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

Vaccine Shipments

1. **Confirm Receipt of Shipment**
2. **Shipment Tracking**

TEXAS Health and Human Services

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,

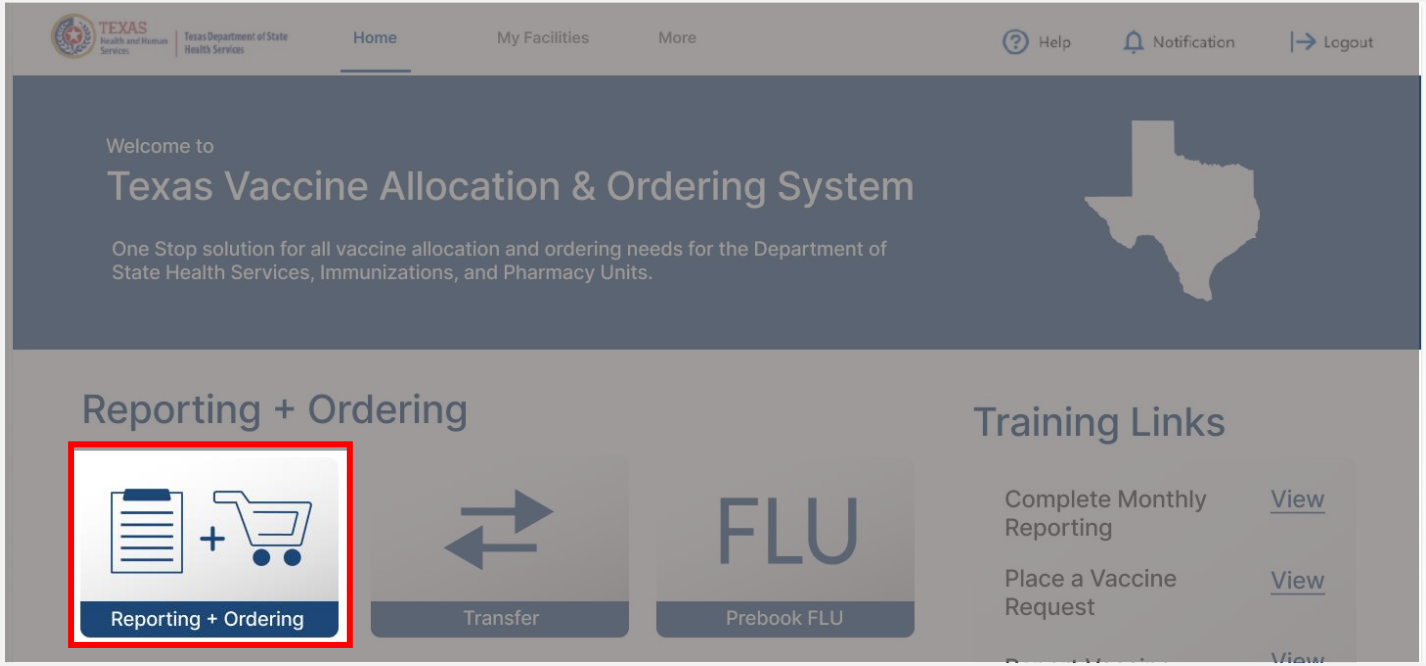
A shipment of 10 doses of Daptacel SDV 10 Pack; Ped was sent to ZZ TEST Data Purge yesterday (10/18/2023). If you have received your shipment, please go into the Texas Vaccine Allocation and Ordering System (VAOS) **as soon as possible to confirm receipt of your shipment.**

