



March 27, 2009

Lance Rodewald, MD, MPH
Director, CDC/NCIRD/ISD
1600 Clifton Road, NE, MS-E-52
Atlanta, GA 30333

Dear Dr. Rodewald:

The Association of Immunization Managers (AIM), representing the sixty-four federal immunization grantees, is writing to express our concern about VACMAN. Many grantees are experiencing problems with VACMAN. We urge you to invest additional staff and resources to assure the stability of the VACMAN vaccine ordering system.

The AIM Vaccine Distribution Work Group as well as the AIM Executive Committee discussed issues related to VACMAN on their respective February calls. The following examples were listed. Many of them have been addressed by CDC staff and corrected by the new version of VACMAN. However, we want you to be aware of them and continue to work with AIM to monitor VACMAN issues.

- Lack of information on direct-ship varicella orders back to October 2008;
- Orders showing as pending or submitted when they have actually been shipped;
- Change in time to receive notification of shipment from 2-3 days to 2 weeks;
- January - June 2007 reports no longer in VACMAN;
- Orders duplicated;
- Transmission problems with SDN;
- System compatibility problems with Novell;
- Issues with help desk: no response or response that problem is resolved when it isn't;
- Inability to use waste component of VACMAN;
- Order transfers not working;
- Listing of vaccines hard to understand, particularly with regard to brand (dropdown window not wide enough to display all pertinent data for selection);
- Files rejected giving error messages that don't make sense, such as "no pin" or "wrong NDC number" when the pin and NDC number was chosen from a VACMAN drop down menu;
- Bulk order reports that don't match up to orders;
- Inability to enter doses administered data for doses after first dose in series;
- Inability to enter vaccine received from sources other than McKesson into VACMAN;
- Dropping of VFC pin # when vaccine is ordered;

- Multiple error messages daily.
- Having to run DATA DOCTOR before every transmission of data to CDC

It is imperative that our nation's vaccine ordering and distribution system function efficiently and effectively in order to maintain vaccine coverage rates to assure protection from preventable disease. Staff in the state and local immunization programs currently spend an extraordinary amount of time tracking and monitoring orders and do not have the tools necessary to effectively track orders in VACMAN. Every time there is an error or problem with VACMAN, staff must spend time trouble shooting and contacting the help desk. Sometimes it takes days to resolve the issues and new issues continue to arise. We understand that a new system, VTrckS, is under development. But until VTRckS is functional, VACMAN needs attention and investment.

We appreciate your attention to this issue. Please let us know if we can be of assistance in making improvements to VACMAN.

Sincerely,

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Claire Hannan, MPH

Executive Director