

# Viewing Shipment Tracking Information in VAOS

VAOS Job Aid for Providers | 12/28/2020

# Overview

- **Purpose**

- The following job aid describes how COVID-19 Vaccine Providers may access vaccine shipment tracking information in the **COVID-19 Vaccine Allocation & Ordering System (VAOS)**

- **Audience**

- VAOS Primary and backup vaccine coordinators



# View Vaccine Shipment Tracking Information



# Step 1: Receive Shipment Confirmation Email

1. Once a vaccine allocation has shipped, Primary and backup vaccine coordinators will receive an email notification from **noreply@salesforce.com**.
2. This email contains shipping and tracking information

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

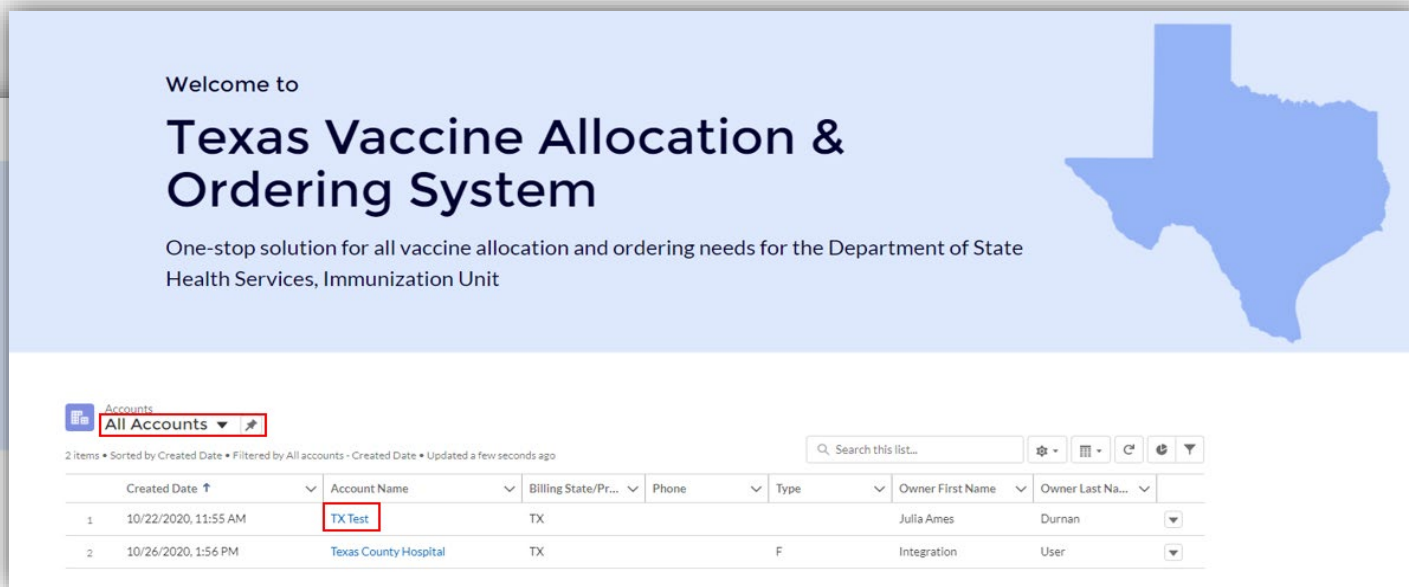
Carrier: Fedex

Tracking number: FD1434254523423

Date Shipped: 11/20/2020

# Step 2: Navigate VAOS to View Shipment

3. Log in to VAOS and navigate to the **Accounts** tab.
  - <https://texasvaccines.dshs.texas.gov/>
4. Select **All Accounts** from the drop-down list and select the facility that is receiving the shipment.