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

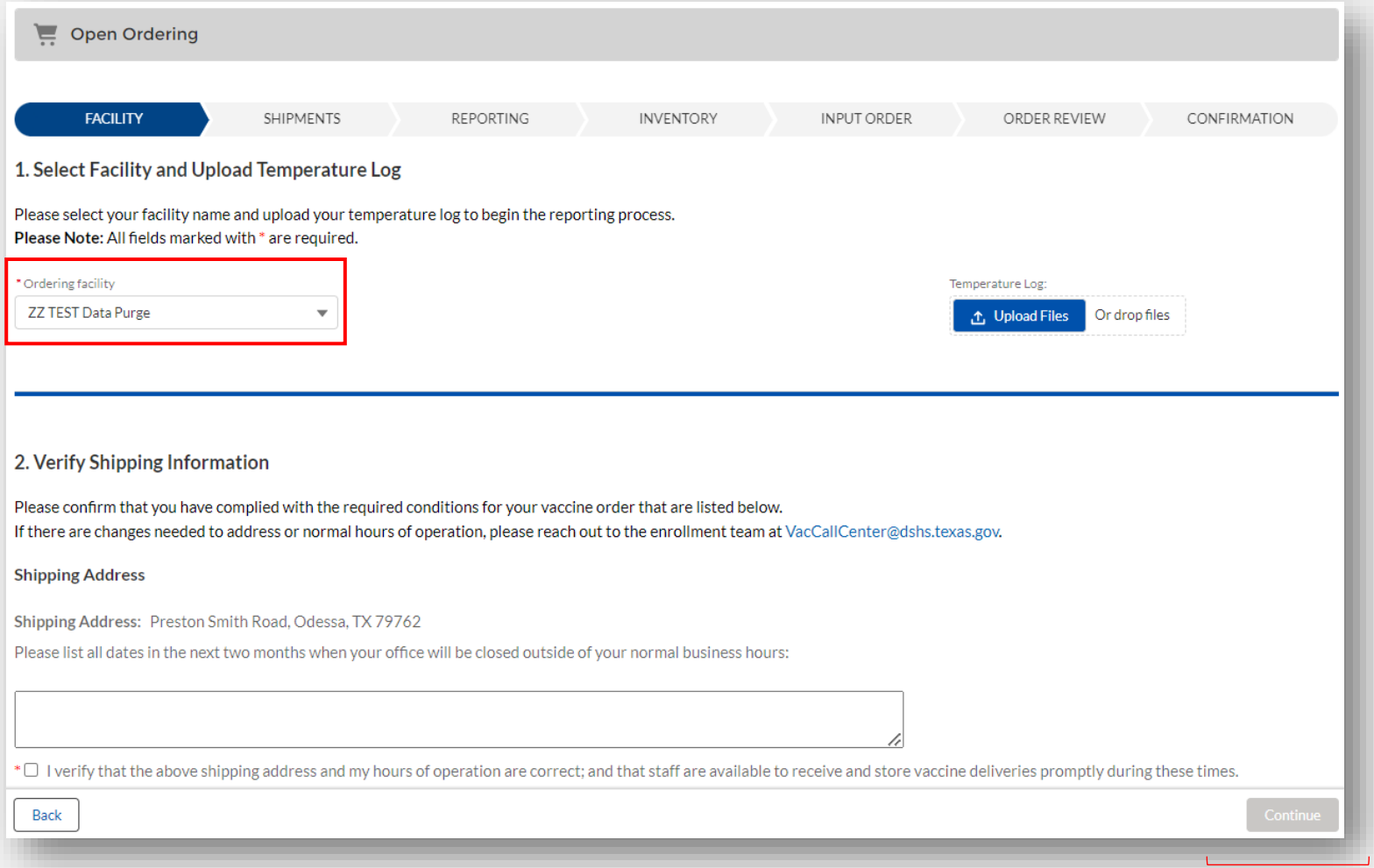
Log into VAOS from the HHS Enterprise Portal and navigate to the **Reporting and Ordering** tile.



