COVID-19 Vaccine Allocation & Ordering System

VAOS Provider User Training Guide
Updated 3/1/2021
Overview

• **Purpose**
  - The following slides outline the necessary steps that all COVID-19 Vaccine Providers will follow to access the **COVID-19 Vaccine Allocation & Ordering System (VAOS)** and perform related responsibilities.
    - **VAOS** is the system through which Primary and Backup Vaccine Coordinators for approved COVID-19 Vaccine Providers will request and acknowledge vaccine allocations, confirm received shipments, view distribution information, and report waste.
    - Through VAOS, COVID-19 Vaccine Providers may access the **Vaccine Management Dashboard**, which provides data about vaccine allocations, distribution supply, and administration metrics.

• **Audience**
  - COVID-19 Vaccine Providers
**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](mailto:noreply@salesforce.com) as needed. You may also receive emails from [CDCCustomerService@McKesson.com](mailto: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**.
Understanding your Provider Actions in VAOS

As a COVID-19 Vaccine Provider, these are your primary functions in VAOS:

1. ACCESSING DASHBOARDS
   Useful for seeing your allocations, distribution supply, and administration metrics

2. SUBMITTING ALLOCATION REQUESTS
   Required to determine the allocations of COVID-19 vaccines your facility will receive

3. CONFIRMING SHIPMENTS*
   Required once you receive your vaccine doses

4. REQUESTING TRANSFERS/RETURNS
   Not required, and should be considered carefully before requesting

5. REPORTING WASTE*
   Required to track how many doses are unused/wasted

The following slides provide an overview of these functions.

* These functions also have instructional videos on the DSHS Provider Resources website located here
1: Accessing Dashboards
1. You will receive an encrypted email from IdentityManagement@hhsc.state.tx.us

2. The email will need to be decrypted. To decrypt the email, click on the message file and choose to open it.

3. You will be redirected to a web browser. From here, click Use a one-time passcode.

4. Your temporary code will be emailed to you.

5. Enter your one-time code and click Continue.
6. Once you click **Continue** the encrypted message will open.

7. The message will contain **your username and a temporary password** for VAOS.

8. Click the link to VAOS to be redirected to the VAOS login page.

9. Use the provided **credentials** from the encrypted email to log in and change the temporary password to a password of your choosing.
10. Once you’ve created your new password, use it to log in to your Provider portal at https://texasvaccines.dshs.Texas.gov

11. On the home page, click **Dashboard**.

12. You may access the dashboards as needed to gain visibility into vaccine distribution for your facility or region.

13. There are 3 views you can navigate through: **Allocation**, **Supply Chain**, and **Administration**.
COVID-19 Vaccine Provider Milestones

The remaining sections address the milestones outlined in yellow.
2a: Requesting COVID-19 Vaccine Allocations in VAOS
## Timeline for Requesting Allocations

This calendar shows an example timeline for vaccine allocation requests and when they might be delivered:

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day 1</td>
<td>Day 2</td>
<td>Day 3</td>
<td>Day 4</td>
<td>Day 5</td>
</tr>
<tr>
<td>Submit allocation requests in VAOS</td>
<td></td>
<td></td>
<td>Deadline to submit weekly request</td>
<td></td>
</tr>
<tr>
<td>Day 8</td>
<td>Day 9</td>
<td>Day 10</td>
<td>Day 11</td>
<td>Day 12</td>
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<td></td>
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<td></td>
<td></td>
<td>Hub site Moderna orders delivered</td>
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<tr>
<td>Day 15</td>
<td>Day 16</td>
<td>Day 17</td>
<td>Day 18</td>
<td>Day 19</td>
</tr>
<tr>
<td>Provider Moderna orders delivered</td>
<td>Provider Pfizer orders delivered</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hub site Pfizer orders delivered</td>
<td></td>
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</tr>
</tbody>
</table>

Providers will submit allocation requests each week.

