

Inventory Reconciliation Troubleshooting Guide

- If you continue to have an Inventory Difference that $\neq 0$ (is not equal to zero), you need to determine what has caused the problem. What could have caused this unbalance or difference? Here are the most common reasons:
 1. Failed to enter all immunizations administered into WebIZ prior to running the reconciliation
 - a. Vaccines added but not administered
 - b. Never created in WebIZ but vaccine given
 2. Failed to close a reconciliation report
 3. Incorrect date range used for reconciliation
 4. Incomplete transfer
 5. Adjusted inventory incorrectly
 6. Entered vaccine into inventory twice or not at all
 7. Incorrect lot number chosen from Administer Screen
 8. Signed in under incorrect clinic location
 9. Entered incorrect vaccination date
 10. Selected incorrect funding source
 11. Expired vaccines were not accounted for or not counted.

Solving the Most Common Reconciliation Problems:

➤ **Could you have vaccinations that were added but not administered into WEBIZ or that were actually administered but never added into WebIZ?**

- Run a *Vaccines Added but not Administered* Report
 - 1) Click REPORTS.
 - 2) Find the Report Section: DATA QUALITY – USER

Arkansas Immunization Information System (WebIZ) interface. The left sidebar shows a navigation menu with 'Reports' highlighted. The main content area displays a list of reports under the 'Data Quality - User' section, with 'Vaccines Added but not Administered' highlighted in yellow. The top of the page shows 'PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE'.

- 3) Click **VACCINES ADDED BUT NOT ADMINISTERED** – Note: Only the **bolded** fields are required. Please make sure that your physical location is reflected in the system as your Provider/Clinic and that your date range is identical to your reconciliation date range.

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Vaccines Added but not Administered

Enter the selection criteria and click "Run Report" or click "Cancel" to return to the previous page. 

Report Selection Criteria

Provider
ADH WAREHOUSE

Clinic
ADH WAREHOUSE

Clinic County

Vaccination Date Range

From: MM/DD/YYYY Through: MM/DD/YYYY

Run Report Cancel

 **Arkansas WebIZ** June 23, 2015

Vaccines Added but not Administered

Provider • ADH WAREHOUSE, Clinic • ADH WAREHOUSE, Vaccination Date From • 06/09/2015, Vaccination Date Through • 06/11/2015

Patient	DOB	Vaccination	Dose	Clinic	Date	Age	Created By
WAHLBURG, VIRGINIA ELIZABETH (3293695)	10/20/2010	DTaP	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		Hep A, ped/adol, 2D	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		Hep B, ped/adol	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		Hib (PRP-T) (ACHIB)	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		MMR	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		PCV13	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		Polio-IPV	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER
		Varicella	1	ADH WAREHOU	06/10/2015	4Y 7M 21D	VIRGINIA LANCASTER

- 4) For any vaccines that appear on the report, look in Web IZ at the immunization record of those patients:
- Were these vaccines actually administered to the patient?
 1. If no, click **DELETE** next to vaccine. **NOTE:** You will only have this option if you were the one who originally added the vaccine to WebIZ.
 2. If yes, click **ADMINISTER VACCINES** and complete the process. Make sure the administered date is correct and falls within the reconciliation date range.
 3. If you have no more differences, close your reconciliation.

View WAHLBURG, VIRGINIA (3293695) DOB: 10/20/2010 AGE: 4Y 7M 21D

Add Vaccines **Administer Vaccines** Add History

DOB: 10/20/2010 Age: 4Y 7M 21D History of Varicella?: NO Date of Varicella: MM/DD/YYYY

Recommended Immunizations for today, 6/10/2015 (4Y 7M 21D)

⚠ This patient does not have any recommended immunizations

Please do not rely solely on the Recommender to forecast immunizations. Utilize clinical judgment and consult both the ACIP recommended immunization schedules and the CDC Pink Book @ <http://www.cdc.gov/vaccines/pubs/pinkbook/index.html#chapters>

Vaccine	Dose	Date	Age	Clinic			
DTaP / TD / Tdap							
DTaP	1	06/10/2015	4Y 7M 21D	ADH WAREHOUSE			Delete
Polio							
Polio-IPV	1	06/10/2015	4Y 7M 21D	ADH WAREHOUSE			Delete
Hib							
Hib (PRP-T) (ActHIB)	1	06/10/2015	4Y 7M 21D	ADH WAREHOUSE			Delete

➤ **Could you have failed to close a previous Reconciliation Report?**

- Go to Inventory - Vaccines – Reconciliation
 - 1) Click on **Search** for all previous reconciliation reports.
 - 2) If the status of a previous reconciliation is Open, click View.

