

Reviewing & Processing Transfer Requests in VAOS

Responsible Entity (RE) Job Aid

Last Updated 09/25/2025

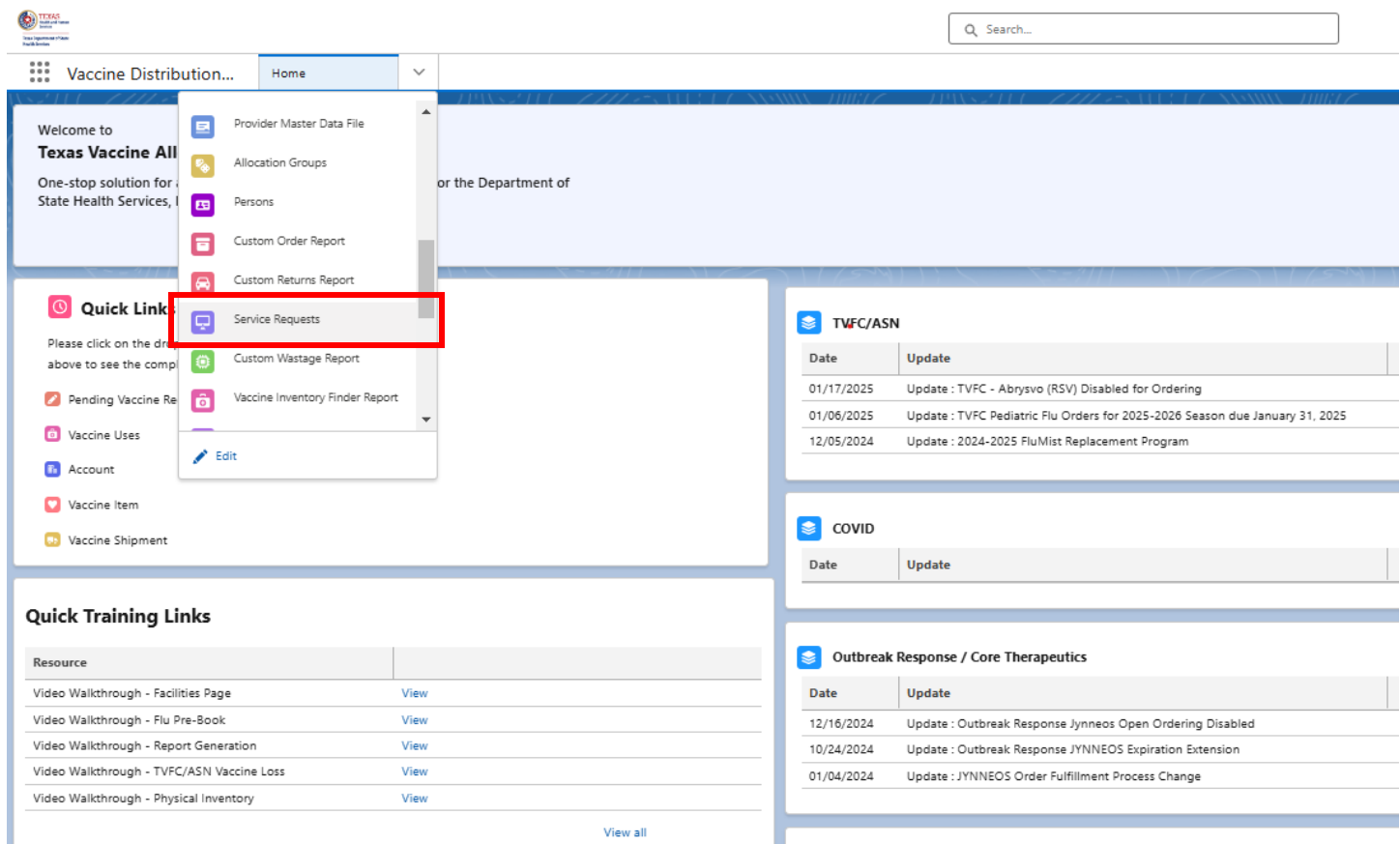
Overview

This job aid explains how Responsible Entities can review and process TVFC/ASN Transfer requests submitted by providers under their jurisdiction. This document will cover two methods of locating a Transfer request, what considerations should be made while processing the request, and how to approve or deny the Transfer in VAOS.

Accessing an Overview of TVFC/ASN Transfer Requests

Step 1: Login to VAOS as an RE

Log in to your VAOS RE account at <https://txhhs-covid.my.salesforce.com/> and select the Service Requests page from the dropdown menu.



