Detailed instructions on how to perform your tasks are included in each section. This manual also includes an overview of other VAMS user roles and responsibilities to provide context on how you will work with other users in the system.

How to Use this User Manual

Throughout this user manual, you will see the following components.

Component	Description
<u>NOTE</u>:	Notes are need-to-know pieces of information you should be aware of.
Quick Tip:	Quick Tips are good-to-know pieces of information and tips for getting the most out of VAMS.
➢ Arrows	Arrows indicate action items (e.g., "Click the button").
• Bullets	Circular bullets indicate information about steps in a process that don't require action (e.g., "A pop-up window will appear").
<u>Bright blue hyperlinks</u>	Bright blue hyperlinks link to external pages (e.g., <u>https://vams.cdc.gov/vaccineportal/s</u>).
<u>Gray hyperlinks</u>	Gray hyperlinks in the footer link to section dividers and to this manual's table of contents (e.g., "Return to Table of Contents" links in the page footers).
<u>Dark blue hyperlinks</u>	Dark blue hyperlinks link to other pages in this manual (e.g., Step 1: Activate Your Account in VAMS).
Access Support	Buttons like the one pictured also link to other pages in this user manual.

![icon] Navigating VAMS

Quick Tip: VAMS works best in the Google Chrome browser but can be accessed via any browser except Internet Explorer. VAMS also works on mobile browsers.

To access VAMS once registered, visit the landing page (https://vams.cdc.gov/vaccineportal/s/vams-non-recipient-login) and log in with your user name and password (see the next page for how to activate your VAMS account).
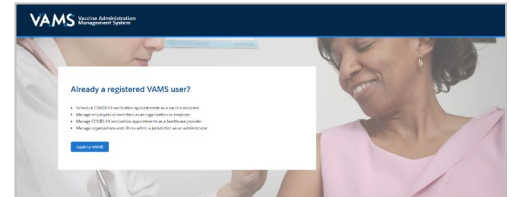
**The components listed below are in VAMS to help you navigate the system.**

Header/Banner

- The **VAMS logo** takes you to your portal's home page.
- The **Help** link takes you to a list of frequently asked questions (FAQs) that will help you navigate the system.

- The **drop-down menu** located next to your name in the upper right corner of the page allows you to:
  - Set your preferred method of contact (email or SMS) for receiving temporary codes for multi-factor authentication login by clicking **My Profile**.
  - Access another clinic or portal by clicking **Switch Portals**. See Access Multiple Clinics in VAMS for additional information.
  - Log out of the system by clicking **Logout**.
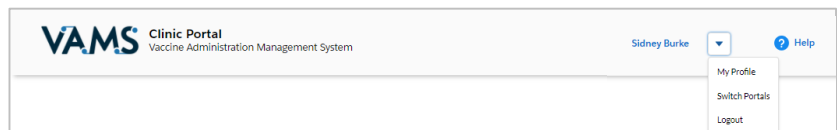
Buttons

Buttons like those shown on the right allow you to start, advance, and complete tasks.
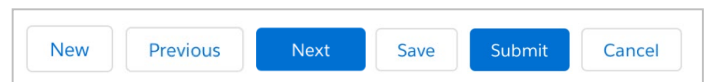
Tabs

Click tabs on a page to move between pages or page sections. The tab you are currently viewing will be underlined and bolded. Tabs not being viewed will be grayed out.

Tables

Tables allow users to sort or filter information previously entered in VAMS. You can view entry details by clicking the links in each row.

👤 Activate Your VAMS Account

What you'll need to complete this process

- Access to the internet
- Access to your email account
- Registration email from **vams@cdc.gov**

You must activate an account in VAMS to use the system. After your clinic administrator enters your name and email address in VAMS, you will receive an email with a VAMS registration link.

➢ Search your inbox for an email from **vams@cdc.gov.**

Quick Tip: If this email is not in your inbox, you may need to check your junk or spam mail folders. If you still cannot find the email, contact your clinic administrator.

➢ Click the **registration link** in the email. This takes you to the account creation page in VAMS.

NOTE: The registration link in your email is for your registration only and cannot be used to register anyone else. Please do not forward it to anyone as the link will not work for them.

➢ **Verify your email address** (the email address where you received the original VAMS invitation will be prepopulated). Your email address will be your **user name** when logging in to VAMS.

➢ Create and verify your **password**.

➢ Check your email account for a **verification code** that will be sent to you immediately after clicking the registration link in your email from vams@cdc.gov. **Enter the verification code**.

➢ Read the **terms and conditions** and check the box saying you agree.

➢ Click **Create Account**.

NOTE: Every time you log into VAMS, you must verify your identity by entering your password, and a number you receive via email or SMS, depending on the preferred contact method you choose (two-factor authentication process). After five log-in attempt failures, you will be locked out of the system for one hour.