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Vaccine Inventory Reconciliation

Click "View" to see the details of an existing record, "Add Reconciliation" to create a new record. Add Reconciliation

Search Criteria

Inventory Location: (ALL) Inventory Location Status: (ALL) Reconciliation Status: (ALL)

Begin Date Range: From: MM/DD/YYYY Through: MM/DD/YYYY End Date Range: From: MM/DD/YYYY Through: MM/DD/YYYY

Sort by: Audit Date (descending) Inventory Location, Begin Date (descending)

Previous Criteria Clear Search

Search Results - 2 record(s)

Status	Description	Begin Date	End Date	Authorized By	Inv Summary	VFC/State	Private	
ADH MAIN WAREHOUSE								
Open	FEB. 2015	02/06/2015	03/06/2015	VIRGINIA WAHLBERG				View
Closed	INITIAL RECON	03/01/2013	02/05/2015	VIRGINIA WAHLBERG				View

- 3) If any are OPEN, make sure that reconciliation is complete and accurate before closing it. Be aware of the dates of the open reconciliation. Reconciliations must be closed in chronological order.
- 4) Click on Status to change to CLOSED, and then click Update. This will allow you to complete your current reconciliation report. NOTE: The beginning date of each new reconciliation report is prepopulated with the first day after your last reconciliation was closed. If it was never closed, you will be unable to fully reconcile your inventory.

- 5) After the previous recon has been set to CLOSED, finish the process of your current reconciliation.

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Vaccine Inventory Reconciliation

Click "Create"/"Update" to save the record or "Cancel" to return to the previous page.

Edit

Inventory Location
ADH MAIN WAREHOUSE Print

Description	Begin Date	End Date
FEB. 2015	02/06/2015	03/06/2015

Status: CLOSED Authorized By: VIRGINIA WAHLBERG

Delete Update Cancel

➤ **Is your date range for your reconciliation correct?**

- The beginning date should be the day after your most recent reconciliation was closed. For example, if you closed your last reconciliation on 12/26/2014, the beginning date for your current reconciliation will be 12/27/2014. This field will be prepopulated for you by the system if this is not your first recon. If this is your first recon, then you will need to enter the date that your vaccines were physically added to WebIZ. We recommend a begin date of 05/01/2013 for your first reconciliation.
- The end date will be the last day you created and administered any inventory and made any adjustments. You may physically count your inventory on-hand the morning of the next business day, but your ending date on your reconciliation will always be last day you created and administered any inventory and made your adjustments. **TIP:** Set your reconciliation date range at the end of the day. Any immunizations given after you have entered the end date will not be included in your reconciliation for that day. In addition, they will not be included in your next reconciliation because the beginning date of your next reconciliation will be the following day's date.

➤ **Do you have any vaccine transfers that were not received or accepted? NOTE:** Your pending transfers will also appear on your inventory ON- HAND screen.

- Run an *Inventory Pending Transfers Report*
 - 1) Click REPORTS
 - 2) Find the Report Section: Inventory Management – Vaccine
 - 3) Click INVENTORY PENDING TRANSFERS.

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Possible Patient Duplicates
Shots Before Birth
User Vaccination Details
Vaccines Added but not Administered

Vaccine Order Management
Vaccine Shipment
Vaccine Order Status
Vaccine Return Status

VFC Program Management
Vaccine Borrowing Report
Temp Log Aging
VFC/TrckS Site Order Configuration
VFC/TrckS Site Shipping Configuration
VFC Change of Information Inquiry

Inventory Management - Vaccine
Aggregate Administered Doses
Inventory Adjustment Inquiry
Inventory On-Hand
Inventory Pending Transfers
Inventory Reconciliation Worksheet
Inventory Summary By Funding Source
Inventory Transaction Inquiry
Inventory Transfer Inquiry
Monthly Immunization Report (VFC and Other Public-Funded)
Monthly Immunization Report (VFC and State)
Possible Duplicate Inventory Report
State/VFC Funded Doses Administered
Unaccounted For Doses

- 4) NOTE: Your Transaction Date Range should be identical to the date range used for your reconciliation report. Click Run Report.