The screenshot shows the Texas Vaccine Allotment System (VAOS) interface. The left-hand navigation menu is open, and the 'Service Requests' option is highlighted with a red box. The main content area displays a table of TVFC/ASN updates and a table of COVID updates.

TVFC/ASN

Date	Update
01/17/2025	Update : TVFC - Abrysvo (RSV) Disabled for Ordering
01/06/2025	Update : TVFC Pediatric Flu Orders for 2025-2026 Season due January 31, 2025
12/05/2024	Update : 2024-2025 FluMist Replacement Program

COVID

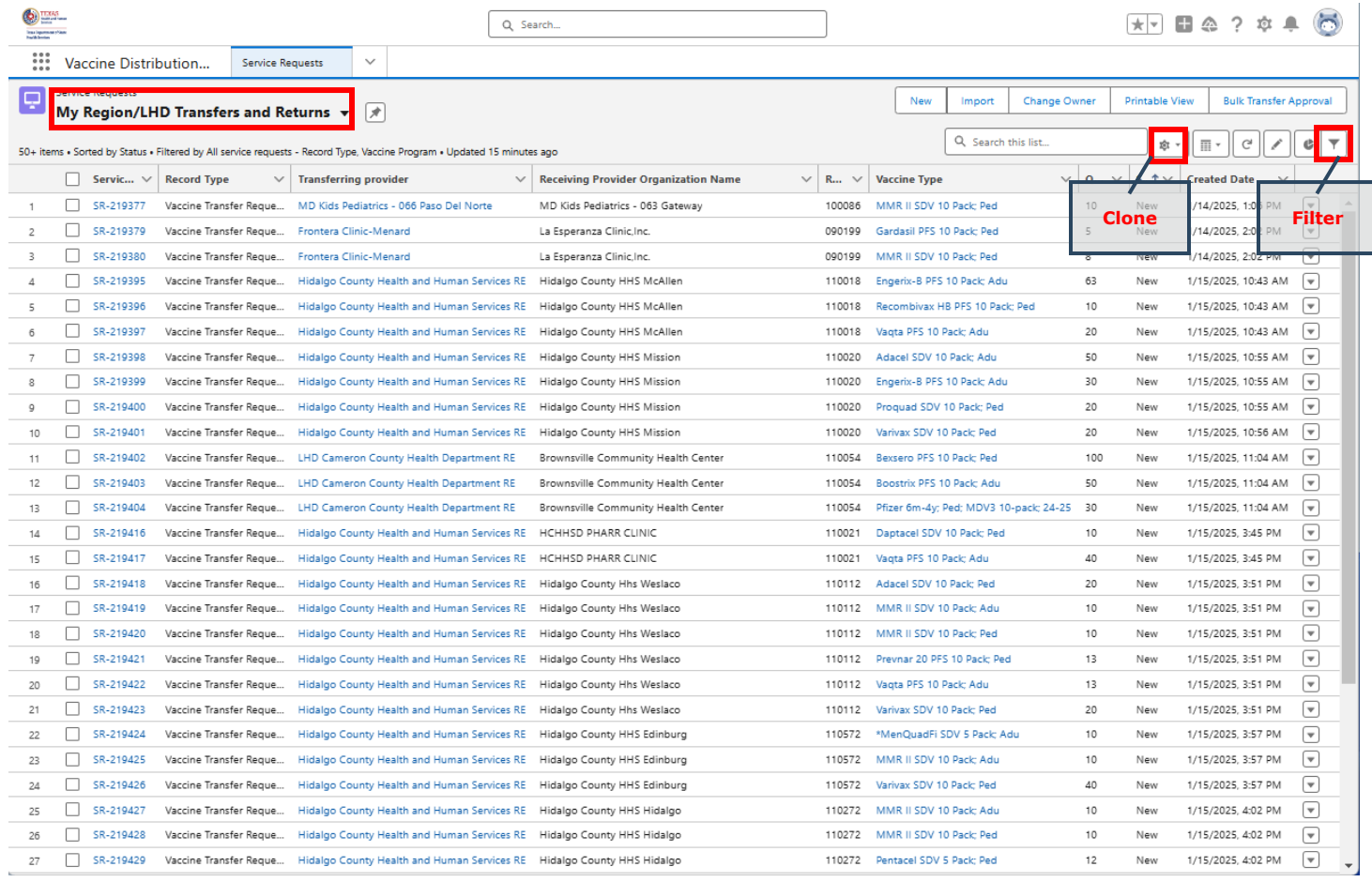
Date	Update
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Outbreak Response / Core Therapeutics

Date	Update
12/16/2024	Update : Outbreak Response Jynneos Open Ordering Disabled
10/24/2024	Update : Outbreak Response JYNNEOS Expiration Extension
01/04/2024	Update : JYNNEOS Order Fulfillment Process Change

Step 2: Navigate to your Regional List View

On the Service Requests page, where it currently states, 'Recently Viewed', click the dropdown menu and select 'My Region/LHD Transfers and Returns'. Depending on the number of requests, this page may take a moment to load as it is pulling every transfer request in your jurisdiction. Note that this list view can be filtered or cloned for your personal use.