After creating your account, you will be immediately taken to your clinic's Inventory Management page in VAMS.
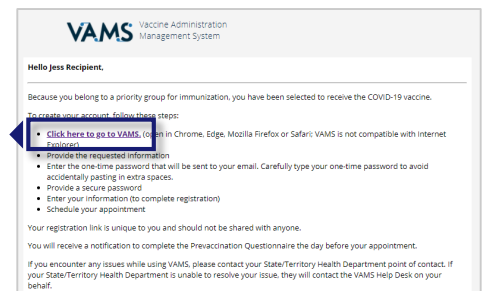
Section 1

Inventory Management in VAMS

Now that you have activated your VAMS user account, you can use VAMS to manage your clinic's COVID-19 vaccine inventory by performing the tasks below.

The boxes below are clickable links to the corresponding pages in this user manual.

COVID-19 Vaccine Inventory Requests — **Place and Track**

Place COVID-19 Vaccine Inventory Requests	Inventory managers and clinic administrators can use VAMS to place COVID-19 vaccine inventory requests with their jurisdictions.
Track COVID-19 Vaccine Inventory Requests	Track and communicate with jurisdiction POCs about the inventory requests you place in VAMS.

COVID-19 Vaccine Inventory Management — **Log, Reduce, Monitor**

COVID-19 Vaccine Information	View information about vaccine-related packaging, labeling, and expiration dates.
Log COVID-19 Vaccine Inventory	Log vaccine inventory manually or via 2D barcode scanner (if available).
Reduce Vaccine Inventory	Reduce vaccine inventory manually or via 2D barcode scanner (if available).
Monitor COVID-19 Vaccine Inventory Levels	Use the Inventory Management tab to monitor inventory levels and view snapshots of available and booked appointments.

Place COVID-19 Vaccine Inventory Requests

You will place your COVID-19 vaccine inventory requests in VAMS to your jurisdiction's POC. This crucial process will allow you to ensure your clinic has enough inventory on hand to administer vaccines to recipients. **While you will place all inventory requests in VAMS, the jurisdiction POC will place all COVID-19 vaccine orders outside of VAMS through an established process determined by the jurisdiction.**

NOTE: Inventory requests let your jurisdiction know how much inventory you need. An inventory request does not place an order or guarantee you will receive all inventory requested right away. The jurisdiction will place an order through their public health agency for the amount of inventory they can accommodate.

You can place, view, and manage your inventory requests on the **Inventory Requests** tab in VAMS. To place an inventory request, you'll need to know your desired product type, the number of doses you want to request, and the date by which you need to receive the requested inventory.

The Inventory Requests tab shows you a list of all inventory requests you've submitted. This list includes a system-generated **inventory request number**, **product type** (vaccine type) requested, **manufacturer**, **date requested** and **required**, number of **doses requested**, and **notes.**

➢ Click the **Inventory Requests** tab on your clinic's home page.

➢ Click **New** in the upper right corner of the Inventory Requests table.
• The Inventory Request pop-up window includes several required fields (noted by a red asterisk).

➢ Click in the **Product** field and select the vaccine product from the drop-down or type in the name of a product and click the Show All Results to be taken to the Product pop-up window.

Place COVID-19 Vaccine Inventory Requests
(continued)

➢ In the **Product** pop-up window, **click the number** in the Vaccine Name column of the table to select the vaccine product you want to request.

➢ After selecting the vaccine product, it will populate in the **Inventory Request** pop-up window.

Product					
Product					
COVID					
Vaccines					
4 Results • Sorted by Relevance ▼					
VACCINE NAME	MANUFACTURER	PRODUCT	UOS NDC NUMBER	UOU NDC NUMBER	NUMBER OF DOSES IN UOU
VID-00000003	Merck	COVID-B	4615871606	4615871616	2
VID-00000002	Sanofi-Pasteur	COVID-A1	4928158905	4928158915	2

Cancel

➢ Enter the **number of vaccine doses** you are requesting.

➢ Select the **dose type** you are requesting.

• Your clinic's name will auto-populate in the clinic field. If you wish to change the clinic selection, click the "X" in the field to select from a list of clinics to which you are assigned.

➢ Enter the **date** of your inventory **request**.

➢ Enter the **date** by which you **want to receive** the doses you are requesting.

• If desired, you can add a note for the jurisdiction POC in the Clinic Notes field.

Inventory request

* Product

* Date requested
mm/dd/yyyy

* Doses requested

* Date required by
mm/dd/yyyy

* Dose type
○ First and second dose
○ First dose
○ Second dose
○ Single dose vaccine

* Clinic
Downtown Atlanta Mass Vaccination Clinic   ✕

Clinic notes
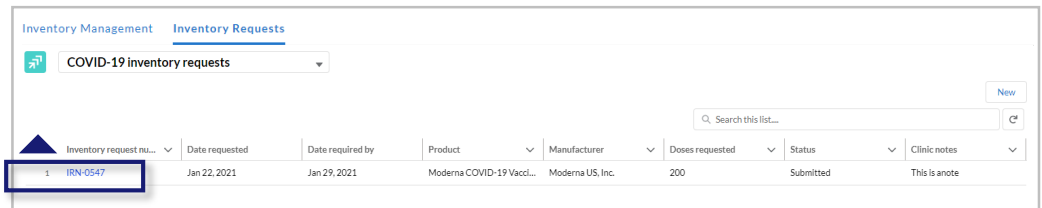
Cancel   Save

➢ Click **Save** to save your inventory request. VAMS will send your request to your jurisdiction POC.