Navigate to Shipments

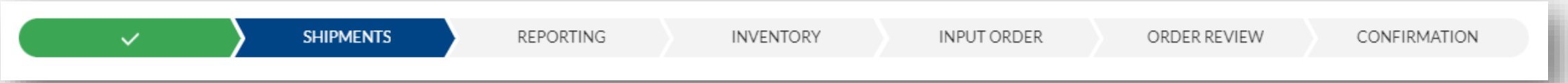
1. Select the facility you wish to confirm receipt of a shipment for from the drop-down menu under ***Ordering facility.**

2. Verify your shipping information and click Continue.

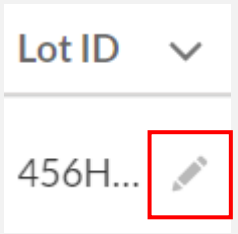


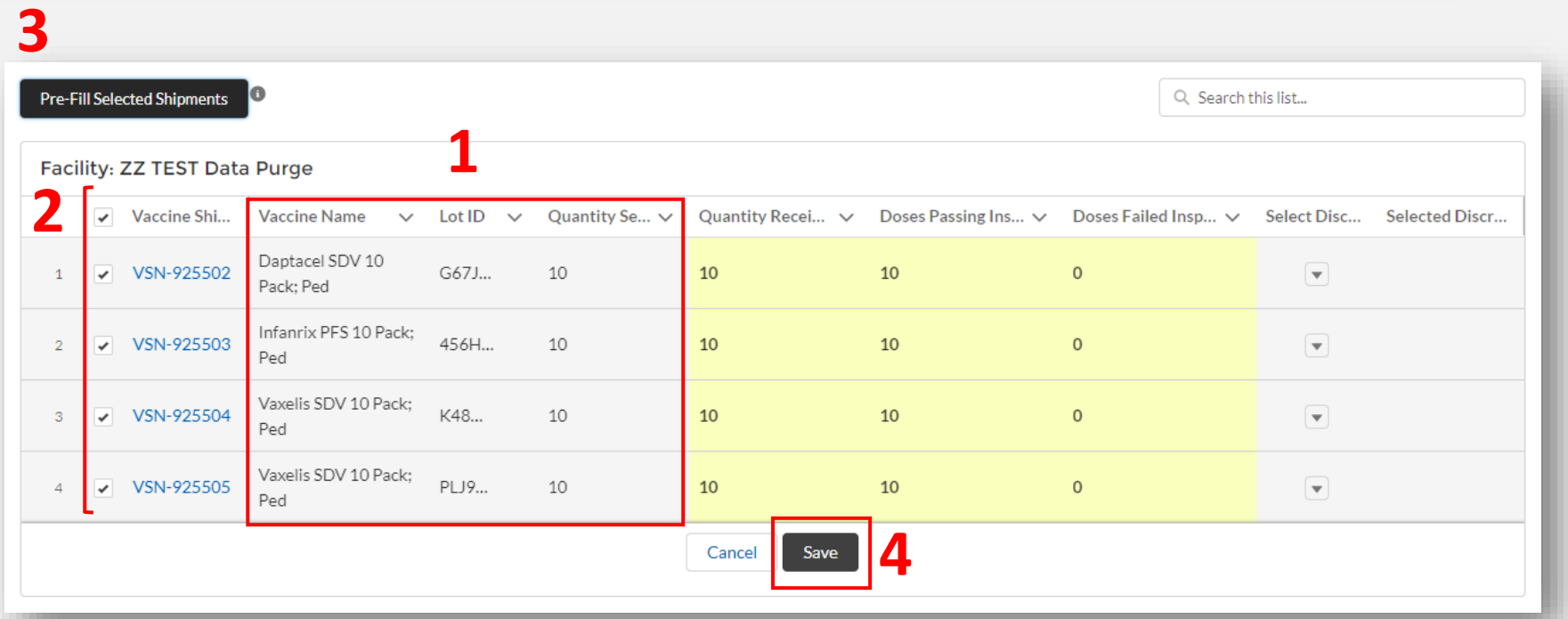
NOTE: The **Continue** button will be greyed out until you verify that your shipping information is correct.