The screenshot shows the VAOS Service Requests page. The top navigation bar includes 'Vaccine Distribution...' and 'Service Requests'. A dropdown menu is open, showing 'My Region/LHD Transfers and Returns' selected. The table below lists 27 vaccine transfer requests. The 'Clone' and 'Filter' buttons are highlighted in red.

Service...	Record Type	Transferring provider	Receiving Provider Organization Name	R...	Vaccine Type	Created Date	
1	SR-219377	Vaccine Transfer Reque...	MD Kids Pediatrics - 066 Paso Del Norte	MD Kids Pediatrics - 063 Gateway	100086	MMR II SDV 10 Pack; Ped	1/14/2025, 1:08 PM
2	SR-219379	Vaccine Transfer Reque...	Frontera Clinic-Menard	La Esperanza Clinic,Inc.	090199	Gardasil PFS 10 Pack; Ped	1/14/2025, 2:08 PM
3	SR-219380	Vaccine Transfer Reque...	Frontera Clinic-Menard	La Esperanza Clinic,Inc.	090199	MMR II SDV 10 Pack; Ped	1/14/2025, 2:08 PM
4	SR-219395	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS McAllen	110018	Engerix-B PFS 10 Pack; Adu	1/15/2025, 10:43 AM
5	SR-219396	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS McAllen	110018	Recombivax HB PFS 10 Pack; Ped	1/15/2025, 10:43 AM
6	SR-219397	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS McAllen	110018	Vaqta PFS 10 Pack; Adu	1/15/2025, 10:43 AM
7	SR-219398	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Mission	110020	Adacel SDV 10 Pack; Adu	1/15/2025, 10:55 AM
8	SR-219399	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Mission	110020	Engerix-B PFS 10 Pack; Adu	1/15/2025, 10:55 AM
9	SR-219400	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Mission	110020	Proquad SDV 10 Pack; Ped	1/15/2025, 10:55 AM
10	SR-219401	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Mission	110020	Varivax SDV 10 Pack; Ped	1/15/2025, 10:56 AM
11	SR-219402	Vaccine Transfer Reque...	LHD Cameron County Health Department RE	Brownsville Community Health Center	110054	Bexsero PFS 10 Pack; Ped	1/15/2025, 11:04 AM
12	SR-219403	Vaccine Transfer Reque...	LHD Cameron County Health Department RE	Brownsville Community Health Center	110054	Boostrix PFS 10 Pack; Adu	1/15/2025, 11:04 AM
13	SR-219404	Vaccine Transfer Reque...	LHD Cameron County Health Department RE	Brownsville Community Health Center	110054	Pfizer 6m-4y; Ped; MDV3 10-pack; 24-25	1/15/2025, 11:04 AM
14	SR-219416	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	HCHHSD PHARR CLINIC	110021	Daptacel SDV 10 Pack; Ped	1/15/2025, 3:45 PM
15	SR-219417	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	HCHHSD PHARR CLINIC	110021	Vaqta PFS 10 Pack; Adu	1/15/2025, 3:45 PM
16	SR-219418	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County Hhs Weslaco	110112	Adacel SDV 10 Pack; Ped	1/15/2025, 3:51 PM
17	SR-219419	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County Hhs Weslaco	110112	MMR II SDV 10 Pack; Adu	1/15/2025, 3:51 PM
18	SR-219420	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County Hhs Weslaco	110112	MMR II SDV 10 Pack; Ped	1/15/2025, 3:51 PM
19	SR-219421	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County Hhs Weslaco	110112	Prevnam 20 PFS 10 Pack; Ped	1/15/2025, 3:51 PM
20	SR-219422	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County Hhs Weslaco	110112	Vaqta PFS 10 Pack; Adu	1/15/2025, 3:51 PM
21	SR-219423	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County Hhs Weslaco	110112	Varivax SDV 10 Pack; Ped	1/15/2025, 3:51 PM
22	SR-219424	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Edinburg	110572	*MenQuadFI SDV 5 Pack; Adu	1/15/2025, 3:57 PM
23	SR-219425	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Edinburg	110572	MMR II SDV 10 Pack; Adu	1/15/2025, 3:57 PM
24	SR-219426	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Edinburg	110572	Varivax SDV 10 Pack; Ped	1/15/2025, 3:57 PM
25	SR-219427	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Hidalgo	110272	MMR II SDV 10 Pack; Adu	1/15/2025, 4:02 PM
26	SR-219428	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Hidalgo	110272	MMR II SDV 10 Pack; Ped	1/15/2025, 4:02 PM
27	SR-219429	Vaccine Transfer Reque...	Hidalgo County Health and Human Services RE	Hidalgo County HHS Hidalgo	110272	Pentacel SDV 5 Pack; Ped	1/15/2025, 4:02 PM

