

Vaccine Shipments in the Vaccine Allocation and Ordering System (VAOS) – TVFC/ASN

Last Updated: November 8th, 2023



Overview

Purpose

- The Vaccine Shipments job aid provides step-by-step instructions for Texas Vaccines for Children (TVFC) and Adult Safety Net (ASN) Providers to confirm receipt of vaccine shipments for their respective facilities in the Vaccine Ordering and Allocation System (VAOS).
- The job aid includes relevant information to view vaccine shipment tracking information and how to confirm receipt of shipments in VAOS.

Audience

- TVFC and ASN providers who access VAOS



Texas Department of State
Health Services

Vaccine Shipments

1. Confirm Receipt of Shipment
2. Shipment Tracking



Texas Department of State
Health Services

VAOS Tips & Tricks

Keep in mind...



VAOS works best with **Chrome** as your browser.



Please **check your Spam** folder for emails from noreply@salesforce.com as needed. You may also receive emails from CDCCustomerService@McKesson.com.

If possible, flag these addresses as safe-senders to avoid emails being sent to Spam.



Regardless of the number of facilities you are associated with, you will have **one set of login credentials**.

2. Confirm Receipt of Shipment

Confirming receipt of vaccine shipment in VAOS to add vaccine into your inventory



Receive Shipment Confirmation Email

1. Once a vaccine order has shipped, you will receive an email notification from noreply@salesforce.com.
2. The email will contain shipping and tracking information. Save this email—you may want to reference it once your shipment arrives.

Dear Provider,

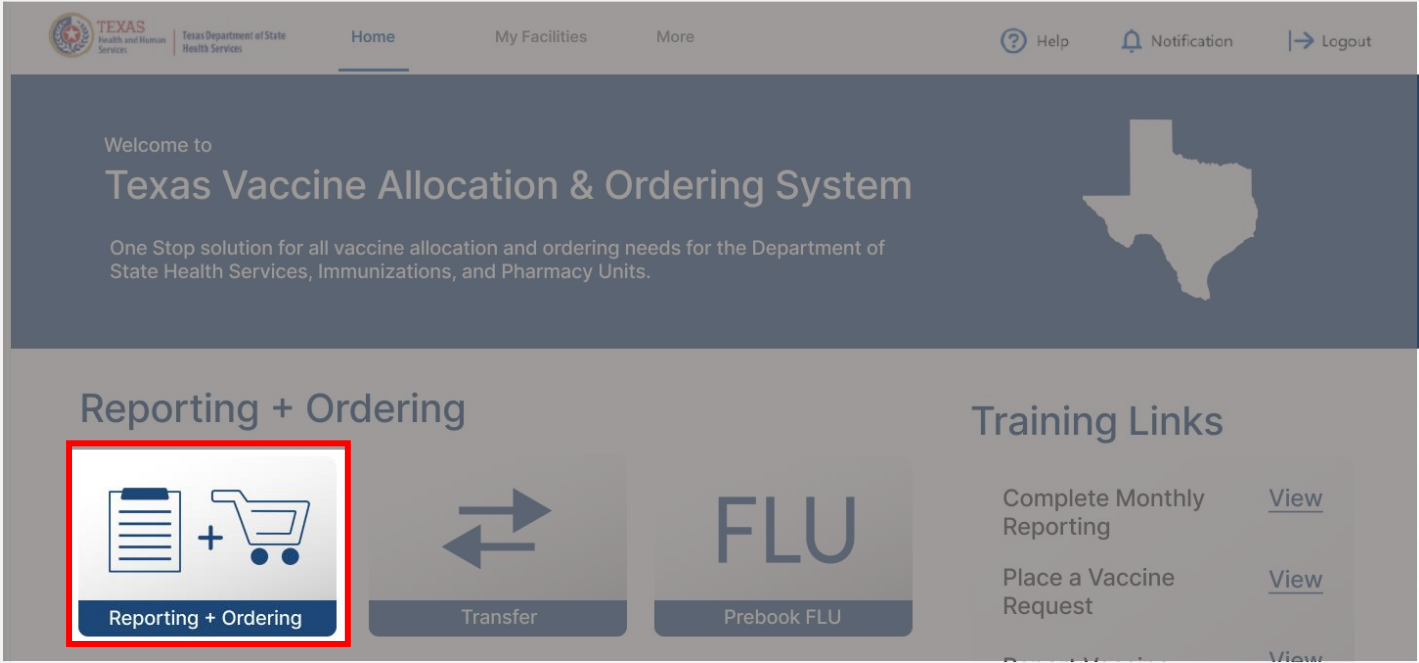
A shipment of 10 doses of Daptacel SDV 10 Pack; Ped was sent to ZZ TEST Data Purge yesterday (10/18/2023). If you have received your shipment, please go into the Texas Vaccine Allocation and Ordering System (VAOS) **as soon as possible to confirm receipt of your shipment.**