Confirm Receipt of Shipments – No Discrepancy

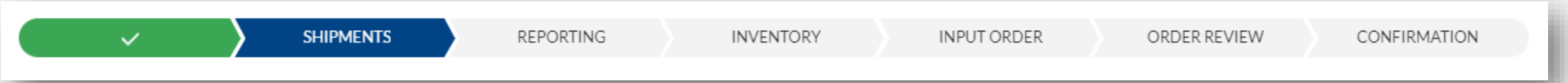


1. Confirm receipt of all pending vaccine shipments on the list view. Review the vaccine, lot ID, and expiration date for each item in the shipment.
   - To edit a lot number or expiration date, hover over the field and click the pencil icon.
2. If all information is correct, check mark all records.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

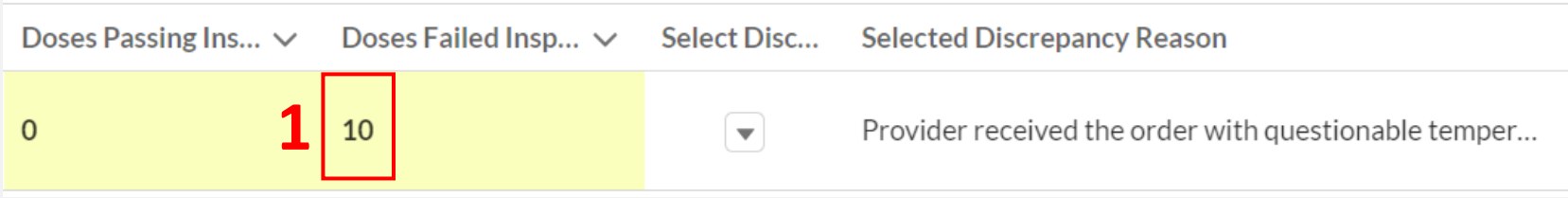


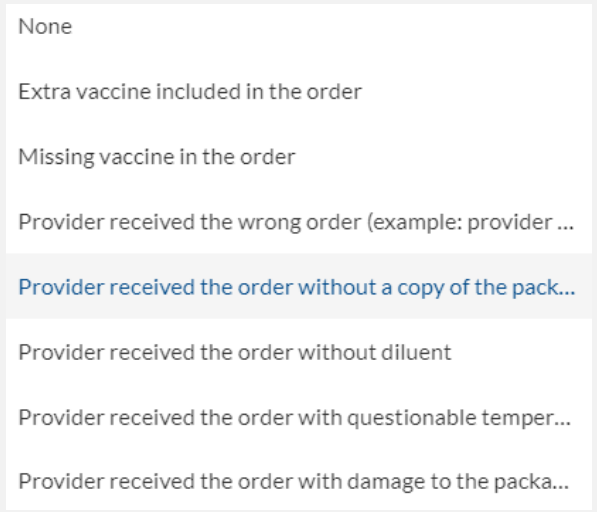


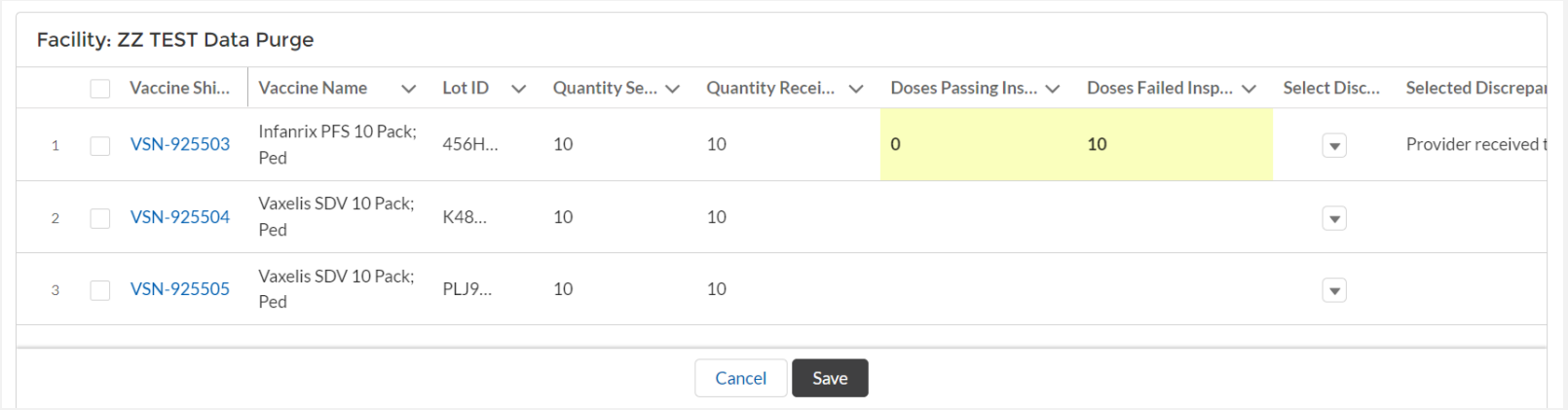
Confirm Receipt of Shipments – Discrepancy



