



This document was designed to provide you with Inventory Management best practices based on common questions we have received from providers. It is imperative that your location's physical inventory matches the virtual inventory in NCIR. NC DHHS reviews and allocates vaccine based on your location's inventory in NCIR. Any discrepancy may result in limited or denied vaccine allocation requests. Following the best practices below will provide an accurate picture of your available inventory.

If you have question after reviewing the best practices and recommendations below, please submit a Help Desk Ticket for assistance. Please see [Managing Inventory](#) guide for steps on managing your location's inventory and page 12 of the [NCIR Quick Reference Guide](#). If your provider location uses CVMS, please see the [CVMS Managing Inventory Best Practices document](#).

Frequently Asked Questions

Q. How is my transferred inventory entered into NCIR?

- A.** When your vaccine order arrives, you will need to go to NCIR and accept the vaccine under "Manage Transfers". This will add the vaccine lots to your inventory. You do not need to manually add inventory.

Q. I have received multiple transfers and orders with the same lot # and expiration date. Is there a way to combine them?

- A.** If the transferred vaccine's lot # and expirations are the same, the inventory will be combined with your existing inventory as soon as you accept your inventory.

Q. How often should I reconcile my inventory?

- A.** It's best practice to perform a physical count and reconcile with your virtual count in NCIR at least once a week or more often if you are a large provider. You should use the 'Inventory Report' in NCIR to compare your virtual count on NCIR and your physical count.

Q. How should I track wasted/expired doses?

- A.** To prevent reporting inconsistencies in your inventory, it is best practice to enter wastage events weekly when performing inventory reconciliation.
- Wasted vaccine can be tracked using a spreadsheet that includes the following information: product, lot#, doses wasted, reason for waste, date of waste. Please see the template [Inventory Tracking Spreadsheet](#) linked here to track your vaccine inventory including wasted vaccine.
 - You can access your provider location's NCIR Inventory Report by navigating to the Inventory section in the main menu and clicking on 'Inventory Report'.
 - To document wasted doses, navigate to 'Manage Inventory', click 'Show Inventory'. Click on the appropriate vaccine name and lot#. Under 'Modify Quantity', select 'subtract' and add the number of doses to be wasted, then choose the appropriate category. To ensure the documentation is saved, click 'Save' when you are done.
 - When a lot number becomes expired, it will no longer be in your "Active" inventory. You will receive pop-up messages letting you know the vaccine is expired. Virtual expired inventory should be transferred out under "manage transfers" and by clicking "Transfer all Expired". The actual vaccine should be disposed of. Please do not send expired COVID-19 back to the state.

Q. How do I transfer vaccine to another provider?

- A. Vaccine transfers are done through the “Manage Transfers” menu. It is crucial that you follow the instructions for [‘Outbound Transfers to NCIR Users’ in the NCIR User Guide](#) to ensure the virtual transfers are initiated. Otherwise, the virtual inventory will not be transferred, and the transfer process will not be able to be completed by the receiving provider. Finally, be sure that you are transferring to an enrolled COVID-19 provider that is using NCIR.

NCIR Inventory Management Best Practices

1. Document inventory often

- Document every dose given at time of administration or as soon as possible. Be sure to document under “New” Immunization Entry (doses documented under “Historical” Immunization Entry, do not subtract from the inventory)

2. Accept Transfers in NCIR before giving any of the doses

3. Create a Transfer in NCIR anytime you transfer vaccine to another provider

4. Keep track of wasted doses and document in NCIR as soon as possible

5. Transfer out Expired doses in NCIR soon after the Pop-up notification appears

If you have question after reviewing the best practices and recommendations below, please submit a ticket through the [Help Desk Portal](#) or contact the Help Desk call center at (877) – 873 – 6247 for assistance.