Accessing a Specific Provider's TVFC/ASN Transfer Requests

Step 1: Login to VAOS as an RE

Login to your RE account of VAOS at <https://txhhs-covid.my.salesforce.com/> and navigate to your VAOS Homepage.

Step 2: Search for Provider PIN

Using the VAOS search bar, enter your Provider's PIN and select their account from the search results. Click on the account name to open the Provider's account overview.

Step 3: Scroll down to the Service Requests tile

On the Provider's account page, scroll down on the right-hand side of the page until you see the Service Requests tile. To open the full list, either click on the tile's label or click 'View All' at the bottom of the tile.

The screenshot shows the Provider's account page for 'ZZ TEST Data Purge'. The page is divided into several sections. On the left, there's a sidebar with 'Follow' and 'Edit' buttons, and a 'Total Amount Allocated' section. The main content area has a 'Details' section with various fields like Account Name, Parent Account, Indicator, Source Type, Provider PIN, Immtrac Organization ID, Orginent, Organization C code, Total NO of TX, Address Line 1, Address Line 2, City, County, County Code, State Code, Zip, Facility Status, Account Record Type, Parent TX IIS ID, Original Certification Date (VFC), Renewal Certification Date (VFC), Site Registration Date, Site Agreement Date, Temperature Log Date, Last COVID Order Date, Last TVFC/ASN Order Date, Last Wastage Date, Last Doses Administered Reporting Date, Last Inventory Reported Date, VFC Program, VTricks Provider ID, and VTricks Status. On the right, there's a 'Service Requests (Facility) (3+)' tile highlighted with a red box, showing a list of requests with columns for Record Type, Created Date, and a 'View All' link. Below it, there's a 'Vaccine choices (3+)' tile.

Step 4: Selecting TVFC/ASN Transfer Request

After opening the Provider's Service Request list, we recommend clicking the 'Created Date' header of the table (so the arrow is pointed down) so that the most recent Transfer Requests are listed first. You can open a specific Transfer Request by clicking on the 'SR-#####'.

The screenshot shows the 'Service Requests (Facility)' table. The table has columns for 'Service Request Name', 'Record Type', and 'Created Date'. The 'Created Date' header is sorted descending, indicated by a downward arrow. The first row is highlighted with a red box, showing 'SR-219635' as the Service Request Name and 'Vaccine Transfer Request' as the Record Type. The table lists 15 items, sorted by Created Date.

	Service Request Name	Record Type	Created Date
1	SR-219635	Vaccine Transfer Request	1/23/2025, 10:22 AM
2	SR-219634	Vaccine Transfer Request	1/23/2025, 10:20 AM
3	SR-199796	COVID Open Ordering Request	9/7/2023, 2:09 PM
4	SR-199797	COVID Open Ordering Request	9/7/2023, 2:09 PM
5	SR-199292	COVID Open Ordering Request	8/30/2023, 1:23 PM
6	SR-199293	COVID Open Ordering Request	8/30/2023, 1:23 PM
7	SR-198978	COVID Open Ordering Request	8/24/2023, 1:21 PM
8	SR-198812	COVID Open Ordering Request	8/22/2023, 5:30 PM
9	SR-198413	COVID Open Ordering Request	8/17/2023, 1:13 PM
10	SR-198111	COVID Open Ordering Request	8/10/2023, 1:49 PM
11	SR-198112	COVID Open Ordering Request	8/10/2023, 1:49 PM
12	SR-198108	COVID Open Ordering Request	8/10/2023, 1:44 PM
13	SR-198109	COVID Open Ordering Request	8/10/2023, 1:44 PM
14	SR-198110	COVID Open Ordering Request	8/10/2023, 1:44 PM
15	SR-196729	COVID Open Ordering Request	7/27/2023, 2:25 PM

Processing Individual Transfer Requests

Step 1: Confirm that Transfer Details are Correct

Please check to ensure that the following details of the Transfer Request are correct:

- Selected '**Reason for Transfer**' is accurate (should be approved beforehand by RE)
- Correct '**Receiving Provider**' is listed
- Correct vaccine **Lot Number** and **Expiration Date** are listed
- Correct '**Quantity to Transfer**' is listed

Service Request
SR-219635

Related **Details**

Instructions

IMPORTANT: Instructions for internal DSHS users only. Please disregard if you are a Provider.