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**.



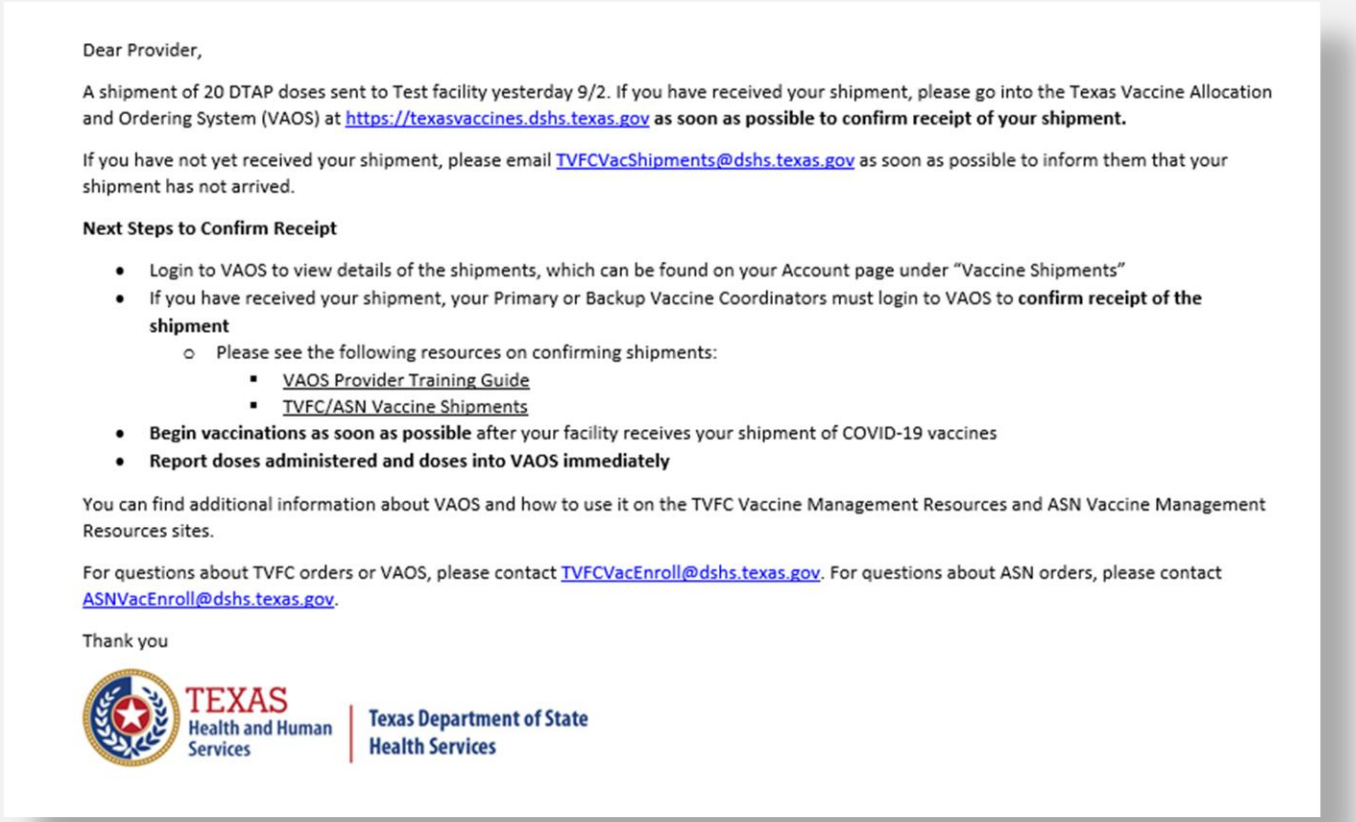




REMINDER: Report all shipment discrepancies to your Responsible Entity within 24 hours of receiving a shipment.

