COVID-19 Vaccine Order Requests in VAOS
October 25, 2021
VAOS Reminders

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 Providers or facility locations you are associated with, you will have one set of login credentials.

Before you begin...

Ensure You Have the Following:

- Type of vaccine you plan to request
- Number of doses requested
- Current number of COVID-19 vaccine doses on hand for each manufacturer
- What type of ancillary supplies you plan to request (Adult/Pedi)
- If you want your facility to be on the CDC Vaccine Finder
- Populations you plan to vaccinate with this order request
This guide offers a detailed walkthrough on placing a COVID-19 vaccine order requests in the Vaccine Allocation Ordering System (VAOS).

- Requesting COVID-19 Vaccines in VAOS
- Viewing/Editing Service Request
- COVID-19 Vaccine Shipping Timeline
- COVID-19 Vaccine Order Request Process (Full pack vs. Less than full pack)
1. Log into VAOS at https://texasvaccines.dshs.texas.gov/ and navigate to the Transfers & COVID Vaccine Requests tab.

2. Select New.
Beginning October 14th, providers must place a separate order request for each presentation.

For example, if you would like to request Pfizer and Moderna vaccines, you must make two separate order requests (one for your Moderna request and another for your Pfizer request).
Create New COVID Order Request

1. Select **COVID Order Request** from the list of record types.
2. Select **Next**.
1. Enter all mandatory information.
2. Select **Save**.

<table>
<thead>
<tr>
<th>Field Title</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post my info in the CDC Vaccine Finder</td>
<td>Select whether you want the CDC to direct the public to your facility for COVID-19 Vaccines</td>
</tr>
<tr>
<td>Ancillary kit preference</td>
<td>Select between pediatric (PED) and adult (ADU) vaccination ancillary supply kits or select “No Ancillary Kit”</td>
</tr>
<tr>
<td>Who do you plan to vaccinate?</td>
<td>Select from the dropdown menu which populations of people you plan to vaccinate with these doses</td>
</tr>
<tr>
<td>Do you accept walk ins?</td>
<td>Select from the dropdown menu whether your facility will vaccinate walk-in appointments</td>
</tr>
<tr>
<td>Current quantity</td>
<td>Enter the number of doses of each type of vaccine you currently have on-hand</td>
</tr>
<tr>
<td>Doses requested</td>
<td>Enter the number of doses you would like to order</td>
</tr>
<tr>
<td>Certify ImmTrac2 reporting within 24 hours</td>
<td>Check this box to confirm that you agree to report administered doses to ImmTrac2 within 24 hours</td>
</tr>
<tr>
<td>Specify additional beneficial details</td>
<td>For instance, specify the LTC facility you are requesting vaccines to serve</td>
</tr>
</tbody>
</table>
Enter Order Request Information

You will be asked to estimate the current number of doses of each presentation of COVID-19 vaccine on hand. Please enter “0” if you do not have any doses of a particular presentation.
Enter Order Request Information

For more information: COVID-19 Vaccine Product Availability

<table>
<thead>
<tr>
<th>COVID Order Request</th>
<th>Status</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility</td>
<td><del>None</del></td>
<td><del>None</del></td>
</tr>
<tr>
<td>* Post my info in the CDC Vaccine Finder</td>
<td><del>None</del></td>
<td><del>None</del></td>
</tr>
<tr>
<td>* Ancillary kit preference</td>
<td><del>None</del></td>
<td><del>None</del></td>
</tr>
<tr>
<td>* Current quantity: Pfizer 100 (ages 5-11)</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>* Current quantity: Pfizer 1,170 Doses</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Current quantity: Moderna 100 Doses</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>* Current quantity: Moderna 140 Doses</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Current quantity: Janssen 100 Doses</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
<tr>
<td>Certify ImmTrac reporting within 24 hrs</td>
<td>[ ]</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

Enter the **number of doses** you would like to order. *Remember! Place a separate order request for each presentation type you plan to order. You can select “Save & New” to save your order request and place another one.*
Pediatric Ordering (Ages 5-11)

Note! Pfizer COVID-19 vaccine 100 dose packs are available only for pediatrics (Ages 5 - 11)

1. Pediatric Ancillary Kits or (“PED”) are only available for Pfizer 100 and Pfizer 450 dose shipments
2. To order Pfizer COVID-19 vaccine 100 dose packs, you must select “General Pediatric Population (Ages 5-11)”
3. Input the number of doses requested.

For more information on pediatric availability: COVID-19 Vaccine Product Availability

Remember! Place a separate order request for each presentation type you plan to order.
1. You will receive a pop-up confirmation that the Service Request was created.

2. If you need to confirm/edit any information submitted in your order request, you can review Service Request information by selecting **Transfers & COVID Vaccine Requests** from the VAOS homepage.