If you have not received your order, please email your Responsible Entity (RE) or TXVaccineOrders@dshs.texas.gov as soon as possible to inform them the shipment has not arrived.

3. When you physically receive your shipment, you should confirm receipt and record issues in VAOS within 24 hours. You can refer to the email (or this job aid) for step-by-step instructions.

Navigate to the VAOS Provider Portal

Log into VAOS from the HHS Enterprise Portal and navigate to the **Reporting and Ordering** tile.



Navigate to Shipments

1. Select the facility you wish to confirm receipt of a shipment for from the drop-down menu under ***Ordering facility**.
2. Verify your shipping information and click Continue.

Open Ordering

FACILITY SHIPMENTS REPORTING INVENTORY INPUT ORDER ORDER REVIEW CONFIRMATION

1. Select Facility and Upload Temperature Log

Please select your facility name and upload your temperature log to begin the reporting process.
Please Note: All fields marked with * are required.

* Ordering facility
ZZ TEST Data Purge

Temperature Log:
Upload Files Or drop files

2. Verify Shipping Information

Please confirm that you have complied with the required conditions for your vaccine order that are listed below.
If there are changes needed to address or normal hours of operation, please reach out to the enrollment team at VacCallCenter@dshs.texas.gov.

Shipping Address

Shipping Address: Preston Smith Road, Odessa, TX 79762

Please list all dates in the next two months when your office will be closed outside of your normal business hours:

I verify that the above shipping address and my hours of operation are correct; and that staff are available to receive and store vaccine deliveries promptly during these times.

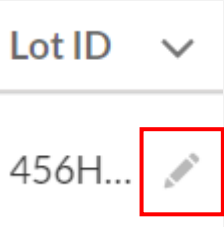
Back Continue

NOTE: The **Continue** button will be greyed out until you verify that your shipping information is correct.

Confirm Receipt of Shipments – No Discrepancy



1. Confirm receipt of all pending vaccine shipments on the list view. Review the vaccine, lot ID, and expiration date for each item in the shipment.
 - To edit a lot number or expiration date, hover over the field and click the pencil icon.
2. If all information is correct, check mark all records.
3. Click **Pre-Fill Selected Shipments**.
4. Click **Save**.



3

The 'Pre-Fill Selected Shipments' dialog box is shown. It features a search bar at the top right and a table of shipment records. A red box labeled '2' highlights the selection checkboxes in the first column. A red box labeled '1' highlights the table headers: Vaccine Name, Lot ID, and Quantity. A red box labeled '4' highlights the 'Save' button at the bottom right.

	Vaccine Name	Lot ID	Quantity	Quantity Received	Doses Passing Inspection	Doses Failed Inspection	Select Discrepancy	Selected Discrepancy
1	Daptacel SDV 10 Pack; Ped	G67J...	10	10	10	0		
2	Infanrix PFS 10 Pack; Ped	456H...	10	10	10	0		
3	Vaxelis SDV 10 Pack; Ped	K48...	10	10	10	0		
4	Vaxelis SDV 10 Pack; Ped	PLJ9...	10	10	10	0		

4

Confirm Receipt of Shipments – Discrepancy



Doses Passing Ins... 0 Doses Failed Insp... **1** 10 Select Disc... Selected Discrepancy Reason

▼ Provider received the order with questionable temper...