1. Confirm the information listed on the transfer request is correct.
2. Click "Download TVFC/ASN Vaccine Transfer Form" to print the Transfer Authorization form.
3. Click "Approve" or utilize the Bulk Approval option to approve the transfer request(s).
4. The signed Transfer Authorization Form may be uploaded to Files on the Receiving Providers' account. TVFC/ASN Transfer forms are NOT sent via DocuSign.

Information

Service Request Name	SR-219635	Email Sent	<input type="checkbox"/>
Status	New	Owner	Miles Greenfield
DocuSign Signature Status		Service Request Reason	Transfer Vaccine
Transferring provider	ZZ TEST Data Purge	Lot Number	test555
Facility	ZZ TEST Data Purge	NDC	49281-0400-10
Receiving provider PIN	DSHS CENTRAL PHARMACY WAREHOUSE	Expiration	11/25/2038
Reason for transfer	Withdrawal from the TVFC/ASN/FLU Program	Additional Details	
Reason for Denial		CMO Title	
Other		License Number	
Vaccine Type	Adacel SDV 10 Pack Ped	License State	TX
Vaccine Program	TVFC	Primary Vaccine Coordinator's Email	austin.knaplund@dshs.texas.gov
Inventory Record	VI-0479103	Backup Vaccine Coordinator's Email	rae.plaza@dshs.texas.gov
Quantity to transfer	10	Region	REGION 7
Receiving provider PIN Num		Event	
Receiving Provider Organization Name		DocuSign Last Sent Date	
Comments		DocuSign Envelope	

Step 2: Download TVFC/ASN Transfer Form

After confirming that all the details above are correct, you should click the 'Download TVFC/ASN Vaccine Transfer Form' button. This will open the document viewer, featuring the transfer form, which you can download by clicking the download symbol, highlighted in the second image below.

Service Request
SR-219635

Approve Deny **Download TVFC/ASN Vaccine Transfer Form** Download CDC Approval Form

Related Details

Instructions

IMPORTANT: Instructions for internal DSHS users only. Please disregard if you are a Provider.

Activity

Filters: All time • All activities • All types

TVFCVaccineTransferAuthorizationForm

1 / 2 | - 80% + | [Download] [Print] [More]

Texas Vaccines for Children (TVFC) and Adult Safety Net (ASN) Program Vaccine Transfer Authorization Form

Guidance:
Texas Vaccines for Children and Adult Safety Net (TVFC/ASN) providers are expected to maintain an adequate inventory of vaccine. The routine re-distribution of TVFC/ASN vaccine is not allowed. Vaccine transfers are limited to: short dated vaccine, withdrawal of a provider from the TVFC/ASN Program, or other (i.e., emergency, disaster, or equipment failure). When a vaccine transfer occurs, the proper cold chain must be maintained. When a provider needs to conduct a transfer of vaccine from one clinic to another, permission must be granted from the designated Department of State Health Services (DSHS) Public Health Region (PHR) prior to the vaccine transfer.

Directions for use of this form:
The TVFC providers must complete the Vaccine Transfer Authorization Form (EC-67) for each vaccine transfer. Each vaccine that is going to be transferred must be listed on a separate row. Transfer requests must be signed by the DSHS HSR and returned to the clinic before a transfer can be conducted. The Vaccine Transfer Authorization Forms must be kept on file for a minimum of five (5) years as required by the TVFC/ASN Program and made easily accessible.

Vaccine transfer in emergency situations (i.e., activation of the Emergency Vaccine Storage and Handling Plan)
In the event that a provider must activate their Emergency Vaccine Storage and Handling Plan, providers must transfer vaccines to the alternative storage location identified in the plan. The PIN/Customer ID for the alternative location should not be included on the Vaccine Transfer Authorization Form if the alternative location is not a TVFC/ASN provider. Providers must contact the DSHS PHR by telephone prior to faxing the Vaccine Transfer Authorization Form in the event of an emergency. If the DSHS PHR cannot be contacted, the provider may transfer vaccine to the alternative storage location and must notify the DSHS PHR as soon as possible. A printout of the Tally Sheet from VAOS with the current vaccine counts prepopulated can be attached in lieu of handwriting all vaccine information on page 2.