Track COVID-19 Vaccine Inventory Requests

After your inventory request is submitted, a record of that request appears on the **Inventory Requests** tab. The inventory request record shows important details about the request. It also offers a way to monitor and communicate with the jurisdiction POC.

➢ Click the **Inventory Request Number** link in the list to access the inventory request record.

	Inventory Management	Inventory Requests						
	COVID-19 inventory requests							New
							Search this list...	
	Inventory request nu...	Date requested	Date required by	Product	Manufacturer	Doses requested	Status	Clinic notes
1	IRN-0547	Jan 22, 2021	Jan 29, 2021	Moderna COVID-19 Vacci...	Moderna US, Inc.	200	Submitted	This is anote

From the inventory request record, you can:

View Inventory Request details.
This section of the record has details about the inventory request.
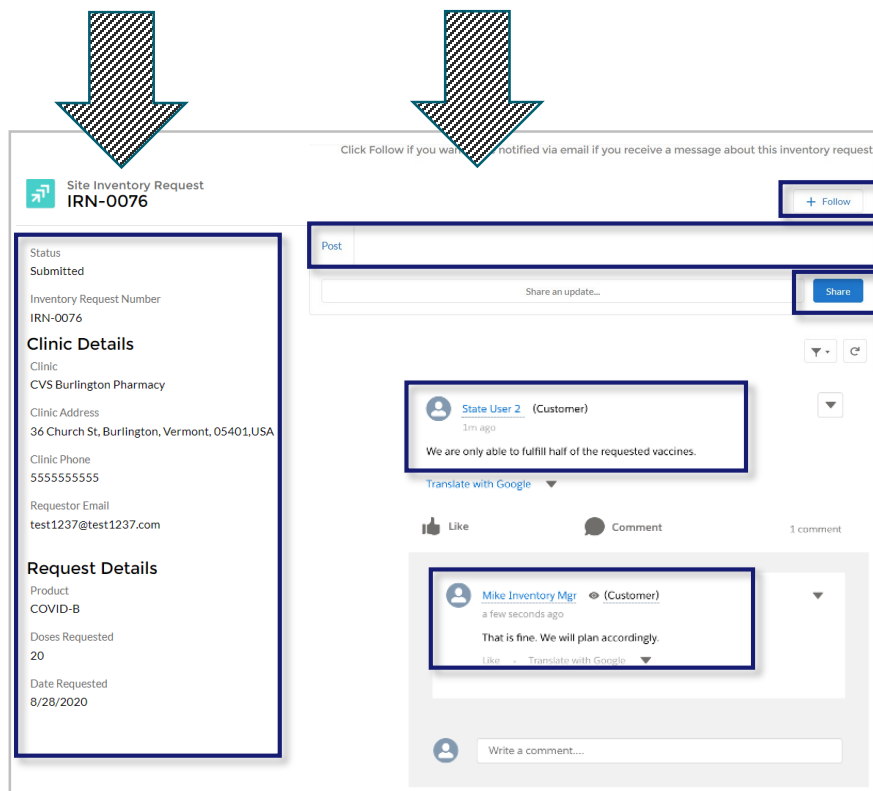
Communicate with the jurisdiction POC.
Send the jurisdiction POC a message by typing in the **Post** box and clicking **Share.**

Monitor or follow comments made to your posts.
Like you would on a social media platform, click the **Follow** button to receive email notifications when the jurisdiction POC responds to a post you make in the inventory request record. You will **not** receive notifications for new posts.

Click Follow if you want to be notified via email if you receive a message about this inventory request.

Site Inventory Request
IRN-0076

+ Follow

Post

Share an update....

Share

Status
Submitted

Inventory Request Number
IRN-0076

Clinic Details
Clinic
CVS Burlington Pharmacy

Clinic Address
36 Church St, Burlington, Vermont, 05401,USA

Clinic Phone
5555555555

Requestor Email
test1237@test1237.com

Request Details
Product
COVID-B

Doses Requested
20

Date Requested
8/28/2020

State User 2 (Customer)
1m ago
We are only able to fulfill half of the requested vaccines.
Translate with Google

👍 Like   💬 Comment   1 comment

Mike Inventory Mgr 👁 (Customer)
a few seconds ago
That is fine. We will plan accordingly.
Like · Translate with Google

Write a comment.....
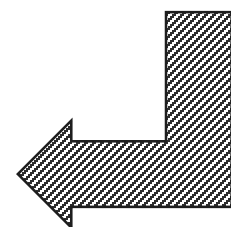
In this example…

❖ "State User 2" **types** a message in the **Post** box about their ability to fulfill only half of the inventory request and **shares** it with "Mike Inventory Mgr."

❖ "Mike Inventory Mgr." **responds** to "State User 2's" post by writing in the comment bar found under each post.

❖ If "State User 2" clicks the **Follow** button, they will receive an email notification alerting them that "Mike Inventory Mgr." has responded to their post.