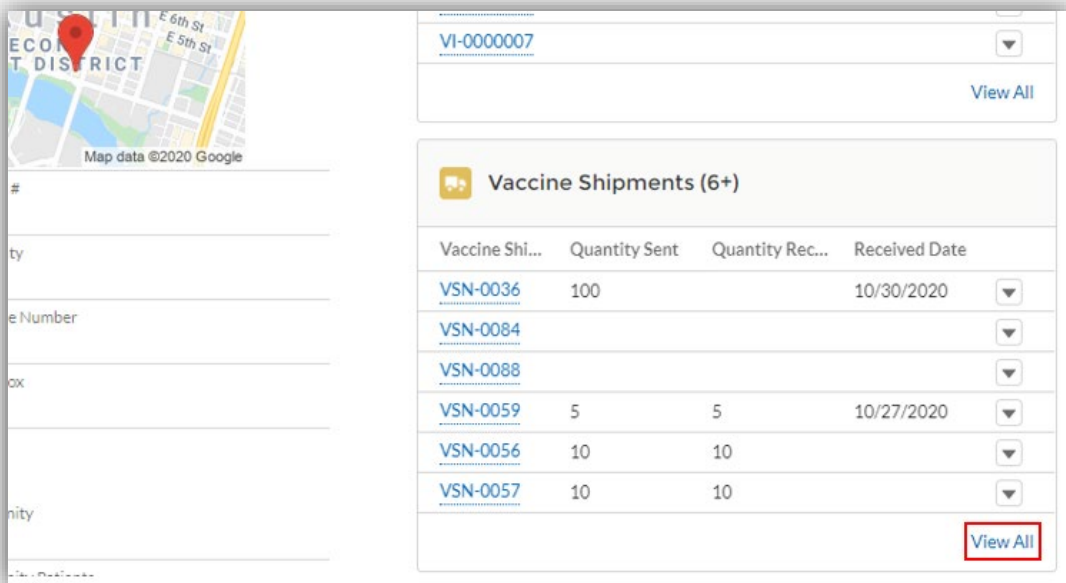


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# Step 3: Navigate VAOS to View Shipment

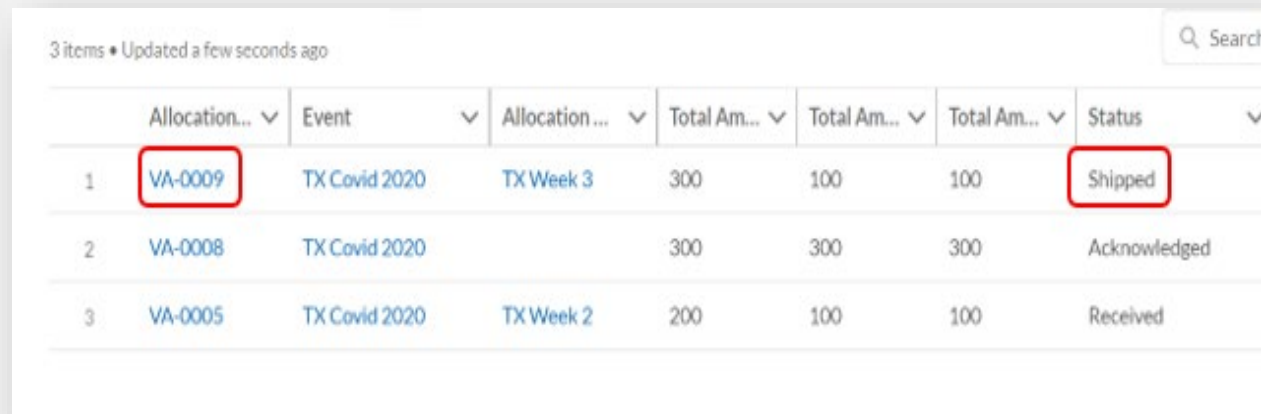
- 5. In the **Vaccine Shipments** box, click **View All**. You will be brought to a list where you may view the shipment status under **Status**.
- 6. Select the shipment for which you want to view tracking information from the list. You will be redirected to the **Vaccine Shipment Details** page.



The screenshot shows a web interface with a map on the left and a list of vaccine shipments on the right. The map displays a street grid with a red location pin. The shipment list is titled "Vaccine Shipments (6+)" and includes columns for "Vaccine Shi...", "Quantity Sent", "Quantity Rec...", and "Received Date". A "View All" button is located at the bottom right of the list.

Vaccine Shi...	Quantity Sent	Quantity Rec...	Received Date
<a href="#">VSN-0036</a>	100		10/30/2020
<a href="#">VSN-0084</a>			
<a href="#">VSN-0088</a>			
<a href="#">VSN-0059</a>	5	5	10/27/2020
<a href="#">VSN-0056</a>	10	10	
<a href="#">VSN-0057</a>	10	10	

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The screenshot shows a table with 3 items, updated a few seconds ago. The table has columns for Allocation, Event, Total Amount, and Status. The first row is highlighted with a red box around the ID "VA-0009" and the status "Shipped".

	Allocation...	Event	Allocation...	Total Am...	Total Am...	Total Am...	Status
1	<a href="#">VA-0009</a>	TX Covid 2020	TX Week 3	300	100	100	Shipped
2	<a href="#">VA-0008</a>	TX Covid 2020		300	300	300	Acknowledged
3	<a href="#">VA-0005</a>	TX Covid 2020	TX Week 2	200	100	100	Received

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# Step 4: View Shipment Details

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

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# Have Questions?

For questions about VAOS and accessing the dashboards, please contact us at [COVID19VacMgmt@dshs.texas.gov](mailto:COVID19VacMgmt@dshs.texas.gov)