Delivery timelines are estimated and are subject to change based on vaccine supply and other factors.
Before submitting a first dose allocation request in VAOS, make sure you have this information ready:

- ✅ Type of vaccine requested (Moderna, Pfizer)
  - If Pfizer, do you need dry ice?
  - If Moderna, do you have available refrigerator storage for the requested amount?
- ✅ Number of **first doses** requested
- ✅ Ancillary supplies requested
- ✅ Populations you plan to vaccinate with this allocation
- ✅ If you want to be available on CDC Vaccine Finder

Submitted allocation requests inform allocation decisions, but **do not guarantee that you will receive an allocation for your requested doses** due to continued supply limits.
1. Log into VAOS at https://texasvaccines.dshs.texas.gov/ and navigate to the Vaccine Requests and Transfers tab.

2. Click New.
Step 2: Create New First Dose Allocation Request

3. If you are requesting an allocation for first doses, select **First Dose COVID Allocation Request**.
4. Click **Next**.

Reminder: Second doses for Pfizer and Moderna requests are automatically allocated to the requesting provider.
Step 3: Enter First Dose Allocation Information

5. Enter all mandatory information.
   • Note: Submitted allocation requests inform allocation decisions, but **do not guarantee that you will receive an allocation for your requested doses** due to continued supply limits.

   - Submit the number of first doses you can store and use in a one-week period

   - Check this box if you want to receive ancillary supplies with your order

   - Check this box if you are willing to receive another vaccine presentation.

6. Click **Save**.
Step 3: Enter First Dose Allocation Information

You will be asked who you plan to vaccinate, which will inform allocation decisions, but is not the only consideration.

You will be asked to estimate the current quantity on hand of both Moderna and Pfizer supply. Please estimate the quantity of doses in your supply.
You will receive the following errors if you request a quantity of vaccine that is not in the correct pack size of the presentation you are requesting.

**Moderna requests should be placed in multiples of 100.**

**Johnson & Johnson requests should be placed in multiples of 100.**

**Pfizer requests should be placed in multiples of 1,170.**
Step 4: Review Service Request Information

7. You will receive a pop-up confirmation that the Service Request was created.

8. If you need to validate any information submitted in your allocation request, you can review Service Request information by selecting **VAOS Requests and Transfers** from the VAOS homepage.

**Note:** the default here will be Recently Viewed. Select **Order Requests** to see all your service requests.

**Remember:** the Service Request can only be viewed by the person who submitted the request.
As of Feb. 19, providers will no longer need to submit second dose allocation requests.

Second dose allocations will automatically be scheduled for shipment to you based on your received first dose allocations. No provider action is required to receive second doses moving forward.

Providers should continue to submit first dose allocation requests on a weekly basis for the population they can vaccinate in a one-week timeframe.
2b: Requesting Flu Vaccine Allocations in VAOS
1. Log into VAOS at [https://texasvaccines.dshs.texas.gov/](https://texasvaccines.dshs.texas.gov/) and navigate to the Vaccine Requests and Transfers tab.

2. Click **New**.
3. If you are requesting an allocation for first doses, select Adult Flu Vaccine Request.
4. Click Next.
Step 3: Enter Flu Request Information

5. Enter all mandatory information.

6. Click **Save**.

You will be able to select your requested vaccine presentation from the Presentation drop-down.
7. You will receive a pop-up confirmation that the Service Request was created.

8. If you need to validate any information submitted in your allocation request, you can review Service Request information by selecting **VAOS Requests and Transfers** from the VAOS homepage.

Note: the default here will be **Recently Viewed**. Select **Order Requests** to see all your service requests.
3: Confirming Shipment
1. Once a vaccine allocation has shipped, you will receive an email notification from noreply@salesforce.com.