Note: the default here will be **Recently Viewed**. Select **Order Requests** to see all your service requests.
Viewing COVID Order Request Status in VAOS

<table>
<thead>
<tr>
<th>COVID Order Request</th>
<th>Facility</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Texas Test</td>
<td>Post my Info in the CDC Vaccine Finder</td>
<td>Approved</td>
</tr>
<tr>
<td>No</td>
<td>General Adult Population</td>
<td></td>
</tr>
</tbody>
</table>

Once your status is classified as “Approved” in VAOS, you will **not** be able to modify, cancel, or return the order.
Denied and Pending Order Requests

If your order request is marked as “Denied”, please email COVID19VacShipments@dshs.Texas.gov to get more details.

If your order request is marked as “Pending”, you will receive an email requesting more information/clarifications about your order request.
COVID-19 Vaccine Shipping Timeline

Full Pack Size (Moderna 140, Pfizer 1170, Janssen 100) Timeline

- **Order Request Submitted in VAOS**
  - Approval*: Allow up to 2 Business days
  - Shipping: Allow up to 5 – 7 Business Days from Order Submission

* You will receive an email notification if your order is declined

Less Than Full Pack Size (Moderna 140, Pfizer 1170, Janssen 100) Timeline

- **Order Request Submitted in VAOS**
  - Approval*: Allow up to 2 Business days
  - Shipping: Allow up to 7 – 10 Business Days from Order Submission

* You will receive an email notification if your order is declined
If your order request is for a full pack size, your order request goes through the following process:

**Provider** places **full pack size order request** in VAOS.

**DSHS** processes order request.

**Manufacturer** sends vaccine directly to the provider.

**Provider receives shipment.**

**Provider confirms receipt of shipment** in VAOS.

**Full pack sizes:**
- Moderna (140 Doses)
- Pfizer (1170 Doses)
- Janssen/J&J (100 Doses)
COVID-19 Vaccine Order Request Process – Less Than Full Pack Size

If your order request is less than a full pack size, your order request is treated internally like a transfer from state supply, so some of the emails you receive might refer to your order request as a transfer. Regardless, you can continue to follow the same process of placing a normal order request. Your order request goes through the following process:

- Provider places less than full pack size order request in VAOS.
- DSHS receives order request and fulfills request from state supply.
- Health Hero America delivers the order to provider facility.
- Local Health Department will arrange delivery to the provider facility.

Provider receives order.

Less than full pack order requests are processed as a transfer from the state.

Less than full pack sizes
- Moderna (14 - 70 doses)
- Pfizer (6 – 450 doses)

Provider does not have to confirm receipt of shipment in VAOS, because less than full pack orders are processed as transfers. No further action is necessary.
The following process occurs if Health Hero America transports your order:

**Note:** Once a provider receives their vaccine, Health Hero will process a transfer request the Monday after the product has been delivered. The transfer emails are for the order that was already received; this does not mean you will be receiving another order.

Provider submits less than full pack size order request in VAOS.

The Friday before order is scheduled to be delivered, provider receives a notification email from COVID19VacShipments@dshs.texas.gov.

Health Hero America delivers order to provider facility.

The Monday after order is delivered, provider receives two emails stating:
1. Transfer is initiated, and
2. Transfer is approved.

Again, this transfer refers to the order you already received.

Vaccine inventory in VAOS will be automatically updated within 24 hours of provider receiving email, and which point provider may begin administering doses. No further action is necessary.

Did you know...?

You do not need to confirm receipt of your less than full pack size order in VAOS.
Less than Full Pack Order Requests – Local Health Department

The following process occurs if the local health department transports your order:

Provider receives an email from Salesforce that a **transfer has been initiated**. The transfer in this email refers to your order request.

Provider receives an **email** that the **transfer is approved**. Again, this transfer refers to your order.

Your **inventory in VAOS** will be **automatically updated** within 24 hours of receiving this email.

**Local Health Department** will **reach out** to the provider to **arrange pickup and delivery** of the order.

Provider receives order and may start to **administer** the vaccines from this shipment. No further action is necessary.

*Did You Know...?*
You do not have to confirm receipt of your less than full-size orders in VAOS.
When submitting a COVID-19 vaccine order request, you have the option to request ancillary supplies. Ancillary supply kits include:

- Alcohol prep pads
- Face shields and surgical masks for vaccinators
- Needles and syringes
- Vaccine administration sheet for healthcare providers
- Vaccination record and reminder cards
- Diluent as needed, depending on vaccine presentation

Return to Order Request Information
Questions?
Access Provider Support Resources Here
or
Contact COVID19VacShipments@dshs.Texas.gov