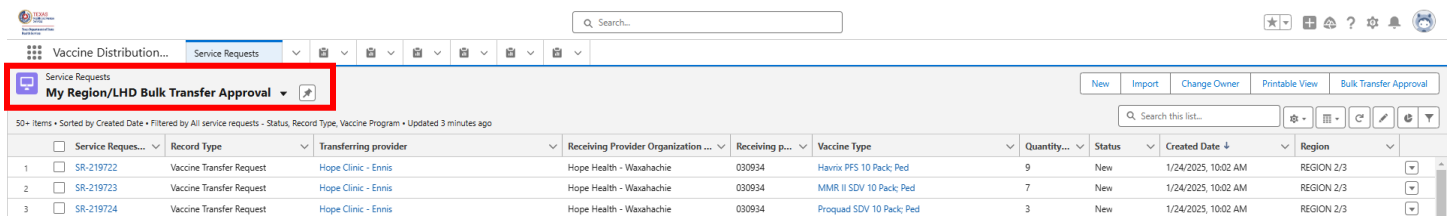
Vaccine Transferring From:	Vaccine Transferring To:	Reason for Transferring Request:
PIN/Customer ID: 123456	PIN/Customer ID: 999988	Withdrawal from the TVFC/ASN/FLU Program
Facility Name: ZZ TEST Data Purge	Facility Name: DSHS CENTRAL PHARMACY WAREHOUSE	
Address: Preston Smith Road,	Address: 1111 NORTH LOOP PHARMACY WAREHOUSE	
City/State/Zip: Odessa TX 79762/United States	City/State/Zip: AUSTIN TX 78756/US	
Phone:	Phone: 5124842720	
Fax:	Fax:	
Contact: ZZ Test Data Purge	Contact: Zachary Rice	
Email: austin.knaplund@dshs.texas.gov	Email: zachary.rice@dshs.texas.gov	

Step 3: Save Completed Transfer Form Locally

After printing out the TVFC/ASN Transfer form and having all the necessary parties (Transferring Provider, Receiving Provider, RE) sign where indicated, scan the Transfer form and save it for your local records. Transfer documentation may need to be revisited, so ensure that it is saved somewhere easily accessible.

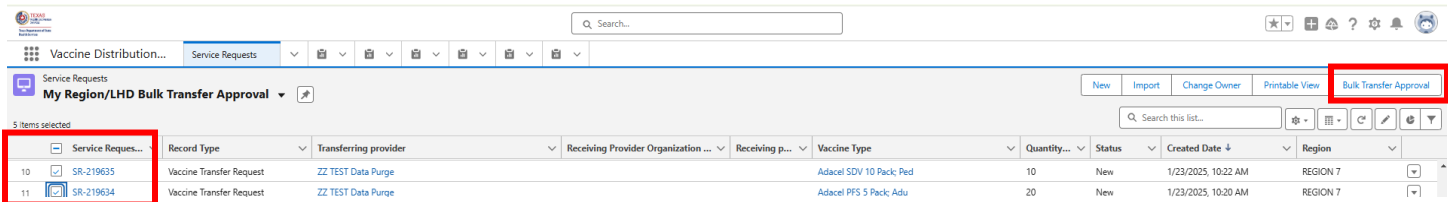
Approving Transfer Requests in Bulk

Step 1: Navigate to the “My Region/LHD Bulk Transfer Approval” List View



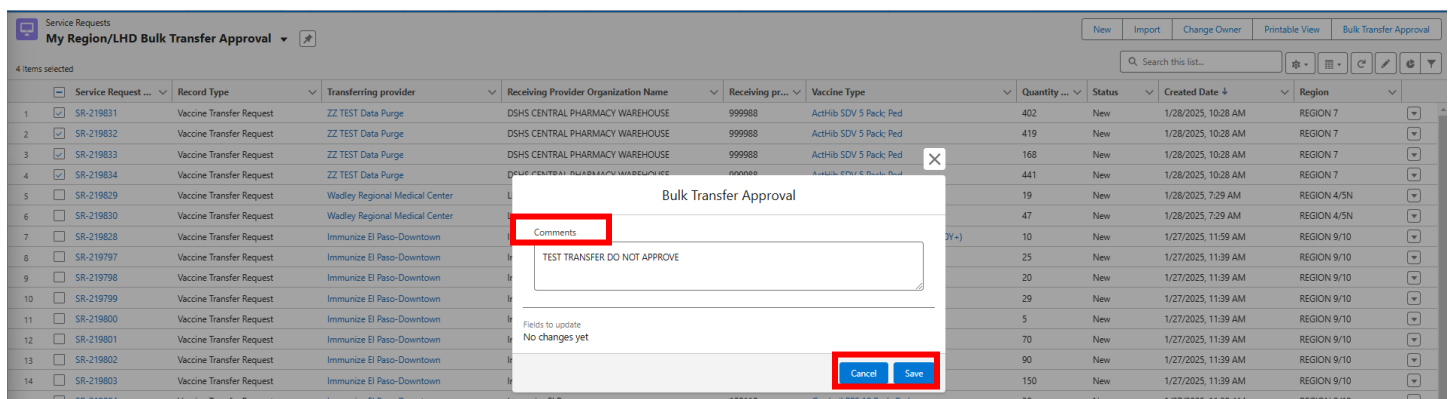
Step 2: Select the Transfer(s) to Bulk Approve