COVID-19 Vaccine Information

Vaccine Packaging Terms

- Unit of sale, or UoS, is the packaging in which the vaccine vials are delivered.
- Unit of use, or UoU, is the vaccine vial.
  Example: One box, or UoS, could contain 10 UoUs, or vaccine vials.

Vaccine Labeling Terms

Lot Numbers

- UoS lot number is shown on the package label.
- UoU lot number is shown on the vial label.   **NOTE:** UoS and UoU Lot numbers will be the **same**.
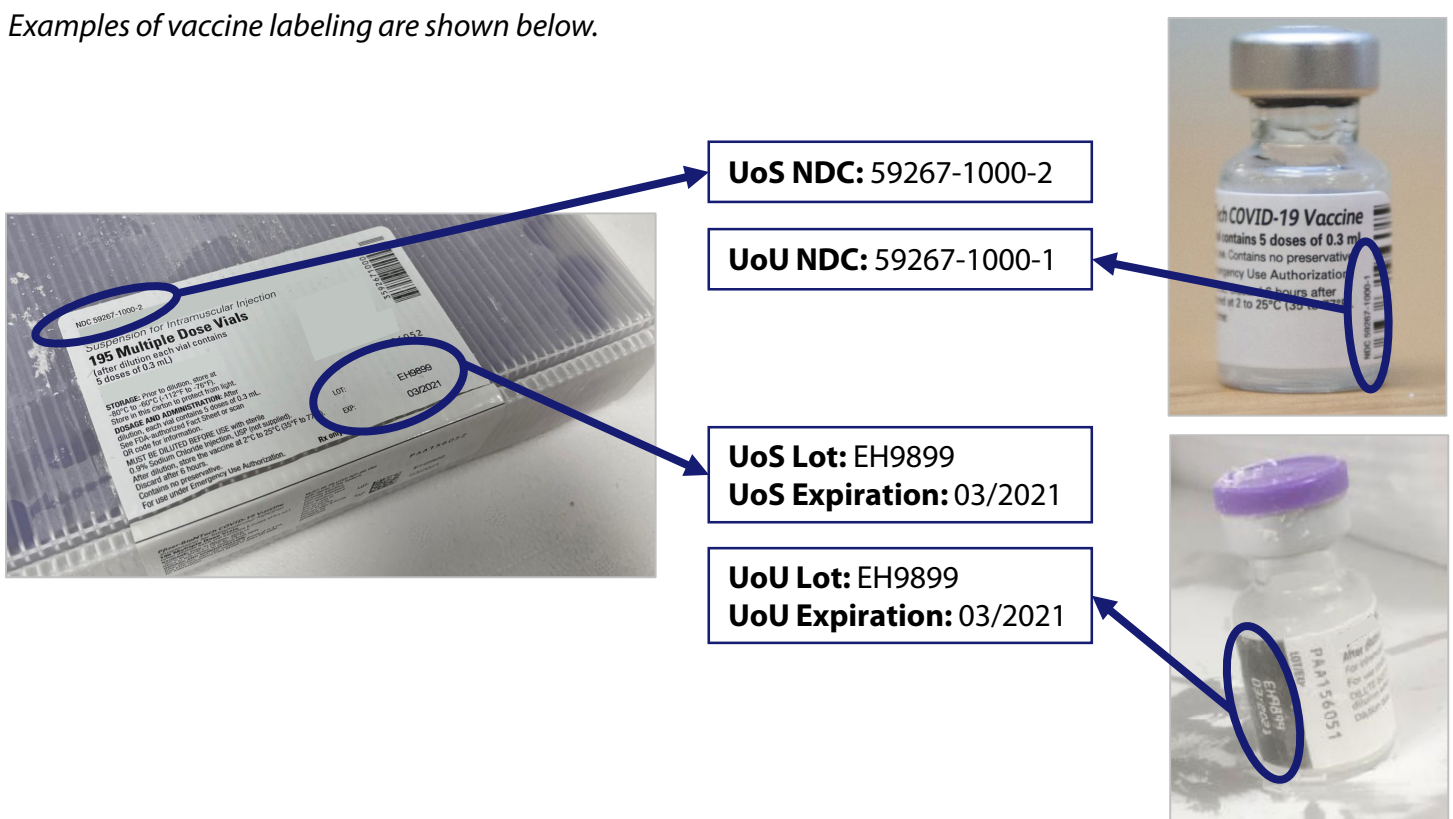
National Drug Code or NDC Numbers

- UoS NDC is shown on the package label.
- UoU NDC is shown on the vial label.   **NOTE:** UoS and UoU NDC numbers will **not** be the same.

Expiration Dates

- For some manufacturers, expiration dates can be found on both the UoS and UoU labels. Others supply expiration date information on their website.

Examples of vaccine labeling are shown below.