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

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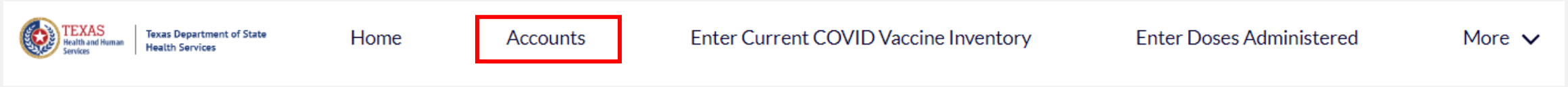
Shipment Tracking

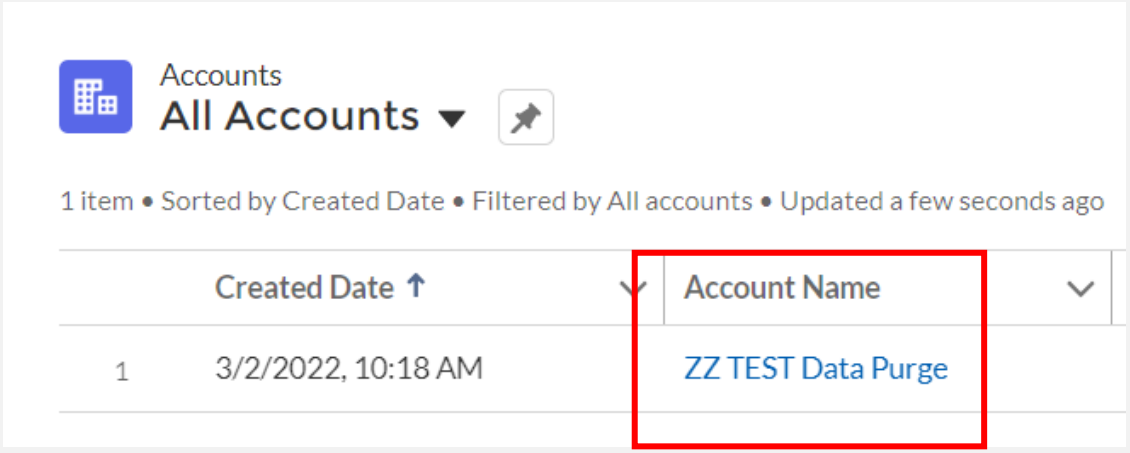
How to View Shipment Tracking Information in VAOS

