

**Alberta Vaccine Inventory (AVI) System
Known Issues and Best Practices**

| Ticket | Issue | Expected Result | Work Around | Ongoing Reporting | Version Identified |
|------------|--|---|---|-------------------------|--------------------|
| | Ongoing issue of inbound orders getting stuck in Create/View Orders page after facility receives or rejects orders/transfers. | Inbound orders should disappear after facility receives/rejects orders. | Contact STC Help Desk | Report any occurrences. | 5.16.12.32 |
| | If a postal code is entered for a facility in lower case or without a space, a pop-up error message will appear during entry and at the time of saving to warn the user of the invalid format. | System to auto-correct invalid formatting of postal codes when entered (i.e. auto-capitalize lower case letters or enter space). | Enter the postal code using capital letters and include the space in the middle (e.g X1X 1X1). This workaround will be included in the best practices document. | No reporting required. | 5.16.12.10 |
| | Rejected transfer printout does not list the sending and receiving ORG/Facility correctly. Instead, it lists the sender and receiver as per the original transfer. | The rejection transfer print out would list the sender as the rejecting facility and the receiver as the receiving facility. | No work around. | No reporting required. | 5.16.12.10 |
| HDAB-477 | Create Order, Reconciliation and Search/Add page will not submit if User includes spaces after dose number value. | User receives message to remove spaces before submitting an order, reconciliation or adding a new lot number through the Search/Add page. | If this error is received, User should review entries to remove spaces after entries. | No reporting required. | 5.16.12.2 |
| HDAB-480 | Rejection transfer print out does not include correct reason. Reason appears as "Doses rejected by provider". | Rejection transfer print out would match the information on the screen. | Users generally do not print out transfer information & correct reason displays on screen. | No reporting required. | 5.16.12.2 |
| HDAB-499 | Locations with cold storage Search/Add page allows Users to add less quantity to lot sets than is actually available. | An error message would show if the total quantity on hand does not match the total quantity in locations. | No work around. | No reporting required. | 5.16.12.2 |
| HDAB-500 | When vaccine is removed from the Vaccine Return screen the Lot Log entry lists the incorrect date. | The date either indicates the date the product was removed from listing OR spoiled/expired/recalled from inventory. | No work around. | No reporting required. | 5.16.12.2 |
| HDSD-1299 | For ORGs with cold storage location activated, when choosing the product to pick AVI considers the entire quantity in the ORG. | Expected that AVI would only consider the quantity in the non-excluded locations. | Look at the total doses of a lot number in all cold storage locations and confirm before moving a new lot (with more total doses) into a pickable location. | No reporting required. | 5.16.12.8 |
| HDSD-3607 | Wastage Report - Summation total for 'Number of doses expired/spoiled' not present and vaccine damaged transaction type is not included. | Users can see totals for 'number of doses expired/spoiled' and transaction type 'shipment damaged' in rejected transfers included in Aggregate Wastage Report. | No work around. Ticket closed as Future Consideration | No reporting required. | 5.16.12.10 |
| HDSD-11261 | Broken username - username containing apostrophe cannot be inactivated. Previously HDSD-3749. | Users with an apostrophe in the username cannot be inactivated. | No work around. | No reporting required. | 5.16.12.10 |
| HDSD-11208 | Insert Stamp and Date in Lot Number Inventory Log for the transaction type 'To be transferred but discarded (never transferred)' do not align. Previously HDSD-4024. | The Insert Stamp and Date in the Lot Number Inventory Logs match. | No work around. | No reporting required. | 5.16.12.10 |
| HDSD-4074 | Emails that do not end in typical format (ie: .COM, .ORG, .NET, .CA) cannot be added to the facility email. | All functional email domains can be added to a facility email. | No work around. | No reporting required. | 5.16.12.10 |
| HDSD-11207 | Provider Contact Report does not have a postal code search filter. Previously HDSD-4113. | Expect that postal codes can be included in the Provider Contact Report. | No work around. | No reporting required. | 5.16.12.10 |
| HDSD-11160 | Transfer was decremented from inventory but disappeared on provider end. Previously HDSD-4160. | Transfers created will be able to be received appropriately on provider end. | No work around. | No reporting required. | 5.16.12.10 |
| HDSD-11159 | Incorrect VFC PIN is displayed in the Lot Number Inventory Log of rejected transfers. Previously HDSD-4259. | The provider's VFC PIN is to display in the Lot Number Inventory Log and the Inventory Transaction Report for the 'Doses rejected by provider' transaction, not the provider's ORG. | No work around. | No reporting required. | 5.16.12.10 |