UoS NDC: 59267-1000-2

UoU NDC: 59267-1000-1

UoS Lot: EH9899
UoS Expiration: 03/2021

UoU Lot: EH9899
UoU Expiration: 03/2021
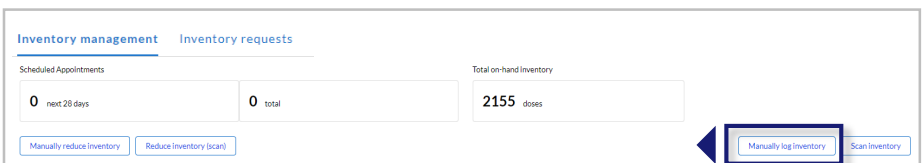
Log COVID-19 Vaccine Inventory

When you receive a COVID-19 vaccine delivery, you can log it in VAMS in **two ways:**

- Manually enter the information on the vaccine packaging and vials.
- Use a 2D barcode scanner to scan the barcodes on the vaccine vials. This automatically enters the information in VAMS. **NOTE:** Current COVID-19 vaccine vials do not have barcodes that can be scanned by 2D barcode scanners, so information will have to be entered manually at this time.

Log Vaccine Inventory Manually

➢ On the Inventory Management tab, click the **Manually Log Inventory** button.
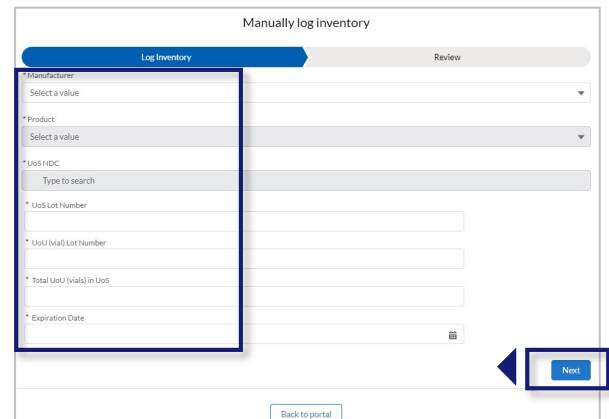
➢ Select the **manufacturer** and **product** from the drop-down menus. Enter the remaining **vaccine information** required.

NOTES:
- UoU and UoS lot numbers must be an **exact** match, including case.
- It's possible you may enter new inventory that only partially matches an existing entry. If this happens, you will receive an error message. Follow the instructions in the message to invalidate the old record and add remaining inventory to a new record.

➢ Click **Next**.

➢ **Review and confirm** the information you entered is correct, then click **Next**.
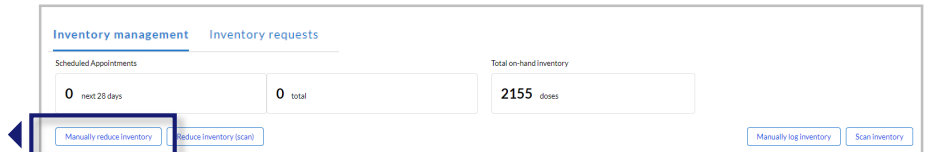
➢ Click **Finish** in the pop-up window.

Log COVID-19 Vaccine Inventory *(continued)*

Log Vaccine Inventory by Scanning a 2D Barcode

VAMS is compatible with 2D barcode scanners (Bluetooth wireless and those that are not wireless). However, integrated mobile device scanning (i.e., an app that can scan a 2D barcode) will not connect with or automatically transfer information to VAMS.

NOTE: Current COVID-19 vaccine vials do not have barcodes that can be scanned by 2D barcode scanners, so information will have to be entered manually at this time.

➢ On the Clinic Portal home page, below the doses section of the Inventory Management tab, click **Scan Inventory**.
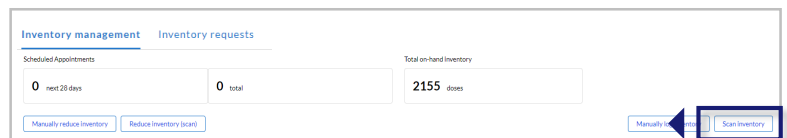
NOTE: You **must** scan each UoS **individually**. Each UoS contains multiple vials or UoUs. When logging inventory, you must scan one UoU from each UoS. See the step-by-step instructions below.

➢ When the Scan Inventory pop-up appears, **scan the UoS barcode** on the vial with your 2D barcode scanner. The barcode will appear in the UoS barcode field.

➢ Select the vaccine **manufacturer** from the drop-down menu, then click **Next**.

➢ The UoS Information screen will appear with prepopulated UoS information. **Enter** the Total UoU (vials) in UoS, then click **Next**.
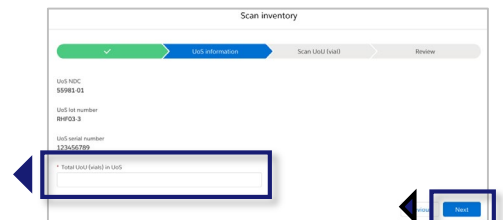
➢ **Scan** the UoU barcode on one of the vials from the UoS you are logging, and it will appear in the UoU barcode field. Click **Next**.
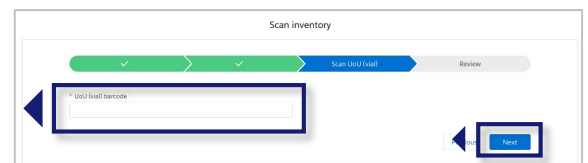
➢ **Review** and confirm the information you entered is correct, then click **Next**.