2. Save this email—you may want to reference it once your shipment arrives.

3. When **you receive your shipment**, locate the email for step-by-step instructions and log in to your Provider portal.
   - [https://texasvaccines.dshs.texas.gov/](https://texasvaccines.dshs.texas.gov/)
4. Log in to the Provider portal and navigate to the **Accounts** tab.
   • https://texasvaccines.dshs.texas.gov/

5. Select **All Accounts** from the drop-down list and select the facility that is receiving the shipment.
6. In the **Vaccine Shipments** box, click **View All**. You will be brought to a list where you may view the shipment status under **Status**.

7. Select the shipment to be confirmed from the list. You will be redirected to the **Vaccine Shipment Details** page.
8. Review and verify accurate shipment information.

9. In the **Delivery Information** section, click the Received? checkbox and complete the requested fields.
10. In the **Quantity Received** section, enter the number of **doses** received, not vials.
   - *Don’t forget Pfizer has 6 doses/vial.*

11. In the **Inspection Details** section, enter information for missing or damaged doses.

12. Click **Save** to confirm receipt of the shipment.
Step 3: Confirm Shipment

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. If you receive an email reminder to confirm receipt, but you did not receive a shipment, please email COVID19VacShipments@dshs.texas.gov as soon as possible to inform them that your shipment has not arrived.

Dear Provider,

A shipment of 10 Moderna doses sent to Test Facility yesterday 1/26. 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 COVID19VacShipments@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
    - Confirming Shipments video
- Begin vaccinations as soon as possible after your facility receives your shipment of COVID-19 vaccines
- Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours

You can find additional information about VAOS and how to use it on the COVID-19 Vaccine Management Resources site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact COVID19VacEnroll@dshs.texas.gov.

Thank you.
Step 4: View Shipment Confirmation

13. The **Vaccine Allocation** details bar will now display the shipment as **Received**.
4: Request to Transfer Vaccines in VAOS
Before requesting to transfer vaccines, note that it is the responsibility of the *Transferring Provider* to ship or physically transport the vaccine while maintaining the cold chain. *Transferring Providers* are also responsible for any costs incurred in transferring vaccines.

Before requesting a transfer, **verify that the facility you want to receive the vaccine is an approved COVID-19 Vaccine Provider**. COVID-19 vaccines may only be transferred to an approved COVID-19 Vaccine Provider.
Request to Transfer Vaccine

To prepare for submitting a vaccine transfer request in VAOS, make sure you have this information ready:

- ✔ Transferring Provider info (your information)
- ✔ Receiving Provider Organization Name and PIN
- ✔ Reason for transfer
- ✔ Vaccine Type
- ✔ Lot ID for the vaccine you want to transfer
- ✔ Dose Quantity to transfer

Before submitting a request to transfer, you should coordinate with the Receiving Provider or facility so that you can submit their correct information— including their Provider PIN.
Step 1: Navigate to the VAOS Provider Portal

1. Log into VAOS at [https://texasvaccines.dshs.texas.gov/](https://texasvaccines.dshs.texas.gov/) and navigate to the Vaccine Requests and Transfers tab.

2. Click **New**.
3. Select **Vaccine Transfer Request**.
4. Click **Next**.

Step 2: Create Vaccine Transfer Request
5. Enter all mandatory information.

Vaccine transfer requests require a Receiving Provider PIN. Providers can find their Provider PINs on the Account Details page in VAOS.

The Inventory Record field refers to the Lot ID for the vaccine you want to transfer.

You will not be able to request to transfer more doses than your facility has available under the Lot ID.

You can verify the number of doses you have under a Lot ID by searching for the Lot ID. (see next page for instructions)
Step 3: Enter Transfer Request Information

6. To search for the inventory record, start by typing the Lot ID in the field. The associated Inventory Record, if available, will appear in the search results below. Select it.

7. Select the inventory item you wish to transfer and note the Quantity On Hand for that Lot ID. You will not be able to request to transfer more doses than is listed here.