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Inventory Pending Transfers

Enter the selection criteria and click "Run Report" or click "Cancel" to return to the previous page. ⓘ

Report Selection Criteria

Provider: ADH WAREHOUSE

Source Inventory Location: (ALL INVENTORY LOCATIONS)

Destination Inventory Location: (ALL INVENTORY LOCATIONS)

Vaccine: Funding Source:

Manufacturer:

Lot Number:

Transaction Date Range

From: MM/DD/YYYY Through: MM/DD/YYYY

Run Report Cancel

- 5) If there are any pending transfers, did the receiving clinic accept the transfer in WebIZ? Call your contact at the receiving clinic and remind them that they need to manually accept the transfer.

Arkansas WebIZ
Inventory Pending Transfers

May 05, 2014

Provider = ADH WAREHOUSE, Source Inventory Location = (All Inventory Locations), Destination Inventory Location = (All Inventory Locations)

Trans ID	Src Inventory Location	Dest Inventory Location	Trans Date	Vaccine	Mfg	NDC	Lot No	Fund Src	Exp Date	Doses
932193	ADH MAIN WAREHOUSE	ADH SNS MAIN STOCKPILE	05/02/2014	DTaP	SKB	58160-0810-52	F37NC	State	09/13/2015	(200)

From Location Authorizer: LANCASTER, VIRGINIA
Created By: VIRGINIA LANCASTER

Comments:

- **For the vaccines with Inventory Differences, are the vaccine, lot number, vaccination date, funding source and all adjustments entered correctly?**
 - Run an *Inventory Transaction Inquiry* Report
 - 1) Click REPORTS.
 - 2) Find the Report Section: INVENTORY MANAGEMENT – VACCINE
 - 3) Click INVENTORY TRANSACTION INQUIRY

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Inventory Management - Vaccine

- Aggregate Administered Doses
- Inventory Adjustment Inquiry
- Inventory On Hand
- Inventory Pending Transfers
- Inventory Reconciliation Worksheet
- Inventory Summary By Funding Source
- Inventory Transaction Inquiry**
- Inventory Transfer Inquiry
- Monthly Immunization Report (VFC and Other Public-Funded)
- Monthly Immunization Report (VFC and State)
- Possible Duplicate Inventory Report
- State/VFC Funded Doses Administered
- Unaccounted For Doses

- 4) Filter your search by: Vaccine, Lot Number, and Transaction Date Range
- 5) NOTE: Your Transaction Date Range should be identical to the date range used for your reconciliation report.

PROVIDER: ADH WAREHOUSE, CLINIC: ADH WAREHOUSE

Inventory Transaction Inquiry

Enter the selection criteria and click "Run Report" or click "Cancel" to return to the previous page. ⓘ

Report Selection Criteria

Provider: ADH WAREHOUSE

Inventory Location: (ALL)

Vaccine: [] Funding Source: []

Manufacturer: []

Lot Number: []

Expiration Date Range: From: [MM/DD/YYYY] Through: [MM/DD/YYYY]

Transaction Date Range: From: [MM/DD/YYYY] Through: [MM/DD/YYYY]

Output Type: PDF HTML EXTRACT - Delimiter: []