➢ Click **Finish** in the pop-up window.

👤 Reduce Vaccine Inventory

Similar to how you log vaccine inventory, you can reduce vaccine inventory in VAMS in **two ways:**
- Manually enter the information on the vaccine packaging and vials.
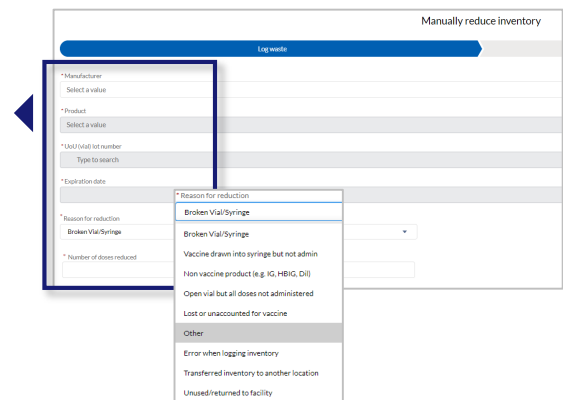- Use a 2D barcode scanner to scan the barcodes on the vaccine vials.

Reduce Vaccine Inventory Manually

➢ On the Inventory Management tab, below the available appointments data, click the **Manually Reduce Inventory** button.

➢ In the Manually Reduce Inventory pop-up window, enter the manufacturer name, product, and UoU lot number.

➢ The expiration date will auto-populate and cannot be changed.

➢ Select a **reason for reduction**.
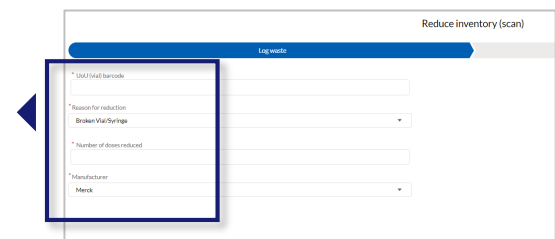
➢ Enter the **number of doses reduced**, then click **Next**.
   NOTE: VAMS will not allow you to reduce more inventory than you have on hand.

➢ **Review and confirm** the information you entered is correct, then click **Next**.

➢ Click **Finish** in the pop-up window.

Reduce Vaccine Inventory by Scanning a 2D Barcode

➢ On the Inventory Management tab, below the available appointments data, click the **Reduce Inventory (Scan)** button.

➢ When the Reduce Inventory (Scan) pop-up window appears, **scan the UoU barcode** on the vial with your 2D barcode scanner.

➢ **Enter** the required information in the Reduce Inventory pop-up window. The expiration date will auto-populate and cannot be changed. Click **Next**.
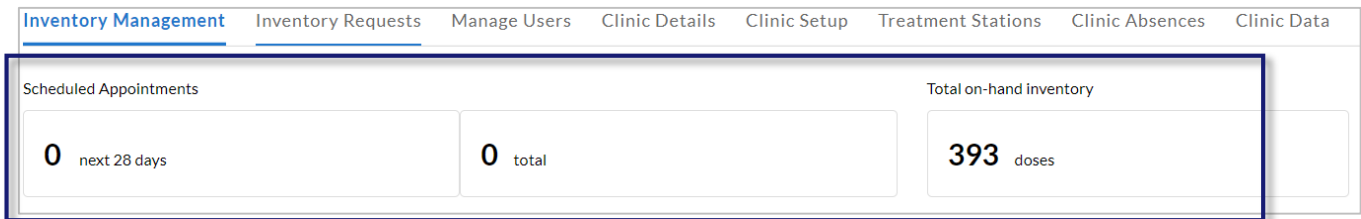
Monitor COVID-19 Vaccine Inventory Levels

Clinic administrators and inventory managers can use the Inventory Management tab to monitor inventory levels and view snapshots of available and booked appointments. This page gives you a complete view of important information about your vaccine inventory level.

This page gives you a snapshot of:

- The number of **appointments available** at your clinic over the next 28 days (including the current day).
- The total number of **appointments booked** at your clinic.
- The total number of vaccine doses your clinic has in its **on-hand vaccine inventory**[*].

[*]The total on-hand inventory data on this page comes from the inventory you log and reduce in VAMS as well as what the clinic healthcare professional logs during vaccine administration. The healthcare professional's method of logging inventory and waste is similar to yours. They can either scan a 2D barcode or log the information manually.

Section 2

Additional VAMS Functionality

This section will show you how to perform other infrequent activities in VAMS, such as registering as a COVID-19 vaccine recipient or accessing VAMS support, or actions that will only apply to certain users, such as those who work at multiple clinics.

The boxes below are clickable links to the corresponding pages in this user manual.

Register as a COVID-19 Vaccine Recipient	Learn how to be added as a recipient in VAMS.
Access Multiple Clinics in VAMS	Access different clinics in VAMS if you work at multiple vaccination clinics.
Access Support	Know how to find answers to frequently asked questions (FAQs) about VAMS and submit questions to the VAMS Help Desk.

