

## Product Settings FAQ

### ***What is the Product Settings page used for?***

The Product Settings page is used for managing the Product list and NDC/GTIN numbers that are available in the application.

### ***Where is the Product Settings page located?***

The Product Settings page is located off of the Admin & Settings main page. Click the **Admin & Settings** menu link, then click the **Product Settings** button located in the System Settings column.

### ***How do I search for products on the Product Settings page?***

Use the search fields at the top of the Product Settings page to search by one or more of the following criteria:

- Vaccine Name
- Product Name
- CVX Code

### ***How do I add new products to the Product Settings page?***

Click the **Add Row** button at the bottom of the Product Settings page, which adds a new row to the bottom of the list of existing products. Enter at least the required information (vaccine name and manufacturer) and any additional optional information. If one or both required fields are missing information, an error message displays and the row is moved to the top of the page. Once a new product is entered and saved, it appears in the list of products.

### ***How do I enter NDC/GTIN numbers for a vaccine?***

First search for the vaccine on the Product Settings page, then click the NDC field for that vaccine to open the modal window. Enter the product's NDC or GTIN number. If the NDC number is the Display/VTrckS NDC number, select that option; otherwise, the NDC number will not display in the NDC number drop-down list. Only one Display/VTrckS NDC can be set per product row.

Note that the **Save** button on the modal window does not save the entered information, it puts in the information in a pending status until the **Save** button on the Product Settings page is clicked.

Once the Display/VTrckS NDC is changed for a product, all vaccine lots that are assigned for that product are updated with the new NDC number.

### ***How do I edit the existing products?***

Once a vaccine product has been entered, it cannot be changed. Instead, the product row must be inactivated and a new product entered. All other information can be changed on the row, however, by entering or selecting the correct information.

### ***What are the current known issues about the Product Settings?***

1. The Product Settings page loads slowly.
2. Error messages are not always clear as to where the issue is. For example, if an NDC number is duplicated, the error message does not tell you which rows have the same NDC number.