Select each transfer service request using the checkbox on the left-hand side of the list view. After selecting the number of transfers to approve, click the “Bulk Transfer Approval” button at the top-right of the list view.



Step 3: Add Comments and Click “Save”

After clicking the “Bulk Transfer Approval” button, a pop-up window will appear, allowing you to enter Comments. Once the appropriate review is conducted, comments added, and you’re ready to approve the selected transfer(s), click “Save” to Approve the records.

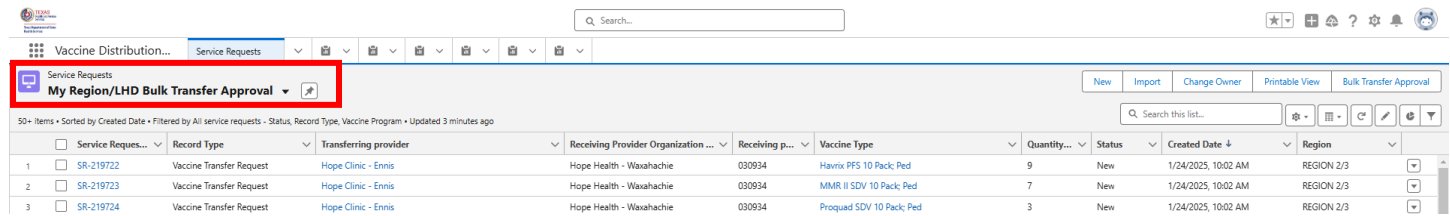


Step 4: Review Any Errors

If there are errors in the selected transfer records, a secondary pop-up window will appear at the bottom right of the page to prevent approval. Resolve the errors directly with the provider before attempting re-approval.

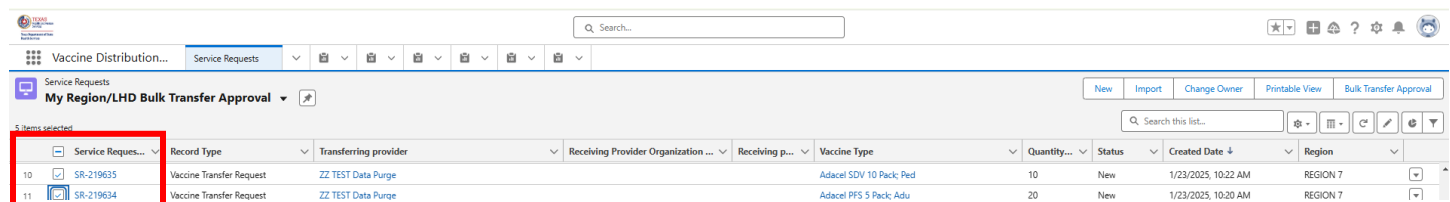
Denying Transfer Requests in Bulk

Step 1: Navigate to the “My Region/LHD Bulk Transfer Approval” List View



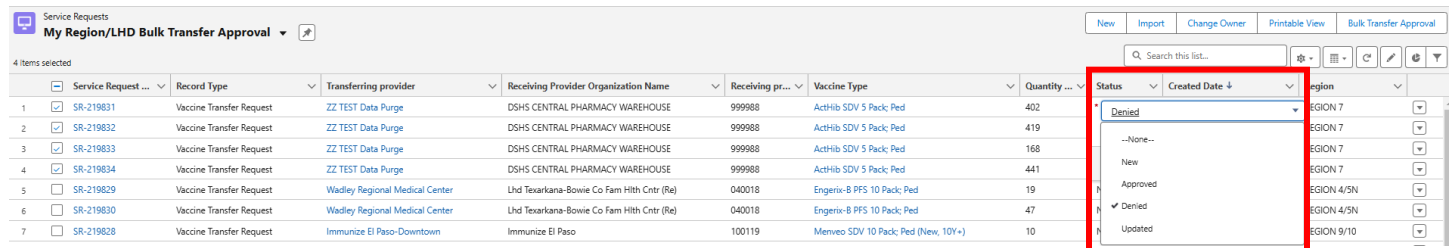
Step 2: Select the Transfer(s) to Bulk Deny

Select each transfer service request using the checkbox on the left-hand side of the list view.