Register as a COVID-19 Vaccine Recipient

## Register as a COVID-19 Vaccine Recipient in VAMS

Before you can register as a COVID-19 vaccine recipient, your clinic administrator must register your clinic as an organization in VAMS and then add you as a member of the organization.

After your clinic administrator registers your clinic as an organization and adds you as a member in VAMS, a registration email will be sent to you from vams@cdc.gov with a link to register as a COVID-19 vaccine recipient.

➢ If you're logged into VAMS, first **log out** by clicking the drop-down arrow next to your name in the upper right corner, then click **Logout**.

➢ Open your recipient registration **email notification** and click the link to register your account.

   Quick Tip: If this email is not in your inbox, you may need to check your junk or spam mail folders.
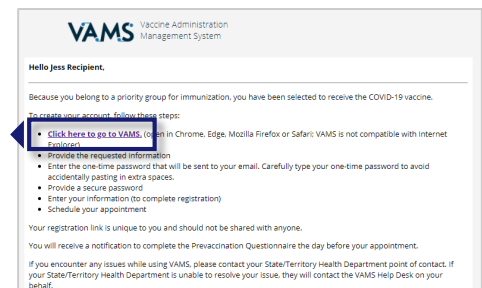
➢ On the next screen, enter the **email address** you use for your clinic user log-in.

➢ Enter the **same password** you use when logging in as a clinic user. Complete the **reCAPTCHA**, then click **Login**.

   NOTE: You must use the same email address and password to log into VAMS for every user role you hold.
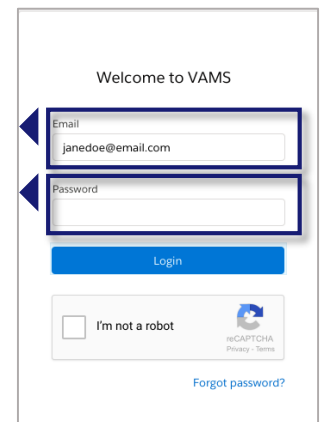
After logging in, you will be taken to the **Portal Selection** screen, where you will have multiple portals to choose from, including the Clinic Portal and Recipient Portal. **You are now officially a VAMS multi-portal user!**

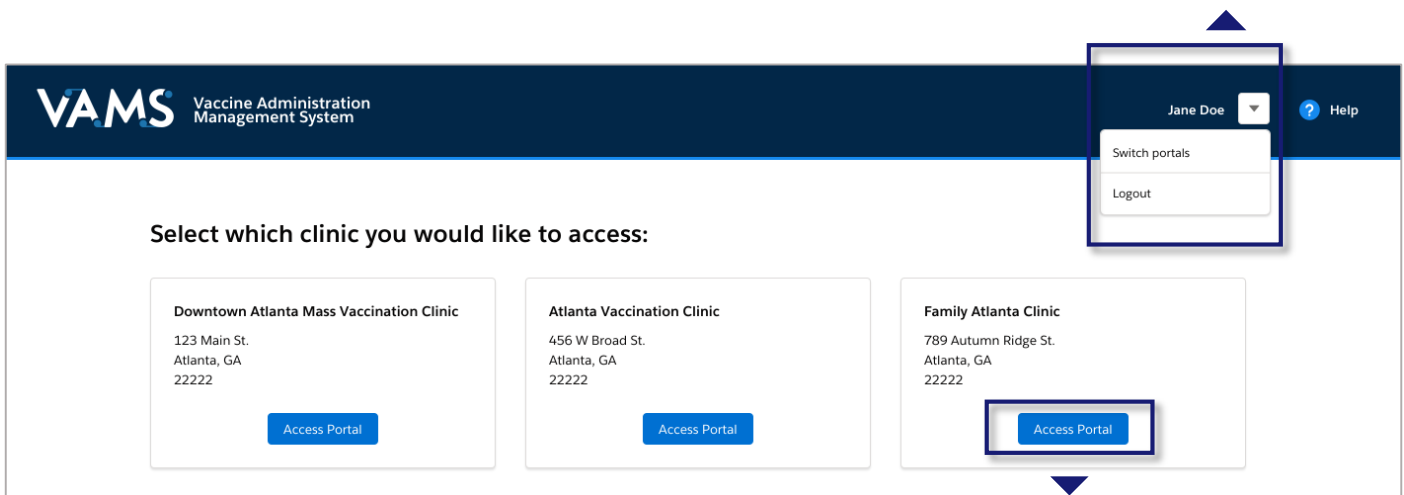➢ Click **Access Portal** below the Recipient Portal to complete your recipient registration.