Facility: ZZ TEST Data Purge

	<input type="checkbox"/> Vaccine Shi...	Vaccine Name	Lot ID	Quantity Se...	Quantity Recei...	Doses Passing Ins...	Doses Failed Insp...	Select Disc...	Selected Discrepa
1	<input type="checkbox"/> VSN-925503	Infanrix PFS 10 Pack; Ped	456H...	10	10	0	10	▼	Provider received t
2	<input type="checkbox"/> VSN-925504	Vaxelis SDV 10 Pack; Ped	K48...	10	10			▼	
3	<input type="checkbox"/> VSN-925505	Vaxelis SDV 10 Pack; Ped	PLJ9...	10	10			▼	

Cancel Save

1. If you had an issue with your vaccine shipment, enter the number of doses failing inspection.
2. Select the discrepancy that occurred.
3. Click **Save**.

- 2**
- None
 - Extra vaccine included in the order
 - Missing vaccine in the order
 - Provider received the wrong order (example: provider ...
 - Provider received the order without a copy of the pack...
 - Provider received the order without diluent
 - Provider received the order with questionable temper...
 - Provider received the order with damage to the packa...

REMINDER: Report all shipment discrepancies to your Responsible Entity within 24 hours of receiving a shipment.

Note: Confirm Shipment Reminders

If you do not confirm receipt of your shipment in VAOS within 24 hours of receipt, you will receive a reminder email to confirm your shipment.

Dear Provider,

A shipment of 20 DTAP doses sent to Test facility yesterday 9/2. If you have received your shipment, please go into the Texas Vaccine Allocation and Ordering System (VAOS) at <https://texasvaccines.dshs.texas.gov> as soon as possible to confirm receipt of your shipment.

If you have not yet received your shipment, please email TVFCVacShipments@dshs.texas.gov as soon as possible to inform them that your shipment has not arrived.

Next Steps to Confirm Receipt

- Login to VAOS to view details of the shipments, which can be found on your Account page under "Vaccine Shipments"
- If you have received your shipment, your Primary or Backup Vaccine Coordinators must login to VAOS to **confirm receipt of the shipment**
 - Please see the following resources on confirming shipments:
 - [VAOS Provider Training Guide](#)
 - [TVFC/ASN Vaccine Shipments](#)
- **Begin vaccinations as soon as possible** after your facility receives your shipment of COVID-19 vaccines
- **Report doses administered and doses into VAOS immediately**

You can find additional information about VAOS and how to use it on the TVFC Vaccine Management Resources and ASN Vaccine Management Resources sites.

For questions about TVFC orders or VAOS, please contact TVFCVacEnroll@dshs.texas.gov. For questions about ASN orders, please contact ASNVacEnroll@dshs.texas.gov.