8. Your selection will populate in the Inventory Record field back on the Vaccine Transfer Request page.
Step 3: Enter Transfer Information

9. After completing all mandatory information, click **Save**.

Remember, you cannot request to transfer more doses than are available under your selected Lot ID.
10. Click **Download CDC Approval Form**. You must submit a signed CDC Approval Form for every transfer request.

11. Review & complete the form carefully. The information you provide on the form should match the information for your VAOS Provider account. Your Organization Medical Director (or Equivalent) and Chief Executive Officer (Chief Fiduciary Role) must sign the form.
Step 5: Upload and Submit CDC Approval Form

12. After obtaining the appropriate signatures, upload the completed form into VAOS. To do this, click **Add Files**.

13. Click **Upload Files**.
Step 5: Upload and Submit CDC Approval Form

14. Select file to upload, click **Open**.

15. Select the checkbox next to the file you want to upload, click **Add**.
3. Select **Vaccine Transfer Request**.
4. Click **Next**.
Step 6: Receive Email Notifications

16. After the request to transfer is submitted, DSHS will review the request. The requesting person at the Transferring Provider will receive an email once the request has either been approved or denied.

Dear Provider,

Thank you for your transfer request submission. Your request to transfer 50 doses of COVID Adult from VO Test Provider to Person Test has been approved.

As the transferring provider, you are responsible for the physical transfer of the approved doses to Person Test. You can view the relevant details of your vaccine transfer, including the address and contact information for the receiving provider, in the Texas Vaccine Allocation and Ordering System (VAOS) at [https://texasvaccines.dshs.texas.gov].

Next Steps:

1. In VAOS, navigate to Service Requests and download Vaccine Transfer form to view relevant details for the receiving provider

2. Contact the receiving provider to coordinate the transfer of doses

3. Ship or otherwise physically transfer doses to the receiving provider as soon as possible

You can find additional information about VAOS and how to use it on the COVID-19 Vaccine Management Resources site.

For any questions related to COVID-19 orders, or technical questions on how the Vaccine Ordering and Management system operates, please contact COVID19VacEnroll@dshs.texas.gov
17. If approved, the primary & backup vaccine coordinators at the **Receiving Provider** will also receive an email notification.

Dear Provider,

A request to transfer 100 doses of Moderna from Place 1 to Place 2 has been approved.

As the receiving provider, you are responsible for supporting the coordination of the physical transfer of the approved doses to [receiving provider account name]. You can view the relevant details of your vaccine transfer in the Texas Vaccine Allocation and Ordering System (VAOS) at https://texasvaccines.dhhs.texas.gov. No action is required to confirm receipt of this transfer, your inventory will be updated automatically.

Next Steps

- Login to VAOS to view details of the transfer, which can be found under "Vaccine Shipments"
- Begin vaccinations as soon as possible after your facility receives your transfer of COVID-19 vaccines
- Report doses administered to ImmTrac2 and doses wasted to VAOS within 24 hours

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](https://texasvaccines.dhhs.texas.gov) site.

For questions about COVID-19 orders or the Vaccine Ordering and Management system, please contact COVID19VacEnrol@dshs.texas.gov.

Thank you.

**Texas Health and Human Services**

**Texas Department of State Health Services**

*Receiving Providers* do not need to confirm receipt of the transfer in VAOS. The inventory will update automatically.
18. To view information for the Receiving Provider, Navigate to VAOS and click Vaccine Requests and Transfers to view your Service Requests.

19. Select All.
Step 7: Access Receiving Provider Information

20. Select the relevant Vaccine Transfer Request.
Step 7: Access Receiving Provider Information

21. In the Files section, click 
Download Vaccine Transfer form.
Step 7: Access Receiving Provider Information

22. Review the Vaccine Transfer Authorization Form to find the Receiving Provider shipping and contact information.
23. Contact the *Receiving Provider* and coordinate the transfer of vaccines. Ship or otherwise physically transport the approved amount of doses to the *Receiving Provider* using proper vaccine storage and handling. **Remember**: it is the responsibility of the *Transferring Provider* to practice proper vaccine storage & handling and maintain the cold chain.