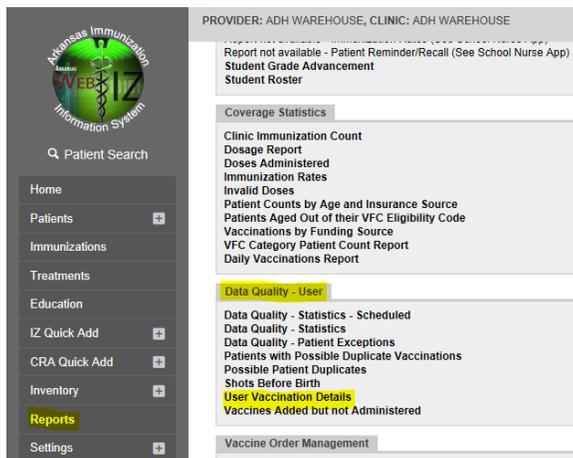
Run Report Cancel

- 6) Check Adjustments made during your reconciliation period – did you use the correct “Reason” code? For example if you used “Extra” as your “Reason” code it would have **added** doses. Opposite of that would be if you used “Unaccounted” as your “Reason” code it would have **subtracted** doses.
- 7) Check for duplicate entries and adjust, if necessary.
- 8) Remove Lot # selection and just search by vaccine type – did someone select the wrong lot # or funding source on the administer vaccine screen?
 - Look up that patient’s immunization record
 1. Click UPDATE next to the vaccine
 2. Click DELETE at the bottom left. You will only have this option if you were the user to enter the vaccine into WebIZ or have admin rights.
- 9) Add and administer the correct vaccine. Widen the Transaction Date Range – did someone enter the wrong vaccination date? Example: typed in 01/01/2013 instead of 01/01/2014.
 - Look up that patient’s immunization record
 1. Click UPDATE next to the vaccine
 2. Change the vaccination date
 3. Click UPDATE and RETURN
 4. Finish the reconciliation process

➤ **Did someone enter a vaccination under the wrong clinic location?**

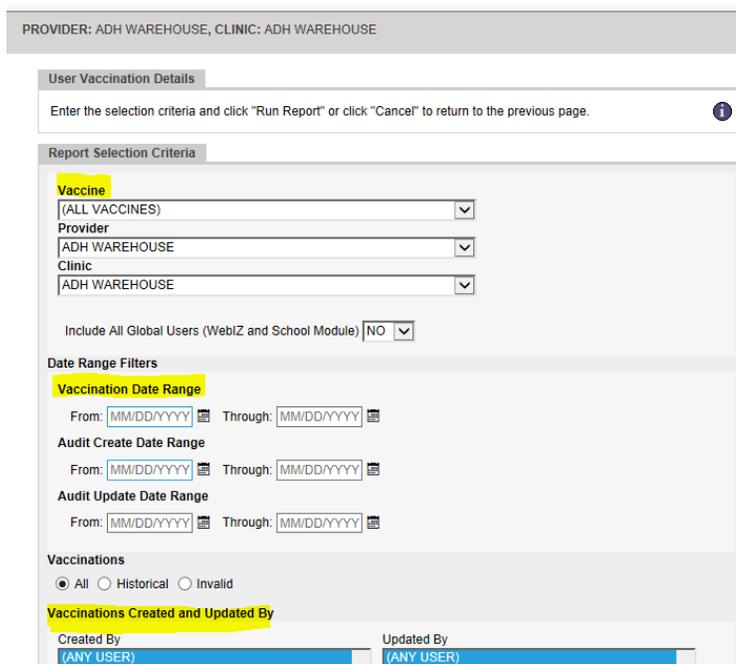
- **Run a *User Vaccination Details* Report**

- 1) Click REPORTS.
- 2) Find the Report Section: DATA QUALITY – USER



- 3) Click USER VACCINATION DETAILS.

- Select only the vaccine that you are investigating from the drop down box here.
- Input the same date range for Vaccination Date Range as you did for your reconciliation.
- Make sure that you select “ALL” underneath the “Created by” and “Updated By” columns.

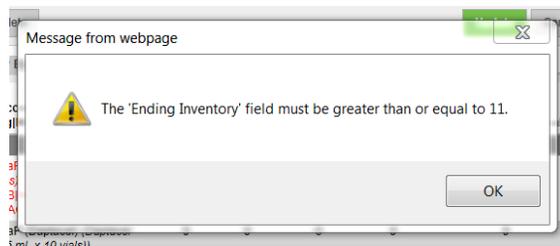


- If incorrect clinic location is found, fix it using these steps:

1. Log in as the clinic that administered the vaccine in Web IZ.
2. Look up that patient's immunization record
3. Click UPDATE next to the vaccine
4. Click DELETE at the bottom left – You only have access to delete that immunization if you were the one that added it.
5. Log in to the correct clinic and Create and Administer the vaccination using the usual process. You only have access to administer the immunization if you were the one that added it.

If your inventory is still not balanced and you cannot reconcile it, please contact the WebIZ Team at 1-800-574-4040 and a ticket will be created for you to receive help with your reconciliation.

- **If you see this dialog box when you try to close, please contact the WebIZ Team at 1-800-574-4040 and a ticket will be created for you to receive help with your reconciliation. This adjustment will need to be made by a member of the Vaccine Reconciliation Team.**



06/15