

ImmForm Helpsheet 12 – View order history and amend an order

This helpsheet explains how to view your order history and amend current orders.

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1. How to view your order history

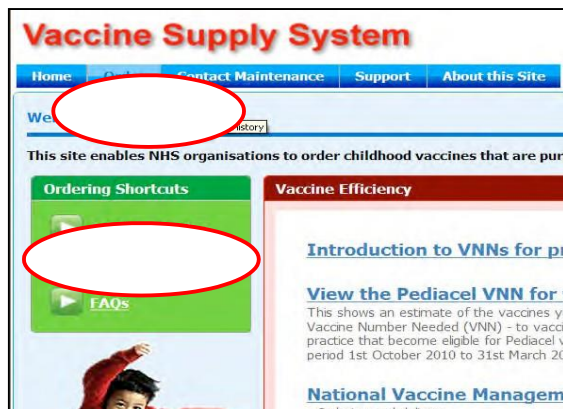
Login to ImmForm (www.immform.dh.gov.uk/) and click the on the 'Vaccine Supply' Tab as shown below:



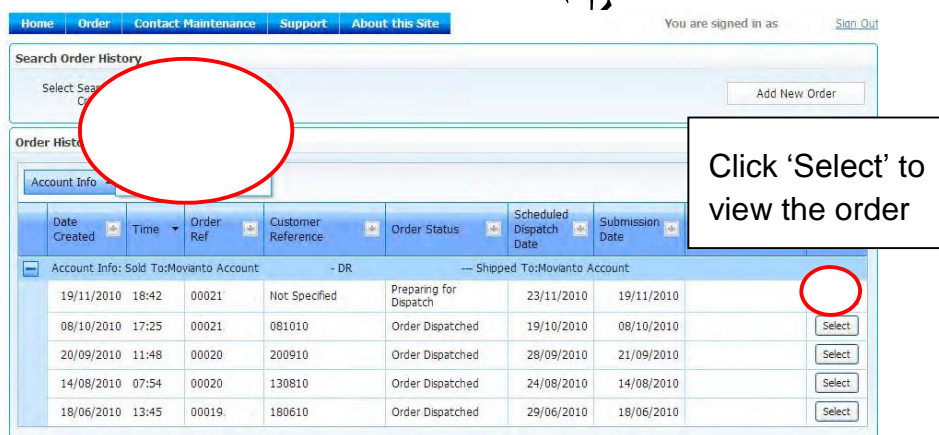
Tip: You can go directly to the Vaccine Supply part of ImmForm using the following website address www.vaccinesupply.immform.dh.gov.uk/

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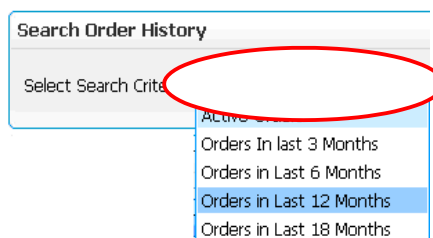
Click the 'View Order History' link on the green 'Ordering Shortcuts' panel, as shown below. Alternatively, you can click on the 'Order' tab on the dark blue menu bar, then click the 'Order History' option.



The page below will then be displayed.



To view older orders or dispatched orders use the 'Select Search Criteria' dropdown filter on the Order History page (shown below):



This will display all orders for the period selected for both active and dispatched orders. Active orders are orders that have not yet been dispatched.

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2. Order status types

Orders have one of the following order status types:

- **draft** – a draft order has been saved but not submitted (i.e. not sent to the distributor).
- **allocating order number** – a brief period when an order has been submitted and is in the process of being allocated an order number by the distributor.
- **open order – waiting to be dispatched** – the order has been submitted and has been allocated an order number; however, the order is yet to be assembled or dispatched.
- **preparing for dispatch** – the order is in the process of being picked from the warehouse and therefore the order can no longer be amended or cancelled.
- **order dispatched** – the order is complete and has left the warehouse for delivery or has already been delivered.

Please note: orders that have a status of 'Preparing for dispatch' or 'Order dispatched' can only be viewed and **can no longer be amended**. Orders that have a status of 'allocating order number' cannot be amended while holding this status. However, orders do not usually hold this status very long.

3. Amend an order – add additional items to an order

1. Select 'Order History' from the top menu bar (or from the shortcut menu on the Home page). By default, all Active Orders will be displayed.

From the list of orders, select the order you wish to edit. See the above section 'How to view your order history' (only orders with a status of 'Draft order' or 'Open order – Waiting to be dispatched' can be edited).

2. The order page is displayed showing details of the order and can now be edited.
3. You can continue to add additional products to the order. Please refer to the *Vaccine supply user guide* on how to create an order (available on-line within ImmForm).
4. The 'Order details' and cost will be updated each time 'Add to order' is clicked.
5. When you have completed the amendments to the order select 'Confirm order' – the changes will be updated and the order confirmation page displayed. (Alternatively, if wish to back out without saving the changes click 'Cancel changes').
6. Select 'Continue' – the order is updated and the 'Order History' page is displayed.

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4. Amend an order – change the quantity of an item ordered

Open the order you wish to edit by finding and opening the order as described in ‘

1. How to view your order history’.
2. Select the ‘**Edit**’ button associated with the product order line for which you wish to change the quantity. The order line becomes active.

Packs	Brand	Total Doses	Total Pack Price	Total Payable	Action
7	MMRII	7	48.86	0	Cancel
5	MENITORIX	5	£81.65	£0.00	Edit Delete

3. Change the order quantity by clicking in the quantity field and typing the desired value or by using the up/down arrows.
4. Select ‘**Update**’ to register the changes for the order line.
5. Repeat these steps for any other order line you may wish to change.
6. Select ‘**Confirm Order**’ to update the changes to the order. A confirmation page is displayed verifying that the changes have been applied. Alternatively if wish to back out without saving the changes click ‘**Cancel Changes**’.
7. Select ‘**Continue**’ – The order history page is displayed which will include the order just updated.

5. Amend an order – Remove an item from the order

1. From the order screen, click the ‘**Delete**’ button associated with the product order line you wish to delete.

Packs	Brand	Total Doses	Total Pack Price	Total Payable	Action
10	MMRII	10	£69.80	£0.00	Edit
5	MENITORIX	5	£81.65	£0.00	Edit Delete
				£0.00	

2. The following confirmation message is displayed:



3. Select ‘**OK**’ if you wish to continue with the deletion, or cancel to stop.
4. The order details will be redisplayed with the deleted item removed.

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6. Cancel an order

Orders that have a status of 'Draft' or 'Open order – waiting to be dispatched' can be cancelled. However, orders that have a status of 'Preparing for dispatch' or 'Dispatched' cannot be cancelled.

To cancel an order:

1. From the Order History page, open the order to be cancelled so that the order page is opened.
2. When the 'Cancel Order' button is selected from the Order Page the following Confirmation message is displayed:



3. Click '**OK**' to continue with the deletion of the order or select 'Cancel' to keep the order and continue with any changes.
4. The order is deleted and the user is returned to the 'Order History' screen.

7. Bulk order changes (PCT ordering)

1. To cancel a bulk order, please email helpdesk@immform.org.uk with the Movianto UK account number(s) and where the order(s) are due to be delivered. Please note that orders with the status of 'Preparing for dispatch' or 'Dispatched' cannot be cancelled.
2. To increase an order, just create a new order on the bulk order page.