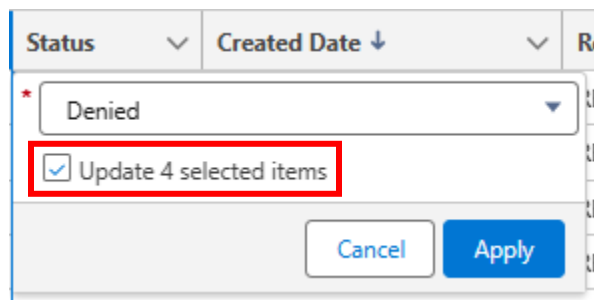


Step 3: Bulk Update the Service Request Status

Once you have selected each transfer service request, navigate to the “Status” column in the list view and click the pencil icon next to “New.” Then, select the “Denied” status to update the transfer service request’s status.



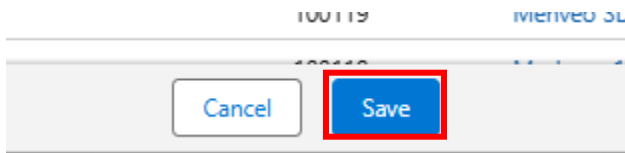
Next, click the “Update X selected items” checkbox to apply the status update to all the selected records in the list view. After clicking “Apply”, the selected records’ status will update, and unsaved changes are shown in yellow.



Service Requests							New	Import	Change Owner	Printable View	Bulk Transfer Approval
My Region/LHD Bulk Transfer Approval							Search this list...				
4 items selected	Service Request ...	Record Type	Transferring provider	Receiving Provider Organization Name	Receiving pr...	Vaccine Type	Quantity ...	Status	Created Date	Region	
1	<input checked="" type="checkbox"/> SR-219831	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	402	Denied	2/28/2025, 10:28 AM	REGION 7	
2	<input checked="" type="checkbox"/> SR-219832	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	419	Denied	2/28/2025, 10:28 AM	REGION 7	
3	<input checked="" type="checkbox"/> SR-219833	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	168	Denied	2/28/2025, 10:28 AM	REGION 7	
4	<input checked="" type="checkbox"/> SR-219834	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	441	Denied	2/28/2025, 10:28 AM	REGION 7	

Step 4: Save the Transfer(s) in Denied Status

After updating statuses to "Denied," click "Save" at the **bottom** of the list view to apply the changes. Once the changes are saved a green banner will appear at the top of the page.



Service Requests

My Region/LHD Bulk Transfer Approval

✔ Your changes are saved.

✕

New

Import

Change Owner

Printable View

Bulk Transfer Approval

4 items selected

Search this list...

⌵

⌵

⌵

⌵

⌵

⌵

<div><input checked="" type="checkbox"/></div> Service Request ...	Record Type	Transferring provider	Receiving Provider Organization Name	Receiving pr...	Vaccine Type	Quantity ...	Status	Created Date	Region	
1 <div><input checked="" type="checkbox"/></div>	SR-219831	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	402	Denied	1/28/2025, 10:28 AM	REGION 7
2 <div><input checked="" type="checkbox"/></div>	SR-219832	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	419	Denied	1/28/2025, 10:28 AM	REGION 7
3 <div><input checked="" type="checkbox"/></div>	SR-219833	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	168	Denied	1/28/2025, 10:28 AM	REGION 7
4 <div><input checked="" type="checkbox"/></div>	SR-219834	Vaccine Transfer Request	ZZ TEST Data Purge	DSHS CENTRAL PHARMACY WAREHOUSE	999988	ActHib SDV 5 Pack; Ped	441	Denied	1/28/2025, 10:28 AM	REGION 7

Additional Resources

VAOS Ordering Inquiries – TXVaccineOrders@DSHS.Texas.Gov

[DSHS Immunization Program Website](#)

[Immunization Program Homepage for Health Departments](#)

[TVFC/ASN Operations Manual for Responsible Entities](#)



TEXAS
Health and Human
Services

Texas Department of State
Health Services