**Step 8: Coordinate Transfer of Vaccine**

- **Transferring Provider Responsibility to maintain the cold chain**
  - Vaccine Arrival at Provider Facility
  - Vaccine Storage & Handling at Provider Facility
  - Transferring Provider Transports Vaccine
  - Vaccine Administration at Receiving Provider Facility

COVID-19 vaccines may only be transferred to an **approved COVID-19 Vaccine Provider**.
4: Request to Return Vaccines in VAOS
Before requesting to return vaccines, note that it is the *Requesting Provider’s* responsibility to ship or physically transport the vaccine to its next location while maintaining the cold chain. *Transferring Providers* are also responsible for any costs incurred in transferring vaccines.
To prepare to submit a vaccine return request in VAOS, make sure you have this information ready:

- Transferring Provider info (your information)
- Reason for Return
- Vaccine Type
- Lot ID for the vaccine you want to return
- Dose Quantity to return

If your request to return vaccines is approved, DSHS will provide you with the information for a Receiving Provider.

You will be responsible for transferring the approved vaccines to the Receiving Provider.
Step 1: Navigate to the VAOS Provider Portal

1. Log into VAOS at https://texasvaccines.dshs.texas.gov/ and navigate to the Vaccine Requests and Transfers tab.

2. Click New.
3. Select **Vaccine Return Request**.
4. Click **Next**.
5. Enter all mandatory information.

You must choose a reason for return.

The vaccine type on your return request must match the type in the Lot ID.

You will not be able to request to return more doses than your facility has available under the Lot ID.

You can verify the number of doses you have under a Lot ID by searching for the Lot ID. *(see next page for instructions)*
Step 3: Enter Return Request Information

6. To search for the inventory record, start by typing the Lot ID in the field. The associated **Inventory Record**, if available, will appear in the search results below. Select it.

7. Select the inventory item you wish to transfer and note the **Quantity On Hand** for that Lot ID. You will not be able to request to return more doses than is listed here.

8. Your selection will populate in the **Inventory Record** field back on the **Vaccine Return Request** page.
Step 3: Enter Return Request Information

9. After completing all mandatory information, click **Save**.

Remember, you cannot request to return more doses than are available under your selected Lot ID.
10. Click **Download CDC Approval Form.** You must submit a signed CDC Approval Form for every return request.

11. Review & complete the form carefully. The information you provide on the form should match the information for your VAOS Provider account. Your Organization Medical Director (or Equivalent) and Chief Executive Officer (Chief Fiduciary Role) must sign the form.
12. After obtaining the appropriate signatures, upload the completed form into VAOS. To do this, click **Add Files**.

13. Click **Upload Files**.
14. Select file to upload, click **Open**.

15. Select the checkbox next to the file you want to upload, click **Add**.
16. After the request to return is submitted, DSHS will review the request. The requesting person at the **Returning Provider** will receive an email once the request has either been **approved** or **denied**.

Dear Provider,

Thank you for your return request submission. Your request to return 2 doses of COVID-19 from Malt_org16_01 has been **approved**. These doses will be transferred to Tes Acc1@.

As the returning provider, you are responsible for the physical transfer of the approved doses to Tes Acc1@. You can view the relevant details of your vaccine transfer, including the address and contact information for the receiving provider, in the Texas Vaccine Allocation and Ordering System (VAOS) at [https://texasvaccines.dshs.texas.gov](https://texasvaccines.dshs.texas.gov).

**Next Steps:**

1. In VAOS, navigate to Service Requests and download Vaccine Transfer form to view relevant details for the receiving provider
2. Contact the receiving provider to coordinate the transfer of doses
3. Ship or otherwise physically transfer doses to the receiving provider as soon as possible

You can find additional information about VAOS and how to use it on the [COVID-19 Vaccine Management Resources](https://texasvaccines.dshs.texas.gov) site.