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| HDSD-4260 | Order Reports cannot search by vaccine name. | Order reports will filter out specific vaccine name, rather than vaccine type. | No work around. Ticket closed as Future Consideration | No reporting required. | 5.16.12.10 |
| HDSD-11158 | Orders are fulfilled but not decremented from AVI inventory. Issue is intermittent. Previously HDSD-4289. | Orders that are sent through the 'Approve and Print' and 'Ship' process will decrement inventory appropriately. | No work around. | Report any occurrences to Health AVI. | 5.16.12.10 |
| HDSD-5291 | The PACKING list is not showing units for all items and is not calculating the units properly; units show up properly on the picking list. | For units to display as intended. | No work around. | No reporting required. | 5.16.12.15 |
| HDSD-11211 | Open transfers are still being created when the setting is turned off. Previously HDSD-5759. | You should not be able to create open transfers. | No work around. | Report any occurrences to Health AVI. | 5.16.12.15 |
| HDSD-5848 | The VIMS Vaccine Shipment Summary report does not reflect accurate distribution/total shipment quantities for the specified date range. | The report displays accurate shipment quantities for the specified date range. | No work around. | No reporting required. | 5.16.12.15 |
| HDSD-5989 | The physical inventory column on the order set page (Orders/Transfers -> Approve Orders) does not match the physical inventory in the same facility's reconciliation page. This issue happens intermittently and does not affect facilities ordering vaccines or depots approving vaccines. | The order set page and the reconciliation page of the same facility should match. | Use the facility's reconciliation page for more accurate information as the order set page seems to be the page with errors. | No reporting required. | 5.16.12.31 |
| HDSD-6817 | The system allows the re-use of the VFC PIN if it is assigned to an inactive facility. This causes discrepancies in our reporting since transactional records in the Lot Number Log lists the VFC PIN, so we are unable to differentiate if the product was shipped to the old or new facility. | The VFC PIN is a unique identifier. | No work around. | No reporting required. | 5.16.12.22 |
| HDSD-7222 | Create Order and Reconciliation pages will not submit if User includes space(s) after the dose number value. | Spaces to automatically be removed, like they are in the Add doses option when editing a lot number in the Lot Number Maintenance [Detail] screen (Lot Numbers > Search/Add). | No work around. | No reporting required. | 5.16.12.23 |
| HDSD-7420 | When a transfer is created due to a rejected order, if this transfer is then rejected by the sending ORG, the doses disappear from inventory. A new transfer is not created and the doses cannot be accounted for in the Lot Number Log. | That a transfer of the rejected doses would go back to the Receiving location and be able to for them to receive under Create/View Orders > Rejected Transfers. All doses will be accounted for in the Lot Number Logs. | If a facility rejects an order, the depot should receive the transfer in order to avoid losing the doses in the system. Follow up with the facility and instruct them to create a new order and ask them to receive the doses in AVI once the order has been created. | Report any occurrences to Health AVI. | 5.16.12.23 |
| HDSD-9271 | In the Vaccine Return screen, when the doses are selected as 'Submit and Print Vaccine Return', a transfer is created to the assigned RTN depot. If this transfer is then deleted by the sender, the doses are added back into inventory and the doses are available in the Vaccine Return screen. These doses should not be added back into inventory as they have already been reconciled out of inventory and should only be added back to the Vaccine Return screen. | While trying to complete a vaccine return, it should not be possible to incorrectly/accidentally add doses into inventory. If a vaccine return transfer is cancelled, it should not be added back into inventory and should remain only in the vaccine return screen. | No work around. | No reporting required. | 5.16.12.29 |

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| HDSD-10427 | When the manufacturer is selected as ERFA Canada-EC in the product settings, re-selecting the drop down menu will now only show as EC. Prior to selecting a manufacturer, the full manufacturer name appears. | Should show up ERFA Canada-EC every time drop down menu is on the list. | If you reselect the drop down menu and want to select ERFA Canada, select EC. | No reporting required. | 5.16.12.31 |
| HDSD-10780 | When you inactivate a vaccine lot and generate a Daily Inventory Report, doses seem to appear on dates after a lot has been inactivated. | After a vaccine lot has been inactivated, doses should not show up after the date the lot was inactivated in the Daily Inventory Report. | DIR should only be used to pull current inventory, not historical inventory. Inventory will be most correct if pulled for the previous day. If pulled for the current day the report may contain discrepancies. | Report any discrepancies to Health AVI. | 5.16.12.35 |
| HDSD-11659 | Inventory transaction was added with a future date in 2025. | System should not allow the addition of future transactions. | No work around. | Report any discrepancies to Health AVI. | 5.16.12.36 |
| HDSD-13544 | If a transfer is created rather than a vaccine return when returning vaccine to the submittor, the vaccine return cannot be created, even when the transfer is rejected and deleted. | System should allow a vaccine return to be created if the original transfer was rejected/deleted. | Use the vaccine return function when returning a vaccine order, not a transfer | Report any discrepancies to Health.AVI | 5.16.12.38 |