Thank you



Texas Department of State
Health Services

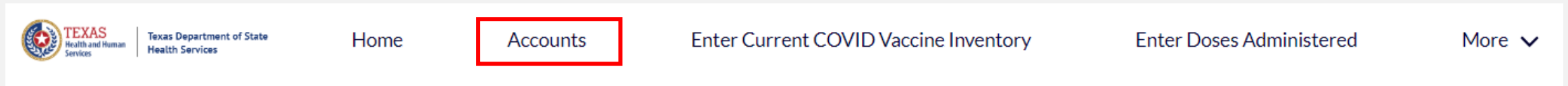
Shipment Tracking

How to View Shipment Tracking Information in VAOS

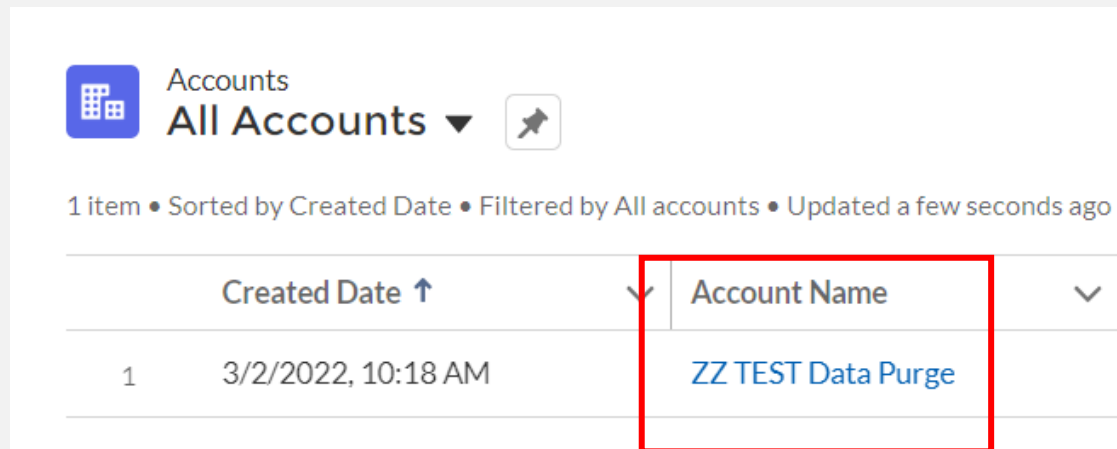


Navigate VAOS to View Shipment

1. Login to your VAOS Provider Portal and navigate to the **Accounts** tab.



2. Select **All Accounts** from the drop-down menu and then select the facility that received the shipment.



Navigate VAOS to View Shipment

1. Scroll down to “**Vaccine Shipments**” and select **View All**.
2. Select the **vaccine shipment number** of the item you wish to view tracking information for.

Account: Texas Test

Phone: Billing Address: 1000 Congress Avenue, Austin, TX 78701, United States. Website: Account Owner: Julia Durman

Temperature Log Upload: [Choose File] no file chosen

Account Name: Texas Test. Facility Status: Active. Parent Account: Vaccine Ordering. Account Record Type: IS-PIN. Indicator: IS-PIN. Provider PIN: 300528. Original Certification Date (VFC): 11/5/2021. Immunization Organization ID: Original Certification Date (VFC): 11/5/2021. Origin: Site Registration Date: 11/5/2021. Organization Code: TEXA1230. Site Agreement Date: 11/5/2021

Vaccine Shipments (3)

Vaccine Shipment Num...	Record Type	Allocation Dose	Quantity Sent
VSN-43266	Vaccine Transfer		400
VSN-43272	Pre-Booking		500
VSN-43273	Pre-Booking		600

[View All](#)

Accounts > ZZ TEST Data Purge
Vaccine Shipments

30 items • Sorted by Created Date • Updated a few seconds ago

	Vaccine Ship...	Record Type	Allocat...	Quanti...	Quanti...	Vaccine	Received D...	Created Date ↓
1	VSN-925505	Pre-Booking		10	10	Vaxelis SDV 10 Pack; Ped		10/18/2023, 8:57 AM
2	VSN-925504	Pre-Booking		10	10	Vaxelis SDV 10 Pack; Ped		10/18/2023, 8:56 AM
3	VSN-925503	Pre-Booking		10	10	Infanrix PFS 10 Pack; Ped		10/18/2023, 8:54 AM

View Shipment Details

1. On the Vaccine Shipment Details page, scroll to the **Shipment Information** section.
2. In the **Shipment Information** section, you can view the *Carrier, Shipment Tracking Number*, and other information related to the shipment.

The screenshot shows a web application interface for vaccine shipments. The top navigation bar includes 'Home', 'Accounts', 'Vaccine Loss', and 'Dashboard'. The main content area is divided into two columns. The left column contains fields for Vaccine Manufacturer (Pfizer), Vaccine Name (Pfizer 1), Vaccine Shipment Number (VSN-0145), Facility (TX Test), Facility Primary Contact Name, Facility Primary Contact Email (tasdfas@tets.com), Vaccine Allocation (VA-0235), Allocation Dose (First Dose), Lot ID (1255555), Lot Expiration Date (12/31/2024), and Is Deleted (checkbox). The right column contains fields for Intimated Staff, Unit of Measure (Doses), Request Date, Inventory update after inspection (checkbox), Inventory update after Shipment received (checkbox), Total Amt Requested (500), Total Amt Allocated (30), Total Amount Accepted (0), Amt Available Now, NDC (43063-0609-30), Record Type (Pre-Booking), Intimated Staff's Email, and Intimated Staff's Email 2. At the bottom, there is a 'Shipment Information' section with fields for Carrier (USPS), Shipment Tracking Number (948209606257), Expedited Shipment (checkbox), Shipment Status (Shipped), Date Shipped (12/27/2020), and Shipment Email Sent (checkbox).

This is a close-up view of the 'Shipment Information' section from the screenshot above. It is enclosed in a red border. The fields and their values are:

Carrier	USPS	Shipment Status	Shipped
Shipment Tracking Number	948209606257	Date Shipped	12/27/2020
Expedited Shipment	<input type="checkbox"/>	Shipment Email Sent	<input checked="" type="checkbox"/>