Navigate VAOS to View Shipment

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

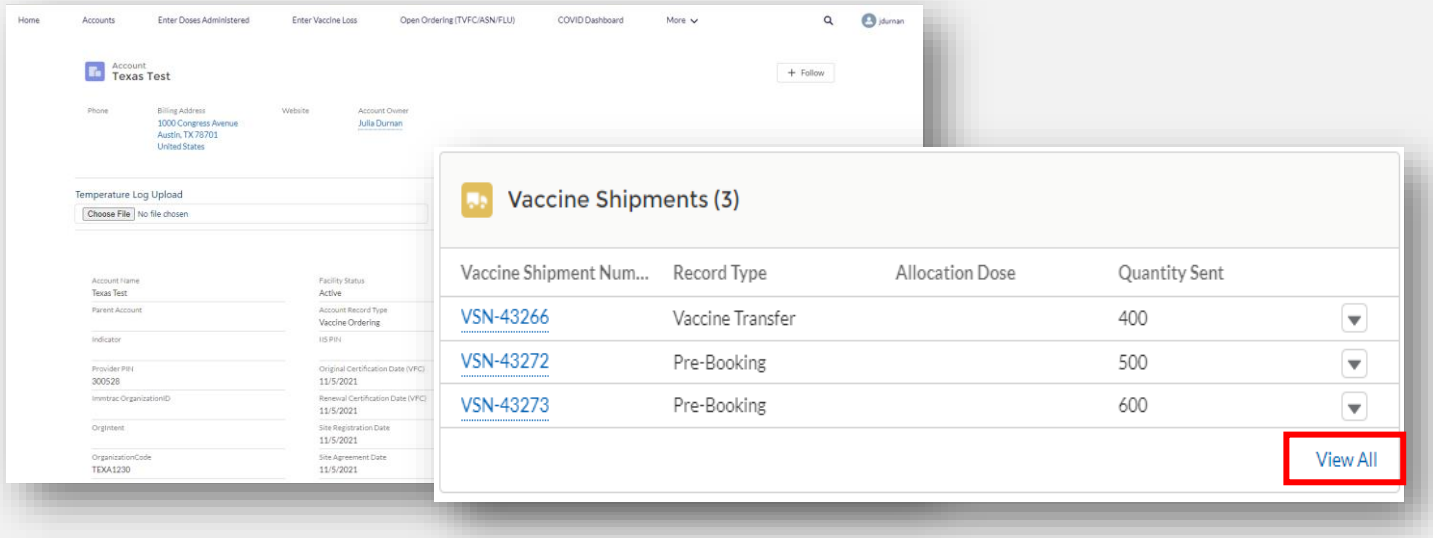


2. Select **All Accounts** from the drop-down menu and then select the facility that received the shipment.

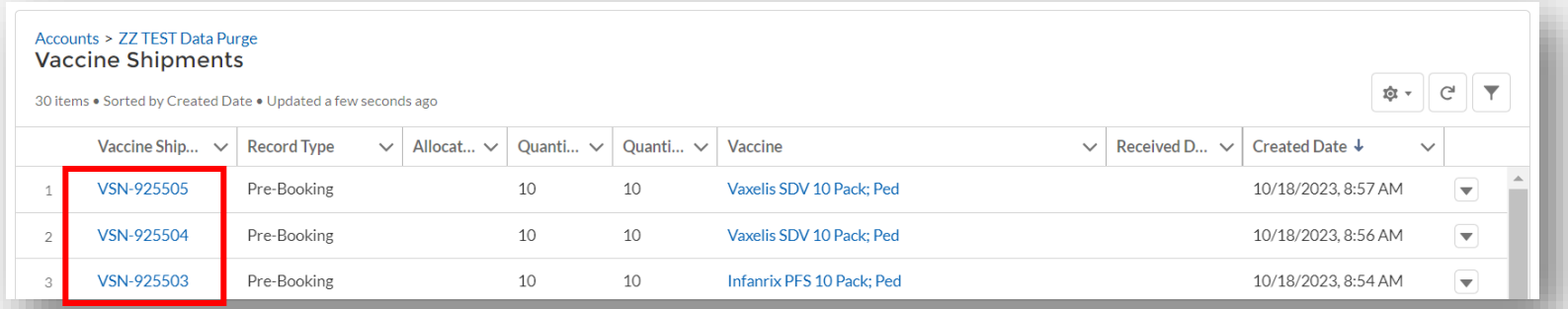