For any questions related to COVID-19 orders, or technical questions on how the Vaccine Ordering and Management system operates, please contact COVID19VacEnroll@dshs.texas.gov

17. If approved, the **primary & backup vaccine coordinators at the Receiving Provider** will also receive an email notification.
Step 7: Access Receiving Provider Information

18. To view information for the Receiving Provider, Navigate to VAOS and click Vaccine Requests and Transfers to view your Service Requests.

19. Select All.
Step 7: Access Receiving Provider Information

20. Select the relevant *Vaccine Return Request*. 
21. In the **Files** section, click **Download Vaccine Transfer form.**
22. Review the Vaccine Transfer Authorization Form to find the **Receiving Provider** shipping and contact information.
Step 8: Coordinate Transfer of Vaccine

23. Contact the *Receiving Provider* and coordinate the transfer of vaccines. Ship or otherwise physically transport the approved doses to the *Receiving Provider* using proper vaccine storage and handling.

**Remember:** it is the responsibility of the *Transferring Provider* to practice proper vaccine storage & handling and maintain the cold chain in transport.
6: Reporting Waste
1. Log into your Provider portal.
   •  https://texasvaccines.dshs.texas.gov/

2. Navigate to the **Vaccine Loss** tab. You will be redirected to the **Vaccine Use** view.
3. View previously reported instances of vaccine waste or click **New** to report new waste.
4. Enter the required information in the New Vaccine Use pop-up window and click **Save** to complete the process.
   - **Quantity Consumed** should be entered in number of **doses** consumed

5. The new waste report now appears in the Vaccine Use list view.
# COVID-19 Provider Support

## COVID-19 Vaccine Provider Enrollment (Syntropi)
- How to become a COVID-19 Vaccine Provider
- In-progress applications
- Updating information in Provider Enrollment accounts, including population numbers, email addresses, or primary/backup coordinators

## COVID-19 Vaccine Provider Information and Safety Reporting
- COVID-19 vaccine safety & medical info
- Storage & handling
- Administration of vaccine
- Vaccine distribution
- Reporting adverse events to VAERS

## Vaccine Allocation & Ordering System (VAOS)
- Access to VAOS
- Question about completing a task or process in VAOS or dashboards
- Tuesday/Thursday Provider Webinars

## Vaccine Distribution & Shipments
- Tracking shipments
- Allocations
- Hub requests
- Vaccine transfer/returns
- Waste disposal/return

## Reporting for COVID-19 Vaccines
- Reporting to ImmTrac2 via online web application
- Reporting to TDEM online portal

### Sample questions

#### Provider Support

**Provider Help Desk:**
- COVID-19 Vaccine Provider:
  - (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov
- HealthCare Providers/Professionals:
  - (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov

**General Immunization Questions:**
- COVIDvaccineQs@dshs.Texas.gov

**COVID-19 Vaccine Provider Information and Safety Reporting**
- COVID19VacMgmt@dshs.Texas.gov

**Vaccine Shipments:**
- COVID19VacShipments@dshs.Texas.gov

**ImmTrac2 team:**
- ImmTrac2@dshs.Texas.gov

**TDEM/TMD Call Center:**
- vaccine@tdem.Texas.gov; (844) 908-3927

[Syntropi](https://www.cdc.gov/vaccines/hcp/index.html)
COVID-19 General Public Support

**General COVID-19 Inquiries**
- COVID-19 vaccine safety
- COVID-19 testing
- COVID-19 prevention and quarantine
- Vaccine FAQs

**Disaster Response**
- Public facing resource for those affected by winter storm Uri and need assistance

**Provider Support Channel**

**COVID-19 Nurse Call Center**
Texas 2-1-1 (Option 6) (877) 570-9779, 8 a.m. to 5 p.m., Monday through Friday
Or Email: CoronaVirus@dshs.Texas.gov

**Task Force Storm Call Center**
(844) 844-3089 8 a.m. to 5 p.m., Monday through Friday