Quick Tip: While logged into VAMS, you can switch portals by clicking the drop-down arrow next to your name in the upper right corner and selecting **Switch Portals**.
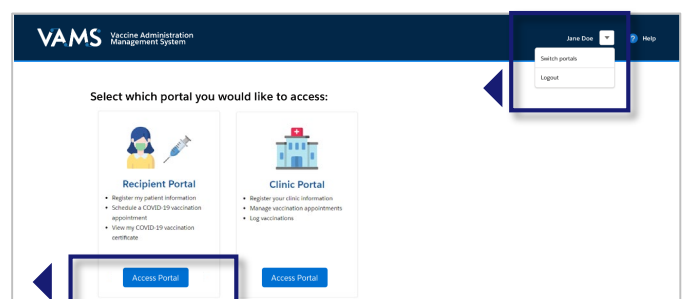
Access Multiple Clinics in VAMS

You may need to perform the same or different user roles at multiple clinics. After the clinic administrator at each clinic adds you as a user for their clinic, you can easily access multiple clinics after logging into VAMS.

➢ From any page in VAMS, click the **drop-down arrow** next to your name in the upper right corner to access the drop-down menu.

➢ Click **Switch Portals.**

   o If you have multi-portal access (i.e., you have access to more than one portal—Clinic Portal and Recipient Portal, for example) this will take you to the **Portal Selection** page. Click the **Clinic Portal** button, then you will see the **Clinic Selection** page shown below.

   o If you only have multi-clinic access (i.e., you have a clinic role at more than one clinic but do not have access to another portal) clicking **Switch Portals** will take you straight to the **Clinic Selection** page.

➢ From the **Clinic Selection** page, choose which clinic you want to switch to by clicking the **Access Portal** button under the clinic name.

🧍 Access Support

Where to Find Additional VAMS Resources and Information

Help Page

The **Help** page has answers to frequently asked questions (FAQs) about the Clinic Portal roles and access in VAMS.

➢ If you need help when using VAMS, click the Help link in the upper right corner of the navigation bar to find support.

- You can read through the list of FAQs or you can search for a particular topic in the search bar located below the FAQs tab.
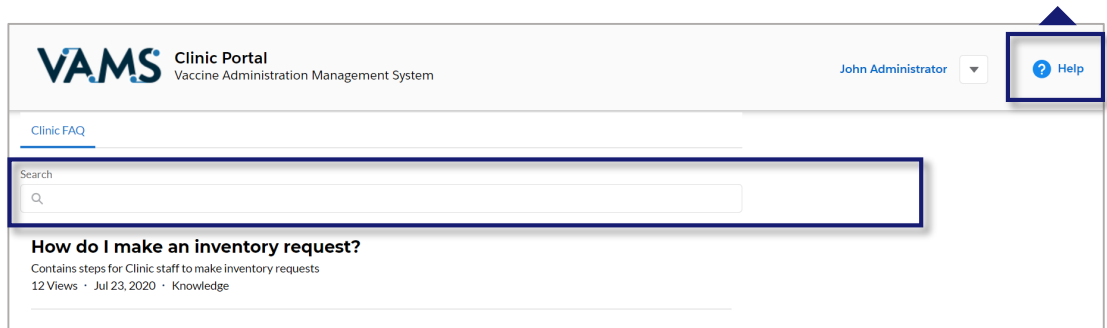
Submit a Question

➢ If you don't find the information you're looking for, you can **submit a question**.

➢ From the **Help** page, click **Submit a Question**.

➢ Click **Submit a Case** and select **New Clinic Case**.

- When logged into the system, your name will be prepopulated in your case.

➢ **Select the category of your question** (and subcategory, if applicable), select your **jurisdiction**, **type** the subject of your question, then **type** your question in the text box.

- After clicking **Confirm**, a message will appear on the screen confirming your question was sent.

- A response to your question will be sent to you via email from **vamshelp@cdc.gov.**

- Once you receive a response to your question, you can communicate back and forth with the support team by replying to the email.

  NOTE: **Do not edit** the subject line of the email or the support team member who initially responded to your question will not receive it.

Help Desk

If you need additional support, contact the VAMS Help Desk. To ensure jurisdictions and clinics are fully supported, VAMS Help Desk support is **limited to jurisdiction and clinic personnel only**.

Toll-Free Number: +1 833-957-1100
Hours of Operation: 8:00 AM – 8:00 PM EST Monday through Friday

Glossary of Terms

Term	Definition
2D Barcode	A two-dimensional barcode that stores information vertically and horizontally. It may contain the vaccine product identification information, lot number, and expiration date.
Member	An individual being added in VAMS to receive a COVID-19 vaccine.
Multi-Clinic User	A clinic user who performs the same or different roles at multiple clinics registered in VAMS. This user can switch between clinic accounts within the Clinic Portal.
Multi-Portal User	A VAMS user with access to multiple VAMS portals (e.g., a clinic administrator who is also registered as a VAMS recipient can access the Clinic Portal and Recipient Portal).
National Drug Code (NDC)	A unique 10-digit or 11-digit, 3-segment number, and a universal product identifier for human drugs in the United States.
Organization	Any institution, association, company, or other group that identifies and adds members (individuals eligible for COVID-19 vaccine) in VAMS.
Unit of Sale (UoS)	The packaging in which the vaccine vials are delivered.
Unit of Use (UoU)	The vaccine vial.
Vaccination Clinic	A clinic administering COVID-19 vaccination. Sometimes referred to as a "vaccine clinic" in VAMS and this user manual.