Navigate VAOS to View Shipment

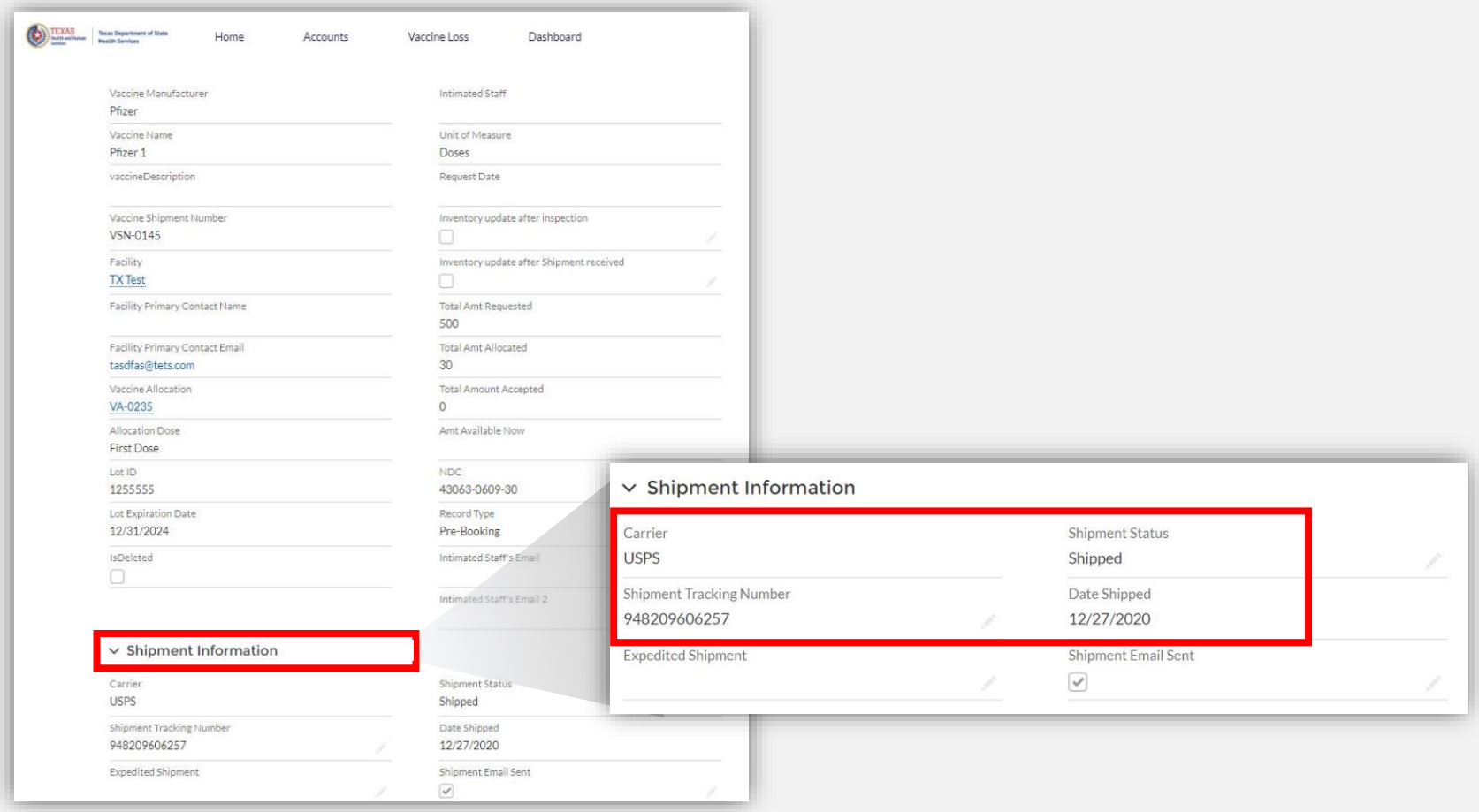
1. Scroll down to “**Vaccine Shipments**” and select **View All**.



2. Select the **vaccine shipment number** of the item you wish to view tracking information for.



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.